

Service Manager Bulletin

TITLE:

Q1 2023 Retailer Technical Training Requirements

GROUP: 00	NO: 053	ISSUING DEPARTMENT: Technical Training	CAR MARKET: United States and Canada	
REVISIONS:			ISSUE DATE: 2022-12-06	STATUS DATE: 2022-12-06
Page 1 of 6				

“Right first time in Time”

Q1 2023 RETAILER TECHNICAL TRAINING REQUIREMENTS:

Please note: The due date for training requirements is Tuesday, March 14th at 7 p.m. EST

To comply with **Volvo Technical Training Standards** and **Volvo Car USA LLC Operating Standards** a retailer must maintain the following:

- **G0-Quality Level –**
 - 100% of technicians must complete G0-Quality Web-Based Training (WBT) courses
 - 80% of technicians must complete **ALL** G0-Quality Instructor Led Training (ILT) courses
- **G1-Certified Level –**
 - 70% of technicians must complete G1-Certified web-based courses
 - 65% of technicians must complete **all** of the following instructor-led courses: G1-ILT-ELVT-20, G1-ILT-EREP-20, G1-ILT-PROC-20
 - 40% of technicians must complete **all** of the following instructor-led courses: G1-ILT-EFT2-22 and G1-ILT-ASMT-22
- **G1D-Certified Diagnostic Level –**
 - 50% of technicians must complete G1-Certified web-based courses
 - 30% of technicians must complete G1D instructor led courses G1D-ILT-TECH-20:
 - Note: this was previously course code G1-ILT-TECH-20 and completions or equivalencies are carried forward to this new course code

Service Manager Bulletin 00-053

- **G2-Master Level** –
 - 20% of technicians must complete G2-Master web-based courses and G2-ILT-PHEV-21: PHEV Battery Repair
 - **G2-WBT-LRPH-22: LR PHEV - High Voltage Battery** (*required for AEVT certification beginning Q42022. Pre-requisite course: G2-ILT-PHEV-21*)
- **Expert Level** – All Expert approvals are frozen as the level is currently under review. We look forward to launching a new Expert path soon.
- **Maintenance Rating** – Service Technician Apprentices (008): This rating does not count toward retailer meeting certification and does not require Instructor-led Training (ILT). To achieve this rating, all required web-based courses must be successfully completed.
 - a) A maximum of two (2) Service Technician Apprentices (008) to every five (5) Service Technicians\Working Shop Foremen is allowed.
 - b) Retailers with less than five (5) Service Technicians\Working Shop Foremen are allowed one (1) Service Technician Apprentice.

Reminders:

- All requests for changes to Auto-Enrollments must be made using the [Technical Training Enrollment Change Request Form](#). Note, you must be logged into Volvo Cars Portal (VCP) using your CDSID to have access to the form.
- For 2022, a technician's working status is the greater of their Q4 2020 *or* current quarter certification achievement.
- To perform any warranty repairs on PHEV or BEV vehicles, a technician must have credit for, **G1-ILT-ELVT-21: Electric Vehicle Technician**. This EVT individual certification status is reflected on the Retailer Technical Training Report (RTTR).
- For details on Electric Vehicle Technician designations please refer to SMB-00-020: [Electric Vehicle Technician Designations](#)
- **Instructor-led Post Course Assessments:** Instructor-led technical training courses now have an online End-Of-Course assessment. Technicians will have two attempts and must pass the assessment with an **80%** or greater. Technicians who do not pass the assessment after two attempts must retake the course.
- **Dress Attire:** While attending Volvo technical training, the training center should be considered a professional work environment. Appropriate dress is required. This means a shirt, long pants, and shoes must be worn while attending a technical training session. Work clothes from other automotive brands are not acceptable unless co-branded with the current Volvo logo. Shirts or hats with offensive or vulgar text or images are also not permitted.

The following attire is not acceptable to ensure that safety regulations are met:

- Shorts
- Sleeveless tops
- Open-toe shoes or sandals
- Revealing attire
- Ripped or torn clothing
- Unsecured jewelry that may cause injury

Service Manager Bulletin 00-053

No Show Fee: VCUSA, LLC reserves the right to charge a “no-show fee” for retailer employees who are scheduled for an Instructor-Led Training session and fail to attend the training at the prescribed location. This fee will be in the form of a \$1,000 (USD) **per day** charge to the retailer’s monthly parts statement.

For employees that will not be able to attend a training session, please use this form: [Technical Training Enrollment Change Request](#) to cancel the enrollment at least **10 business days** in advance of the start of the training in order to avoid this fee.

If you have a general inquiry regarding instructor-led technical enrollments, please e-mail: TECHS@volvocars.com

G0 - Fast Track to Quality Certification: This revised program provides an experienced technician, new to the Volvo brand, the opportunity to test and demonstrate their prior experience and receive equivalency for G0-Quality level, instructor-led training (ILT) courses.

To obtain G0-Quality level instructor-led equivalency, the technician will need to complete the following:

- 1) Pass either the Volvo Certified Test (or a minimum of 4 ASE’s A1-A8)
- 2) Complete all G0-Quality level web-based training modules
- 3) Provide previous training history for review and consideration
- 4) Pass the 1-day, G0-ILT-ASMT-20: G0 Practical Assessment (steps 1-3 must be completed before the assessment is scheduled)

We will prioritize based on meeting requirements and shop needs. This session is a single day test. Please complete this [Fast Track Request Form](#) to request a review of the technician’s credentials.

AUTOMOTIVE SERVICE EXCELLENCE (ASE) TEST REQUIREMENTS:

As of Q2 2022, there are no ASE requirements against retailer or individual standards.

YEARS OF VOLVO EXPERIENCE:

As of Q2 2022, there are no Years of Experience requirements against retailer or individual standards.

PLEASE NOTE:

For proper accounting of technician certification performance, it is imperative that retailers assign the appropriate job code to technical service staff within 1-week of employment start.

To do this, access **Digital Personnel Master (DPM)** and enter these approved position codes:

- Service Technician Apprentice/Maintenance (008)
- Service Technician (S/T)
- Working Shop Foreman (WSF)

Certification eligibility will be voided if there is evidence of unethical behavior. This includes, but is not limited to the following examples:

- A person other than the employee required to complete the course material, completes the required course or test.

Service Manager Bulletin 00-053

- Retailer modifies job roles or position start dates to circumvent requirements.

E-mail Address Verification: It is critical that email addresses for both technicians and dealer staff administrators (DSA) are accurate in DPM.

It is the responsibility of the retailer to ensure that email addresses are accurate so that training notifications are received.

Volvo Car Performance Academy: The Volvo Car Performance Academy (VCPA) on Volvo Cars Portal is the portal where you will find the latest information and news for all training needs.

Technical Training Requirements (see Appendix): You should always reference the latest training requirements grid on the VCPA homepage. From “Volvo Cars Portal”, select “Volvo Car Performance Academy” then “Training” and finally “Training Requirements”. We have attached the current grid here to this bulletin for your reference.

Service Manager Bulletin 00-053

V O L V O

Q1 2023 Technical Learner Journey (USA)

LEGEND: NEW courses are highlighted in BLUE ✓ = Required Course ■ = Recommended Course Blank Cell = Not a Required Course Average Web-Based Course Length is 25 Minutes	Course Code	Course Type	Service Technician (S/T)	Working Shop Foremen (WSF)	Service Technician Apprentice STA-M (008)	Volvo Tekniker (VTEK)
QUALITY (GLOBAL LEVEL 0)						
VIDA <i>80% of retailer technicians must complete prior to end of Q3 2022</i>	GO-ILT-VIDA-20	ILT-1 day	✓	✓	■	■
Volvo Onboarding (equivalency granted for G0 completion prior to Q1 2022) <i>80% of retailer technicians must complete prior to end of Q1 2023</i>	GO-ILT-OBRD-22	ILT-1 day	✓	✓	■	■
Measurements <i>80% of retailer technicians must complete prior to end of Q1 2023</i>	GO-ILT-MEAS-20	ILT-1 day	✓	✓	■	■
Basic Electrical <i>80% of retailer technicians must complete prior to end of Q1 2023</i>	GO-ILT-BELC-20	ILT-2 day	✓	✓	■	■
G0 Process <i>80% of retailer technicians must complete prior to end of Q1 2023</i>	GO-ILT-PROC-20	ILT-1 day	✓	✓	■	■
Passive Safety <i>80% of retailer technicians must complete prior to end of Q1 2023</i>	GO-ILT-PSAF-20	ILT-1 day	✓	✓	■	■
Electrical Fault Tracing <i>80% of retailer technicians must complete prior to end of Q1 2023</i>	GO-ILT-EFT1-20	ILT-2 day	✓	✓	■	■
G0 Practical Assessment <i>80% of retailer technicians must complete prior to end of Q1 2023</i>	GO-ILT-ASMT-20	ILT-1 day	✓	✓	■	■
Electric Vehicle Awareness (EVA) - Safety Training	GO-WBT-ELVA-21	WEB	✓	✓	✓	✓
Introduction to Volvo for Service Technicians	GO-WBT-IVST-20	WEB	✓	✓	✓	✓
Writing Effective Reports	GO-WBT-WEFR-20	WEB	✓	✓	✓	✓
Retailer Compliance with Volvo Service Policy and Procedures - Module 1	GO-WBT-RCP1-20	WEB	✓	✓	✓	✓
Retailer Compliance with Volvo Service Policy and Procedures - Module 2	GO-WBT-RCP2-20	WEB	✓	✓	✓	✓
12V Main Battery Overview and Best Practices Webinar Recording	GO-WBR-12VB-20	WEB	✓	✓	✓	✓
Oil Consumption Webinar Recording	GO-WBR-OILC-20	WEB	✓	✓	✓	✓
Volvo Product Architecture - Module 1	GO-WBT-VPA1-20	WEB	✓	✓	✓	✓
Volvo Product Architecture - Module 2	GO-WBT-VPA2-20	WEB	✓	✓	✓	✓
Volvo Product Architecture - Module 3	GO-WBT-VPA3-20	WEB	✓	✓	✓	✓
Volvo Product Architecture - Module 4	GO-WBT-VPA4-20	WEB	✓	✓	✓	✓
Q32021 Tech Tips and Tricks Webinar Recording	GO-WBR-Q3TT-21	WBR	✓	✓	✓	✓
Q2022 Tech Tips and Tricks Webinar Recording	GO-WBR-Q2TT-22	WBR	✓	✓	✓	✓
LEAN Process 1	GO-WBT-LNP1-20	WEB	✓	✓	✓	✓
LEAN Process 2	GO-WBT-LNP2-20	WEB	✓	✓	✓	✓
R89978 - Door Latch Repair Procedures & Best Practices Webinar Recording	1896R	WEB	✓	✓		
Introduction to VCPA	VCC001	WEB	✓	✓	✓	✓
MY'22 Reveal	VCC5029 (NA)	WEB	✓	✓	✓	✓
Volvo Cars app & Connected Services	VCC5032 (NA)	WEB	✓	✓	✓	✓
CERTIFIED (GLOBAL LEVEL 1)						
Electric Vehicle Technician <i>NEW: 65% of retailer technicians must complete prior to end of Q1 2023</i>	G1-ILT-ELVT-21	ILT-2 day	✓	✓		
Engine Repair <i>NEW: 65% of retailer technicians must complete prior to end of Q1 2023</i>	G1-ILT-EREP-20	ILT-2 day	✓	✓		
G1 Process <i>NEW: 65% of retailer technicians must complete prior to end of Q1 2023</i>	G1-ILT-PROC-20	ILT-1 day	✓	✓		
EFT Inputs, Outputs & Digital <i>NEW: 40% of retailer technicians must complete prior to end of Q1 2023</i>	G1-ILT-EFT2-22	ILT-3 day	✓	✓		
G1 Practical Assessment <i>NEW: 40% of retailer technicians must complete prior to end of Q1 2023</i>	G1-ILT-ASMT-22	ILT 2-day	✓	✓		

Service Manager Bulletin 00-053



Q1 2023 Technical Learner Journey (USA)

LEGEND: NEW courses are highlighted in BLUE ✓ = Required Course ■ = Recommended Course Blank Cell = Not a Required Course Average Web-Based Course Length is 25 Minutes	Course Code	Course Type	Service Technician (S/T)	Working Shop Foremen (WSF)	Service Technician Apprentice STA-W (008)	Volvo Tekniker (VTEK)
CERTIFIED (GLOBAL LEVEL 1) CONTINUED						
PHEV Awareness	G1-WBT-PHEV-20	WEB	✓	✓		
BEV Awareness	G1-WBT-BEVA-20	WEB	✓	✓		
Electrical Wiring & Repair	G1-WBT-ELWR-20	WEB	✓	✓		
VEP Engine Repair 1	G1-WBT-VEP1-20	WEB	✓	✓		
VEP Engine Repair 2	G1-WBT-VEP2-20	WEB	✓	✓		
Mild Hybrid Electric Vehicles (MHEV)	G1-WBT-MHEV-21	WEB	✓	✓		
Warranty Claim Administration: About Volvo Warranty	2023	WEB	■	■		
CERTIFIED DIAGNOSTIC (GLOBAL LEVEL 1 DIAGNOSTIC)						
Engine Management (EM)	1315	ILT-2 day	✓	✓		
Technician Development <i>NEW: 30% of retailer technicians must complete prior to end of Q1 2023</i>	G1D-ILT- TECH-20	ILT-2 day	✓	✓		
LIN Diagnostics	G1D-WBT-LIND-20	WEB	✓	✓		
MASTER (GLOBAL LEVEL 2)						
PHEV Battery Repair <i>NEW: 20% of retailer technicians must complete prior to end of Q1 2023</i>	G2-ILT-PHEV-21	ILT-2 day	✓	✓		
BEV Battery Repair	G2-ILT-BELV-21	ILT-2 day	■	■		
LR PHEV - High Voltage Battery (required for AEVT certification in Q42022) mandatory pre-requisite: G2-ILT-PHEV-21	G2-WBT-LRPH-22	WEB	■	■		
Volvo Drivetrain Introduction	G2-WBT-DTID-20	WEB	✓	✓		
Noise Vibration and Harshness Basics and Diagnostics	G2-WBT-NVBD-20	WEB	✓	✓		
Advanced Noise Vibration and Harshness Documentation and Diagnostics	G2-WBT-NVAD-20	WEB	✓	✓		
Phone Skills	G2-WBT-PHSK-20	WEB	✓	✓		
EXPERT (GLOBAL LEVEL 3) THIS LEVEL IS FROZEN						
2021 Expert Approval	G3-ILT-EXPA-21	ILT	✓	✓		
Quarterly training requirements must be completed for all levels by 7pm (EST) Tuesday, December 13, 2022						
1) In Q1 2023, to comply with Volvo Technical Training Standards and Volvo Car USA LLC Operating Standards, a retailer must comply with the following requirements: •G0-Quality level – 100% of technicians must complete web-based training, 80% of technicians must complete ALL GO ILT courses •G1-Certified level - 70% of technicians must complete web-based training NEW 65% of technicians must complete the following instructor-led courses: G1-ILT-ELVT-20, G1-ILT-EREP-20, G1-ILT-PROC-20 NEW 40% of technicians must complete the following instructor-led courses: G1-ILT- EFT2-22, G1-ILT-ASMT-20 •G1D-Certified Diagnostic level - 50% of technicians must complete web-based training NEW 30% of technicians must complete the following instructor-led courses: G1D-ILT-TECH-21 (note this was previously course G1-ILT-TECH-20) •G2-Master level – 20% of technicians must complete web-based training 2) Certification eligibility will be voided if there is evidence of unethical or unprofessional behavior. This includes but is not limited to the following examples; employee did not complete 3) If a course is not offered, the uncompleted course will not prevent training compliance 4) A maximum ratio of two (2) Service Technician Apprentices (008) to every five (5) Service Technicians\Working Shop Foremen is allowed. Retailers with less than five (5) Service Technicians\Working Shop Foremen are allowed one (1) Service Technician Apprentice.						