



NORTH AMERICAN INSTITUTE

The North American Institute provides factory training for Mack Trucks, Inc., offering the most current technical information in the classroom and using state-of-the-art tooling components for the hands-on training.

Classroom Training: Learn from dedicated instructors at one of several NAI Class Facilities throughout the United States and Canada and provides both French and Spanish training courses. Use the latest technology with the added benefit of one-on-one interaction with instructors in one of our training centers located in:

Allentown, PA
Chicago, IL
Greensboro, NC
Toronto, ON

Atlanta, GA
Dallas, TX
Salt Lake City, UT
Saint Romuald, QC

On-Site Training: NAI trainers come to you! Each course is designed to target your company's training needs on subjects such as component location, identification and diagnostics for engines, electronics, electrical systems, brakes, HVAC, and preventive maintenance. The course material can be customized from the list of available subjects below to meet your training needs.

For additional information or questions please feel free to contact North American Institute at nai-registration@volvo.com or Tom Reichl, Manager of Service Training, by phone at 336-393-2346 or email Thomas.j.reichl@volvo.com.

ENGINES

- Design and features of engines
- Engine components and identification
- Engine maintenance, performance and diagnostics

ELECTRONICS

- System overview including versions and revisions
- Component location
- Wiring schematics
- Sensor diagnostics
- Circuit testing
- Troubleshooting and diagnostics with Premium Tech Tool
- Programmable parameter

ELECTRICAL

- Electrical concepts
- Circuit identification
- Wiring ID
- Component location
- Starting circuits
- Charging circuits
- Troubleshooting and diagnostics

HEATING, VENTILATION, AIR CONDITIONING

- HVAC system component review
- HVAC performance testing
- HVAC cab controls and diagnostics
- Refrigerant recovery and charging

BRAKES

- System overview
- Component location and identification
- Air systems schematics
- Air valve operation
- ABS system overview
- ABS fault code diagnostics
- ABS diagnostics/testing with PC

BASIC PREVENTIVE MAINTENANCE

- Determine chassis application for correct preventative schedule
- Preventive maintenance schedule
- Chassis inspections
- Lubricant/fluid change procedures

E-Learning:

Through the NAI web site, there is also access to online e-Learning courses for Mack fleets and customers through our new eMedia center. Please visit the NAI web site at www.n-a-institute.com and select "Purchase Training Materials" tab.

The system currently allows an individual to purchase e-Learning courses and/or subscriptions using a personal credit card. The purchaser must then be the one who completes the training. On going enhancements are being made to the system.

NAI offers both individual courses as well as a subscription for access to multiple courses for your desired time frame.

Now includes 2010 eLearning modules!



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The following classes will be offered in the first half of 2010. Course availability is limited due to 2010 training for the dealer network. This 2010 training will be available for fleets and VAS Service providers later in the year.

For additional information on customized training which can include the 2010 products please contact NAI at nai-registration@volvo.com.

Mack Electrical System (M5) 2 Days \$340	Mack V-MAC Electronics (M4) 3 Days \$510
<p>This course is a comprehensive program which takes the technician from electrical circuit construction and testing through electrical diagram review, soldering and crimping techniques, to learning how to troubleshoot various electrical components.</p>	<p>Upon successful completion of this course, the technician will have knowledge of the evolution of V-MAC systems. The technician will also understand the V-MAC IV version of the system, its operation, design and function. The technician will be able to retrieve and read fault codes along with proper usage of any required special tools. The technician should be able to perform customer-level programming using VCADS.</p>

Mack Electrical Systems (M5)		Mack V-MAC Electronics (M4)	
Location	Dates	Location	Dates
Allentown, PA	January 18-19	Greensboro, NC	January 27-29
Chicago, IL	January 18-19	Allentown, PA	January 27-29
Greensboro, NC	January 18-19	Chicago, IL	January 27-29
Quebec, PQ (French)	March 11-12		

Mack Electrical Systems and Mack V-MAC Electronics Offered Together		
Location	Mack Electrical Systems (M5) Dates	Mack V-MAC Electronics (M4) Dates
Atlanta, GA	January 25-26	January 27-29
Chicago, IL	January 25-26	January 27-29
Salt Lake City, UT	January 25-26	January 27-29
Toronto, ON	January 25-26	January 27-29
Allentown, PA	March 4-5	March 1-3
Dallas, TX	March 8-9	March 10-12
Salt Lake City, UT	March 8-9	March 10-12
Chicago, IL	March 22-23	March 24-26
Greensboro, NC	March 22-23	March 24-26
Toronto, ON	March 22-23	March 24-26
Atlanta, GA	April 5-6	April 7-9



NORTH AMERICAN I N S T I T U T E

Mack MP10 Engine Rebuild (M1)

4 Days

\$680

This course is designed to train service technicians to disassemble and reassemble engines correctly, to properly inspect and measure parts for reuse, and to repair and rebuild engine components. This course focuses on the Mack MP10 engine only. The student will receive lecture and hands-on training to practice the various service procedures discussed in class. Particular emphasis is placed on proper measurement of components plus fits and clearances. Also, the use of the personal computer to find needed service information will be emphasized.

Note that all students Mack M1–MP7/8/10 Prerequisite Course – Measuring Tools eLearning course prior to registration. If the Mack M1–MP7/8 Prerequisite Course – Measuring Tools has been taken it will be accepted for the MP10 course as well.

Location	Date
Quebec, PQ (FRENCH)	Feb 16-19
Salt Lake City, UT	March 15-18
Schnecksville, PA	March 15-18
Quebec, PQ (FRENCH)	April 6-9
Quebec, PQ (FRENCH)	April 19-22
Greensboro, NC	April 12-15