



NORTH AMERICAN INSTITUTE

The North American Institute provides factory training for Volvo Trucks North America, 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 Volvo 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.

Volvo Electrical Systems (V30)	2 Days	\$340	Volvo Vectro Electronics (V27)	3 Days	\$510
<p>This course focuses on electrical theory, circuit types and operation, terminology troubleshooting procedures and repairs.</p> <p>The student will:</p> <ul style="list-style-type: none"> • Use digital multi-meters to read ground and supply voltage drops on computerized engine controls • Perform amperage testing with non-inductive meters • Troubleshoot shorts to power and ground in different wiring configurations • Read and interpret wiring schematics • Properly repair wiring and electrical connectors 			<p>This course is designed to train service technicians in the operation and diagnosis of the Volvo electronics system. It provides identification/overview of previous systems and major functions, but the focus is on the current, US07, version of the system.</p> <p>Instruction is provided in the following areas:</p> <ul style="list-style-type: none"> • Electrical power-up • System features • Design and function • Sensors and circuits • Diagnostics • VCADS (elite level operation) • Premium Tech Tool • Guided Diagnostics • Hands-on troubleshooting • Customer-level programming and use of templates. 		

Volvo Electrical Systems (V30)		Volvo Vectro Electronics (V27)	
Location	Dates	Location	Dates
Chicago, IL	February 1-2	Allentown, PA	January 27-29
Chicago, IL	February 1-2		

Volvo Electrical Systems and Volvo Vectro Electronics Offered Together		
Location	Volvo Electrical Systems (V30) Dates	Volvo Vectro Electronics (V27) Dates
Allentown, PA	January 28-29	January 25-27
Chicago, IL	January 28-29	January 25-27
Atlanta, GA	February 1-2	February 3-5
Dallas, TX	February 1-2	February 3-5
Greensboro, NC	February 1-2	February 3-5
Salt Lake City, UT	February 1-2	February 3-5
Toronto, ON	February 1-2	February 3-5
Allentown, PA	February 22-24	February 25-26
Chicago, IL	March 8-10	March 11-12



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Volvo D16 Engine Rebuild (V20)

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 Volvo D16 series engines 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 Volvo V20-D11/13/16 Prerequisite Course – Measuring Tools eLearning course prior to registration. If the Volvo V20-D11/13 Prerequisite Course – Measuring Tools has been taken it will be accepted for the V20-D16 course as well.

Location	Date
Greensboro, NC	March 15-18
Schnecksville, PA	March 22-25
Salt Lake City, UT	April 12-15