

# THOMAS BUILT LEARNING CENTER

## COURSE CATALOG

COURSE TITLE	DESCRIPTION
<b>Basic Electricity Training</b>	
Basic Electricity	Web-based Training + Exam – Course covers principles of electricity, properties of electrical circuits, and multi-meter definitions and taking basic measurements.
Basic Electricity: Symbols & Diagrams	Web-based Training + Exam – The meanings of symbols used in electrical diagrams how the represented components function and how they apply to heavy-duty truck electrical circuits.
Basic Electricity: Magnetism	Web-based Training + Exam – Course covers the relationship between electricity and magnetism and how the properties of electromagnetism and electromagnetic induction are used in heavy-duty truck electrical circuits.
<b>Electrical Systems Training</b>	
M2 (C2) Multiplex Electronics	Web-based Training + Exam – Course covers the basics of the Business Class M2's (C2's) multiplexed system. Topics discussed include M2 (C2) electronic control modules, J1939 communication, smart switches, and reference parameters.
M2 (C2) Troubleshooting	Web-based Training + Exam – Course covers a basic troubleshooting process as it applies to the Business Class M2's (C2's) multiplexed system. The course systematically guides the student through diagnosis and repair of an inoperative component using DTNA service applications.
Powernet – System Overview	Web-based Training + Exam – Course covers troubleshooting the starter, alternator, cables, and batteries as a complete Powernet system.
Powernet - Battery Testing	Web-based Training + Exam – Course identifies DTNA batteries and how to properly test them using the approved DTNA Warranty battery tester.
Powernet - Cable Voltage Drop Testing	Web-based Training + Exam – Course demonstrates the Powernet voltage path check or cable voltage drop test from the Powernet Troubleshooting guide service bulletin.
Powernet - Charging Systems	Web-based Training + Exam – Course demonstrates testing the charging system without an automated tester.
Powernet – Starting System	Web-based Training + Exam – Course demonstrates how to test the starting system.
Powernet - System Loads	Web-based Training + Exam – Course demonstrates how to check for excessive parasitic current draw with the ignition key off and on.
<b>DTNA Systems Training</b>	
DTNA Technician Orientation	Web-based Training + Exam – This course provides an overview of Daimler Trucks of North America products, industry terms and concepts, as well as vehicle identification and service information resources. It includes four lessons and a post assessment.
DiagnosticLink Intro	Video Training Course – Introduces DiagnosticLink software.
EZWiring Assessment	Web-based Training – Course covers the EZWiring application. Topics include how to access and navigate the application, viewing diagrams by diagram part number, searching for diagrams and harness reports by subsystem, searching for circuits associated with floating pins, and getting help and more information about EZWiring.

COURSE TITLE	DESCRIPTION
<b>Foundational Brake Systems Training</b>	
<b>Bendix ADB22X Introduction</b>	Web-based Training + Exam – Course discusses basic information about the Bendix ADB22X Air Disc Brake System.
<b>Bendix ADB22X Inspection</b>	Web-based Training + Exam – Course outlines the inspection process for the Bendix ADB22X Air Disc Brake System.
<b>Bendix ADB22X Brake Pad Change</b>	Web-based Training + Exam – Course outlines the procedure for changing the brake pads on the Bendix ADB22X Air Disc Brake System.
<b>DTNA Secondary Air System</b>	Web-based Training + Exam – Course covers fundamental information and basic principles on the function, components, and operation of the auxiliary air devices found on DTNA vehicles, enhancing servicing and troubleshooting performance.
<b>Gimme a Brake Foundation Parts</b>	Web-based Training + Exam – Course covers fundamental information and basic principles on the function, components, and operation of the wheel-end brake components found on DTNA vehicles, enhancing servicing and troubleshooting performance.
<b>Hydraulic Brake Simulator</b>	Web-based Training + Exam – Course covers an overview of a typical hydraulic brake system and its components. The lesson exercises simulate typical hydraulic brake failures and employ approved troubleshooting and repair methods based on the Business Class M2 (C2) Workshop Manual.
<b>Air Management Unit Introduction</b>	Web-based Training + Exam – Course covers an overview of the Air Management Unit (AMU) and will include: How the AMU functions, Component parts, AMU Locations, Disassembly and Assembly.
<b>Warranty Training</b>	
<b>The 3Cs: Complaint, Cause and Correction</b>	Web-based Training – This module will assist you in understanding the importance of the 3Cs in your tech write up. You will learn to capture complete complaint, cause and corrections descriptions. You will also learn why this documentation is important and how it benefits both the dealership and the customer.
<b>Courses in Spanish (Cursos en español)</b>	
<b>Buscar información sobre la cobertura del producto</b>	Charles, el asesor de servicios en DR Tucking Products, le mostrará cómo revisar las coberturas de un producto y cómo determinar si una reparación específica está cubierta. Después de completar la reparación, Charles le mostrará cómo crear un reclamo en borrador desde la página Warranty Information (Información sobre la garantía).
<b>Enviar, rastrear y recibir piezas</b>	Algunas piezas defectuosas se deben enviar al centro de devoluciones o directamente al proveedor. Alex le mostrará cómo reunir, procesar y enviar las piezas. También le mostrará cómo recibir las piezas que no se consideraron cubiertas por la garantía.
<b>Estado del reclamo y mensajes de error</b>	Ya aprendió cómo ingresar información en un reclamo y cómo guardarlo. En este tema, Terrance le explicará los distintos estados del reclamo, los mensajes de error y cómo enviar el reclamo.
<b>Mantener la información sobre el cliente</b>	La información del cliente debe ser precisa para fines de registro y para enviar notificaciones de campaña y de retiro del mercado. Sarah le mostrará cómo buscar, editar y crear información nueva sobre clientes.
<b>Proceso típico de garantía</b>	Distintas personas en DR Trucking, una representación de Daimler Trucks North America, le mostrarán el proceso de garantía de OWL. Revisarán la cobertura de un producto, crearán un reclamo en borrador y enviarán en reclamo para su procesamiento.