

THOMAS BUILT LEARNING CENTER



NORTH CAROLINA PUBLIC SCHOOLS WEB-BASED TRAINING



Online training for North Carolina school bus technicians.

A well-maintained bus is a key factor to lowering the Total Cost of Ownership for each bus in your fleet. That's why we offer an online Learning Center with a comprehensive suite of courses designed to give your technicians the skills needed to keep your fleet running efficiently.

FEATURES AND BENEFITS

CONVENIENT ACCESS

Each student receives an individual user name and password for access to the training site from any internet enabled computer. Simply log-in and begin your training.

COMPREHENSIVE LEARNING

Courses explain proper procedures and demonstrate best practices in action. Learning is verified with tests given at regular intervals to ensure comprehension before new topics are introduced.

COMPLETION CERTIFICATES

Upon successful course completion, students can print personalized certificates to display and as a record of completion. Progress for all courses taken and completed will be tracked by the system.

READY TO ENROLL? [Click here](#) to sign up online.

QUESTIONS? Contact Vinny Rivera (Service & Training Manager) at:

Phone: (800) 440-3492 Ext. 383

Email: vrivera@carolinathomas.com

TRAINING CATEGORIES OFFERED

Basic Electricity

Electrical Systems

DTNA Systems

Foundational Brake Systems

Warranty

Courses in Spanish



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COURSE CATALOG

COURSE TITLE	DESCRIPTION
Basic Electricity Training	
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.
Electrical Systems Training	
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.
DTNA Systems Training	
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
Foundational Brake Systems Training	
Bendix ADB22X Introduction	Web-based Training + Exam – Course discusses basic information about the Bendix ADB22X Air Disc Brake System.
Bendix ADB22X Inspection	Web-based Training + Exam – Course outlines the inspection process for the Bendix ADB22X Air Disc Brake System.
Bendix ADB22X Brake Pad Change	Web-based Training + Exam – Course outlines the procedure for changing the brake pads on the Bendix ADB22X Air Disc Brake System.
DTNA Secondary Air System	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.
Gimme a Brake Foundation Parts	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.
Hydraulic Brake Simulator	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.
Air Management Unit Introduction	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.
Warranty Training	
The 3Cs: Complaint, Cause and Correction	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.
Courses in Spanish (Cursos en español)	
Buscar información sobre la cobertura del producto	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).
Enviar, rastrear y recibir piezas	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.
Estado del reclamo y mensajes de error	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.
Mantener la información sobre el cliente	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.
Proceso típico de garantía	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.