



Product, Service & Technical Training

Technical Training Bulletin

NISSAN NORTH AMERICA, INC.
One Nissan Way
Franklin, TN 37067-1634

Reference: PSTT-TTB / 13-015

Date: August 30, 2013

**TO: DEALER PRINCIPAL / EXECUTIVE MANAGER
SERVICE MANAGER / SERVICE TECHNICIAN**

SUBJECT: Technician Orientation Program Certification – REVISION #4

Overview

The Technician Orientation Program Certification went into effect in June, 2010. This web-based certification program is a requirement for all Nissan Service Technicians and Express Service Technicians who are performing warranty repairs. One purpose of this program is to include training which is relevant to a majority of Technicians. Effective September 3, 2013 two new requirements will be added to this certification program.

Detailed Information

To continually improve the skills and knowledge of our technicians and help improve F1, we are adding two 15-minute videos to the Technician Orientation requirements. These new requirements will provide in-depth and updated information on Tire Pressure Monitoring Systems and the Vehicle Repair Process. **Effective September 3, 2013, Technicians currently certified will be placed in grace and will have 90 days to complete these new requirements. Technicians who do not complete these by December 2, 2013 will decertify and warranty claims submitted with the technician's ID will suspend.**

New Requirements for Technicians Currently Certified:

- "Tire Pressure Monitoring System 2013" (SIR Vol. 178)
- "Vehicle Repair Process"

How to Complete the Technician Orientation Specialty Area for New Hire Technicians:

The "Technician Orientation Program Certification" specialty area consists of 3 web-based eLearning courses and 8 web-based Service Information Resource (SIR) videos and web-based post-tests. All training elements are online and can be completed in 4 – 6 hours. They are:

E-learning Courses

- ◆ *Nissan and Infiniti Service Technician Orientation (GITC2009A-OLT)*
- ◆ *Signal Tech II Operational Perspective (GITC2010A-MOLT)*
- ◆ *Vehicle Repair Process (VehicleRepairProcess)*

SIR Videos

- ◆ #138 – *Pre-Delivery Inspection: Overview and Changes*
- ◆ #139 – *Diagnosing Electrical Systems*
- ◆ #148 – *Improving F1 Scores*
- ◆ #155 – *Regular Service & Maintenance Issues*
- ◆ #161 – *Warranty Claims and the Work Order*
- ◆ #162 – *CONSULT-III plus*
- ◆ #166 – *Updates to Battery Testing Procedures*
- ◆ #178 – *Tire Pressure Monitoring System 2013*

1. Logon to Virtual Academy through NNAnet.
2. From the Course Catalog, select the "Technician Orientation Program Certification" or complete the new requirements from the "Next Steps" tab under Training Plan.

Summary

All Service Technicians must complete these new requirements within the "Technician Orientation Program Certification" course category (Specialty Area) in Nissan Virtual Academy (VA) within the 90-day grace period. Warranty claims submitted by technicians who have not completed these by December 2, 2013 will suspend. Contact your FOM, if a claim suspends. Do not contact the Warranty Call Center.

Refer to Claims Policy Bulletin WBP/10-014 and Claims Information Bulletin WBI/10-016a for additional information. These bulletins can be found in NNAnet > My Documents > Warranty > Bulletins.

Completion of the "Technician Orientation Program Certification" specialty area is just the first step in every service technician's career development. Nissan has a complete offering of web-based and instructor-led technical training curriculum.

For questions regarding Technician Orientation requirements or general questions regarding technical training, select "Technician Skills" on the Technician VA home page and then "Training Centers" under the "Resources" tab for the contact person for your closest training center.

Please use our new toll free number: 855.TRN.TECH (855.876.8324)

Alicia Varrone – Option 1

- Somerset, Chicago, Columbus, and Washington DC Training Centers

Jamie Tapley – Option 2

- Dallas Training Center

Mindy Osterbur – Option 3

- Nashville, Atlanta, and Fort Lauderdale Training Centers

Matt Fuller – Option 4

- Ontario, Livermore, and Seattle Training Centers

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