

## **INTERNSHIP REQUIREMENTS**

- A. Dress code will be jeans, a tee shirt and steel toe boots are required. Please no holes in jeans or shirt.
  - a. Safety glasses will be provided for you by the company.
- B. Company tools will be available for your use, if necessary.
- C. Project a positive attitude to customers.
- D. Normal work week:

DAYS:

HOURS:

## **CURRICULUM (These are not in sequential order):**

### **I. Air Suspension Objectives:**

- A. Understand normal air operation of air suspension.
- B. Understand function of ride height valve.
- C. Understand how to adjust ride height on suspension and cab suspension.
- D. Understand how ride height affects driveline angles and can prolong the life of transmission and driveline components.
- E. Inspecting air suspension components for leaks.

### **II. Drivability Objectives:**

- A. Walk around truck and inspect for driving hazards.
- B. Test drive truck paying close attention for vibrations, pulls, wind noise, powertrain noise, low power, etc.
- C. Inform service advisor of any problems from test drive for customer approval.

### **III. Electrical Objectives:**

- A. Understand how to use a digital multi-meter.
- B. Understand and be able to troubleshoot basic circuits
- C. Understand schematics and be able to trace a circuit from start to finish.
- D. Understand back-probing and where the use of it applies.

### **IV. Engine Objectives:**

- A. Understand theory of operation for 4 stroke diesel engines.
- B. Be able to connect to engine with appropriate software to access fault code information.
- C. Be able to navigate appropriate online manuals to access troubleshooting and repair information.

- D. Understand fuel flow and the importance of a clean fuel system.
- E. Understand oil flow and the importance of engine oil change.
- F. Understand cooling system flow and the importance of maintaining the cooling system.

#### **V. Foundation Brakes Objectives:**

- A. Understand air flow of brake circuit.
- B. Inspect brake linings for adequate friction material, cracks or oil on friction material.
- C. Inspect both parking and service brake systems for proper operation and air leaks.
- D. Understand the operation of both manual and automatic slack adjusters.
- E. Understand the operation of S-cams.
- F. Understand the operation of brake canisters.

#### **VI. HVAC Objectives:**

- A. Understand the operation and air flow of a blend air HVAC system.
- B. Understand the operation of an A/C system.
- C. Understand the flow and normal operation of the heating system.
- D. A/C leak detection methods.
- E. HVAC system maintenance.
- F. Troubleshooting HVAC complaints.

#### **VII. Parts Department Objectives:**

- A. Looking up parts and checking availability.
- B. Billing of parts onto repair orders and invoices.
- C. Ordering parts from parts distribution centers.
- D. Putting together accurate parts estimates for service and sales departments.
- E. Checking in parts and putting them in their correct location.

#### **VIII. Preventative Maintenance Inspection Objectives:**

- A. Check all fluid levels and note any low levels or leaks.
- B. Check for proper operation of all lighting.
- C. Check coolant level, strength and SCA concentration.
- D. Inspect air filter and air intake system.
- E. Inspect mirrors, steps, grab handles, glass and cab for damage.
- F. Inspect exhaust system for leaks, restrictions and proper mounting.
- G. Inspect hub and axle seals for leakage.
- H. Inspect belts and hoses for any damage.
- I. Check all frame mounted components and fifth wheel for proper mounting.
- J. Inspect windshield wiper and washer operation. Check condition of blades.
- K. Inspect all steering components for wear or damage.
- L. Identify any air leaks.
- M. Inspect suspension for broken or cracked leaf springs. Inspect leaf spring bushings and U-bolts.

**IX. Service Office Objectives:**

- A. Understand the importance of receiving all necessary information when taking customer's complaint.
- B. Understand the importance of documentation throughout the repair process.
- C. Understand the importance of communication with the customer throughout the repair process.
- D. Understand the importance of communication with our parts department and the technician performing the repairs throughout the repair process.

**X. Starting and Charging System Objectives:**

- A. Understand the function of batteries, cabling, starter and alternator.
- B. Understand the function of a magnetic switch.
- C. Use multi-meter to verify normal readings throughout the circuit.
- D. Use appropriate diagnostic equipment to load test batteries.

**XI. Steering System Objectives:**

- A. Perform a steering system inspection, looking for leaks, loose/worn components and tire damage.
- B. Inspect steer axle kingpins and wheel bearings for wear and be able to tell the difference between the two.
- C. Understand the importance that a safe steering system plays in complying with DOT regulations.
- D. Identify steering components and explain the function of each one.

**XII. Story Writing and Safety Objectives:**

- A. Understand and apply safe practice in the shop, including the use of safety glasses and chock blocks.
- B. Understand the importance of writing a store using the "CCC" method and how detailed description of the work performed affect the amount of paid labor.
- C. Understand the importance of exit inspections and how they significantly reduce the amount of comebacks.
- D. Understand the importance of documenting recommended repairs that were denied by the customer.
- E. Understand the importance of tagging warranty parts and returning parts that have a core charge.

**XII. Transmission and Clutch Objectives:**

- A. Understand clutch operation and maintenance.
- B. Be able to adjust a pull-type clutch and identify a self-adjusting clutch.
- C. Understand the operation and function of a 10 speed transmission.
- D. Understand the air system component locations of a 10 speed transmission.
- E. Inspecting transmission fluid level and locating oil or air leaks.
- F. Test drive to verify correct operation of transmission.

#### **XIV. Torch and Welding Objectives:**

- A. Using a torch and welder safely.
- B. Torch and welding dos and don'ts.
- C. Selecting the appropriate setting for the metal that is to be welded.
- D. Metal preparation before the welding.

#### **XV. Truck Nomenclature Objectives:**

- A. Understand the location and function of engine and chassis components.
- B. Understand acronyms used to abbreviate components.

**NOTE:** This position reports to the Service Manager/ Mentor. This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts, or working conditions associated with the internship, management reserves the right to revise the internship or to require that other or different tasks be performed when circumstances change (e.g., emergencies, changes in personnel, workload, rush jobs, or technological developments).

I have carefully read and understand the contents of this internship curriculum. I understand the responsibilities, requirements and duties expected of me. I also understand that this document does not constitute a contract of employment.

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**Intern's Name**

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**Intern's Signature**

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**Date**

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**Manager's Name**

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**Manager's Signature**

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**Date**