

## Hunter Peterbilt Training Center

Several Peterbilt dealers have done an outstanding job in providing their service staff with excellent training facilities and training programs. In this issue, we are highlighting one of those dealers: Hunter Peterbilt.

The Hunter Truck Training Center is located in Butler, Pennsylvania near their dealership and corporate office, approximately 40 miles outside of Pittsburgh, Pennsylvania. The dedicated training facility is 4,225 sq-ft with a combined classroom and shop area. The facility can accommodate up to 25 participants and two trucks. There are also three offices and a break room. The training center is equipped with two complete sets of MX engine tooling, an MX-11 engine on a rotating stand, an MX-13 on a rotating stand, an additional rotating stand used for counter bore cutting classes, 15 computers, a PicoScope with an Noise, Vibration, and Harshness (NVH) adapter kit, a DVA Vibration Analyzer, three toolboxes, one instructor toolbox with specialty tooling, two TRP toolboxes with standard hand tools, three Eaton Endurant Transmissions with adapters mounted on tables, one complete set of Eaton Endurant tooling, and one computer with DAVIE and Service Ranger 4 software installed.



*The technical training facility allows Hunter Truck to support it's network of dealerships with process improvement and career development for all technicians.*

As you can see, Hunter Truck is fully equipped to conduct all classes being offered by Peterbilt and their suppliers. Hunter Truck provides/facilitates a wide variety of training, including PACCAR MX Engines classes; Peterbilt electrical classes, suspension, and HVAC courses; Bendix Air School; Con Met; Garage Gurus Heavy Duty Foundation Brakes; TRW Steering



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Systems; MACS HVAC Certification proctor center; Hunter Truck Basic Electrical; Technical Writing; Pico Scope; Driveline I and Driveline II; Counter Bore Cutting Classes; Eaton Endurant/PACCAR Transmission; and even CPR/First Aide classes.

So far in 2021, Hunter Truck has facilitated 37 different classes training 307 technicians. With the growth of the Hunter Truck Training Center, there will be the ability to host more events, training, and technicians.

James (Jim) Miller is the Director of Technical Training and Development at Hunter Truck (right). His work has focused on encouraging heavy-duty diesel truck technicians to enhance their skillsets and knowledge for today's industry. His training background is







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rooted in twelve years of industry experience and certifications including PACCAR MX Engines, ASE Master Tech, Caterpillar Level I and II Engines, Mack Pro Path Professional Service Technician, Volvo Pro Path Professional Service Technician, EPA 608 and 609, Federal-Mogul Air Brakes, and classroom instruction. In Jim's current role at Hunter Truck in Butler, Pennsylvania, he has partnered with PACCAR to provide and facilitate PACCAR training.

Through proven success, Jim has shown that his role is integral to the partnership between Hunter Truck and PACCAR. He has uncovered organizational training needs through a gap analysis, monitors course completion, and ensures technicians remain compliant with certifications. Based on the aforementioned, Jim works to schedule classes that will fulfill the needs and works with Hunter Truck dealership teams to enroll eligible participants. Jim communicates regularly with the PACCAR team and the guest trainer to prepare classroom materials and set up the training facility. During training, he co-facilitates with the PACCAR guest trainer when onsite to assist with hands-on activities. To build out a well-rounded training program, Jim has developed a career progression plan to enhance technician knowledge and earning potential by utilizing PACCAR training and certifications.



The Training Center allows the dealership to train more technicians, incur less travel time, improve training efficiency, achieve a wide variety of training throughout the organization, and achieve certifications more quickly.





The advantage to having the Training Center at Hunter Truck is they can train more technicians, incur less travel time, improve training efficiency, achieve a wide variety of training throughout the organization, and achieve certifications more quickly.

Jim says, "Assess your organization's needs to create program objectives for a solid foundation."

Peterbilt Dealer Training greatly appreciates Hunter Truck's investment in their training center and people. Jim has been an excellent partner in helping provide Hunter Truck technicians and service staff with the technical skills they need to repair and maintain Peterbilt trucks.

A fourth-generation company, the Hunter Truck name has become synonymous with reliability over the last 80 years. Dating back to when Homer Hunter first opened the dealership's doors in 1938, the commitment has always been to provide unparalleled customer service.

Continued training and development for team members at Hunter Truck is essential to providing excellent service to customers. With 19 locations across 4 states in the northeast, adding this technical training facility



and dedicated department for career development has allowed Hunter Truck to continually improve processes at all of the company's dealerships.