

BAD DIAGNOSTIC DESTROYS CUSTOMER TRUST



TRADITIONAL REPAIR IS COSTING YOU. BIG TIME.

In traditional repair, even the best technician is limited by their personal knowledge base. As Diagnostic Trouble Code (DTC) clusters become more complex, techs must resort to trial-and-error. And every misdiagnosis triggers a domino effect:

- Ordering parts that won't fix the problem
- More downtime for part reorders and retesting
- Rental car reimbursements

And the real, long-range cost is hidden. Extended repairs destroy customer trust. One recent study identified service quality as the #1 driver of customer satisfaction, brand advocacy and customer loyalty.

A SMARTER WAY TO DIAGNOSE

INTELLIGENT DIAGNOSTICS (ID) eliminates that trial-and-error, and makes any technician's diagnosis more accurate and efficient. ID provides real-time guidance and support, so techs can:

- Fix it right the first time—consistently
- Reduce the time and cost of incorrect part orders
- Reduce vehicle damage caused during testing
- Complete repairs with greater efficiency

ID analyzes symptoms and DTC clusters, then guides technicians through effective diagnosis. Technicians can pinpoint and resolve the root cause of multiple DTC failures with maximum efficiency. Customers get their vehicles quicker, and service bays experience fewer callbacks.

MAKE THE DATA WORK FOR YOU

Each repair session generates a pile of information. That information's no good to anyone out of context, but ID uses it to build a larger technical picture. Once analyzed, that data can:

- Illuminate repair trends
- Reveal component issues
- Help eliminate technical flaws

ID converts your data into dynamic, ever-expanding intelligence, so engineers can resolve problems in the design stage, techs can better manage customer expectations, and customers can enjoy a greater and greater ownership experience.

TRANSFORM YOUR REPAIRS WITH INTELLIGENT DIAGNOSTICS