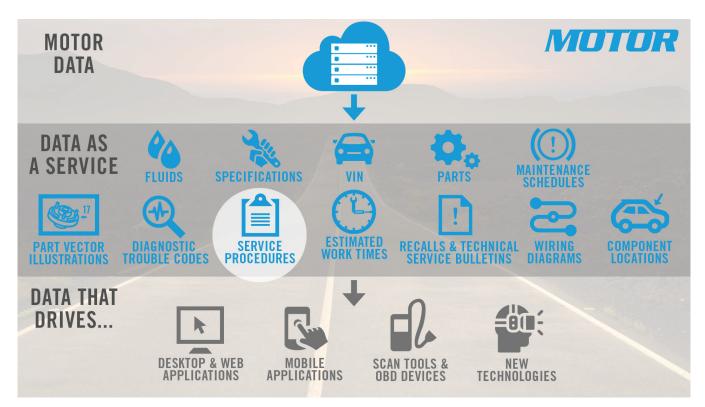


SERVICE PROCEDURES

DATA LICENSING - Service Procedures provides Original Equipment Manufacturer (OEM) service information for the most common maintenance and repair operations. This data is optimized by our team of industry experts for ease of use, delivering streamlined information via RESTful web services. Whether you are a novice or a Master Technician, these procedures bring reliability to enable accurate and efficient vehicle service.



WHAT'S INCLUDED

- Service procedures for the most commonly serviced operations
- Supports 1990+ domestic and import light-duty vehicles for the U.S. market
- YMME and ACES vehicle lookup
- Formatted as XML, JSON, or BSON via RESTful web services
- Procedures covered:
 - Air Bags
 - Air Conditioning & Heater
 - Battery Replacement
 - Brakes
 - Cooling System
 - Cooling System Bleed
 - Radiator Hose Replacement
 - Driveline Service
 - Electrical (Starter & Alternator)
 - Engine Management



Online Tech Support Backed by 100 Subject-**Matter Experts**

SUPERIOR SUPPORT-

- Engine Service
- Hybrid Service
- Interior Panels
- Maintenance
 - Cabin Air Filter Replacement
 - Computer Relearn
 - Fuel Filter Replacement
 - Maintenance Lamp Reset
 - Maintenance Schedules

- Radiator & Hoses
- Serpentine Belt Replacement
- Steering & Suspension
- Component Replacement
- Tire Pressure Monitoring System (TPMS)
- Wheel Alignment



POPULAR USES

- Integrate with point-of-sale solutions
- Look up OEM reference material
- Educate customers to reduce warranty claims from damaged parts
- Embed in shop tools for efficient lookup
- Expand services offered by enhancing technician abilities

PRE-DEFINED CONNECTIONS

Service Procedures has precise relationships with the following MOTOR products:

- Maintenance Schedules
- Estimated Work Times
- Premium Options
 - Additional Search Methods
 - VIN, YMME or text search
 - Integrates with VIN scan devices
 - Returns applicable YMMEs for the first 10 digits of a VIN
 - Intelligent Vehicle Search
 - Auto-complete search
 - Optimal for speechrecognition applications
 - Returns information for even non-specific search terms
 - Vehicle Image Gallery
 - Accelerates recognition when selecting from fullcolor images
 - JPG format

FEATURES AND BENEFITS

Service Procedures provides the Original Equipment Manufacturer (OEM) service information optimized for the most common maintenance and repair operations.

Value-added service procedures

- Simplified organization of information makes it easier to learn and retain
- Reduced repetition of duplicate procedure steps
- Procedure cautions and warnings displayed first for added safety



Supporting images

• Provides visual context for procedural steps



Search by keywords

Search taxonomy for rapid and precise information retrieval



Standard schema and terminology

- Ease of product development
- Consistent structure for ease of use
- Quick navigation through tagging and mapping
- OEM-agnostic terminology



ACES vehicle classification

 VCdb industry standard allows for ease of information exchange



Delivery via web services

Automatic content updates for continual reliability



- Technology-agnostic design accelerates product development
- Faster time to market
- Reduce implementation and operating costs
- Hosted in a redundant, scalable and secure data center
- Access the data you need, when and where you need it



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