



## Nice to See You...

If you ever want the most appalling weather and traffic mayhem in your area, just ask us to put on one of our Roadshow events near you! In all seriousness, we really enjoyed getting out around the country to meet with customers and have to admire the stamina of those who fought the rain, snow, hail and traffic jams to join us around the UK. News, views and feedback can be found inside.

Our inaugural Australian Diagnostics Seminar was a huge success. Popular industry speakers ensured that the 80 delegates enjoyed a productive and informative event, with no weather issues!

Autologic were well represented at the 13th annual ATTS event in New York and Autologic Korea continue to inform and train young technicians in the Far East

This month we introduce you to Vinnie®, the ambassador of AssistMobile, the new Autologic App available for iPhone and Android.

And, we say farewell to an icon that's still keeping you busy!

Turn the page to discover more...



# Meet the Team Damon Howes – VAG Team Leader



**Born and bred in Oxford, local lad, Damon Howes is the Master Chef of our Master Techs!** As a young student, before embarking on his automotive journey, he enjoyed Home Economics and Textiles (*a man in touch with his feminine side - Ed*), but couldn't abide languages. What goes around comes around... today Damon is a dealer trained VAG Master Technician and wishes he had made more of an effort in those language lessons, as German would be a bonus!

After leaving school, Damon studied Automotive Engineering at college. Fuelled with knowledge, passion and inspiration, he made the brave step of setting up his own business as a classic car restorer. Whilst he loved the work, the opportunity to work for Aston Martin really kick started his career. When the factory moved to Gaydon, Damon accepted a role at VAG and by 2002 he had reached Master Technician status.

A complete petrol head, Damon loves the iconic 911 and the aspirational Morgan Plus 8. He achieved his goal of owning the Porsche, which he adored, but sold it to fund a year's relocation to Australia in 2007, as a VAG Master Tech in Melbourne.

Damon is a dedicated family man, with 4 young kids, so dreams of the Morgan have given way to a 7 seater child-friendly car! With a growing household, much of his time outside of work is already sorted! DIY has become standard modus operandi, and his natural engineering mind-set has generated countless restoration and decorating projects, of which he is justifiably proud. On the rare occasion he gets time to himself, Damon heads off to the golf course, to perfect his swing. (*Answer: teach the kids to play golf mate! - Ed*)

Damon joined Autologic in 2010 and thoroughly enjoys the fast pace and diversity of incoming technical enquiries, but most of all getting customers from fault to fix. Over the years he's seen and heard everything, from someone with a punctured tyre, to a complete failure due to the ignition key not being turned on! He once had a call regarding a rattling from the back of a Q7 and before he knew what was happening, the technician had placed his mobile phone on loudspeaker, placed it in the boot and drove off down the road shouting "Can you diagnose the problem Dave?"

His top tip? "If you ever get stuck when diagnosing a vehicle or want to know how particular systems work, get in touch. We receive a ton of feedback saying how we have saved customers so much time and they wish they had contacted us sooner."

## Defender - It's a love thing!

The Defender is dead; long live the Defender. The final legendary Land Rover 4x4 rolled off the production line 68 years after its launch. The world's most respected off-roader has an iconic status, so it's fitting that model number 2,016,933 will be preserved in the Land Rover Heritage Collection. Land Rover owners, Tata, have been concentrating on developing the modernisation and styles of Range Rovers for several years, including the 'marmite' Evoque, and are about to place more resource into revitalising the Defender's image.

The Defender has been utilised by the military since its inception in 1948 and proved popular with the Royal Family, celebrities and naturally the farming community. There are a host of Autologic customers who have specialised in the marque over the years, and as one stated at our Roadshow "They may be legendary, but they do go wrong."



In February it reached No.1 for cases submitted to the Autologic Assist Technical Support Team, with over 2,000 VINs, requiring over 4,000 total solutions. Whether it was the global exposure of its sad demise, or simply owners addressing repair issues following a hard winter of work-horse treatment, it pushed the JLR team almost to their limit.

JLR was just one highlight of the last quarter's analysis, which displayed that from all support cases submitted, 97.5% resulted in positive fix solutions by Autologic's diagnostics devices, coupled with our unrivalled Assist Technicians. So when you're looking for a fix that sits outside of your comfort zone, get the Autologic advantage – after all, who else can you call?

If you have any feedback on your experiences we would be delighted to hear from you. If it's positive - great, we can pass it on to the hard working technician in question. If it's constructive, get in touch and help us to improve the service that the team offer to you moving forward. Remember **AssistPortal** will increase your efficiency – and ours.

Your comments, ideas and stories can be emailed to: [logicall@autologic.com](mailto:logicall@autologic.com)



# IT Matters



Autologic's software development project was completed in February, resulting in improvements across all areas of software: security, performance and delivery. We apologise for the period of reduced services whilst these improvements were implemented. During this process, due to customer growth globally, we have moved our data storage to the world's leading provider, to ensure greater resilience, reliability and elastic storage. The newly fortified website back office now enables greater data transmission and higher transfer speeds with less download errors between Autologic and customer devices (subject to your local internet connection.)

Our new business process, aligned with ISO 9001, has enabled a positive shift in software development methodology, driving faster benefits for customers and improving quality.

Alongside these improvements, we were able to eliminate a security issue that could have significantly reduced the continued software updates for Blue Box devices. To ensure that your Autologic device runs at its ultimate capability, we will be introducing periodic checks to validate that you have the latest software versions at all times.

By redeveloping the base code, we have been able to improve the scope for an increased number of product enhancements and chassis releases throughout 2016. In future, Technical Updates will be released under the following headings:

## Software Updates:

New functionality, improvements and enhancements that complement the features and attributes of Autologic diagnostic devices.

## Data Updates:

The release of improvements and enhancements to the existing portfolio of vehicle models.

## Chassis Updates:

The release of new, previously unavailable, chassis that complement the Autologic diagnostic portfolio.

2016 ROADMAP	FEB - APR		MAY - JUL
Technical Update	Download Ref	Content	Download Ref
Software Updates	Assist OS 1.4.3	Memory enhancements	All updates are available in the News Section of the website.
	Assist OS 1.4.4	Time, date and Wi-Fi improvements	
Data Updates	Data 1.0	50 updates	
	Data 1.1	30 updates	
Chassis Updates	Mercedes CLA 117 Audi A3	Quick test for all ECUs Service light/interval reset Brake pad replacement	BMW MINI F55/56 MB Sprinter 906

## Assist Goes Mobile

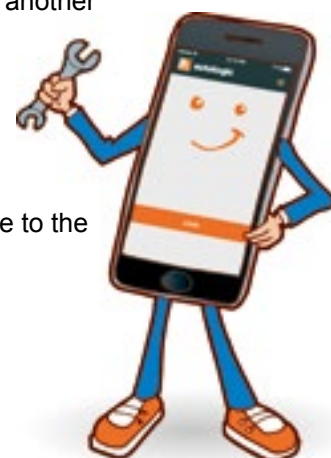
Meet Vinnie®, the AssistMobile ambassador!

This month we launch **AssistMobile**, the new Autologic mobile App, providing you with yet another medium to submit your repair cases to the Technical Support Team.

AssistMobile will be available to all existing in-contract customers and will be developed over the coming months with a variety of features to provide you with easy, convenient access to Autologic services. You will be able to spot any announcements regarding the App as they will all feature 'Vinnie®', our AssistMobile ambassador!

On launch, AssistMobile features a VIN scan to get you started when submitting a new case to the Assist Team. **Immediate benefits:**

- One touch access from your smartphone
- Fast VIN look up by using camera function on your smartphone or tablet
- Flashlight command via the App to view VIN plate in poor light conditions
- Convenience – request Assist Tech Support wherever you are
- Enable a colleague to use AssistPlus while you request Tech Support via smartphone or tablet
- We contact you via email or call - saving you time and money



Free downloads available from – Google Playstore (Android OS) and Apple AppStore (iOS)



01865 870050

# What goes on tour...

In Melbourne they skipped the surfing to attend, the Americans gave 5th Avenue a miss, so how come we ended up in rain soaked Elland Road! Perhaps February wasn't the best of choices to kick off the first phase of the Autologic UK Roadshow, taking in Leeds, Warrington, Wolverhampton and London. Yet despite appalling weather and numerous motorway hold-ups, we were delighted to see so many people attending.

The cocktail of existing and prospect customers could have caused a riot, but our aim was to present an event that was useful and relevant to both and judging from the feedback we received, it worked out okay! (See graphs on the right).

Commencing with an exploration of the unrivalled Assist Technical Support solution, our Technical Sales Advisors introduced many of the latest features of the AssistPlus device. The favoured items included:

AssistPortal – Submitting issues via the AssistPlus device

AssistCapture – Ability to attach photos to fault logs

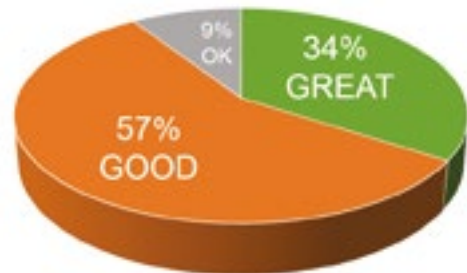
AssistYouTube – view our 'how to' videos via the device



Our BMW Master Tech, Keith Witherspoon attended all four events and presented some in-depth training. His aim was to take attendees on a short journey through how the AssistPlus is used in diagnosis and fault fixing. His respected knowledge, combined with that scouse charm (*stay with me! – Ed*), had many attendees reaching for their notepads, including BMW specialists. As one said later, "You never know everything, there's always something new to learn."

A Q&A session followed and the team were able to answer most of the questions presented. Many could have been resolved with a quick view of the website, proving that regrettably, there was only limited use of our constantly evolving and highly informative Autologic website, from the audience. After an impromptu on-line tour, everyone agreed that it should be 'the place to go' in future (*the new Channel Page, as promised, is now live chaps – Ed*).

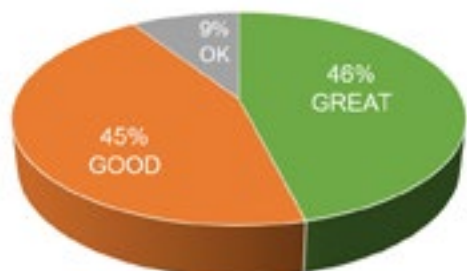
## How useful did you find the event?



## Did you learn more about AssistPlus?



## How informative was the Master Tech?



The second half of the event was a breakout session, where attendees were able to get some hands-on demonstrations of the AssistPlus.

It was great to chat with customers old and new; we listened to comments, queries and suggestions, all of which were sorted on the spot or fed back to base. Our IT guys reacted rapidly to the hot topics and their developments have ensured that improvements and enhancements were created for Assist OS and quickly released as Software Updates 1.4.3 and 1.4.4 before the end of March.

Despite missing out on exotic worldwide travel, the initial UK events were a great success, so we look forward to getting back on the road.



**Koreans' Hunger for Knowledge**

Autologic Korea continue to attract large audiences at their Diagnostic Training events. Professor Jin Lee was the instructor at the March gathering, presenting to enthusiastic technicians. Subjects included DFP and SCR Diesel exhaust gas systems, evaporation gas control and fuel tank leakage diagnostics and energy storage systems. They're yet another nation chasing OEMs to gain Pass Thru authorisation.



## Autologic Diagnostics Australian Seminar proclaimed “a huge success”

The inaugural Autologic Diagnostics Seminar was held on Friday 26th February 2016 at the Automotive Centre of Excellence, Kangan Institute Docklands, Melbourne. Over 80 delegates from Australia and New Zealand attended the event at the futuristic venue, which provided superb facilities from vehicle access to the latest audio visual systems.

AssistPlus, the latest diagnostic device from Autologic, was put through its paces at the event, with a presentation of the features and benefits and live vehicle connected demonstrations. One of Autologic's master technicians was also on hand to explain Top 5 Fault to Fix scenarios, and the use of diagnostics to repair complex European vehicles.



Complementing this, various industry organisations delivered excellent, informative presentations, with emphasis on improving efficiency and profitability through the use of diagnostics. This ranged from online resources, to understanding how to approach a diagnostic repair and unravelling the misunderstanding between programming and coding.

With J2534 Pass Thru being a major topic of interest, the seminar was topped off with an update from Keynote Speaker, Stuart Charity, Australian Automotive Aftermarket Association (AAAA) regarding the Choice of Repairer Campaign. Charity explained that there is a great deal of progress as AAAA ramp up the campaign to bring it to the attention of Parliament.

Matt Douglass, Autologic's Country Manager, declared the event to be a major success. “The turnout was great and the feedback has been amazing. I want to thank the attendees, all of the contributing presenters and the staff at this fantastic facility. We can all go away reflecting on Stuart's comments and pro-actively support the Choice of Repairer Campaign.” Neil LePine, Head of Sales EMEA, APAC, who travelled from the UK Head Office to attend, concluded, “Matt and his team have done an outstanding job in the delivery of this event. So much so that I'm about to give him the go-ahead to start planning next year's event!”

## ATTS New York welcomes Autologic

In March Autologic Diagnostics was invited to attend the ATTS (Automotive Training Technicians Service) 13th annual event in Fishkill NY. The goal of ATTS is to keep technicians up to date with the latest technology and industry trends. 375 students attended to benefit from technical service training from some of the industry's expert instructors; Bernie Thompson, Dave Hobbs and Ed Hazzard, with special guest speaker John Anello.

Items on the agenda included: an in depth look at the process of leak detection, telematics and advanced body electronics diagnostics in preparation for the automotive electronics of the future, plus some real world tips and tricks from a mobile technician, such as some quick and easy solutions to diagnose complicated and common failures within the industry.

As event sponsor, Justin Kidd, Autologic's Product Specialist, was busy throughout the day providing AssistPlus product demonstrations, answering questions and representing the brand. The attendees were interested in the latest products and excited by our plans for the future.



# Get Off Of My Cloud

There was a time when keeping up to date with technology was not only fun but educational. Knowing the working methodology of stuff like GPRS, GPS and VoIP was empowering, but now we all just accept that it happens in 'the cloud'.

I remember the early adoption of Bluetooth™, presenting the opportunity to switch on the oven from your mobile phone, on the way home from work. Today we can control the household lights, heating, intruder alarms and probably let the cat out! *(Still can't work the oven though! - Ed)*

Last week I was about to craft an April Fools press release. You know the sort of thing...Autologic release revolutionary new gadget...well I started scribbling and it all sounded very Back to the Future! Having been around technology for a number of years, I should have known better. I went online to do a bit of research and virtually all of my crazy futuristic whims actually existed and most of the others are due to launch later this year...I cancelled the April Fools Release!

I mention this because the automotive industry is evolving at a rapid rate through advanced communication technology. Just about every insurance broker offers a premium reduction by offering that 'little black box' which we all know as a Bluetooth™ OBD dongle providing vehicle data that can be viewed via your smartphone app and obviously received OTA (Over The Air) by the insurance company or their third party telematics provider.

SAE J2534 Pass Thru utilises similar technology. The concept was written nearly 15 years ago and with improvements over recent years, we are already at v5.0. The technology is sound. V5.0 is backward compatible, allows two way OTA wireless communications between J2534 device and computer, to identify and securely authenticate each vehicle. It's just that not all of the OEMs are playing on the same pitch. Perhaps the way forward is for them to follow the Bluetooth™ route, where the 'Special Interest Group' ensured that all manufacturers agreed to the same protocol, chipset and freedom of information, resulting in devices working with each other at the touch of a button. *(Call the IMI now - Ed)*

Mobile communication devices have been evolving since the early eighties, yet they command more respect than motor cars which have been around for over a century. When you look into the purchase of a new or used car these days you're likely to be asked if you want an Android or Apple compatible car! Is the tail wagging the dog?

There may be power in protecting knowledge, but freedom of technological advances can build universal adoption. Smartphones are manufactured for specific continents, mainly for language and regional radio spectrum reasons, but they all perform globally. In contrast, Pass Thru was initially developed for the USA and Europe, but why are the vehicle manufacturers being so pedantic? Certain OEMs won't provide data to Norway because they are not in the EU, another doesn't include the Channel Isles! Meanwhile in Australia, the aftermarket industry is lobbying the government, to pressure the OEMs to make Pass Thru available. Judging by the Autologic Seminar in Melbourne, the people are gathering pace so hopefully a positive outcome is within reach.

Thinking forwards v5.0 will allow DoIP (Diagnostics over Internet Protocol) and this is where things get interesting. As the esteemed, highly respected diagnostic technician and trainer *(no names, no pack drill - btw Bob Dylan was my idea - Ed)* comments in his latest magazine article, with 100,000,000 lines of software code contained within the modern motor vehicle, technicians will in future, require direct access to the manufacturer's diagnostic codes, via cloud connected applications such as DoIP. He may have a point that the aftermarket scan tool landscape is likely to change, but thankfully Autologic Assist is already unrivalled as the industry's first and only vehicle connected support service in the world, providing Technical Support via our Fault to Fix experts. A service that helps aftermarket technicians in the shift towards Pass Thru and direct connectivity with the manufacturer's data, so I guess we already accentuate the positive!

I confidently expect that future diagnostics and fix solutions will be provided via the cloud, in a 2 way function, where the intellectual property owner will receive vehicle data and feedback the fix. A warning to current car manufacturers, dominantly screaming "Get Off Of My Cloud", Apple and Google have already indicated that they may develop a hybrid or electric car and allow the driver to update the software every night (if not whilst moving). Stay alert major brands and listen to the people...remember a once highly respected Top 10 international brand called Nokia?



Rolling Stones  
'Get Off Of My Cloud' © Decca 1965

# Top Fix - Mercedes



## SP, BAS, and Pre-Safe message showing in the instrument cluster

Here is the procedure for checking for a common fault when you have the ESP, BAS, and Pre-Safe message showing in the instrument cluster. This affects Mercedes passenger cars from MY 2013 onwards, on the following models:

- C Class 204
- E Class 207 coupe/cab
- E Class 212
- CLS Class 218

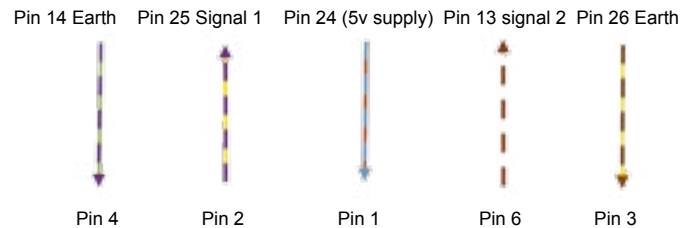
### Fault

Customer complains of hold function, hill start assist, trailer stabilisation, and adaptive brake lights unavailable, this is all due to the fault with the pedal.

This is accompanied by warning lights illuminated on the dash. Upon investigation there may be fault codes stored for the throttle pedal sensor B37.

Normally you can cycle the ignition and then the warnings should disappear for a short time before coming back on.

### Engine ECU Plug 'F'



Typical Wiring for B37 Throttle Pedal



### Cause

The cause of the fault may lie with the pins at the throttle pedal itself, rather than the throttle pedal or wiring.

### Fix

1. The first step in this case should always be a visual inspection of the pins. You should be looking to see if they are spread open or contaminated with water/corrosion
2. If they are damaged, it is worth replacing these pins, as this generally fixes 80% of complaints we receive with throttle pedal fault codes on these vehicles. This could help you avoid an expensive incorrect diagnosis relating to the throttle or ECU
3. Make sure the wiring is in good condition by checking the connections at the engine ECU, and by ensuring there is no water ingress to the ECU
4. Carry out a load test of the wiring from ECU to throttle pedal. This will prove the integrity of the wiring and that it is capable of carrying a voltage and reliable signal to the ECU



# Back Slap!

**BITS**

**WE**

**LIKE**

"A massive thank you to Chris for fixing the car."  
**Phil - Specialist Vehicles of Plymouth**

"Really happy with the support, especially Duncan's help. Realised how busy you were and grateful for sorting the issue."  
**A1 Independent British 4x4 Specialists**

"Wanted to say thank you to Simon. It was the FRP sensor at the back of the rail. Found a broken wire! Repaired and all good now"  
**SBS Eclipse Limited**

"Very happy with the support staff; the technicians are always spot on and helpful."  
**Chris Wall**

"Thanks Chris for your help with the BMW X5, your advice to replace the junction box has fixed the issue"  
**Mark - Autoelite**

"Thanks Pasquale for your support. All is well now that comms to the module has cleared the issue."  
**A1 Premier Transmissions**

"Thanks to the Mercedes Tech, the car is perfect now after recoding and resetting adaptations and sorting the process."  
**Darren - Autolock Ltd**

"Thanks Lawrence for your help with calibrating the Polo steering angle sensor. All sorted!"  
**Chris - Fields Car Centre**

"Really happy with the fix on the first call and in a short space of time. Thank you"  
**Automatic Transmission Services**

## Fast Fix in your Workshop

Car – 2012 VW Touareg 3.0 TDi  
Fault – Park Brake & Hill decent warning  
Data – Basic settings not met, Module incorrectly coded

This Touareg had come in for a straight forward service and pads all round. Everything went fine except for when they got to the 'Grind In Process' on the rear brakes. While they were performing this the dash displayed Hill Decent and EPB faults with a very annoying constant bong chime making it undrivable.

When back in the garage their diagnostics gave faults relating to Module 53 (EPB) incorrectly coded and Basic Settings Not Met. These would not clear, even when the module was recoded with its original code. Eventually Steve gave up and booked the car in at the local VW Dealer. A few days later they collected the car with a £1000 bill to be told the module had been replaced but the faults still remained and it just needed driving for a few 100 miles! Huh?

I came along and plugged in the AssistPlus device, same faults as before so instantly stuck, I performed a full scan and sent the log to Autologic Assist Support along with a brief of what has been done so far. Within 15 minutes I receive a call from an Autologic Engineer. He said they had seen this a few time recently and they had learnt that the modules were not programmed correctly from factory and this gets uncovered when any alteration or component replacement takes place. The engineer gave me a step by step walk through of the recoding process and we managed to successfully recode the unit in the Binary Hex (Sounds technical but they made it child's play). Once the new code was saved the fault code cleared automatically and the dash warning disappeared.

What a result – Autologic fixed a car in less than an hour that even the dealer could not sort!

**Steve – Birmingham**



**products services channel community**

### New Channel Page Launched

The Autologic website now has a new tab, that launches the Channel page. Here you will find all of our informative videos split into 6 sections including; AssistPlus Guide, Service Functions, Testimonials and more. There are currently over 30 videos available and we will be adding to these every month, so stay tuned!

Top Tip - set the Home Page on your AssistPlus to:

**[autologic.com/channel](http://autologic.com/channel)**