



Brum...

'Right event, right time, right place' accurately summed up the reason for 12,000 people to visit Automechanika at the NEC over 3 days at the start of June. With the aftermarket and supply chain sectors of the industry contributing £16.5 billion to the UK economy and supporting 423,000 British jobs, it's been too many years since a show opened its doors with pride, in this highly competitive market. We got the view from visitors, exhibitors and enjoyed some informative seminars.

The topic of charging for diagnostics keeps coming up in conversations with customers, so we get the view of Big Steve who is the focus of this month's 'meet the team'.

Our buddies Down Under have been at it again... dropping in to garages unannounced and fixing cars!

"Don't touch that." We consider where we're at when it comes to Hybrids, Pass-Thru and the Connected Car.

Turn the page to discover more...

Meet the Team Steve White – JLR Team Leader



Of course he didn't have any nicknames, he was a weight lifting Champion even at school!

West Londoner Steve went to school and college in Hendon, *(but never joined the Met! - Ed)* excelling in all three sciences plus Design Technology and achieving A Levels throughout. To put his practical skills to use, he took the apprenticeship route rather than Uni, starting off his working life as a tool maker. When that company closed, he completed his apprenticeship with Jaguar, before moving over to Land Rover.

Over the years Steve has been poached by some pretty prestigious garages, usually arriving as a Master Tech, but rapidly taking on the Workshop Manager role. Despite his love for the brand, he's one of the few people to turn down a job offer from the manufacturer. Thankfully, he accepted the invitation to join Autologic over 7 years ago, when approached by a previous colleague from HR Owen *(you kept that quiet Mr Gill – Ed)*.

Since joining us, Steve has become an integral and popular member of the Fault to Fix Technical Support Team, taking on more responsibility and new tasks as they arise. He is also acknowledged virtually worldwide as a Land Rover master technical trainer *(strange, given that he didn't like geography at school – Ed)*, and his proudest moment was standing in front of a packed class of delegates, delivering a Land Rover course in the US for our partner, WorldPac.

Having his own garage workshop ensures that he stays in touch with the issues facing the industry and he's concerned that the speed of change, from emission laws to hybrid technology, is creating a void in the knowledge and ability level of some technicians. As someone who has both trained and been trained himself, Steve believes that everyone needs to develop their knowledge and keep it updated.

Whilst he won't share any customer anecdotes, his strangest encounter at Autologic was when "I was advising a customer on removing the body from a RR Sport, only to be sent a picture from him later of the car body hanging from a tree outside his workshop. He told me later that he didn't have a ramp!"

His favourite car to date was his Pontiac Firebird. "It looked great, felt great, sounded amazing and everyone knew who I was." *(Steve, given that you train for strongman competitions you don't need a flash car to get noticed, trust me – Ed)*.

Steve's typical day starts with checking any overnight incoming cases from around the world, followed by advising UK customers of technical fixes, whether these come via phone or via the AssistPortal. Once the US comes online, he spends the rest of the day managing his team and dealing with any individual customer issues. Whatever it takes to provide the best customer service he can *(even if it's 6.15 on a Friday night – as witnessed by Ed!)*. However, there doesn't appear to be any common themes other than seasonal... "when the sun comes out, you can guarantee that everyone's electronic sunroof fails!"

His top tip for customers: ask good questions, discover what the car does and when, understand the system at fault and how it affects other parts on the vehicle. "The more information that you provide to us, the faster we can assist you to a fix resolution." *(who's arguing with that – not me! Ed)*

IT Matters 3 new Chassis, 120 Data updates, 3 Assist OS improvements and more to come.

2016 ROADMAP	Q2		Q3
Technical Update	Download Ref	Content	Download Ref
New Chassis	Audi A3	Drive, Body, Chassis and infotainment systems	MB Sprinter 906
	MB CLA 117		BMW F16 (X6)
	BMW/MINI F55/F56		BMW F26 (X4)
Software Updates	Assist OS 1.4.3	Memory enhancements	MB C205
	Assist OS 1.4.4	Time, date and Wi-Fi improvements	All updates are available in the News Section of the website. autologic.com/news/company
	Assist OS 1.5	Spanish, Polish and German translation	
Data Updates	Data 1.0	56 updates	
	Data 1.1	36 updates	
	Data 1.2	13 Updates	
	Data 1.3	15 Updates	

Hunting across the Outback!



The guys Down Under have been highly proactive again. Matt and Oliver decided that on route to a Capricorn trade night in Albury, New South Wales, they would stagger the 4 hour journey by checking out a few workshops. Arriving in Gisborne, after a customary stop for a fast Aussie brekky of Bacon n' Eggs on toast, they went on the hunt and came upon a large, well presented workshop, so dropped anchor to investigate this little Pearl in the country. Oliver takes up the story...

"After a short introduction, we were in enthusiastic conversation with Joe, the owner, chatting about the Automotive industry, British Race Cars and the struggle with diagnostics - we hit the hot topic! Joe explained that he had recently been talking with his senior technician Tim about buying a good Diagnostic Tool for the increasing number of European cars, rather than having to send them to the local electrician. Tim, the technician, ushered us over to his current problem motor, a Golf Mk6 with a loss of ABS. Having attempted diagnosis with no clear result he involved the local electrician. After several days and the installation of a 2nd hand ABS Control Unit, the car came back to Tim with no brake pressure and brake pedal on the floor. After many coding attempts with his generic Tool and many bleeding procedures he still couldn't recover the brakes.

Matt popped out to the car and returned with his AssistPlus demo unit and set to work on the grief stricken Golf. We plugged back in the old control unit to read the coding. We then replaced the newer unit and replicated the code - it didn't work! As Tim sighed, Matt was already on the phone to VW Tech, Tristram back at base. Using remote access Tristram quickly input some long codes that he had access to from the CRM, but wanted reassurance from the UK Technical Centre. Joe and Tim were already impressed with the Autologic Assist service, even though the car was not ready to be returned to the customer. "You must have been sent by Angels" Joe stated.

Mindful that time was ticking on, we had to make our farewells to ensure that we arrived at the trade show on time, especially as we were due to run (another) live demo. "Don't worry guys, Tristram will call you later" shouted Matt. As we packed away the AssistPlus, Tim said "That's great thanks guys, but I don't have a decent device to perform the job, can't I borrow yours?" I explained that the demo unit was required for our show later in the day, but we did have a brand new unit in the car if they wanted to purchase it! With the green light from Capricorn within minutes, Joe became a fully paid up member of the Autologic Assist community.

As we arrived, just in time for our slot at the Shepparton Trade Show, we heard that the Golf was back to good health and Joe and Tim were overjoyed with our unexpected visit to their workshop. They are now comfortable and confident in providing diagnostics for European vehicles, with the assurance that further support is just a call away." (*Great work Boys - shame about the rugby! Ed*)



Customer Satisfaction

Fluid MotorUnion, an Illinois based, automotive repair shop specialising in European vehicles, recently became the proud winner of an Autologic AssistPlus Diagnostic Solution. The coveted AssistPlus was won by owner Lopez during a contest that took place at the recent 2016 WORLD PAC STX Supplier and Training Expo. Lopez, whose shop has been in business since 2008, coincidentally had already been using Autologic's solution for the past five years. He commented on adding this winning device to his workshop: "We are excited to add the new AssistPlus to the shop, which will further enhance productivity and increase customer satisfaction. Autologic has consistently afforded us all the tools and direct access to a team of seasoned repair specialists necessary for servicing all the car lines we handle here, without having to refer our customers back to the dealers. We want to keep our customers in house. Our business is built on the proud fact that we can service what customers bring to us, and Autologic gives us a high level of confidence by arming us with the all the capabilities to continually do just that."



Pictured above L to R; Kevin Barrett, regional sales manager at Autologic Diagnostics presents Osvaldo Lopez, owner at Fluid MotorUnion, Illinois with his new AssistPlus.

01865 870050

What did you think?...

June 7-9 2016, Automechanika opened its doors at the Birmingham NEC for the first time. Exhibitor stands of varying shapes and sizes were nestled within three large halls, suggesting that this was a huge international event, with professionals from all over the automotive industry offering parts, tools, advice and services.

Few visitors appeared to take advantage of the free pre-10am pastry and coffee, but within an hour the crowds had arrived en masse. It looked busy, but this was probably due to the poor layout - the stands didn't appear to be grouped by profession, so you couldn't go to one section and compare wares. For those already prepared with a site map, this meant a lot of leg work to assess the products and services of interest. We found ourselves meandering around the event, choosing directions at random in between the set times of our favoured seminars.

Without doubt, it was the large central areas and seminars that attracted the footfall. The 'British Manufacturing is Great' with its Aston Martin Vanquish and dissected Jaguar, the new Tesla S and the Schaeffler demo stand, all enticing visitors away from the outer edges. Whilst attractive young ladies thrust carrier bags at passing visitors, engaging entertainment was sparse. The exception was the Original Equipment Suppliers Aftermarket Association (OESAA) stand, where an acoustic band performed various beats and rhythms using car parts. This ingenious performance was the intro to industry expert, Andy Savva's presentation designed to re-energise garage owners and raise awareness of the benefits of OE equipment and the pitfalls of poor quality alternatives.



Education is King. Keynote speaker, Wendy Williamson (IAAF Chief Executive) presented the challenges facing the aftermarket, touching on the VMs' directional shifts which complicate the supposed openness of data to the independent sector, from Volvo's 16 Pin, to Pass-Thru and DoIP. Possibly the most radical suggestion (*believe it people - Ed*) being that in the future you may own the car, but **you'll never own the software inside it!**

This lead us on a trail to find the latest and most comprehensive VCI J2534 devices, systems and news on SERMI. **Having supported customers with Pass-Thru for over a year, we were seeking the holy grail: a one size fits all.** Despite the glitzy products or expensive boxed solutions, under questioning we heard what we already knew "Ah no, you're right it won't do those...Yes it can run four brands, but if you have a problem, erm...No we don't actually manufacture the VCI...It'll work on most cars in the range, we think." As for **SERMI**, which is untangling the growing vehicle elements of the car that are now considered security components, we couldn't find anything other than rumour!

We split up to follow our individual areas of interest, each bumping into acquaintances. Chatting to various trade press buddies and taking on board their views of the show, we all agreed that an annual NEC event would be a positive move for the industry. Given the estimated 12,000 attendees over 3 days, with adjustments, next year's confirmation is a positive step. Whilst assessing the virtues of new products, I was drawn to a stand declaring "Revolutionary Cloud-Based Diagnostics"...interesting as Autologic Assist has been delivering its cloud-based diagnostics for over a year!

"Revolutionary Cloud-Based Diagnostics"...interesting as Autologic Assist has been delivering its cloud-based diagnostics for over a year!

I was also desperate to compare the service levels of our **Fault 2 Fix Master Technicians**, but despite exclamations regarding technical support ("we sort out the software or repair the tool"), there was **no evidence of challengers to our market leading squad.**

Despite the buzz and general hubbub, there were many stands that failed to attract attention, possibly due to being manned by disinterested sales staff, hardly challenged by the ROI? Many of these blended into the back walls of all three halls. On a positive note one vendor we talked to explained, 'the **UK shows for our industry are on their knees.** No one wants to attend or exhibit at them, so it was a risk signing up to Automechanika. We hoped that it would ride on the success of the Frankfurt show and **we've not been disappointed** - we've already signed up for next year's show!' His enthusiasm was infectious and obviously the reason why he was doing good business.

Due to a clashing diary date, I missed out on the Mark Webber interview with my old mate Bruce Jones and Suzi Perry. On the Wednesday, Mark was off to prepare for Le Mans and sadly there were no pre-signed autobiographies anywhere to be seen (*you missed out on a few royalties #aussiegrit! Ed*).



I met with Automechanika event director Simon Albert, who was justifiably chuffed with the number of key exhibitors, the attendance figures and the 250 advance bookings for next year's show, which is planned on being 35% larger. Naturally he wanted to sell us a stand, but was more impressed by our technically engaging ideas. Let's see if his team can work up our concepts in the next 12 months!

automechanika

BIRMINGHAM

But my highlight for the day, other than meeting up with Nicola from Auto Technician (sponsors of the Technical Theatre), was the presentation by James Dillon on the **Connected Car**. An accomplished presenter, James delivered a compelling insight into what many in the packed audience considered to be far off in the future. He introduced a vision, **as previously voiced here in LogiCall**, that the potential big movers in our industry are likely to be Apple, Google and Facebook (or similar). Already, most manufacturers are using telematics to inform drivers, via their Smartphones, of issues with their car or when the service is due. But the next step will be to assess the vehicle overnight and even update the software. So the **new car will have its own IP address** (remember Wendy's words) and this is where the 'big data' boys come to play: where you go, what interests you, and your last purchase are all captured and come into play when you are driving...*the shoes that you viewed online last night are available at the shop on the right in 100 metres...You are 1 mile from a BMW garage that can replace your rear LEDs...*On a more serious note, as you attempt to drive to work, you could be **refused permission due to a safety issue with your car...do not operate vehicle until fault is corrected...the headlights are not functioning legally...go to dealership immediately!** Some of the audience were aghast, considering that the car could become a virtual monster, or taking a 'not in my lifetime' view, but as James concluded, "Watch this space."

Don't panic, there will still be plenty of pre-DoIP cars on the road to keep you busy, but as the digital marketing world evolves by lifting the online profile of your business and with some well targeted adverts, you can be seen on the same screens of Smartphones, tablets and infotainment systems as the dealerships!



One central theme that became apparent is the movement towards hybrid cars. As mentioned, Tesla was present, but so was the BMW i8 and Ford's new 'blue engine,' amongst others. It was therefore appropriate that the IMI delivered a lecture on the future of hybrid cars to a packed theatre. Blagging seats on the front row, we listened as the IMI laid out their new blended learning qualification, designed to help upskill workshops. The Government wants a fully electric car market

by 2040, but today only a small percentage of technicians are trained to work on hybrid cars. And with 600V of electricity powering them, it is crucial to ensure technicians are both properly trained and licensed. Autologic's Keith Witherspoon confirmed that many of our Assist Master Techs have recently attended manufacturer hybrid training, ensuring that we are keeping up to speed with these radical changes. However, due to the potential dangers involved, **we agree with the IMI, that a qualification is essential for repairing these vehicles**, especially if we are to offer assistance remotely to technicians.



Keith checking out the Tesla without his rubber gloves!

The Autologic gang all met up for a quick review and played follow the leader back to areas of the

show that captured specific interest and to gather further insight. This was often met with a few surprised expressions, but on delving further, the honest approach became more apparent: **"You guys know as well as we do that nothing does everything!"**



01865 870050

Money, Money, Money!

As part of the Autologic Assist team, one topic that comes up in conversation with garages is the sometimes thorny issue of whether to charge their own customers for a diagnosis and how to communicate this better.



My opinion on this is simple: if the customer asks you why you charge for a diagnosis, then you need to remind them that the end goal of the whole process is to ultimately save them money. They could easily pay a visit to a garage that doesn't charge for a diagnosis and will instead

throw parts at a problem. The result is that the end bill is high and you're often left with a customer that is frustrated that the problem hasn't been resolved.

So how should you effectively communicate this to your customers? My advice is to make sure that you have total transparency with them from the off. Explain to them that to get a better idea of the problem with the vehicle you must first understand what is going on and so gaining further information is a vital step in enabling you to do this. Let them know that there will be a diagnostic charge, but you're going to work with them throughout the whole process to try and resolve any issues.

The next stage may be to do a code read or to get a set of dynamics, so for you to be able to do this you've had to invest in the right tools and equipment and there is, ultimately, a cost to this. Don't forget, if they took their car to the main dealer then they would certainly be charged for a diagnosis, so why should you be any different?

At Autologic, one of the methods that we recommend is to break down every stage of the process on the invoice so you're showing the customer what you've done and why you've charged for this. For example, there's no problem with you including a line on the invoice stating: 'Diagnosis – 30 minutes' (or whatever time you spent on diagnostics) with a charge attributed to this.

Most sensible workshops will seek permission to undertake a one hour diagnosis (we usually recommend £60+ VAT for this, depending on your location) and after that hour is up they'll then get back in contact with the customer to break-down what they've done, what they've found and to offer a further advisory, such as 'we're getting somewhere with this but we're going to need more diagnostic time, are you happy to go ahead with this?' or 'we've found the problem, do you want to action the repair work?'.

In the case of those workshops that subscribe to our Assist service, it may be that they've had to get in contact with our team of Master Techs to help them further with the problem – again you've paid for this expertise, so you need to tell the customer that you've had to 'outsource' an element of your service, but it's enabling you to cut down the overall time of the repair and to get from fault to fix much faster.

If your diagnosis is conclusive and you've been given permission to undertake the remedial work by the customer we'd also advise that you don't then discount or remove the cost of the diagnosis - you must place a value on that piece of work. Telling them what you've done and detailing this on the invoice, shows real value to the customer and alleviates the 'didn't you just plug in that computer thingy' conversation.

The automotive industry should learn lessons from medical professions. If you visit a doctor or a dentist privately you'll have to pay for all of the investigative work before they'll try and fix the issue for you, so why should that philosophy be any different for their car?

Although the methods we've suggested do involve some extra work for the garage and an element of re-education for the customer, if you're transparent and honest then it'll stand you in good stead. Good technicians shouldn't come cheap and it's important that your customers are aware of that fact.

Steve White - Autologic JLR Team Leader



Content originally created for and published by Professional Motor Mechanic's July/August 2016 issue

ABBA
'Money, Money, Money' © Epic 1976

Top Fix - Land Rover



Fault: Fuel Pressure - Discovery 3 and Range Rover Sport

Symptoms

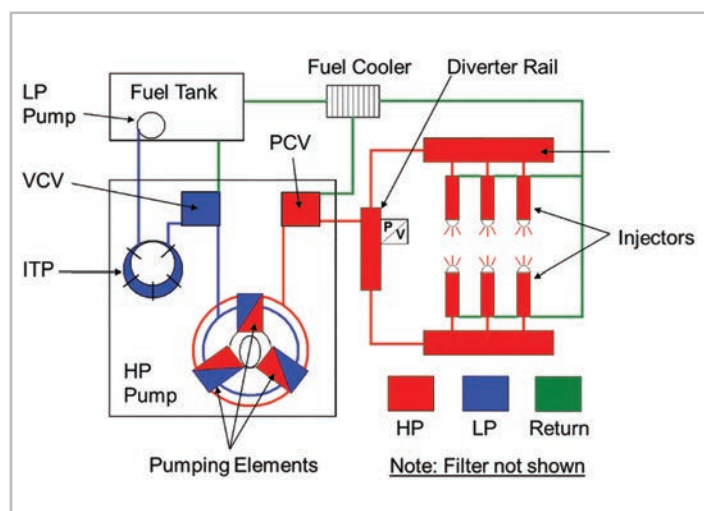
- Driver of the vehicle may experience the vehicle going into limp home
- Suspension may drop
- 'Engine system fault' appears on instrument cluster

Possible fault codes:

- P2290-00 Injector Control Pressure Too Low
 - P2292-00 Injector Control Pressure Erratic
 - P0192-00 Fuel Rail Pressure Sensor A Circuit Low
 - P0087-00 Fuel rail/system Pressure Too Low
 - P000E-22 Fuel Volume Regulator Control Exceeded Learning Limit – Signal amplitude > maximum
- These codes can cause missing messages and miscommunication faults*

Fix

Fuel pressure system:



The fuel pressure system can be broken down into 2 parts:

High pressure

- HP pump
- HP rails
- Injectors

Low pressure

- LP pump
- Fuel cooler
- Fuel filter
- Low pressure fuel lines

A fuel pressure fault can occur anywhere from the fuel tank all the way forward to the injectors. These steps are for problems with low fuel pressure. Other problems with the fuel system include:

- Fuel pressure too high fault codes potentially set by a restriction in the return or PCV or VCV. This indicates problems within the high pressure pump
- Cylinder balancing offsets/injector faults, use the AssistPlus to check the cylinder balancing off set readings (see diagram right)

Drive > Engine > Dynamic Data > Cylinder > Balancing Offsets

CYLINDER BALANCING OFFSETS	
INJECTOR 1 (CYLINDER 1)	994.88
INJECTOR 2 (CYLINDER 2)	1018.83
INJECTOR 3 (CYLINDER 3)	1007.36
INJECTOR 4 (CYLINDER 4)	995.46
INJECTOR 5 (CYLINDER 5)	957.43
INJECTOR 6 (CYLINDER 6)	1025.64
CYLINDERS ARRANGED ACCORDING TO FIRING ORDER	
THE OFFSETS SHOULD BE BETWEEN 700 AND 1300 AT IDLE	

These readings should be between 700 and 1300 at idle.

- Lower figures indicate that the ECU is reducing the fuel
- A higher number indicates the ECU is adding fuel, which can indicate an injector or cylinder fault

Repair

1. Switch ignition on. With a gauge, measure the fuel pressure at the Schrader valve. Is it between 0.3 to 0.5 bar?
 - a. If NO: Check if low pressure pump is running. Check for any restrictions in the low pressure supply
 - b. If YES: Go to step 2
2. Remove fuel filter and drain it into a clear container. Are there any signs of contamination?
 - a. If NO: Move to step 3
 - b. If YES: Brass contamination may indicate faulty High Pressure fuel pump. Other contamination may indicate poor quality fuel or a missed fuel event
3. Replace fuel filter and retest vehicle. Has concern now been rectified?
 - a. If NO: Move to step 4
 - b. If YES: Very common cause of this fault is a blocked fuel filter. This can be due to lack of servicing or poor quality fuels
4. Check pressure sensor and wiring for corrosion, short circuit and high resistance. Are the pressure sensor and wiring good?
 - a. If NO: Rectify any concerns with the sensor or wiring and retest the vehicle
 - b. If YES: Move to step 5
5. Check VCV and PCV circuits. Check VCV and PCV pins at the ECU are making good contact. Are the pin contact and the wiring good?
 - a. If NO: Rectify and concerns with the pins and the wiring and retest the vehicle
 - b. If YES: Most common cause would be the high pressure pump, PCV or VCV issue

If your fault persists, please contact the Assist Technical Support Team - via AssistPortal, AssistMobile, AssistOnline or call 01865 870050

01865 870050

Back Slap!

BITS

WE

LIKE

"Thanks to Simon at Autologic for helping with a BMW we had. He was the only one who knew how to rewire the unit, and we tried 2 dealers and the manufacturer"

Specialist Diagnostic Services

"Duncan suggested swapping the 10AS, which has solved the problem. Really happy as this issue has been ongoing for months!"

Bells of Rothburysions

"Big thanks to Chris Benton and all the support team, your method worked perfectly and the car is now fixed"

Quadriga

"Massive thanks to Chris Benton for correctly diagnosing a faulty instrument cluster on a problem car we had been stuck on"

Newbury 4x4 Centre

"Huge thanks to Daniel. Your information was 100% regarding earth point checks. You really take me from fault to fix, fast!"

T & A Motors

"Thanks to Pasquale for the support. His advice helped us fix the issue and all is well now."

Autotechnics Gillingham

"Thank you to Keith for his support. The information provided was spot on and I was really happy with the support provided"

B and W Motor Co.

"Very pleased with the help I received from James on the Land Rover tech team, in finding wires that had been incorrectly fitted. I would not have found the issue without James' support"

MPB Motors (Land Rover)

Mo's response to Kala (Autologic Lead Gen)

"Kala rang at about 5.15/5.30pm and not halfway through the day when we would have been pre-occupied. Autologic Assist provides real-time access to Master Technicians. Covers 14 manufacturers. Cost (this was important) – no hidden extras. **The call was brief but very informative. Above all the call was an appetiser, without asking me to make or take a decision. We made our mind up to have a demo from your call alone!**"

Swift Car Care

“So I thought I would add to the debate over Autologic's current direction and the new AssistPlus. I have to say that VAG's technology has now gone way beyond what could be done with the BlueBox by sending logs and doing downloads. VW and many others are deliberately making the process of replacing electronic parts more and more difficult. Component protection is rife in their range and I really can't blame Autologic for steering away from this. ODIS is the only way forward with late VW Group cars. Too many procedures require a handshake with a FAZIT server and this can't be replicated. For the record, a year's unlimited use of ODIS costs about twice the Autologic subscription charge.

I bought the new AssistPlus. Let's face it there is a hell of a lot of stuff that is done offline and Autologic really has the best machine on the market for it. If you go with OE tools and don't buy unlimited use then you don't want to be using the OE tool for simple procedures - you will be paying €10 to turn out an airbag light. The new machine gives me the brands I didn't have and has a valuable place in the workshop, as a quick, easy and very capable machine. Remember with every OE tool you start by logging in with an Internet connection. Not so good for marching across the car park to plug a customer's car in while they wait, which is the reality of life.

So yes, Autologic have changed their direction but if we are honest they have been pushed that way by the increasing complexity of modern cars. Today, the power steering assist motor ECU had failed on a Renault Clio 2008, but it is linked in to the immobiliser, has a security code and prevents the car from starting. This is the crazy unnecessary route car manufacturers have taken that is making the job harder. You have to accept that the problem is really the technology, not diagnostic tool manufacturers. Autologic have changed direction but that is because the writing was on the wall, so you can't blame them for that. They are doing what any good business would do, adapting to a changing market.

One final thought, if you had just fitted a new £1000 electric steering rack to a MK6 Golf and it got toasted during a very complicated remote download programming effort by a third party, would you be pissed? I'm sure you would. I would far rather they said no at the outset rather than gamble with my money!

Andy - AMP Electronics

"I would agree, the Autologic team have helped me make good money - Thanks!"

Nigel Tilley Aussie Tune



mnautomotivelomita
M&N Automotive

28 likes

We have the best tools to diagnose & repair your #bmw or #benz quickly & accurately

