

## GOLD

Rio has captured our hearts and pride over the past few weeks and generated some inter-office rivalry, especially amongst our UK, US and Australian colleagues.

Amidst the games, Autologic picked up a few gongs, including 3 IBA Stevie Awards, covering each step of the podium and 2 winner's laurels at the inaugural Workshop Power Awards. We still need to fly out to Italy to collect the former, but we have evidence of the latter inside!

We also popped over to Frankfurt on the lookout for great new diagnostic launches but came home unimpressed. At least the variety of VCIs on display re-enforces the increasing importance of Pass-Thru in the modern workshop.

With accuracy, security and safety on the agenda, here's advanced warning that the UK office will be closed on December 16th for a comprehensive staff training day.

Turn the page to discover more...



# Meet the Team

Chris Routledge – BMW Team Leader



**Chris is a cross between the Mad Professor and an athlete, with a head full of technical detail and a fast paced disposition, both at work and play.**

Born in High Wycombe, he was educated in the idyllic Buckinghamshire village of Great Missenden, (home of the Roald Dahl museum) where he excelled in sports, but didn't impress his geography and French teachers!

With no aptitude for travel in those pre-GPS days and with France out of the equation, he began his career as an apprentice at the nearby Nissan dealership. He was soon snapped up by Volvo where he was awarded the accolade of Apprentice of the Year. With his reputation as a mechanical fixer spreading throughout the area, he was unsurprisingly headhunted for

a senior technician role with BMW, where he developed his love for the aspirational brand – his favourite car remains the BMW E30 M3.

Chris is still a regular local team footballer, but since marriage and the arrival of two kids, his hobbies have been reduced to watching F1 on TV and rebuilding his BMW. Time allocated to his rebuild project is constantly being delayed, thanks to Luka, 5 and Missy, 3 who continue to present him with broken toys for technical fixes.

In 2013, Chris brought his extensive Beemer knowledge to Autologic and has been enthusiastically helping others to fix cars, ever since. Given the complexity of modern BMWs, he receives a high volume of electrical issues from customers, but use of the AssistPlus, coupled with his knowledge of wiring diagrams, gets them from diagnosis to fix in a timely manner.

Since being promoted to Team Leader, Chris has flourished in the role and his hunger for improving customer experience has landed him the additional responsibility of Pass-Thru Mastermind for all brands. His Top Tip to customers is to download the AssistMobile app and use it to submit a case, including as much information as possible. This is the fastest and most convenient route to a master technician, and speeds up diagnostic time. Oh, and don't copy one caller who wondered why the car wouldn't start after he had thoroughly washed the engine ECU in a bucket of water!

Chris is now a regular contributor to Workshop Magazine, preparing the Fault Finder page each month (one of his insights is featured in this issue). His proudest moment was last month when, along with colleague Steve White, he collected not one *but two* Workshop Power Awards on behalf of Autologic (...and no he didn't get trolleyed! Ed)



# AssistMobile...the way to go

The uptake of **AssistMobile** is growing month on month, as over 2,000 users see the benefits of submitting cases using the app rather than making a call. **AssistMobile** has become the most convenient, time and cost efficient method of accessing Vehicle Diagnostic Support from the Fault 2 Fix Team. **AssistMobile** ensures that your first point of contact is the brand specialist who, empowered with the VIN, make, model and vehicle issue is ready to get you to a fix solution.



**AssistMobile** has been further enhanced to provide 'in-app' messaging, giving you the option of receiving advice via call, email or in-app message. It will also enable us to contact you with any important messages in a brief manner. **AssistMobile** is available to all existing customers with access to Autologic services. Free downloads are available from Google Playstore and Apple AppStore.



- 1. AssistMobile** Offers the most convenient and easiest way to access the Fault 2 Fix team from your Smartphone. It has the ability to collect details of the car by scanning the VIN barcode and prompting answers to a few simple questions. Free download available for iPhone & Android.
- 2. AssistPortal** Request technical support directly from the AssistPlus device and send details of fault symptoms, work performed and crucial electronic data from the vehicle directly to the most appropriate technician.
- 3. AssistOnline** Direct access to The Fault 2 Fix master technicians via the Autologic website: [autologic.com/login](http://autologic.com/login)
- 4. AssistCall** +44 (0) 1865 870050



We've just produced a set of stickers (UK, US, AUS) highlighting the 4 routes, in order of efficiency, for technicians to access the Fault 2 Fix Team. These will be included in the AssistPlus case for all new sales. If you'd like one for your workshop (tool box, AssistPlus case, workbench, wall, window), just send an email to [logically@autologic.com](mailto:logically@autologic.com) with 'Sticker' in the subject line and your address. To get the lowdown on using these contact methods, check out the video on the Channel page of the [autologic.com](http://autologic.com) website, starring UK Operations Manager Keith Witherspoon!



## IT Matters

10 new Chassis, 171 Data updates, 4 Assist OS improvements and more to come.

2016 ROADMAP	Q3		Q4	
Technical Update	Download Ref	Content	Download Ref	Content
New Chassis	MB Sprinter 906	Drive, body, chassis, and infotainment systems	MB C205	Drive, body, chassis, and infotainment systems
	BMW F16 (X6)		Land Rover Discovery Sport	
	BMW F26 (X4)		MB S222	
			VW Crafter	
Data Updates	Data 1.4	24 updates	All updates are available in the News Section of the website. autologic.com/news/company	
	Data 1.5	17 updates		
	Data 1.6	10 updates		

## What is it about mechanics and cakes?

WE ARE  
MACMILLAN.  
CANCER SUPPORT

Well they definitely know how to eat them, but whether it's due to the success of "Bake Off" or their ability to follow recipes, some of them are becoming budding Paul Hollywoods!

Once again Autologic participated in the World's Biggest Coffee Morning, looking to raise more funds to support the highly respected Macmillan Cancer Support charity. Several of the guys and girls arrived early, proudly carrying their creations, which were duly arranged in the Boardroom in advance of 'Elevensies'. The rest came prepared with pockets full of pound coins.

Thanks to organisers Marcus and Sam, assisted by Nina and Fi, who arranged cake slice sales, competitions and a raffle. An array of cakes from sponges to brownies, were rapidly devoured and the donation pot filled fast.

We succeeded in beating last year's total and look forward to donating over £335 to Macmillan!

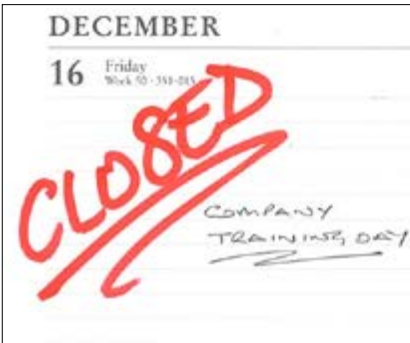
## We're closing...

...but only for one day!

Advanced warning people, so put it in your diary, write it on the wall or save it in your mobile phone. Autologic will be closed all day on **Friday 16th December**, for a full company training day.

It's close to Christmas, the weather will doubtless be cold and gloomy, your staff will be looking forward to a few days off work, but please make a note. You know how these things work out; you'll be gearing down for the holidays when you get a boost in business from customers who need a final winter check, before driving to see relatives, in a car that hasn't been properly serviced for 12 months!

You also know that the team here are passionate about getting you from fault to fix, fast. But on this rare occasion everyone in the business, including Vehicle Diagnostic Support, will be in classrooms (off-site), being re-chipped in readiness for the new year. You've been warned, so schedule those problematic cars earlier in the month!





# Just Passing-Through



Since installing the video conferencing system in our offices around the world, we have dramatically reduced air travel, to save time, money and show our moral commitment to social responsibility.

However, there are times when actually ‘being there’ is imperative, although this is generally reserved for our CEO and Head of Sales for EMEA, APAC *(the closest thing we have to royalty! - Ed)*.

It’s own up time – who’s been building up their air miles over the last few weeks!



Our Denmark distributor, in collaboration with wholesaler FTZ, arranged a Roadshow scheduled to include five cities; Aalborg, Aarhus, Odense, Haderslev and Copenhagen, so naturally Neil was present to check them out *(the events or the nightlife? – Ed)*. The events were invite only, focusing on key workshops most likely to benefit from

the features and capabilities of the AssistPlus device and the Autologic Assist solution.

Acceptance exceeded expectation, with over 60 workshops participating in the events, held at FTZ Academies, with each providing superb facilities. The AssistPlus was put through its paces every night, with live vehicle-connected demonstrations focusing on features, functions and workshop efficiency. Several topics were included such as basic diagnostics, configuration and the difference between coding and programming.

One of the most popular exercises was a live connection to the Fault 2 Fix Team, who were able to provide Vehicle Diagnostic Support to solve the problems evident on the selected cars at each event. All participants enthusiastically embraced the concept and real-time results, and they openly admitted that access to a Master Technician would greatly improve their everyday working lives.

There has been loads of positive feedback from participants who are now requesting further demonstrations within their workshops, to gain the endorsement of colleagues who were unable to attend the live events, which is keeping the Technical Sales guys very busy.

Meanwhile our CEO was invited to address the delegates at the annual BIMRS Training Event in Washington. BIMRS is a non-profit association of over 200 Independent BMW Service Professionals dedicated to education and training.

The event provided further training and greater insight into the changing face of the automotive sector, including representation from BMW who presented the benefits of Pass-Thru and forthcoming system developments.

Jeremy explained how technology within the computer space has affected Autologic; Why we had to totally rewrite the entire base code to transfer the XP operating system to Windows (as Microsoft no longer supported the security on XP); The increasing size of data files required to programme modern vehicles, that were now beyond the ability of many PC processors; The appearance of enabling codes that are only available via OE portals; And why, for their own financial security, Pass-Thru was essential to their business.

Focusing on their passion, Jeremy reminded the specialists that the first BMW to apply CIP was the 2002 E65 7 Series, launched with the strap line “This is the car that contains more computing power than it took to send a man to the moon.” He explained that as vehicles get older, software updates become more unstable. For instance, a 2006 E60 5 Series is now 10 years old, “Try updating a 10-year-old computer to the latest software level!” he exclaimed whilst holding aloft a very old floppy disk.

With many Autologic customers present they were keen to hear of the company’s vision for the future, but clearly acknowledged Jeremy’s point, “We didn’t start the Fire” and that the changing landscape in the industry, affecting us all, was driven by the manufacturers’ adoption of the advanced technology available to them today.



Autologic’s Tony Gill and Keith Chaffe were kept busy answering delegates’ questions, *(who let them on the plane? – Ed)* clearly displaying that the company was very much aligned with BMW developments and as always are available to support independent repair shop technicians in the repair of highly complex, multi-ECU vehicles, including Pass-Thru Support.

As the boss was away in the States, we hot footed it down to Frankfurt for the day to check out Automechanika. Having met an event guide at the airport, we anticipated a suitably branded fast coach service into the venue. 30 minutes later, we fought for places on a standard bus!



It was 31 degrees at the Messe and we walked and walked, to ensure that we didn’t miss anything *(unless you found the BMW stand ‘cus we didn’t - Ed)*. It’s a huge show, which is testament to the size of our industry, from tiny nut to a monster lift and everything in between. Obviously, we spent the majority of our time in Halls 8, 9 and 10, home of the Repair and Maintenance stands, but given the heat we would have preferred the car wash arena!

Billed as ‘welcome to the future’, we expected to be blown away with amazing new cloud concepts, so we were surprised that the latest diagnostic solutions continued to be updated versions of the basic hardware that we have seen for ages. We did find a brilliant full fault to fix solution, but it was the Autologic GmbH stand! We did stumble across an intriguing pair of spectacles that had data projected directly onto the lenses, plus a few interesting telematics offerings, primarily aimed at the fleet market and loads of online tools, making efficient broadband even more essential in the workshop.

Admittedly there were also several companies targeting the OEs that displayed ‘always-connected’ infotainment systems, and one provider that used a WhatsApp type carrier allowing communication between vehicles by dialling the registration number! Sounded exciting until we considered instant road rage - car cuts you up so you dial the driver and let them know what you think! *(I fancied it so that I could clear the middle lane on the M40 - Ed)*.



We were interested to see a Panasonic stand, given the fact that virtually all OEs recommend the ToughBook as the PC of choice for Pass-Thru. We loved the new, well crafted tablet that is waterproof *(well it was working OK in a fishtank! - Ed)*. Most of the VCIs we spotted were linked to telematics, attracting the personal driver or fleet market, apart from Actia who displayed just about every OE VCI on the market (interesting to view in one glass cabinet). Their take on the connected-car was excellent as they demoed a dashboard screen that reacted to every remote instruction, including some security and safety aspects.

## Pass-Thru Support

Our fully trained Pass-Thru Support Team (PTS), consists of experts in IT infrastructure, registration processes and J2534 programming. They are at your disposal in the set-up and implementation of Pass-Thru.

If you read the individual OEM Guides, available on our website, which were created by Autologic Pass-Thru Champions, you will appreciate the complexity of mastering the acquisition, installation and application of J2534 Pass-Thru.

The new PTS Team help you to get the most suitable solution for your business. The general rule is to check which devices are recommended or sold via the OEMs. You will need a compatible VCI (J2534 vehicle communication interface) and Windows PC to the specification demanded by the OEM, so don’t purchase a PC until you have checked the variants required for each relevant OEM. There are so many variants to consider, so the PTS Team’s impartial advice will save you time and money.

At present there are very few J2534 VCI devices that can competently provide 100% compatibility across all vehicle models. We have been working with Diagnostic Associates to offer you possibly the most economical and comprehensive VCI available, as part of our Pass-Thru Support package.

Brand	DA Coverage
BMW	Any E series any module. We do not recommend programming F series vehicles as these require an Ethernet connection
Jaguar	Any module can be programmed from 2010 onwards
Land Rover	Any module can be programmed from 2005 onwards (2006 for Range Rover)
Mercedes	Access to all modules from 2010 onwards but functionality varies
VAG	Any module with CAN communication (programming of serial communication modules cannot be carried out with the DA VCI).
VOLVO	Any module from 2007 onwards excluding security modules
PSA and Renault	No current coverage

The above table provides the current DA VCI compatibility, but please be aware that OEMs are regularly updating protocols and security access to their online applications. Whilst the DA VCI allows the Pass-Thru programming of a wide range of makes and models, like all aftermarket products they are not guaranteed to perform at the same level of OE branded VCIs. Specialist workshops with high programming requirements should be advised to source the OE VCI. We welcome your comments regarding your Pass-Thru experiences to further enhance the accuracy of our guides.

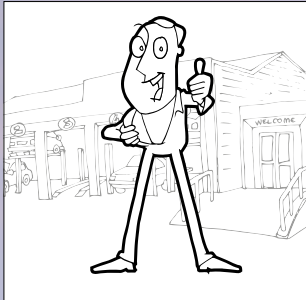
To contact PTS, select Option 2 when you call the F2F Team.



# You're Ready Now

You may be aware of the tune now that the Four Seasons story has become popular via the West End theatre show “Jersey Boys”, but I remember it from my days as a DJ. With background music at half volume, I scanned the increasing nightclub audience as they formed their favoured groups and started to check out each other’s latest attire. I waited until the right moment before I selected the disc, pushed the levels up to full and left Frankie Valli to fill the dance floor!

### You're Ready Now?



For over a year, Autologic has been waxing lyrical about the value and benefits of Pass-Thru as an important function within the workshop. We’ve helped many of our switched on customers make the transition to a secure data interface connected directly to the VM platform. We have also been advising them on compatible hardware infrastructure, registration, setup, security, and on-going Pass-Thru Support.

There was a time when programming ECU modules was the task of specialists, but the Right to Repair using Pass-Thru has ensured that all independent workshops now have access to VM data via a compatible J2534 VCI. The latest iteration, J2534 v5 includes all non-security modules, not just emissions. (All programming tasks require VM approved data, which is available to you via the VMs own platforms).

Whether a specialist or a novice, it’s important to appreciate why this evolution is affecting the vehicle repair sector. Cars have evolved from basic mechanics to sophisticated electronics within the last 10 years, with the number of ECUs increasing with each new model. It’s not unusual for modern vehicles to contain up to 100 million lines of data, automatically operating anything from wipers to brakes to multifaceted infotainments systems. Therefore, the size of data required to monitor and programme modules has increased beyond the capacity of older processors – try to run Windows 10 on a 10-year-old computer!

Whether it’s for security reasons or protecting their welfare, VMs are making use of the available technology to update module codes more rapidly and frequently, requiring access to the latest codes to ensure ACCURACY, SECURITY and SAFETY. Enabling codes, which were previously openly available, are now being introduced to even more control modules and today these codes are only available as part of the Pass-Thru procedure.

Programming is more complex than ever on European cars so it’s in your interest to have access to the VM data.

This ensures that you carry out your repair ACCURATELY, that the vehicle is SECURE and that the driver is SAFE. If you don’t follow this advice, I trust that you have a substantial insurance policy!

Ignore those that claim to have an aftermarket solution – clones are in the marketplace, but offer zero security for the vehicle, driver and your integrity and it’s only a matter of time before the big boys shut them down, and possibly the user!

We have increasingly been made aware of incidences where warranties on replacement parts are not being honoured by the manufacturer, because the parts have not been coded or programmed using the latest VM Platform which can only be accessed via Pass-Thru. As vehicles become more complex, so the size of data increases, requiring authenticated access to the VM’s platform and maybe requiring an Ethernet connection due to the size of the files.

Like all of you, Autologic has to respond to this changing Political, Legal and Technological landscape revolutionising the automotive industry. We do not make the rules; we just have to play by them. When Autologic launched the BlackBox it was the only method of diagnosing and programming cars on the aftermarket. After 10 years of reliance on Autologic, there is now not only an alternative, but a protocol delivered with VM approval, that provides independent repair shops ‘the right to repair,’ with a controlled gateway to access their data.

This is only the beginning of the evolution – the Connected Car is in production now! It has its own IP address, so can be tracked and monitored remotely over the internet. By the end of next year, in theory, it could self-diagnose imminent issues relating to security or safety, whilst sitting on the driveway, connected via domestic broadband. The following morning it can inform the driver (via infotainment dash, text, email, app) to go immediately to the nearest dealership to resolve the issues detected. This is the type of car that will be in your workshop within the next 2 – 3 years!

The loyalty of your customers is paramount to ensure they come to you, irrespective of the instructions ‘from the car’. You also need to show that you have access to the latest data via Pass-Thru... **You're Ready Now!**



FRANKIE VALLI  
‘You're Ready Now’ © Philips 1970

# Top Fix - BMW MINI



## Fault: CBS Brake Pads Warning Light Reset

### Symptoms

- Brake pads warning light can't be reset via CBS software reset

### Possible Cause

- Non genuine brake wear sensor being fitted
- Integration levels incorrect throughout the vehicles ECUs

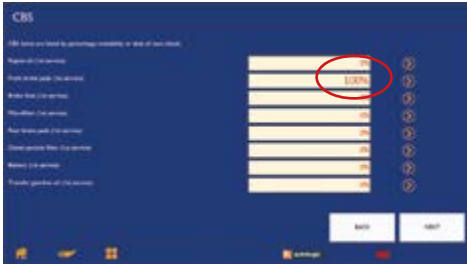
### Fix

#### Step 1

1. Replace brake wear sensor with a genuine BMW/Mini sensor
2. CBS - Condition Based Service is available on the AssistPlus vehicle main menu
3. Recode all control units related to the CBS using the latest coding software level via CIR (Coding Individualisation Retrofits)
4. Ensure there isn't any failure in the CIR initial report
5. Integration level - software level of each concerned control unit is listed in the CIR initial report, recode all the control modules first, if the reset fails then continue with steps below
6. Update - with regards to the control unit update, view the CIR document available on the AssistPlus
7. Programming will need to be performed via \*Pass-Thru (J2534)

#### Step 2

1. E87 Select System
  - select Condition Based Service
2. Select - Software Reset
3. If carried out successfully, the brake pad availability is returned to 100%, warning light turns off, problem fixed



4. If reset is carried out unsuccessfully, then availability turns to 255% and warning light remains on. If so proceed to Step 3 (above)

#### \*Pass-Thru

- Accurate and secure programming is available via the OE application
- To programme as above, you need to register for access to BMW OSS
- Connect the vehicle to a compatible J2534 VCI (See page 5)
- Pass-Thru provides the only accurate, secure and safe way to programme modern vehicles
- If this sounds like a daunting prospect, don't worry as we have removed the stress by training Pass-Thru champions to guide you through all aspects from initial set up, to on-going Pass-Thru Support

- To contact Pass-Thru Support please dial 01865 870050 - Option 2

#### For Sales, Finance, Renewals, General Enquiries, dial...

To ensure that we place even greater importance on calls to and from the UK Fault 2 Fix Team, all other Autologic departments can now be contacted on a new number.

From Monday 10th October, for calls to Sales, Finance, Renewals and General Enquiries, please dial...

01865 870060

01865 870050

autologic.com



# Back Slap!

**BITS**

**WE**

**LIKE**

"Keith Chaffe is a legend. He was able to diagnose a WSS fault. ECP had a faulty batch of parts."

ASW Repairs Ltd

"Paul wanted to say how pleased he was with the the update he received from Luke and also how quickly it was dealt with."

P K Automotive

"Keith Chaffe is a 'top man'. There was a bad earth in the boot that fixed the issue."

James Paul

"Thanks to Carlos for your hard work on this Passat. I was misguided by the customer and feel like I wasted my time fitting the wrong parts. Thanks Carlos problem now solved."

David. D F Reynolds Garage Services

"Thanks Pasquale for your assistance - the vehicle must have been tuned, as the software update sorted it all out."

DJ Auto Electrical

Thanks Chris Benton for your advice on fitting a set of injectors. All is well for now.

Ben Alltrack 4x4

"Thanks to everyone involved in this troublesome Golf with its ABF coding/basic settings. Troublesome fault, but got it fixed with all of your help."

Malcolm. P D Nagington

"A big thank you to Dan for his precise assistance on the parking brake failure. It was indeed a broken blue and white wire"

Envis Autos

"Thanks to the Mercedes team for their help. Kevin, Mickey and Ian provided excellent support with this vehicle. The vehicle is now fixed with the correct part that Mercedes had fitted with wrong part number!"

Big Motoring World

"Thank you Richard for helping with parking brake coding and for your Pass-Thru support."

Vast Saab Specialist

"Thank you to the whole team for the support I received - car up and running now"

Graeme Cooper Automotive

**“** We have been using Autologic for over ten years as a Land Rover specialist. Until recently we had been using the original black box which has given us great service. We have now purchased AssistPlus, which is incredible. The backup we receive from the Master Technicians is invaluable and they are always pleased to help.

Autologic is, in our opinion the best diagnostic system on the market. We have other diagnostic systems that we previously used for other marques of vehicle, but these are now left in the box as AssistPlus has taken over.

As an advocate of continuous improvement, it's great to see the work Autologic put into improving the systems. I'm sure we will see many improvements over the coming years.

Best regards  
GLE 4x4 Ltd

Just to let you know we are really pleased with the new unit. Can't understand what all the fuss is about on certain forums.

Regards  
Peter Lomas

I just want to take time to praise Lawrence. He is an absolute asset to your team, I can honestly say he comes up trumps EVERY time and has the patience of a saint! He assisted with a car and literally resolved the fault in minutes when we had come to out wits end. This isn't the first time he has done this, its literally every time.

I never ever send emails like this, but it has to be done - what an absolutely great service. Please thank Lawrence personally from all the Prestige Team.

Regards  
Nick  
Prestige Vehicle Repairs Ltd

**”**



GOLD - Assist Solution (Best New Product or Service)  
SILVER - Fault 2 Fix Team (Customer Service Team)  
BRONZE - AssistMobile - Mobile App (Utilities)

