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AUTOLOGIC DIAGNOSTICS UNVEILS FLEXIBLE ASSISTFIX PROGRAM

Program Affords Auto Repair Shops Direct Access to Company's Award-Winning Fault2Fix Service Experts on as-needed Basis, Using any Type of Scan Tool

COMMACK, N.Y ... April 4, 2017 ... [Autologic Diagnostics](#), a worldwide provider of the first cloud-based, vehicle-connected aftermarket automotive diagnostic solution, announced today the introduction of its new [AssistFix program](#), designed to provide auto technicians easy, on-demand access to the Company's award-winning expert Fault2Fix service team.

AssistFix provides direct support from one of Autologic's Fault2Fix master technicians to repair shops, using any brand of scan tool. It allows repair shops and technicians the chance to obtain direct support from the more than 100+ Fault2Fix master technicians that comprise this specialty team. Each expert is dealer-trained and brings -- on average -- 15-20 years of on-the-job, original equipment manufacturer (OEM), technical, and specialty automotive experience in European automotive brands to their role on the Fault2Fix team. This expertise ensures the delivery of superior repair advice and support, thereby enabling repair shops to work on vehicles that might otherwise have been turned away, due to the complexity of the repair or lack of familiarity with a particular car make and model. AssistFix walks mechanics through the most intricate repairs to reach successful outcomes quickly, easily and seamlessly.

Due to impending Right to Repair legislation, there are an increasing number of pass-thru technology options available. In addition to helping technicians fix cars, Autologic's brand-specialist master technicians will also assist in the education, set-up and use of OE pass-thru applications. Pass-thru is the most secure, safest and accurate way to program vehicles in the aftermarket, and Autologic's Fault2Fix team is equipped to provide instructions and direction for navigating the future of diagnosing and repairing vehicles.

Through the new AssistFix program, automotive technicians can easily access support in various ways: via Autologic's AssistMobile app, accessible from Smartphones and tablets, or by contacting the team by phone or online through the Autologic web site. An AssistFix constitutes the Fault2Fix team providing a resolution to a single fault on a vehicle.

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Complementing the AssistFix option is Autologic's [AssistCredits system](#), a payment program that allows automotive technicians to purchase credits in exchange for advice on fixing vehicle faults. New customers can purchase AssistCredits in various bundles to reach the Fault2Fix team. New Autologic customers can sample AssistFix with the Company's introductory "[Try Before You Buy](#)" program. This program provides users 10 complimentary AssistCredits that can be applied to up to three fixes on any European model vehicle covered by Autologic's Fault2Fix team.

"As the first provider of an integrated cloud-based, vehicle-connected aftermarket automotive diagnostic solution, we have become known for our world-renowned Fault2Fix support team. We determined -- after receiving significant customer feedback and witnessing broad market acceptance of both our solution and support team -- that our dealer-trained expertise is sought by many repair shops that currently do not have an AssistPlus device. This is what genuinely prompted the creation of the AssistFix and AssistCredits program. We are excited to bring our decades of automotive repair intelligence to a wider spectrum of repair shops, so that we may put the power into the hands of mechanics by having them experience, firsthand, the benefits of our unparalleled skills in fixing the most complex European cars," said Jeremy Fry, chief executive officer at Autologic.

Autologic is recognized industry wide for its Autologic Assist solution that spans a suite of capabilities that uses state-of-the-art technology to combine extensive online third-party vehicle data resources and a superior diagnostic (AssistPlus) device with real-time access to the Company's Fault2Fix Team, who provide vehicle diagnostic support globally. Assist simultaneously integrates this expert knowledge and service, innovative software, and a multi-faceted touch screen device -- helping ensure vehicle issues are diagnosed correctly the first time. Assist supports European models, including Audi, BMW, Jaguar, Land Rover, Mercedes-Benz, MINI, Volkswagen, and Volvo, across more than 120 countries. The Autologic Fault2Fix teams offers repair support and advice for fix solutions to thousands of Autologic customers from three major Vehicle Diagnostic Support centers: United States, United Kingdom and Australia.

About Autologic

Founded in 1999, Autologic Diagnostics, based in the U.K. and the U.S., is a worldwide provider of the first and only fully integrated, cloud-connected aftermarket automotive diagnostic system, [Autologic Assist](#), which helps workshops quickly identify faults in vehicles and repair cars faster. This "fault-to-fix, fast" approach quickly and correctly identifies vehicle problems the first time with fewer dealership referrals resulting in improved productivity, increased financial benefit, and enhanced customer satisfaction.

[Autologic](#) is the first company to bring to market a diagnostic support system like Assist, that joins -- on a multi-functional device with one screen -- online data resources and superior diagnostic tools together with real-time access to a team of expert technicians around the globe. Autologic Assist specifically diagnoses Audi, BMW, Jaguar, Land Rover, Mercedes-Benz, MINI, Volkswagen, and Volvo vehicles, among the world's most complex vehicles.

From Assist Centers in the United States, United Kingdom, and Australia, the Company serves more than 8,000 customers spanning 120+ countries. From the more than 300,000 cases submitted by customers in the past 12 months, Autologic's 100+ Assist technicians providing support worldwide identified in excess of 50,000 fault codes, supported more than 1,200 different automobile models, and successfully fixed 97.5% of all cases submitted.

For more information, visit www.autologic.com, or follow the Company on [Facebook](#), Twitter [@autologicassist](#) and [LinkedIn](#).

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