

TECH TIP

Hino TechAssist

Hino is pleased to announce TechAssist, a new department assembled to provide Technical Support to our dealer technicians. TechAssist is part of our **Hino Total Support** initiative to increase repair effectiveness, reduce customer downtime and create the best owner experience possible.

When diagnostics does not provide a proper repair resolution or Technical Support is needed, an “e based” TechAssist case can be submitted so additional assistance can be offered.

We rely on accurate information and diagnostic details by our dealer technicians so proper direction and assistance can be provided.

Our initial hours of operation will be from 8:00am – 5:00pm EST during our ramp up period. Our target response time is 1 to 2 hours per enquiry. This will be adjusted depending on business needs, the hours will be expanded to better serve the West Coast dealers in the near future.

The screenshots below will walk through the process of the Dealer “Inbox”, a new TSB Tech Tip search function, submitting a case, receiving and replying to a response and attaching information that may be necessary for diagnosis.

If you encounter any issues, have questions or have suggestions on how we can improve this service, email us at techassist@hino.com.

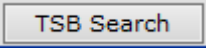
Note: Responses from TechAssist are intended for technical support, it does not imply warranty coverage for any repairs. To ensure a repair is covered under warranty, consult the Hino Warranty Policy Manual or the Hino Warranty Department for specific coverage information regarding any repairs performed.

Log into Hinonet, select “Service” and the “TechAssist” Tab. Selecting “Dealer Cases” will direct you to your Dealer’s “Inbox”.

All cases started by your dealer code will be visible and can be added to by anyone with access to TechAssist at your dealer. This will enable multiple technicians to have access to information sent and received for any case submitted.

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Dealer Inbox

The New  Button will take you to a search page for all Tech Tip/TSB and Recall search. Enter the keywords and select "Search" for relevant information to your search terms.

Selecting the  icon next to a case will open it in read only mode. Selecting the  icon will open the case for editing. Cases can be sorted in multiple ways by the top bar.

HOME SERVICE TECH ASSIST DEALER CASES						
DEALER CASES						
Add New Case TSB Search						
	Date Opened	Status	Case #	VIN	Customer	Condition
						
	3/24/2014	Open	72	5PVNA6JF762S10066	SUPREME MID-ATLANTIC CORPORATION	195H - Check Engine Light On P206A
	3/17/2014	Agent Responded	62	5PVNV8JT782S50799	Hino	Test
	3/17/2014	Open	61	5PVNV8JT782S50799	Hino	Sent from Jeff
	3/17/2014	Open	60	5PVNV8JT782S50799	Hino	Check Event log
	3/17/2014	Open	59	5PVNV8JT782S50799	Hino	Fuel Leak
	3/17/2014	Dealer Responded	58	5PVNV8JT782S50799	Hino	No Regen
	3/12/2014	Agent Responded	57	5PVNA6JF762S10066	Joe	MIL - No codes - Low Power
	3/7/2014	Agent Responded	56	5PVNA6JF762S10066	test 4	test for time 3
	3/7/2014	Agent Responded	55	5PVNA6JF762S10066	test 3	test for time 2
	3/7/2014	Open	54	5PVNA6JF762S10066	test 2	test for time
	3/7/2014	Closed	53	5PVNA6JF762S10066	test	MIL - No codes p0087
	3/5/2014	Closed	52	5PVNA6JF762S10066	chiodo farms	p0045
	3/4/2014	Closed	51	5PVNA6JF762S10066	balkar	None
	2/27/2014	Closed	50	5PVNV8JT782S50799	jfh	hgdhg

Statuses:

"Open" – The case has been submitted to Tech Assist

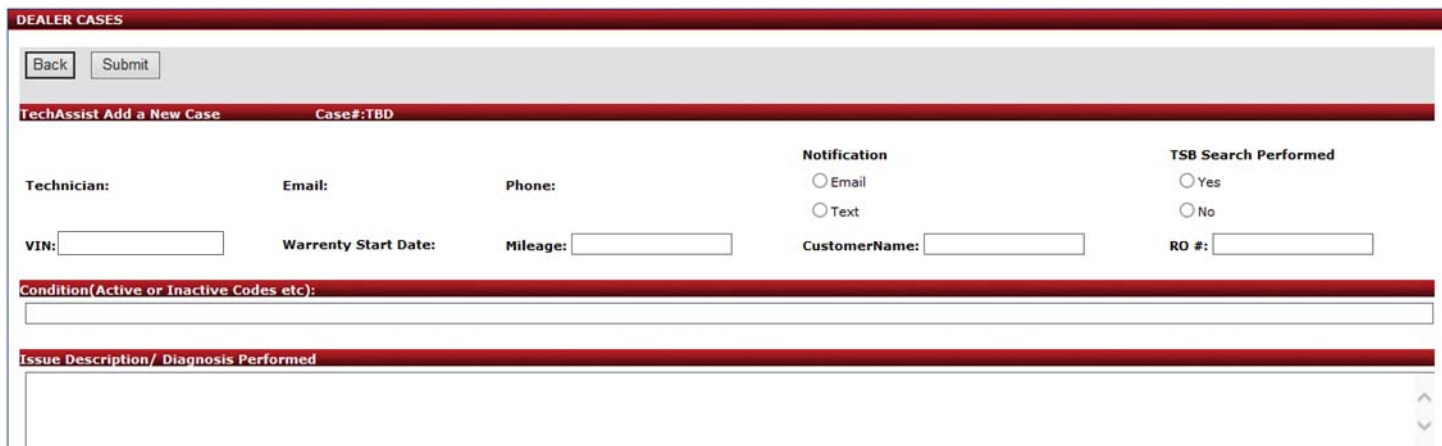
"Agent Responded" – Tech Assist has responded to the case

"Dealer Responded" – Additional information was added by the Dealer and is waiting for Tech Assist response

"Closed" – The repair information was submitted by the Dealer to Tech Assist for case closing

TECH TIP

To start a new Case, click the  button.



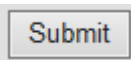
The screenshot shows the 'DEALER CASES' section of the TechAssist system. It includes a 'Back' and 'Submit' button at the top. Below is the 'TechAssist Add a New Case' form with the following fields:

- Technician:** (text field)
- Email:** (text field)
- Phone:** (text field)
- Notification:** Radio buttons for 'Email' and 'Text'.
- TSB Search Performed:** Radio buttons for 'Yes' and 'No'.
- VIN:** (text field)
- Warrenty Start Date:** (text field)
- Mileage:** (text field)
- CustomerName:** (text field)
- RO #:** (text field)
- Condition(Active or Inactive Codes etc):** (text area)
- Issue Description/ Diagnosis Performed:** (text area)

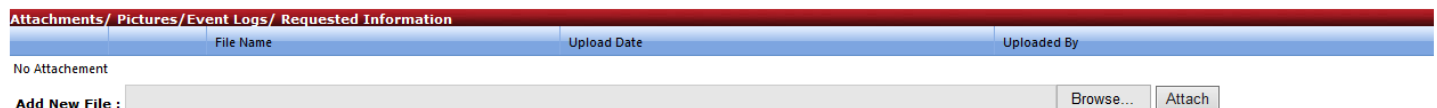
- Fill in the requested data, email and phone number fields may require verification when entering your first case.
- Select if you would like to be notified by email or text message that your case has been responded to.
- Verify if you have searched for relevant TSB and Tech Tip information.
- Fill in the VIN information of the truck you are working on, the warranty start date will self populate.
- Enter the mileage and Customer name and the RO# information.

Conditions Box: Add the concern information and any DTC information stored; Manual Regen will not complete, DTC P0045

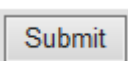
Issue Description Box: Explain in detail the diagnostics that have been performed including your test results. Provide your observations relevant to the condition, Body type of truck and relevant vehicle use data (extended idle time or PTO operation) and include any specific questions.

Select the  button to continue.

Once Submitted the data will be present to review and you will be able to attach files to the case. Use the "Browse" button to locate the files on your computer. Once selected click "Attach" to add them to the case.



The screenshot shows the 'Attachments/ Pictures/Event Logs/ Requested Information' section. It has a table with columns: 'File Name', 'Upload Date', and 'Uploaded By'. Below the table, it says 'No Attachment'. At the bottom, there is an 'Add New File:' label, a 'Browse...' button, and an 'Attach' button.

Press the  button to submit the case to TechAssist. The Case will now appear in the Inbox as an "Open" case.

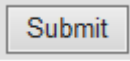
Tech Tip No:	14-009
Group:	00-General
Issue Date:	4/2/2014

TECH TIP

Responding to a Case and Closing a Case

You will receive an email or text notification that there has been a response to your case. To view the response information, click the  button.

		3/30/2014	Agent Responded	85	SPVNA61E762S10066	DDS Delivery	Manual Regen will not complete, DTC P0045
		3/24/2014	Open	72	SPVNA61E762S10066	SUPREME MID-ATLANTIC CORPORATION	195H - Check Engine Light On P206A

To respond to the case with more information select the  button. Add the new information in the box below the previous comments, or attach another file if requested. Select the  button on the top of the page to resubmit the case the TechAssist with the new information.

Condition(Active or Inactive Codes etc):

Manual Regen will not complete, DTC P0045

Issue Description/ Diagnosis Performed

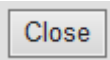
Date Created	User	Description
03/30/14 10:41	wursterdlr	Ran diagnosis chart for P0045 DTC, results inconclusive. Attempted Manual regen, regen failed and dtc p0045 reset. Data monitor attached.
03/30/14 11:02	jwurster	Check the MAF sensor and EAC for any leaks. Check the Turbo WNT Rod for ticking and lube or replace if needed.

Attachments/ Pictures/ Event Logs/ Requested Information

File Name	Upload Date	Uploaded By
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No Attachment

Add New File :  

To close the case, add the repair information to the Issue description box and select the  button in the top right corner of the "Edit Case" screen.

If you encounter any issues with the system or have any questions or comments, please email us at techassist@hino.com.