

## Tech Line Calling Guidelines

### AFFECTED VEHICLES

General information

### INTRODUCTION

Are you just about to call Tech Line for assistance? To help ensure that both your time and that of the Tech Line agent is well spent and you get the help you are looking for, there are certain things you should know and follow.

This job aid offers important guidance along with some valuable tips. Here is what it covers:

- Before You Call
  - Preparation Tips
  - Check the Tech Line iN Page
  - Do a Search in SIS
  - Request an 11-Digit Access Code
- When You Call
- After You Call
- To Learn More

### BEFORE YOU CALL

#### *Preparation Tips*

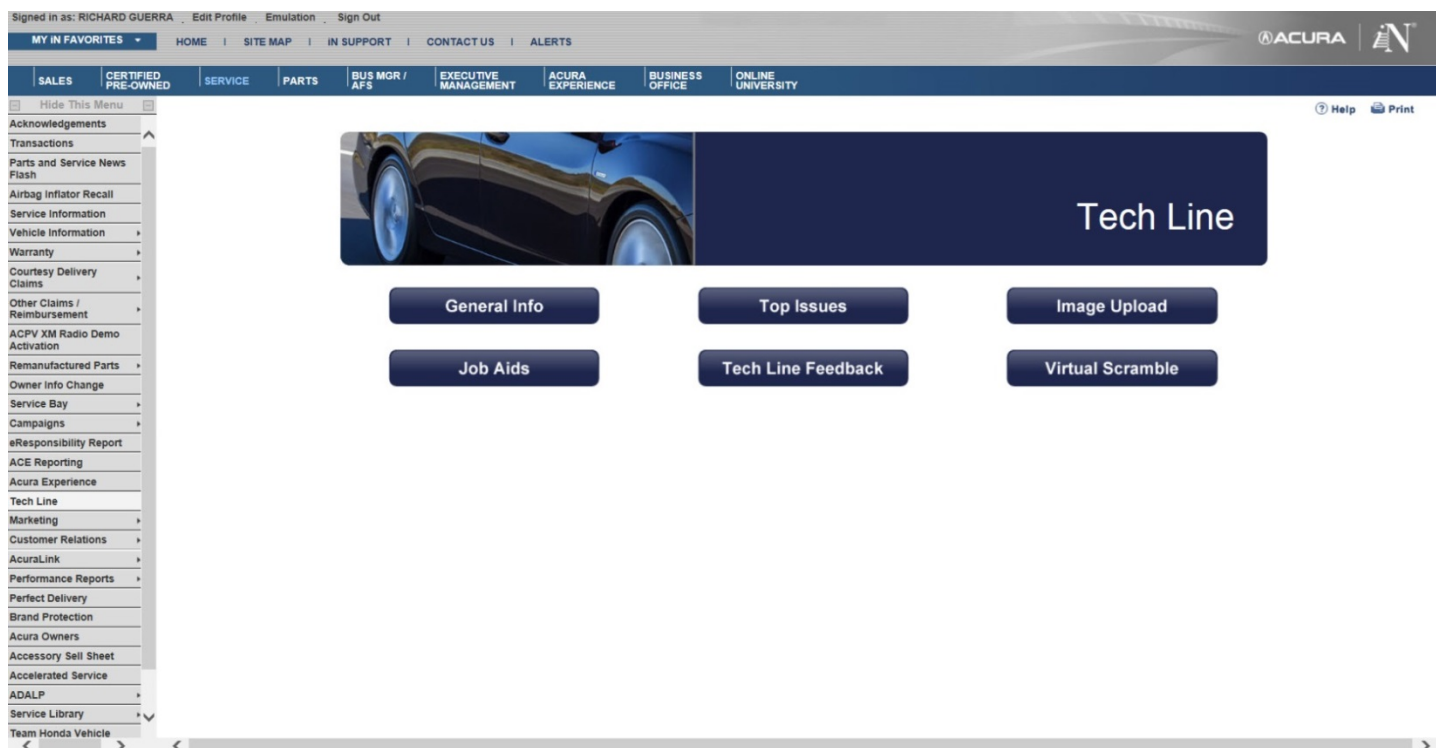
A little preparation **before** calling Tech Line can save you valuable time later when you call. Here are some tips to follow:

- **Be the caller who is actually working on the vehicle:** Tech Line wants to assist **you**, the service tech doing the work – **not** your shop buddy, the service consultant, your service manager, or a parts counterperson.
- **Make your call from a mobile phone:** Tech Line prefers that you use a cell phone, but any phone allowing mobility is OK.
- **Be at a working iN terminal connected to a working printer:** You will be using electronic publications and might need to print out hardcopy pages.
- **Be ready to do off-phone research:** Familiarize yourself with the iN and how to use it, especially EWDs. It is simply not practical for the Tech Line agent to walk you through every screen or page.
- **Know who to contact:** Not every call should be directed to Tech Line and, unfortunately, the Tech Line agent cannot transfer you to the group(s) that you really need to talk to. See the job aid *Specialty Hotlines and Departments*. It lists various specialty hotlines and departments (both inside and outside of American Honda) with subject matter experts ready and able to help you.
- **Avoid calling between 11:00 a.m. and 1:00 p.m. Pacific Time:** Calling between those hours could result in longer wait times since Tech Line agents rotate through their lunches during those hours.

<p><b>CLIENT INFORMATION:</b> The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by “do-it-yourselfers,” and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Acura automobile dealer.</p>
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## Check the Tech Line iN Page

To help save you time and effort, Tech Line has its own iN page. To access it, click on **SERVICE** from the **HOME** page, then **Tech Line** from the left-hand menu bar. This takes you to the Tech Line iN page.



The screenshot shows the Acura Tech Line iN page. At the top, there is a navigation bar with 'MY IN FAVORITES' and links for HOME, SITE MAP, IN SUPPORT, CONTACT US, and ALERTS. The Acura logo and 'iN' logo are on the right. Below the navigation bar is a menu with categories: SALES, CERTIFIED PRE-OWNED, SERVICE, PARTS, BUS MGR / AFS, EXECUTIVE MANAGEMENT, ACURA EXPERIENCE, BUSINESS OFFICE, and ONLINE UNIVERSITY. A left-hand menu is expanded, showing a list of items including Acknowledgements, Transactions, Parts and Service News Flash, Airbag Inflator Recall, Service Information, Vehicle Information, Warranty, Courtesy Delivery Claims, Other Claims / Reimbursement, ACPV XM Radio Demo Activation, Remanufactured Parts, Owner Info Change, Service Bay, Campaigns, eResponsibility Report, ACE Reporting, Acura Experience, Tech Line, Marketing, Customer Relations, AcuraLink, Performance Reports, Perfect Delivery, Brand Protection, Acura Owners, Accessory Sell Sheet, Accelerated Service, ADALP, Service Library, and Team Honda Vehicle. The main content area features a large banner with a car image and the text 'Tech Line'. Below the banner are six buttons: General Info, Top Issues, Image Upload, Job Aids, Tech Line Feedback, and Virtual Scramble.

Now, click on **Top Issues**. Here you will see a list of issues that Tech Line gets the most calls on. Clicking on an issue gives you more information about it. This can include service information, service bulletins, newsletter articles, knowledge base material, etc.

The information in **Top Issues** is the latest that Tech Line has to offer and is resolving most technician issues. It is the same resource information that you would be referred to if you call. Checking this iN page could save you a call to Tech Line. And even if it does not correct your issue and you still need to call them, you are certainly better prepared when you do.

### **Do a Search in SIS**

Before calling Tech Line, always try doing a search in SIS. Using SIS helps reduce Tech Line's call volume. And fewer calls to **them** means less waiting time for **you**.

If you cannot find what you are looking for, try entering several other keywords or a similar model year. If you still cannot find what you need, then it is definitely time to call Tech Line.

But before you do, you want to request an 11-digit access code. With this code, your call is directed to the Tech Line group with the most knowledge on the system you are working on. As an access code caller, you are put at the top of the calling queue and enjoy shorter call wait times than callers using just their dealer number.

## Request an 11-Digit Access Code

To request an 11-digit access code, click on the **Tech Line** tab at the top of the screen. The **Tech Line Create New Case** form appears. Keep in mind this form **only** appears when you click on the **Tech Line** tab **after** doing an actual search in SIS. If you click on it **without** doing an actual search, the **Feedback to Tech Line** form appears, which is the wrong form to request an 11-digit access code.

The screenshot shows the 'Tech Line Create New Case' form within the 'SERVICE INFORMATION SYSTEM'. The form is titled 'Tech Line Create New Case' and includes a warning: '\*Each customer complaint requires a separate access code\*'. The form is divided into several sections: 'Service Information Search Criteria' (Model: TLX, Year: 2016, Subject: VSA), 'User Information' (DPTS ID, SSN, Preferred Method of Contact: Phone or Email, Preferred Phone, Email), 'Vehicle Information' (VIN, Mileage, DTC, RO Number, Model, Model Year), and 'Complaint Information' (Tech Line System Group, What is the Customer's contention?). The form has buttons for 'Submit', 'Save', 'Search SIS', and 'Reset'. The footer includes the copyright notice: © 2000 - 2016, American Honda Motor Co., Inc. All Rights Reserved.

Complete the **Tech Line Create New Case** form as follows:

### User Information

- **DPTS ID:** Enter your Dealer Personnel Tracking System (DPTS) number. If you do not have one, ask your service manager to contact your DPSM and have your name and job code added. **Do not** let other service techs, service consultants, or sales people use your DPTS number. The Tech Line system is for service techs **only!** For more information, check out the **October 2011 ServiceNews** article "Your DPTS Number: What It Means and Why You Need It."
- **SSN:** Enter the last four digits of your Social Security number.
- **Preferred Method of Contact:** Select either **Phone** or **Email**. Depending on your selection, enter a good phone number where you can be reached, or a valid e-mail address in case Tech Line needs to send you documents.

### Vehicle Information

- **VIN:** Enter the VIN. Enter it carefully, or you will get an error message.
- **Mileage:** Enter the current mileage on the odometer.
- **Model:** Select from the drop-down list.
- **Model Year:** Select from the drop-down list.
- **DTC:** Enter the DTC number (if applicable)
- **RO Number:** Enter the number from your RO.

## Complaint Information

- **Tech Line System Group:** Select from the drop-down list. Your call will be directed to that group.
- **What is the Customer's contention?:** Enter your customer's complaint.

Depending on your selections, a **Common Questions** list may also appear to help you prepare for your call. Having more complete information when you first call not only helps save time, but spares you from having to answer a lot of questions over the phone or making multiple calls.

Common Questions		
No.	Question	Answer
1	Have you reviewed Tech Line's Top Issues? The "Top Issues" tab can be found on the new Tech Line landing page of the iN. •	<input type="radio"/> Yes <input type="radio"/> No
2	Have you experienced the customer's complaint? •	<input type="radio"/> Yes <input type="radio"/> No
3	Note the frequency and conditions needed to duplicate the customer's complaint. •	<input type="text"/>
4	List any previous repairs and/or parts replaced/swapped (body shop, other dealer etc.) •	<input type="text"/>
5	Inspect vehicle for and note any dealer or aftermarket accessories or modifications found. (If none were found, enter "None Found"). •	<input type="text"/>
6	If present, list all DTCs, past or present from ALL systems (Tech Line requires that you perform an "All DTC Check" prior to calling when DTCs are present). •	<input type="text"/>
7	Describe all diagnostic steps or procedures that have been performed. •	<input type="text"/>
8	Describe any events captured on a snapshot. Upload them before calling Tech Line. (Use the RO number)	<input type="text"/>

Answer the questions and complete the action items as instructed. Your input helps us gather data on specific issues, which helps with future Tech Line calls and reduces call wait times. Also, depending on the system group you select, some categories will have a set of dynamic questions associated with them. These questions allow for more specific data gathering, which is needed for some repairs.

Once you complete the entire form, click on **Submit**. You will then see your 11-digit access code. It consists of a six-digit dealer number and a five-digit computer-generated sequence number. Keep in mind access codes are valid **only** for that day and can be used **only** once for the VIN you have entered.

## WHEN YOU CALL

Enter the 11-digit access code when prompted. When your call is answered, all of the data you entered on the form will be routed to the Tech Line agent's computer screen.

Before your call is ended, the agent will give you a reference number. Tech Line uses it to pull up your case file should you call back for more help.

Keep in mind reference numbers **are not** an automatic warranty authorization or an assurance that your time will be reimbursed by the factory warranty or the VSC extended warranty. Any requests or inquiries on that subject should **always** go to your DPSM, the Zone Office, or VSC, **not** Tech Line.

Record the reference number on your RO or someplace where it will not get lost. If you need to call back, **always** enter that **same** reference number.

When calling back, **never** use a reference number from a different vehicle or an old number. The Tech Line system displays the case related to the reference number you have entered. If you use a wrong or old reference number, the Tech Line agent must close that wrong case and search for the right one before getting around to helping you.

Also, **do not** call Tech Line for a reference number **after** you have finished with a repair. This is just a waste of your time and that of the Tech Line agent and drives up the call wait time for others in the queue.

## AFTER YOU CALL

Tech Line needs your resolution feedback. It improves their data base, which can improve the information given over the phone. It also helps our engineering staff to understand any developing trends quickly and accurately.

As a reminder, Tech Line sends you a feedback FAX whenever you first call them for help with a problem. After you are done with the repair, Tech Line would like your feedback explaining what you actually did.

The best way to provide it is with the **Feedback to Tech Line** form on the iN. To access this form, click on **SERVICE** from the **HOME** page, **Tech Line** from the left-hand menu bar, then **Tech Line Feedback** from the Tech Line iN page.

Signed in as: RICHARD GUERRA | Edit Profile | Emulation | Sign Out

MY IN FAVORITES | HOME | SITE MAP | IN SUPPORT | CONTACT US | ALERTS

ACURA

SALES | CERTIFIED PRE-OWNED | SERVICE | PARTS | BUS MGR / AFS | EXECUTIVE MANAGEMENT | ACURA EXPERIENCE | BUSINESS OFFICE | ONLINE UNIVERSITY

Hide This Menu

- Acknowledgements
- Transactions
- Parts and Service News Flash
- Airbag Inflator Recall
- Service Information
- Vehicle Information
- Warranty
- Courtesy Delivery Claims
- Other Claims / Reimbursement
- ACPV XM Radio Demo Activation
- Remanufactured Parts
- Owner Info Change
- Service Bay
- Campaigns
- eResponsibility Report
- ACE Reporting
- Acura Experience
- Tech Line
- Marketing
- Customer Relations
- AcuraLink
- Performance Reports
- Perfect Delivery
- Brand Protection
- Acura Owners
- Accessory Sell Sheet
- Accelerated Service
- ADALP
- Service Library
- Team Honda Vehicle

Feedback to Tech Line

\* = Required

DPTS ID: [ ] - [ ]

Tech Line Reference No.: [ ]

Tech Line Agent Name: << SELECT >>

Vehicle Information

VIN: [ ] Model: << SELECT >> Model Year: << SELECT >>

Comments: [ ]

Submit Save Reset

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Just fill in the fields, enter your comments, and click on **Submit**. Your feedback goes straight to an in-box where Tech Line can quickly process and share it.

You can also e-mail your feedback to [techline@ahm.honda.com](mailto:techline@ahm.honda.com), fax it to **310-783-2900**, or call tech Line directly at **800-228-7210** and leave a message on their message center. It is available 24/7. When you call, use **option 3**.

## TO LEARN MORE

To learn more about the material covered in this job aid, check out these resources:

- Online University Self-Study Module GIC74, *Using Tech Line as a Reference*
- Acura Job Aid *Specialty Hotlines and Departments*
- October 2011 Acura *ServiceNews* Article “Your DPTS Number: What It Means and Why You Need It”
- July 2015 Acura *ServiceNews* Article “Can’t Send HDS Files to Tech Line? Check Out This Work-Around”
- *Tech2Tech*<sup>®</sup> Video “Check Out Tech Line’s Updated iN Page!”