



## **TECH TIP**

**SUBMITTING TECHASSIST CASE**

***SUPERSEDES TECHTIP TT-14-009***

**GROUP: 0-GENERAL**

**TECH TIP NO: TT-24-004**

**DATE: 5/15/2024**

**OVERVIEW:** This article will provide dealership technicians with information on how to open a tech assist case and discuss what is required when opening a Tech Assist Case.

Note - The Hino Technical Support Specialists review the information and data provided by the technician. The technician needs to clearly describe the customer's concern, provide all diagnostics performed and provide any questions about the diagnostics or concern. Accurate information and diagnostics completed will help the Technical Support Specialists understand the concern and how to provide an appropriate response. An example of a case is provided within this article.



## 1. How to Open Tech Assist Case:

Log into Hinsonet, select Service > TechAssist > Dealer Cases. This will direct you to your Dealer's Inbox. Note - 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.

The screenshot displays the Hinsonet website interface. The top navigation bar includes links for HOME, SALES, SERVICE, EDGE, INCLUSEV, TRAINING, OPERATIONS, HINO SOURCE, and HINO HONORS. The SERVICE menu is expanded, showing options like Service Info, Warranty Enquiry, TechCast, Forms, Publications, TechAssist (highlighted), Service KPI, and Service Manuals. The TechAssist sub-menu is also expanded, showing Dealer Cases and Recall Downloads. The main content area features a 'Latest News' section with a headline '2024 Hino Honors Elite Event Recipients' and a large graphic for the 'Spain 2024 ELITE EVENT'. Below the graphic, it says 'Congratulations to this year's Elite Team!' and provides a link to 'VIEW RECIPIENTS HERE'. To the right, there is a 'Recent Documents' section with a table of documents for download, including memory reset procedures and customer letters for various Hino models.

Recent Documents	
Service	
	Document Description
Download	#24-003 - DX3 SCR Related Memory Reset Procedure
Download	M0460 Customer Letter
Download	M0420 Customer Letter
Download	AAUW0 Customer Letter
Download	M0440 Customer Letter

2. Once you have opened the Dealer Cases page select "Add New Case" at the top left of the page.

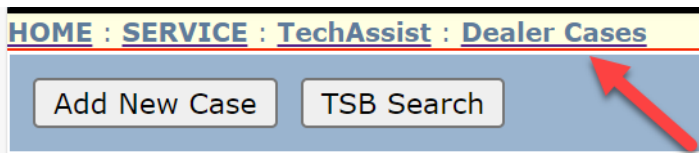


3. This will open the new case form. Complete the new case form by inputting the requested information.

- 17 digit VIN
- Vehicle Mileage
- E-mail Address
- Phone Number
- Select E-mail or Text for notification
- TSB Search Performed Yes or No
- Customer Name
- RO #
- “Customer Complaint” - Briefly describe the customers complaint and enter any DTC’s from DX report
- “Issue Description / Diagnosis Performed” – Enter all diagnostics performed, any relevant information about the concern and any questions about the diagnostics or next steps.
- Select Submit once Form is Completed

4. Reviewing Case Before Final Submission:

- Once Submitted, a case number is generated, and you will be able to attach files to the case. Use the “Browse” button located under your case text, to locate the files on your computer. Once a file is selected click “Attach” to add to the case (add files one at a time).
- When you are done adding attachments use the links to exit the page, click Dealer Cases



- You have completed the Tech Assist Case form. The case will now appear in your dealer inbox as an “open case.



# See Examples Below:

HOME : SERVICE : TechAssist : Dealer Cases : Case Info

## 1 Tech Assist - Update Case

Case #: 81666

**Technician:** Ted Nugent   
 **mail:** ted@t.com   
 **Phone:** 888-555-5555   
 **Notification:**  Email  Text   
 **CC Email:** Email@Email.com   
 **TSB Search Performed:**  Yes  No

**VIN:** 5PVNJ8JVVK4S73986   
 **Major Model:** N/A   
 **Model Year:** N/A   
 **Warranty Start Date:**   
 **Mileage:** 123456   
 **CustomerName:** Tech Assist Rocks   
 **RO #:** 1213654

**Customer Complaint**  
 Vehicle lacks power when going up hills. P0299

**Issue Description/ Diagnosis Performed**

Date Created	User	Description
05/01/24 11:15	Ted Nugent	The vehicle lacks power when going up hills. I have driven the truck and verified the customer's concern. When the concern is present the actual boost is less then target boost. I have inspected the air filter, and it is in good condition. I have inspected the CAC system and there are no leaks at any of the boots and the CAC is not leaking. I inspected the turbo compressor and there's no damage. Also, the compressor spins freely. The exhaust temps are not high. Do you think I should separate the exhaust and see if the boost is still low?

Form Completed

*Note: Information is intended for technical support, it does not imply warranty coverage for the repair unless specifically noted as such. To ensure a repair is covered under warranty, consult the Hino Warranty Policy Manual or contact the Hino Warranty Department for specific coverage information regarding this repair.*

**Attachments/ Pictures/Event Logs/ Requested Information**



File Name	Upload Date	Uploaded By
No Attachments		

**Add New File:**  No file chosen   

## Tech Assist - Dealer Cases

**\*TechAssist Alert\***

Open  
  Closed  
  Agent Responded  
  Dealer Responded  
  Escalated

	Date Opened	Date Updated	Status	Case #	VIN	Customer	Condition	Comments
 	05/01/2024	01/01/0001	Open	81666	5PVNJ8JVVK4S73986	Tech Assist Rocks	Vehicle lacks power when going up hills. P0299	<a href="#">View</a>

Dealer Inbox



## 5. Responding to a Case:

- Once Tech Assist has reviewed and responded to your case you will receive an Email or text notification depending on what you chose when opening the case. **DO NOT** reply to these notifications, these are notifications only.
- To respond back with more information, locate your case, select the Edit Case icon and update as needed.

The screenshot shows the 'Tech Assist - Dealer Cases' web application. At the top, there is a navigation menu with links for HOME, SALES, SERVICE, EDGE, INCLUSEV, TRAINING, OPERATIONS, HINO SOURCE, and HINO HONORS. On the right, there is a 'Welcome' message and links for 'iFact Us' and 'Logout'. Below the navigation menu, there is a breadcrumb trail: 'HOME : SERVICE : TechAssist : Dealer Cases'. The main header area contains 'Add New Case' and 'TSB Search' buttons, followed by the title 'Tech Assist - Dealer Cases'. Below the header, there is a '\*TechAssist Alert\*' section with several checked filters: Open, Closed, Agent Responded, Dealer Responded, and Escalated. The main content area is a table with columns: Date Opened, Date Updated, Status, Case #, VIN, Customer, Condition, and Comments. A red arrow points to the 'Date Opened' column header. The table contains one row of data: Date Opened: 05/01/2024, Date Updated: 01/01/0001, Status: Open, Case #: 81666, VIN: 5PVNJ8JVVK4S73986, Customer: Tech Assist Rocks, Condition: Vehicle lacks power when going up hills. P0299, and Comments: View.

Date Opened	Date Updated	Status	Case #	VIN	Customer	Condition	Comments
05/01/2024	01/01/0001	Open	81666	5PVNJ8JVVK4S73986	Tech Assist Rocks	Vehicle lacks power when going up hills. P0299	<a href="#">View</a>

- Once you have added your new information or attachments to the case select the submit button to send the information to Tech Assist.

## 6. Closing a Case:

- Once the repair is completed you will need to close the case. Add your repair comments and select the Close Case button.

## IMPORTANT

It is the dealer's responsibility to update, close and maintain their dealer cases based on the requirements outlined in Dealer KPI and Hino Honors

