



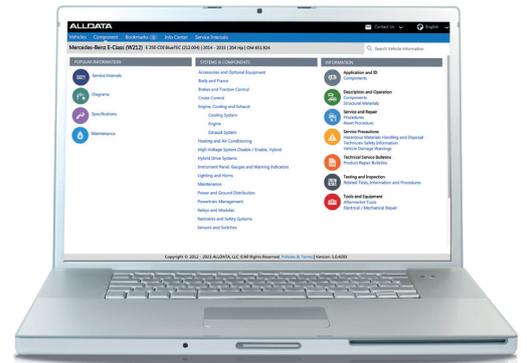
THE ALLDATA INFO CENTER



DATA ASSISTANCE

An ALLDATA Repair subscription includes direct access to the ALLDATA Info Center, a personal document retrieval service for information not yet published or when you need Service Schedules and Checklists.

Our trained automotive professionals will assist you in obtaining unpublished information directly from the manufacturer on your behalf so you are always guaranteed to have OEM data to diagnose and repair vehicles to manufacturer quality standards, and provide the highest level of customer service.



GET THE INFORMATION WHEN YOU NEED IT

The ALLDATA Info Center provides retrieval services for original data direct from the manufacturer. Some of the services we offer include:

- + Mechanical repair procedures
- + Service Schedules and Checklists*
- + Chassis repair instructions
- + Manufacturer Diagnostic Trouble Codes*
- + Electrical wiring diagrams
- + Manufacturer Technical Service Bulletins (TBSs) and Recalls*
- + Filing quantities/specifications
- + Tightening Specs
- + Repair manuals

*Not available for all makes

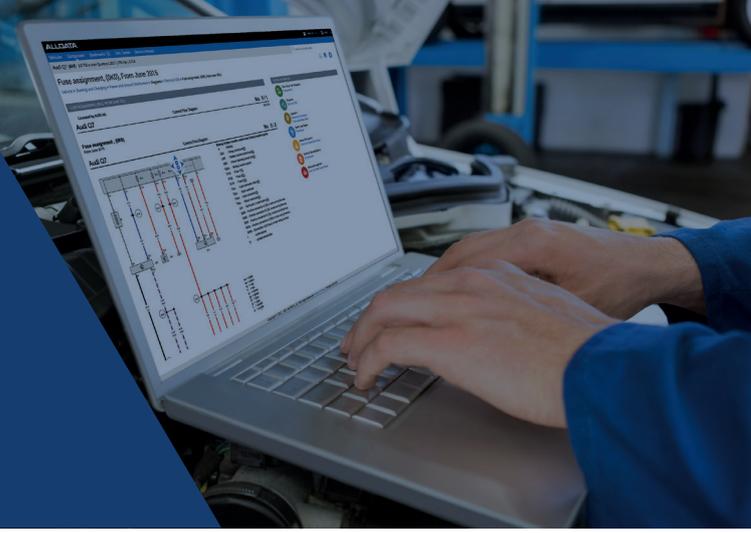
PROVIDING WORKSHOP VALUE

Because of our unique licensing agreements with the manufacturers, ALLDATA can obtain immediate access to repair information not yet published. Our team of trained automotive specialists support five languages, and are available to help you in retrieving the information you need to repair vehicles to manufacturer standards as quickly and efficiently as possible. With the Info Center, you benefit from:

- + Direct access via an online request form integrated within ALLDATA Repair
- + TSB, recalls, and new diagnostic fault codes not yet updated in diagnostic tools
- + Quick turnaround for the latest manufacturer Service Intervals
- + Trained automotive experts who understand your business



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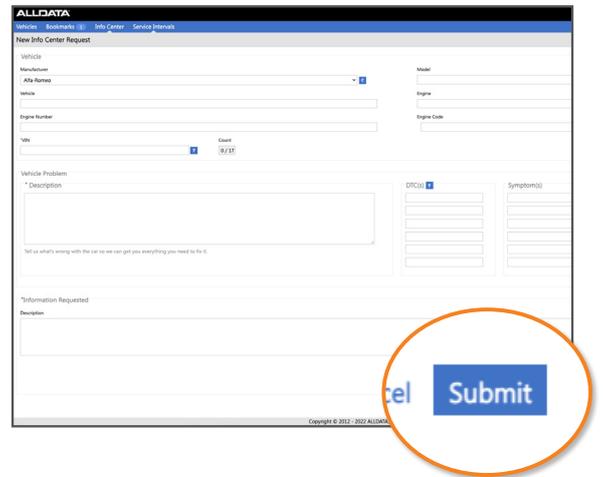
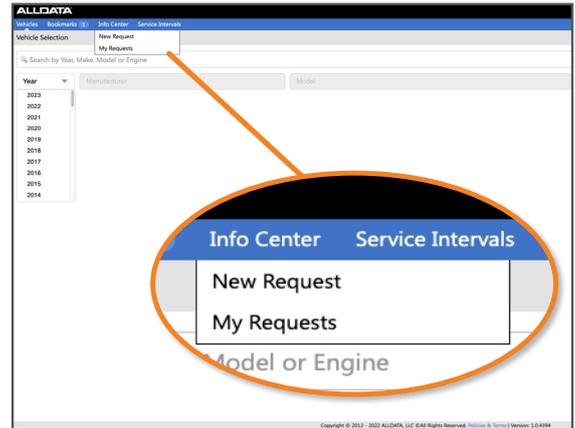


SUBMITTING AN ONLINE REQUEST

Submitting an online request is quick and easy. Simply follow the instructions below:

1. Select **“Info Center”** for general requests or **“Service Intervals”** for Service Intervals from the blue menu bar at the top of the screen in ALLDATA Repair
2. Select **“New Request”** from the dropdown menu
3. Complete the New Request form
4. Select **“Submit”**

To track the status of your request select **“My Requests”** from the Info Center dropdown menu.



HELPFUL TIPS

To process your request correctly and as quickly as possible, please follow the guidelines below:

- + When entering the VIN, please use only capital letters (example: 1HBGH41JXMN109186)
- + Include as much detail and be as specific as possible when entering the “Description”
- + Complete as many of the form fields as possible
- + For bodywork, you may upload an image file of the damage with your request