

Repair Information is Available to You

PARTS & SERVICE INFORMATION

	Dealer	Customer	3rd Party
Operations Manuals	✓	✓	✓
Service Manuals	✓	✓	✓
Parts Manuals	✓	✓	✓
Service Bulletins	✓	✓	✓
Parts Bulletins	✓	✓	✓
Product Guides - Operational, specifications, features & benefits	✓	✓	✓
Warranty - Standard and extended protection plans	✓	✓	✓
OEM, Associations - Best practices, guidelines & safety materials	✓	✓	✓
Product demonstrations, seminars, clinics	✓	✓	✓
Telematics	✓	✓	✓

OEM TRAINING

Service	✓	X	X
Parts	✓	X	X

OEM SERVICE

Field Service Representative	✓	✓	✓
Parts Service Representative	✓	✓	✓
Product Specialist	✓	✓	✓

SHOP CERTIFICATION

On-Board Diagnostics	✓	✓	✓
Electronic Service Tool - Plus download info	✓	X	X
Proprietary Tools - Engine, transmission, brakes	✓	X	X
Suppliers: Licensing, contractual or confidentiality agreements	✓	X	X
OEMs, dealers & associations provide best practices, publications and guidelines on service, parts, production, instruction & safety via videos and print—most of it FREE	✓	✓	✓

