

DOCUMENT REQUEST SERVICE

YOUR DIRECT LINE TO TECHNICAL SPECIALISTS

Repair shops with an ALLDATA Repair license receive much more than access to our online database – they get the support of our Info Center, where requests for specific OE maintenance and repair information can be made.

WHAT IS THE INFO CENTER?

If you are unable to locate something in the searchable online database, then simply send us a request using the Info Center form found in the ALLDATA Repair tool and we'll either find it for you or obtain it from the manufacturer. You can even upload photos of parts or components from your smartphone to ensure you get precisely the information you need – this saves time and money!

Our trained specialists give your request the time it needs so that you have the right OE documentation to finish the job to manufacturer standards. This is not a faceless Hot-line, it is an integrated document request function! It is your direct line to the ALLDATA technical specialists.



HOW IT WORKS...

1. You are struggling to find the exact piece of information that you require
2. You will open a new Info Center Request by hovering your Mouse over "Info Center" and then clicking "New Request"
3. A new screen will open for your Request

ALLDATA
Vehicles Component Info Center
New Request
Contact ALLDATA User-Help-Desk: +49 (0) 221-53410744

Vehicle
Manufacturer: Ford
Model: Fiesta VI
Vehicle: 1.4L Duratec 16v (Sigma) | 2008 - | 96 Hp
Engine Number: _____
Engine: SPIC
Engine Code: _____

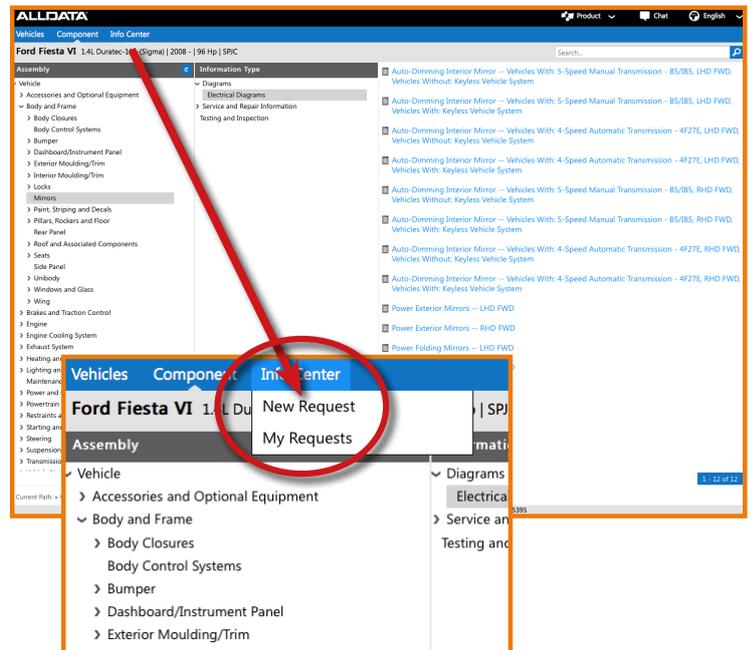
Count: 18/27

Vehicle Problem
* Description: _____
DTC(s): _____
Symptom(s): _____

*Information Requested
Description: _____

Current Reference: _____

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4. Please fill in the information as follows:

The screenshot shows the 'New Request' form in the ALLDATA system. It includes fields for Manufacturer (Ford), Model (Fiesta VI), Vehicle (1.4L Duratec-16v(Sigma) | 2008 - | 96 Hp), and Engine Number. A 'VIN' field contains '1HKLU1S20KA863925' with a 'Count' of '17/17'. The 'Vehicle Problem' section has a 'Description' field with the text: 'Every time the mirrors are moved using the panel on the inside of the Car they only move half way instead of fully extending.' There are also fields for 'DTC(s)' (P763636) and 'Symptom(s)'.

The screenshot shows the 'New Request' form with the 'Information Requested' section. The 'Description' field contains: 'I need a procedure to remove the panels surrounding the mirror and a copy of the wiring diagram for the electrical mirrors.' The 'Current Reference' field shows 'Current Path: > Vehicle > Body and Frame > Mirrors'. The 'Attachments' section has 'Choose File' and 'Upload' buttons. The 'Contact Information' section includes fields for Username (Example@example.com), Name (Example Smith), Phone Number (+4922153410700), and Preferred Contact Time (Morning).

5. When you have filled in the required information please click "Submit". This will be then sent off to our technical specialists, who will return the requested information within a short period of time.

6. You can track the status of your request by clicking "My Requests" and also refer back to them at a later date.

The screenshot shows the 'My Requests' page in the ALLDATA system. A table lists requests with columns for Date, Vehicle, and Status. One request is shown: '04/07/2015 7:05AM Ford 1.4L Duratec-16v(Sigma) | 2008 - | 96 Hp Fiesta VI SPIC 1HKLU1S20KA863925' with a status of 'Open'. A navigation menu on the right is visible, with 'My Requests' highlighted. A red circle and arrow point to the 'My Requests' link in the menu.

A FEW EXAMPLES OF HOW THE INFO CENTER CAN BE UTILIZED:

1. Search manufacturer's product recall announcements
2. Request content that has not yet been integrated into the portal
3. Request important repair manuals for your job

A FEW EXAMPLES OF REQUESTS WE HAVE RECIEVED:

1. Request for brake disc thicknesses
2. Find out how to change the headlamp E.g. must I remove the front bumper?
3. Even procedures to remove entire engines

These are just some of the many ways, that ALLDATA's dedicated Info Center can help you!

