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 Hotline, 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"

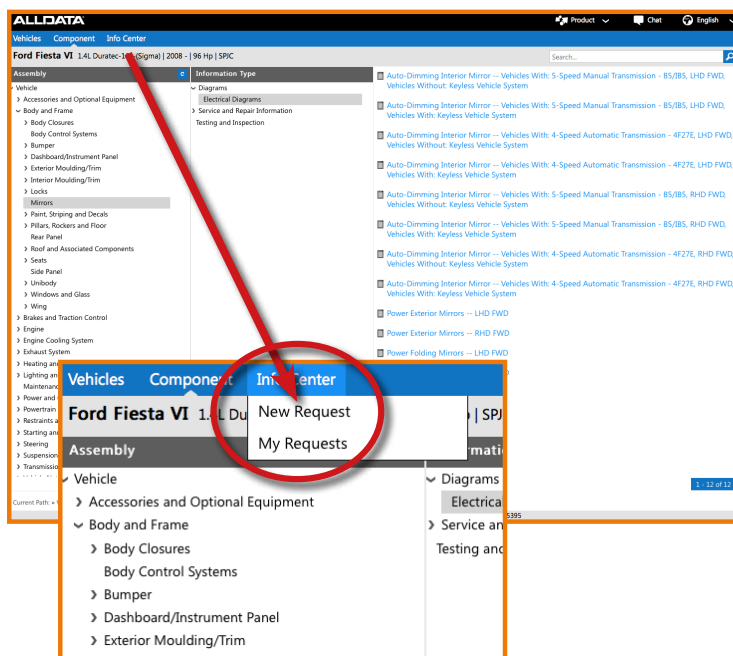3. A new screen will open for your Request

ALLDATA
WITH YOU.

4. Please fill in the information as follows:

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.

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!