

**Lucas**



# Technical Assistance



All Lucas Academy courses are now quality assured by IMI Awards!

IMI Awards are the market leader for automotive qualifications and accreditations, their approved courses are the industry standard for automotive training and are widely recognised by employers.



## Company

The engine industry is now faster developing than at any time in its long history. Systems and technology are becoming more complex and more demanding for manufacturers. That is why we are committed to providing you with The MOST accurate, up-to-date training courses and resources our industry has to offer.

Lucas Academy is a global company for training of automotive technologies based in Hastings (East Sussex) but also fully operating across four more locations in the UK: London, Manchester, Birmingham and Glasgow.

Our technical courses are certified by the Institute of the Motor Industry (IMI).

Lucas Academy provides high-quality learning experiences that reflect not only where the industry is today, but where it is going tomorrow.

Our courses have been developed by professional instructors who are experienced in the automotive industry. Their extensive experience and their ability to share knowledge in a structured format assure you of an enlightening and productive educational experience.

Our state-of-the-art facilities include fully equipped classrooms for hands-on exercises but we also have portable simulator equipment enabling us to bring many of our courses to your location.



# Technical assistance



## MANAGEMENT Technical Support

The client / workshop can be found in front of a many technical problems but simply does not have the insight into that cars particular systems information. We can assist with this information or directly provide an answer of how to solve the problem, in that case you would contact our technical assistance department by telephone and the process could be handled via two different ways:

- **TROUBLESHOOTING**

Comprehensive technical advice for problem resolution.

- **DATA BASE**

Providing of technical information.

### TECHNICAL ASSISTANCE BENEFITS



**+450**

Incoming calls answered every day.



**99%**

Of the calls answered in the first call.



**93%**

Problems sorted out.



**2000**

Helplines managed.



**17**

Technicians with over 10 years of experience.

# HELPLINE

## Management process of technical incidents



### 1. TECHNICAL ISSUE

Customer calls to the technical assist helpline.



### 2. INCIDENT ANALYSIS

Detailed information is collected to make the diagnosis of the problem.



### ▶ TROUBLESHOOTING



**45,000**  
Solved cases

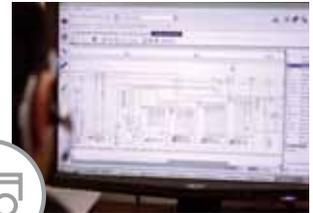


**EXPERIENCE**  
Technicians for multibrand garages and dealerships



**QUICK**  
Solutions

### ▶ DATA BASE



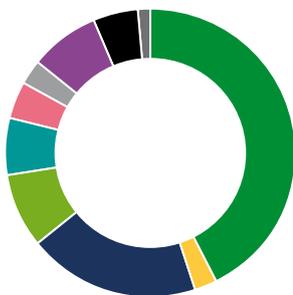
#### PROCEDURES

- Mounting.
- Dismantling.
- Reset Service.
- Maintenance plan.
- Components location.
- Bulletins.

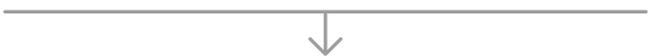
#### DATA

- Schemes.
- Pair Tightening.
- Repair times.

### ▶ % TECHNICAL CONSULTATIONS



- **47.3%** Fuel systems
- **2.8%** AC systems
- **21.3%** Guided diagnosis
- **9.2%** EOBD
- **7.1%** Repair times
- **4.5%** Hybrid
- **3.2%** LPG
- **8.7%** Torques valves
- **5.3%** Electric schemes
- **1.5%** Oil resets



**E-MAIL**



**PHONE**

# Troubleshooting

## CASE STUDY 1

Class Mercedes B 180 Cdi



### 1. PROBLEM

The oil level / oil pressure warning light is lit.



### 2. WORKSHOP

Check the entire system lubrication (oil pump, filter ...), and everything is right but the problem persists.



### 3. ASSISTANCE TECHNIQUE

Analysis and collection of information from technical assistance.



## TECHNICAL SOLUTION

Check the particulate filter for correct regeneration operation as it is not automatically being done and the amount of diesel used for this purpose does not burn completely and ends contaminating the engine oil. Perform a test on the DPF system and carry out a forced regeneration. Recheck values and everything should be correct.

## CASE STUDY 2

### Volkswagen Golf IV TDi 130



#### 1. PROBLEM

Oil light is illuminated when engine is running.



#### 2. WORKSHOP

Check the oil level and everything is correct.



#### 3. ASSISTANCE TECHNIQUE

Analysis and collection of information from technical assistance.



### TECHNICAL SOLUTION

Yes the oil level is correct, our technical information indicates that the bonnet switch is at fault, which is normally on the right side. You are prompted to check for continuity of the switch, and the switch was discovered to be causing this error.

# Data Base

Our Data Base is an online tool that facilitates rapid and easy access to a wide range of comprehensive technical information.

## COMPREHENSIVE COVERAGE

Data provided directly by the manufacturers themselves. (80% of information is obtained by vehicle manufacturers).

## TIME SAVING

Interactive illustrations of the localization of components allow quick and easily accessible information.

It saves your recent lookups do to easily switch between work and another, so that you can restart from the point where you stopped. Save search time, gain access to all the technical information you need on one screen.

## HIGHER BUSINESS PERFORMANCE

Designed as an aid to assist workflow professionals in the workshop. Reducing down time.

Less time spent on searches equals an increase in efficiency.

Prioritize the checks in your diagnostic solutions with information about the reparation. Generate revision checklists and professional budgets. Attend more vehicles and increase the level of customer satisfaction.

## MULTIMEDIA SECTION

Access the many videos uploaded to the product, which show how Auto data operates: from access to improved programs review, to the use of interactive images of localization of components.



# 29,000

Vehicle models worldwide.



# +85,000

Schemes and illustrations.



# 500,000

Step by step Procedures.



## KEY FEATURES



### REVIEW GUIDELINES with built-in data

All technical data and illustrations are incorporated directly to save time.



### INTERACTIVE PAGES components location

Look for components, see images and access information quickly and easily.



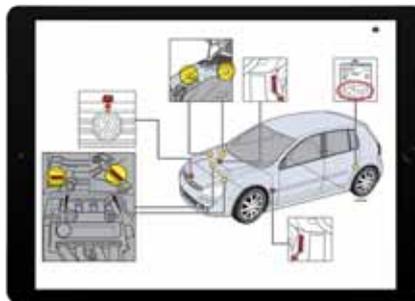
### PANEL OF ACTIVITY recent

Easily switch between different cars to keep the workflow efficient.



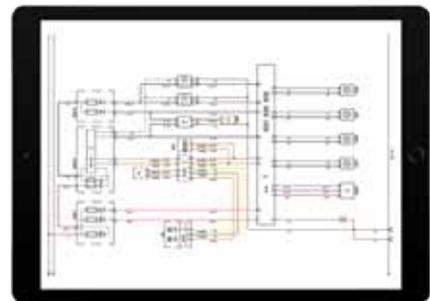
### SEARCH fault codes

Search by coder or name of Component to instantly locate the Information and solutions to the corresponding components.



### ILLUSTRATIONS of the components

The new images Auto data offer are more detailed for a more informative experience. Component locations and indicated illustrations.

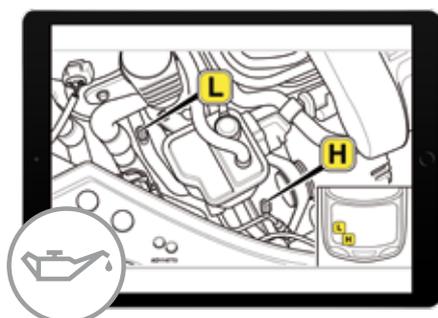


### WIRING DIAGRAMS

Detailed wiring diagrams showing the path in which the circuit is laid out.

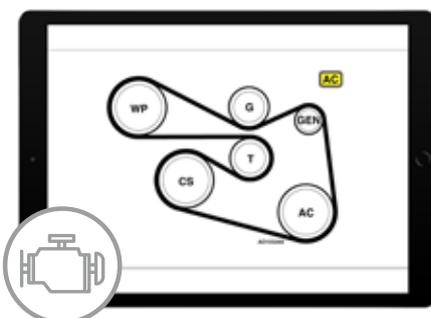
# Data Base

## TECHNICAL INFORMATION PER VEHICLE



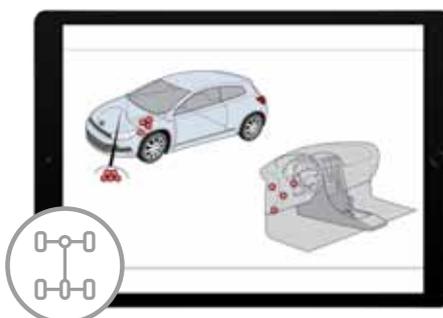
### REVIEW

- ▶ Programs Illustrations
- ▶ Review
- ▶ Indicator Interval review
- ▶ Change brake
- ▶ Maintenance Air conditioning



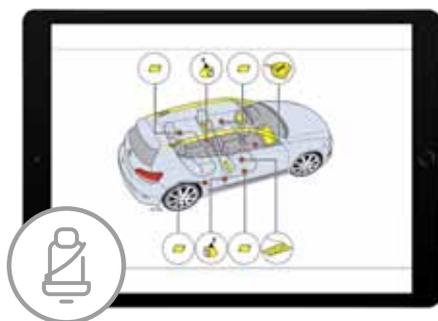
### DRIVETRAIN

- ▶ Management the motor
- ▶ Command tree(s)
- ▶ Auxiliary cam drive belts
- ▶ Clutches



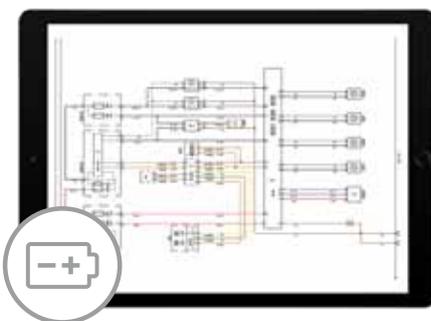
### CHASSIS

- ▶ System Antilock Braking
- ▶ Wheel Alignment tyre
- ▶ Pressures
- ▶ System monitoring tire pressure



### BODY AND PASSENGER COMPARTMENT

- ▶ Airbags
- ▶ Programming Key Air
- ▶ A/C conditioning



### ELECTRICAL WIRING SCHEMATICS

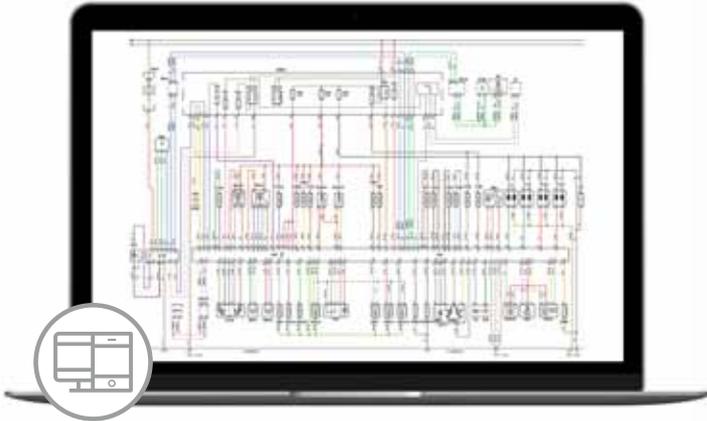
- ▶ Disconnection and battery connection
- ▶ Electric schemes
- ▶ Faulty codes
- ▶ Location electrical components



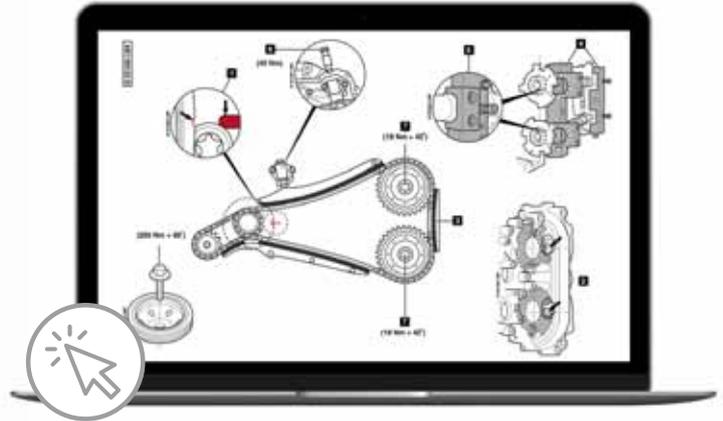
### GENERAL INFORMATION

- ▶ Technical Specification
- ▶ Repair times
- ▶ Repair information
- ▶ Location number frame Witnesses
- ▶ And warning symbols

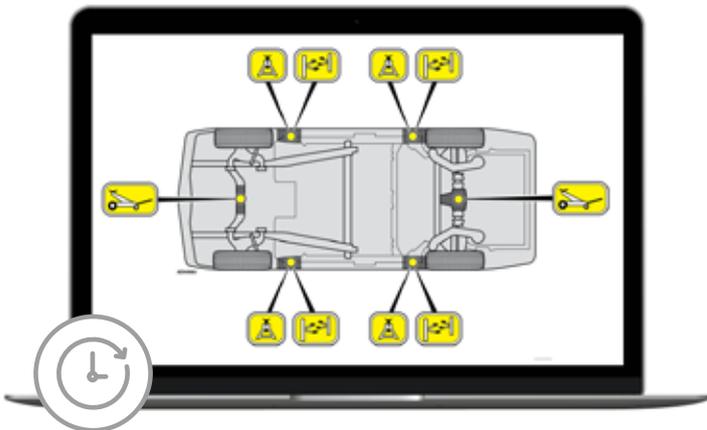
## ADVANTAGE



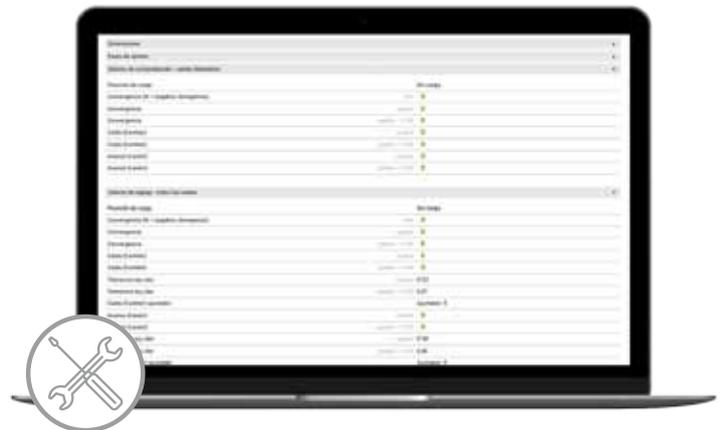
*It works PC, Mac, tablet and mobile*



*Instant online access, with nothing to install*



*Continuously updated with the most recent data and functions*



*Created around the reality of the workshop*



*Total security control in their hands*

**Comprehensive  
range of technical  
information**









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Trust **Lucas**