T4

DEALER CHECK LIST (BEFORE YOU RING)

Help us to Help You

If you have experienced problems when using T4 and you are unable to resolve the problem by repeating the procedure or by consulting the T4 User Guide and/or T4 Help screens.

The next stage is to complete a Help Desk Information Sheet (an example of which is shown on the following page).

Telephone the Helpdesk using the information sheet for reference.

The Helpdesk may request that you fax the information sheet, so it is essential that you accurately complete every section before transmission.

T4 has the capability to print a Help Desk information sheet with some sections automatically completed. Pressing the Help Desk button on the 'Welcome Screen' automatically enters data into six sections of the Data Sheet to make your task easier. These six sections automatically input details taken from the Dealer information entered during the T4 configuration process. Specifically these are:

1. Dealer Name
2. Corporate ID
3. Telephone Number
4. Fax Number
5. Contact 1
6. T4 Serial \ Model Number

If an RDS error occurs, the Fault Notification box has a Help Desk button on it. Pressing this completes the six sections mentioned previously as well as:

• Data CD Reference Number
• RDS Release Number
• Screen Reference \ Node ID
• Error Message Displayed

The following sections **MUST** also be completed:

Vehicle Details and Reported Fault

This should include the exact vehicle model, derivative, model year and Vehicle Identification Number (VIN code). In addition, include any component numbers or codes relevant to the system or area of the vehicle being tested.

When combined with details of the reported fault condition, any additional details you can provide will assist the T4 engineers to quickly find a solution to your problem based on previous experience.

Full details of Test type

This information is vital to a T4 engineer to try to reproduce and resolve the problem.

Some diagnostics procedures can be produced via several different routines. It is vital that the T4 engineers follow exactly the same diagnostic procedure that you are using. It is of great benefit if you make a note of each T4 screen where you make a decision when there are several possible options, so that the T4 engineer can follow exactly the same diagnostic route.

For example:
Select "Diagnostic System"
Select "Security"
Select "Locking \ Unlocking"

Continue the diagnostic path until you reach the screen with the fault.

Full details of any difficulties you've had using T4

It may be useful to the T4 engineers to learn of any difficulties you may have experienced whilst using T4.

Cabling Drawing Reference used

It is essential to use the right cables for a given test procedure. By giving the details of the Cabling Drawing Reference (e.g. A, AA etc. to Z, or 1 to 19) that you used to assemble the T4 connecting cables, you will enable the T4 engineers to check that these are correct before looking for other problems.

⚠ **NOTE: If the T4 screen on which your problem occurred is one of those that can be printed, please print off a copy and fax it through to the Help Desk with your Information Sheet. The more information you can give the Help Desk, the faster they will be able to solve your problem.**