



## Available Repair Information

### 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 SERVICE

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

### SHOP CERTIFICATION

On-Board Diagnostics	✓	✓	✓
Electronic Service Tool: Plus download info	✓	✓	✓
Emissions & Safety Feature Reprogramming: Access to Embedded Code	✓	✗	✗
OEMs, dealers & associations provide best practices, publications and guidelines on service, parts, production, instruction & safety via videos and print - most of it FREE	✓	✓	✓