

information

Shop Certification Program

ALLDATA has launched the Certified ALLDATA Information Specialist (CAIS) shop certification program. The CAIS Certified Shop program recognizes shops, service writers and technicians who are experts using electronic, factory-correct repair procedures and other technical repair information, assuring the vehicle owner of quality care for their vehicle.

To become a CAIS Certified Shop, at least 75 percent of the shop's service writers and technicians must successfully pass the CAIS program. Upon satisfactory completion, the shop will receive a CAIS Marketing Kit. The kit includes a personalized shop certificate and letter, individual shirt-sleeve emblem patches and certificates of accomplishment. The kit also includes print-ready logos, press releases, window stickers and free mentions on www.alldata.com to differentiate CAIS Certified Shops from others.



ALLDATA
Circle Number 177

Fourth Quarter Update

ALLDATA added over 90,000 electronic pages, including 19,295 pages of wiring diagrams and 1,465 pages of technical service bulletins to the fourth quarter update of the AFW Database, now available on DVD-ROM.



In addition to new information, ALLDATA has added new product features intended to improve the overall performance of AFW. With the Enhanced Specifications Display, technicians can ask the ALLDATA system to quickly convert one unit of measurement to another (inches to centimeters, for example).

ALLDATA added color to more of the diagrams in AFW, making it easier to make important distinctions when viewing wiring, fluid flow and circuit diagrams.

In addition to providing quarterly releases of automotive diagnostic, repair and estimating information dating back to 1982, ALLDATA provides its customers fax-back service via the ALLDATA Customers Resource Center. With over 5,000 OE manuals at their disposal, Customer Resource Center Representatives can assist technicians with unique repair inquiries and fax information back to the technician, in most cases within 30 minutes.

ALLDATA
Circle Number 178

Future Technician Partnership

ALLDATA has announced the establishment of the Future Technician Partnership, designed to augment the academic development of students preparing for careers in automotive-related fields.

To qualify for the FTP, an institution must meet specific guide-

lines and submit an application for review. Upon approval by the ALLDATA Future Technician Partnership Board, the ALLDATA FTP will provide institutions with:

- Access to the ALLDATA automotive diagnostic, repair and estimating computer database,
- Training curriculums to ensure the students are well-versed in information access, interpretation and use,
- Classroom training support from ALLDATA representatives,
- Coursework completion testing and certification awards,
- Internet resume listing for graduates.

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Circle Number 179

Wiring Diagram Service



IDENTIFIX® has announced the expansion and updating of its Diagrams-Online wiring diagram service. Diagrams-Online now makes 50,000 wiring diagrams available to repair shops 24 hours a day, seven days a week — by fax. Introduced by IDENTIFIX in 1997, Diagrams-Online provides an alternative for getting high-quality wiring diagrams into the hands of automotive repair technicians. A technician simply looks in the Index for the year, make, model and electrical system or subsystem of the vehicle that needs repair, notes the diagram code, calls an 800 number and enters the code. The Diagrams-Online fax server automatically retrieves and faxes the wiring diagram necessary for

the job within minutes of the call. Diagrams On-line® coverage has been expanded to include domestic vehicles starting with 1988 and imports starting with 1994. Thirty-

seven systems and numerous subsystems are listed.

IDENTIFIX
Circle Number 180

STAR Program

Toyota Motor Sales (TMS), U.S.A., Inc., through its Support To Aftermarket Repair Program (STAR), partners Toyota dealers with independent repair shops to offer network support, on-time parts deliveries, and a wide range of information regarding new and late model Toyota vehicles. The STAR program is now in its 15th year.

Toyota STAR dealers implement a number of strategies to ensure the quick delivery of Genuine Toyota Parts to their customers at wholesale prices. A Toyota STAR dealer may offer its customers a dedicated wholesale phone and fax line, plus twice a day and emergency deliveries as needed. Knowledgeable personnel are also available to answer the "tough" questions.

Toyota STAR dealers are also encouraged to offer:

- maintenance of additional parts inventories to meet the demands of their wholesale customers,
- provide technical training to wholesale parts customers,
- have a field representative available to call on shop owners,
- host an open house at least once a year to build rapport with shop owners,
- ensure that 75 percent of parts department personnel are certified at any level in the Toyota Parts Certification Program.

Toyota STAR Service News (TSSN) is a bimonthly publication filled with in-depth information for repairing Toyota vehicles. This publication includes factory service bulletins, Toyota-specific repair procedures and a listing of Toyota STAR dealers. The TSSN is now offered free to independent repair shops by calling Toyota's STAR dealer referral line at (800) 537-6033, or by contacting the Toyota STAR dealer in your area.

Toyota STAR Program
Circle Number 181



Import Transmission Repair Manual

New color oil circuit diagrams and easily accessible labor times are two features of the Mitchell® Import Transmission Repair Manual. Labor times in the Import Transmission Repair Manual are now organized for easier access and comparison. Color oil circuit diagrams shave valuable time off the repair. Several popular transmissions have

been added to the Import Transmission Repair Manual, including: Honda B7XA, M6HA and M7ZA; Mercedes-Benz 722.6 Series; ZF 5HP-18; Mitsubishi F4A51; and the Subaru Forester. In an effort to provide useful repair information, Mitchell has added illustrations of oil pan gaskets. With this data, repair professionals can easily identify transmissions while performing servicing procedures.

Mitchell Repair Information Company
Circle Number 182

Estimating Guide

Complete with field-tested labor times and updated parts information, the Mitchell 1999 Mechanical Parts and Labor Estimating Guide for Imports is now available. Technicians who reference the 1999 Mechanical Parts and Labor Estimating Guide for Imports will be ready to service the following new models and more: Hyundai Sonata, Infiniti G20, Isuzu VehiCROSS, Lexus RX300, Mazda Miata, Toyota Camry, Toyota Solara and the Volkswagen Eurovan.

Mitchell Repair Information Company
Circle Number 183

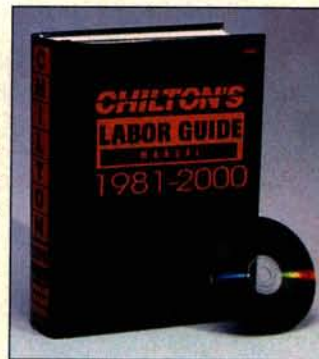
Labor Guide

Available in hard-cover manual or compact disk, Chilton's Labor Guide covers a 20-year span (1981-2000) of labor operations for virtually any domestic and import vehicle. The information offers accurate suggested labor times that realistically reflect today's repair industry standards.

The Labor Guide features testing/diagnostic times, add-on and combination times and a "How-to-Use" page to guide new users. Transaxle/Transmission service and repair labor times are also listed, eliminating the need to buy additional manuals.

The Guide includes separate tabs for each major section and easy-to-use cross-reference and model-to-page indexing. The vehicle manufacturers and model names are listed on the table of contents to speed look-up.

Nichols Publishing
Circle Number 184



Order STS Products Online

The Service Technicians Society (STS) has released an e-commerce system that allows for online ordering of books and merchandise from the STS website (www.sts.sae.org). Visitors can browse a categorized listing of books or search by keywords. Book categories include Body and Interiors, Controls/Electronics, Powertrain/Engines, Ride/Handling/Chassis, Service, Racing and other titles of general interest. STS logo merchandise is also available. Plans to add video and CD-ROM products are underway.

An affiliate of the Society of Automotive Engineers (SAE International), STS is a membership organization designed to advance the skills, education and professionalism of service technicians to support excellence in the mobility industry.

Service Technicians Society
Circle Number 185

Autodata Tech Series

The Tech Series label on the front of an Autodata manual tells you the target customer is the professional technician. These books are quick reference manuals that will fit inside a toolbox. The Tech Series Diagnostic Trouble Codes manual covers engine management systems on 1986-1998 Asian vehicles, and is based on vehicle manufacturers' information. The Tech Series Wiring Schematics manual also covers engine management systems on 1986-1998 Asian vehicles.



Autodata Publications
Circle Number 186

Online Refrigerant Certification Tests

The International Mobile Air Conditioning Association (IMACA) now offers automotive service technicians the convenience of taking the EPA-required refrigerant certification test online via the Internet. Certification is required under section 609 of the Clean Air Act, and allows automotive technicians to perform service on automotive air conditioning systems and purchase EPA-acceptable automotive refrigerants, including CFC-12 and blends.

The online testing program can be accessed through IMACA's website — www.imaca.org. A "609 Certification" link will take you to the test area of the

site. Test results are immediately transmitted back, and if you pass the test, an EPA-approved temporary certification document can be printed. Permanent credentials, including a plastic wallet I.D. card and an 8.5 X 11-inch certificate are mailed within 2-3 weeks.

The testing fee is \$20, and payment can be made via VISA or MasterCard in a secure area of the website. IMACA is a not for profit trade association, serving the automotive service industry since 1958.

International Mobile Air Conditioning Association
Circle Number 187

Lift Info

A CD-ROM of lifting equipment is available from Lincoln Automotive. It contains detailed information about all Lincoln lifting equipment products and the new, value-priced line of Lincoln Guardian®



jacks. Complete specifications and warranty information for 97 different models and accessories of jacks, end lifts, shop presses, stands and engine cranes is included. Each product category includes a model comparison chart to assist the user in ordering the right model for a specific need.

Lincoln Automotive
Circle Number 188