

Brand specific support

# Remote Services

Technical repair support with access to OE tools. So you can complete the job correctly in your own workshop.



**auto<sub>2</sub>com<sup>®</sup>**



# Complete every job with expert help

When you are stuck as a mechanic, help is always there via remote connection. Just as if they were there with you, working on the car.

## Expert support to avoid handing over jobs to other workshops

Even if your diagnostic tool is great and you're an experienced mechanic, you may encounter questions or problems where you need brand-specific technical support. You might even need help that only a diagnostic tool from the car manufacturer can provide. That's not a problem. We are here for you.

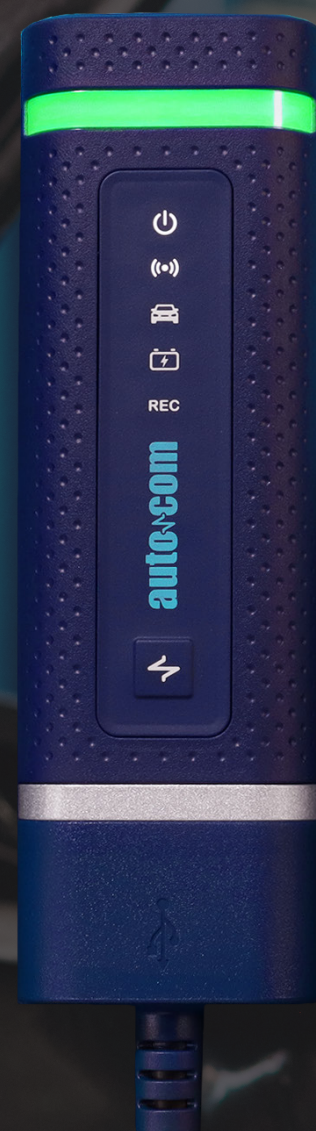
Autocom Remote Services can help you. Get the help you need to complete the job in your workshop, and increase customer satisfaction.

## Get brand specific help with for example

- Wiring diagrams
- Service schedules
- Technical drawings and exploded views
- Technical service bulletins
- Troubleshooting and extended fault code information

## Access to OE-tools

- Coding of new ECU
- Software updates
- Programming of new ECU



## How does it work and what does it cost?

An ICON with a valid CARS licence and registration in the diagnostic software is required. When you need to use Remote Services, you place a ticket in your diagnostic software and you will be called shortly.

It is a pay per use service and price information will be given during the call so that you can decide whether to proceed or not. The cost will be charged to your card once the case is closed. Read more at [www.autocom.se](http://www.autocom.se).



**No additional hardware cost**  
If you have an ICON with a valid CARS licence, you don't need anything else



**Wide and deep coverage**  
Access original tools and information from over 40 car manufacturers.



**Pay per use**  
Pay only for what you use. You choose how much help you need.



**Reduce administration**  
No need to log in to several different OEM portals. The support will solve it for you.



**Save money**  
You do not have to send the car to another workshop. Do the entire job your own workshop



**Save time**  
Seamless integration into your daily work routine. Perform other tasks while the support helps you.

## Experienced brand experts

Autocom Remote Services is an integrated co-operation with OPUS IVS. They are trained brand specific experts who help workshops on a daily basis with complex repairs and vehicle-related problems. OPUS IVS is one of the most professional companies in its field.

**autocom**  
powered by **OPUS** | IVS





Autocom Diagnostic Partner AB  
Grafitvägen 23 B, SE-461 38 Trollhättan, Sweden  
[info@autocom.se](mailto:info@autocom.se) • [autocom.se](http://autocom.se)