PSA AFTERMARKET

- **ISOLVE:** New interface under Service Box offering Technical Assistance **solutions (called "ITEMS") accessible directly by the Networks** without going through Technical Assistance in the following areas:

  - Vehicle repair,
  - Diagbox tool,
  - Service Box portal,
  - Documentation in Service Box

- **Integrated into the Diagnostic process**, the search for a proposed solution in ISOLVE is positioned between the consultation of TSBs via the FIC and the following of the DiagBox guided methods
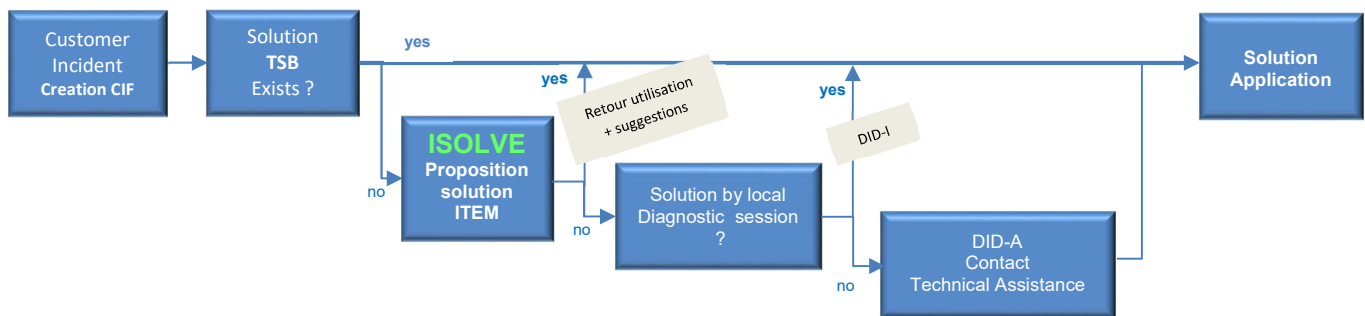
- ISOLVE wants **to develop the network collaboration <-> manufacturer's**: more autonomous, the Repairer can express himself or make any suggestion on the ISOLVE solution proposal.

- On the strength of this complement of ISOLVE solutions, the Network will find there a source of **better productivity** and increased help **to satisfy Customers**.

- The consultation of ISOLVE solution proposals will be available from 28/09/2020. New available solutions will be released daily to increase repair autonomy.

1. ACCESS I-SOLVE FROM SERVICE BOX

2 Accesses are possible :

✓ Via the CIF channel => TSB

This access is to be privileged for any search for a solution for a vehicle incident so as to have all the Manufacturer's solutions (TSB, ISOLVE items) in connection with the VIN and with the CIF

✓ Directly via the menu Incidents – Assistance

This second access is used for :
- Access to technical solutions for the problems with the DiagBox tool, Service Box and Documentation in Service Box
- Consult "My saved searches"
- Consult the "My items in search of a solution" subscriptions

In both cases, the ISOLVE tool will open in a separate tab (called Psa KB) of Service Box.
This will allow the user to continue browsing in Service Box and in the ISOLVE tool.

⚠ *The ISOLVE connection will be lost after 30 minutes when not used.*

The language of use of ISOLVE will be that of Service Box if it is part of the following list: French, English, German, Spanish, Portuguese, Italian. Otherwise, English will be offered by default.
If the user wants to change the default language, he can choose from the ISOLVE menu shown to the right and this configuration will be kept for future connections

2. THE FUNCTIONNALITIES OF THE TOOL

2.1 Research of solutions « items »

Etiquette	Description
1	The VIN is recovered automatically form the SERVICE BOX session *For a problem DIAGBOX, SERVICE BOX or Documentation : the VIN is not obligatory*
2	Description of the Customer Incident by key words. Example : noise, stalling, hesitation, lack of power, … *Do not use an abbreviation, be careful of typing errors, only specify keywords and avoid sentences* *Make sure that the language of ISOLVE (top right of the menu) is consistent with the words specified in the customer incident*
3	Possibility to enter 5 vehicle default codes or DIAGBOX error codes. You can enter a default code in multiple ways *(P0087, P0087 77, P0087_77, etc…)*
4	Automatic recovery of the CIF for the SERVICE BOX session
5	Possibility to untick the use of the CIF to enlarge the research field if neccessary (not active at present)
6	Button launching the search with the criteria entered, the ISOLVE tool proposes technical solutions called "items" classified in decreasing order of relevance • These items are adapted to the VIN • The items correspond to the keywords specified in field n ° 2 • If one or more fault codes are specified, the I ISOLVE tool will only display items with at least one of its fault codes
7	Item number proposed - This item number will be included in the credit application if the solution solved the incident
8	Customer incident and context of each item proposed.
9	Precision of the number of cases of all the world networks where this solution has already been tested
10	Indicator based on the correspondence between the keywords specified by the repairer (field n ° 2) and the keywords present in the customer incident and the context of the item

![PSA AFTERMARKET]

2.2 Consultation of solutions

2.2.1 Case of an item « solution palliative or definitive »

‹Return to the list of results

🖶 Print 📶 Save

ITEM N°23260

Customer effect / Description of the incident: ❓ — 11

Rattling noise from the top of the engine

Context / Conditions of appearance : ❓

Knocking noise found from the top of engine mostly heard during idling .

Origin / Root cause : ❓

Noise in the tensioner and drive chain of camshafts

Remarks / Preliminary controls :

Check the engine oil level
Perform a BSI fault log reading and ECU
Check if oil pressure fault present in the JDD
Check that the maintenance of the vehicle is correctly followed (draining the engine oil)

Date de dernière modification : 03/09/2020 15:32

Langue de rédaction : French

Notation de l'item : ⭐⭐⭐⭐⭐ 0 / 5 — 13

👍 Solved (2) 👎 Not solved (0) — 14

16

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SOLUTION

Perform the replacement of the tensioner and chain of camshafts
If presence of defects P00BC / P02ED: Replace the tensioner, chain and camshafts
Check that the ECU is up to date with the latest software version

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Make suggestion/proposal

▼ Attach a file

[   ] Parcourir...

Unlimited number of files can be uploaded to this field.
50 MB limit.
Allowed types: txt pdf docx jpg png gif mp3 mp4 ogv webm.

Possibility to add attachments (photo,

SAVE

Etiquette	Description
11	Item content. The Remarks / Preliminary checks part is necessary before being able to apply the solution
12	Description of the item solution
13	Possibility to rate the item (with regard to the de la clarity of the comprehension of the item)
14	The repairer is required to specify whether the solution solved the incident or not. This information is necessary for: • To be analysed by Technical Assistance in order to improve its application • To share your experience feedback to all World networks • The Guarantee plateau with regard to the credit request (if the item resolved the incident)
15	The repairer must go back to the manufacturer for: • Any suggestion or proposal following the application of this item • Problem of understanding the item or poor translation These suggestions / feedback, which must respect ethical rules, will be analysed by the Manufacturer and may lead to publication of this suggestion to all World networks and / or to a modification of the item

	It is important to note that the current version of the ISOLVE tool does not have the capacity to reply to the sender of the suggestion. The manufacturer will play the role of mediator and can thus decide not to follow up on this feedback. Therefore, there is no need to resend suggestions while awaiting written feedback It is also possible that on some items it is not possible to make a suggestion or proposal, due to sufficient experience feedback on its application and understanding.
16	Possibility to save the search so that it can be resumed later or for traceability of all searches carried out The searches performed will be automatically deleted 3 months after their creation

⚠ *Some items have attachments to consult. After opening the document, use the arrow on your browser to close it. Do not click on the cross on the right as this might close the ISOLVE tool depending on certain types of document.*
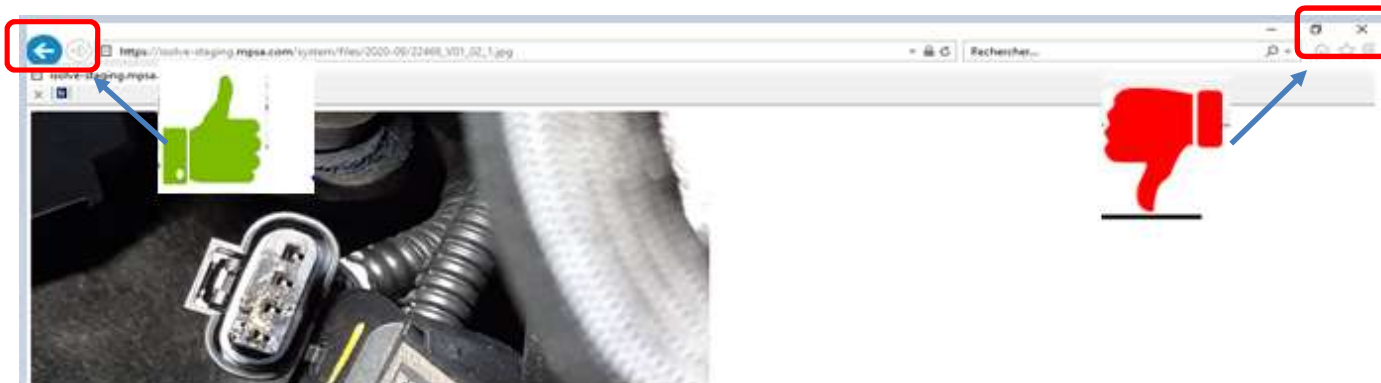

If the research has been « saved », it is possible to find it in the menu « MY SAVED RESEACHES» see below :

2.2.2 Case for an item « waiting a solution »

ITEM N°21582

Print **Subscribe ITEM**

Customer effect / Description of the incident: ❓
Cyclic Engine noise from the timing side, mainly at idle.

Date de dernière modification : 19/05/2020 14:22
Langue de rédaction : French
Notation de l'item : ★★★☆☆ 3 / 5

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Context / Conditions of appearance : ❓
- In general the noise is not heard by the customer, but from the technician only, during the before the delivery of the new car, or during another intervention
- Noise present in a new vehicle/low mileage. The noise should be reduced progressively after a usage period of the vehicle.

Origin / Root cause : ❓
Resonance effect of the timing belt movement at idle called "goose noise"

Remarks / Preliminary controls :
- Compare the noise with the video in the attachments
- Remove the accessories belt and check if the noise is still present
- Check the timing belt tension according to the method B1ED013TP0 p.4.3 (the index of the tensioner roller - as shown in the photo in the attachments)
Check the tightening torque of the HP injection pump screws (see attachement).

SOLUTION

Etiquette	Description
17	In this case, the repairer can subscribe to the item in order to be informed when a workaround or final solution will be available.

If the subscription has been activated for the research in question, it is then possible to find this "VIN - item" combination in the "MY ITEMS IN SEARCH OF SOLUTION" menu below.

HOME   SEARCH   **MY ITEMS IN SEARCH OF SOLUTION (0)**   MY SAVED SEARCHES

Concerning warranty request, it is necessary to put, in 3rd field of Warranty Claim, the item reference number used for fixing the car.
The adequate form is : numberitemW9
Example for item 24501, the dealer has to indicate :   24501W9
Thus, the warranty claim will be validated and in parallel ISOLVE item will be counted as official solution (same than TSB & DID ones)
For OV dealers, put also this information in comments in warranty claims.

Possibility to reopen the item to consult again (same for previous page)

	Item	VIN	FILTER	

DELETE SELECTED LINES

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☐	SUBSCRIPTION DATE	VIN	ITEM	CUSTOMER EFFECT	SOLUTION TYPE
☐	17/09/2020 – 11:54	VR3ECYHZRJJ883624	21582	Cyclic Engine noise from the timing side, mainly at idle	Solution in search
☐	21/09/2020 – 14:29	VR3ECYHZRJJ883624	21582	Cyclic Engine noise from the timing side, mainly at idle.	Solution in search
☐	08/09/2020 – 14:32	VR3ECYHZRJJ883624	21582	Cyclic Engine noise from the timing side, mainly at idle.	Solution in search
☐	14/09/2020 – 08:39	VR3ECYHZRJJ883624	21582	Cyclic Engine noise from the timing side, mainly at idle.	Solution in search

DELETE SELECTED LINES

Etiquette	Description
18	View the current state of the solution. 3 possibilities: - Searching a solution - Palliative - Definitive

The repairer will be informed of the evolution of these subscriptions by 2 events

• At the ISOLVE menu level "MY ITEMS IN SEARCH OF SOLUTION" with a number in brackets

The number will correspond to the number of combination "VIN - item" where there is a change

🇬🇧 English ▾

HOME   SEARCH   MY ITEMS IN SEARCH OF SOLUTION (1)   MY SAVED SEARCHES

- In the corresponding menu lines "MY ITEMS IN SEARCH OF SOLUTION" by the presence of a dot

✓ Pastille verte
✓

Green dot = the item has changed status to a final solution or informing a notification in the item about a final solution

□	SUBSCRIPTION DATE				ANSWER PROVIDED
●	15/09/2020 - 11:32	VR3UDYHYJLJ705348	21582	Cyclic Engine noise from the timing side, mainly at idle.	Solution in search

✓ Pastille orange

Orange dot = the item has changed status to a solution palliative or informing a notification in the item about a solution palliative

□	SUBSCRIPTION DATE				ANSWER PROVIDED
●	15/09/2020 - 11:32	VR3UDYHYJLJ705348	21582	Cyclic Engine noise from the timing side, mainly at idle.	Palliative solution

⚠ *Once the item is opened on the corresponding line, the dot and the increment will disappear*

3 INTEGRATION OF ISOLVE IN THE EFFICIENCY DETECTION PROCESS & GARANTIE

3.1 With regard to the Efficiency Detection flow

The repairer must specify whether the item solved the incident or not (number 14)

⇨ If the item solved the incident, there is no DID to perform
⇨ If the item did not resolve the incident or no item on the incident
  ⇨ And a solution (excluding TSB) has nevertheless been found, a DID-I must be carried out
  ⇨ And no solution has been found, a DID-A must be carried out

3.2 With regard to the Warranty Policy

If an item has been used with success to solve an incident during the warranty period of the vehicle the credit claim
must include the item number followed by W9 (ex: 23260W9 for item 23260 and this should be placed in the 3rd field of the credit claim

4 PARTICULARITY FOR THE OPEL NETWORK

⇨ When it is launched, ISOLVE will be able to offer **ITEMS** for OPEL vehicles called "Alliance" (Vivaro / Zafira Life, Combo, New Corsa, Grandland X, Crossland) but repairers should also consult "OPEL RESPONSE" to possibly see other solutions on these vehicles(**DACT**).

⇨ Regarding other so-called "Legacy" vehicles (Insignia, Astra, Karl, Adam, Corsa, etc.), repairers must always consult "OPEL RESPONSE" for technical solutions until the end of 2020.

⇨ At the end of 2020, ISOLVE will integrate "OPEL RESPONSE" solutions and will thus allow any OPEL repairer to have all the technical solutions for any vehicle of the brand in a single tool. Once this unique ISOLVE tool has been deployed, the Technical Solution section of "OPEL RESPONSE" will no longer be available