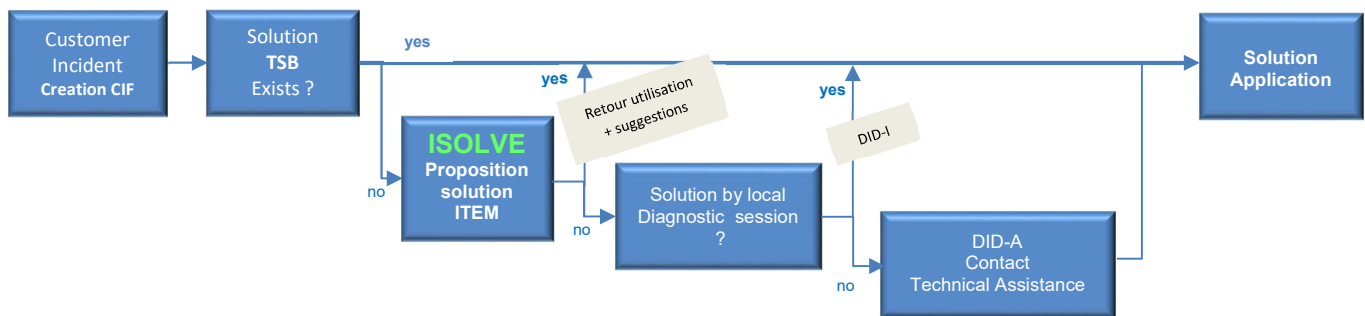


## Information major

- **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

The results displayed and levels of pertinence are indications and are not necessarily no solution available to resolve the problem encountered on the vehicle.

Previous

Title	Pertinence
Technical Service Bulletin (TSB)	
DULL NOISE WHEN THE AIR BLOWER IS IN OPERATION	★
KNOCK FROM FRONT OF THE VEHICLE	★
KNOCKING AT THE FRONT SHOCK ABSORBERS	★
KNOCKING NOISE COMING FROM THE FRONT OF THE VEHICLE WHEN CHANGING THE DIRECTION OF TRAVEL	★
KNOCKING NOISE FROM THE FRONT SUSPENSION, ON THE RIGHT-HAND AND/OR LEFT-HAND SIDE	★
KNOCKING NOISE WHEN OPENING THE FRONT DOOR(S)	★
METALLIC RATTLE IN THE FRONT SUSPENSION	★
SCRAPING NOISE - LOSS OF DRIVE - DAMAGE TO THE DRIVESHAFT, WHEEL SIDE	★
SQUEAKING NOISE FROM THE RIGHT-HAND AND/OR LEFT-HAND SLIDING SIDE DOOR CENTRAL CARRIAGE	★
SQUEAKING NOISE IN THE STEERING COLUMN	★
SQUEALING FROM THE FRONT BRAKES	★
INFORMATION - CREAKING NOISE IN THE ENGINE COMPARTMENT	★
THE DESTINATION ADDRESS SELECTED ON THE GPS DISAPPEARS AND THE ROUTE IS NOT CALCULATED - THE NAC AUDIO-NAVIGATION SYSTEM CANNOT BE UPDATED	★
TIMING NOISE	★

ISOLVE

- ✓ Directly via the menu Incidents – Assistance

RECEPTION | DOCUMENTATION | **INCIDENTS - ASSISTANCE** | WARRANTY - SERVICE CONTRACTS | ADMINISTRATION | ORGANISATION

VIN/Vis/Immat OK ?

Service Box

PRACTICAL INFORMATION

Reports and Solutions

Practical information about DID

What should a DID-A Diagbox, Service Box, Technical Documentation contain?

iSolve

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.

Service Box

home page - ISOLVE

Manage Search

0. Home page 1. Items database 2. Item creation 3. Translation queue 4. Update items for research 5. Comments 6. Export stats

PSA AFTERMARKET

ISolve

English

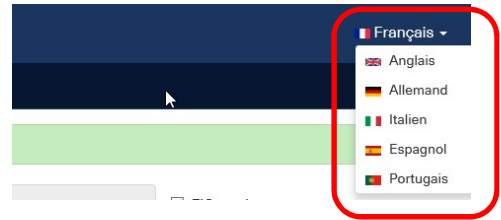
HOME SEARCH MY ITEMS IN SEARCH OF SOLUTION (0) MY SAVED SEARCHES LOG OUT

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 »

PSA AFTERMARKET *Solve* English




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

Concerning warranty request, it is necessary to put, in 3<sup>rd</sup> field of Warranty Claim, the item reference number used for fixing the car.  
The adequate form is : numberitemW9  
Example for item 24601, the dealer has to indicate : 24601W9  
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 information in comments in warranty claims.

1 VIN ok 2 noise 3 Default code or tool error code 4 Noise and vibration 5 FIC used 6 Search

7 N° 8 CUSTOMER EFFECT 9 CONTEXT 10 SOLUTION RELEVANCE

N°	CUSTOMER EFFECT	CONTEXT	SOLUTION	RELEVANCE
21582	Cyclic Engine noise from the timing side, mainly at idle.	- In general the noise is not heard by the customer, but from the technician only, during the before 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 on the vehicle.		22 %
23260	Rattling noise from the top of the engine	Knocking noise found from the top of engine mostly heard during idling .		18 %
22545	Differential excessive play. Noise or vibration in the front axle	The differential clearance is discovered when the technician searches for noise or vibration.		1 %

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 <ul style="list-style-type: none"> <li>These items are adapted to the VIN</li> <li>The items correspond to the keywords specified in field n ° 2</li> <li>If one or more fault codes are specified, the I ISOLVE tool will only display items with at least one of its fault codes</li> </ul>
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 correspondance between the keywords specified by the repairer (field n ° 2) and the keywords present in the customer incident and the context of the item

## 2.2 Consultation of solutions

### 2.2.1 Case of an item « solution palliative or definitive »

[Return to the list of results](#)

**ITEM N°23260**

**Customer effect / Description of the incident:** ?  
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

Solved (2) Not solved (0)

Print Save

**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

**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: <ul style="list-style-type: none"> <li>To be analysed by Technical Assistance in order to improve its application</li> <li>To share your experience feedback to all World networks</li> <li>The Guarantee plateau with regard to the credit request (if the item resolved the incident)</li> </ul>
15	The repairer must go back to the manufacturer for: <ul style="list-style-type: none"> <li>Any suggestion or proposal following the application of this item</li> <li>Problem of understanding the item or poor translation</li> </ul> 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

	<p>⚠ 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</p> <p>⚠ 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.</p>
16	<p>Possibility to save the search so that it can be resumed later or for traceability of all searches carried out</p> <p>⚠ The searches performed will be automatically deleted 3 months after their creation</p>

⚠ 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.

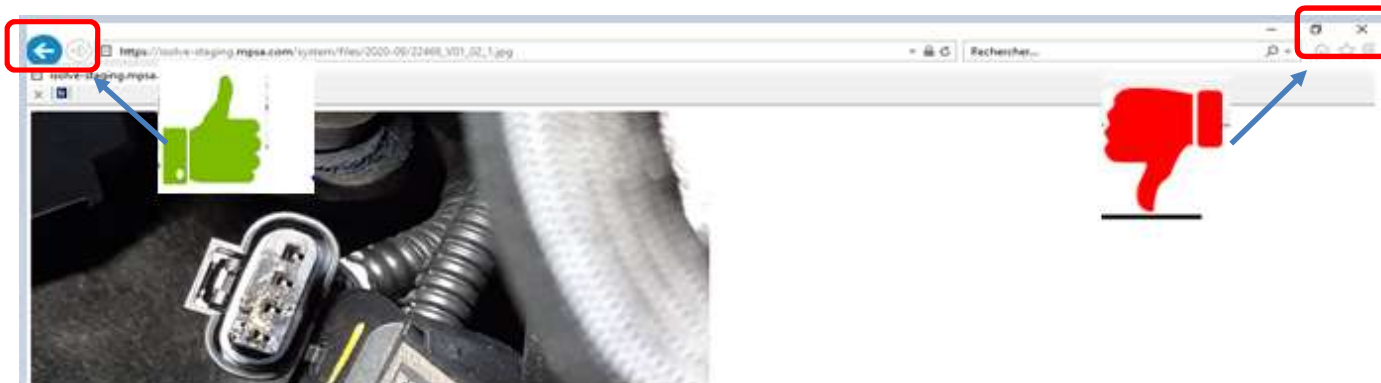
### SOLUTION

- Repair according to the result of the controls.



EN\_22469\_V01\_03.pdf

Double click to open the document



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

HOME SEARCH MY ITEMS IN SEARCH OF SOLUTION MY SAVED SEARCHES

Concerning warranty request, it is necessary to put, in 3<sup>e</sup> 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 an item to consult again (same for previous page)

DELETE SELECTED LINES

<input type="checkbox"/>	SAVED DATE	VIN	ITEM	CUSTOMER EFFECT	ANSWER PROVIDED
<input type="checkbox"/>	14/09/2020 - 08:39	VR3ECYHJRJ883624	23260	Rattling noise from the top of the engine	
<input type="checkbox"/>	17/09/2020 - 11:52	VR3ECYHJRJ883624	23260	Rattling noise from the top of the engine	
<input type="checkbox"/>	30/09/2020 - 14:14	VF7YDCNFC12M57198	23639	Injection diagnostic lamp flashing with or without fault	
<input type="checkbox"/>	08/09/2020 - 10:36	VF3M45GBULS056974	21916	ATB's lights Flashing green and red for at least 20 mn	
<input type="checkbox"/>	11/09/2020 - 18:38	VR3ECYHJRJ883624	23260	Rattling noise from the top of the engine	
<input type="checkbox"/>	21/09/2020 - 14:31	VR3ECYHJRJ883624	23260	Rattling noise from the top of the engine	
<input type="checkbox"/>	01/09/2020 - 17:57	VF77DSHWGJN506665	21164	Engine diagnosis light on, lack of power.	
<input type="checkbox"/>	03/09/2020 - 16:47	VF34HSF5085125776	22543	At idle when hot, "neutral position knock" (clatt especially in gear 1st, 2nd and 3rd at idle speed.	

DELETE SELECTED LINES

Visualisation of the feedback on the item

noise when driving, audible

## 2.2.2 Case for an item « waiting a solution »

### ITEM N°21582

#### Customer effect / Description of the incident: ?

Cyclic Engine noise from the timing side, mainly at idle.

#### 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 B1 ED013TP0 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 attachment).

Print

Subscribe ITEM

Date de dernière modification : 19/05/2020 14:22

Langue de rédaction : French

Notation de l'item : ★★★★★ 3 / 5

17

## 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 3<sup>rd</sup> 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.

Item:  VIN:  FILTER

DELETE SELECTED LINES

	SUBSCRIPTION DATE	VIN	ITEM	CUSTOMER EFFECT	SOLUTION TYPE
<input type="checkbox"/>	17/09/2020 - 11:54	VR3ECYH2RJ883624	21582	Cyclic Engine noise from the timing side, mainly at idle	Solution in search
<input type="checkbox"/>	21/09/2020 - 14:29	VR3ECYH2RJ883624	21582	Cyclic Engine noise from the timing side, mainly at idle	Solution in search
<input type="checkbox"/>	08/09/2020 - 14:32	VR3ECYH2RJ883624	21582	Cyclic Engine noise from the timing side, mainly at idle	Solution in search
<input type="checkbox"/>	14/09/2020 - 08:39	VR3ECYH2RJ883624	21582	Cyclic Engine noise from the timing side, mainly at idle	Solution in search

DELETE SELECTED LINES

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

18

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

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

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

English



- 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