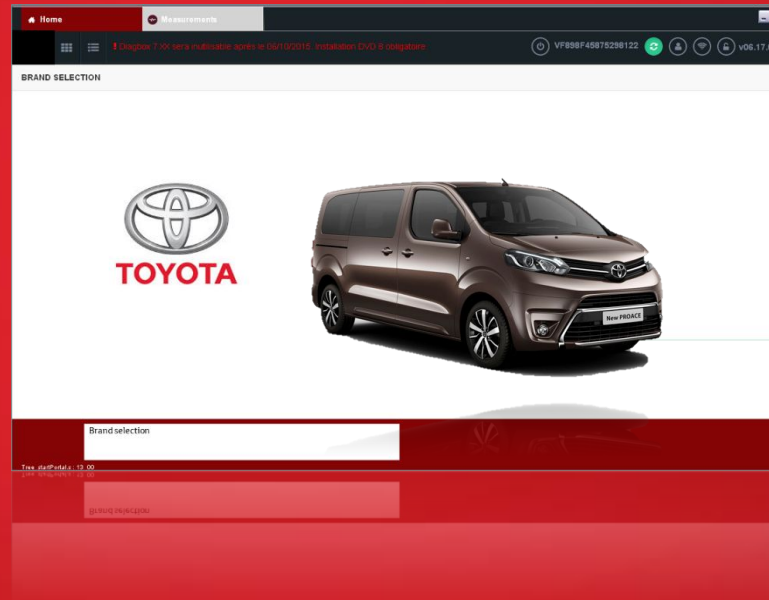


DiagBox for Toyota- Diagnostic tool support



Background information:

For ProAce project TME has decided to adopt PSA's diagnostic software that will run on Toyota's specific PC hardware and vehicle interface.



Toyota technicians will have same diagnostic capabilities as PSA technicians, including the connected services

Diagnostic tool support-> Current situation

PSA Serav

- Online automatic configuration
- Online ECU reflash software distribution
- User authentication for secured operations



Dedicated email templates for assistance request will be used between all actors. All information requested will be joint in order for the request to become active!



PSA level 2 support



ALWAYS A
BETTER WAY

PSA diagbox
support mailbox



NMSC level 1 support



TME level 2 support

Technician will manually retrieve the mandatory trace file, provide event explanation and printscreens

Mail at:
Diagbox_Support@toyota-europe.com

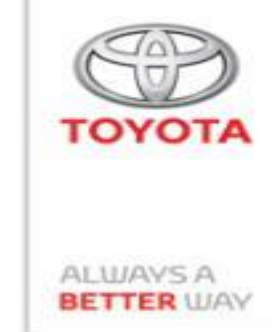
TME as PSA level
1 support



Rules

For better assistance, between TME and PSA , the following 4 email templates have been created. NMSC support will have to use this format when elevating problems towards

Diagbox_Support@toyota-europe.com and make sure all required information are attached



Email template selection based on the nature of the incident :



Template« ***Assistance Diagnostic Tools TME ACTIVATION*** » for incident Activation Diagbox



Template« ***Assistance Diagnostic Tools TME COMREPA*** » for incident Configuration manual, learning process, actuator tests, measure parameters, Identification, PVN...



Template« ***Assistance Diagnostic Tools TME MAINTENANCE LAPTOP PSA*** » for incident Computeur Hardware



Template« ***Assistance Diagnostic Tools TME TELEXX*** » for incident configuration automatic and download



Assistance Diagnostic Tools TME ACTIVATION.msg



Assistance Diagnostic Tools TME COMREPA.msg



Assistance Diagnostic Tools TME MAINTENANCE LAPTOP PSA.msg



Assistance Diagnostic Tools TME TELEXX.msg

Email templates
available here





None

Assistance Diagnostic Tools TME TELEXX

To

Hello,

I contact you for assistance diagnostic tool TME with a problem Configuration or Download

Dealer information

Surname/Name

Address postal

Contact phone number

Descripting of scenario

Exemple => During an Configuration, Impossible to do correctly the operation, finish always with an erreur code DV001E.

Error Code

Exemple => DV001E

Vin Number

Exemple => VF7ATTENTEZ059602

Date and Hour of incident

Exemple => 18 April 2016 7h PM

Tool version

Exemple => Diagbox 8.27

Trace of incident

Tool Tracks in date of the incident

➔ C:\AWRoot\dtwr\trace = > all sub-directory filtered on the date

User Track

➔ C:\oud\traces = > Mark then directory dating in the daytime and an hour of the session file: N°session. TU.AAAAMMJJ-HHMMSS.xml



ALWAYS A
BETTER WAY

<-User info

<-Context

<-Event ident.

<-Raw
comm.

Thank you



ALWAYS A
BETTER WAY