

no. **2.2**
April 2009

Multi-Diag[®]

NEWS

The multi-make diagnostic magazine from ACTIA[®]

Special Report

Selling diagnostic services ... page 3

Editorial

Dear customer,

2009 promises to be a difficult year for many companies. Nevertheless, there are solutions to get through this period.

Multi-Diag[®] is one such solution.

That's why we are devoting this magazine's special report to selling diagnostic services. In fact, many workshops have generated significant turnover for many years using their Multi-Diag[®]. In this issue we explain the "Diagnostic Services" available to you and, above all, how to offer these services to your customers and charge for them.

In addition to generating new revenue opportunities, Multi-Diag[®] offers you high performance solutions for improving efficiency and productivity.

With more than 1100 new systems, this DVD I-2009 update beats all the records and gives you access to truly exceptional coverage of vehicles on the road.

ACTIA[®] is innovating with revolutionary new functions to simplify your daily activity and help you save precious time: for example, automatic vehicle detection after plugging in the EOBD connector.

Enjoy the magazine and good luck with your diagnostics

The ACTIA[®] Multi-Diag[®] team



New!



Automatic internet update

... page 2



DVD-I 2009 Contents

More than 1100 new systems

... page 8

ACTIA[®]
Vehicle Electronics & Diagnostics



Automatic Internet update

Never miss an update!



Internet updates are intermediate updates available between each major update on DVD-ROM. They therefore allow the coverage and functions of your tool to be increased "in real time" without waiting for the next DVD-ROM.

Thanks to the I-2009 update, your tool will automatically update itself over the Internet!

To use this new function, simply connect your Multi-Diag[®] tool to the Internet. When a new update is available, a message will be displayed automatically, offering to install this update.



Note: Caution, Internet updates allow you to stay ahead of the DVDs, but they do not replace updates by DVD-ROM. DVD-ROMs include other major changes that cannot be made available over the Internet.



Special Report

Selling diagnostic services



Reduced economic activity is a reality that everyone involved in the aftermarket must deal with. It is possible, however, to act and implement real solutions in order to not be affected by this period, or to reduce the effects.

Some garage equipment can allow you to respond to this problem, particularly if it allows you to increase your productivity, and if it gives you opportunities to expand your activity.

The new ACTIA MULLER Expert Shock Absorber Tester, for example, allows you to offer a new service by carrying out a quick test (3 minutes) that will boost your turnover, since we estimate that on average, 1 in 4 shock absorbers has to be changed.

With Multi-Diag®
Increase your turnover, secure customer loyalty
and improve your quality of service.

Your Multi-Diag® tool supports this strategy since it allows you to offer your customers a wide range of services and diagnostic packages.

Even invoicing out £30 of diagnostic work
per day, you can increase your margin by
more than £700 per month.

The exclusive functions of your Multi-Diag® allow you, in just a few clicks, to easily carry out operations that other garages take hours to perform.

Above all, with Multi-Diag®, charging for these operations is easy; whether it is an obligatory service (e.g. vehicle service) or an additional sale, you can print a diagnostic report to give proof of the work carried out.



Find out how including Multi-Diag® in your daily operations can make your tool a real source of additional revenue, and a strong sign of your expertise.



Discover the range of Multi-Diag® services!

Your customers' vehicles are fitted extensively with electronics, so some diagnostic operations are necessary, even essential. These operations have a price! To help you offer suitable packages, here is a list of just some of the Multi-Diag® services that may interest your customers today.



Maintenance

Regular servicing

- Express Diag (ECU fault reading)..... 20
- Service indicator reset..... 10
- Service interval reset (if necessary) 15



Tyre & Wheel

Tyre Changing

- Configuring electronic tyre valves 30
- Configuring tyre size (if changed)..... 30
- Changing tyre sets (for winter/summer) 20



Suspension maintenance

- Configuring electronically controlled shock absorbers..... 85

Wheel alignment

- Alignment on vehicles fitted with ESP (access to steering wheel angle sensor) 85



Brakes

Changing brake pads

- Unlocking electronic parking brakes 15

Bleeding the brake system

- Bleeding secondary system of vehicles fitted with ABS or ESP 30



Equipment

Fitting electrical equipment

- Configuring equipment (car radio, hitch, parking assistance etc.)..... 25



Air-Conditioning

Automatic air conditioning system diagnostics

- Testing parameters and components 40



Injection

Engine operations

- Automatic adaptation to engine component settings (e.g. after EGR valve replacement)... 25

Changing injectors

- Coding injectors..... 35





Bodywork & Windscreen

Securing vehicle for operations

- Locking / Unlocking airbags..... 15

Ensuring vehicle compliance

- Express Diag (ECU fault reading) before and after service work..... 20

Changing windscreen

- Reading and clearing faults caused by removal of rain sensor..... 10

Test

- Testing vehicle equipment (lights, parking assistance, electric windows etc.)..... 25



Pollution

Maintaining particle filter

- Particle filter service interval reset..... 20
- Configuration when changing the particle filter 45

Maintaining catalytic converter

- Exhaust gas oxygen sensor diagnostics 25



Expert

Troubleshooting

- Advanced troubleshooting functions (reference values, lines of parameters) 85

Vehicle configuration

- System settings..... 45
- Vehicle modifications (customer options)



Express Diag

For all vehicles that come into your workshop, offer full ECU diagnostics. As with mechanical inspection, demonstrate your expertise to your customers by confirming the electronic condition of their vehicles.

20 





You now know the different diagnostic services (pages 4 and 5) you can easily perform with your Multi-Diag[®]. To profit from this and generate turnover, a few key moments when you can offer them...

When the customer arrives,

The first exchanges are essential to assess the customer's needs, identifying the operations to be performed and proposing the suitable service(s).

Not all of your customers' needs are obvious, and devoting a few moments to asking them questions and analysing the vehicle can rapidly prove beneficial.

Take advantage of these moments to persuade and to lock down the sale of your services.



Ask questions

*"When Mr Jones wishes to service his Volkswagen Golf, identifying **the registration year** of his vehicle is an important piece of additional information. There is a very high probability that cars registered after 2000 are fitted with a number of ECUs."*

Offer

*"As part of regular servicing, a number of packages can be offered (see pages 4-5). If Mr Jones' Golf was registered after 2000, a **"fault code reading"** and **"maintenance system reset"** service can then be added to the estimate.*

Persuade

*"To explain the addition of this service, you can explain to Mr Jones that his Golf, like most recent vehicles, **has on average almost 40 ECUs** connected together to control the systems of the vehicle. Among these are the injection systems or the comfort systems **essential for the vehicle to operate properly**, and also passenger safety systems such as ABS and airbags.*

During regular servicing, the main vehicle manufacturers require ECU fault codes to be read to ensure that all these systems are functioning properly, electronically speaking. As a professional, it is your duty to perform this diagnostic operation with your Multi-Diag. »





Before or during the service,

Your customers are not necessarily aware what equipment is fitted to their car, and its condition. They expect this expertise from you. This is why, while checking the vehicle, you may discover equipment or evidence of anomalies. You should then offer the additional relevant operations and thereby carry out a complete and high-quality service.



Visual inspection

*“Mrs Smith, owner of a Renault Scénic II, wishes to change the tyres. A quick visual inspection allows you **to identify whether there are electronic tyre valves or not**. If tyre valves are indeed fitted on the vehicle, it may prove necessary to offer Mrs Smith a “configure electronic tyre valves” service.”*

Inspect the vehicle electronically

*“In the same way as you carry out a visual or mechanical inspection, the Express Diag function allows you to carry out **a complete electronic health check in a few seconds**. Thus, by extending this operation to all the vehicles entering your workshop, you will pick up electronic problems and be able to **offer additional services**. By carrying out an express diag on Mrs Smith’s Renault Scenic II, you note, for example, that there is a fault code on the air flow meter. Due to a problem of this type, some engines switch to “failsafe mode”: the engine continues to function, but with reduced performance. You can then offer Mrs Smith the service to find the origin of this anomaly and to change the flow meter if necessary.”*

When returning the keys

Add value to your operations

*“By printing a **diagnostics report** to give to your customer, you add value to your equipment and know-how. It is also an excellent way to **justify your services** and support your sales arguments.*

*Mrs Smith may not understand why you have to change the flow meter when the engine functions and there is no warning light. Your troubleshooting showed, however, that the flow meter was faulty and that the engine was functioning in failsafe mode. **By showing Mrs Smith the diagnostics report, you can explain** to her that the injection ECU is returning a permanent fault code implicating the flow meter and that, because of this fault, the engine is not functioning at 100% capacity (depending on the case it may consume more fuel, deliver reduced performance etc.).”*

Secure the loyalty of your customer base

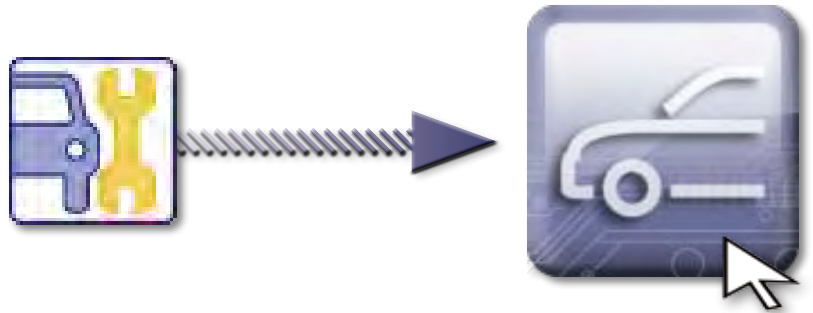
*“Mr Karlos noted that your garage was equipped with a high-performance diagnostic tool when he asked you to service his Mercedes. Take advantage of this to remind him that his vehicle is fitted with an electronic parking brake system. For this reason, when the time comes to change the brake pads, he must choose **a garage that is properly equipped**. A function like that included in Multi-Diag must in fact be used to release the parking brake to be able to access the brake pads. It is therefore highly likely that Mr Karlos will return to your workshop in a few months. »*



New launch icon

A new launch icon accompanies the new version of the software, and marks the starting point for 2009, which will see great changes.

On the welcome screen of your Multi-Diag[®], a new icon allows you to launch your diagnostics application.

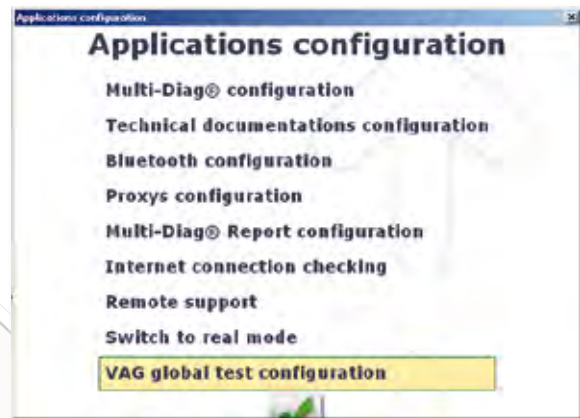


Express Diag for VAG group vehicles

Save time by configuring your Express Diag.

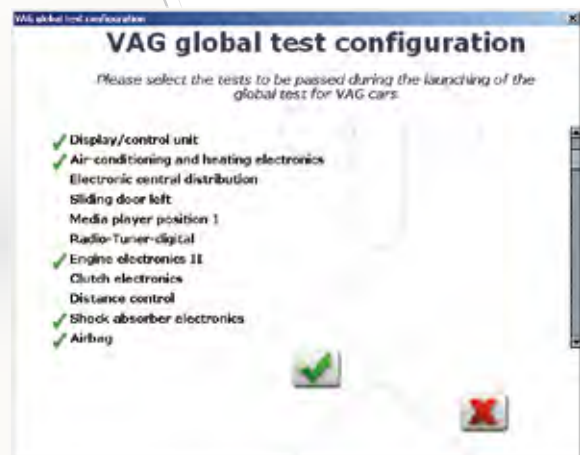
The electronic architecture of old vehicles from the VAG group (Audi, Volkswagen, Seat, Volvo) can result in relatively long response times during an Express Diag global test.

To reduce this, we now propose “personalising” your Express Diag by preselecting the ECUs you wish to test.



1.

In the configuration page, select “Configuration VAG global test”



2.

Tick the tests that you wish to perform during an Express Diag.



Automatic vehicle detection

If you have any doubt about the model, engine capacity, vehicle year:

Use the “automatic detection” function!

With a single click, you can access the diagnostics page directly without knowing the vehicle make and model: Multi-Diag® does it for you!

You therefore avoid any errors related to vehicle selection.



* Currently accessible on vehicles compatible with the EOBD standard (vehicles newer than 2002) as well as on certain older French vehicles.

146 systems



Equipment

1007 CAN, 206 Mux, 207, 307, 307 CAN, 406 Restyled, 407, 407 Coupé, 607 Restyled, 807 CAN, 807, PARTNER Restyled, EXPERT II, BOXER 2, BOXER 3



Airbag

1007 CAN, 207, 307 CAN, EXPERT II, EXPERT Restyled, PARTNER Restyled



ABS

BOXER 2, BOXER 3, EXPERT II, EXPERT Restyled, PARTNER Restyled



Injection

1007, 206, 206 Mux, 307, 407, 407 Coupé, 607, 607 Restyled, 807, 807 CAN, BOXER 2, BOXER 3, EXPERT II, EXPERT Restyled, PARTNER, PARTNER Restyled

Gearbox

206, 206 Mux, 306 Restyled, 307, 406, 406 Restyled, 407, 407 Coupé, 806, 807, EXPERT, EXPERT Restyled



Multi-Function unit

(BSI, UCH, Body Computer)

1007, 1007 CAN, 207, 307 CAN, 406 Restyled, 407, 407 Coupé, 607 Restyled, 807 CAN, BOXER 3, EXPERT II, EXPERT Restyled



Air-Conditioning

BOXER 3

Additional heating

BOXER 3



Power steering

807 CAN, BOXER 3, EXPERT II

Variable suspension

BOXER 3

8 systems



Multi-Function unit

(BSI, UCH, Body Computer)

S80 NEW



Airbag

S80 NEW



Power steering

S80 NEW

6 systems



Airbag

Mini



ABS

Mini

4 systems



Multi-Function unit

(BSI, UCH, Body Computer)

159



Combined

159



Left headlamp correction

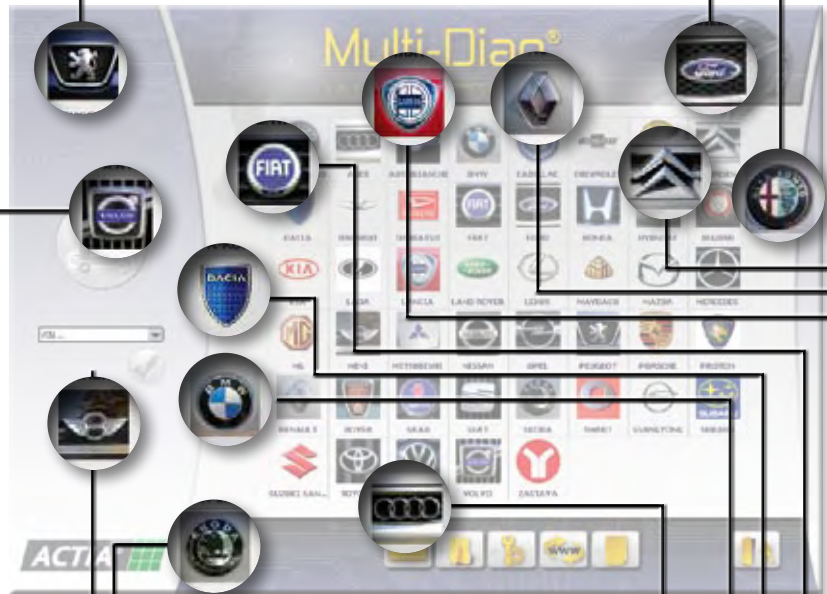
147, 156 I

54 systems



Injection

COURIER VI, ECONOVAN, ECOSPORT, ESCAPE, EXPLORER III, FIESTA VI, FOCUS II, FOCUS C-MAX, FUSION, RANGER II



3 systems



Electronic parking brake

A5



Passerelle

A5

109 systems



Catalytic converter

E38 7 SERIES



Injection

M3, M5, 3 SERIES, 5 SERIES, 7 SERIES, X5, Z3, Z4, Z8



Record beaten!
1100 new systems and changes.

DVD I 2009

544 systems



Equipment
CLIO II Ph2/3/4, CLIO III, CLIO III, ESPACE IV Ph2, ESPACE IV, KANGOO, LAGUNA II, LAGUNA II Ph2, MEGANE II, MODUS, SCENIC II, SCENIC II



Parking assistance
CLIO III, ESPACE IV, ESPACE IV Ph2, LAGUNA II, LAGUNA II Ph2, MEGANE II, MODUS, SCENIC II

Headlamp correction
CLIO II Ph2/3/4, CLIO III, ESPACE IV, ESPACE IV Ph2, LAGUNA II, MEGANE II, MODUS, SCENIC II



Airbag
CLIO I, CLIO II, CLIO II Ph2/3/4, CLIO III, KANGOO, KANGOO Ph2, MASCOTT, MASTER I, MEGANE, MEGANE II, MODUS, SCENIC, SCENIC II, TWINGO I, TWINGO II



ABS
CLIO II, CLIO II Ph2/3/4, CLIO III, KANGOO, KANGOO Ph2, MASCOTT, MASTER I, MEGANE, MEGANE II, MODUS, SCENIC, SCENIC II, TWINGO I, TWINGO II

Electronic parking brake
ESPACE IV, SCENIC II



Multi-Function unit (BSI, UCH, Body Computer)
CLIO I, CLIO II, CLIO II Ph2/3/4, ESPACE IV, ESPACE IV Ph2, KANGOO, KANGOO Ph2, LAGUNA II, LAGUNA II Ph2, MASCOTT, MASTER I, MEGANE, MEGANE II, SCENIC, SCENIC II, TWINGO I, TWINGO II



Air-Conditioning
CLIO II, ESPACE IV, ESPACE IV Ph2, KANGOO, LAGUNA II, LAGUNA II Ph2, MEGANE, MEGANE SCENIC, TWINGO II

Additional heating
ESPACE IV, ESPACE IV Ph2, LAGUNA II, LAGUNA II Ph2



Power steering
CLIO III, MEGANE II, MODUS, SCENIC II

Tyre Under-Inflation Detection
MEGANE, MODUS, SCENIC



Injection
CLIO I, CLIO II, CLIO II Ph2/3/4, CLIO III, ESPACE IV, ESPACE IV Ph2, KANGOO, KANGOO Ph2, LAGUNA II Ph2, MASCOTT, MASTER I, MEGANE, MEGANE II, MODUS, SCENIC, SCENIC II, TWINGO I, TWINGO II

Gearbox
CLIO I, CLIO II, CLIO II Ph2/3/4, CLIO III, ESPACE IV, ESPACE IV Ph2, KANGOO, KANGOO Ph2, LAGUNA II, LAGUNA II Ph2, MEGANE, MEGANE II, MODUS, SCENIC, SCENIC II

179 systems



Parking assistance
JUMPER 3, JUMPY 3



Airbag
BERLINGO II, C5, JUMPER 3, JUMPY 2, JUMPY 3, XSARA II, XSARA, PICASSO



Equipment
BERLINGO II, C2 CAN, C3 CAN, C3, C3 Pluriel CAN, C4, C4 PICASSO, C5, C5 Restyled, C6, C8, C8 CAN, XSARA II, XSARA PICASSO, JUMPER 2, JUMPER 3, JUMPY 3, C3 Pluriel, C3 Pluriel CAN, C8 CAN, JUMPY 3



ABS
BERLINGO II, C4, C4 PICASSO, C5, C5 Restyled, JUMPER 2, JUMPER 3, JUMPY 2, JUMPY 3, XSARA II, XSARA PICASSO



Injection
BERLINGO, BERLINGO II, C2, C3, C3 CAN, C3 Pluriel, C4, C4 PICASSO, C5, C5 Restyled, C8, C8 CAN, JUMPER 2, JUMPY 2, JUMPY 3, XSARA II, XSARA PICASSO

Gearbox
C3, C5, C8, EVASION, JUMPY, JUMPY 2, XANTIA, XSARA, XSARA II, XSARA PICASSO, ZX



Multi-Function unit (BSI, UCH, Body Computer)
C2 CAN, C3 CAN, C3 Pluriel CAN, C4, C4 PICASSO, C5 Restyled, C8 CAN, JUMPER 3, JUMPY 2, JUMPY 3



Air-Conditioning
JUMPER 3

Additional heating
JUMPER 3



Power steering
C5 Restyled, C6, C8 CAN, JUMPER 3, JUMPY 3

Variable suspension
JUMPER 3

115 systems



Equipment
500, Grande PUNTO, ULYSSE II, ULYSSE II CCAN, SCUDO II, DUCATO II, DUCATO III



Injection
500, DUCATO III, Grande PUNTO, PALIO (Mercosur), PALIO WEEKEND (Mercosur), PANDA II, PUNTO II 03, PUNTO II 99, SCUDO II, SCUDO Restyled, SIENA (Mercosur), STRADA (Mercosur)



ABS
500, DUCATO II, Grande PUNTO, SCUDO II, SCUDO Restyled, STILO (Mercosur)



Injection
500, CROMA II, DUCATO II, DUCATO III, Grande PUNTO, PALIO (Mercosur), PALIO WEEKEND (Mercosur), PANDA II, PUNTO (Mercosur), PUNTO II 03, SCUDO II, SCUDO Restyled, SIENA (Mercosur), STILO, STILO (Mercosur), STRADA (Mercosur), ULYSSE II, ULYSSE II CAN

Gearbox
500, CROMA II, Grande PUNTO, SCUDO I, SCUDO Restyled, STILO (Mercosur), ULYSSE I, ULYSSE II



Multi-Function unit (BSI, UCH, Body Computer)
500, CROMA II, DUCATO III, SCUDO II, SCUDO Restyled, ULYSSE II CAN



Air-Conditioning
500, DUCATO III, Grande PUNTO

Additional heating
DUCATO III, Grande PUNTO



Headlamp correction
STILO, STILO (Mercosur)



Power steering
500, DUCATO III, Grande PUNTO, SCUDO II, STILO (Mercosur), ULYSSE II CAN

Variable suspension
DUCATO III



13 systems



Equipment
PHEDRA, PHEDRA CAN



Injection
PHEDRA, PHEDRA CAN



Gearbox
PHEDRA



Multi-Function unit (BSI, UCH, Body Computer)
PHEDRA CAN



Power steering
PHEDRA CAN



2 systems



Reset
FABIA II, ROOMSTER



16 systems



Airbag
LOGAN



ABS
LOGAN



Injection and Gearbox
LOGAN



Multi-Function unit (BSI, UCH, Body Computer)
LOGAN



Power steering
LOGAN



Soon on Multi-Diag[®]

Discover the
main new vehicles
of DVD II-2009 here.

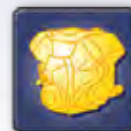


C5

New models: C5 CAN, C6
As well as new systems: AT, particle filter, Injection



New injection systems



Sandero

New models: SANDERO



308

New models: 308
As well as new systems: AT, Air conditioning, BSI



Improvement of 2005-2008 models:
Airbag and ABS



Laguna III

New models: LAGUNA III
And improvement of all the existing models: express-diag, airbag, tyre valves, injection, ABS, ESP, UCH, etc.



A5

New model: A5



500

New systems on the existing models:
Fiat Idea, Lancia Musa, Lancia Ypsilon, Alfa 159, Alfa 147

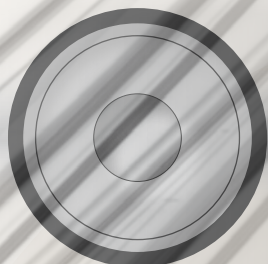


Alfa 159



Grande Punto

*To take advantage of these changes,
remember to renew your subscription!*



DVD II

July 2009

DVD III

November 2009

Intermediate Internet updates