

# SPECIAL OFFER FOR AUTO SERVICE EXPERT SHOPS



Because of increasing complexity and the constant introduction of new vehicle systems, diagnosing symptoms is more difficult than ever before. Direct-Hit delivers quick and accurate diagnostic information on what's breaking on today's vehicles, in an easy-to-use online system. Direct-Hit combines real-world short cut tests and quick fix information. Find Fixes Faster!

## Direct-Hit is where technicians find fixes faster.

- Direct-Hit was created by Identifix to share the knowledge generated from the 10,000 shops that call into the Repair Hotline each year.
- Nearly 3 million calls have been taken since 1987.
- Direct-Hit offers the largest source of Confirmed Fixes documented by our 39 factory trained, ASE certified master technicians.
- Over 1,000 new problems, with tests and fixes are added to Direct-Hit each week.
- Direct-Hit provides short cut tests that get to the fix faster than factory flow charts.
- Direct-Hit's Supercharged Search™ engine helps technicians cut through industry jargon by automatically searching on related symptoms and terms.
- Direct-Hit now includes the MOTOR Parts & Labor Guide.
- Direct-Hit is your best source for continually updated solutions to what's breaking on today's vehicles.



## Direct-Hit Will Drive More Business Into Your Bays

*"I can't just wait around for cars to break anymore."*

Do you agree with this shop owner, but like most don't have an effective preventive maintenance program for customers to keep your shop busy and profitable? Direct-Hit makes it easy to implement a **Preventive Maintenance program** with our customer friendly reports. Our reports help sell Preventive Maintenance services for you by educating your customers on **what** needs to be done with an explanation of **why** each item is important. In addition, Direct-Hit's Preventive Maintenance Plan provides your technicians with all

the labor times and specifications needed to perform each Preventive Maintenance task in a separate easy-to-print report. *Direct-Hit enables your shop and technicians to make money selling preventive maintenance.*



## Increase Revenue and Find Fixes Faster with Direct-Hit Today!

Get Direct-Hit for just **\$119** per month, per shop. That's just under \$4.00 a day! And if you sign up today you'll get the Direct-Hit **Introductory Offer** of **\$89** per month, per shop for the first 90 days of service.\*

## How do YOU subscribe to Direct-Hit?

Getting started is quick and easy. In 5 minutes you can have access to Direct-Hit. **PLUS...** we offer complimentary training that is convenient and interactive. **NO CONTRACTS REQUIRED!**

**For more information and a FREE demo, give us a call at 800.745.9649 and talk to one of our Direct-Hit representatives.**

\* Offer valid for first 90 calendar days of service. After introductory period, the rate of \$119 per month, per shop will be charged according to the standard Auto Service Experts Direct-Hit pricing. Payment options for this program are credit card or EFT. Introductory pricing is valid for new Direct-Hit customers only. All funds are in US Dollars.

**AUTO PRIDE**  
**AutoServiceExperts**

**IDENTIFI**X  
**DIRECT-HIT**

www.identifix.com | 800.745.9649 | Where technicians find fixes faster

# IDENTIFIX REPAIR HOTLINE™ HAS YOUR FIX – 800.288.6210

## *When you need a second opinion, call the Identifix Repair Hotline.*

It's like hiring a specialist for EVERY make and supplying you with EVERY piece of data available to help your Technicians fix virtually ANY problem that comes into your shop. When you need a second opinion, view us as an Extension of your repair shop. You'll benefit from:

**Technical Staff** – 39 Factory Certified, ASE Master Technicians, grouped into 5 carline teams, answer 250,000 calls a year — Our specialists answer calls ONLY on their carline specialty: GM, Ford, Chrysler, Asian and European Imports.

**Resources** – Access to over 9,500 original factory manuals for all makes 1980-Present, plus CD-ROMs and thousands of wiring diagrams!



### *Besides driveability, we specialize in...*

- Airbags
- A/C & Climate Control
- Anti-Lock Brakes
- Body Computers
- Component Locations
- Emission Failures
- No-starts
- OBD-II
- PROM-ECM Updates
- Ride & Traction Control
- Scope, Dual-Trace & Gas Analyzer Readings
- Service Reminder Lights
- Suspension & Alignment
- Technical Bulletins - OEM

## **How to Use the Identifix Repair Hotline:**

### **1. Call us toll-free at 800.288.6210**

Listen to the menu and PRESS 3 for the Hotline

**2. We will ask for** Your subscriber number (area code & phone number), Vehicle info: VIN, year-make-model, engine size, mileage & brief problem description

### **3. Your call will be transferred to the appropriate Carline Specialist Que**

At the end of the call, you'll be given a reference number. If you need to call again on the same vehicle/problem, your call is processed as a Top Priority Call. If possible, the same Specialist will work with you so you can start where you left off.

## **Identifix Repair Hotline for Auto Service Experts:**

Take advantage of one of the Identifix Repair Hotline plans. You decide which program works best for you and your technicians.

### **A La Carte - No Monthly Commitment**

Call 1 - \$ 31  
Call 2 - \$ 16  
Call 3 - \$ 8.50  
Call 4 - \$ 0  
**Fixed CAP : \$55.50\***

**Fax:** \$16.50 up to 10 pages per request.

As part of this program, shop is entitled to the following Repair Hotline pricing. No enrollment fee. No monthly minimum.



### **Direct-Hit Customers**

**Fixed Cost : \$33.00\***  
Per vehicle

**Fax:** \$16.50 up to 10 pages per request.

For Direct-Hit customers, when you use the Repair Hotline you will only be billed for the first call (even if additional calls are required to solve the problem) on each vehicle.

\* Pricing is based on same vehicle and problem. Pricing is limited to original equipped vehicles and does not apply to modified, chopped or damaged vehicles.

**For more information or to register, call 800.288.6210 and get started TODAY!**

Talk to a Specialist – 7 AM - 7 PM Central Time M-F

**IDENTIFIX**  
REPAIR HOTLINE

www.identifix.com | 800.288.6210 | Where technicians find fixes faster