

REPAIR HOTLINE REAL-WORLD FIXES FROM REAL-WORLD TECHNICIANS

In 1987 Identifix started out as an auto repair hotline, offering live technical assistance to professional shop owners and technicians seeking a trusted second opinion and additional expertise on various vehicle issues. More than 4 million calls later, our Repair Hotline is still providing personal service to customers across North America. And every piece of data collected, including short-cut tests and confirmed fixes, is documented and made available in our award-winning Direct-Hit system.

IDENTIFIX REPAIR HOTLINE SERVICE GUARANTEE

At Identifix, we are committed to providing you with accurate and complete vehicle diagnostic information, delivered in a professional and friendly manner. Our guarantee is simple: If you are not satisfied with the service you receive, you may request a full credit to your account for that repair order. Simply notify Identifix within 90 days of your initial Repair Hotline call, to give us time to research your claim and apply a credit to your account. Please note:

- ✘ *The original vehicle must be repairable to qualify for the Service Guarantee.*
- ✘ *Our Guarantee is not valid for modified, recovered, flooded, chopped or damaged vehicles.*

If you have any questions about our Repair Hotline procedures, Service Guarantee or your account in general, PLEASE CALL US AT (800) 288-6210.



HOW TO USE THE REPAIR HOTLINE

CALL US TOLL-FREE AT 1-800-288-6210, M-F, 7 A.M. – 7 P.M. CENTRAL TIME.

LISTEN TO THE MENU AND PRESS 3 FOR THE REPAIR HOTLINE.

A Repair Hotline dispatch associate will ask you for the following:

- ✕ VIN#
- ✕ Vehicle mileage
- ✕ Year, make, model and engine (if you don't have the VIN#)
- ✕ A brief description of the vehicle problem

We will give you an approximate time when a Carline Specialist will call you to work through your issue. **The benefit of receiving a call back is to allow our Carline Specialist time to research the problem so you can get to the fix faster.**

At the end of the call, you will be given a reference number. If you need to call again on the same vehicle/problem, your call will be listed as a "Top Priority" for a quicker response. We will always try to connect you with the same Carline Specialist so you can resume the process right where you left off.

DIRECT-HIT SUBSCRIBERS CAN PLACE A REPAIR HOTLINE CALL THROUGH DIRECT-HIT AND SAVE 10%.

You can do this on any page of Direct-Hit in one of 3 ways:

- ✕ The "Hotline" tab in the top navigation
- ✕ The link immediately beneath "Can't Find a Fix?" at the top of the page
- ✕ The "Contact Us" link at the bottom of the page where you can access our "Hotline Call Request" form

If you have any questions about our Repair Hotline procedures, Service Guarantee or your account in general, PLEASE CALL US AT (800) 288-6210.



EXPERTS IN GM, CHRYSLER, FORD, EUROPEAN AND ASIAN AUTOMOBILES

When you don't have time to puzzle through a tough problem, the Identifix Repair Hotline is staffed by over 45 OE factory-trained ASE Master, L1 Carline Specialists waiting to help. Collectively, our team of experts has taken hundreds of thousands of calls, on millions of unique vehicle issues. If it's new to you, chances are we've seen it before.

CURRENT REPAIR HOTLINE PRICING IS AS FOLLOWS:

- ✕ **First Call:** \$39.00
- ✕ **Second Call** (same issue): \$17.50
- ✕ **Third Call** (same issue): \$9.00
- ✕ **Fourth+ Calls** (same issue): No Charge

And yes, you're reading it right—you'll never pay more than \$65.50 for a single issue. Also, the majority of issues are resolved on the **FIRST CALL**. When you're tired of wasting time, be sure to give us a call.

NOTE: The pricing outlined above applies to all calls for the same vehicle and the same symptom, and is valid for 90 days after your initial request. Also, the Identifix Repair Hotline cannot support modified, recovered, chopped or damaged vehicles.



Solera

market • sell • repair • retain