



**Welcome to the first of the new Autologic Quarterly Newsletters. LogiCall is an informative and fun insight to what's happening in Autologic land, which we trust you will enjoy and contribute to over the coming months.**

Events have rocked the world over the past few months; from terrorist atrocities to mass immigration, from the re-election of the Prime Minister to a royal birth, from the loss of our Cilla to the success of 'Bake Off'. Motorsport sadly lost the talented Jules Bianchi and Justin Wilson, yet life goes on and new car sales are thriving and then there was the emission test software irregularities.

You'll be pleased to hear that the Autologic technical and software teams keep on doing what they do best, all of whom are highly motivated by our CEO and his team. Everyone has been hard at work developing a bright new future for this renowned diagnostics company, so the arrival of LogiCall on your doorstep couldn't be better timed.

The re-branding and new website are just the tip of the metaphoric iceberg, as Autologic leads the global diagnostic evolution of Pass Through. The Autologic Assist suite of services are growing, as technology and cloud applications emerge, enabling greater functionality of the already successful AssistPlus diagnostic device (*see centre spread*).

With vehicle manufacturers working towards the opening up of Pass Through programming files for independent technicians, the whole world of third party repairs is transforming and our technical support team are here to help you every step of the way.

Speaking of technology, we have a new team of IT geeks working all hours in the development of on-line services. They call it 'back-end' stuff; evidently we will not appreciate the time and effort that they put in to provide access to a simple user friendly portfolio of information that will be available to you, our customers.

Soon you will have access to support files, technical updates, help pages and fast on-line tech support without delays. In addition you will be able to share your latest fixes or news of software updates to your Autologic peers and benefit from a new reward programme that will be commercially beneficial yet fun! As they say in the dark room of IT... "we'll let you know when it's ready".

Our AssistPlus device has been in the marketplace for just 3 months, recording sales in excess of 1,000 and naturally we have users seeking training and those who are keen to demo this cloud-connected, 5 megapixel tool. Whilst we had intended to run a couple of GTG sessions, we have decided to come to where you are. The Autologic Roadshow will be visiting most major cities from February to March next year, so keep your eyes peeled for an email invitation coming your way in the next few weeks. In addition our technical brand champions are writing advanced courses that will be held at GTG's exceptional training facilities in the Midlands.

The latest UK version of the Autologic Assist Datasheet is available inside as a pull out for you to keep or pass on to a colleague.

There's not enough space to explain everything that's going on, but turn the page to discover more.....



# Meet the Team Tony Gill - Operations Manager



Born in Perivale West London, Tony is an instantly likeable typical Londoner, with a positive attitude to both his work and social life. Educated at Northolt High School he excelled in Physics, Chemistry and Technical Drawing, but admits to disliking Maths, which is strange given that he spends much of his day working with complex spreadsheets!

As a youngster he was introduced to automobiles through his love for military vehicles and spent many hours building Airfix models. When he later joined the Army he got the chance to play with the real thing, as a Main Battle Tank Mechanic, it was here that he first cut his teeth on Land Rovers.

Since leaving the military, Tony worked for Land Rover main dealers, before joining Autologic. Like many of the Tech Team Tony has had a long association with the company, initially as a Land Rover trainer, until he joined permanently 7 seven years ago.

Tony dedicates most of his time to the family, just as well given that his wife has just given birth to twins (one of each), an addition to their 2 year old son (we'll expect him to start looking more tired in the office from now on!).

As a motorsport enthusiast (aren't we all – Ed) Tony loves Aston Martin and TVR road cars and owns a TVR Griffith 500. With 3 little ones to feed and bathe the chances of trips to race tracks will be limited, so he's likely to catch up on Eurosport when they're asleep.

Tony, who is proud of his well –deserved promotion to Operations Manager explains “Even when I was working in a Land Rover main dealer I found it rewarding to help colleagues and apprentices to diagnose problems on cars and teach them how they could do this for themselves in the future. In my new role as support operations manager I will be looking at how Autologic is doing this for our customers.”

We tried to get him to spill some tales about customers, but his professional manner resulted in only commenting on his admiration for overseas customers who go to enormous lengths to fix cars when (unlike in the UK) spare parts aren't readily available. “It makes me smile when I discover how they get around problems, but they're always chuffed after our assistance, when the ignition fires up.”

Tony will be part of the on the Autologic Roadshow in the new year (if all goes well with the twins – Ed!).

## You Tell Us - we write it!

### What would you like to see in the next issue of Logical?!

We're keen to hear from you, so let us know what you're up to and we'll try to include the best bits!

Here's a few ideas but we welcome your input:

- How is AssistPlus benefiting your workshop?
- What new features would you like to see introduced?
- What are the toughest fixes you've undertaken?
- Got any fixes that you'd like to share?
- The funniest request from a customer!

Ideas and stories can be emailed to: [logical@autologic.com](mailto:logical@autologic.com)

Those with accompanying photos are likely to get priority - but keep them clean (unless it's an oily engine)!



Autologic Assist has a new YouTube channel containing an array of videos to provide a portfolio of audio visual informative help guides. They are filed under 'playlists' for each language narrative.

Our newly designed 'top n tail' features a fast car on the American highway at sunset, with music and effects created by local designer Matt Halliday.

The 'onboarding video' was produced to assist new customers (UK, US, Germany, Spain, Australia) when setting up their AssistPlus device. This includes the latest simplified registration process, making the user experience even easier, on opening the Nanuk military specification IP67 rated NK-7 resin case.



The Autologic Channel can be found at <http://bit.ly/autologicvideo>. The actual url is hardly memorable, but we will get our own url to allow for a simple search, once we've gained 500 followers...so get viewing and following folks!

**WE ARE  
MACMILLAN.  
CANCER SUPPORT**

The last Friday in the month is usually "Pizza Day" when the Technical and Software Team at the Oxford HQ enjoy a free slice or two at lunchtime.

On Friday 25th there was a transition from savoury to sweet, in support of the Macmillan Coffee Morning. Everyone got into the charity spirit and tucked in to a variety of quality 'Bake Off' style cakes Marcus and Jacob organised the 'event' creating competitions, raffles and influencing donations in a fun yet motivating manner.

The end result was a surprise to us all. We raised over £300 for Macmillan Cancer Support, within a two hour period, which proves that guys do like cakes!



# Assist Online - Helping us to Help You

We understand that you need a fix solution as quickly as possible to speed the repair time and improve the flow of vehicles through your workshop. The benefit of the AssistPlus WiFi capabilities enables you to provide detailed information of the vehicle and a description of the fault, that you are encountering, to be sent to our Tech Team prior to speaking with them. You can either use this function on the device (Assist Portal) or via the User Area on the Autologic website by clicking Get Support (Assist Online). You can even upload images and screen captures to highlight the issues that you are experiencing. You even have the option of requesting your preferred contact method - phone or email. This means that you receive a call from a pre-prepared technician, saving you time and reducing your support allowance.



## Benefits to You

- Ensures our technicians have all the relevant information to begin researching the case before calling or emailing you with advice.
- Gives you the opportunity to request email support to better fit into your work flow.
- We call or email you when your queue position comes, resulting in less time spent on hold and cost of the phone call.
- Ensures the information we have is correct, especially with VIN and fault codes which can easily be misheard over the phone.
- AssistPlus automatically fills in information for the current diagnostic session saving you time.
- With AssistPlus you can include supporting information such as photos, screen captures, videos, reports which helps us to help you faster.

## Device Comparison.....time to upgrade?

Features			Assist Plus Benefits in Detail
Programming			via J2534 device (Provided in-box in USA and Europe)
Separate Fee for each Brand			AssistPlus comes with up to 14 VM Brands Included
Module Coding			Full variant coding and configuration including key coding
WiFi			Assist OTA - ensures latest software updates at all times
Integrated Battery			Lithium Ion battery with @ 3 hours operating time
Multi Screen			Work on two active applications at the same time
Camera			5 mega-pixel supports video
Assist Portal Allows Scheduled Call Back			Provide vehicle data and issues to help us to help you faster
Vehicle History Data			Records VIN of each vehicle you repair
Cloud Storage			Access to your images and files anytime
Access to 3rd Party Data Resources			Integrated web browser
PDF Viewer			View images and diagrams and save in the File Manager
Remote Device Control			Assist Rescue 'brings' our technicians to your workshop
YouTube Dedicated Button			YouTube button provides access to quick fix videos
Guided Pass Through Assistance			Designated J2534 button providing guidance and 'how to' info



# autologic

## FAULT TO FIX - FAST

### Assist

Autologic provides independent workshops with everything they need to diagnose, repair and maintain European vehicles quickly and profitably.

### SAVE UP TO 2 HOURS PER DAY

Autologic Assist, is the industry's first fully integrated diagnosis support system combining dealer-trained technician expertise with state-of-the-art technology and access to online databases of third party vehicle information.

By combining various key elements to address the ever-increasing complexity involved in diagnosing and repairing European cars, Autologic Assist enables users to find **faults** and **fix cars fast** with fewer mistakes. Our customers claim a 1 - 2 hour daily saving, resulting in cost savings of up to £16,500 per year.

Autologic Assist is a suite of capabilities that joins expert knowledge and service with innovative software delivered via a multifaceted, single-screen device. The simultaneous integration of data resources and superior diagnostic tools with real-time access to Autologic's 50+ European dealer-trained master technicians provides workshops with a complete advantage in their approach to automotive diagnostics.

### FIX CARS FAST

- Save 1 - 2 hours daily
- Reduce turnaround times
- Increase vehicle through flow
- Enhance customer satisfaction
- Grow revenue and profits

### 2015 STATS TO DATE

- Fixed more than 300,000 issues
- Identified 850,000 fault codes
- Supported 1,000+ vehicles models worldwide
- Serving customers in 120 countries

## YOUR AUTOLOGIC ASSIST SUITE OF CAPABILITIES

Autologic's technical experts around the globe bring decades of experience in working with BMW, Mercedes, VW, Audi, Jaguar, Land Rover, Peugeot, Citroen, Renault, Dacia and Volvo.

### AUTOLOGIC ASSIST

#### TECHNICAL SUPPORT

#### ASSIST CALL

For those panic situations when you need a guiding voice fast. We'll find you the right Technical expert to guide you through to a fix.

#### ASSIST ONLINE

Feed the Tech Team with detail via AssistPlus or website. Select contact route (call or email). They'll get back to you with comprehensive answers.

#### ASSIST RESCUE

Allow our expert Technician to view your AssistPlus screen and talk you through the next steps on the road to detecting the right fix.

#### ASSIST CAPTURE

Use AssistPlus to capture still or video pictures and save them in your Assist Cloud. You can share these with the Tech Team via email if required.

#### ASSIST J2534 PASS THROUGH

Pass Through can be a daunting process, especially if you are dealing with multiple vehicle brands. Assist will guide you through the complex process towards the best fix.

#### ASSIST OTA

AssistPlus is cloud-connected meaning the latest Assist Software is instantly available, eliminating lengthy reinstall procedures. So you are up-to-date with the latest info at all times.



# autologic







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## AssistPlus



## FAULT TO FIX - FAST

AssistPlus is the cloud-connected diagnostics device that enhances and extends the Autologic Assist suite of capabilities - providing you with software, service and hardware within one fully integrated solution.

### Technical Specifications

AssistPlus is fully integrated with our Autologic Assist suite of services, giving you the support of over 50 European dealer-trained master technicians.

<b>Hardware</b>	
Display	13.3", 1366 x 768, touch sensitive
Connectivity to vehicle	26 pin D-sub to OBDII - OBDII to legacy connectors
Wi-Fi	b/g/n
Ethernet	10/100 Mbps
USB	2 x USB A, 1 x USB B
Audio	Integrated speaker & microphone, audio jack in/out
Camera	5MP supports video
Battery	3 hours (approx.) Recommended ambient charge temp. below 35°C (95°F)
Power supply via AC 12V DC adapter	12V DC supplied by either - 110/220V or OBD II cable from car
<b>Software</b>	
Operating System	Microsoft Windows 8.1 Standard - 64 bit
Web Browser	Y
PDF Viewer	Y
File Manager	Y
<b>Diagnostic Features</b>	
Graphing	Y
Live data	Y
Remote diagnostics	Y
Module coding	Y
Guided special functions	Y
Cloud based info system	Y
J2534 Pass Through	Y - Requires external J2534 unit & PC
<b>Physical Characteristics</b>	
Operating Temperature	0 - 45°C (32 - 113°F)
Optimum Performance	16 - 25°C (59 - 77°F)
Dimensions (W x H x D)	350 x 239 x 126mm (including handle)
Weight	1.4Kg
IP rating	IP42
<b>Warranty</b>	1 Year

### What's in the Box

- Your AssistPlus device
- Mains charging lead
- OBDII cable - compatible with supported automotive brands
- AL J2534 Pass Through device (EU only)
- Presented in a IP67 rated military specification protective case
- Your AssistPlus Quick Start Guide is available on YouTube



### Full vehicle history on device

- AssistPlus records the VIN of each auto that you repair
- Giving you access to past tests and previous diagnostics work
- Builds customer confidence and satisfaction

### Touch-Screen technology

- The latest high resolution touch screen technology
- Split-screen interface provides side-by-side applications
- Actively operate 2 different applications at once
- Run diagnostics whilst viewing web pages or video

### All your files synced in the cloud

- All the reports and media files are stored on AssistPlus
- We sync all of your files to your AssistCloud account
- Access your reports with any mobile device or PC (coming soon)

### Video and stills recording and playback

- Integrated 5-megapixel camera
- Take stills and record video directly on your device

### Built-in PDF viewer and YouTube player

- AssistPlus comes with its own PDF viewer
- Review documents and videos as you work on YouTube

### Integrated battery

- AssistPlus has an integrated Li-ion battery
- No need to reboot when switching between vehicles

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# As Bob Dylan said....

**I used to have a Nokia 6310i, probably the best mobile phone I've ever owned.** It allowed me to talk to people around the world and by today's standards it had an unbelievable 17 day standby time and incredible 7 hours talktime. It had fantastic sound quality, included a voice recorder, clock with alarm and stop watch and a calculator. It boasted a 500 contact database and it even had Bluetooth!

I was invited to have my name engraved on a small slide in piece of metal (free of charge) that was easily affixed to the toe of the phone, providing personalisation, plus the benefit of ease of identification, when so many people were using the same model – due to its popularity.

I was happily calling and texting all day long and never had to ask colleagues if they had a spare charger! In short it was a revelation, looked slick and fitted neatly in my pocket. It came with me wherever I went and took a few knocks on route, but it kept on working brilliantly for years. Oh, did I mention how much the tariff was...agh!

Since then things have moved on. Whether the rapid improvements in technology and today's instant communication driven norm are better is open to debate. Having to charge one's SmartPhone every evening (at a minimum) is hardly an improvement, but until battery technology makes a huge leap, there is only so much they can accommodate given the multifaceted functionality today's mini computers offer. There's no way I could survive without emails on the move and I guess the colour screen is a nice to have. As for the kids, well there is no comprehension of a device that doesn't enable social media updates by the second, a mega pixel camera that provides photo quality once deemed elitist (and mega expensive) by professionals. And the monthly cost? Tiny by comparison to the old days and quickly absorbed as the most essential of outgoings, for those who can touchscreen text and add photo attachments, without looking!

I've spent much of my career within the mobile telecoms and software space, so keeping ahead of market needs and trends, is commonplace. 'The Internet of Things' being the latest buzz title that has followed 'Converged Technology' and 'Unified Communications'. Frankly they are all one and the same. It's sensible and efficient use of available hardware and software that enables us all to do more - faster and communicate with others in real time (i.e. right now!). The lesson is simple; if you just want to talk and text find an old 6310i, but to move with the times you need a SmartPhone!

So back to my desk. As a recent arrival at Autologic, the pioneers of intelligent diagnostic systems for European cars, I have quickly got up to speed with the history, the present and future opportunities for our customers. Autologic's industry leading legacy devices provided independent garages the chance to challenge the dominance of OEM Dealers, which unsurprisingly didn't go ignored by the multi-billion turnover global brands that fill our TV screens with slick advertising and line their showrooms with gleaming new motors.

The fact is that the trusted mechanics of old, have a tough time resolving issues surrounding the mysteries that are 'mobile computers'. They need to get up-to-speed with complex wiring, multiple ECU's and the finite intelligence, that is kept under lock and key within vehicle manufacturers' research and development offices.

So, like the trusted old Nokia, technology and methodology move on - no less true for the vehicle that you drive or repair today. Vehicle Manufacturers are constantly enhancing the technology in their fleet, faster than ever before.

Thanks to automotive organisations, authorities and legislation, the car manufacturers have all agreed to new standards. SAE J2534 is the communications standard which they have adopted, that enables compliant devices to reprogram vehicle ECUs. Legislation in both the USA and European Union (with more regions to follow) requires vehicle manufacturers to provide diagnostic and reprogramming applications compatible with J2534 devices, such as the Autologic AssistPlus J2534 interface.

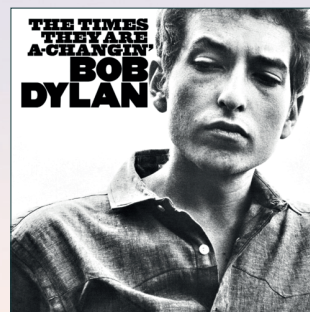
The Vehicle Manufacturer's now release ECU software revisions via their technical web portals, available to all workshops with a subscription and J2534 Pass Through device. However, whilst there is a common understanding, the updates are facilitated by the manufacturers through a variety of differing processes. For instance the way in which BMW shares information, will differ greatly from that of Audi, so even though the J2534 device is common, the software applications and the steps to follow are far from straight forward.

Where does Autologic sit within this evolution? The answer is where it's always been as the pioneers in supporting the independent vehicle repair sector. Autologic's highly skilled software development team continue to provide Fault to Fix answers and, keeping ahead of the times, provide their results and assistance via the new website and password secure web portal 'Assist Online'. This provides the time saving opportunity for technicians to 'Self Help' – finding solutions to common problems.

Autologic is the only one-stop-shop solution that guides its customers through the entire J2534 Pass Through procedure, a fractious environment consisting of 4 segments: the OEM web portal > your PC > the J2534 interface > the vehicle under diagnosis. There may be an accepted standard, but it is far from easy to navigate, which is why the Autologic Assist suite of capabilities includes Guided Pass Through, once more pioneering the way forwards.

Autologic's latest AssistPlus device provides you with the diagnostic tool to find faults and seamlessly integrates with the Assist set of capabilities to help you fix the faults – FAST!

And when it comes to those faults that need the security and confidence boost of talking to a Master Technician, the Autologic's Assist programme gives you access to the team of engineering veterans with the latest skillset, to provide the advice you need to get your customer's car back on the road – ensuring that your vehicle through-flow is more efficient, increasing your profitability and building greater customer satisfaction. WIN WIN!



So as Bob Dylan once said **“The times they are a changing”** and if you don't embrace the latest technology you're liable to get left behind. But you can stay ahead of the game with Autologic – we'll get you to the finish line faster!



# Top Fix - VAG



## Vehicle jerks during strong acceleration – 2.0L 4V TDI

### Introduction

This procedure explains the symptoms and faults associated with the vehicle jerking during strong acceleration and how to fix this fault.

### Vehicles affected

This fault affects all VAG vehicles with 2.0L 4V TDI engines.

### Complaint and symptoms

The customer's complains that the engine judders and the vehicle jerks when they accelerate strongly.

### Cause

There are a variety of cases for this fault which you may need to investigate.

### Repair procedure

#### **Investigating and fixing faults associated with the engine juddering**

Follow these steps below to repair the fault:

1. Try to reproduce the customer's complaint so that you are sure that it is associated with the fault described in this technical journal.
2. If fault codes are logged in the engine control unit, use your Autologic and follow the repair manual to fix these faults.
3. Read the Measured Value Blocks (MVBs) 18 and 23 and compare them with the specified values because the fault happens during driving. If you find that all four displays in MVB 23 show values over 90, this can mean fuel supply issues. If you find that only individual displays have a value over 90, this means a leaking tapered support in the cylinder head.
4. Check the fuel pressure on the tandem pump according to the repair manual. If possible, check the fuel pressure when the vehicle jerks while you are driving it.
5. If the tandem pump does not reach the necessary fuel pressure, check the following items before you replace the pump:
  - Seals on the pump injector units
  - Fuel filter
  - Fuel pipes
  - Fuel pump in the tank
6. When the fuel return is closed, make sure that enough fuel pressure can be reached even if the fuel filter is very clogged up.
7. If the seals on the pump injector units, the fuel filter, the tandem pump, the fuel pipes and the fuel pump in the tank are definitely correct or if the necessary fuel pressure is not reached when driving, check the tapered support of the pump injector units.
8. Remove the pump injector units and inspect the tapered support for damage, for example it can be worn or oval. Also inspect the tapered support for any visible leaks which give soot marks.
9. If the tapered support in the cylinder head is damaged you need to replace the cylinder head.

*NOTE: You can always reuse the tandem pump's injector units.*

**CAUTION! You must follow the instructions in the manufacturer's repair manual using the correct special tools when you install the tandem pump. Use new bolts with part number WHT 003 179 for the pump injector units.**

Let us know if there are any fixes you wish us to explain and highlight in the next issue of **Logically**.  
[logically@autologic.com](mailto:logically@autologic.com)

## Software Update News

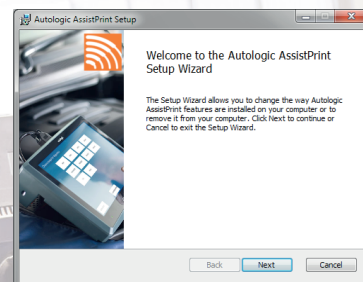
Following successive testing and bug fixes by our developers, the Autologic software team are consistently working on further developments to the OS, based on feedback received from AssistPlus customers.

All software updates are available OTA (over the air) to AssistPlus users. When your AssistPlus device starts up it will notify you if there are any new updates available - simply select the 'download updates' button on the bottom left of the screen and the latest version(s) will be activated.

In the past 2 months improvements have included:

### v1.3

- Improved webpage functionality: zooming, scrolling and browsing improvements
- Webpage improvements allowing additional windows in a new web browser tab
- Improved camera frame rate, preview and recording quality
- Improved video playback
- Memory Manager - advises you when reaching peak levels
- AssistPrint: A new application that can be downloaded onto your PC (from the website User Area) to support the AssistPlus print function, allowing you to print files, reports, screen captures and more, direct from your device



### Golf 7

Developed covering variants and functions for 2013 and 2014 model year vehicles. This includes dynamic data, module information, fault codes, adaptations and routine functions across the range of drive, body, chassis and infotainment systems installed on the latest VW Golf platform.

Engines covered with this new release include:

- 1.2 TSI (CJZA/CJZB)
- 1.4 TSI (CHPA, CMBA, CPTA, CXSA, CPVA, CPWA)
- 2.0 TFSI (CHHA, CHHB)
- 1.6 TDI (CLHA, CLHB, CRKA, CRKB)
- 2.0 TDI (CKFB, CKFC, CRBB, CRBC, CRMB, CRVA, CUNA)

Gearboxes covered:

- 6 speed direct shift (0D9)
- 7 speed direct shift (0AM)

### v1.4

- Improvements to the AssistPortal, allowing saving of user details
- Screen calibration function added to the UI settings panel
- Improved and simplified first time setup procedure
- Simplified keyboard layout with improved functionality and stability
- Web-browser cookie integration for saving usernames and passwords on website

You can find news of the latest software releases on the Autologic website under the Community tab – News:  
[www.autologic.com/news/company](http://www.autologic.com/news/company)



# Back Slap!



## A dapper farewell...

...suits you sirs!

Last Friday the guys on Tier 1 said goodbye to their team mate Pasquale, who was recently promoted to join the VAG Tier 2 team. You may know him for his Audi know-how and Italian charm, but in the Autologic office he is famed for the crisp 3-piece suits he wears daily.

To send him off in style, the Tier 1 boys and self-proclaimed Autologic 'pin-up' Keith Witherspoon dressed to impress on Friday, rocking their own dapper getups and slim ties in Pasquale's honour. We wish Pasquale all the best in his new role within the VAG team and may he continue to inspire such elegant dressing in his fellow associates, whilst providing you with smart support!

*Martin asked me to pass on his thanks to the Mercedes Benz software team who worked on an SCN request. It really was much appreciated as it got Martin out of a hole. Adrian and Lee went the extra mile. Well done fellas.*

Martin Morris Technical Services Ltd

**BITS**

**WE**

**LIKE**

## Timo's Corner

Don't be a fool,  
Use our new tool!  
The BlueBox was fine,  
If a little out of time.

The new box is great,  
And does many fine tasks,  
It diagnoses seven marques,  
With 50 technicians to ask.

Programming has changed,  
With passthrough to use,  
It's a variable subscription,  
So the time you can choose.

There's also WiFi,  
For updates and help  
Report any issues,  
Or solve them yourself;

Help topics is vast,  
To cover all cars,  
Manufacturer level,  
Or call us and ask,

There's also a camera,  
With video too,  
And access to YouTube,  
To help guide you through.

There's a battery fitted,  
To save on wires,  
And Cloud based storage,  
To save all your files.

So give us a ring,  
To talk through the tool,  
It's a great bit of kit,  
In the market; it rules!

*First time diagnosis.  
Brilliant work. First  
time fix is great.*

Rogers Of Bedford

*Oliver called to say  
thank you to Lawrence  
for his help and assis-  
tance. Vehicle fixed and  
is very happy.*

Bavaria Cars

*Kul praised Duncan and  
Chris for their help and  
assistance on PT set up.  
Said they were both really  
helpful. Well done chaps.*

ESP Servicing

*Simon wanted to let us  
know that he is really happy  
with the platform. He is glad  
he could get on board with  
us as he has been looking at  
buying Autologic for a few  
years now.*

Newnham Park Garage

## Germany

Tacetin Toparlak is the owner of specialised garage Erichsen Motorinstandsetzung, in the countryside of Hannover employing 12 mechanics. Erichsen are specialists in engine overhauls, all kinds of diagnostics and maintenance services of all cars. Tacettin (centre flanked with Autologic's Olaf Jensen and Jeremy Fry) has been working very successfully with Autologic AssistPlus utilising multiple vehicle brands for more than a year.



## Australia

If being jealous of Melbourne based Matt Douglas wasn't enough, our Australia Country Manager set off on a whistle stop tour of New Zealand for a week in September. The trip started in Auckland to meet local distie Bryan Garnham for the first well attended event at the Remuera Golf Club. Day 2 was spent in the prosperous city meeting more garage owners. Day 3 commenced with a 7 hours drive south to Wellington for a presentation at the Capital Gateway Motor Inn, in the presence of leading members of the Motor Trade Association New Zealand. Day 4 provided some sight seeing in Christchurch to witness the devastation caused by the earthquake back in 2011, prior to another Roadshow at The Ferry Ale House (even more jealous - Ed). Day 5 was a 5 hour drive further south to Dunedin for the evening show within a purpose built auditorium at the Otago vehicle polytechnic in Dunedin. Matt reported back on a very



successful week in a country with a population less than London (only 4.5m) but whilst it was great to see the photos of the new banner stands and an attentive audience we were hoping for something like this (see left)!



## North America

This month Autologic announced the appointment of Joseph P. Fiorentino (right) to the post of General Manager – North America. In this role, Fiorentino will oversee the Company's business operations and sales throughout North America.



Concurrently Kevin FitzPatrick, who was pivotal in cementing Autologic's US distribution agreement with WORLDPAAC, was named President. Both guys will be presenting the benefits of the Autologic Assist suite of services to delegates attending AAPEX in Las Vegas early November. If you're on route to the show please visit the Autologic Stand #468 and say hi to Joe and Kevin, who will be flying in from our New York office.

## UK

The UK Sales Team have been on a demo tour up-north taking in; Stirling, Falkirk, Aberdeen, Aberlour, Peterhead, Glasgow, Carlisle, Newcastle and Stockton on Tees. Early starts and long days, due to the many miles covered, resulted in tired looks on their return south, but everyone agreed that it was a very positive tour, meeting new, existing and potential customers.

In support of our newly established distribution deal with Euro Car Parts, the guys also represented Autologic at a well attended open evening at the Sunderland branch. ECP have selected AssistPlus to extend their workshop offering, which with 190 branches across the UK, will help us to further extend our growing customer base.

