We offer dedicated technical support!

Our UK based diagnostic support centre can help you with the following:

- Locating information within the product
- Clarification of manual procedures
- Assistance with OEM fault codes and descriptions*
- Setting up the product; garage details; customer details; preferences
- Assist with sourcing information from OEM which is not covered*

Call us on: 0845 6066512

*Some exceptions may apply.
Snap-on Information System Maintenance and Repair Data

MAINTENANCE

SERVICE SCHEDULES
SCHEDULE GUIDANCE
MAINTENANCE PROCEDURES
Battery disconnect/reconnection
Electronic parking brake
Service indicator reset
Start/stop deactivation
Tyre pressure monitoring system
Windscreen wipers; service position

REPAIR DATA

ENGINE, TRANSMISSION, STEERING, SUSPENSION, BRAKES, EXTERIOR AND INTERIOR
Adjustment data
Engine settings
Engine electrical components
Wheel alignment
Brake dimensions
Emission data
Tyre sizes and pressures
Torque settings
Lubricants and fluids
Engine
Cooling
Transmission

User Benefits

FAST VEHICLE SELECTION WITH VRM
MOBILE FRIENDLY LOGIN FROM ANYWHERE
THOUSANDS OF TECHNICAL DRAWINGS & REPAIR MANUALS
UNIQUE SMART CASES AND GUIDED DIAGNOSTICS (VESA II)

Snap-on Information System Maintenance and Repair Data

The benchmark in comprehensive technical information for your workshop.

Snap-on Information System Maintenance and Repair Data

Snap-on Information System Maintenance and Repair Data is an intuitive, easy-to-use system, refined over years of development. It covers most of the essential mechanical repair information.

The key to data is not just its quality, accuracy, usefulness and relevance but also how it is presented for the benefit of its intended users.
Identification data

Finding your vehicle is easy.

Identification code locations provide you with the recommended method to specify your vehicle. Snap-on Information System Maintenance and Repair Data features various search options such as engine code, European Type Approval and VIN. Depending on the country, a number plate search is also available.

Features

- VIN and identification plate locations
- VIN decoder
- Equipment codes

Maintenance

Clear, comprehensive and, above all, helpful.

A single overview of the OEM service intervals enables a quick selection of the required service.

Service item intervals allow quick access to maintenance information (time and distance) for specific components.

Full maintenance schedules, which are

Continued on next page
printable for convenience, are provided for make – model – derivative, presented by intervals and broken down by subject (engine, brakes, etc.) or location (engine compartment, under the vehicle, etc.).

Additional work is also displayed, following the OEM recommendations. All tasks have a corresponding OEM code and time. The total time is also displayed at the top and bottom of the page.

A unique feature is the availability of logical follow-up tasks which makes it easier to complete the work sheet.

**FEATURES**

- Maintenance schedules (OEM-based)
- Printable work sheets
- Smart links to adjustment data
- Links to parts
- Follow-up tasks
- Additional tasks
- Service times
- Service indicator reset manuals
- Timing belt renewal intervals
- Tyre pressure monitoring system procedures
‘SMART’ LINKS

Where necessary, there are links to detailed and annotated technical drawings of components or adjustment values, as well as to subsections relating to additional aspects of the task.

There are instructions on how to disconnect and reconnect batteries, and on resetting service indicators and tyre pressure monitoring systems.

Available ‘smart’ links to main subjects:

- ADJUSTMENT DATA
- LUBRICANTS AND FLUIDS
- REPAIR MANUALS
- REPAIR TIMES
- TECHNICAL DRAWINGS

Available ‘smart’ links to other features and subjects:

- Body and paint report
- Vehicle inspection report
- Tyre inspection report
Repair data

‘Comprehensive’ doesn’t begin to describe the extent of the information contained in this section of Tech.

The specifications provided range from torque settings to cylinder firing order, from idle speed to NOx emissions, and from cooling system cap pressure to rear brake disc thickness.

**FEATURES**

- Ancillary drive belt ✓
- Wheel alignment ✓
- Emission data ✓
- Tyre sizes and pressures ✓
- Torque settings ✓
- Air-conditioning service connectors ✓
- Capacities ✓
LUBRICANTS AND FLUIDS

All oil and fluid specifications in one view.

All conceivable specifications are provided here, conveniently linked to related data for ease of use, and featuring technical illustrations showing the location of filler and drain plugs.

FEATURES

- Qualities and viscosities
- Capacities and torque settings
- Location of filler and drain plugs
Snap-on Information System Maintenance and Repair Data

**REPAIR MANUALS**

Detailed, step-by-step repair and service instructions.

Snap-on Information System features detailed, step-by-step repair and service instructions for those tasks which, while being relatively routine, require specific procedures for the car in question. Again, Snap-on Information System provides technical illustrations and, where necessary, reference numbers identifying special tools. In this way, Snap-on Information System helps boost productivity and improve workshop flow.

### FEATURES

- Timing belt; removal/installation ✓
- Timing chain; removal/installation ✓
- Ancillary drive belt; removal/installation ✓
- Clutch: removal/installation ✓
- Manual transmission; removal/installation ✓
- Cooling system; drain/refill ✓
- Diesel particulate filter ✓
- Battery procedure ✓
- (Semi-) automatic transmission fluid level check and drain/refill ✓
REPAIR TIMES

A more realistic timeframe.

Snap-on Information System expands official (OEM) repair times to take account of associated tasks, making its data more helpful and relevant in the real world. The module contains numerous included tasks for overlap calculation. By listing follow-up tasks we ensure that no labour times are overlooked. This helps to maximise workshop revenue.

FEATURES

- Overlap technology
- Specific and generic times
- Follow-up work
- Links to parts
General features

COST ESTIMATE

The cost estimate is the starting point for quick estimates on the basis of intelligent links between data, repair times and parts. The result can be easily exported to be used in the part ordering workflow.

Key features:
- Combined overview of selected maintenance and repairs
- Option to add jobs and parts manually
- Easy export functionality
TECHNICAL DRAWINGS

Over 100,000 high-quality technical drawings.

A picture is worth a thousand words. Snap-on Information System has over 100,000 high-quality technical drawings in its database. Far from being generic images, these are bespoke illustrations with featured parts highlighted for ease of identification and the option to link directly to a shopping cart in a parts catalogue. Torque settings are indicated in the drawing to ensure that the correct torque is used for the specified bolt/nut. There are also notifications for bolts/nuts which must be renewed and of any requirement for using locking compound.

FEATURES

- Links to parts
- Torque settings
Recalls

Ensure that the vehicle conforms to safety standards by informing the customer about potential safety recalls for their vehicle.

**FEATURES**

| Safety related recall actions issued by OEM | ✓ |
| Link to fault codes and related cases | ✓ |
An innovative application which guides technicians to a rapid, precise identification of system and component errors.

Snap-on Information System Electronics

Electronic data has always been an important aid to workshops. Nowadays, with electrical systems and advanced technologies becoming an ever more significant feature in modern cars, it has become essential. At its heart sits Vehicle Electronics Smart Assistant MK II (VESATM).
VESAMK II GUIDED DIAGNOSTICS

An innovative application for electronics diagnostics.

Probably unrivalled in the aftermarket arena, VESA is an innovative electronics diagnostics application. It is based on vehicle CAN-Bus data and helps technicians diagnose faults and component errors. It takes an OEM’s often bewildering and unfamiliar wiring schematic, converts it to a clearer, more readable format and then zooms in on the component and wiring under consideration.

Example A

DIAGNOSTICS BY COMPONENT

[Engine tab]
1. Select systems
2. Confirm selected systems
[Electronic systems page]
3. Select component

Continued on next page
4. Answer the questions with yes or no until the component diagnosis is completed.

5. or click in the wiring diagram to access the information for the selected component or fuse/ground point.
Example B

DIAGNOSTICS BY CAN-BUS COMPONENTS

OVERVIEW

[All electronic systems tab]
1. Select systems
2. Confirm selected systems

[Electronic systems page]
3. Select CAN-Bus overview tab
4. Select signal

Continued on next page
5. Answer the questions with yes or no until the component diagnosis is completed.

6. or click in the wiring diagram to access the information for the selected component or fuse/ground point.
Example C

DIAGNOSTICS BY FAULT CODE

[Overview page]

1. Add a fault code or multiple fault codes, separated by commas
2. Select a system

[Electronic systems page]

3. Select a fault code description or select Combined diagnosis of the above

Continued on next page
4. Answer the questions with **yes** or **no** until the component diagnosis is completed;

5. and/or click here to go to the next fault code diagnosis

**FEATURES**

- Diagnostics wizard
  - ✔
- Wiring diagrams for engine management, ABS and ESP
  - ✔
- Wiring diagrams for EPS, air conditioning, climate control
  - ✔
- Fault codes (manufacturer's and EOBD)
  - ✔
- Fault code link to Smart module
  - ✔
- Component and grounding point location
  - ✔
VESA MK II Guided Diagnostics | general features

LOCATION

Component locations directly accessible from component diagnostics.

PICTURE

Generic picture of the selected component.

COMPONENT INFORMATION

Detailed technical information.

Component information covers technical details about the selected component. It covers a functional description and generic scope images (if relevant).
Wiring diagrams

**COMFORT WIRING DIAGRAMS**

Clear, ‘localised’ wiring schematics.

Clear, ‘localised’ wiring schematics for all key vehicle features, with wire and component trace functionality for fast, efficient, first-time fixes.

**FEATURES**

- Wiring diagrams covering electrical systems/components, e.g. door locks, windows, windscreen/headlight wash/wipe, airbags, exterior lights, starting and charging
- Pan and zoom functionality
- Highlight functionality to trace corresponding wires and components
Fuses and relays

Clear fuse location and identification feature.

The electronics module is packed with essential information, typified by this clear fuse location and identification feature. Fuse boxes may be installed in various locations on a vehicle, making them more difficult to find. Using the data in Fuses and Relays minimises the time spent on searching.

Fuse locations are also accessible directly from the wiring diagram.

Warning lights and indicators

An extensive list of possible warning lights.

Specific to each manufacturer, with a short description and solution.

- Make-specific overview of available warning lights
- Covering both the European and the US car parc
Electronic Procedures

**BATTERY: PROCEDURES FOR DISCONNECTION/RECONNECTION**

Disconnecting/reconnecting a battery **used to be** a straightforward task.

In modern vehicles, the procedure is more complicated. The technician needs to know what procedures to follow after reconnecting a battery. This will prevent the customer having to return the vehicle to the workshop due to errors in systems such as parking assistance or power windows. Due to the growing number of hybrid vehicles on the market, technicians also need specific instructions on how to work safely on these vehicles.

Other available procedures:

- **HIGH-VOLTAGE CIRCUIT: DEACTIVATION**
- **START/STOP SYSTEM: DEACTIVATION/ACTIVATION**
Locations

One of the clear goals of Snap-in Information System’s data is to reduce the number of unbillable hours.

With our Locations feature, we ensure that the required component, control unit or ground point can be found immediately. All locations are accessible from the local wiring diagrams.

Available locations:

- EOBD CONNECTOR
- CONTROL UNITS
- GROUNDING POINTS
- ENGINE MANAGEMENT
- FUSES AND RELAYS
- HVAC
Reduce time spent on finding and fixing known issues. Our fixes are sourced from manufacturers and industry specialists.

Snap-on Information System SmartPACK™

SmartPACK™ features SmartCASE™, Recall data and Technical Service Bulletins complete with symptoms, causes and solutions, supported by fault codes, their analysis and fault rectification details.

SmartCASE™ features an ingenious resource of known fixes and tips for rectifying faults associated with specific models, again complete with symptoms, causes and solutions.
Technical Service Bulletins

Information that adds real value for professional technicians.

Snap-on Information System offers instant access to a multitude of Technical Service Bulletins (TSBs) sourced from original equipment manufacturers (OEM).

Our team of technical authors carefully adapts the TSBs we receive to best suit the user’s needs. With a simple mouse click, the technician can instantly check the availability of Technical Service Bulletins for a given vehicle.

Data complies with the original OEM documentation (covering TSBs from 2008 onwards).

Single point of access to detailed information on faults, workarounds and defects usually only known to vehicle manufacturers.

Smart links to other data categories (specifications, procedures, references).

The time spent on rectifying known issues is reduced. Based on the available information, the workshop can decide whether to rectify the issue in-house or to refer the work to an approved dealer.

Links to industry standard identification, providing an effective interface with other databases.

Accessible via a fault code search.

What makes Snap-on Information System Recall Data and TSBs stand out?
SmartCASE™

VERIFIED FIXES AND TIPS (SMARTCASE™)

Saving time and money.

This Smart feature extends Snap-on Information System coverage from OEM-based technical data to information sourced from industry experts and renowned helpdesk organizations.

SmartCASE™ is a unique database module containing cases, with verified fixes and tips, for vehicles on the European market. It helps the independent workshop to check quickly for solutions to problems for a selected vehicle, so saving time and money.

Related subjects

Every bulletin has suggestions for other solutions for similar problems.

What makes Snap-on Information System SmartCASE™ stand out?

- Extension of OEM coverage
- Over 5100 unique bulletins covering 43 brands
- Accessible via a fault code search
**General features**

**FILTER RESULTS**

Users can filter TSBs, Cases or Recalls by specifying vehicle area (engine, steering etc.), fault code, noise, defect, or operating condition.

**Example**

Filter criteria: *Vehicle area - Brakes*

**FAULT CODE SEARCH**

Users can find Snap-on Information System Smart bulletins via fault code search on the overview page.

**SmartCASE™**

*High idle speed*
Q: DOES THE SIS COME WITH A VEHICLE REGISTRATION LOOK-UP?
A: Yes, Vehicle Registration Mark (VRM) look-up is included in your subscription. You can also search for a vehicle using free text, engine code as well as the VIN, just click on “Search” on the top right of the home page. Please note the VIN search is based on decoding the VIN and may not produce an exact one to one match.

Q: DOES SIS DO EVERYTHING AUTODATA DOES?
A: Yes, by and large, everything the Autodata system does and covers the SIS also does and covers. In fact, many now rate SIS as having the best data coverage of any SMR provider.

Q: CAN I ADD A LABOUR RATE TO BE USED IN CONJUNCTION WITH REPAIR TIMES AND SERVICING?
A: Yes, you can actually set three different rates as well as VAT rates. Go to “Settings” then “Preferences”. These will then appear in any estimate you create.

Q: IS THE DATA BASED ON OEM INFORMATION?
A: Yes, but the Smart Cases comes from the vehicle manufacturers and re-written into a more usable and standardised format.

Q: CAN I USE THE APPLICATION ON A MOBILE DEVICE.
A: Yes, the application is fully mobile optimised and looks great on tablet devices. The home screen view can be changed to make the manufacturers' buttons larger or smaller to suit and there is also an option to pin your favourite manufacturers to the top of the screen. Use the three icons next to the “search” button.