

# TOPIx Technical Assistance (TA) User Guide

A Retailer must submit a TA if the TOPIx workflows have been completed and the vehicle continues to have a concern.

A TA is used to provide the Retailer technician with further support in Diagnostic, Telematic or Vehicle System concerns.

Once a TA is created and submitted by the Retailer, TOPIx sends the TA to Local Technical Support (LTS) to review the escalation. LTS review the concern, understand what diagnostic work has been done to that point and reply to the Retailer with instructions on how to repair the concern.

This TOPIx Technical Assistance user guide shows the steps necessary to create a TA in TOPIx, and submit it to LTS. It also shows how TAs submitted by the Retailer are seen and should be managed through the Retailer Dashboard.

## How to create and submit a TA

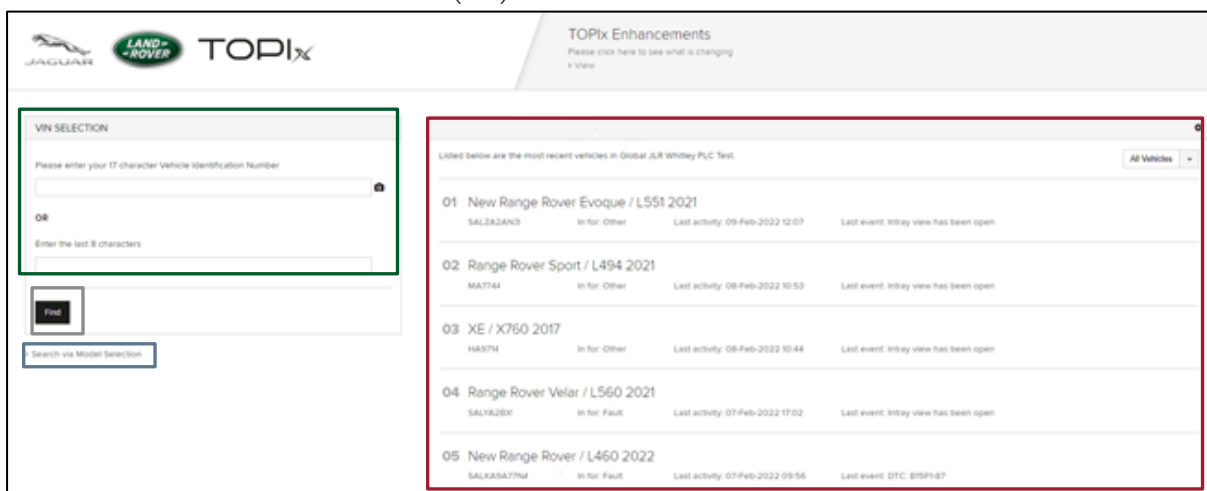
To start the process a vehicle must be selected, this can be done in 2 ways

### Method 1

1. Add a Vehicle Identification Number (VIN) in the 'VIN SELECTION' box (highlighted in green) or Select the vehicle from the Vehicle Park (highlighted in red)
2. Select 'Find' (highlighted in grey)

### Method 2

1. Use the MODEL SELECTION box (highlighted in blue) and add vehicle details to:
  - a. Select Brand box
  - b. Select Model box
  - c. Select Model Year (MY) box



The screenshot displays the TOPIx interface with two main sections highlighted. On the left, the 'VIN SELECTION' box is outlined in green, containing a text input field for a 17-character VIN, a 'Find' button, and a 'Search via Model Selection' button. On the right, the 'Vehicle Park' section is outlined in red, showing a table of recent vehicles. The table includes columns for vehicle ID, name, VIN, status, last activity, and last event.

Vehicle ID	Vehicle Name	VIN	Status	Last Activity	Last Event
01	New Range Rover Evoque / L551 2021	SALZAJAN3	In for: Other	09-Feb-2022 12:07	Last event: Inlay view has been open
02	Range Rover Sport / L494 2021	MA7744	In for: Other	08-Feb-2022 10:53	Last event: Inlay view has been open
03	XE / X760 2017	HA97H	In for: Other	08-Feb-2022 10:44	Last event: Inlay view has been open
04	Range Rover Velar / L560 2021	SALYAZEX	In for: Fault	07-Feb-2022 17:02	Last event: Inlay view has been open
05	New Range Rover / L460 2022	SALXABA77hu	In for: Fault	07-Feb-2022 09:56	Last event: DTC: B05F187

3. Select one of the options in the 'OPTION SELECTION' box (highlighted in gold)

Currently Viewing  
New Range Rover Evoque / L551 2021  
SALZA2AN3MH159184  
> Vehicle home page

Vehicle Summary > View all vehicle details  
Build date: 19-Aug-2021  
Selling Retailer: H0565  
Warranty start date: 16-Sep-2021

**OPTION SELECTION**  
To proceed, please select which activity you are going to perform from the list below.

- Maintenance, PDI & OSH**  
The vehicle requires a service or a pre-delivery inspection.
- Accessory and Configuration**  
The vehicle requires an accessory or configurable option.
- Fault and Breakdown**  
There is a concern on the vehicle that needs rectification.
- Browse all**  
Just take a look around.

**OUTSTANDING CAMPAIGNS**  
▲ There are currently no outstanding Field Service Actions for this vehicle

**MOT SEARCH (UK ONLY)**  
Registration Plate

4. Select the 'Technical Support' (highlighted in red)

Currently Viewing  
New Range Rover Evoque / L551 2021  
SALZA2AN3MH159184  
> Vehicle home page

Vehicle Summary > View all vehicle details  
Build date: 19-Aug-2021  
Selling Retailer: H0565  
Warranty start date: 16-Sep-2021

Vehicle Documents OSH RTS Diagnostics Vehicle Software **Technical Support**

**Browse all**

**SEARCH**  
Please enter the part name, number or area of the car that you need to repair.

**OUTSTANDING CAMPAIGNS**  
▲ There are currently no outstanding Field Service Actions for this vehicle

**POPULAR CONTENT**  
01 Fuel Injector Fuel Return Pipe Leak

5. Select 'Raise a TA' (highlighted in grey)

6. Complete all the fields (highlighted in green) to confirm the vehicle details and record what the reported fault is and what diagnostic work has been done.

Currently Viewing  
New Range Rover Evoque / L551...  
SXXXXXXXXXX1  
> Vehicle home page

Vehicle Summary > View all vehicle details

Vehicle Documents RTS Diagnostics Vehicle Software **Technical Support**

Selected Account:

Diagnostic  Handbook Concern  Special Tools  ePQR  FRED  Settings

Fill the form below to open a new Technical Assistance report.  
Mandatory fields for saving/submitted the report are indicated with \*\*  
Additional fields required only for submitting the report are indicated with \*

**CREATE NEW GCM REPORT**

\*\* VIN  
SXXXXXXXXXX1

\*\* Odometer

\*\* Job card date  
04/02/22

\*\* Symptom

\*\* Customer Concerns/Comments

\*\* VIN

VIN  
SXXXXXXXXXX1

Select model  
New Range Rover Evoque / L551

Select engine  
2.0i14 AJ200 Dsl Hgh NF

7. Select 'Submit'

The TA moves to the LTS in-tray for review. Once reviewed LTS respond with next actions to be completed by the Retailer.

## How to view and action an Open TA

### To view the Retailer in-tray

Once a TA is submitted Retailers are directed to the Technical Support in-tray where they can view, review and action all submitted TA and other Technical Support report types.

To view the in-tray:

1. Complete 'How to create and submit a TA' steps 1 to 3
2. Select 'Technical Support' (highlighted in red)

The screenshot shows the TOPIx interface for a New Range Rover Evoque / L551 2021. The 'Technical Support' menu item is highlighted with a red box. The interface includes a search bar, 'OUTSTANDING CAMPAIGNS' section, and 'POPULAR CONTENT' section.

3. Select 'Intray' (highlighted in green)
4. Select 'Open' (highlighted in gold)

The screenshot shows the TOPIx interface for a Defender / L663 2021. The 'Intray' button is highlighted in green, and the 'Open' button is highlighted in gold. The interface displays a table of technical support reports with columns for Symptom, Model / VIN, Submitted By, Report type, Report nr, and Age.

Symptom	Model / VIN	Submitted By	Report type	Report nr	Age	
Instrumentation No display on screen	Defender L663 SALCA7M9L2	SA	SA	320546	23d 23h 40m	●
Policy - UK	Defender L663 SALCA7M9M	FRD	FRD	1003207	58d 16h 3m	●
Seat Covers - All Leather (Cushion/Spash/Headrest)	Defender L663 SALCA7M9LA	FRD	FRD	1003205	58d 23h 19m	●
Suspension rattle	Defender L663 SALCA7M9L	GR	GR	320549	23d 23h 33m	●
303-1123	Defender L663 SALCA7M	FRD	SPECIAL TOOLS	320548	23d 23h 39m	●
Guided Diagnostics / Program (SP6)	Defender L663 SALCA7M	FRD	DIAGNOSTIC	320547	23d 23h 39m	●

### Note:

- i. Retailers can see coloured bullet points to the left of every open report type.
- ii. If the bullet is pink, LTS have updated the report, returned it for review and to complete the next actions.
- iii. If the bullet is yellow, the report has been submitted to LTS.

## Filter the in-tray view

Once the in-tray is open all reports can be seen. Retailers can filter their view to limit the report types shown, (Open, Closed or Draft). This is done by doing the following step.

1. Use the search function or change the filters in the in-tray (highlighted in blue)

The screenshot shows the TOPIx interface for a Defender / L663 2021. The 'In-tray' tab is selected, and the 'Open' filter is highlighted in blue. The 'Clear filter' button is also highlighted in blue. The table below shows a report for 'Instrumentation No display on screen'.

Symptom	Model / VIN	Submitted By	Report type	Report #	Age	
Instrumentation No display on screen	Defender(L663) SALKA7HWL2	611	TA	320546	23d 23h 40m	

## To update/ respond to a TA

To View, Respond and Request Closure of a report the report must be selected and opened. Report selection is done by:

1. identify the report to be updated and select the information button (on the right) of each report (highlighted in green)

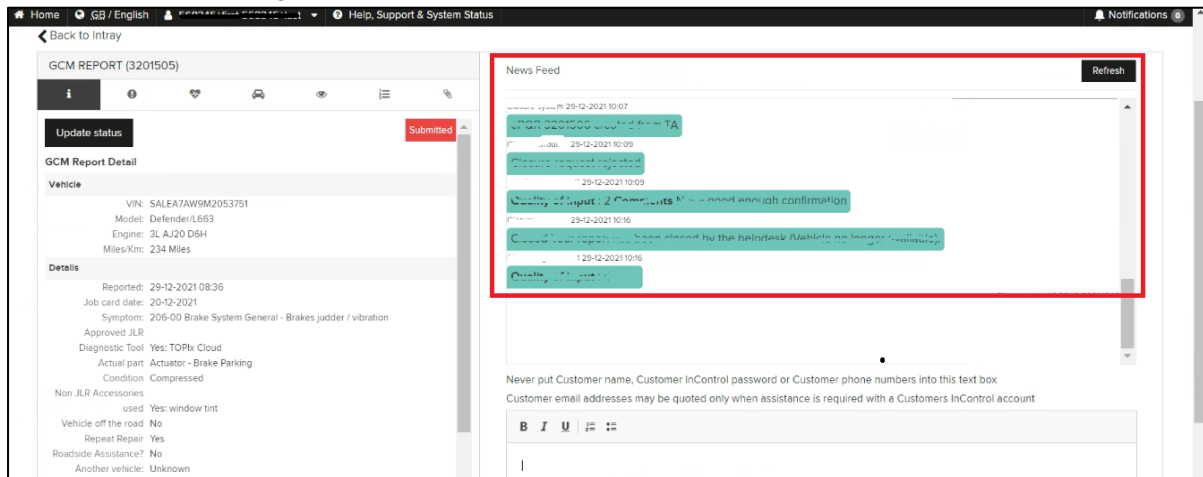
The screenshot shows the TOPIx interface for a Defender / L663 2021. The 'In-tray' tab is selected, and the 'Open' filter is highlighted in blue. The 'Clear filter' button is also highlighted in blue. The table below shows a report for 'Instrumentation No display on screen'. The information button (i) on the right of the report is highlighted in green.

Symptom	Model / VIN	Submitted By	Report type	Report #	Age	
Instrumentation No display on screen	Defender(L663) SALKA7HWL2	611	TA	320546	23d 23h 40m	

Once selected the report will open and allow for the LTS response to be read.

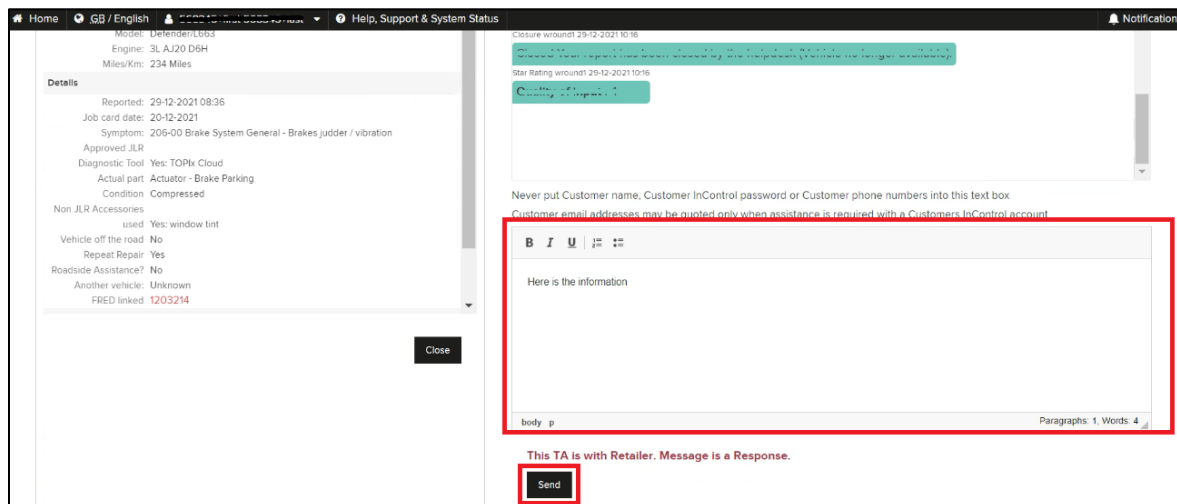
If the LTS have requested that a Retailer do an activity on the vehicle and give a response based on the outcome the TA will need to be updated and sent back to the LTS . To provide a response, with the TA open do the following:

1. Go to the 'News Feed' section of the TA (highlighted in red)
2. Read actions given by LTS and do activity as requested.



3. To reply:
  - a. Write the response/ results of test in the box (highlighted in red)
  - b. To return the TA back to LTS press the 'Send' button.

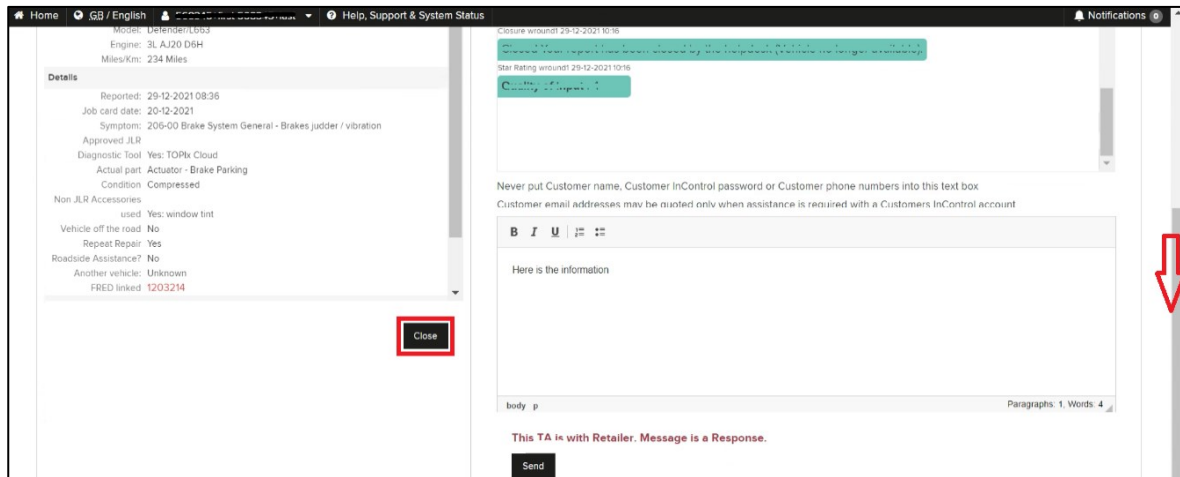
After this step the TA will move back to the LTS to review and respond with next actions to be completed



### To Close a TA

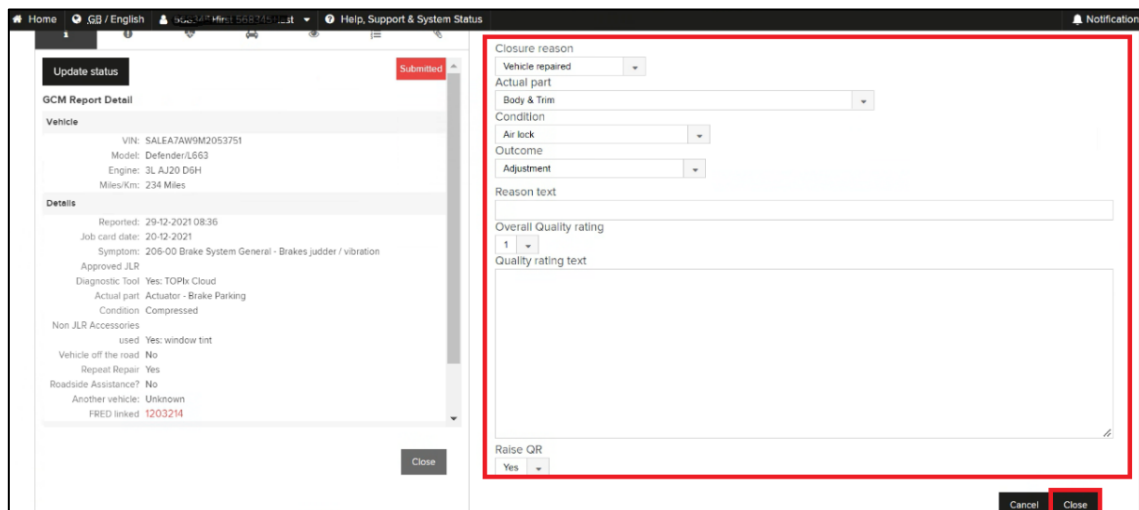
Once the TA has repaired the vehicle concern the TA can be closed. To do this the following steps should be done.

1. Open the TA
2. Scroll to the end of the TA
3. Select 'Close' (highlighted in red)



Retailers must use the 'Closure Reason' box to give the reason to close the TA. This is done by the following:

4. Add information to the entry fields
5. Select 'Close' (highlighted in red)



The TA is sent to LTS to accept closure for the reason(s) the Technician has given.

Note:

The TA remains in the Open in-tray until closure is accepted by LTS. Once closure is accepted by LTS, the TA is not seen in the Open in-tray and can only be seen if the Retailer selects the 'Closed' in-tray.