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.
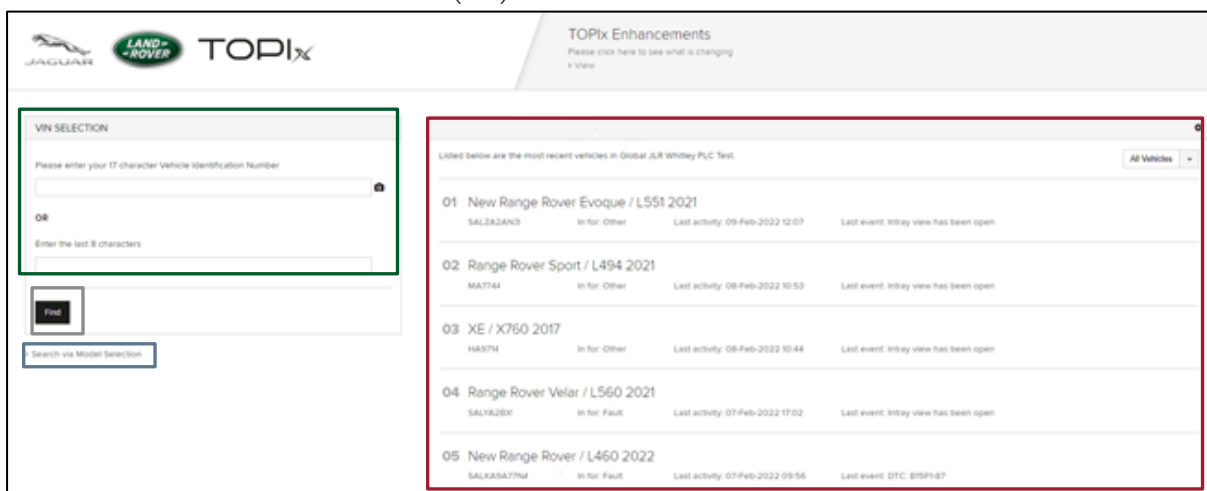
How to create and submit a TA

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

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

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

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.

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)

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

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)

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)


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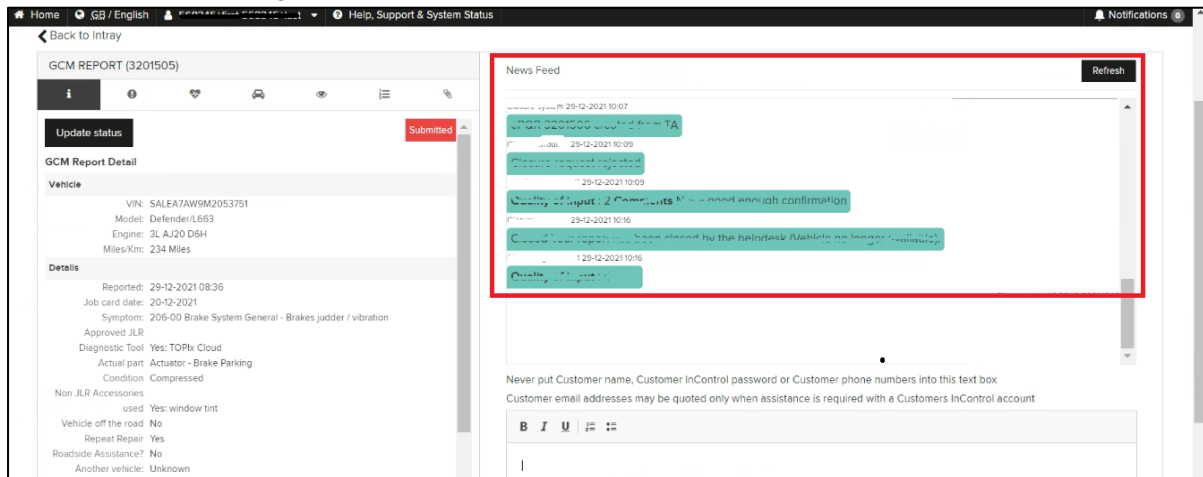
3. To reply:
   a. Write the response/ results of test in the box (highlited in red)
   b. To return the TA back to LTS press the 'Send' button.

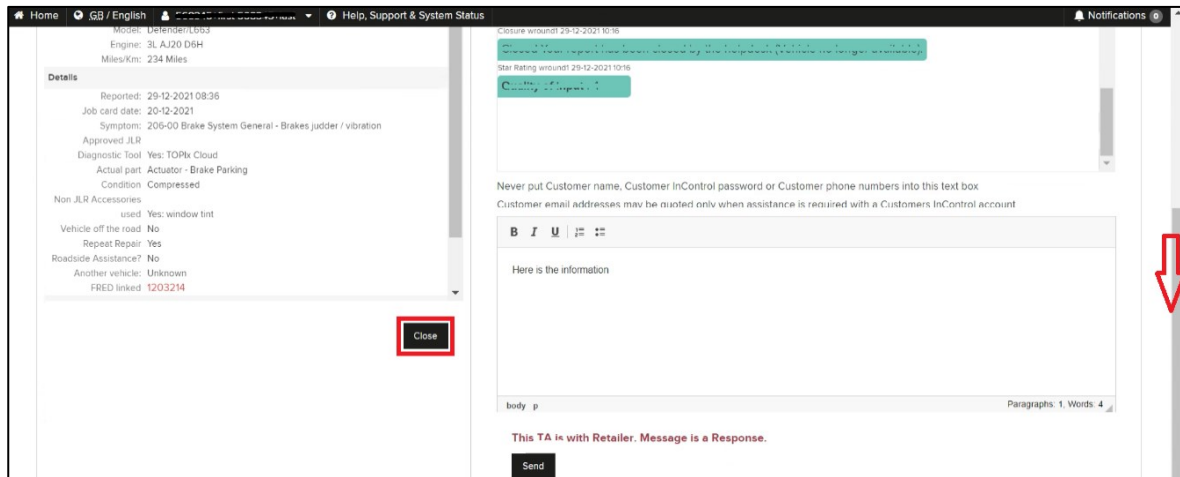After this step the TA will move back to the LTS to review and respond with next actions to be completed
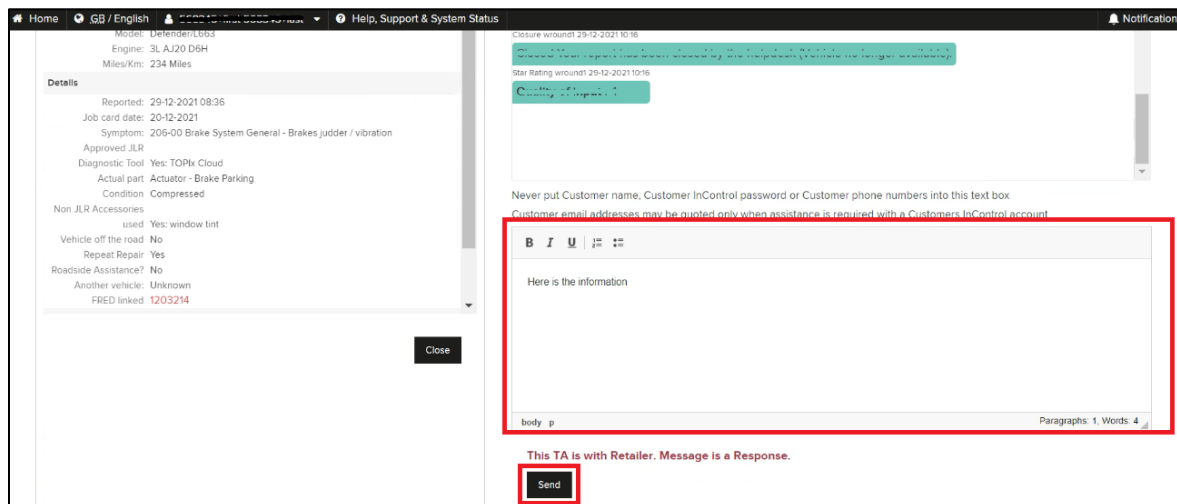

To Close a TA

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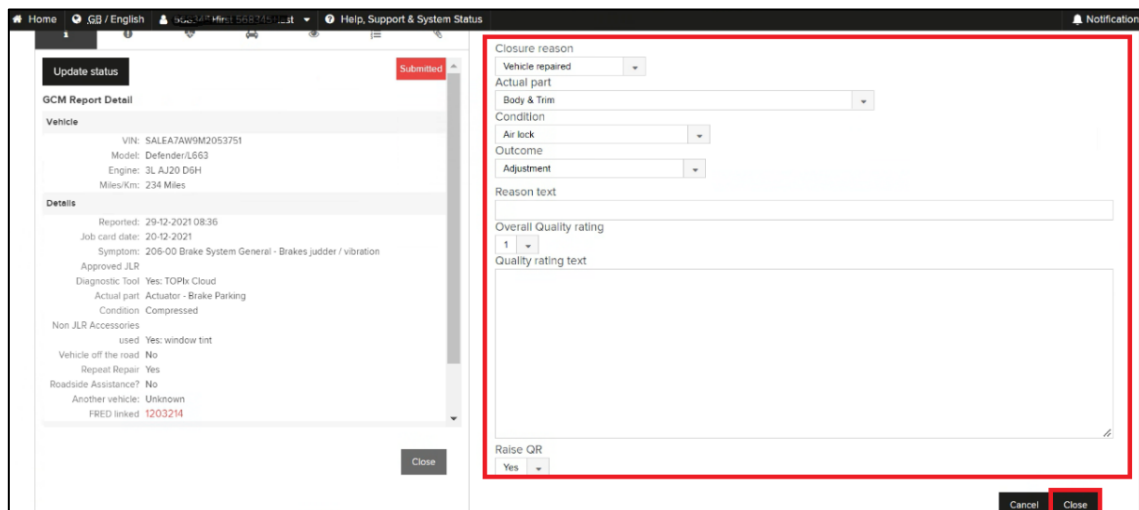
The TA is sent to LTS to accept closure for the reason(s) the Technician has given.

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.