

## **VW: See Separate Documents in Folder.**

### **Volvo:**

The Volvo technical information shop <https://tis.volvocars.biz/main.do> is the site ISPs need to register on to purchase Vida (Volvos Diagnostic software).

They are very helpful if you get hold of them on their contact us page.

<http://workshopsupportguide.volvocars.biz/home.aspx>. This site has all the information for ISPs regarding loading and using the Vida Software.

<https://www.vccperformanceacademy.com>. This is the Volvo site with all the available online training. Access to this site needs to be granted by the local sales company (Volvo south Africa). You first need to purchase access to the training site from the VolvoTechnical Information Shop (the first link) and then contact the Volvo South Africa call centre to load the courses.

Information from Volvo can be accessed on a three hourly , weekly, monthly or annual basis.

### **Nissan:**

- The Independent Service Provider contacts the Nissan Contact Centre to request the required technical manual.
- The Nissan Contact Centre will escalate the request to the relevant department.
- Once the relevant department receives the request, they will determine the cost for the info required.
- It is then supplied to the Independent Service Provider who will need to either accept or reject the applicable costs.
- The Independent Service Provider signs a Non-Disclosure agreement.
- Once the Non-Disclosure agreement is signed, the relevant department provides the Independent Service Provider with a quotation, which will be valid for the month in which it was generated.
- The Independent Service Provider will need to review the quotation.
- If the Independent Service Provider accepts the quotation, it shall effect an EFT payment to Nissan South Africa.
- Once an EFT payment is confirmed, the relevant department will access the ESM website and extract a PDF copy of the required information.

- The relevant department will email the information to the Nissan Contact Centre who will send it to the Independent Service Provider.

### **Honda:**

Workshops can contact Honda for assistance via the Honda Motor Southern Africa, Customer Care department or use the following link:

<https://www.techinfo.honda-eu.com/web/maris-pay-and-go-landing-site>

or as an alternative, they can simply google “Maris Pay and Go”.

Once on the site, workshops will need to register and follow the prompts on the pay as you go site.

Honda further advised that due to the cost implications, they have not yet added a link on their website, but it has been budgeted for the future.

### **Hyundai:**

Contact Hyundai Customer Care on 0102488000 or email: [Robg@hyundai.co.za](mailto:Robg@hyundai.co.za)

### **Suzuki:**

Contact [DavidA@suzukiauto.co.za](mailto:DavidA@suzukiauto.co.za) and he can assist with accessing technical information. Currently they offer access on an annual subscription basis only and not ad hoc. At the time of creating this document the cost was R10 000 per annum.

### **Renault**

Access can be obtained via:

<https://asos.renault.com/>

I have been informed that pricing is variable allowing for once off and short term access.