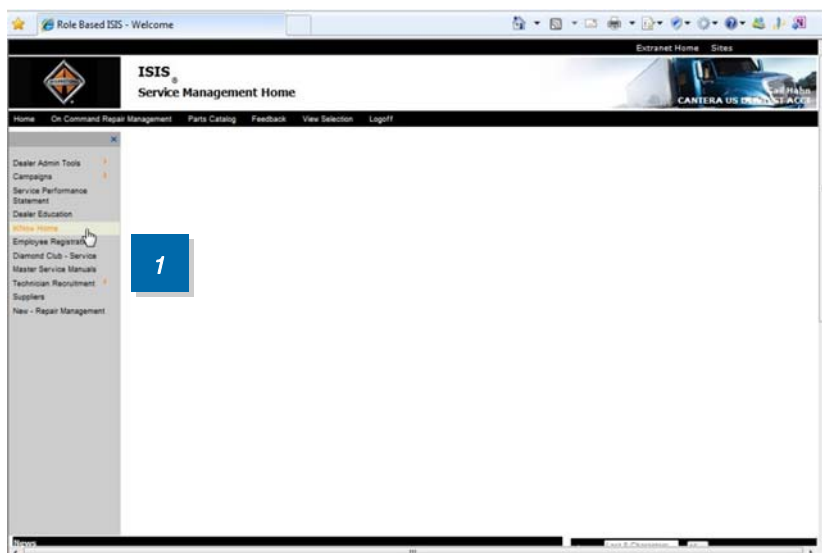


Navigating to iKNow

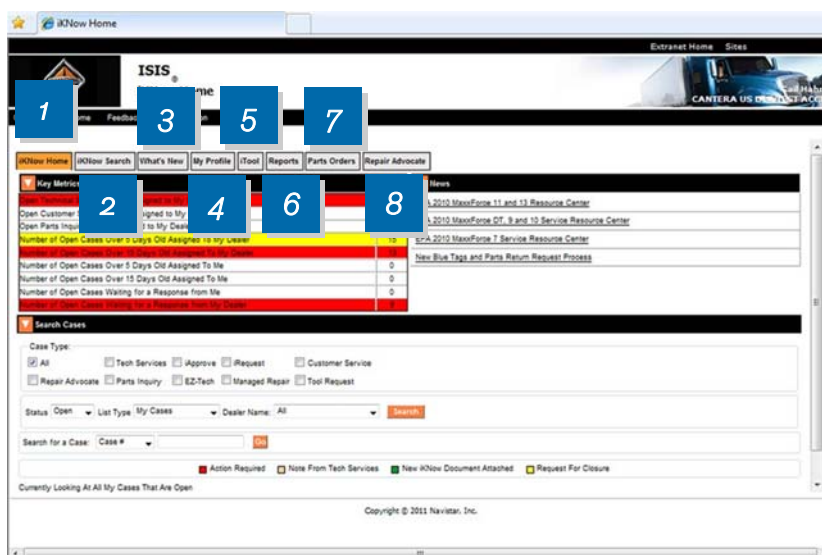
1. From the ISIS home page select the iKNow Home menu option.



iKNow Tabs

There are now eight tabs on the iKNow Home screen:

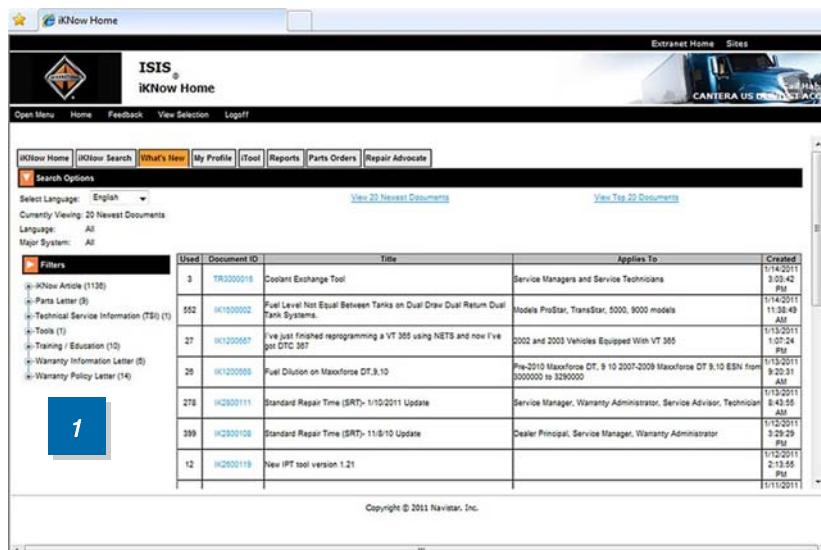
1. iKNow Home – Displays Key Metrics, News and your Case listings
2. iKNow Search – Allows you to search the iKNow knowledgebase
3. What's New – Lists the latest articles added to the iKNow knowledgebase
4. My Profile – Allows you to maintain contact information and set up notifications
5. iTool – Used to borrow special tools; under construction
6. Reports – Used by Service Manager to generate reports
7. Parts Orders – Used by parts personnel to manage critical parts orders
8. Repair Advocate – Used by dealership personnel to manage repairs on vehicles in the Repair Advocate program



Filtering Articles on the What's New Tab

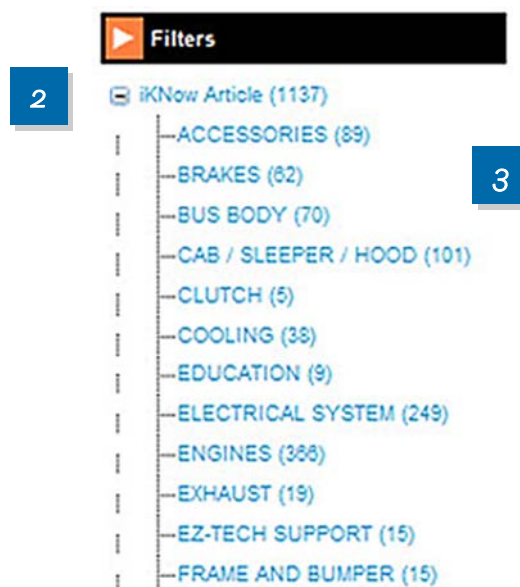
The Filters section allows you to filter on article categories.

1. Click on the category to limit listings to articles in that category.



Articles can be further limited by Major System within the category.

2. Click on the plus sign in front of the category to display related Major Systems.
3. Click on the Major System to limit listings to articles related to that system within the category.



Setting up Event Notifications

To be notified when an action occurs, you must:

1. Set up your contact information (email address or cell phone number) in the Contact Info section
2. Select actions that you want to be notified about in the Notification Events for Cases Assigned to Me section (or Dealer-wide Notification Events section)

The screenshot shows the iKNow Home interface. The 'Contact Info' section is expanded, showing fields for Full Name, Primary Dealer, Home Phone Number, Work Phone Number, Mobile Phone Number, and Language. Below this, there are buttons for 'Add New Email' and 'Update Emails'. The 'Notification Events for Cases Assigned to Me' section is also expanded, showing a table with columns for Action, Address, and Delete. A blue box with the number '1' highlights the 'Add New Email' button, and another blue box with the number '2' highlights the 'Add New Notification' button.

To set up your contact information:

1. Click on the Add New Email button (for email or cell phone number)

This screenshot shows the same iKNow Home interface as the previous one, but with the 'Add New Email' button highlighted by a blue box with the number '1'. The 'Notification Events' section is not expanded in this view.

Setting up Event Notifications (cont)

2. Enter your email address or cell phone number in the Address field
3. Select Email Address or SMS Text Message (cell phone) from the Type drop-down list
4. Click the Add This Email button

The screenshot shows the iKNow Home page. The 'Personal Information' section is visible, with fields for Full Name, Primary Dealer, Home Phone Number, Work Phone Number, Mobile Phone Number, and Language. The 'Contact Info' section is also visible, with fields for Address, Type, and Email Address. The 'Add This Email' button is highlighted with a blue box labeled 4.

To add a notification:

1. Click the Add Notification button in the Notification Events for Cases Assigned to Me section (or the Dealer-Wide Notification events section)

The screenshot shows the iKNow Home page. The 'Notification Events' section is visible, with a table showing 'Add To Me' and 'Dealer-Wide' notifications. The 'Add Notification' button is highlighted with a blue box labeled 1.

Setting up Event Notifications (cont)

To add a notification:

2. Select the Action you want to know about from the Action drop-down list
3. Select the Address to associate this notification with from the Address drop-down list

The screenshot shows the iKNow Home interface. The 'Notification Events For Cases Assigned To Me' section is active. A blue box labeled '2' points to the 'Action' dropdown menu, which is open and shows a list of actions including 'Close Case', 'Approval Decision Made', 'Mark Invoice document for technician', 'Reply from Tech Service', 'Request Diagnostic Information from technician', 'Request for closure', 'Request for Closure Accepted', 'Request for Closure Rejected', 'Request for Request initiated by dealer', 'Submitted Case File - Open', and 'Tech Services Action Request'. Another blue box labeled '3' points to the 'Address' dropdown menu, which is also open and shows a list of addresses including '530-555-9870'.

4. Click the Add Notification button

The screenshot shows the iKNow Home interface. The 'Notification Events For Cases Assigned To Me' section is active. A blue box labeled '4' points to the 'Add Notification' button, which is located below the 'Action' and 'Address' dropdown menus.

Requesting Tech Services Assistance for a Repair Advocate Vehicle

You can access your cases for vehicles in the Repair Advocate program from the iKNow Home tab or the Repair Advocate tab.

1. Double-click on the case to open it

The screenshot shows the iKNow Home interface. At the top, there's a navigation bar with tabs like 'iKNow Home', 'iKNow Search', 'What's New', 'My Profile', 'Tools', 'Reports', 'Parts Orders', and 'Repair Advocate'. Below this is a summary section with various statistics. The main area displays a table titled 'Currently Looking At All My Cases That Are Open'. The first row of this table has a blue box with the number '1' over the 'Req Tech Assistance' button.

Case #	Case Type	Chassis	RO #	Customer Name	Dealer Name	Assigned To	Description Issues	Opened	Major System	Queue	Status	Days Open	Reopen Decision
00010	TECHNICAL SERVICE	8400312		Schubert Trucking	Field Personnel	Gail Hahn	Vehicle gradually lost power on uphill grade. Driver unable to go more than 10 MPH. DTC Codes: None Selected	1/27/2011 6:22:15 AM	ENGINE	ENGINE - TIER 2	Note sent to Technician	0	
00010	Repair Advocate			Harold's Cartage	Field Personnel	Gail Hahn	Description: Vehicle lost power on uphill grade. Driver could not go faster than 10 MPH TRAINING CASE - DO NOT RESPOND	1/27/2011 6:48:06 AM	ENGINE	UPTIME - TIER 2	Open	0	

2. Click the Req Tech Assistance button at the top of the case file

The screenshot shows the 'Case Information' page for case 770006. At the top, there's a 'Case Information' section with fields for Case Type, Case Status, Assigned To, RO Open Date, and RO Customer. A blue box with the number '2' highlights the 'Req Tech Assistance' button. Below this is a 'Customer Information' section, followed by a 'Vehicle Information' section with fields for VIN, Model, Engine Hours, Engine Serial, Vehicle Status, and Links. The 'Dealer Information' section includes Dealer Name, City, Tech Name, Alternate Phone, Assign Case To, Dealer Account, and Tech ID. The 'Issue Information' section at the bottom includes Major Systems, Description of Issue, Steps Taken, and Resolution.

Requesting Tech Services Assistance for a Repair Advocate Vehicle (cont)

3. Complete the Case Submission form.

OnCommand
Repair Advocate

Please note that your case will be forwarded to Technical Services.

Issue Description
Major system affected *

Please provide a detailed description of the issue *

Diagnostic Trouble Codes
Please list any Diagnostic Trouble Codes (DTCs) that appear.
Note: Make sure that you use the proper service tool for checking codes. Do not just use the dash.
** Fields will be highlighted in red when an error occurs. **

☒ No Codes (clickback to add DTCs)

Part Information
Have any parts been replaced? *

☒ No ☐ Yes

Issue Frequency
How often does the problem occur? *

All the time

Under what condition does the problem occur?
Select all that apply

☐ Cold ☐ Hot ☐ When braking ☐ When idling

Done

Internet | Protected Mode: On