

# Injectronics

## TECHNICAL BULLETIN

### NEW WEBSITE FEATURES

With automotive electronics and mechatronics increasingly difficult to diagnose, test or repair Injectronics has found the need for information sharing paramount. With this goal top of mind, Injectronics has produced an innovative new tool for the automotive aftermarket. Months of work has culminated in the new Injectronics website, which will improve the flow and sharing of information between Injectronics and the workshop, offering the best customer experience and a streamlined process. Features and benefits for the workshop include:

- All repairable products have their own landing page, including images, common faults and critical information
- Huge host of technical information at your fingertips
- Downloadable technical service bulletins
- Fully searchable content
- Register a unit for repair with just a few clicks
- Tech support
- live chat
- Subscribe to receive regular updates

#### Part repairs - REP (Repair) part numbers

Whilst part numbers with the REP suffix are not new to the website, Injectronics has added hundreds more, all of which can be promptly tested / repaired for the workshop. The repair of a customer's unit is advantageous over a brand new unit, with many late model vehicles requiring the ECM, BCM, immobilisers and keys to be programmed or matched.

Safer than installing a second hand unit, as these can be coded to the original vehicle. Repairs also provide obvious cost benefits, avoiding expensive re-programming fees. Injectronics can test the associated components together as a set, ensuring accurate and complete diagnosis whilst maintaining all of the vehicles original coding, security and programming information, and of course all repairs are backed by warranty.

Each REP number on the website has a dedicated landing page providing the essential information such as:

- Common faults
- Additional components required to repair the item
- Vehicle application data
- Component locations
- OEM cross reference numbers
- Images to assist in product identification

#### Technical information

Injectronics technical support team is regularly adding to the huge library of technical bulletins. Providing answers to commonly asked questions as well as adding solutions to some not so common problems. All this information is available and searchable on the website. Regular news articles and technical bulletins are also available straight to your inbox by subscribing you can keep up to date with all that Injectronics offers.

#### Search functions

Search the catalogue by a specific part number or use the make, model, series search. Users can perform a whole site-search by keyword, phrase or part number. This will find the part you're looking for and will also search the library of technical bulletins and news articles past and present for additional information. Print or save that document for your reference.

#### Online Repair Registration

The most significant change to the website is the addition of the Online Repair Registration. Allowing the workshop to register a product for testing or repair online in just a few clicks. A four step process allows you to register a unit quickly and easily. The system will offer a list of common faults usually attributed to that specific part number which can then be selected with a click, if it is relevant to the vehicle in question.

Prompts to send any additional components required to do thorough test / repair that part number is also a game changer. You will be asked to confirm the items you are sending, with reminders to send the correct items to expedite the testing process.

These additions will reduce the many calls between Injectronics and the mechanic for authorisation to repair, fault reports and requests to send additional components. Also all repairs will be logged in your account, allowing you to review past repairs at the click of a button.

**injectronics.com.au**

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#### Technical Support

The priority for the team at Injectronics has always been technical assistance to the trade. Injectronics still offer free expert assistance to our customers. Alongside the Injectronics website, our tech support staff can offer tech advice, tips, wiring diagrams, programming procedures. The tech department is available via email [techsupport@injectronics.com.au](mailto:techsupport@injectronics.com.au), phone 1300 308 060 (AU), 0800 536 547 (NZ) you can live chat with a team member at [www.injectronics.com.au](http://www.injectronics.com.au)