# IMIHV17 Provide diagnostic equipment and technical information system support in <u>large goods and passenger</u> vehicle environments



Overview

This <u>standard</u> covers the updating of technical information systems and diagnostic <u>Deleted: NOS</u> equipment within a <u>large goods or passenger</u> vehicle environment. It also includes <u>Deleted: commercial</u> testing for, and rectifying, equipment and system problems.



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Performance criteria



### Provide diagnostic equipment and technical information system support in <u>large goods and passenger</u> vehicle environments



You must be able to:

- P1 use safe working practices when dealing with diagnostic equipment and technical information systems
- P2 ensure the installation of updates is carried out promptly following delivery
- P3 load software correctly following the manufacturer's instructions
- P4 set the configuration options according to:
  - P4.1 manufacturer's specification
  - P4.2 your workplace procedures
  - P4.3 your workplace preferences
- P5 take prompt and effective corrective actions to **resolve** any errors occurring during the loading of the software within the limits of your workplace responsibilities
- P6 complete any specified product registration procedures accurately and within

agreed timescales

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- P7 inform all relevant persons of the completion of the software installation promptly
- P8 advise the relevant people of any new features and changes to existing functionality promptly
- P9 effectively test the diagnostic equipment and technical information system using the specified self test function(s) to identify the **cause** and solution in the event of a **fault**
- P10 take prompt and effective actions to **resolve** any identified problems in diagnostic equipment and technical information systems using the self test instructions
- P11 contact external support services only when the self test function fails to identify the **cause** of and solution to problems
- P12 promptly and clearly inform the relevant person(s) of any unresolved loading errors and equipment problems
- P13 source alternative diagnostic equipment if equipment has to be sent away for repair
- P14 inform the relevant person(s) promptly if equipment has to be sent away for repair
- P15 inform the relevant person(s) promptly if alternative diagnostic equipment needs to be used / sourced

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Knowledge and understanding

Legislative and organisational requirements and procedures



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You need to know and understand:

- K1 the legislation and workplace procedures relevant to:
  - K1.1 health and safety
  - K1.2 the environment (including waste disposal)
  - K1.3 appropriate personal and vehicle protective equipment
- K2 legal requirements relating to the vehicle (including road safety requirements)
- K3 your workplace procedures for:
  - K3.1 obtaining diagnostic software updates
  - K3.2 loading technical information system and diagnostic software to specified destinations
  - K3.3 ordering and fitting diagnostic equipment and technical system equipment replacement and spare parts
  - K3.4 informing others that a technical / software update has taken place
- K4 the importance of recording the version number / issue date of the software and updates used
- K5 how to effectively solve minor errors in the loading of technical information systems and diagnostic software
- K6 how to accurately complete product registration procedures
- K7 how to set the configuration options
- K8 how to identify **faults** using the self test function(s)
- K9 how to **resolve** equipment and technical information system problems using the self test function(s) and external support services
- K10 how to access system support services
- K11 diagnostic equipment and technical information system software loading instructions
- K12 the types and causes of errors that can arise during loading of diagnostic equipment and technical information systems software
- K13 the need for correct configuration settings
- K14 the procedures for reporting problems
- K15 the legal requirements governing the use of software
- K16 why the prompt installation of software is important
- K17 when to apply self test function(s)
- K18 the importance of advising people of changes to diagnostic equipment functionality promptly

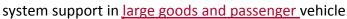
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K19 the importance of reporting equipment / software **faults** and failures to the relevant person(s) promptly



### Provide diagnostic equipment and technical information







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#### Scope/range

- Causes of faults are:
  - 1.1. mechanical
  - 1.2. electrical
  - 1.3. electronic
- 2. Faults cover:
  - 2.1. software
  - 2.2. hardware

#### **Additional**

#### information

Glossary

This section contains examples and explanations of some of the terms used but does not form part of the standard.

#### **Large Goods and Passenger Vehicles:**

These are medium and large goods vehicles, buses and coaches of 3500kgs gross vehicle mass (GVM) and above.

#### Rectification (resolve) activities are defined as:

A suitable repair, replacement, re-coding or re-programming that rectifies the fault(s) identified

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" <u>Under review</u>		Deleted: Current
Original		-
IMI Ltd		
MRHV17		
Engineering; Vehicle Trades; Heavy Vehicle Diagnostic Technician		
(Automotive); Heavy Vehicle Master Technician (Automotive); Heavy Vehicle Fleet/Service Manager (Automotive); Bus and coach  Master Technician;		
Maintenance and Repair <u>Large Goods and Passenger</u> Vehicle		Deleted: -
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	2024  Under review  Original  IMI Ltd  MRHV17  Engineering; Vehicle Trades; Heavy Vehicle Diagnostic Technician (Automotive); Heavy Vehicle Master Technician (Automotive); Heavy Vehicle Fleet/Service Manager (Automotive); Bus and coach Master Technician;  Maintenance and Repair Large Goods and Passenger Vehicle  Diagnostic; equipment; technical; information; system; support;	2021  2024  Under review  Original  IMI Ltd  MRHV17  Engineering; Vehicle Trades; Heavy Vehicle Diagnostic Technician (Automotive); Heavy Vehicle Master Technician (Automotive); Heavy Vehicle Fleet/Service Manager (Automotive); Bus and coach Master Technician:  Maintenance and Repair Large Goods and Passenger Vehicle  Diagnostic; equipment; technical; information; system; support;

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