

IMIHV17

Provide diagnostic equipment and technical information  
system support in large goods and passenger vehicle  
environments



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#### Overview

This standard covers the updating of technical information systems and diagnostic  
equipment within a large goods or passenger vehicle environment. It also includes  
testing for, and rectifying, equipment and system problems.

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Performance  
criteria

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- 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,
  - 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

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#### Scope/range

1. **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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organisation IMI Ltd

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Relevant  
occupations Engineering; Vehicle Trades; Heavy Vehicle Diagnostic Technician  
(Automotive); Heavy Vehicle Master Technician (Automotive);  
Heavy Vehicle Fleet/Service Manager (Automotive); Bus and coach  
Master Technician;

Suite Maintenance and Repair Large Goods and Passenger Vehicle

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Key words Diagnostic; equipment; technical; information; system; support;  
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