
Overview

This NOS covers the updating of technical information systems and diagnostic equipment. It also includes testing for, and rectifying, equipment and system problems.

Performance criteria

- You must be able to:*
- P1 use safe working practices when dealing with diagnostic equipment and technical information systems
 - P2 ensure 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 within an agreed timescale and accurately, when necessary
 - 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 and inform the relevant person (s) promptly
 - P14 inform the relevant person(s) promptly if equipment has to be sent away for repair

Knowledge and understanding

You need to know and understand:

Legislative and organisational requirements and procedures

K1 the legislation and workplace procedures relevant to:

K1.1 health and safety

K1.2 the environment (including waste disposal)

K1.3 appropriate diagnostic equipment, personal and vehicle protective equipment

K2 your workplace procedures for:

K2.1 obtaining diagnostic software updates

K2.2 loading technical information system and diagnostic software to specified destinations

K2.3 ordering and fitting diagnostic equipment and technical system equipment replacement and spare parts

K2.4 informing others that a technical / software update has taken place

K3 the importance of recording the version number / issue date of the software and updates used

K4 how to effectively **solve minor errors** in the loading of technical information system and diagnostic software

K5 how to accurately complete product registration procedures

K6 how to set the configuration options

K7 how to identify and resolve equipment and technical information system problems using the self test function(s) and external support services

K8 how to access system support services

K9 diagnostic equipment and technical information system software loading instructions

K10 the common types and **causes** of errors that can arise during loading of diagnostic equipment and technical information systems software

K11 the need for correct configuration settings

K12 the procedures for reporting problems

K13 the legal requirements governing the use of software

K14 why the prompt installation of software is important

K15 when to apply self test function(s)

K16 the importance of advising people of changes to diagnostic equipment functionality promptly

K17 the importance of reporting equipment / software **faults** and failures to the relevant person(s) promptly

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

Glossary

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

Problems:

Examples include damaged leads, damaged ports, corrupt software, faulty equipment, lack of connectivity between vehicle and diagnostic test equipment, lack of connectivity between diagnostic test equipment and the workshop information system.

Solving minor errors:

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

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