



Not Just Quality. Delphi Quality.

Delphi RepairPoint  
PROFESSIONAL | SV11251-11B1  
ESSENTIALS | SV11252-11B1

# Delphi RepairPoint. One Stop to a Smarter Shop.

Good News! Pronto Shops automatically receive access to RepairPoint, the Delphi-powered website that puts everything a shop needs in order to provide excellent service in one easy-to-use place. RepairPoint is an intuitive, comprehensive electronic toolbox – with three modules – that can help your shop save time on even the toughest repair jobs.



Delphi has more than 100 years of OE heritage and works with the top 25 vehicle manufacturers globally. That means we have the know-how and connections to put you on a level playing field with OE dealers.

All of our service information comes directly from the best sources available: the OEs themselves. That means everything on RepairPoint is accurate and comprehensive enough for our high standards—and yours.

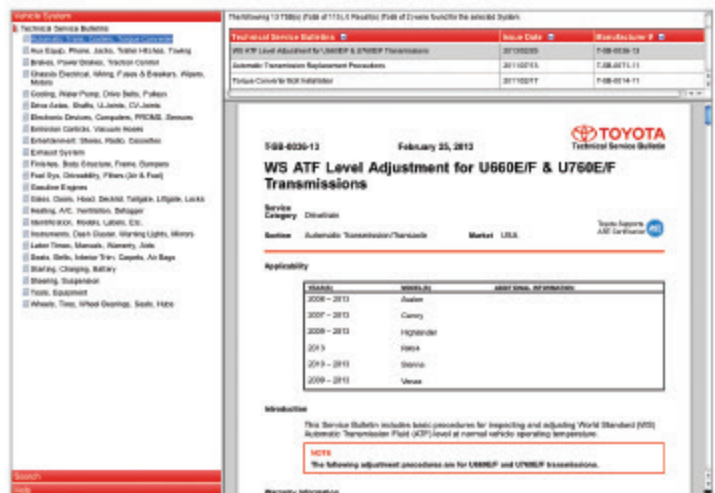
## Diagnostics Module: Increase Shop Productivity

RepairPoint's Diagnostics Module provides immediate access to all the OE service information you need to diagnose and repair any vehicle. This helps save hours of research and makes for a more productive shop.

- ▶ OE R&R procedures
- ▶ Vehicle underhood and maintenance procedures
- ▶ Vehicle specifications
- ▶ Wiring diagrams
- ▶ Component location diagrams
- ▶ Maintenance schedules
- ▶ Diagnostic Trouble Codes (DTCs)
- ▶ Technical Service Bulletins (TSBs) & Recalls
- ▶ OBD-II drive cycles



Delphi RepairPoint



RepairPoint technical service bulletin



## Service Advisor Module: Generate Additional Service Sales

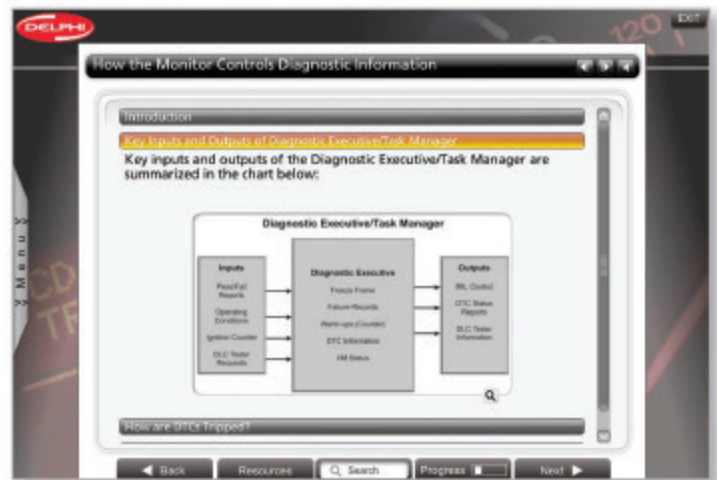
Including customers in the repair process is a good idea, since it can increase customer loyalty and service retention. With RepairPoint's educational resources, everyone knows what's going on under the hood and customers are satisfied.

The Service Advisor Module helps service advisors provide the very best customer service and keep customers coming back. The module includes:

- **AutoIQ videos:** More than 80 videos that explain the functions of components in eight major vehicle systems. Technicians and service advisors can refresh their knowledge and help customers understand the labor and parts involved in a repair.
- **Automotive glossary:** A dictionary of automotive terms that explain parts and procedures to customers in language that is easy to understand.
- **OE Parts & Labor guides:** Include factory time estimates and suggested skillsets for each job so technicians can explain costs and timing to customers — and assess their own performance.



AutoIQ videos explain component functions in eight major vehicle systems



RepairPoint online training module

## Training Module: A Smart Investment

As vehicles become more complex, technicians need to continue to sharpen their skills. Technicians can get the training they need through RepairPoint's comprehensive Training Module. Our training tools include:

- Self-study training courses on many topics—from diesel engines to hybrid and electric vehicles—help technicians brush up on their skills or add new ones. These convenient online courses are backed by Delphi's aftermarket expertise and include videos and diagrams.
- Education management tools like quizzes help technicians track their progress and look for areas of possible improvement.

Classes are currently available for technicians or service advisors. Training is a full-time job, but RepairPoint makes it easy to learn anytime, anywhere, at any pace.

With RepairPoint, everything you need comes in one complete online package to help you get the job done faster and easier while providing excellent customer service. It offers immediate access to OE service information and educational resources your customers will love.



Simply visit **Pronto-Net.com**  
to access **RepairPoint!**



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