VOLVO

QUICK GUIDE TO TIE

CONTENTS

1   WELCOME TO TECHNICAL INFORMATION EXCHANGE

Welcome as a user to Technical Information Exchange (TIE). With TIE, Volvo Cars has one common way of handling discrepancy reports and communications between dealerships/independent operators, sales companies/importers and Volvo Car Customer Service.

TIE is integrated with VIDA to serve as a solid foundation for the daily work in workshops and offices around the world.

This document is intended to provide information to aid you as a new user of TIE. Different report types are explained and examples are given on how to write a good report. In the following chapters, different workflows are explained and the preferred way of working is discussed. To assist in understanding the application there is a brief application outline showing where to find different functions. Here, the search function is given special attention, as it is the most important function in TIE. The document ends with a chapter about support, what aid is available and where to turn if there are any issues with using TIE.

2 INTRODUCTION

2.1 Why do we have TIE?

The overall business objective is to make communication more efficient with shorter lead times. This means fewer repeat repairs leading to lower warranty costs and, in the end, higher customer satisfaction.

In TIE, all discrepancies concerning vehicles, service products, parts and accessories are reported.

2.2 How do I get access to TIE?

For independent operators, TIE is integrated with VIDA, which is purchased from TIS.

2.3 How do I log in?

Use the URL and connection settings below to log in to TIE. Please make sure that the appropriate URL is not blocked by a proxy or an external or internal firewall. Type the URL in a web browser and provide user ID and password when prompted.

URL	IP	port
https://tie.volvocars.biz	212.181.102.34	443

3 INFORMATION CHANNELS

TIE consists of different information channels and each channel has its unique purpose. This chapter contains information on these different information channels and which channel is to be used at which time.

3.1 Overview

The picture below shows a simplified overview of the information flow in TIE. TIE consists of two parts, central TIE and local TIE. Central TIE is in English and local TIE is translated to local languages (available in the same languages as VIDA). This means that journals and reports must be copied and translated between the two parts. Journals are one-way communications from Volvo Cars or a sales company, whereas reports can be answered so that an information exchange can take place.
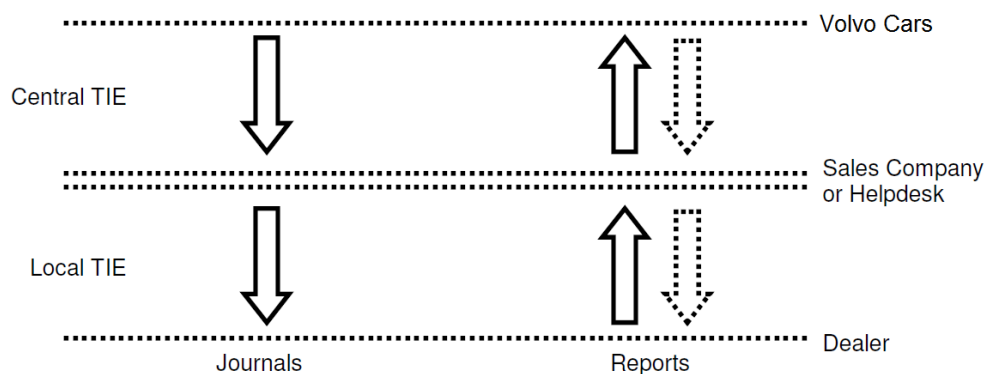

Fig. 1   Information flow in TIE

3.2 Technical journals

A technical journal (TJ) is an information item, which contains information to help-desks, sales companies and dealerships about product quality conditions that is relevant for repairing and servicing Volvo vehicles. It could be information regarding product quality, expected time for a pending solution, conditions, temporary remedies and the actual solution for any particular condition. It can also be used for a number of other tasks; fault-tracing hints, notifications on running changes that the technicians may need to know about, special follow-ups or material requests and other generally useful information.

3.3 Service product journals

A service product journal (SPJ) is an information item, which contains information about the services and applications provided by Volvo Car Customer Service, e.g. VIDA, TIE, and special tools. In short, all information to sales companies and dealerships that is not related to a vehicle (e.g. vehicle models, engines etc.) should be sent as an SPJ.

SPJs are divided into categories. Each category may have sub categories to further specify the information that the SPJ contains.

3.4 Reports

All discrepancies or issues should be sent as a report. Reports should be created to report discrepancies on VIDA and TIS.

Reports should also be issued to contact the local helpdesk if assistance is needed. This might concern issues with log in to various systems.

Note

When working with reports, please do not include any information that is not directly connected to the report, in the Add text field. Please also consider whether or not to include any customer, employee or vehicle information that is not absolutely necessary for the main purpose of the report itself.

Please follow these guidelines as closely as possible, as the General Data Protection Regulation (GDPR) requires organizations to minimize the amount of processed personal data for a given purpose. These guidelines aim to secure GDPR compliance for Volvo Cars and you are therefore kindly asked to keep them in mind when navigating TIE.

3.4.1 Concern areas

Reports are divided into *concern areas* and *sub concern areas*. When writing a report, choose the concern area and sub concern area that best describes the issue that is being reported. Each sub concern area has a different template that is to be completed. Some fields in the templates are mandatory (marked with an asterisk) and some fields are optional. There are help texts for each sub concern area, which describe the fields in the template. Help texts are opened by clicking Help in the upper right corner of the screen.

Sales companies have the possibility to choose which concern areas and sub concern areas they want to show to the dealers. The default set up is the set of concern areas and sub concern areas that will be standard in the central system, but this can be configured to suit each market's needs. Please note that if a report is written in a new local concern area and sub concern area, the sub concern area and/or concern area need to be changed into one from the default set up before it can be copied to central.

In the tables below, central concern areas and sub concern areas are listed. These may differ to those you see as a user.

Concern area	Sub concern area	When to use
Help documents	Missing/Wrong information	Should be used for commenting anything that is about: • Instructions/ manuals and help files used for VIDA, TIE and TIS. • Content available at Workshop Support Guide.

Concern area	Sub concern area	When to use
TIE	TIE Problem	Should be used for all technical TIE issues and errors.
	User administration	Should be used to request new users and new roles. It is also used to request a change of roles and changes to roles.

Concern area	Sub concern area	When to use
VIDA	System Information	Should be used to report errors in VIDA.

Concern area	Sub concern area	When to use
VIDA Admin	User Administration	Should be used to report changes for VIDA licenses and subscriptions e.g. increasing/ reducing the number of licensOn "cannot fix" problems or subscriptions.

3.4.2 How do I write a good report?

This chapter contains information that is useful when writing reports. Writing a good report is important, because that will aid helpdesks and other support staff to minimise the resolution time and for Volvo Cars to make faster and more accurate solutions on concept related issues. This is of course very important when it comes to reports, which are concerning issues where customers are waiting for their vehicles to be repaired. For some reports, there is a template in the free text field, with headings as support to structure the content.

Please have the following in mind when writing reports:

- When writing reports, use the error reporting function in VIDA. This function is accessed by clicking the ≡ icon and Create Report in the upper right corner of VIDA.

- Be very clear and precise in the description of the issue.

- Provide as much information about the issue as possible, but keep to the facts and do not speculate.

- If you need to write what a customer has said, begin the sentence with *"Customer states…"*.

- Only describe one issue/fault per report.

- Read through the report before sending it. Will it be easily understood by others? Rewrite unclear passages.

- If a report is answered with a proposal or if more information is needed, please make sure that the additional information is provided quickly. This speeds up the process for creating technical journals and it influences the lead-time regarding solutions.

- Do not give copies of reports, technical journals or quality bulletins to customers.

4   TIE AND VIDA

In the following sections the connections between TIE and VIDA are explained.

4.1   Reports from VIDA

Follow these steps to create a report from VIDA:

1.   Click the ≡ icon and Report Error in the upper right corner of VIDA.

→ The Report Error window is opened.

2.   Select report type (Local (Using TIE) or Central (TIE)) by using the radio buttons in the upper part of the window.

3.   Specify concern area and sub concern area by using the drop-down menus. Please refer to chapter *3.4.1 Concern areas on page 6* for further information about the different concern areas and sub concern areas available.

4.   Once a sub concern area is specified, a list of log file attachments is shown. For some concern area and sub concern area combinations, the log files required are defined by TIE and these log files are preselected in the list shown. If no predefined list of logs is available, there is no need to attach any log files.

5.   Click the Submit button.

→ VIDA automatically finds the relevant information, and log files and creates a compressed folder that is sent to TIE.

VIDA calls on TIE and TIE is opened in a new window.

TIE opens the report template. The required log files are automatically attached, and the information that VIDA sent is added in the correct fields.

6.   Complete the report.

Since this method makes writing reports much easier, this is the preferred way to report issues because:

* You do not have to manually insert attachments or keep track which attachments are needed for which sub concern areas.

* You do not have to insert vehicle details in the report; these fields are completed automatically by VIDA.

NOTE

If you do not have a connection between TIE and VIDA, or is not authorised to access TIE, the only option available will be Report using email. The report should in such case only be sent to an already established support contact. Log files can be attached by using the checkboxes.

4.2   Searching technical journals from VIDA

The easiest way to find relevant technical journals for a vehicle is to start the search in VIDA. Depending on how the search is started, VIDA will send different information to TIE, which influences the search result. Please find step-by-step instructions in the following sections.

4.2.1   Basic search

Follow these steps to perform a basic technical journal search in TIE from VIDA:

1. Specify the vehicle under the Home → Search Vehicle tab in VIDA. The more information that is input, the more targeted the search will be. Other tabs under the Home tab can be used to specify a vehicle as well.

   → Once the Select or Connect button is clicked, the specified vehicle is assigned its own tab.

2. Select Work List → Technical Journals in the left-hand menu panel to start the search.

   → The search is performed and VIDA shows a list of all technical journals that are relevant for the current vehicle profile.

4.2.2   CSC search

If CSC are specified for the vehicle when a basic search is performed, TIE will use the specified CSC to further target the search. Technical journals related to the specific CSC for the profiled vehicle will be shown.

4.2.3   DTC search

If fault tracing has been performed on the vehicle in VIDA and DTCs have been specified, TIE will use the specified DTCs to further target the search. Technical journals related to the specific DTCs for the connected vehicle will be shown.

5 BRIEF APPLICATION OUTLINE

TIE contains an auto save text function. This means that text you have written in the text sections is automatically saved (in each module). The purpose is to help you to avoid losing text because of system "time-outs". There is one exception in the service product journal module. You can never save a service product journal before you have selected a sub category. This means that the Auto save function will not work until you select a sub category.

5.1 Search

There are two ways to start a search in TIE. You can either retrieve a vehicle profile or search for an information item directly.

5.1.1 Retrieve vehicle profile

If you want to retrieve a vehicle profile, use one or a combination of the following fields:

- Type and Chassis
- VIN
- Number Plate

Fig. 2   Retrieve a vehicle profile

Click the Retrieve vehicle button to retrieve the vehicle information. Click Fill Search fields with Vehicle data to transfer the retrieved vehicle data to the fields presented in the table below. This data can be used as a filter when searching for an information item, *see chapter 5.2 Vehicle information on page 12*.

No	Field Name	Description
1	Serie	Series number
2	Sub	Sub series number
3	Doors	Number of doors
4	Eng	Engine number
5	Sales	Sales version
6	Body	Body number
7	Gear	Gear box code
8	Steer	Steering
9	Plant	Assembly plant

No	Field Name	Description
10	Structure Week (from/to)	YYYYWW
11	Chassis Range (from/to)	Chassis number
12	Model Year From (from/to)	YYYY

5.1.2   Search for an information item

To search for an information item (report, technical journal and service product journal) or a combination of items, start by selecting the relevant module(s):

- Report
- Technical journal
- Service product journal

You need to choose from central or local in the drop-down menu and you have the option to select/deselect all modules by using the buttons Select All or Deselect all. If all modules are selected, the result will be presented with one list per module.

If you retrieved a vehicle profile, data can be edited in the populated fields to search for an information item.

If you did not retrieve a vehicle profile, data can be entered in either of the following fields to search for an information item:

No	Field Name	Description
1	Serie	Series - one character
2	Sub	Sub series - one character
3	Doors	Number of doors - one digit
4	Eng	Engine number - two digits
5	Sales	Sales version - two characters
6	Body	Body - one character or digit
7	Gear	Gear box code - two characters
8	Steer	Steering - one character
9	Plant	Assembly plant - two characters
10	Structure Week (from/to)	YYYYWW - six digits
11	Chassis Range (from/to)	Chassis number - seven digits or less. If less the system will fill up with zeros.
12	Model Year (from/to)	YYYY - four digits
13	CSC	Customer Symptom Codes. Click the CSC link and select CSC in the page that appears or add manually by typing the CSC in the "CSC" field (2 characters). Transfer the CSC to the Include in field by clicking the right pointing arrows. Multiple CSC are possible. To remove an already added CSC, select it and click the left pointing arrows.

No	Field Name	Description
14	Function From/Function To	Function group from. Click the Function From and/or the Function To link and select function group in the page that appears or enter the function group manually - maximum 4 digits.
15	Diagnostic Trouble Codes	Enter a DTC manually in the DTC Control Module and Code fields (maximum 7 + 7 characters) and transfer it to the Include in search field by clicking the right pointing arrows. Multiple DTCs are possible. If more than one DTC is preferred, repeat the procedure. To remove an already added DTC, select it and click the left pointing arrows.
16	Status Date (from/to)	Can only be picked from calendar.
17	Free text	Type any free text with at least two characters. If you enter several words, select an *AND* or *OR* condition for the entered words, using the drop-down menu. To set a *LIKE* condition, type an asterisk (*) in front of or after the word.

What can you search for in the different modules?

For reports and technical journals, all the search fields are valid. For service product journals the Status date (from/to) fields and the Free text f

ield are valid.

5.2 Vehicle information

If you want to find information about a vehicle, go to the Vehicle Info tab. Here you can enter data in either of the search fields:

- Type and Chassis
- or VIN
- or Number Plate

5.3 Reports

If you want to create or view a report, click the Report tab and select one of the headers:

- View Report List – enter data in one or a combination of fields and view/print the hit list.
- Created new Report – select suitable concern area in the drop-down menu and proceed. To see a list of central concern areas and sub concern areas, *see chapter 3.4.1 Concern areas on page 6*.

Note

When working with reports, please do not include any information that is not directly connected to the report, in the Add text field. Please also consider whether or not to include any customer, employee or vehicle information that is not absolutely necessary for the main purpose of the report itself.

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5.4   Journals

If you want to create or view journals, click the Journal tab and select one of the following from the drop-down menu:

- Technical Journals
    - View Journal List – enter data in one or a combination of the fields.
- Service Product Journals
    - View Journal List – enter data in one or a combination of the fields.

5.5   User profile

By clicking the user name in the top right corner of the screen, you can check the user profile and customise some user settings.

You can see if personal information (e.g. name, contact details etc.) is correct. It is also possible to, among other things, set the preferred speedometer units, language, calendar/time format and if you want to receive e-mail notifications from TIE.

6 SUPPORT

Since TIE is a business critical application, help and support has been implemented as a safeguard for usability. This chapter contains information about this safeguard.

6.1 TIE help files

Help files are available for each screen in TIE. In these files you get explanation of visible items e.g. labels, drop-down menus, input fields etc. The help files are accessed by clicking the Help button in the upper right corner. A new window with information regarding the actual screen is shown.
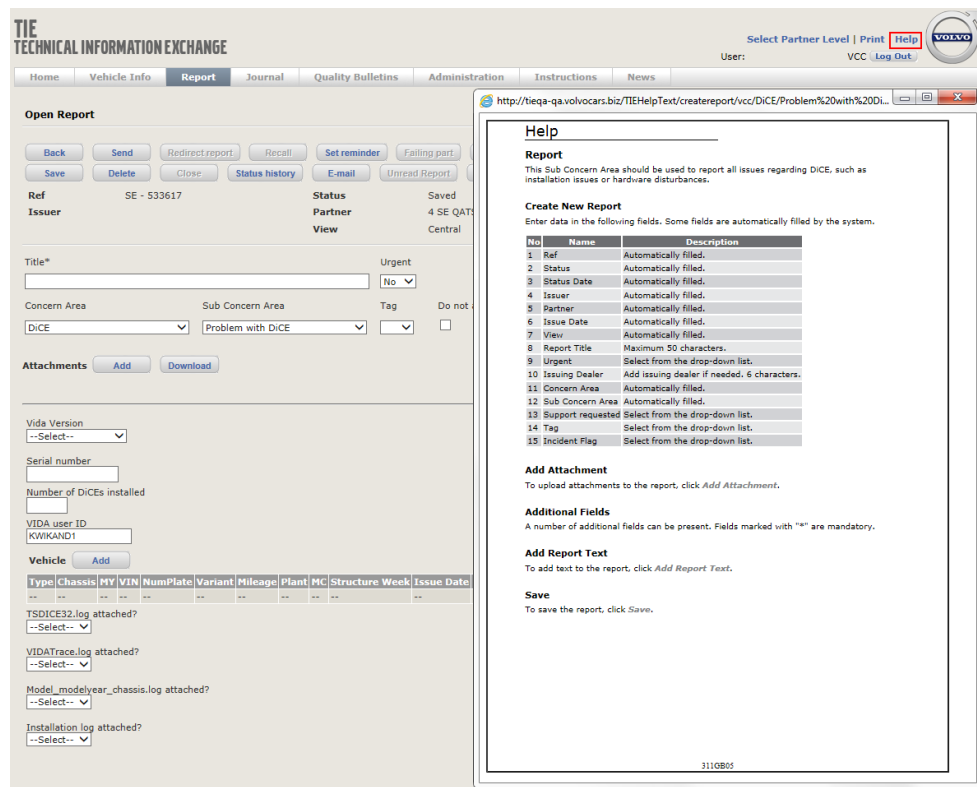

Fig. 3   TIE help file

6.2 Where do I turn if I run into problems?

If the help files do not provide enough information to assist in any issues, please contact the local helpdesk.

7 ABBREVIATIONS

CSC – Customer Symptom Codes
DTC – Diagnostic Trouble Code
EWD – Electronic Wiring Diagram
GDPR – General Data Protection Regulation
SPJ – Service Product Journal
TIE – Technical Information Exchange
TIS – Technical Information Shop
TJ – Technical Journal
URL – Uniform Resource Locator
VIDA – Vehicle Information and Diagnostics for Aftersales
VIN – Vehicle Identification Number

8 HISTORY LOG

8.1 258EN02IR

New document for Independents.

8.2 258EN03IR

A general revision of the document. New or revised information in all chapters and new screen dumps have been added. Outdated information has been removed.

8.3 258EN04IR

The *Reports from VIDA* sub chapter has been updated.

The *Concern areas* sub chapter has been adjusted.

Minor text adjustments and corrections throughout the document.

This is the last version covering information about VIDA All-in-one and VIDA on Web.

8.4 258EN05IR

Changes made throughout the document due to the launch of the new VIDA application in 2015. Especially, the *Concern areas* sub chapter has been adjusted and updated with new concern areas and sub concern areas.

All information about VIDA All-in-one and VIDA on Web has been removed.

8.5 258EN06IR

The copyright year has been updated to 2018. The texts have also been updated with minor changes.

8.6 258EN07IR

Guidelines for following the General Data Protection Regulation when working in TIE have been added to chapters dealing with reports. The pages where GDPR information has been added, can be found in the index.

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