1 Description of the service

The TecRMI Service Book service enables workshops to commission TecAlliance with the entry of service and maintenance work performed in the digital service book of vehicle manufacturers. All information necessary for a complete entry can be recorded in an online web application and transmitted to TecAlliance. TecAlliance will then enter this information into the vehicle manufacturers' portals on behalf and in the name of the performing workshop.

In addition, it is possible to retrieve all maintenance procedures recorded for a specific vehicle (chassis number) from the vehicle manufacturer's system. This service can only be performed if a query option provided by the manufacturer exists online in a corresponding portal. Retrieving a service history from TecAlliance is possible with the help of the web application.

2 Special features of the service

2.1 Application fee / registration in manufacturer portals

For the use of the TecRMI Service Book, a one-time registration fee is charged in the amount of the flat rate shown in the order form / offer. This includes the creation of required accesses to manufacturer portals, insofar as the customer does not already have accesses. If it is noticed during the creation of the manufacturer accesses that the customer already has an access to the corresponding portal, the customer will be requested to create an additional user for the TecAlliance. The respective user details as well as corresponding instructions will be sent to the customer separately. In addition, the e-mail addresses stored in the portals of the vehicle manufacturers will - if necessary - be changed to a TecAlliance e-mail address specifically created for the customer for the purpose of account maintenance.

In the case of newly added manufacturers, registration in the manufacturer portal only takes place in the event of a specific request by the customer.

2.2 Maintenance flat rate establishment / change of passwords

For security reasons, some vehicle manufacturers require a regular change of the password in their portals for the registration of the digital service record.
TecAlliance will update the passwords to manufacturer portals if this is necessary to provide the "TecRMI Service Book" service and an update has been enabled on the part of TecAlliance based on the vehicle manufacturer guidelines and commissioning by the customer.
TecAlliance GmbH will store an e-mail address of its own in the access data - if required - in order to be able to guarantee the service. The annual maintenance fee per subsidiary can also be found on the order form/offer.

2.3 Vehicle identification via Document scanner

When identifying the vehicle (step 1 of the service entry), it is possible to identify the vehicle automatically via a scan of the vehicle registration document.

To do this, the corresponding button must be selected in Step 1 - Vehicle identification and a photo of the vehicle registration document uploaded. The system reads it and automatically fills in the recognized fields (License plate, date of first registration, HSN, TSN, VIN). Vehicle manufacturer, model and type in following will be identified based on VIN. This function is currently only possible for the German vehicle registration document (Zulassungsbescheinigung Teil I).

2.4 Country-specific vehicle identification

In addition to manual vehicle identification, there are country-specific identification options based on, for example, licence plates or national vehicle IDs. The necessary login data can be stored in the "My organisation" area. These login data result from the separate purchase of licences for the corresponding vehicle identification services.

Country	Additional cost
Germany / HSN-TSN Lookup	No
Norway	Yes
Switzerland	No
Netherlands	No
Italy	Yes
Portugal	Yes

2.5 Registration of a new subsidiary

If a new subsidiary is requested for creation via the "User Management" in the TecRMI Service Book, then TecAlliance will initiate all the necessary steps to create - for the corresponding subsidiary - newly required accesses in the portals of the vehicle manufacturers. As soon as all the necessary steps have been taken to create a new subsidiary, information is sent to the user.

2.6 Change establishment data

If the user requests changes to the data of a subsidiary via "User Management", these must also be entered by TecAlliance in the vehicle manufacturer's portal. Once TecAlliance has made the changes, the user is informed.

3 Restriction of the service

3.1 Vehicle manufacturer systems

An overview of the currently available vehicle manufacturers and countries can be found under the following link:

https://www.tecalliance.net/tecrmi-service-book-registration-documents/

TecAlliance GmbH reserves the right to remove individual manufacturers from the offer or to add new ones in the event of changes to the legal or technical framework conditions of the manufacturers.

In addition, the systems of the vehicle manufacturers must be electronically accessible to TecAlliance GmbH in order to perform the service.

3.2 Availability of the service

The technical platform for the transmission of the executed services is generally available 24/7 with an average availability of 95% per calendar year.

The following failures are not considered when determining availability:

- Maintenance in scheduled and regular maintenance windows,
- All forms of force majeure,
- Failures due to computer crime by third parties, unless these have been caused or made possible by intentional or grossly negligent behavior at TecAlliance,
- non-fulfillment or violation of obligations to cooperate by the customer or his vicarious agents or
- Failures or malfunctions of the Internet or communication networks.

However, processing only takes place during the hours Monday to Friday from 08:00 - 17:00 CET/CEST. Excluded from this are holidays in the state of Baden-Württemberg and the days 24.12. and 31.12.

TecAlliance will process all entries within 5 working days. The processes must be transmitted at least 2 working days before the expiry of any registration deadline defined by the vehicle manufacturer. Processes concerning vehicle manufacturers for which such a deadline is known - after the date of performance - will be processed by TecAlliance with priority. TecAlliance will not bear the additional costs if all the necessary information has not been correctly provided within the defined lead time.

3.3   Supplements

If an entry is not submitted to TecAlliance on time, i.e. after expiry of the vehicle manufacturer's deadline, or if the deadline for applying for an entry is exceeded, the user will be user will be informed of such an event in the system.

If the follow-up option has been activated for the customer's organisation, the customer can also enter service entries even after the deadline has expired, provided that this option is supported by the vehicle manufacturer.

The additional costs incurred by TecAlliance as a result are shown in the price list.

Any additional costs incurred by the vehicle manufacturer will be passed on to the customer on a 1:1 basis.

3.4   Data correction

Subsequent data corrections - requested by the customer - to already completed entry processes in the vehicle manufacturer portals will only be carried out as long that possibility is supported by the vehicle manufacturer. In addition the corresponding option has to be activated for the customer's organization.

The additional costs incurred by TecAlliance can be seen in the price list.

Additional costs incurred by the vehicle manufacturer will be charged to the customer on a 1:1 basis.

3.5 Specific procedure for entry in certain vehicle manufacturer portals

If the customer transmits an order number that is too long for entry in the vehicle manufacturer's portal, TecAlliance will shorten it accordingly.

4 Request Service Histories

In addition to the service entries, it is possible to request the service history for a specific VIN. However, this is only possible if such a query is possible for the corresponding manufacturer and such an authorization also exists on the part of TecAlliance GmbH for the customer's organization.
The service history is stored as a PDF document in the Service Book Dashboard.

4.1 Request for technical service bulletins & recalls

In addition to the service histories, the customer has the option to request the technical service bulletins and recalls, related to a specific VIN, from the manufacturer portals. The request can be made in connection with a service history or separately from it. The corresponding printouts are stored as PDF documents in the Service Book Dashboard. However, a query is only possible if such a function is offered by the manufacturer. The resulting prices can be taken from the price list.

5 Connection to Catalogue Systems

Customers with the user role "Organization Admin" have the possibility to connect their organization with a catalog system. With this function, it is possible to automate the vehicle identification based on the K-Type No. and to pre-fill the general order data. If TecRMI data is used in the catalog system, the entire shopping cart calculation can also be transferred to the TecRMI Service Book and the service work to be documented can be pre-filled as far as possible in the application in an automated manner. The possession of a corresponding catalog license is required for the use of this function. As soon as the use of a catalog system has been requested in the application via the "Connected catalog systems" area, the request is forwarded to the corresponding catalog provider. After successful verification by the catalog provider, the catalog system is activated in the overview as "Active".

6 Other

6.1   Contact us in case of technical problems

If technical problems or questions arise during use, the customer can contact TecAlliance Customer Support at the following contact details:

6.1.1 E-mail

For the fastest possible processing of your request, please contact us by e-mail at support.wkh@tecalliance.net.

6.1.2 Phone

At +49 2203 2020 2408 (German & English)

6.2   Escalation process in case of queries to the customer by TecAlliance

If there are any queries regarding data transmitted by the customer, the customer will be contacted by e-mail. If the customer does not reply after approx. 2 days, TecAlliance will initiate a further inquiry. If still no response is received from the customer after a further approx. 12 days, then the respective application is removed from the TecRMI Service Book application. The customer will be informed about the respective process by e-mail.

7 Plausibility check

Optionally, in the course of the plausibility check, TecAlliance can check on the basis of a daily data delivery by the customer whether a service has been carried out in the customer's workshop but this has not been transferred to the TecRMI Service Book.

If such an entry is missing, it is opened in the TecRMI Service Book on the basis of the data supplied (status "Open"). The customer can then complete it and send it to TecAlliance.

The matching of the data is carried out taking the following information into account:

- Vehicle manufacturer
- Date of first registration

In the event that the data is not delivered by the customer, the entries thereby

entries thus made will fall to the end of the TecAlliance production chain. In order to initiate the implementation of the plausibility check, technical coordination between the customer and TecAlliance is required.