IMIHGPSV17

Provide diagnostic equipment and technical information system support in heavy goods and public service vehicle environments

Overview

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

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Performance criteria

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 promptly inform all relevant persons of the completion of the software installation

P8 promptly advise the relevant people of any new features and changes to existing functionality

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 promptly inform the relevant person(s) if equipment has to be sent away for repair

P15 promptly inform the relevant person(s) if alternative diagnostic equipment needs to be used / sourced

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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 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 promptly advising people of changes

IMIHGPSV17

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to diagnostic equipment functionality

K19 the importance of promptly reporting equipment / software **faults** and failures to the relevant person(s)

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Scope/range

1. **Causes** of faults and errors are:

    1.1. mechanical
    1.2. electrical
    1.3. electronic

2. **Faults** an *errors *cover:

    2.1. software
    2.2. hardware

IMIHGPSV17

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Glossary

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

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Heavy goods and public service vehicles
These are medium and large goods vehicles, buses and coaches of 3500kgs gross vehicle mass (GVM) and above.

Rectification (resolve) activities *
These are a suitable repair, replacement, re-coding or re-programming that rectifies the fault(s) identified.

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