

# USING HONDA & ACURA SERVICE INFORMATION

HON10e

DEVELOPED BY HONDA | DELIVERED BY I-CAR

Collision repair professionals must change their habits when dealing with a repair due to today's advanced body structures and complex electronic control systems in vehicles. One of the biggest changes is that factory service information is now a requirement to ensure a complete, safe and quality repair. This module identifies Honda and Acura service publications that may be helpful during repairs, demonstrates how to navigate ServiceExpress, and highlights commonly used Honda and Acura repair information in body repair and service manuals. A ServiceExpress subscription is free to all Honda ProFirst Certified Collision Repair Facilities, so knowledge of this tool is extremely helpful.

## Module Content

### Section 1 – Service Information Overview

The first section of this module discusses similarities and differences between Honda and Acura service information for independent repairers (ServiceExpress) and Honda and Acura dealers. In addition, it reviews possible differences between Honda and Acura ServiceExpress and third party licensee information.

### Section 2 – ServiceExpress Basics

As the student moves through the module, he or she will learn how to navigate through ServiceExpress. This in-depth look will cover what is available for free and what requires a subscription, as well as possible uses of the service information during collision repairs.

### Section 3 – ServiceExpress and Collision Repairs

The final section explains how to use the resources available in ServiceExpress during collision repairs. Students will be able to search for information on ServiceExpress, locate body repair specific information, understand how Honda and Acura model series and model changes work, as well as know the difference in Honda and Acura PDF and ESM body repair manual formats. Interactive exercises help students find what is needed to repair Honda and Acura vehicles.

## Recommendations

This module is the first in a series of Honda- and Acura-specific collision repair training developed by American Honda. I-CAR is delivering these online modules to reach the entire collision repair industry. The following are other modules of the series:

- Honda & Acura High-Strength Steel Repair (HON11e)
- Honda & Acura Restraints Collision Repair (HON12e)
- Honda & Acura Electrical Collision Repair (HON14e)
- Honda & Acura A/C Collision Repair (HON15e)
- Honda & Acura TPMS Collision Repair (HON16e)
- More coming soon!

## Registration

To register for Using Honda & Acura Service Information (HON10e), visit the I-CAR website at [www.I-CAR.com](http://www.I-CAR.com) or contact I-CAR Customer Care at 800-422-7872.

## Module Highlights

**Estimated Duration:** 1 hour

**Format:** Online instruction with test

**Meets I-CAR annual training requirements for the following roles:**

-  ESTIMATOR
-  REFINISH TECHNICIAN
-  STEEL STRUCTURAL TECHNICIAN
-  ALUMINUM STRUCTURAL TECHNICIAN
-  NON-STRUCTURAL TECHNICIAN
-  ELECTRICAL/MECHANICAL TECHNICIAN
-  AUTO PHYSICAL DAMAGE APPRAISER

**After completing this module, you will be able to:**

- State why using factory service information is critical and recognize the possible consequences of not using it
- Identify Honda and Acura service publications that may be helpful during the repair process
- Navigate ServiceExpress to find basic service information
- Locate frequently used Honda and Acura repair information in body repair and service manuals

**HONDA**

- DELIVERED BY -

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