



CAPRICORN
...it's just easier!™

Other resources in step 9h:

- **No other resources**

Technical help, it's out there – but it's a two-way street

A job lands in your workshop that you feel is going to be technically challenging.

You may instinctively also feel that you might need some help with this one – so where to look?

Technical help is out there, but it may not necessarily be as free or accessible as you might like, or expect.

An example:

A 2008 Peugeot 308 was brought in on a hot Sydney day with the air conditioning (A/C) not working. It had already been to two other local workshops who both said it needed to go back to the dealer to be diagnosed.

Enjoying a challenge, we began with the usual full light check, and battery, main power and earths. All were OK.

The system had enough gas pressure to allow activation of the A/C clutch but the compressor was not engaged. Inside the vehicle, the heating, ventilation and air conditioning (HVAC) control panel seemed to be operating correctly. The A/C light was engaging together with operation of the recirculate flap function and all interior fan speeds were fine.

It was noted that the engine didn't seem to rise in idle when the A/C was switched on and that the low speed thermo fan was operating all the time.

There was one fault code – in the engine module. There were no faults in the HVAC or any other of the many modules. The one code in the engine module, a permanent code that could not be cleared was related to the engine's electronic thermostat. The question was: could this engine code be stopping the A/C compressor from engaging?

We needed to tap into some outside technical advice so that we could make an educated decision.

There were no similar cases in the **TaT's a fact** database. A *TaTassist* request was submitted online. The responses indicated that the A/C clutch could be affected by this code and it could also explain the low speed thermo fan operating all the time while the vehicle was running.

Autologic Assist was next, and their Peugeot specialist agreed with this advice.

Autodata reported that there had been cases in European cars where certain codes in the engine module would cut out the compressor.

The local Peugeot dealer was consulted next and their information changed the game play.

It seems the engine electronic thermostat had been an issue for some time. The part had been superseded a few times and the current new part was always in stock, retailing for \$299.

The customer was consulted, the part was installed, the cooling system was bled, and as predicted, the compressor was now engaging and the low speed thermo fan was operating correctly. Fault codes were gone and all was well.

The gathering of all the information that led to a perfect fix was easy, but it came with a cost.

Our workshop is a paid-up member of TaT; it subscribes to Autodata; it has an up-to-date Autologic scan tool with Autologic Assist; and because we buy all Peugeot spares from one selected dealer, getting them to part with useful information is part of the relationship.

Good, reliable technical information is gold in the workshop landscape, so it is worth aligning yourself with products and services that can be really useful in your time of need.

Having a network of suppliers and products allows good quality technical advice to be obtained from a growing number of sources. You just can't put a price on these relationships.

With diagnostics becoming more complex as car makers keep adding their technologies, all workshops should compile their own list of quality contacts and

make it a workshop rule to stay loyal to their products and services. In the long run, the costs involved in belonging to, or dealing with, a trusted network of data providers, wholesalers and yes, dealerships, should be regarded as investments in the business.

In the case of buying parts, chasing the best price from a multitude of suppliers is not only a time wasting exercise, but doesn't provide too many avenues to build trusting, and useful relationships.

The place to start is www.tatbiz.net.au/capricorn

Just go for it