

AECS Technical help desk news

We have made some **advances** in our ever-growing demand for technical support. AECS' technical help desk has always been extremely busy, but in the last year, the demand for support has almost doubled. We can only guess that this has to do with the enormous increase in electronics used in vehicles. We have also detected a clear decline in quality in electronics and wiring, at a guess this might have some parallels with the increase in raw material prices and economic circumstances.

Coping with increased demand

We have been providing support to our customers to the maximum and the increased demand has sometimes resulted in waiting times. Incidentally, it has also resulted in incorrect support; once where we were dealing with three identical BMW's 3 series at the same time. All three had different problems, and this is where the wires were crossed, one customer got advice for the other customer's car.

We feel we can do better and have put something nice into place. The system is first only for AECS Launch Scan tool owners but will soon have a parallel system for AECS oscilloscope and Aicon equipment users.

The system works a little bit like a forum as many technical people are used to communicating via forums. However, in this case there will be always a person from AECS answering questions and in some cases multiple persons.

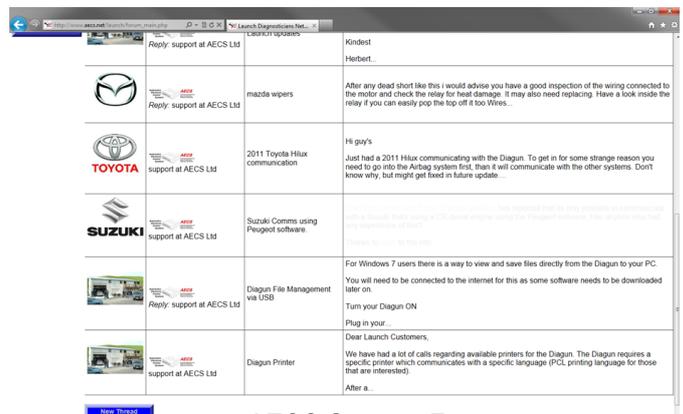
Access

At AECS, we have an unlimited number of internet connections to the forum, so all three of our highly trained technical support staff could work on this at the same time, from wherever they are in the country or abroad.

If you have a problem vehicle you post the issue as a thread, and within a working day, there will be a reply from one of our three technical staff. This support person will now have time to research the fault and data. In addition, he will have some time to think instead trying to provide you with a quick answer. Allowing for this thinking time will be beneficial on your side as it reduces possible unnecessary further measurements.



AECS Support website



AECS Support Forum

*A new EMS2-1 Chip programming course is planned for Auckland. - 18th & 19th July 2012
 See inside for further details.*

Also if you want to view our scope patterns in higher resolution - see our website - www.aecs.net

In addition, the case you have entered with its answers is stored in an online database, this means that if you encounter a similar problem you can look back at the solutions and our thinking patterns. This by itself acts as a tutorial; I see this as an extension of our training seminars.

Not so special

So far the above is not so special, although try to find a service where paid professionals are ready to assist you with a trouble case in your workshop, and that right here in New Zealand!

Where our web support becomes special is that we utilise the data record function of the Launch.

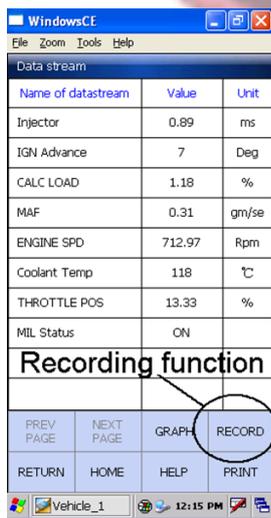
Data recording

The Launch has, like many dealership tools, a data record function.

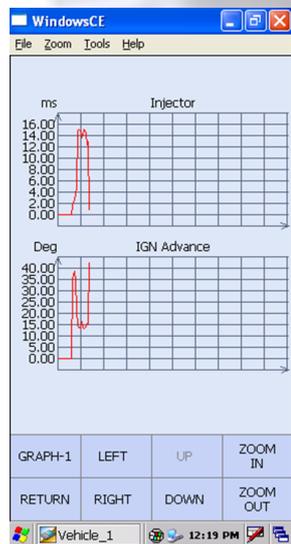
We have the ability to view your live data recording on our PC's here at AECS.

This enables us to see similar information as if you were at a dealer with the factory tool, seeking support from the brand's technical support staff.

You can view this recording yourself of course as many times as you like, but if you post the recording on our technical support forum we can view it in greater detail than you can view it yourself.



Data record reviewed on the Launch



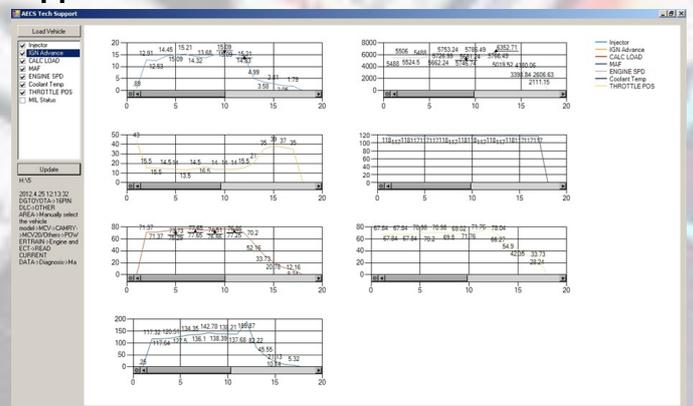
Data Viewing

We can view your recording in much more detail as we have developed the software to do just this, ourselves here at AECS.

This software will be placed on the forum for you to use as soon as we have it converted into a web application (the word APP seems to be more popular).

This means we are working towards you plucking the recording off your tool and dropping it into our data viewer. This will also store the recording into the online database for your future reference, with all comments made during the support attached.

App



Our data viewing application allows us to view as many and as few data lines as we like. Of course, the maximum number of data lines is limited to how many lines you have recorded.

We can zoom in to the detailed live data, which allows us to see and scroll through your recording and alert to possible faults. We can base our repair or further measurement advice on these

BRAKE TESTERS

New Shipment in!
Latest technology applied

VTEQ Equipment:

- Brake tests,
- Suspension tests,
- Alignment tests.

Testlane: \$33,000 +gst

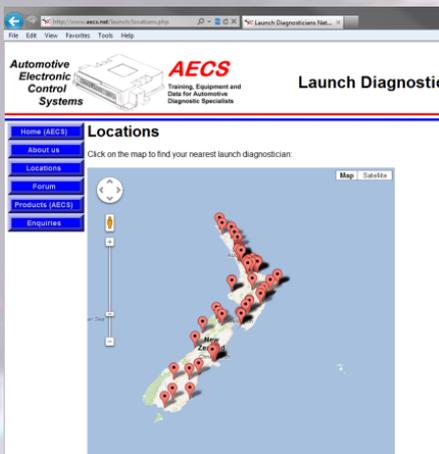
Brake testers from: \$17,000 +gst

recordings. However, it needs to be understood that the nature of live data, that there is far lesser detail than in oscilloscope recordings, due to the speed of communication between the ECU and the scan tool.

On the flip side, there are live data lines which are not measurable with an oscilloscope, like calculated load, some adaption values, etc. yet these data lines can still alert us to possible problems.

Google map

We have also created on our forum site a map with (AECS) Launch owners. We are slowly loading all addresses on this site. This map allows our customers to seek contact with other Launch users, to increase support. It allows us at the help desk to quickly find a shop with Launch equipment, if during a technical call we need to have a vehicle scanned with a tool we fully trust.



Map with some of the AECS Launch Diagon customers

During our training seminars throughout the country, we have found that the Launch tool provides the user with data, which in all cases is the most reliable and the most factory like.

The software level the Launch scan tool possesses makes it far easier for us to diagnose faults as the 'human interference' factor in the scan tool software has been virtually eliminated, by the Launch method of programming vehicle software into the tool.

Conclusion

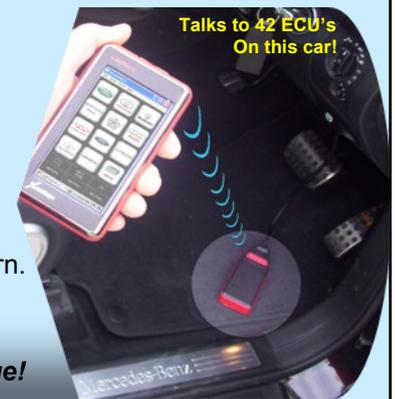
Please choose your workshop equipment and equipment provider with consideration of all facts. **AECS** are a highly technical and innovative company, your and our team both operate in a very technical world.

LAUNCH X.431 *Authorised Launch Distributor*

Diagon Scantool

The **LAUNCH Diagon** can:

- record data graphs,
- print A4 and docket,
- display via a PC,
- code ECU's,
- code Key's,
- code common rail injectors + pump learn.



It has fabulous brand and system coverage!

The **LAUNCH Diagon** is a very complete wireless scan tool. It will work on anything from your older Asian and Australian vehicles to the most upmarket late model European cars.



- Blue tooth wireless technology with colour touch screen
- Includes full set of connectors in its own carry case

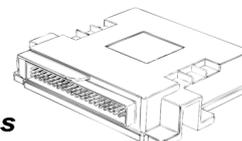
\$4,925+gst which includes one year free technical support (\$250).



*Includes access to **AECS** technical support website/ database*

NZ's Automotive equipment provider

Automotive Electronic Control Systems



AECS
Training, Equipment and Data for Automotive Diagnostic Specialists

Equipment

Ph: 06 8749 077 E: info@aecs.net
www.aecs.net

If you have not dealt with us before, just try us out during one of our training seminars. If anything, the training provides you with an extra perspective on automotive trouble shooting.

Herbert

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Training news

AECS has introduced an advanced course to the range of courses we currently provide.

The EMS 2-1 Chip programming seminar is designed to understand the complexities of the ECU.

The topics covered:

Serial data diagnostics.

Live data, chip programming, debug. How to setup and connect the electronics before a chip can be programmed, plus understanding electronic noise cancellation.

Engine management like software programming, from scratch.

Write closed loop software and make it work in a simulator.

Upload and make the software work for real in a chip driven circuit.

We are building for example an Air mass sensor recalibration software and circuit, timed switching software and circuit, Duty cycle controlled actuator software and circuit, E-OBD rear oxygen sensor simulating software, etc.

Building of useful electronic circuits to simulate and override engine management signals.

Drive high current actuators with very low (chip) currents.

**EMS 2-1
AUCKLAND:**
18th & 19th
July 2012

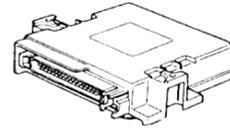


As a diagnostician I found this knowledge absolutely invaluable for understanding and being able to manipulate and diagnose any computer controlled electronic circuit. This knowledge takes away the need to have data for every single measurement you make, as it has made you understand what happens in the ECU.

Herbert

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Automotive
Electronic
Control
Systems



AECS
Training

**Get ahead
in the industry—**



Learn new skills!

**Enrol in these courses coming up in the
SOUTH ISLAND and Auckland:**

CHRISTCHURCH: 22nd & 23rd June 2012
AED - Automotive Electronic Diagnostics

DUNEDIN: 25th & 26th June 2012
AED - Automotive Electronic Diagnostics

CHRISTCHURCH: 28th & 29th June 2012
DMS1-3— Common Rail Diesel DMS 1 –3

AUCKLAND: 13th & 14th July 2012
AIRCON - Air-conditioning course

AUCKLAND: 16th & 17th July 2012
AED - Automotive Electronic Diagnostics

AUCKLAND: 18th & 19th July 2012 **New!**
EMS2-1 - Chip programming course

WELLINGTON: 9th & 10th August 2012
EMS1-2 - Engine Management Module1-2

For enquires or to register for any one of these seminars contact **AECS:**

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