

Solera | IDENTIFIX

VIRTUAL TECH
HOTLINE



REPAIR HOTLINE
REAL-WORLD FIXES
FROM REAL-WORLD
TECHNICIANS

In 1987 Identifix started out as an auto repair hotline, offering live technical assistance to professional shop owners and technicians seeking a trusted second opinion and additional expertise on various vehicle issues. More than 4 million calls later, our Repair Hotline is still providing personal service to customers across North America. And every piece of data collected, including short-cut tests and confirmed fixes, is documented and made available in our award-winning Direct-Hit system.

IDENTIFIX REPAIR HOTLINE SERVICE GUARANTEE

At Identifix, we are committed to providing you with accurate and complete vehicle diagnostic information, delivered in a professional and friendly manner. Our guarantee is simple: If you are not satisfied with the service you receive, you may request a full credit to your account for that repair order. Simply notify Identifix within 90 days of your initial Repair Hotline call, to give us time to research your claim and apply a credit to your account. Please note:

- ✘ *The original vehicle must be repairable to qualify for the Service Guarantee.*
- ✘ *Our Guarantee is not valid for modified, recovered, flooded, chopped or damaged vehicles.*

If you have any questions about our Repair Hotline procedures, Service Guarantee or your account in general, PLEASE CALL US AT (800) 288-6210.

1.800.745.9649 | identifix.com

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