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| Station | | Task | |
| 42 | | 1 | |
| **PDI INFOCENTER & MOT** | | | |
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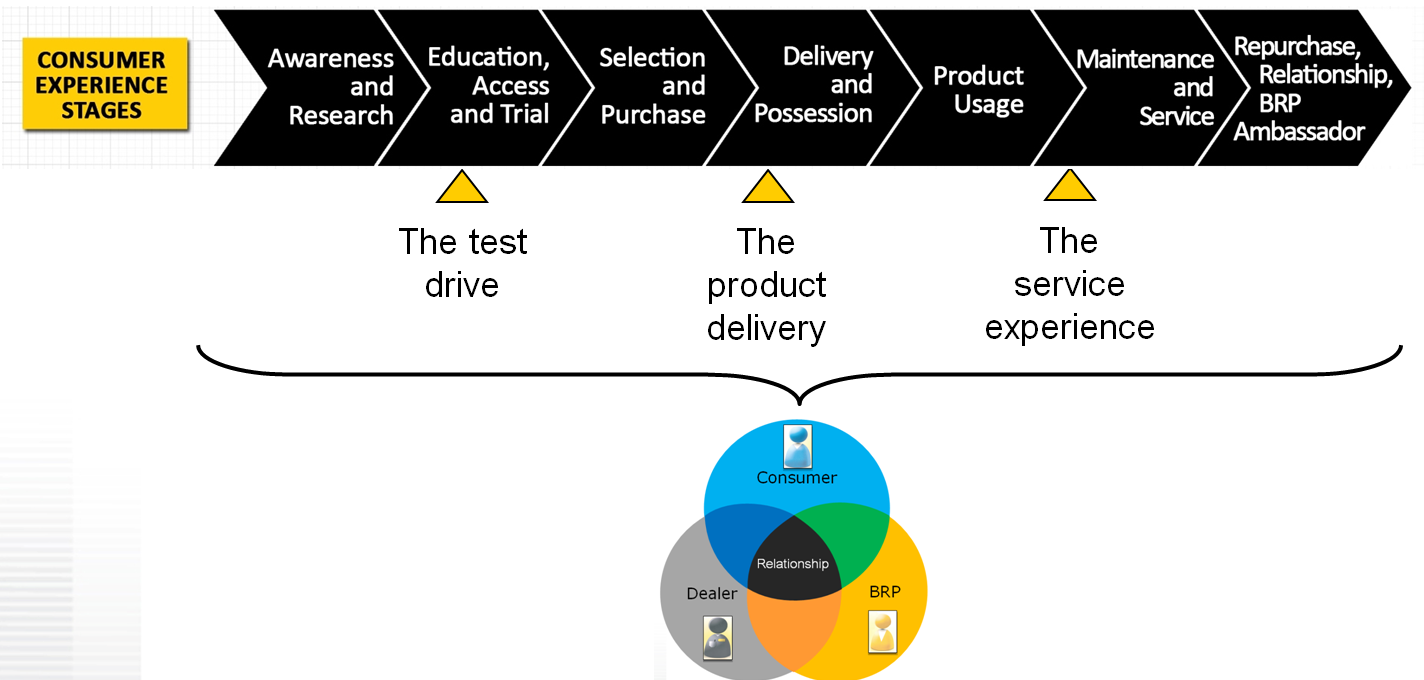
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## TASK OBJECTIVE

After complete this task technician will be able to properly perform a PDI in relation with BRP policy. Upon doing so the technician will be able to obtain expectation in terms of checks, control and safety before deliver unit to the customer. Also the technician will be able to use the new and advanced BRP tools toward "Knowledge Center", "Community".

**INTRODUCTION**

Detail end-to-end stages the consumer engages when purchasing a BRP product “Meet Psychological, Emotional and Practical Desires” imply to establish cross-company collaboration and accountability to build strong advocates for our product and experience.



**This station if successful creates closed loop relationship with our consumer which enriches their experience with BRP while propelling the brand as whole!!!**

Due to units complexities and the variety of accessories and features build into our products it is extremely important to follow the outlined PDI procedure to properly build up the unit. The PDI checklist has been revised and MOT elements have been included in order to propose a structured built up and testing process and to overall support the unit delivery experience.

**Knowledge Center / Community**

**Task Objective**

After completing this task, you should be able to use the new and advanced BRP tools "Knowledge Center" for your benefit and should be a member of the "Community"

**What's required?**

* Computer with internet connection
* Your BOSSWeb Login

**Introduction**

**1. THE BRP KNOWLEDGE CENTER**

**Your One-Stop Shop**

The BRP Knowledge Center is your one-stop shop for information and support related to BRP products. The Knowledge Center provides you with quick access to a wealth of information such as relevant technical articles, trouble shooting and tech tips, all bulletins, service videos, parts lists, operator’s guides, messages or alerts and more. Using the serial number or keyword search tools everything you need related to a vehicle or topic can be easily found from one page

**2. THE COMMUNITY**

**Welcome to Community!** The Community is a service oriented message board allowing your BRP Service staff to communicate ideas, tips, tricks and experiences with BRP as well as with other BRP dealers worldwide.

**How I get started?**

1. **Log into BOSSWeb and click on the Info Center tab.**



1. **Start by clicking on the "Knowledge Center" tab.**



1. **Follow the directions in order to answer the worksheet questions.**

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| **Enter the words "training video" into the "Keyword" box and click the search button.**    Your results in the section "Articles" will show you 3 help videos, introducing the Info Center, Knowledge Center and Community |

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| **Now carefully watch the three Videos (approx 5 min each)**  What is the name of the mechanic, mentioned in Video 1/ Info Center Launch:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **Enter the BRP community by clicking on the "Community" tab.** |

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| **If you are entering the Community for the first time, you need to choose a "Nick" - Name (your Name in the Community) and complete your profile** |

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| **Please visit the "Welcome New Member" Area**  Click on "New Message"  Introduce yourself to the Community if not done already |

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| **Locate the "search" box on the Community landing page.**    Start a Community search, enter the word **"Station 9"**, and click the search Icon.  Read the post and follow the directions.  What were you required to do after reading "Station 9" ?  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_to the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**Task Objective**

The BRP Knowledge Center is your one-stop shop for information and support related to BRP products. The knowledge Center provides you with quick access to a wealth of information such as relevant technical articles, trouble shooting and tech tips, all Bulletins, service videos, part lists, operator's guides, messages or alerts and more. Using the serial number or keyword search tools everything you need related to a vehicle or topic can be easily found from one page.

**What's required?**

* Print and complete this worksheet
* Follow the instructions and complete the questions on the printed worksheet

***How I get started?***

1. **Log into BOSSWeb and click on the Info Center tab.**



1. **Start by clicking on the "Knowledge Center" tab.**



1. **Follow the directions in order to answer the worksheet questions.**

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| **Enter the VIN** [**YDV03018F314**](https://brp.my.salesforce.com/02ia0000008n81S) **into the serial # box, and click the search button.**    In the result screen, locate the **"Product Information"** section.  1. What is the model number for this vehicle?  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **In the "Warranty Coverage" section, click on "View entire warranty or additional coverage".**  2. What is the warranty end date for **"Electrical"**?  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **Locate the "Warranty Campaigns to Verify" section.**  3. What is the warranty campaign to verify or verify?  Campaign Description \_\_\_\_\_\_\_\_\_\_\_\_\_Bulletin No.\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **In the "Warranty Campaigns to verify" section, click on "View All Warranty Campaigns"**  4. What warranty campaign has been claimed on this vehicle?  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **Locate the "Owner Information" section.**  5. What is the customer's name and gender?  Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Gender \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **Locate the "Product History" section.**  6. What was done on 2013/10/17?  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **Locate the "Links" section.**  7. What resources are available in the "Links" section?  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **Locate the "Warranty campaign to verify" section.**  8. What kind of article is available when you click on “Campaign Description” link section?  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **Add the words "ECM connector" into the keyword(s) field, and click search.**    Locate the " **Help Video**" titled **"Molex ECM connector repair"**, and watch the video by clicking on the title.  9. What is the part number for the 2.25 terminal removal tool shown in the help video?    P/N \_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Scenario: During PDI of this vehicle you perform a static battery voltage check.**  Change the keyword to **"batteries activation"** in the keyword(s) field, and click on **“Advanced Search”** uncheck all articles type field and check only box **Service Bulletin** and click on Search.    Look in the knowledge articles section, and open appropriate **Service Bulletin** articles.  10. What should be done if battery voltage is 12,8 V ?  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  10. 1 According to battery sticker letters **GL** and chart what is the year and month of battery production?  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **Start a new search by clicking on the "Knowledge Center" tab.**    Start a new **Advanced Search**, “uncheck all articles type field and check only box **Pre Delivery Bulletin**, go to Product Categories check box product **“Sea-Doo watercraft”** and model year **“2015”** check all Product Categories boxes and click on Search.    11. What’s the Bulletin Number for GTI, GTR, GTS and WAKE 155 (**Countries Outside North America)**?  \_\_\_\_\_\_\_\_\_\_\_\_\_\_  12. What’s the recommended engine coolant BRP P/N?  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  13. On “Watercraft test run” step what’s recommend to check on point 9?  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  14. What’s Customer and dealer must sign?  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Start a new search by clicking on the "Knowledge Center" tab.**    Start a new **Advanced Search,** “uncheck all articles type field and check only box **“training”**, go to Product Categories check box product **“Sea-Doo watercraft”** and model year **“2014”** check all Product Categories boxes and click on Search.  The following questions are answered using the 2014 Sea-Doo "What's New" & Article # 54775, # 54774, # 77103 & New TSTs and service bulletins :  15. When is the first oil change due on the new 900 ACE engine platform?  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  16. What needs to be replaced at 200 hours regardless of years?  17. How much oil is required to refill the engine after a service oil change, including replacing the oil filter?    18. What service bulletin needs to be referred to for more information concerning the new ACMP (Automated Closed Mold Process) hull?  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  19. What advantage does the new Thermoformed vinyl seat cover have on the GTS / GTI 120 Rental?  20. Which of the following is a water sealing improvement on the GTI platform?  There is a new console deck deflector.  The seat base has had the drain holes eliminated.  There is an updated rear grab handle.  The wiring harness has been improved.  All of these answers are correct.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  21. A customer visits your shop with a 2013 Sea-Doo equipped with a 1503 HO engine that they say goes into limp home mode. You test the watercraft with B.U.D.S. and discover that there is an occurred P0127 fault. Your service writer entered the serial number into the Knowledge Center to check the unit history and discovered there is an open warranty campaign on that vehicle. According to the warranty bulletin, what should be done to repair the unit?  22. A technician ordered a Start/Stop switch P/N 278002349 for a 2012 Sea-Doo watercraft. However they received a P/N 295501137 switch kit. Which statement is correct concerning this new kit?  This new switch kit will not fit on the X-Handlebars with A.E.S.  (Adjustable Ergonomic Steering).  This kit is also used as a replacement for the Cruise Control switch.  The wires to the Start/Stop switch have to be cut and the new switch spliced in with the enclosed crimp splice and heat shrink.  All of these statements are correct.  23. Refer to the 2014 SPARK series wiring diagram and answer the following. What color wire from the ECM activates the low current side of the relay in the fuse box?  24. A customer visits your shop with a 260 HP 1503 equipped Sea-Doo that will not attain full operating RPM. Which of the following would NOT need to be checked?  **Start a new search by clicking on the "Knowledge Center" tab.**    **Enter the VIN YDV03018F314 into the serial # box, and click the search button.**  Change the keyword to **" engine alignment "** in the keyword(s) field, and click on **“Advanced Search”** uncheck all articles type field and check only box **”TST”** and click on Search.    25. What’s distance is recommend according to table for an engine properly positioned longitudinally when the engine alignment tool is in between both shaft marks?  **Start a new search by clicking on the "Knowledge Center" tab.**  26. What’s is paint codes & gel coat Bulletin number for all PWC 2015 ? |

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| **These questions are in relation with “Operators Guide”**  **Start a new search by clicking on the "Knowledge Center" tab.**    **Enter the VIN YDV03018F314 into the serial # box, and click the search button.**    In the result screen, locate the **"Links"** section Operator’s Guide, Guide **“**[**2014, SPARK Series**](http://www.operatorsguides.brp.com/AssemblyTree.aspx?dealerid=&nodes=255%3a35724&clickedNode=35724&displayCatalog=255&s1=b3980b7e-25ab-445a-a2fa-baf80a28243c&=&lang=E&siteid=1)**”**.  27. Special precautions should be taken when towing a Sea-Doo watercraft in water. The maximum recommended towing speed is?  28. Which anti-corrosion treatment during storage is highly recommended to use on over all metallic components in engine compartment?  29. How many conditions have to be fulfilled to allow customer to pretend to warranty coverage?  **Following questions are relating to MOT “Moments of Truth” in order to maximizing your After-Sales support experience.**  30. When a vehicle is brought to your service department, your customer has expectations (A) The vehicle is fixed right the first time (B) The service is completed in a timely fashion (C) The vehicle is tuned to provide the best performance after servicing (D) The dealer is aware of recall issues and repairs are handled quickly. Which answer provides all correct statements?    31. Before it enters your Service Department, how does looking up a vehicle's VIN page benefit your customer? (A) You can plan and submit the parts order for the campaigns you will have to perform (B) You can better schedule the technicians and the staff for the shop areas of the Service Department (C) You can verify for any outstanding campaigns or Message and Alerts to possibly save you diagnostic time while the vehicle is in your dealership, this providing a better service experience?  **Enter the BRP community by clicking on the "Community" tab.**    **Locate the "search" box on the Community landing page.**    Start a Community search, enter the word **"Question 27"**, and click the search Icon.  Read the post and follow the directions.  32. What were you required to do after reading Question 27?  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_to the \_\_\_\_\_\_ \_\_\_\_\_\_\_\_  33. BRP uses the Community to inform dealers of new publications. Go on the Community home page and click on the **BRP Global title**. In the search box, type **'Checklists'** and open the post about **“Service reception checklists”**. How many checklists have been shared with the Community users? |

**Instructor sign off-- Go \_\_\_\_\_\_\_\_\_\_**