Honda Independent Repair Website User's Guide

What is Service*Express*?

Service*Express* is American Honda's Web-based system for delivering electronic service publications to the aftermarket. In Service*Express*, technicians have access to the same service information available to Honda and Acura dealers: service manuals, service bulletins, newsletters, wiring diagrams, body repair manuals, accessory installation instructions, owner's manuals, and the parts catalogs in one convenient place.

Key code and immobilizer information is also available to qualified subscribers for an additional fee.

When you use Service*Express*, you get the latest parts and service information available, and you can search across many types of publications simultaneously.

How Does It Work?

You search in Service*Express* by selecting the Model and Year of the vehicle you are working on, then choose a subject or enter a keyword. Service*Express* will retrieve all service information related to the subject or keyword to help you repair the vehicle.

What is SIS?

Service Information System (SIS) is American Honda's Web-based system for delivering electronic service publications to technicians. SIS provides technicians with access to the latest Repair Procedures, Service Bulletins, *ServiceNews,* Electrical Troubleshooting Manuals, etc.

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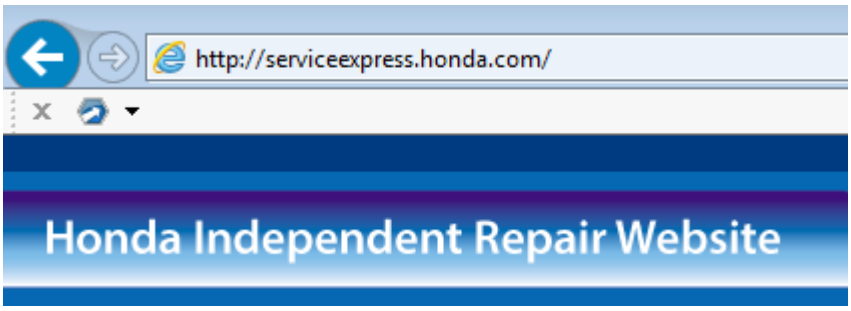
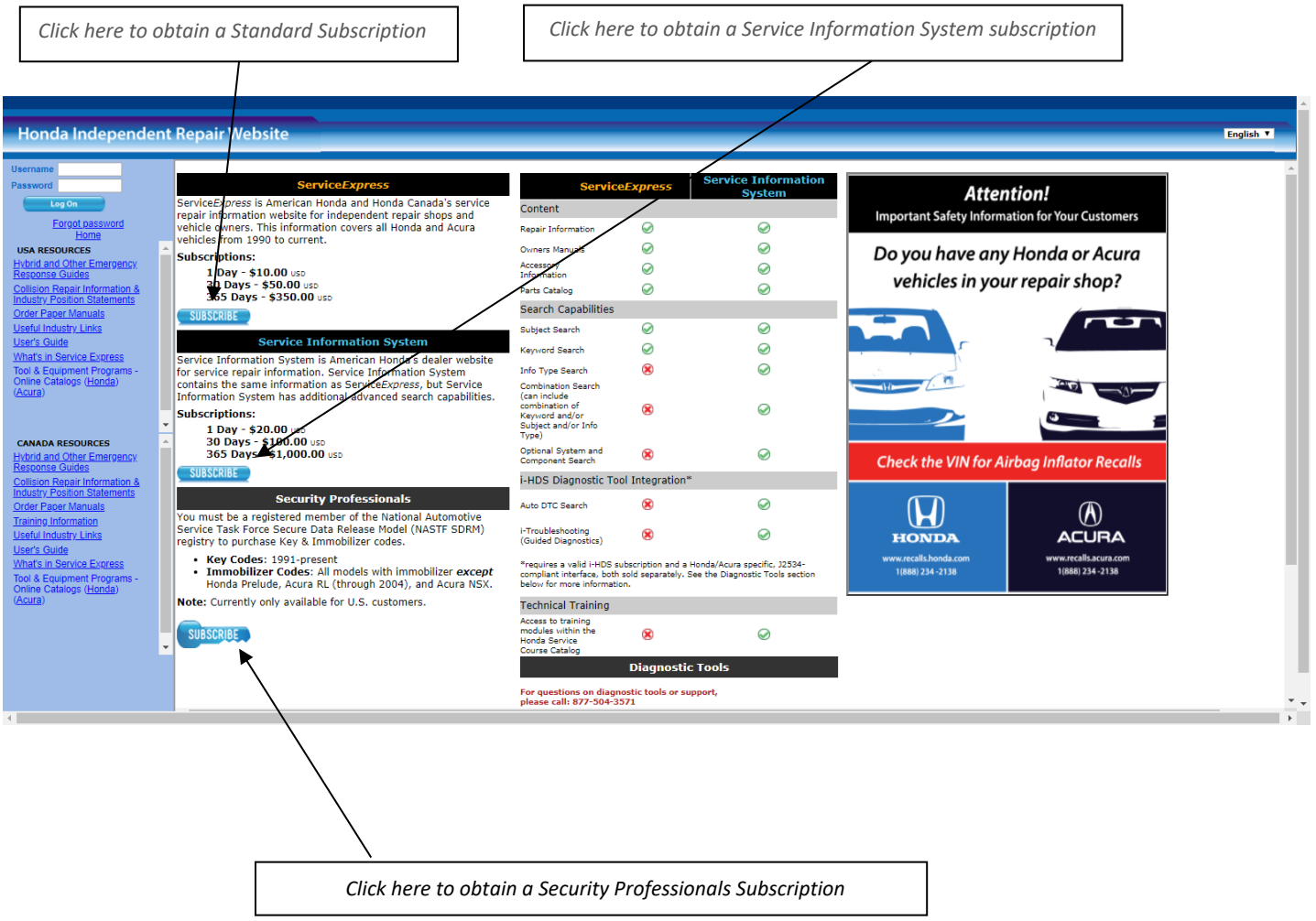
How to Access ServiceExpress

1. Open your browser, and go to the Honda Independent Repair Website by entering http://www.ServiceExpress.Honda.com, or https://techinfo.honda.com.



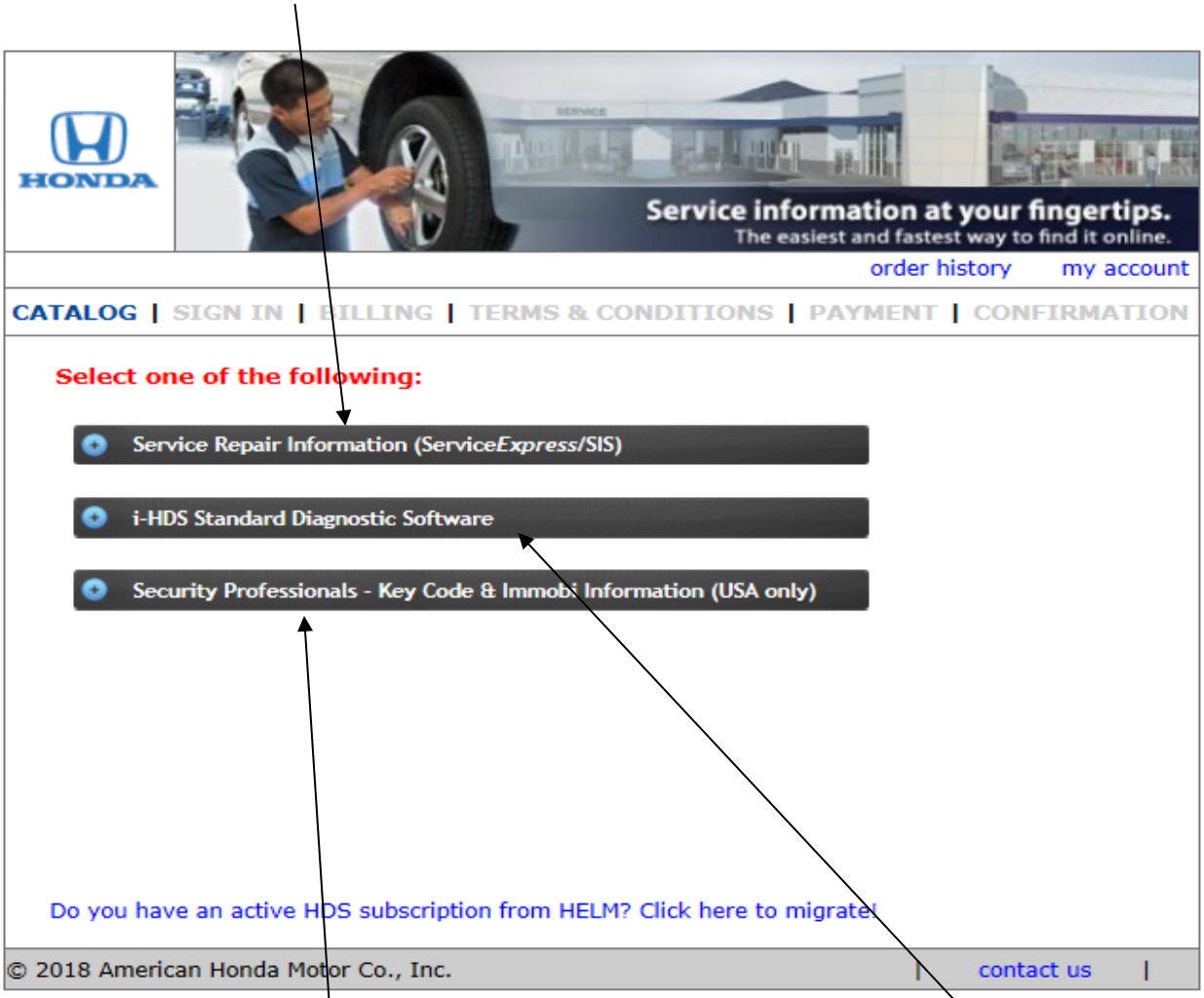
2. The Honda Independent Repair Website page opens. Fill in your Username and Password, and click the **LOG ON** button.

3. If you do not currently have a Username and Password, you will need to subscribe to Service*Express* and complete the registration process.



Standard Subscription (Service & Parts Information only)

Online service information is available for 1990 through the current model year, plus all active bulletins back to the early 70's. There are 3 types of standard subscriptions: 3-day, 30-day, or 365-day.



Security Professional Subscription (Includes Key Code Information) (USA Only)

You must be a registered member of the National Automotive Service Task Force Secure Data Release Model (NASTF SDRM) registry. Key codes on this site are for U.S. vehicles only. HDS Security Professionals Diagnostic Software includes Immobilizer functionality.

HDS Standard Diagnostic Subscription (USA Models)

This subscription will give you access to software updates.

Overview of ServiceExpress Search Screens

Before starting the tutorial, take a quick look at the six main screens used in ServiceExpress.

Home (default)
The Home screen is the first thing you see after logging in. You will find links to useful resources and reference documents, as well as an explanation of important safety messages we use in our documents.

What's New
This is a quick way to see what service information has published recently, as well as any changes to the Service*Express* system.
You can view:

- *Publications posted last 30 days*
- *What's in ServiceExpress so far*
- *System Enhancements*

Service Info
Use this screen to find repair information for a specific vehicle with a customer complaint or problem.
Information found two ways:

- *Keyword*
- *Subject*

Training Info
Use this screen to purchase Honda and Acura Training Modules on a special Website at Helm Inc.

Tools Info
Use this screen to find information on:

- *Honda Diagnostic System (HDS) Software Package*
- *Vehicle Communication Interface (VCI) Tools*
- *Control Module Programming (Software, Tools)*
- *Control Module (CM) Initialization (new CM installation)*

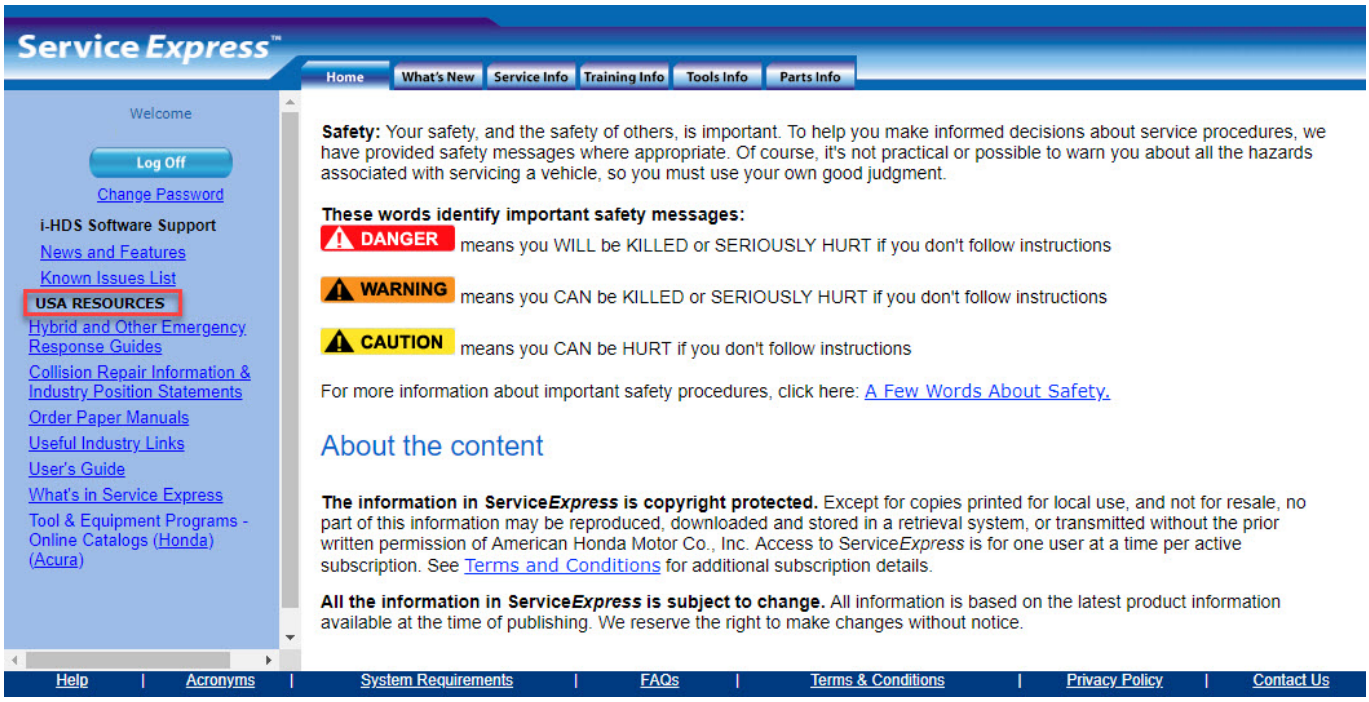
Parts Info

- *Search by Vehicle Information or VIN*
- *Search by catalog or section, common repair or keyword*

Subscription Types: USA Models and Canadian Models

U.S. Home Screen

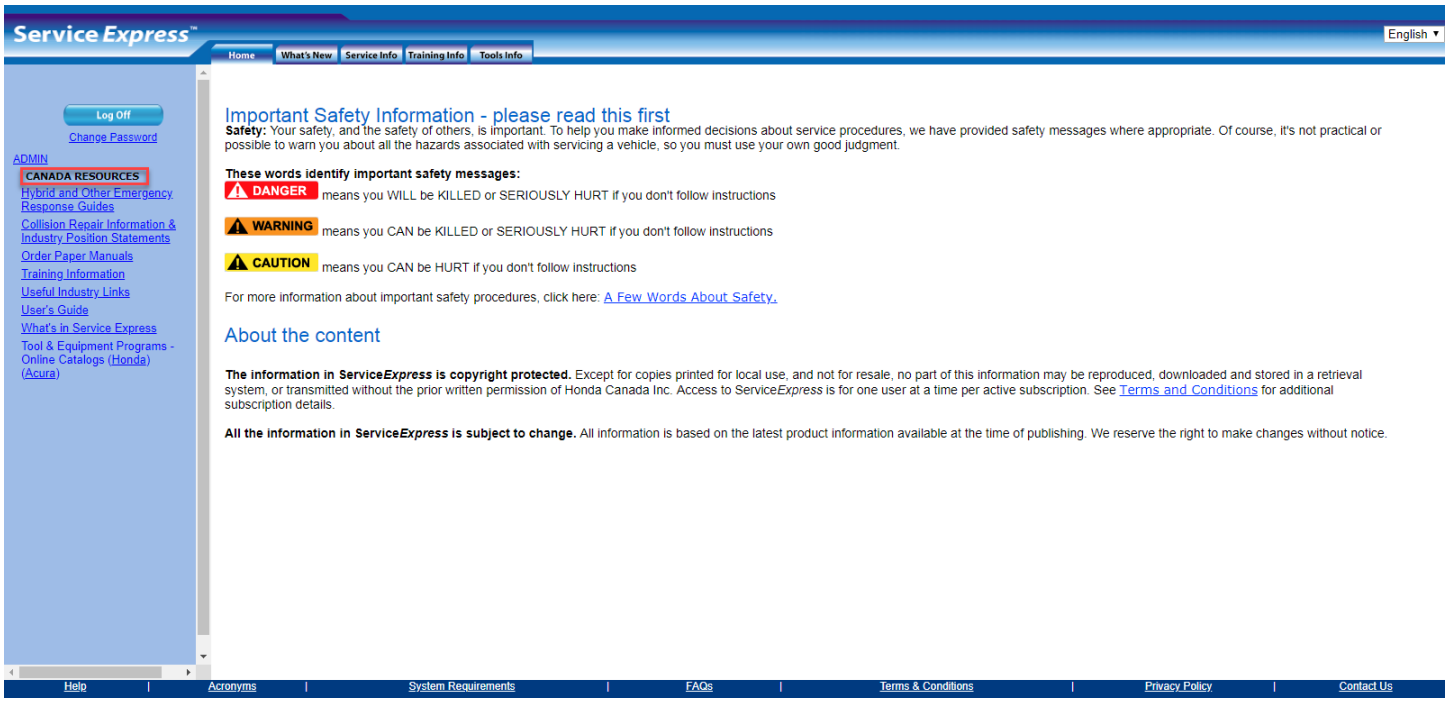
This screen comes up automatically after you log in. From here, you can begin your search for information by clicking on the What's New, Service Info, Training Info, Tools Info, or Parts Info navigation tabs.



Tip: To maximize the screen window, press F11 on your keyboard.

Canada Home Screen

This screen comes up automatically after you log in. From here, you can begin your search for information by clicking on the **What's New**, **Service Info, Training Info** or **Tools Info** navigation tabs.



Tip: To maximize the screen window, press F11 on your keyboard.

What's New Screen

This screen lists the service information that has published recently, the current summary, and the latest changes to the Service*Express* system.

What's New page displays "Select the publications to display from the list at left." once you have navigated to the page. Select one of three choices from the left pane for information to display on the right. The three choices are, "**Honda Publications posted last 30 days**", "**Acura Publications posted last 30 days**" and "**What's in Service*Express* so far**."

Each screen lists all the recently published service publication by category. The most current publications are located on the top of each category. You can open, review, and print any item displayed on the right by clicking on the *blue text links.*

For a summary of the publications currently available in Service*Express*, click the **What's in Service*Express* so far** category on the left side of the screen.

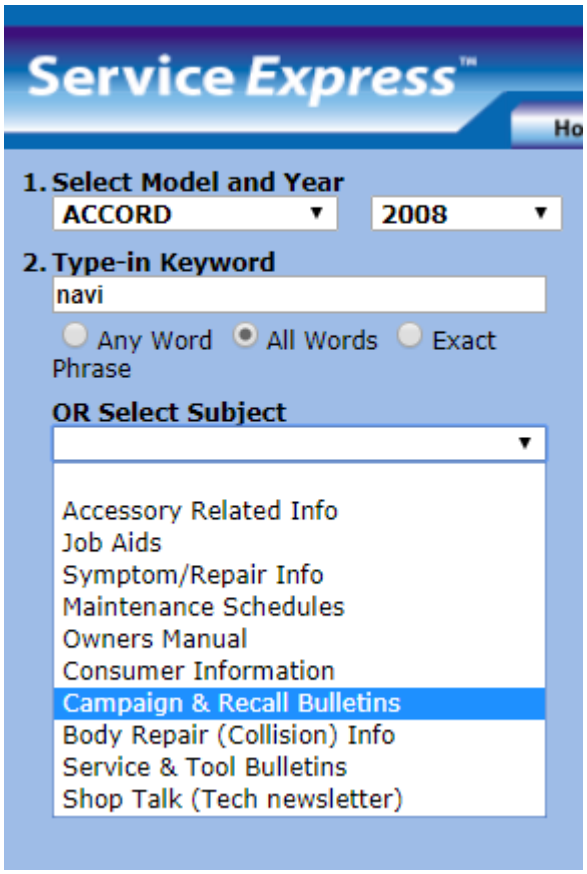
Service Info Screen

Use this screen to find repair information for a specific vehicle with a customer complaint or problem. Search for DTC, symptom, or repair information; along with related bulletins, newsletter articles, and body repair information.

After identifying the vehicle by model and year, you can begin your search two different ways:

Type in a Keyword (see page 12)

Type in a Keyword (see page 12)



How to Search by Keyword

1. After identifying the vehicle by model and year, enter your keyword or words.

   The keyword search looks for words that match:

   - *Words in the title of a document or article*
   - *System or component name*
   - *Symptom name (see page 13 for a list of standard symptom categories)*
   - *DTC Codes*

   Note: Keywords are not case sensitive but must have correct spelling (see page 13 for *Basic Tips for Using Keywords*).

2. Choose one of the following options:

   - ***Any Word:*** *Gives you a list of documents that contain at least one of the search terms you enter, in any order. This is a good option when doing a keyword search.* ***Any Word*** *will return the largest list of documents, so you may need to scroll through to find the desired document.*
   - ***All Words:*** *Gives you a list of documents that contain all the search terms you enter, in any order. This is the default choice and is generally the best option if you want a more focused and narrowed list of documents. However, using* ***All Words*** *may prevent you from finding similar documents that do not contain all of the keywords you enter.*
   - ***Exact Phrase:*** *Gives you a list of documents that contain the exact phrase you enter, in the exact order. This option is best when you already know the name of the document.*

3. Finally click on the **SEARCH** button.

How to Search by Keyword (Continued)

Basic Tips for Using Keywords

Keywords **must** have correct spelling to work. If you are not sure how to spell a word, you can use a part of the word,

- *Use the shortest form of the word. For example, try "evap" instead of "evaporative."*
- *Use the singular form of the word. For example, try "belt" not "belts."*

Standard Symptom Categories

In many cases, the symptom your customer is describing will fit into a standard Service*Express* symptom category. If so, use that exact category name for the keyword. Standard Service*Express* symptom categories are:

- *Drivability*
- *Performance*
- *Fluid Leaks*
- *NVH (Noise, Vibration, Harshness)*
- *Smell*
- *Water Leak*
- *Wind Noise*

Keywords that Work Well

These are examples of some common keywords:

System names

- *ABS*
- *immobilizer (or immobi)*
- *SRS*
- *evaporative (or evap)*

Component names

- *bumper*
- *hood*
- *filter*
- *trunk*

Specific Diagnostic Troubleshooting Codes (DTCs)

- *P1457*
- *P0740*
- *15-3*
- *12-4*

How to Search by Subject

To perform a broad search across all relevant information, select either the **S/M Diagnostic Codes (DTC)** subject, or the **Symptom/Repair & Body Info** subject. Then click **SEARCH**.

Both of these subjects provide you with service manual information and other relevant information.

Select S/M Diagnostic Codes (DTC) to get all service manual DTC troubleshooting info, plus:

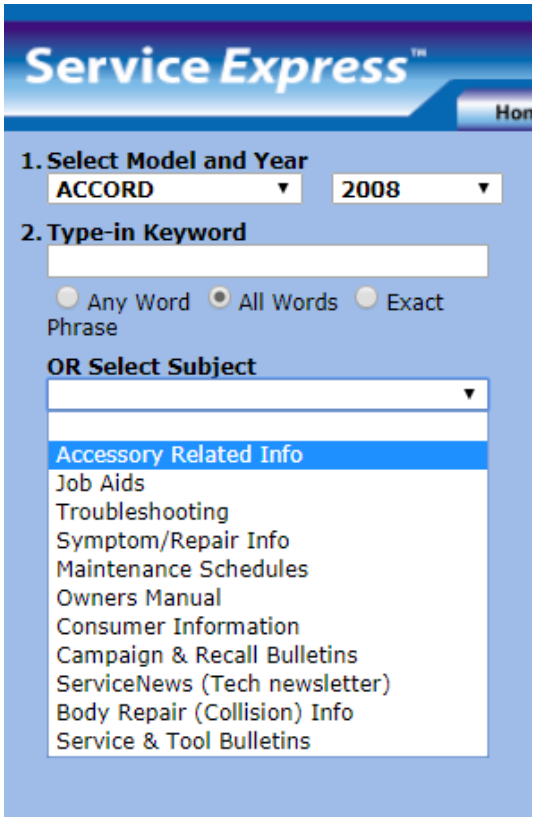
- *DTC-related advanced diagnostic info*
- *DTC-related campaign bulletins*
- *DTC-related technical service bulletins*
- *DTC-related ServiceNews articles*

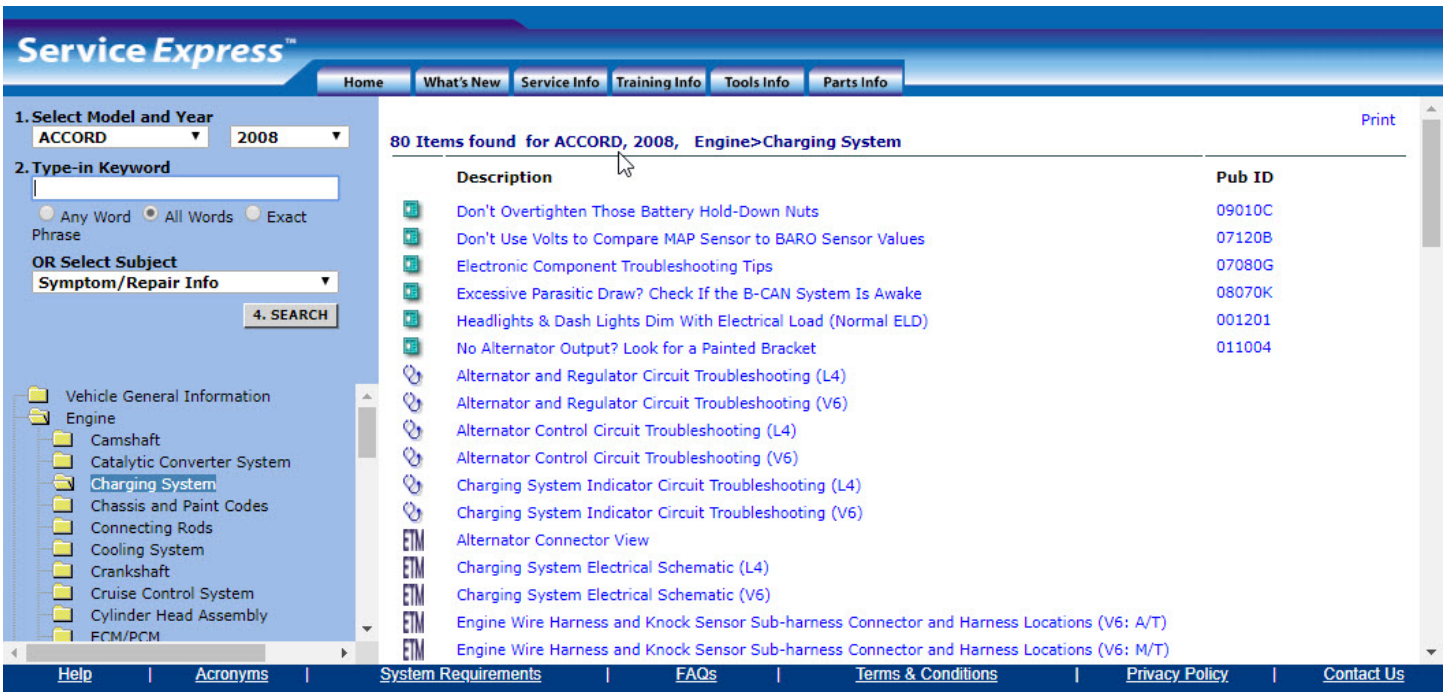
Select **Symptom/Repair & Body Info** to get all service manual symptom and repair procedures, plus:

- *Maintenance schedules*
- *Service specifications*
- *Campaign and recall bulletins*
- *Technical service bulletins*
- *ServiceNews articles*
- *Wiring diagrams*

Select one of the following subject categories to narrow your search:

- *Accessory Info*
- *Campaign & Recall Bulletins*
- *Maintenance Schedules*
- *ServiceNews (Tech newsletter)*
- *Service Specifications*
- *S/M Diagnostic Codes (DTC)*
- *Symptom/Repair & Body Info*
- *Service & Tool Bulletins*
- *Mode $06 Test Results*
- *Owner's Manual*

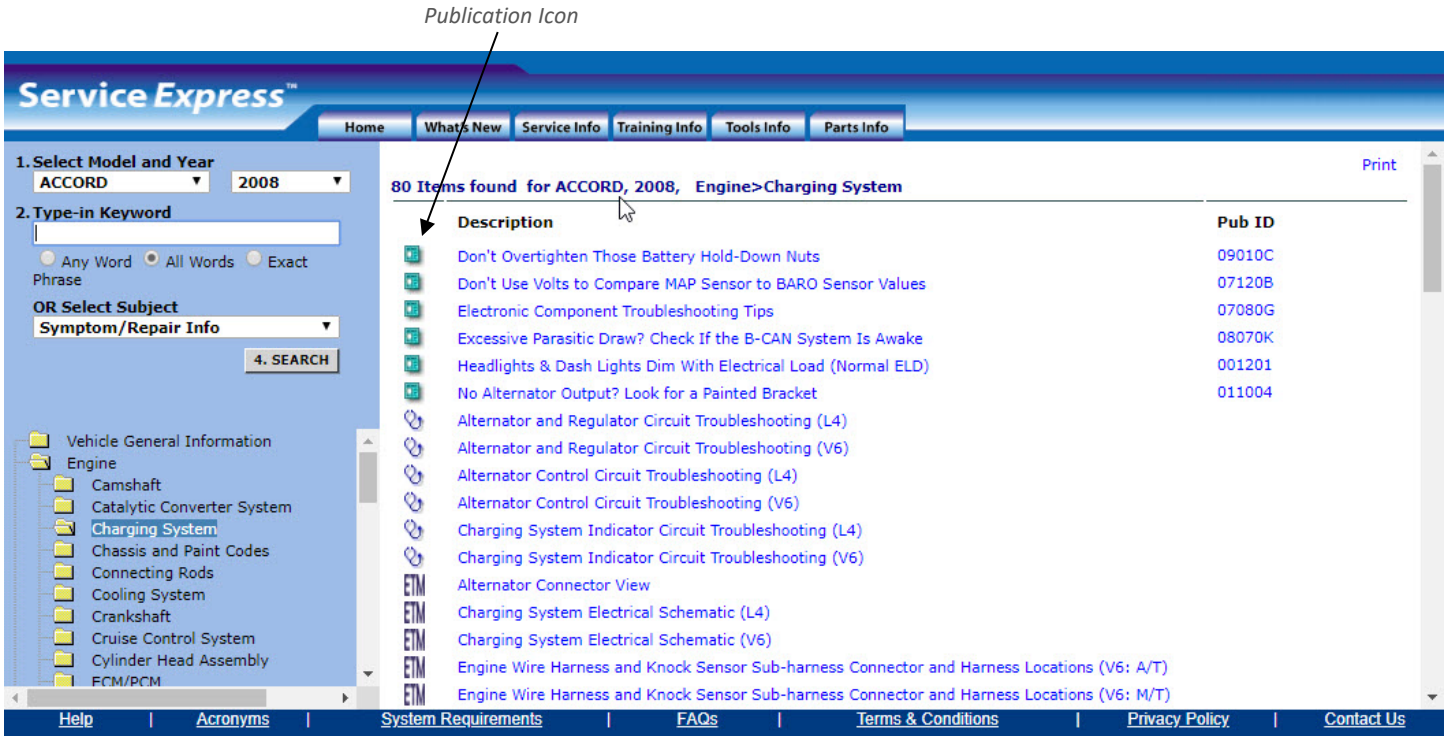




Search Results

After you have selected your search criteria and clicked **SEARCH**, Service*Express* retrieves all service information related to the subject or keyword. Search results display on the right side of the screen, grouped by category. The publication titles are blue. Click on the text to open the publication for viewing and printing.

In the search results, each publication has an icon to the left of the title, which represents the publication type.



After clicking on the link, a new window opens to display the publication you selected.

Service Bulletins and ServiceNews Articles

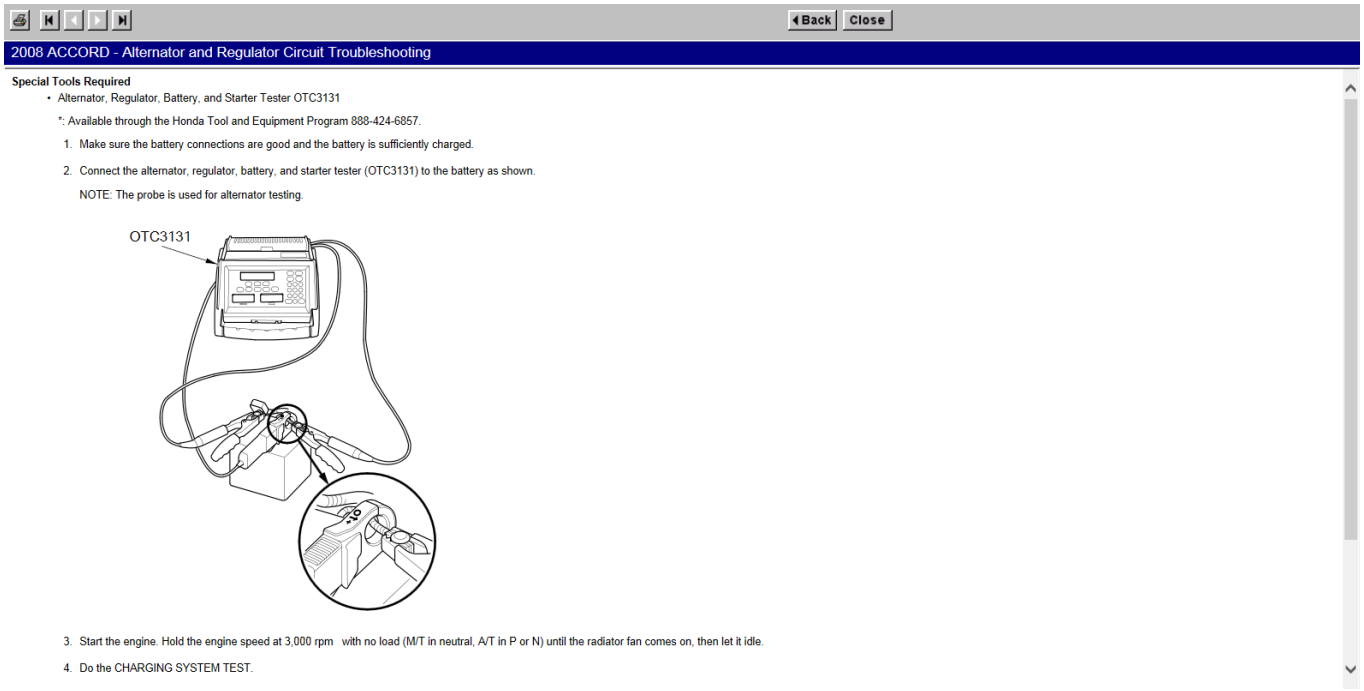
Once the publication is open, use the bar on the right to scroll through the document, or click on the Acrobat logo on the top center when you hover to use the Acrobat tool.

Advance to next page

After reviewing the publication, you can return to the **Search Results** by clicking on the **Close** button on the toolbar.

Navigating Service Manual Information (Late-Model Vehicles)

When you select a service manual procedure for a late-model vehicle, you see a screen layout similar to the one shown, with the text on the left and the graphics on the right. (Navigation information for older or “Legacy” vehicles, found on page 17.)



This tool bar is used for late-model vehicles:

You can view a brief description of each button’s function by moving the cursor over the button for a few seconds. A pop-up that describes the button’s function will appear

To print a service manual procedure, click on the **Print Preview** button. Once the print preview is open, click **File**, then click **Print**. When the print window opens, choose the number of copies you want, then click **OK.**

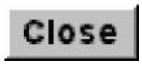
Click on the **First Screen** button to go back to the first screen of a procedure.

Click on the **Previous Screen** button to go to the previous screen within a procedure.

Click on the **Next Screen** button to go to the next screen within a procedure.

Note: If this button is white and you cannot click on it, look for blue text within the last step on the screen that says, “Go to step _” and click on it. This takes you to the next step or screen.

Click on the **Last Screen** button to go to the last screen of a procedure.



Click on the **Close Screen** button to close the entire window.

Colored Links Within a Service Manual Procedure

Clicking on a *blue link* within a procedure, will take you to the item specified in the text. For example, when you click a blue link for a part number under **Required Special Tools**, a new window opens with an illustration of that tool. Click the **Close** button to close that window.

- *When you click on blue text that is a "go to" link (ex: Go to step 3), you go to the step specified in the text.*
- *When you click on blue text that is another procedure (ex.: "Remove the alternator"), you go to that procedure.*

A *green link* within a procedure, usually the name of a component, opens a new window with a list of items directly related to that component. You can click on any link in this new window to view that information, or click on the "X" in the upper right corner to close the new window.

Purple text within any service manual procedure is an active link that you previously viewed. You can click on the purple text to use the link again.

Navigating Service Manual Information (Legacy Models)

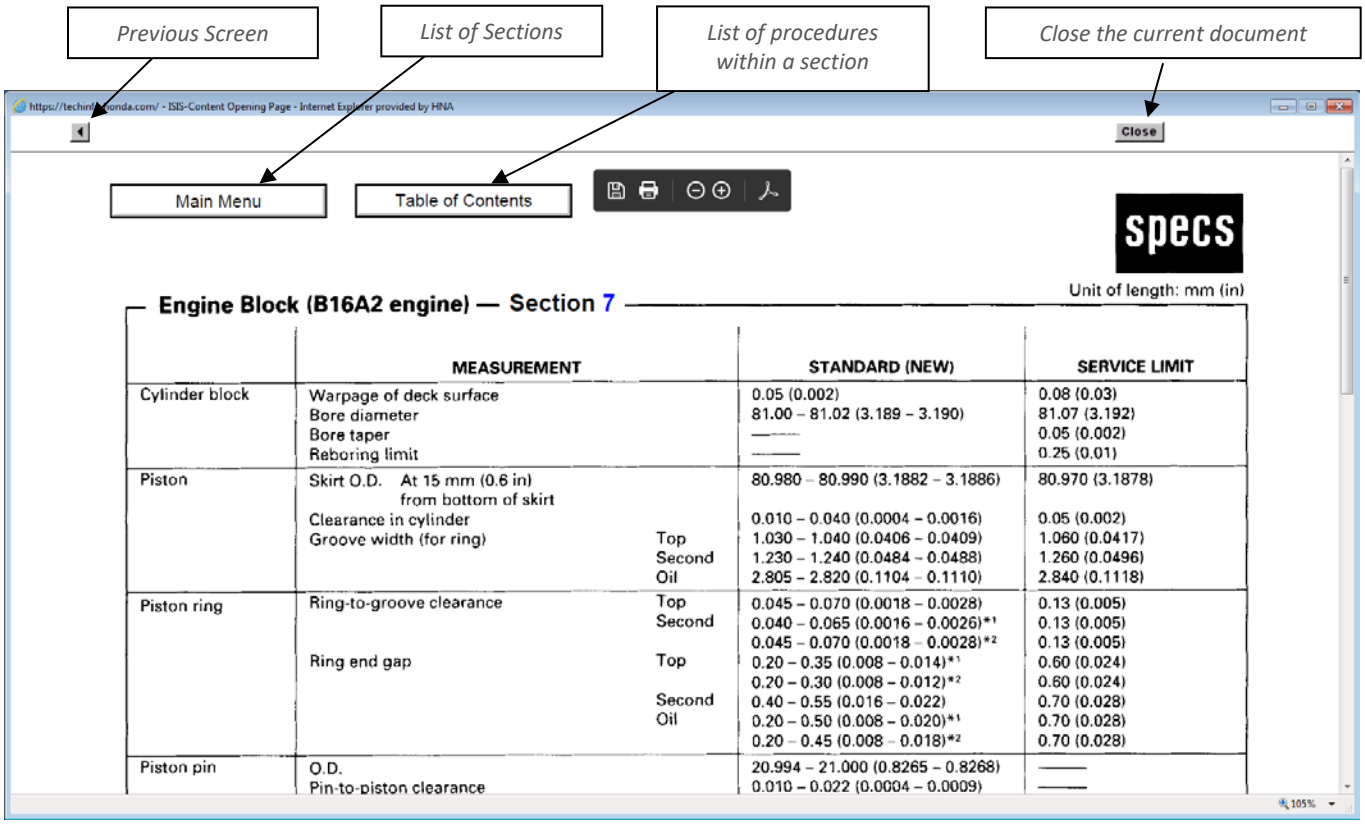
Service manuals for legacy models are scanned paper manuals (page-based), and you have two methods to find the information:

- ***Navigation within a procedure:*** *By navigating page-by-page within a selected procedure*
- ***Navigation as a book:*** *By searching across the "Book" using the table of contents and menu buttons*

Navigation within a procedure: The tool bar has buttons similar to those found on the service manual information screens for the late-model vehicles. You can view a brief description of each button's function by moving the cursor over the button for a few seconds. A pop-up that describes the button's function will appear.

You can also navigate link-to-link within a procedure. To do this, click your way back, step-by-step, using the **Previous Screen** button on the navigation bar.

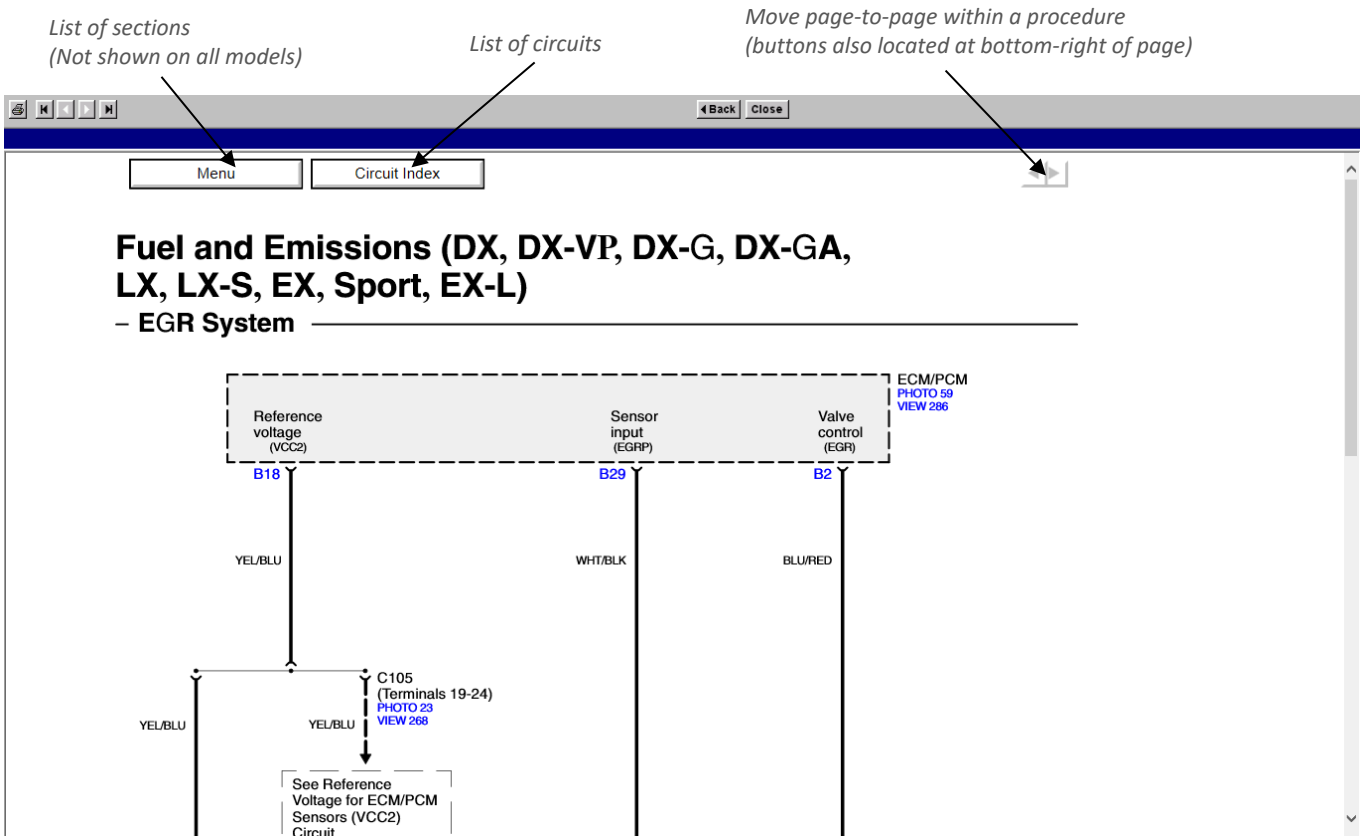
Navigation as a book: Navigate Legacy service manual information by using the **Main Menu** or **Table of Contents** buttons located at the top of each page. Search the **Main Menu** by section, or search the **Table of Contents** for a specific procedure within a section



Navigating Electrical Troubleshooting Manual (ETM) Diagrams

The wiring diagrams for all vehicles are based on that model's electronic troubleshooting manual (ETM), and you use navigation methods similar to those for legacy service manuals. This means that you have the option of searching within a selected procedure, or you can search the ETM like a book.

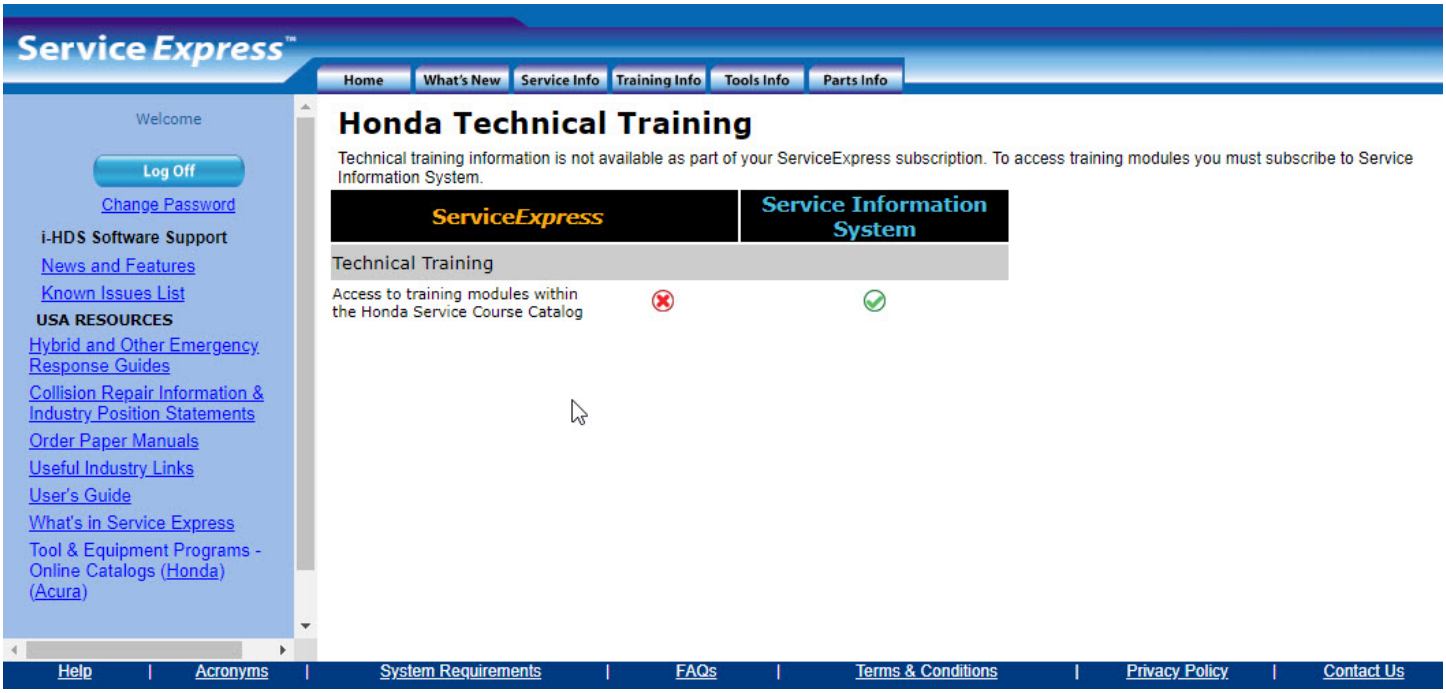
The ETM navigation takes place on the page itself. You can search the content as a book, by section, or by circuit. When you have selected a circuit, you can change pages by using the arrow buttons at the top right of each page (if more than one page is used for a particular circuit).



If you click on a linked procedure and want to get back, use the **Back** button on the navigation bar.

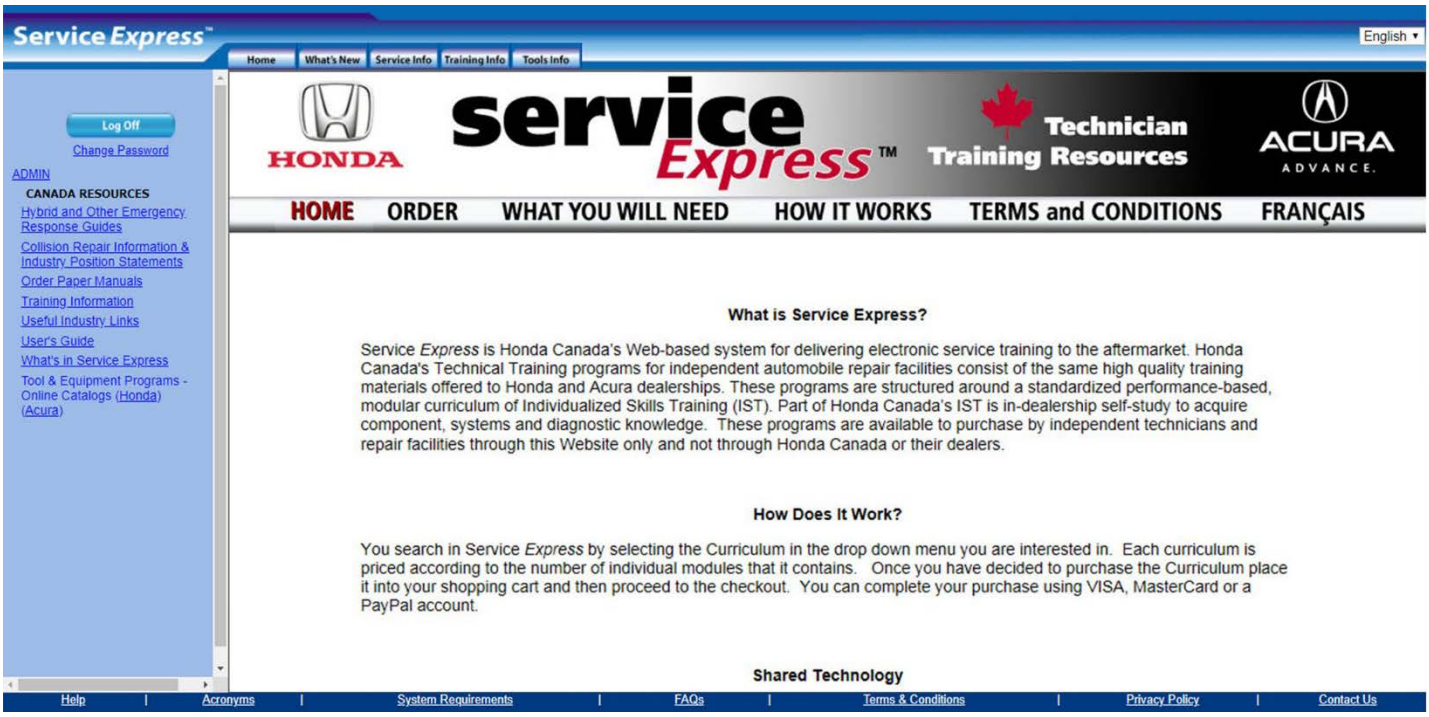
U.S. Training Info Screen

To purchase Honda and Acura training modules, you must subscribe to **Service Information System**



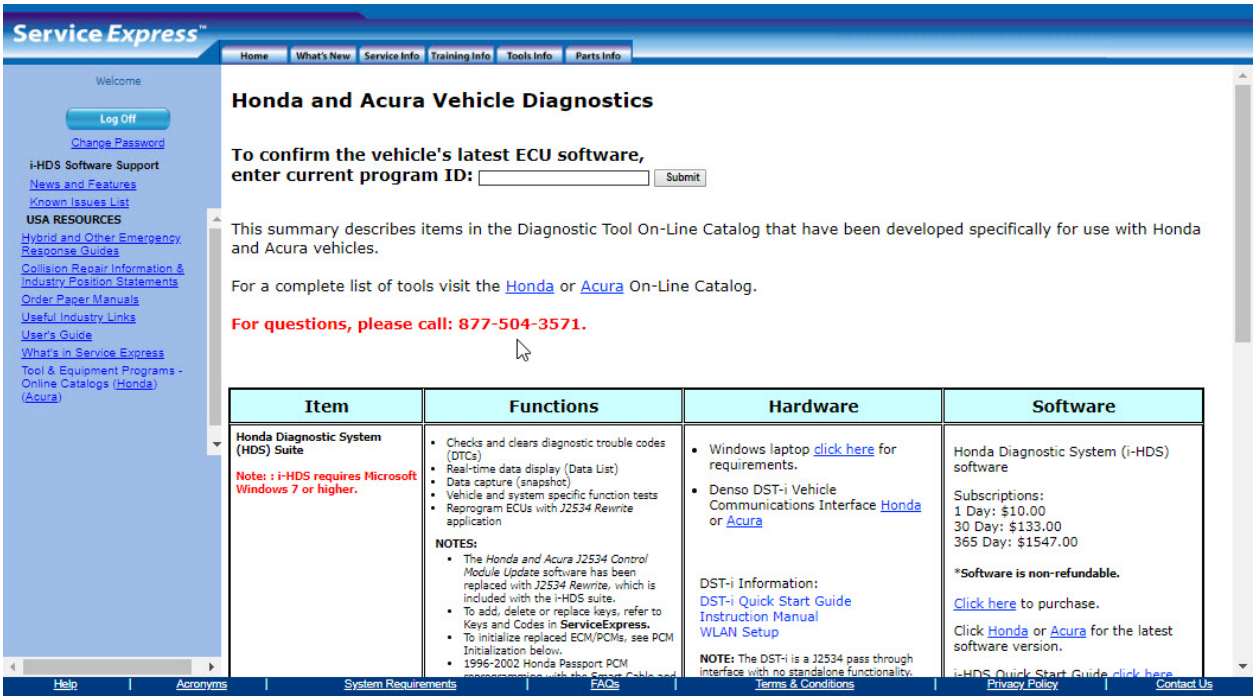
Canada Training Info Screen

To purchase Honda and Acura training modules, click on **Order**. Follow the directions to complete your purchase.



U.S. Tools Info Screen

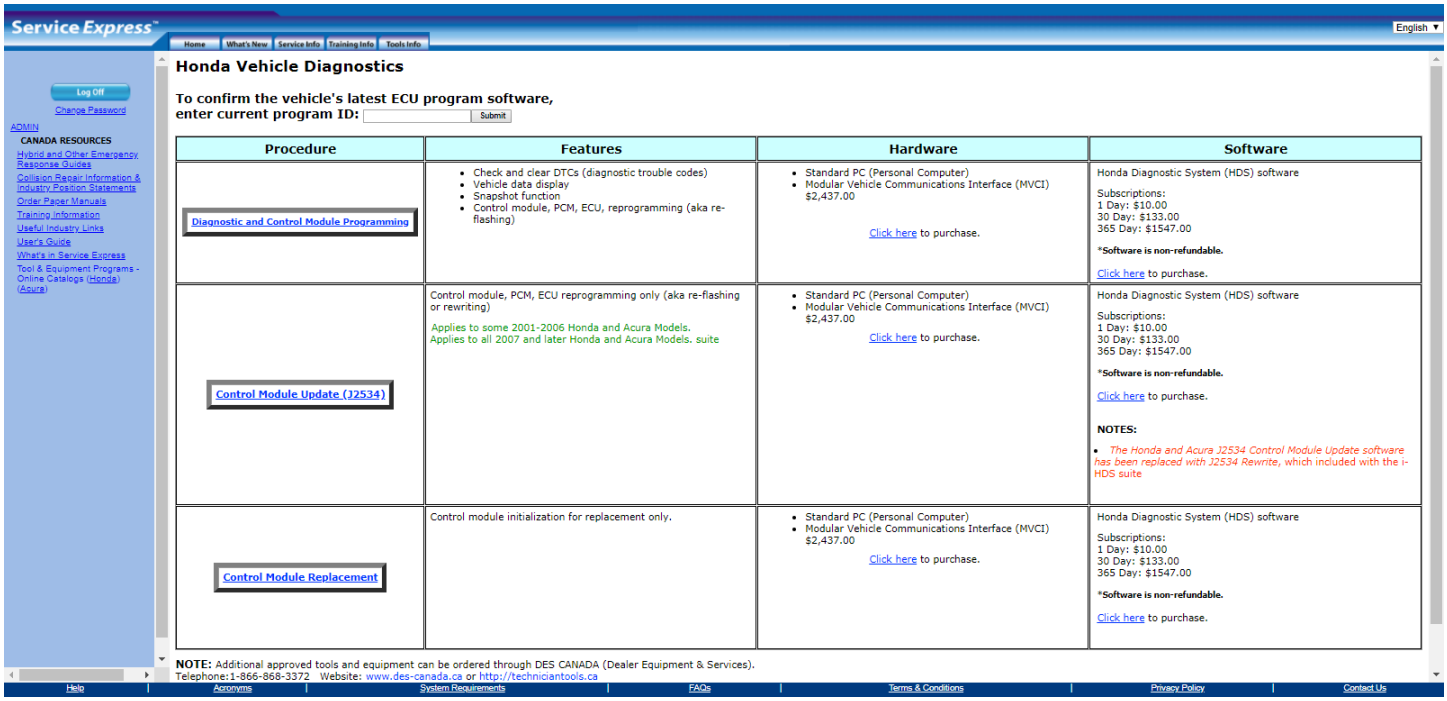
This page will give you a summary of Diagnostic Tools On-Line Catalog. You can view the complete list of tools by clicking on the Hyperlinked 'Honda' or 'Acura' text and it will redirect you to another site.



Note: There is a FAQ selection on the bottom right of this page

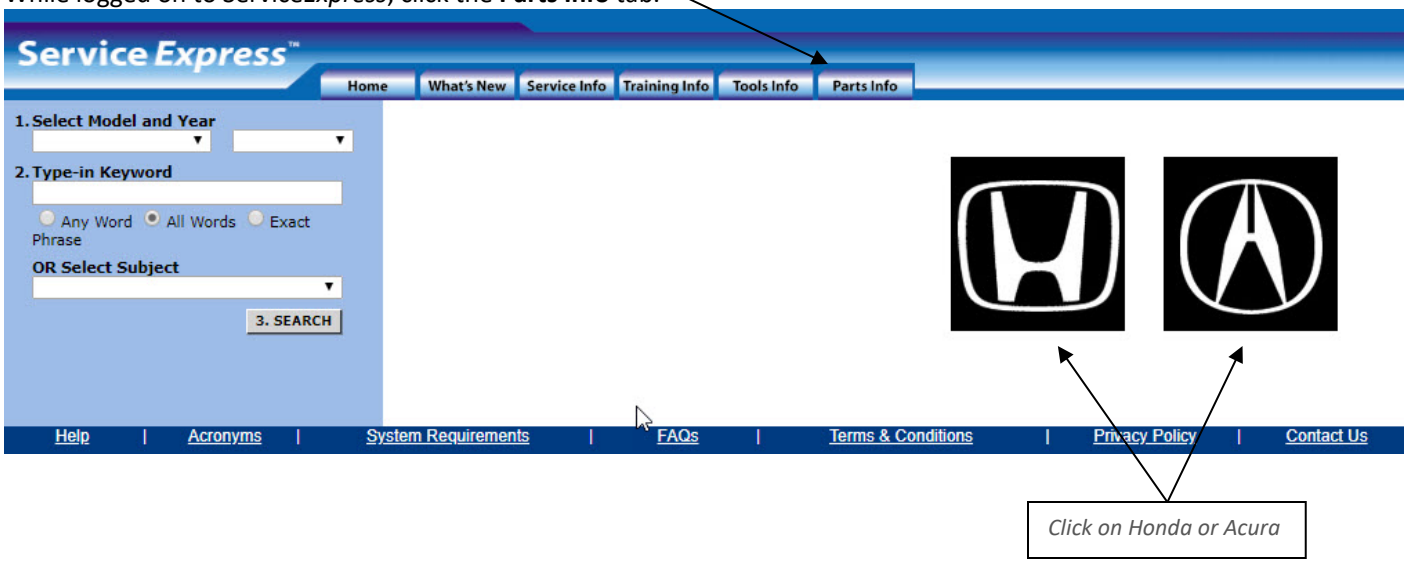
Canada Tools Info Screen

Tool availability and functionality descriptions are on this page. Click on a procedure for detailed information, user's guide, and ordering instructions.



Parts Info Screen (U.S. Only)

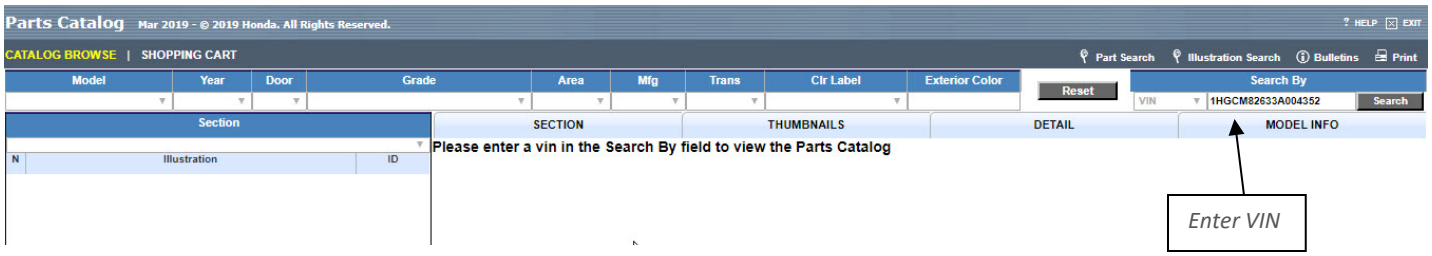
The parts catalog is a convenient way to search for parts information.
While logged on to Service*Express*, click the **Parts Info** tab.



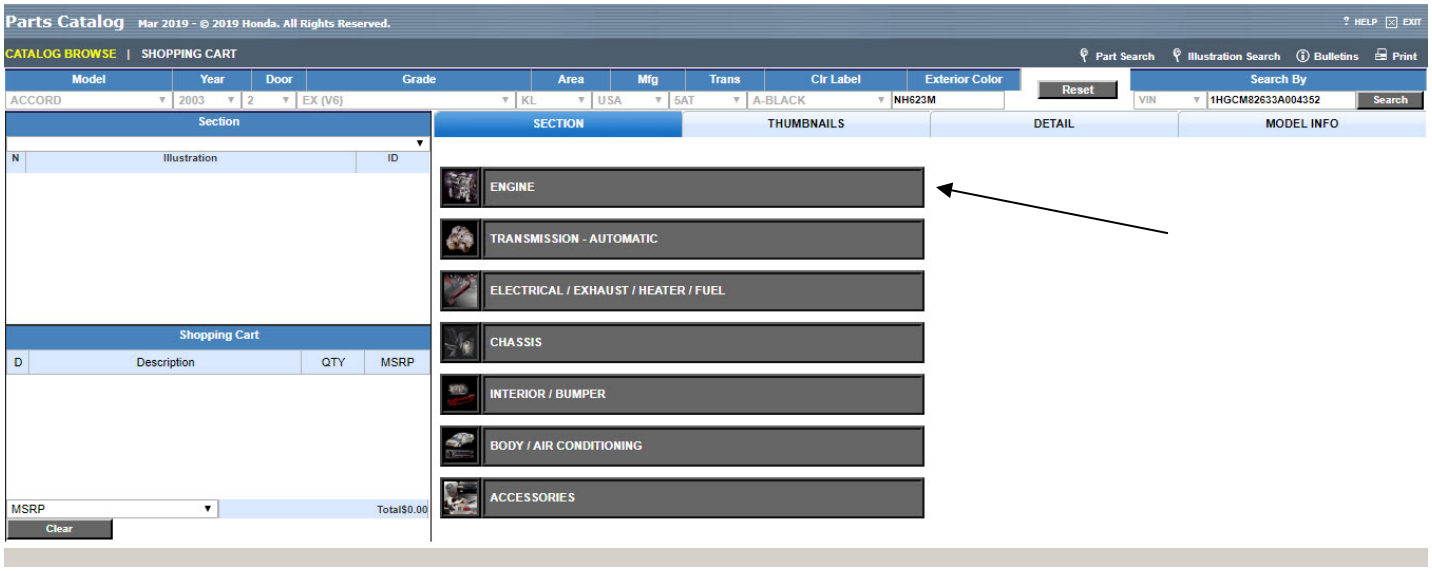
Click on Honda or Acura

How to Search for Parts

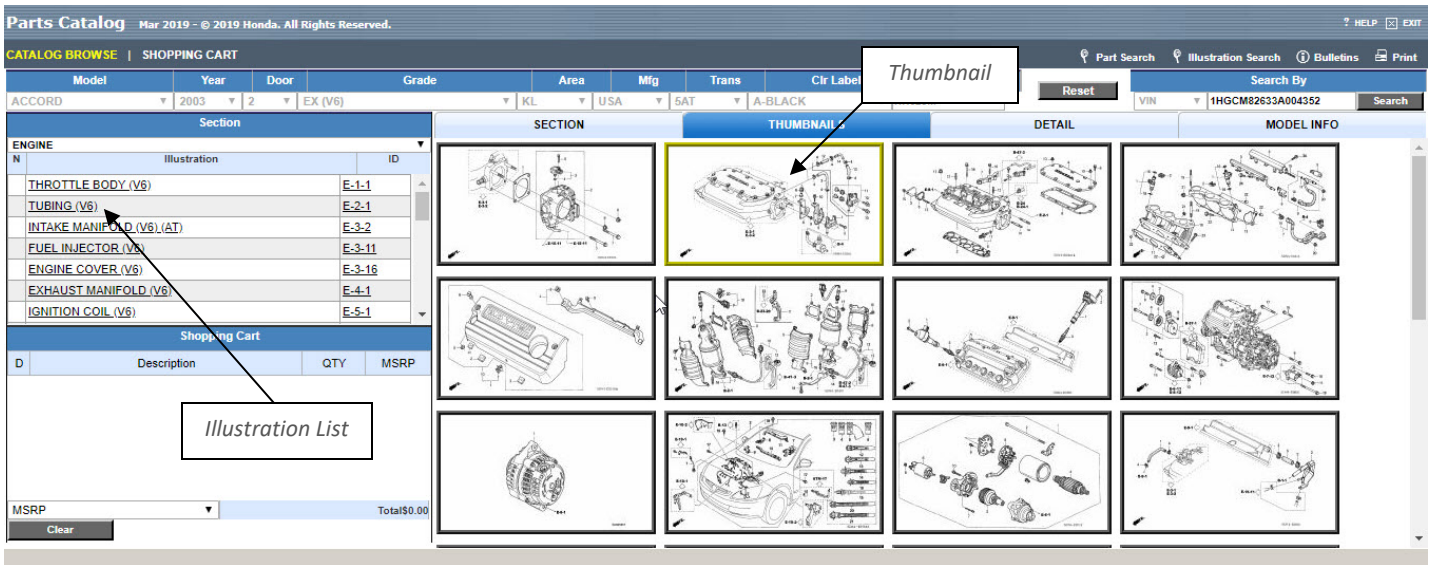
Once the parts catalog launches, you will note that not all drop downs are available to use. You must enter a VIN to search for parts.



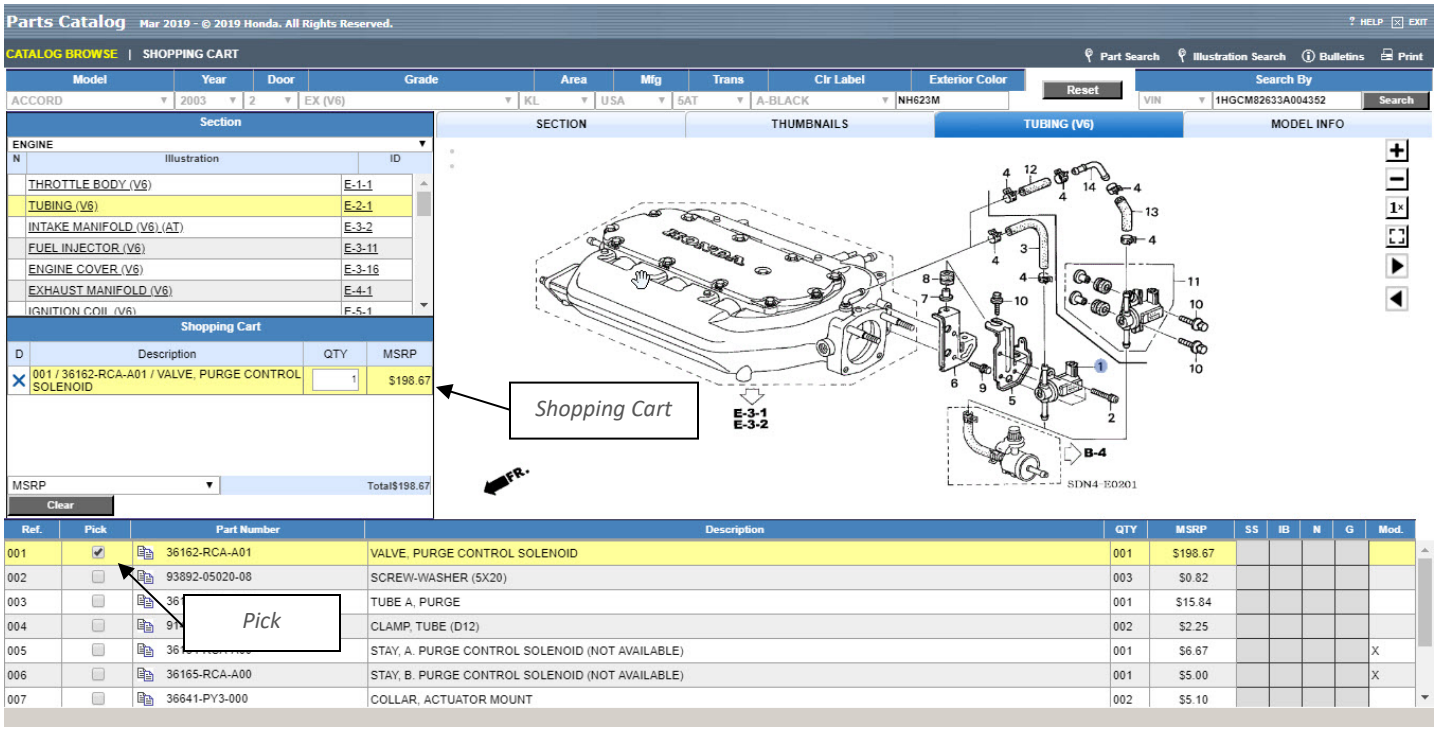
Begin browsing the catalog by choosing from the sections by clicking on the grey bar.



Navigate to the part(s) by clicking on a thumbnail or by clicking on a link within the Illustration list on left hand side of the screen.



Select the part(s) by clicking on the checkbox in the Pick column. Once clicked, it appears in your shopping cart with the Manufacturer's Suggested Retail Price. Print the shopping cart and take it to your local dealer to place an order.



Ref.	Pick	Part Number	Description	QTY	MSRP	SS	IB	N	G	Mod.
001	☑	36162-RCA-A01	VALVE, PURGE CONTROL SOLENOID	001	$198.67					
002	☐	93892-05020-08	SCREW-WASHER (5X20)	003	$0.82					
003	☐	36[illegible]	TUBE A, PURGE	001	$15.84					
004	☐	91[illegible]	CLAMP, TUBE (D12)	002	$2.25					
005	☐	36[illegible]	STAY, A. PURGE CONTROL SOLENOID (NOT AVAILABLE)	001	$6.67					X
006	☐	36165-RCA-A00	STAY, B. PURGE CONTROL SOLENOID (NOT AVAILABLE)	001	$5.00					X
007	☐	36641-PY3-000	COLLAR, ACTUATOR MOUNT	002	$5.10					

Pick

Help

If you are stuck anywhere, click on the **Help** link located at the bottom left of the Service*Express* window**.**

Contact Us

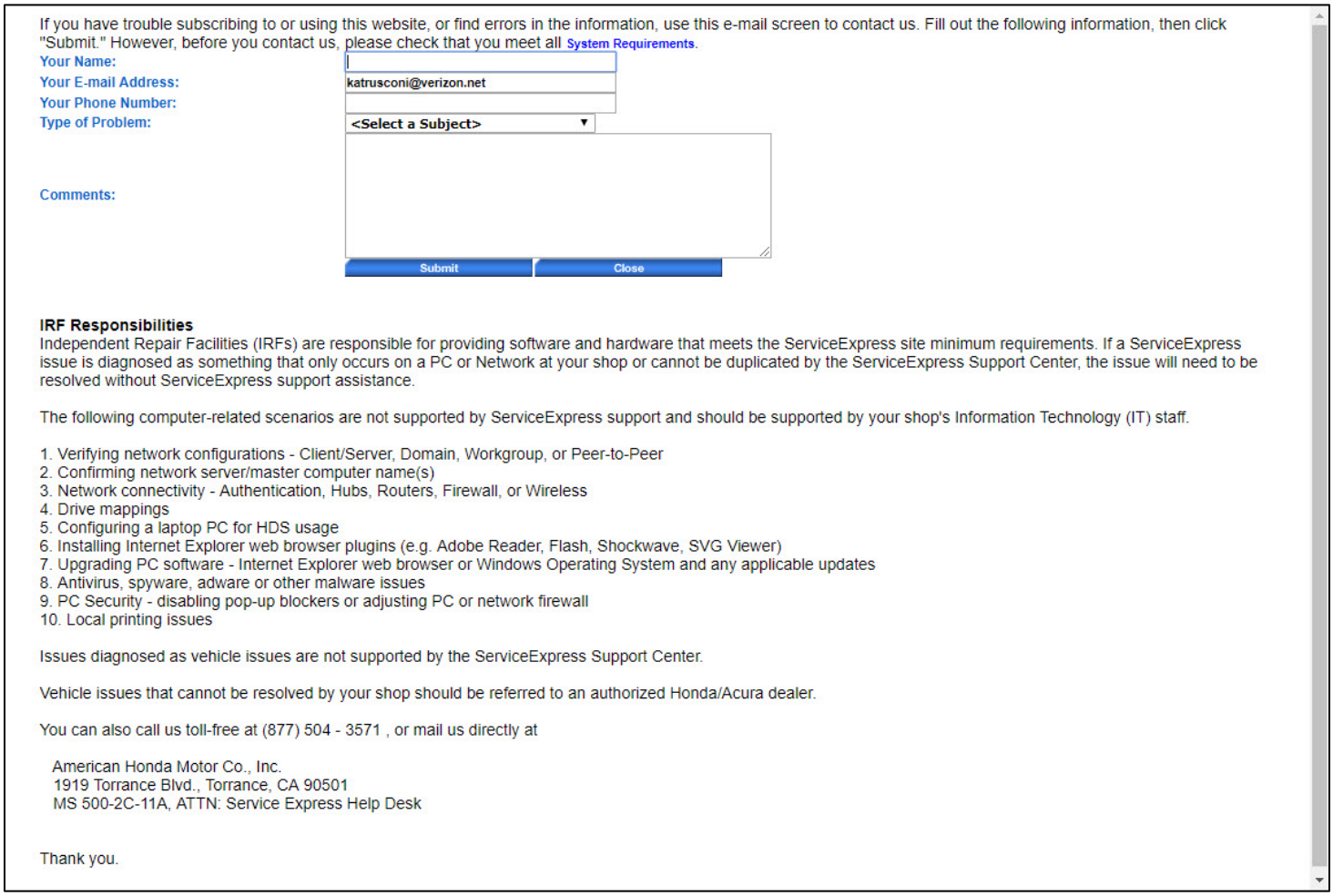
Click on the **Contact Us** link located in the lower right corner of the Service*Express* window to send us your feedback, to report problems with Service*Express*, or to give us suggestions.

Feedback

From the **Contact Us** screen, select a feedback category, and follow the on-screen instructions. We make every effort to respond to your feedback within two business days.

Feedback Categories

- ***Problems with content.*** *Select this if a description or procedure is incorrect, an illustration or schematic is missing or incorrect, or if you cannot open a document.*
- *Log-on or password problems.*
- *Questions about billing or credit.*
- ***Suggestions for improvement.*** *Use this to tell us what you would like to see in ServiceExpress, or to give us ideas on how to improve the website.*
- ***Other ServiceExpress comments.*** *Use this for any other problems you may encounter.*


If you have trouble subscribing to or using this website, or find errors in the information, use this e-mail screen to contact us. Fill out the following information, then click "Submit." However, before you contact us, please check that you meet all System Requirements.

Your Name:
Your E-mail Address: katrusconi@verizon.net
Your Phone Number:
Type of Problem: <Select a Subject>
Comments:
Submit Close

IRF Responsibilities
Independent Repair Facilities (IRFs) are responsible for providing software and hardware that meets the ServiceExpress site minimum requirements. If a ServiceExpress issue is diagnosed as something that only occurs on a PC or Network at your shop or cannot be duplicated by the ServiceExpress Support Center, the issue will need to be resolved without ServiceExpress support assistance.

The following computer-related scenarios are not supported by ServiceExpress support and should be supported by your shop's Information Technology (IT) staff.

1. Verifying network configurations - Client/Server, Domain, Workgroup, or Peer-to-Peer
2. Confirming network server/master computer name(s)
3. Network connectivity - Authentication, Hubs, Routers, Firewall, or Wireless
4. Drive mappings
5. Configuring a laptop PC for HDS usage
6. Installing Internet Explorer web browser plugins (e.g. Adobe Reader, Flash, Shockwave, SVG Viewer)
7. Upgrading PC software - Internet Explorer web browser or Windows Operating System and any applicable updates
8. Antivirus, spyware, adware or other malware issues
9. PC Security - disabling pop-up blockers or adjusting PC or network firewall
10. Local printing issues

Issues diagnosed as vehicle issues are not supported by the ServiceExpress Support Center.

Vehicle issues that cannot be resolved by your shop should be referred to an authorized Honda/Acura dealer.

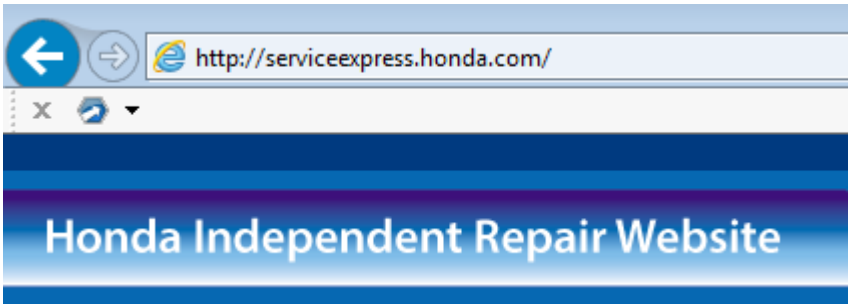
You can also call us toll-free at (877) 504 - 3571 , or mail us directly at

American Honda Motor Co., Inc.
1919 Torrance Blvd., Torrance, CA 90501
MS 500-2C-11A, ATTN: Service Express Help Desk

Thank you.

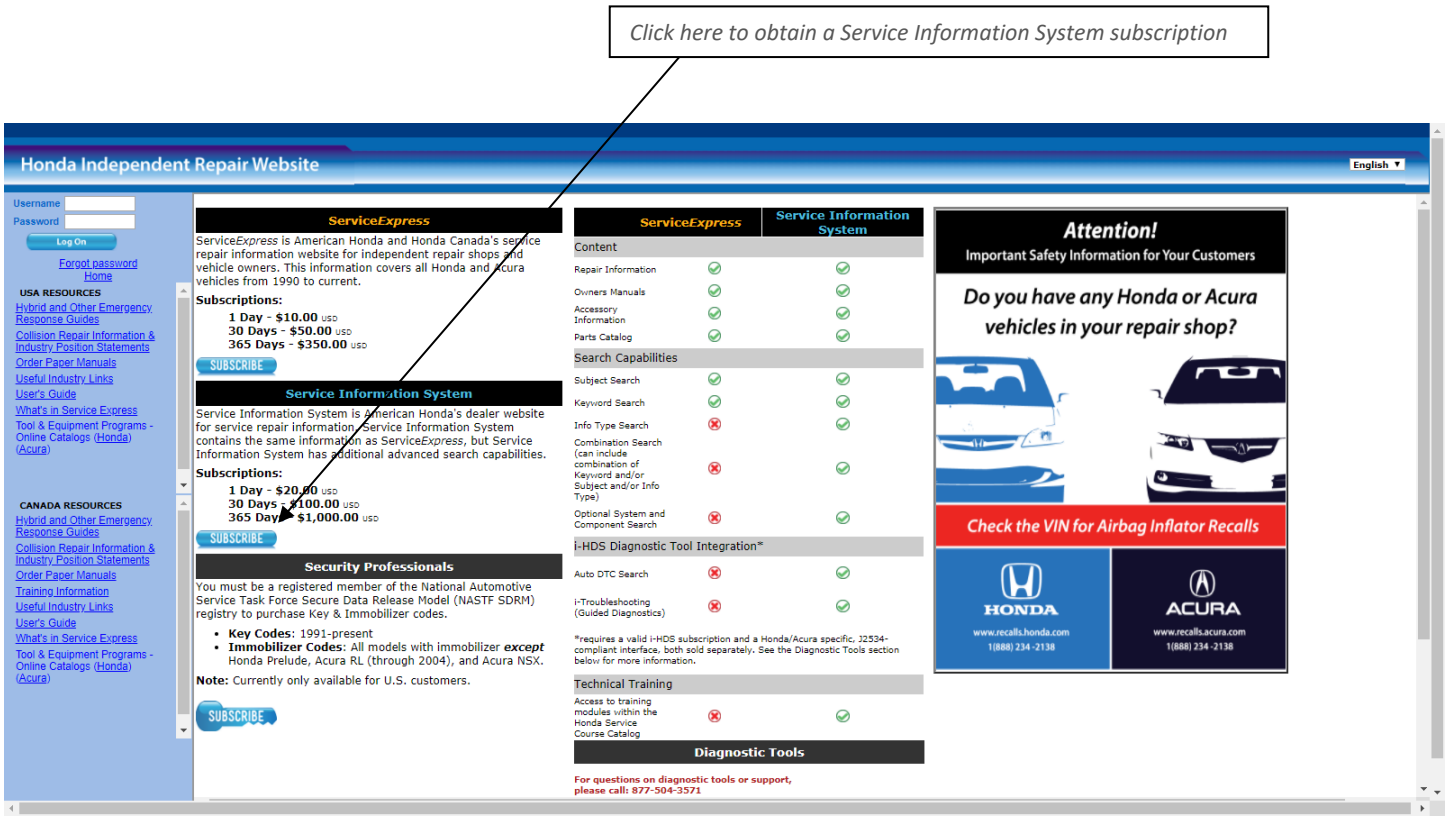
How to Access Service Information (SIS)

Open Internet Explorer, and go to the **Honda Independent Repair Website** by entering **http://www.ServiceExpress.Honda.com**, or **https://techinfo.honda.com**



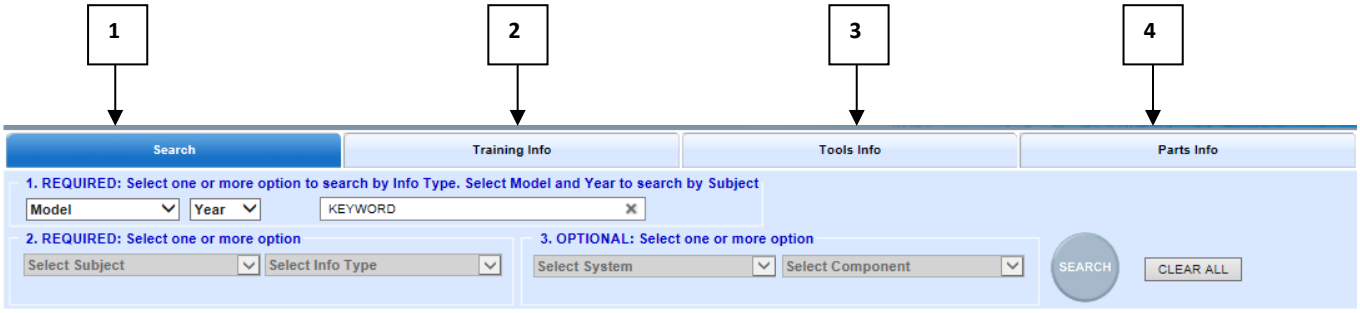
The Honda Independent Repair Website page opens. Fill in your Username and Password, and click the **LOG ON** button.

If you do not currently have a Username and Password, you will need to subscribe to SIS and complete the registration process.



The SIS Main Menu

You can access all SIS features from the **SIS Main Menu**. When you select an item from the SIS Main Menu, its sub menu appears directly below it.



The SIS Main Menu provides the following 4 choices.

1. **Search –** Find repair information for a specific vehicle. Search by Subject and Info Type and an option to narrow down your search by selecting what type of System and Component it is you are searching for.
2. **Training Info –** Gives you access to training modules.
3. **Tools Info –** This page will give you a summary of Diagnostic Tools On-Line Catalog. You can view the complete list of tools by clicking on the Hyperlinked 'Honda' or 'Acura' text and it will redirect you to another site.
4. **Parts Info** - The Parts Info gives you a convenient way to search for parts information.

Search for Vehicle-Related Publications

SIS provides several ways to locate vehicle-related publications.

1. Selecting Subjects and/or Info Type (Required)
2. Selecting System and/or Component (Optional)
3. Keyword Search (Optional)

Keyword Search

If you need to find a publication and you know a word in the publication title, then conduct a **Keyword** search.

Search Tips

The Keyword search can be a powerful tool, but sometimes you may get too many or too few results. To find a publication quickly, you must understand how this search function works.

First, SIS does not search for words inside a publication. Instead, it looks for:

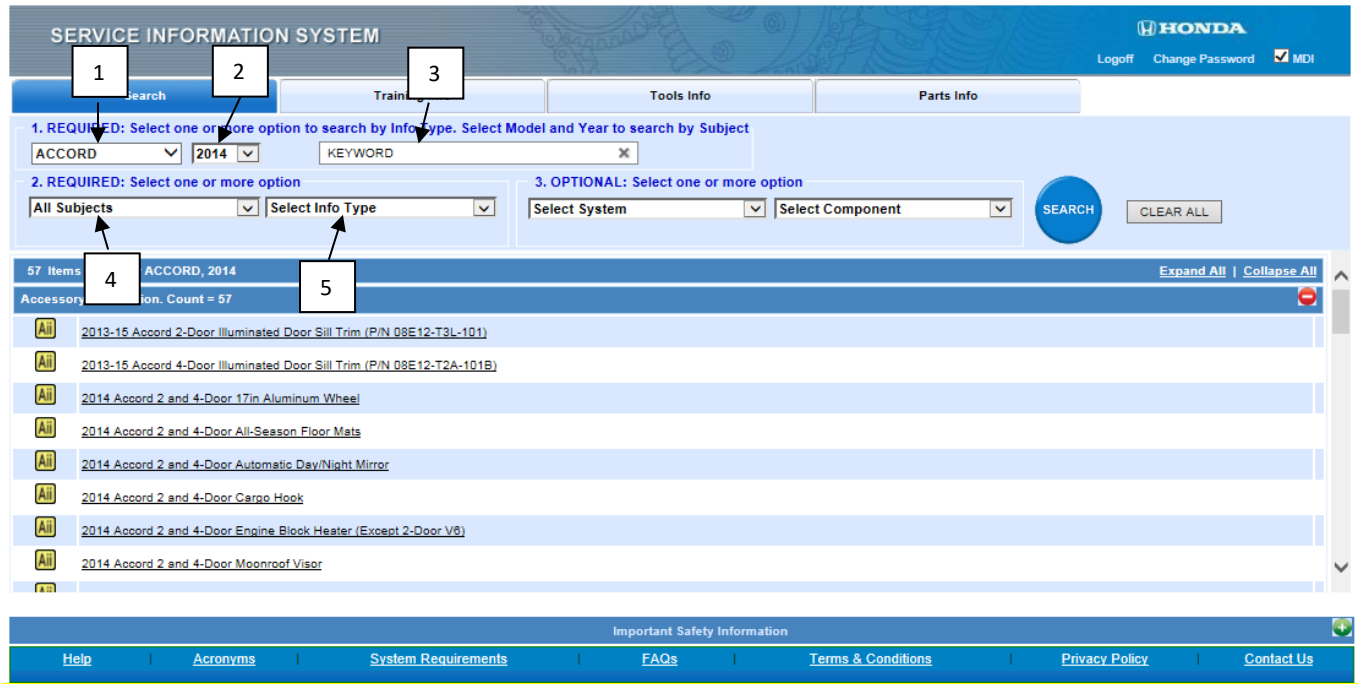
- *Words **in the title** of the publication*
- *Names of systems and components **indexed to** the publication*
- *Standard SIS symptoms **indexed** to the publication*

Second, follow the rule “less is more.” Use fewer and shorter words to find what you are looking for. Here are tips for applying this rule:

- *Whenever possible, use one word instead of two or three. For example, use EVAP instead of EVAPORATIVE CONTROL SYSTEM.*
- *Use only the first part of a word to avoid a misspelling. For example, use IMMOB instead of IMMOBILIZER.*
- *Use the singular form of the word, not the plural. For example, use BELT not BELTS.*
- *The Symptom/Problem field is not case sensitive; no need to capitalize.*

Type of Keywords	Example Words to Use
Common system names	ABS, SRS, EVAP
Common part/assembly names	BUMPER, HOOD, FILTER, TRUNK
Specific DTC codes	P1457, P0740, 15-3
Symptoms	DRIVEABILITY, PERFORMANCE, LEAK, NVH, NOISE, WIND
Job Function	PDI, TEST, INSPECT, REMOV (for remove or removal)

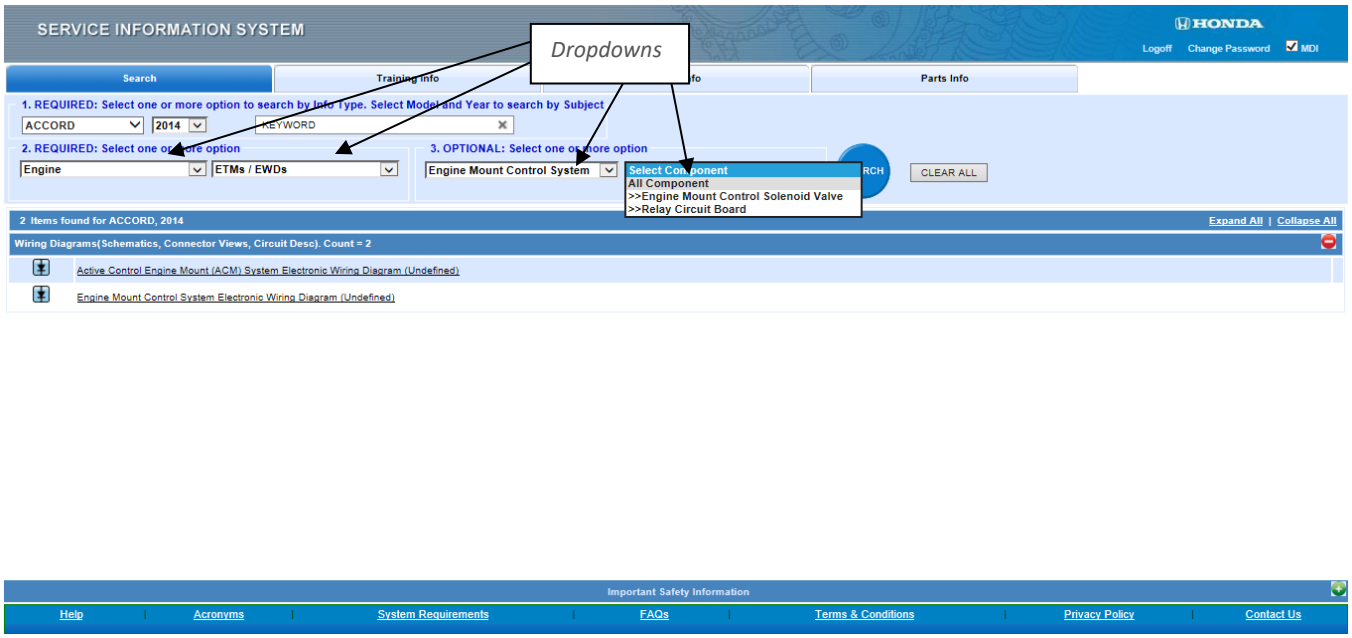
To search for a publication by Keyword, click Search by Vehicle on the SIS Main Menu and follow these steps.



1. Select **Model**
2. Select **Year**
3. Type in one or more words in the keyword field.
4. Select **Subject** in the dropdown. If Info Type is used, then Subject is optional.
5. Select **Info Type** in the dropdown. If Subject is used, then Info type is optional.

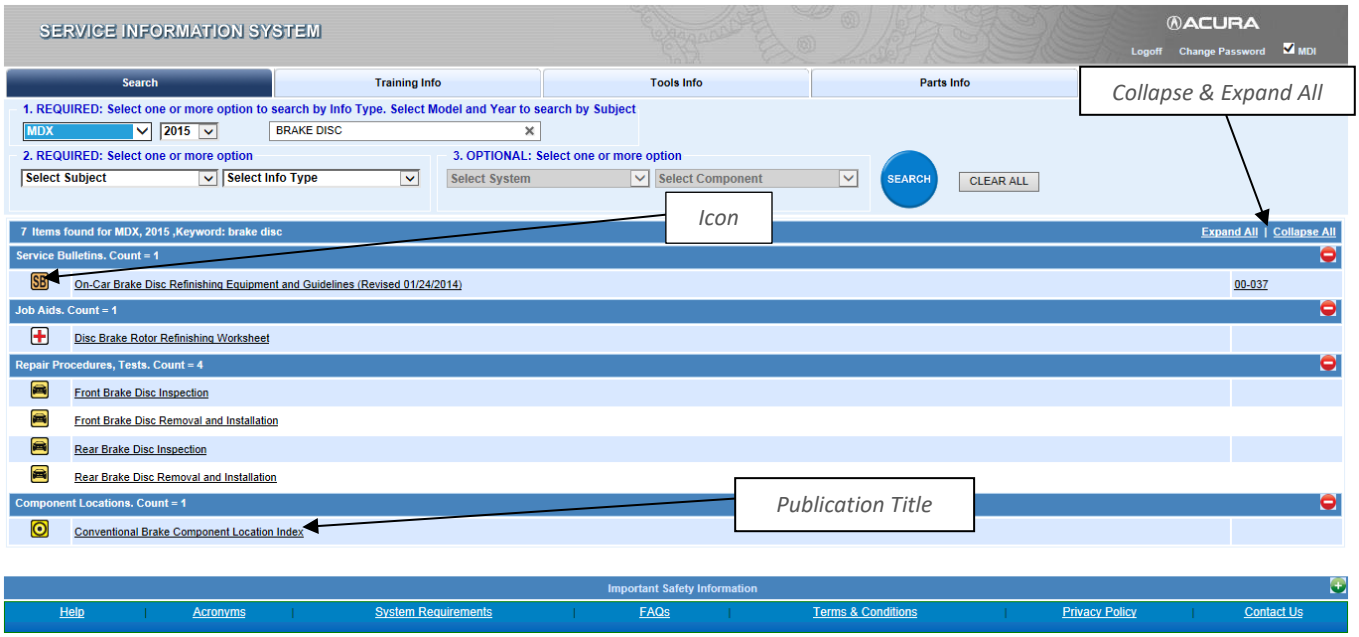
Tip: Select both Subject and Info type to filter your results.

Although searching with Keyword is highly encouraged to ensure you will find what you are looking for, you can also search without a keyword. If you know what category the publication falls under, you can select the options from the **Required** and **Optional** drop downs and click **Search**. If you select all dropdowns, it will increase the likelihood of you finding what you are looking for.



Publication Lists and Icons

In SIS search results, an icon appears to the left of each publication title. The icons represent the publication type.

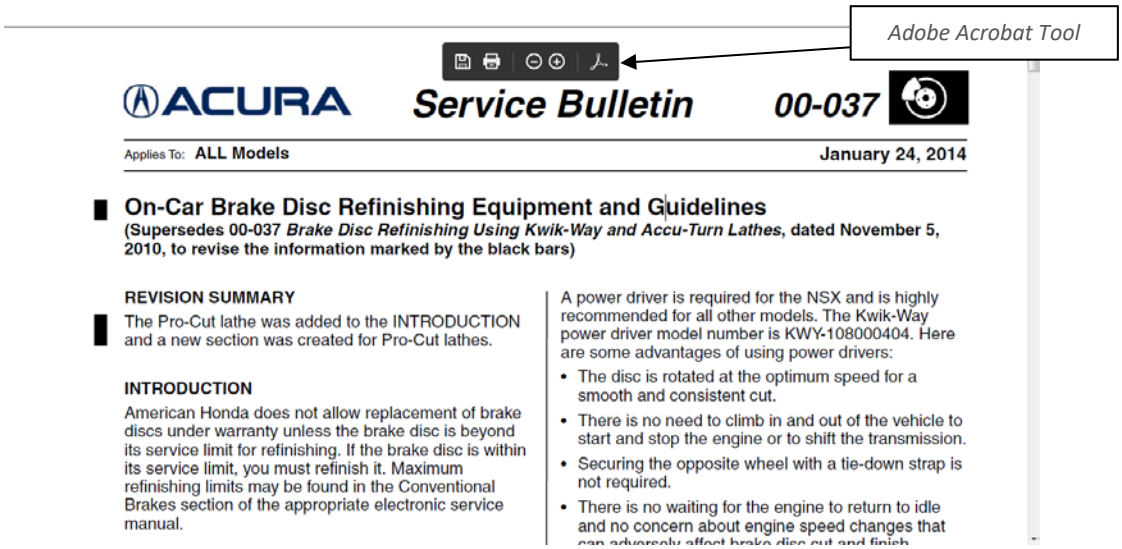


Search results sort by publication type. (e.g. Service Bulletins, Job Aids, etc.) You can see what type of publication an item is by looking at the title of each group. You can **Collapse** and **Expand All** groups see the titles more clearly.

Each publication title is a hyperlink. Click the **publication title** to open the publication.

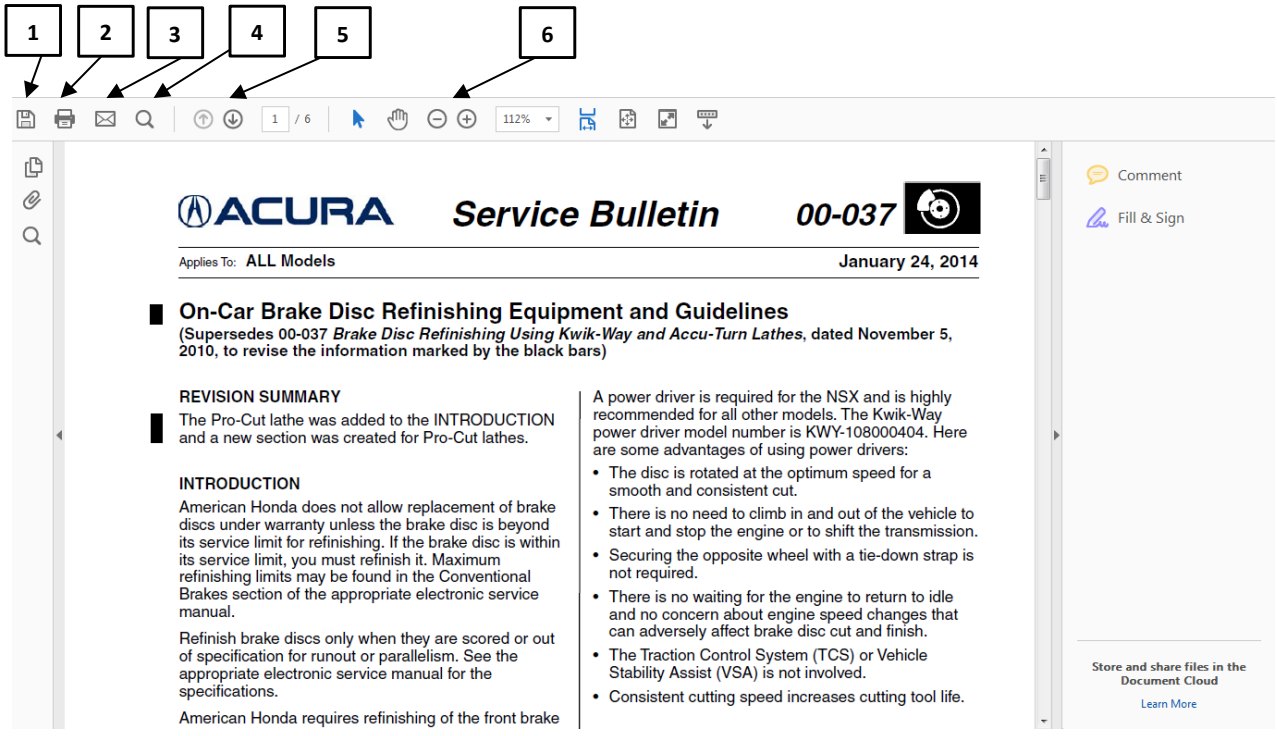
Adobe Acrobat for Publication

All the publications are in PDF format. You can hover on the top center and access the Adobe Acrobat Tool. The Adobe Acrobat tool facilitates your navigation through each publication.



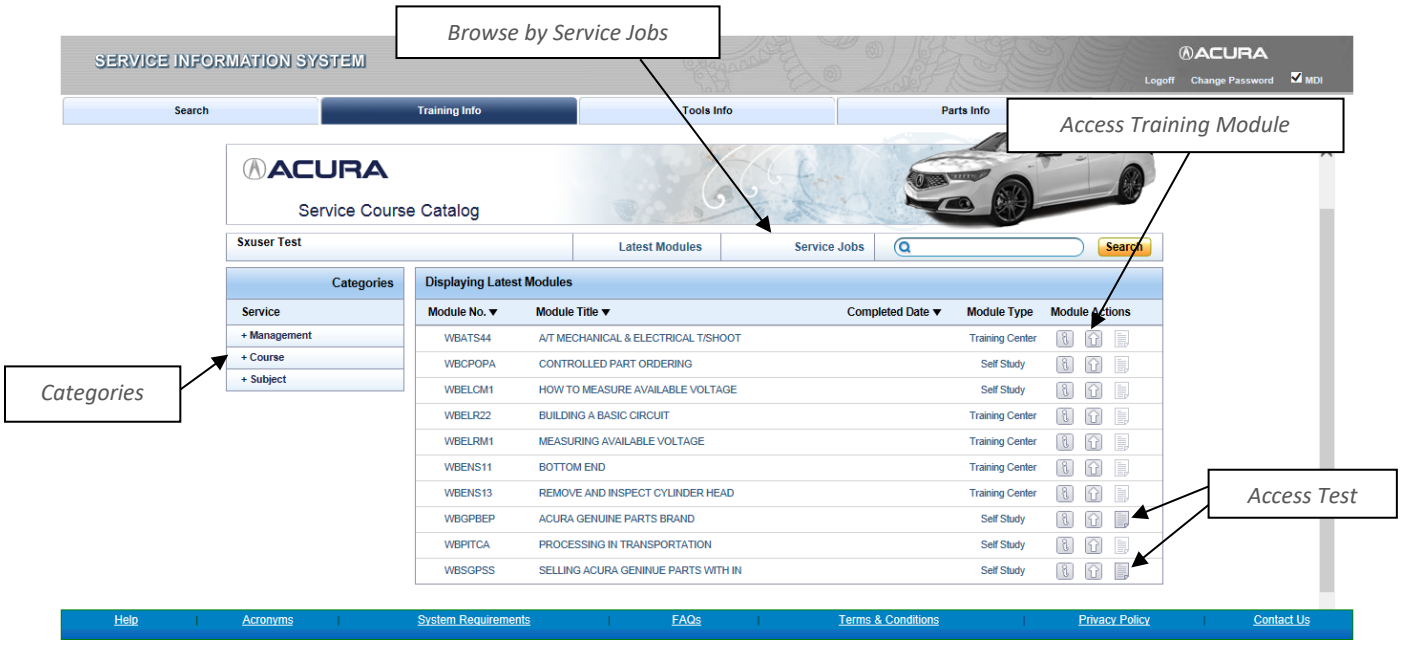
Use the **Acrobat Toolbar** at the top of the screen to do the following:

1	Save the file to your computer.
2	Print the publication.
3	Email the file.
4	Search the publication for keywords.
5	Advance to the next page or return to the previous page of this publication.
6	Zoom in and zoom out



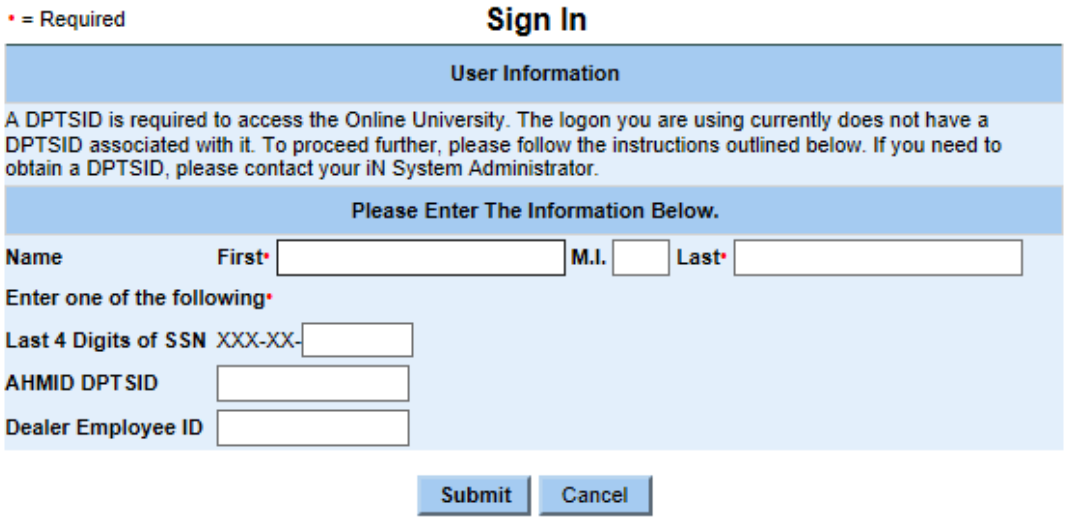
Navigating Through Training Info Screen

The training info screen gives you the right tools to improve and gain skills for servicing a vehicle. It gives you access to training modules and tests to take for your own benefit.



You can browse by **categories** on the left side of the page. Expand each category to see all the choices. By clicking on **Service Jobs** tab on the top, you can browse by Service Jobs Category.

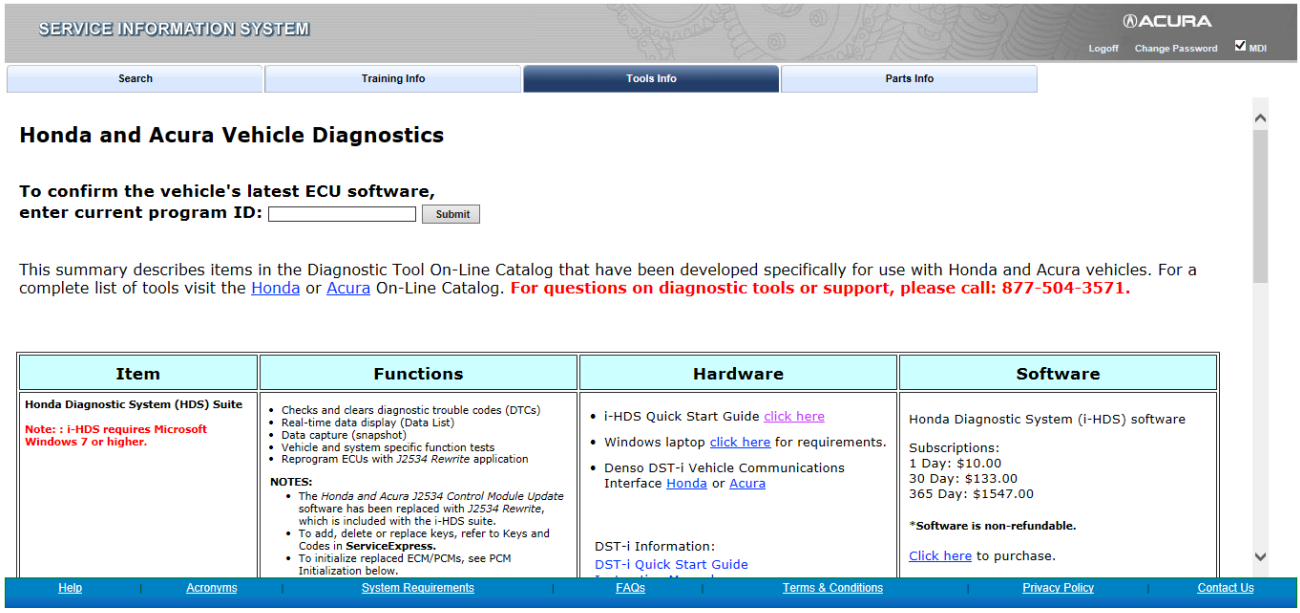
Taking a Test



If you are going to take a test, you have to provide your DPTSID. Fill out the form to access the Online University.

Tools Info Screen

This page will give you a summary of Diagnostic Tools On-Line Catalog. You can view the complete list of tools by clicking on the Hyperlinked ‘Honda’ or ‘Acura’ text and it will redirect you to another site



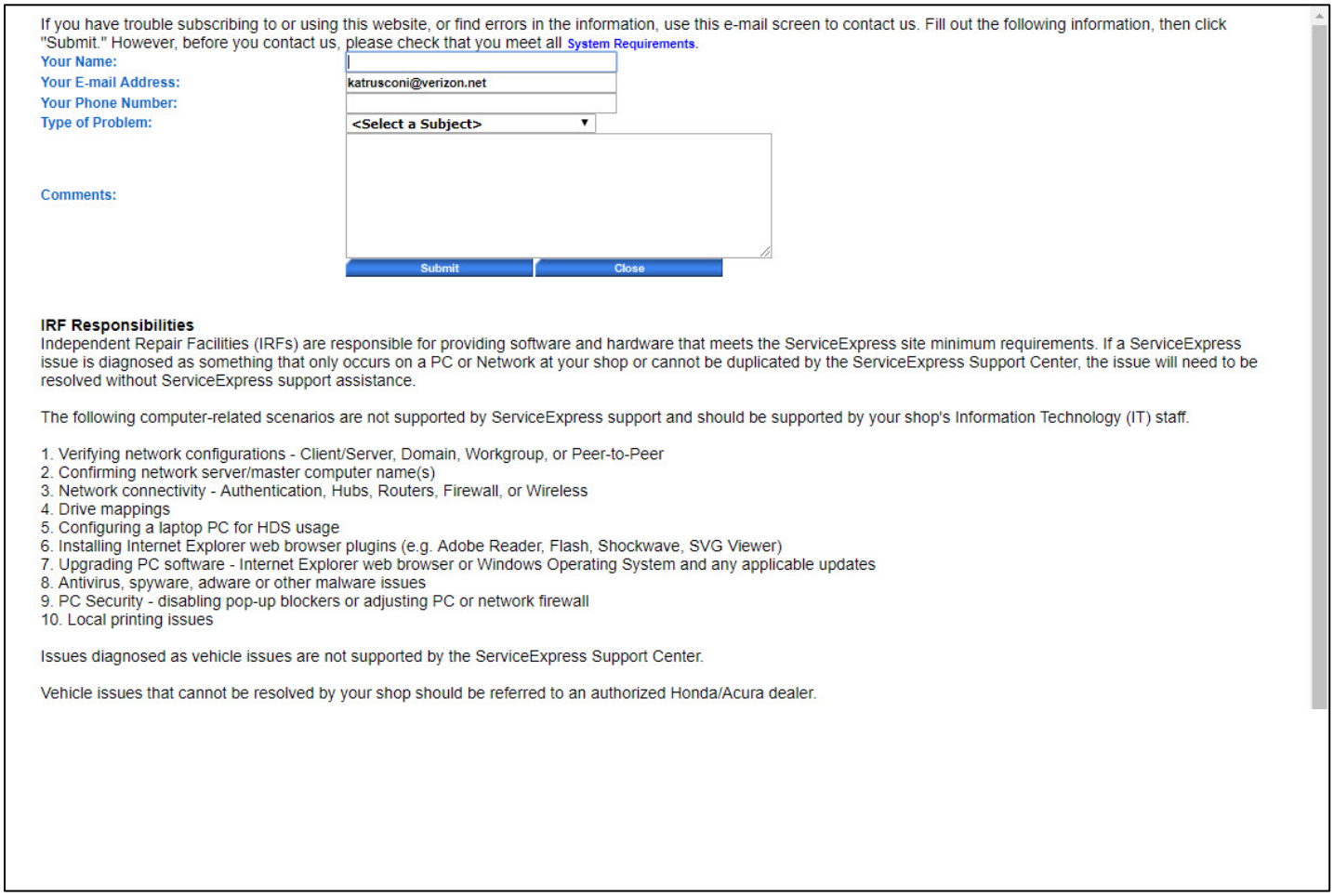
Help

If you get stuck anywhere, click on the **Help** link located at the bottom left of the Service*Express* window**.**

Click on the **Contact Us** link located in the lover right corner of the Service*Express* window to send us your feedback, to report problems with Service*Express*, or to give us suggestions.

Feedback

From the **Contact Us** screen, select a feedback category, and follow the on-screen instructions. We make every effort to respond to your feedback within two business days.

Feedback Categories

- ***Problems with content.*** *Select this if a description or procedure is incorrect, an illustration or schematic is missing or incorrect, or if you cannot open a document.*
- *Log-on or password problems.*
- *Questions about billing or credit.*
- ***Suggestions for improvement.*** *Use this to tell us what you would like to see in ServiceExpress, or to give us ideas on how to improve the website.*
- ***Other ServiceExpress comments.*** *Use this for any other problems you may encounter.*