

WORLD PAC Assist is offering **2** new programs

Program **1** WORLD PAC Assist Online Database

Program **2** WORLD PAC Assist Repair Hotline

Program **1** WORLD PAC Assist Online Database

- WORLD PAC Assist is available 24 hrs a day, 7 days a week online to help you diagnose any problem or situation your shop may encounter.
- WORLD PAC Assist provides knowledge generated by over 10,000 shops that participate in the repair hotline each year.
- WORLD PAC Assist's Supercharged Search engine helps technicians cut through industry jargon by automatically searching on related symptoms and terms.
- WORLD PAC Assist offers the largest source of Confirmed Fixes documented by our 41 factory trained, ASE certified master technicians.
- Over 1000 new problems with tests and fixes are added to WORLD PAC Assist each week.
- WORLD PAC Assist now includes the MOTOR Parts & Labor Guide.

To Increase your Car Count

WORLD PAC Assist makes it easy to implement a Preventative Maintenance Program with our customer friendly reports. Our reports help sell Preventative Maintenance services for you by educating your customers on what needs to be done with explanation services of why each item is important. In addition, WORLD PAC Assist's Preventative Maintenance Plan provides your technicians with all the labor times and specifications needed to perform each Preventative Maintenance task in a separate easy to print report.

Program **2** WORLD PAC Assist Repair Hotline

- The repair Hotline has 41 Factory certified specialists that assist technicians with over 250,000 problems each year.
- Each of our Factory and ASE certified master technicians are organized into manufacturer specific groups and only answer calls on the specific make in which they specialize such as Mercedes, BMW, Toyota, Honda as well as all foreign and domestic car lines.
- WORLD PAC Assist is uniquely qualified to help your shop with over 9000 original factory manuals including all wiring diagrams for every make.
- Our specialists are fully equipped to help you with any system on any vehicle.
- Nearly 3 million calls have been taken since 1987.



www.worldpacassist.com

800.689.6189

Program 1 **WORLD PAC Assist Online Database**

To subscribe to the WORLD PAC Assist Online Database, or for a free demonstration, you can call us at **1-800-689-6189** and talk with a WORLD PAC Assist sales representative.

WORLD PAC Customers ¹

\$124.00 per month
\$ 94.00 introductory rate (first 3 months)

WORLD PAC WTI Students ¹

\$114.00 per month
\$ 84.00 introductory rate (first 3 months)

Program 2 **WORLD PAC Assist Repair Hotline**

- Call **1-800-675-4907** M-F (7am to 7pm CST).
- Listen to the menu and press 3 for the hotline.
- Have your customer number ready for the representative.
- Have the Vehicle information ready:
 - VIN number
 - Vehicle production date
 - Make and model information
 - Engine size and transmission type
 - Mileage
 - A brief description of the problem
- Your request will then be assigned to the carline specialist for a timely response.
- Your carline specialist will give you a reference number to use should you need to call again on the same problem. With this reference number your call will be given top priority.
- Hotline pricing is based on same vehicle and problem. Pricing is limited to original equipped vehicles and does not apply to modified, chopped or damaged vehicles. Repair Hotline services are in English only. Fax services are \$18.00 for up to 10 pages.



WORLD PAC Customers

First Call \$35.00
Second Call \$16.50
Third Call \$ 9.00
Fourth Call+ \$ 0.00

WORLD PAC Customers that subscribe to the WORLD PAC Assist Online Database

First Call \$35.00
Second Call+ \$ 0.00

WORLD PAC WTI Students

First Call \$34.00
Second Call \$16.00
Third Call+ \$ 0.00

WORLD PAC WTI Students that subscribe to the WORLD PAC Assist Online Database

First Call \$34.00
Second Call+ \$ 0.00

¹All services are in English only. All subscription fees are to be paid with credit card or EFT and all transactions are in US dollars. Introductory pricing is for new customers only.

To learn more about WTI (WORLD PAC Training Institute) log onto www.worldpac.com/wti.html, or contact your WORLD PAC account manager.
(800) 888.9982 USA | **(800) 644.9129 Western CANADA** | **(800) 463.8749 Eastern CANADA** | **(866) 663.8749 Quebec CANADA**