

Change History

Version	Date	Name	Change
1.0.0.	03.01.2022	MFN	Initial Creation
1.1.0	07.11.2022	MGE	Chapter 1: Extension of the available languages; Chapter 2.3: Vehicle identification via vehicle licence scan Chapter 2.4: Country-specific vehicle identification Chapter 3.1: Extension of vehicle manufacturer systems to available countries Chapter 3.5: Shortening Mercedes/Smart and customising Mazda Chapter 4: Requesting service histories Chapter 5: Connection of catalogue systems
1.2.0	15.12.2022	MGE	Chapter 2.1: Customisation (creation of a TecAlliance access) Chapter 3.5. Shortening
1.3.0	20.02.2023	MGE	Chapter 2.4: Addition of Portugal and Italy; Chapter 3.1: Addition of Italy; Chapter 3.3: Extension of supplements; Chapter 3.4: Extension of data corrections; Chapter 4.1: Request for technical service bulletins and recalls Chapter 6.1.2: Addition of support languages
1.4.0	07.09.2023	MGE	Chapter 3.1: Adding Rolls Royce Chapter 7: Plausibility check
1.5.0	25.01.2024	MGE	Chapter 2.1: Addition of clause on new manufacturer portals Chapter 3.1: Link to manufacturer and country overview
1.6.0	03.04.2024	MGE	Chapter 1.1: TecRMI Service Book 360° - Extension Chapter 2.4: Addition United Kingdom Appendix A: Available functions Appendix B: Availability of the service
1.7.0	24.10.2024	MGE	Chapter 1: Note about Acceptance of Manufacturer GTCs Appendix A: Express Entries
1.8.0	30.04.2025	MGE	Chapter 2.3: Adaption United Kingdom Chapter 3.1: Restriction for Liechtenstein (Ford) and Note for Registration Appendix A: Note of Cost forwarding for Supplements and Data Corrections.
1.9.0	19.01.2026	MGE	Chapter 2.3: Adaption Sweden, Finland, Denmark Appendix A: Adaption Express Entries Timeframe to 60 minutes
1.10.0	19.01.2026	MGE	Chapter 1.2 : Note regarding Data sharing with vehicle manufacturers
2.0.0	02.06.2026	MGE	Chapter 3.2.: Manufacturer-specific conditions



1 Description of the service

The TecRMI Service Book service includes customer registration in the vehicle manufacturers' online portals and the option of instructing TecAlliance GmbH to enter the service and maintenance work carried out in the vehicle manufacturers' digital service book. The information required for this is recorded via the TecRMI Service Book web application and transmitted to TecAlliance GmbH. TecAlliance GmbH then transfers this information to the vehicle manufacturers' portals on behalf of and in the name of the workshop carrying out the work. It is also possible to retrieve service histories, open service actions and active recalls from the vehicle manufacturer's system for a specific vehicle (chassis number).

The services of the TecRMI Service Book can only be utilised if a query option provided by the manufacturer exists in a corresponding online portal.

Note:

If the information provided by the customer is too long to be entered in a vehicle manufacturer's portal, TecAlliance GmbH will truncate this information accordingly after the maximum character input.

Note:

In order to perform the service, the service provider (TecAlliance) automatically accepts any new General Terms and Conditions (GTC) of the vehicle manufacturer. The customer is informed of the changes to the GTC and is given access to the manufacturer's GTC via a link provided.

1.1 TecRMI Service Book 360° - Extension

As part of the TecRMI Service Book 360° licence, service entries can be recorded for vehicles for which either no digital service booklet / manufacturer portal exists or is not available on the open market.



1.2 Data Sharing with vehicle Manufacturers

Customer data and data of the vehicle owner are generally shared with the respective vehicle manufacturer insofar as this is necessary to execute the requested service. TecAlliance applies the principle of data minimization, meaning that only personal data that are strictly required for the performance of the service are transmitted to the manufacturer.

Depending on the specific purpose of the processing and the technical or operational requirements of the vehicle manufacturer, additional personal data may need to be shared to enable the proper execution of the requested services. Such additional data sharing is always limited to what is necessary to fulfill the defined purpose.

The scope and categories of personal data to be shared may vary depending on the manufacturer and the specific service requested by the customer. TecAlliance has no influence on manufacturer-specific requirements and processes.

Any such data transfers are carried out in accordance with applicable data protection regulations and contractual obligations.



2 Special features of the service

2.1 Registration in the manufacturer portals

The use of the TecRMI Service Book includes the creation of required accesses to manufacturer portals, insofar as the customer does not already have accesses. If it is necessary to create an additional user for TecAlliance, the customer will be provided with all relevant information for this separately. TecAlliance reserves the right to change e-mail addresses stored in the portals to a TecAlliance e-mail address for the purpose of account maintenance.

In the case of newly added manufacturers, registration in the manufacturer portal only takes place in the event of a specific request by the customer.

2.2 Account maintenance

As part of the TecRMI Service Book service, TecAlliance GmbH is responsible for regularly updating the user passwords required for the provision of the service, in some cases as required by the manufacturer.

2.3 Country-specific vehicle identification

In addition to manual vehicle identification, country-specific identification options are available based on, for example, licence plate numbers or national vehicle IDs. The necessary login data can be stored in the 'My organisation' area of the web application. These login data result from the separate purchase of licences for the corresponding vehicle identification services.

Country	Additional cost
Germany / HSN-TSN Lookup	No
Norway	Yes
Switzerland	No
Netherlands	No
Italy	Yes
Portugal	Yes
United Kingdom	No
Sweden	Yes
Denmark	Yes
Finland	Yes

2.4 Registration of a new subsidiary

If the creation of a new subsidiary is requested via the 'User Management' in the TecRMI Service Book, TecAlliance GmbH will initiate all necessary steps to create new accesses in the vehicle manufacturers' portals for the respective subsidiary. As soon as all the necessary steps for creating a new subsidiary have been completed, the user is informed accordingly.



2.5 Change subsidiary data

If the user requests changes to the data of a branch via 'User Management', these are entered into the vehicle manufacturer's portal by TecAlliance GmbH. Once TecAlliance has made the change, the user is also informed.

3 Restriction of the service

3.1 Vehicle manufacturer systems

An overview of the currently available vehicle manufacturers and countries can be found under the following link:

<https://www.tecalliance.net/tecrmi-service-book-registration-documents/>

TecAlliance GmbH reserves the right to remove individual manufacturers from the offer or to add new ones in the event of changes to the legal or technical framework conditions of the manufacturers.

In addition, the systems of the vehicle manufacturers must be electronically accessible to TecAlliance GmbH in order to perform the service.

Note:

Users domiciled in the Principality of Liechtenstein are registered in the same way as users domiciled in Switzerland, unless the corresponding manufacturer portal expressly provides for a special regulation for users domiciled in Liechtenstein.



3.2 Manufacturer-specific conditions

3.2.1 Nissan

All maintenance entries relating to Nissan vehicles must be completed and submitted no later than 16:30 on a Business Day. Entries submitted after 16:30 will be treated as received on the following Business Day, processed on that Business Day, and only that following Business Day shall be recorded as the official date of repair.



4 Other

4.1 Contact us in case of technical problems

If technical problems or questions arise during use, the customer can contact TecAlliance Customer Support at the following contact details:

4.1.1 E-mail

For the fastest possible processing of your request, please contact us by e-mail at support.wkh@tecalliance.net.

4.1.2 Phone

At +49 2203 2020 2408 (German & English)

4.2 Escalation process in case of queries to the customer by TecAlliance

If there are any queries regarding data transmitted by the customer, the customer will be contacted by e-mail. If the customer does not reply after approx. 2 days, TecAlliance will initiate a further inquiry. If still no response is received from the customer after a further approx. 12 days, then the respective application is removed from the TecRMI Service Book application. The customer will be informed about the respective process by e-mail.

Appendix A: Available functions

Vehicle identification via Document scanner

When identifying the vehicle, it is possible to upload an image of the vehicle registration document via the TecRMI Service Book. The system reads this and automatically fills in the recognised fields for vehicle identification.

This function is currently only possible for the German vehicle registration certificate (Zulassungsbescheinigung Teil I).

Request of service histories

In addition to the service entries, it is also possible to request the service history for a specific VIN. However, this is only possible if such a query is possible for the corresponding manufacturer.

Request of technical service bulletins & recalls

In addition to the service histories, it is also possible to request the technical service bulletins as well as recalls for a specific VIN from the manufacturer portals.

However, a request is only possible if such a function is offered by the manufacturer.

The resulting prices can be found in the price list.



Submitting Express Entries

Express Entries ensure that the request is processed within 60 minutes. Express Entries can only be submitted from Monday 08:00 to Friday 15:30 and for an additional charge.

In case an Express Entry contains missing information or if follow-up requests / further consultation with the customer are necessary, the claim to processing within 60 minutes expires.

TecAlliance reserves the right to control the number of Express Entries submitted per hour / day in order to guarantee the fulfilment of the service.

Supplements

If a service entry is sent to TecAlliance after the expiry of the vehicle manufacturer's deadline, the service entry can be submitted via the supplement function, if this option is supported by the vehicle manufacturer.

The additional costs incurred by TecAlliance as a result can be seen in the price list.

Note:

Any additional costs incurred by the vehicle manufacturer will be charged to the customer on a gross for net basis.

Data correction

Subsequent data corrections - requested by the customer - to already completed entry processes in the vehicle manufacturer portals will only be carried out if this option is supported by the vehicle manufacturer.

The additional costs incurred by TecAlliance can be seen in the price list.

Note:

Any additional costs incurred by the vehicle manufacturer will be charged to the customer on a gross for net basis.

When a customer uses the option "Data Correction" or "Supplements" for vehicles from the manufacturers Audi, Volkswagen, Seat, Cupra and/or Skoda, TecAlliance, for operational reasons, acquires a 1-day license on behalf of the customer in order to carry out data corrections on behalf of the customer. The customer is free to apply for a different license variant, but this must be purchased and managed by the customer himself in the manufacturer portal.

Connection to Catalogue Systems

To transfer order data from a catalogue system to the TecRMI Service Book and pre-fill a service entry there, it is possible to connect an organisation to a catalogue system. If TecRMI data is used in the catalogue system, the entire shopping basket calculation can also be transferred to the TecRMI Service Book and the service work to be documented can be pre-filled automatically in the application as far as possible.

A corresponding catalogue licence is required to use this function.



Plausibility Check

As part of the plausibility check, a daily data delivery is used to check whether a service has been carried out in the customer's workshop but not transferred to the TecRMI Service Book.

If such an entry is missing, it is opened and pre-filled in the TecRMI Service Book on the basis of the data supplied. The customer is informed of this by e-mail and can then complete it and send it to TecAlliance.

Appendix B: Availability of the service

The technical platform for the transmission of the executed services is generally available 24/7 with an average availability of 95% per calendar year.

The following failures are not considered when determining availability:

- Maintenance in scheduled and regular maintenance windows,
- All forms of force majeure,
- Failures due to computer crime by third parties, unless these have been caused or made possible by intentional or grossly negligent behavior at TecAlliance,
- non-fulfillment or violation of obligations to cooperate by the customer or his vicarious agents or
- Failures or malfunctions of the Internet or communication networks.

However, processing only takes place during the hours Monday to Friday from 08:00 - 17:00 CET/CEST. Excluded from this are holidays in the state of Baden-Württemberg and the days 24.12. and 31.12.

TecAlliance will process all entries within 5 working days. The processes must be transmitted at least 2 working days before the expiry of any registration deadline defined by the vehicle manufacturer. Processes concerning vehicle manufacturers for which such a deadline is known - after the date of performance - will be processed by TecAlliance with priority. TecAlliance will not bear the additional costs if all the necessary information has not been correctly provided within the defined lead time.