



Frequently Asked Questions:

Effective October 1st, 2020 what will my cost be for asTech scans?

All asTech OEM scans, including both Pre-Repair Scans and Completion/Post-Repair Scans, will be billed at a flat rate of \$50.00 for all makes excluding Premium make Porsche.

What will my cost be for the asTech OEM scans for Premium make Porsche?

OEM scans for the Premium make Porsche will be billed a flat rate of \$100.00. The patented asTech device reads the VIN # and secures the vehicle make and bills accordingly.

Is anything changing with my Prompt Pay Incentive?

No. Your existing prompt pay incentive remains exactly the same. Any applicable GM Programming fees will not be included in the incentive as they are billed as a pass-through cost.

What is the new OEM Diagnostic Service fee line Item?

During a Completion/Post-Repair Scan, our technicians often need to perform additional diagnostic service while connected to the vehicle to ensure repairs are completed properly and the vehicle is operating as the OEM intended. A small sample list of OEM Diagnostic Services we perform include: code clearing, all types of module programming, seat weight sensor resets, relearns, calibrations sensitivity checks, steering angle sensor calibrations, model-specific dynamic calibrations.

When these OEM Diagnostic Services are performed, your Completion/Post Scan invoice will include a new line item, OEM Diagnostic Service, billed at \$69.95. For the Premium make Porsche, this fee will be \$199.95.

Will I ever see an OEM Diagnostic Service fee charged on a Pre-Repair Scan?

Yes, but only in rare occasions. Certain vehicles makes/models require our technicians to perform additional diagnostic service during the Pre-Repair Scan. For example, if DTCs are present on a Honda Pre-Repair Scan, our technician must attempt to clear these codes. In these cases, your Pre-Repair Scan invoice will include a line item for the OEM Diagnostic Service fee.

Will I still be charged for GM Programming?

Yes. If any programming is performed on a GM vehicle, we will pass on the charge of \$43.30 direct to you with no markup.

Will the OEM Diagnostic Service fee ever be charged twice on the same vehicle?

No. You will only be billed this fee once per VIN or unique repair order. If you receive this fee on the Standard Pre-Repair Scan you will not be billed again on the Completion Scan.

What happens if no OEM Diagnostic Service is required or performed?

If our technicians do not need to perform any diagnostic service during scan, you will only be charged the flat rate fee for the OEM scan. For example, if you perform both a Pre-Repair scan



and a Completion scan, and neither require any OEM Diagnostic Service both scans will be billed at \$50.00 for a total cost of \$100.00. Under the old pricing the charge for this same service would have been \$169.95.

Why is asTech making this change?

It has never been more important to provide our customers with the ability to perform an OEM scan on vehicles embedded with complex diagnostic systems or when the repair facility needs one. Having immediate access to OEM factory tools, our ASE/Factory trained technicians, and OEM repair procedures at an affordable price supports the car, the car owner, the repairer and the insurance carriers. The new price should improve reimbursement. Matching the OEM Diagnostic Service fee to the Post-Repair scan where the service is performed should also provide improved reimbursement.

What do I do if I have additional questions or want to talk with someone at asTech?

Please don't hesitate to email pricing@astech.com or reach out to customer service at 1-888-486-1166 ext. 2. Our team is standing by to answer your questions.

Most Common OEM Diagnostic Services performed

- Code Clearing
- All types of module programming
- Relearns (autonomous panels)
- Seat weight sensor resets
- Model specific dynamic calibrations
- Steering angle resets
- Calibrations