

Honda Independent Repair Website User's Guide

What is ServiceExpress?

ServiceExpress is American Honda's Web-based system for delivering electronic service publications to the aftermarket. In ServiceExpress, 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 ServiceExpress, 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 ServiceExpress by selecting the Model and Year of the vehicle you're working on, then choose a subject or enter a keyword. ServiceExpress will retrieve all service information related to the subject or keyword to help you repair the vehicle.

What is ISIS?

ISIS (Integrated Service Information System) is American Honda's Web-based system for delivering electronic service publications to technicians.

ISIS provides technicians access to the latest Repair Procedures, Service Bulletins, ServiceNews, Electrical Troubleshooting Manual

Service Express Table of Contents

How to Access ServiceExpress	1
<i>Standard Subscription</i> <i>(Service & Parts Information only)</i>	2
<i>Security Professional Subscription</i> <i>(Includes Key Code Information) (USA Only)</i>	2
Overview of U.S. ServiceExpress Search Screens	3
Overview of Canada ServiceExpress Search Screens	4
Subscription Types: USA Modules and Canadian Models	5
U.S. Home Screen	6
Canada Home Screen	7
U.S. and Canada What's New Screen	8

U.S. and Canada Service Info Screen	10
<i>How to Search by Keyword</i>	11
<i>How to Search by Subject</i>	13
<i>Navigating Service Manual Information</i> <i>(Late-Model Vehicles)</i>	15
<i>Colored Links Within a Service Manual</i> <i>Procedure</i>	16
<i>Navigating Service Manual Information</i> <i>(Legacy Models)</i>	17
<i>Navigating Electrical Troubleshooting Manual</i> <i>(ETM) Diagrams</i>	18
U.S. Training Info Screen	19
Canada Training Info Screen	19
U.S. and Canada Tools Info Screens	20
Parts Info Screen	21
<i>How to Search for Parts</i>	23
Help	24
Contact Us	24
Feedback	24
<i>Feedback Categories</i>	24

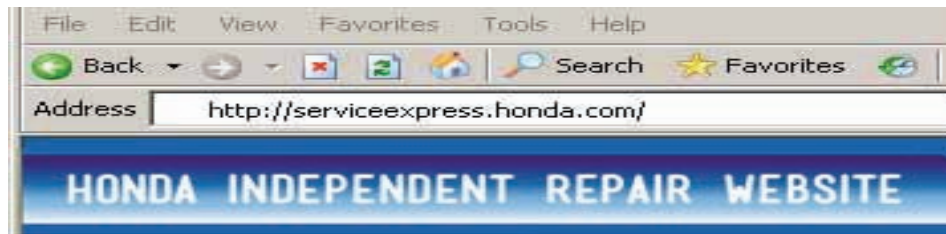
ISIS Table of Contents

How to Access ISIS	25
The ISIS Main Menu	26
Searching for Vehicle-Related Publications	26
<i>Symptom/Problem Search</i>	26
<i>Search Tips</i>	26
<i>Subject Search</i>	28
<i>Symptom/Problem + Subject Search</i>	29
Technical Library	30
<i>Keyword Search</i>	30
Navigating ISIS Publications	31
<i>Publication Lists and Icons</i>	31
<i>Service Bulletins</i>	32
<i>Repair Procedures</i>	33
ISIS Home	34
Help	35
Contact Us	35
Feedback	35
<i>Feedback Categories</i>	35

Note: We continually update ServiceExpress and ISIS, so a printed copy of the Honda Independent Repair Website User's Guide may not actually match what you see on your computer screen. However, the basic searching and navigation procedures do not change.

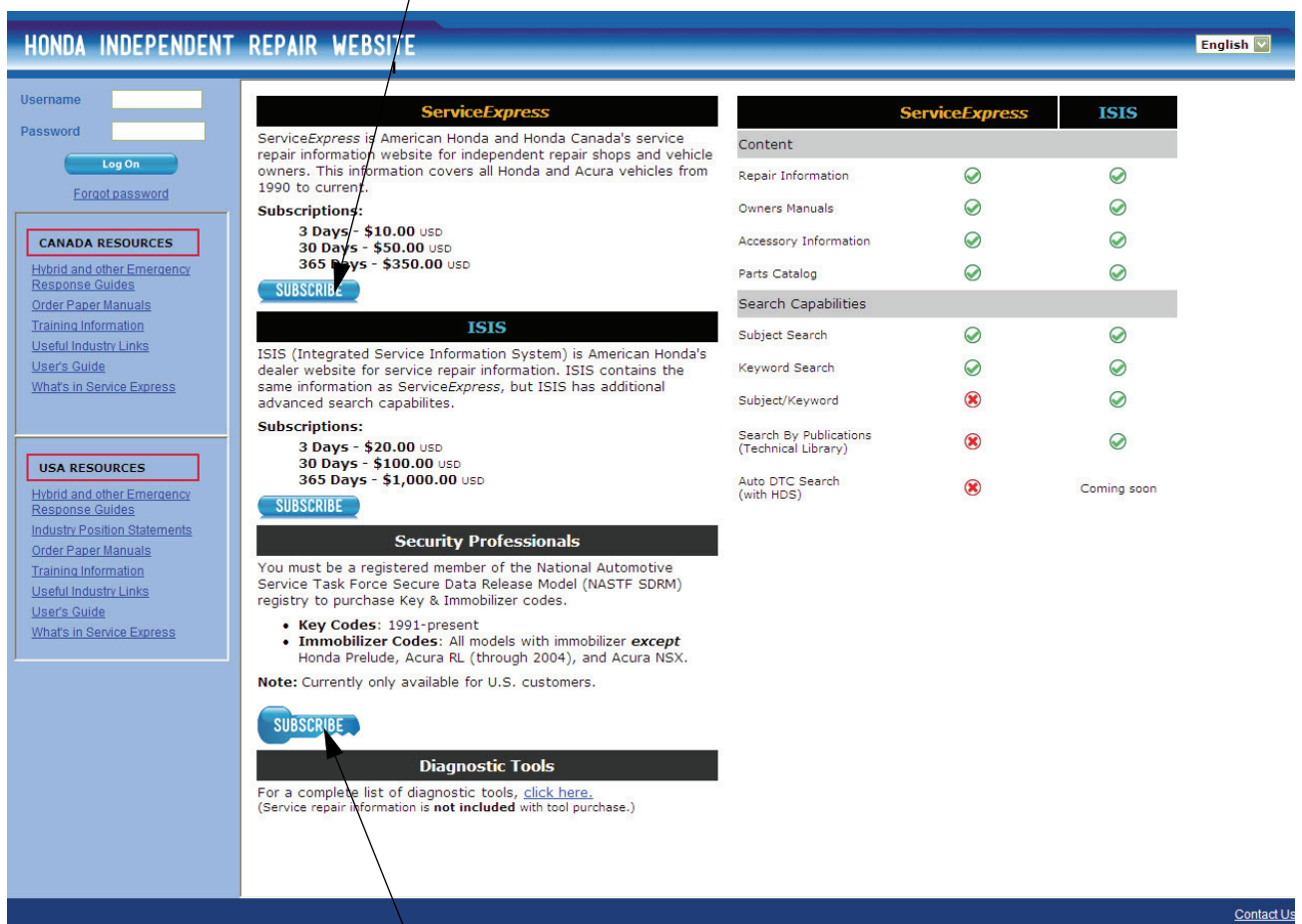
How to Access ServiceExpress

1. Open Internet Explorer, 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 don't currently have a Username and Password, you will need to subscribe to ServiceExpress and complete the registration process.

Click here to obtain a Standard Subscription.

A screenshot of the Honda Independent Repair Website. The page features a blue header with the site name and a language dropdown set to "English". On the left, there are sections for "CANADA RESOURCES" and "USA RESOURCES" with various links. The main content area is divided into four subscription sections: "ServiceExpress", "ISIS", "Security Professionals", and "Diagnostic Tools". Each section includes a description, subscription rates for 3, 30, and 365 days, and a "SUBSCRIBE" button. An arrow points from the text above to the "SUBSCRIBE" button for the ServiceExpress section. Another arrow points from the text below to the "SUBSCRIBE" button for the Security Professionals section. On the right, there is a table comparing the content and search capabilities of ServiceExpress and ISIS.

	ServiceExpress	ISIS
Content		
Repair Information	✓	✓
Owners Manuals	✓	✓
Accessory Information	✓	✓
Parts Catalog	✓	✓
Search Capabilities		
Subject Search	✓	✓
Keyword Search	✓	✓
Subject/Keyword	✗	✓
Search By Publications (Technical Library)	✗	✓
Auto DTC Search (with HDS)	✗	Coming soon

Click here to obtain a Security Professionals Subscription

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.

The screenshot displays the Honda Independent Repair Website interface. At the top, the site title "HONDA INDEPENDENT REPAIR WEBSITE" is visible. On the left, there is a login section with fields for "Username" and "Password", a "Log On" button, and a "Forgot password" link. Below the login section are two resource categories: "CANADA RESOURCES" and "USA RESOURCES", each with a list of links including "Hybrid and other Emergency Response Guides", "Order Paper Manuals", "Training Information", "Useful Industry Links", "User's Guide", and "What's in Service Express". On the right, a banner image shows a technician working on a car wheel. Below the banner, there are navigation links: "CATALOG | SIGN IN | BILLING | TERMS & CONDITIONS | PAYM". A section titled "Subscriptions available for purchase:" lists three options: "ServiceExpress/ISIS Subscriptions", "HDS Standard Diagnostic Software Subscriptions (USA Models)", and "Security Professionals (USA only)". At the bottom of the page, there is a link: "Do you have an active HDS subscription from HELM? Click here to migrat" and a copyright notice: "© 2013 American Honda Motor Co., Inc."

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 Subscriptions (USA Models)

This subscription will give you access to software updates.