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(54) **AUTOMOTIVE DIAGNOSTIC AND REMEDIAL PROCESS**

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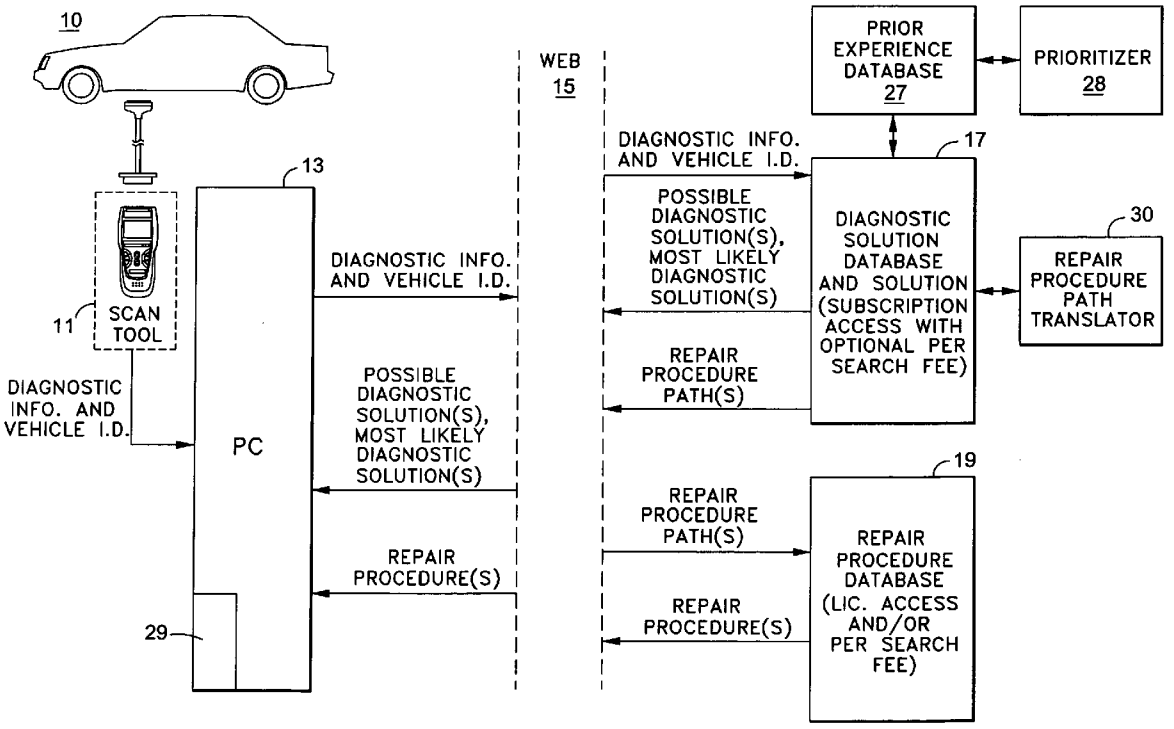
(57) **ABSTRACT**

A method of processing vehicle diagnostic data is provided for identifying likely vehicle fix(s) associated with a diagnostic data, and identifying a repair procedure(s) for correcting the likely fix(s). The process receiving vehicle diagnostic data from a vehicle onboard computer at a remote diagnostic database, the database being arranged to map vehicle diagnostic data to possible vehicle fix(s). The possible vehicle fix(s) are prioritized in accordance with ranked matches of the received diagnostic data to combinations of diagnostic data stored in a prior experience database. The prior experience database having an identified fix associated with each stored combination of diagnostic data. The fix associated with the highest ranked combination of diagnostic data is identified as the most likely fix. The most likely fix is mapped to a vehicle repair database, the most likely fix being directly mapped to an associated repair procedure for repairing the most likely fix.



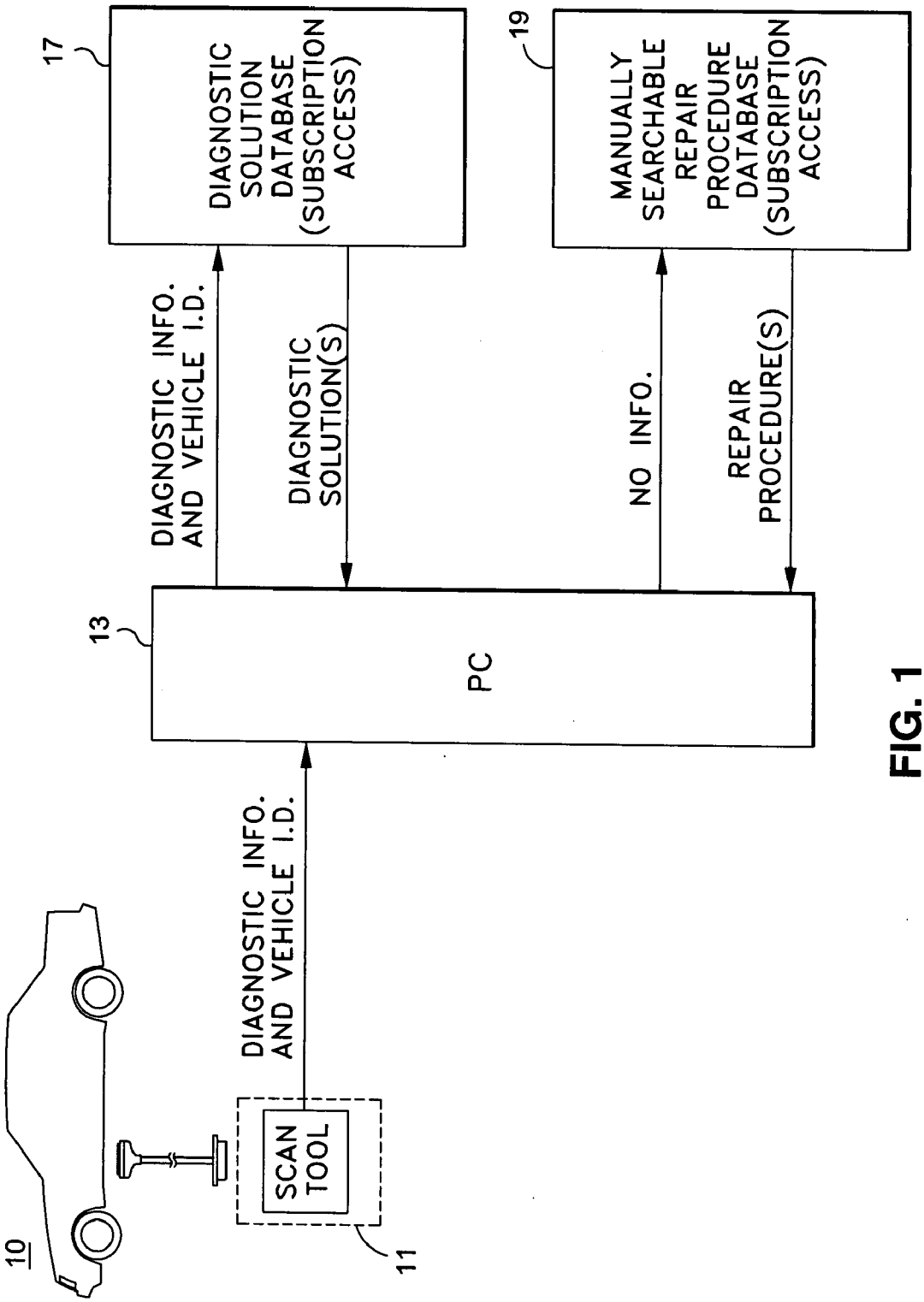


FIG. 1
(PRIOR ART)

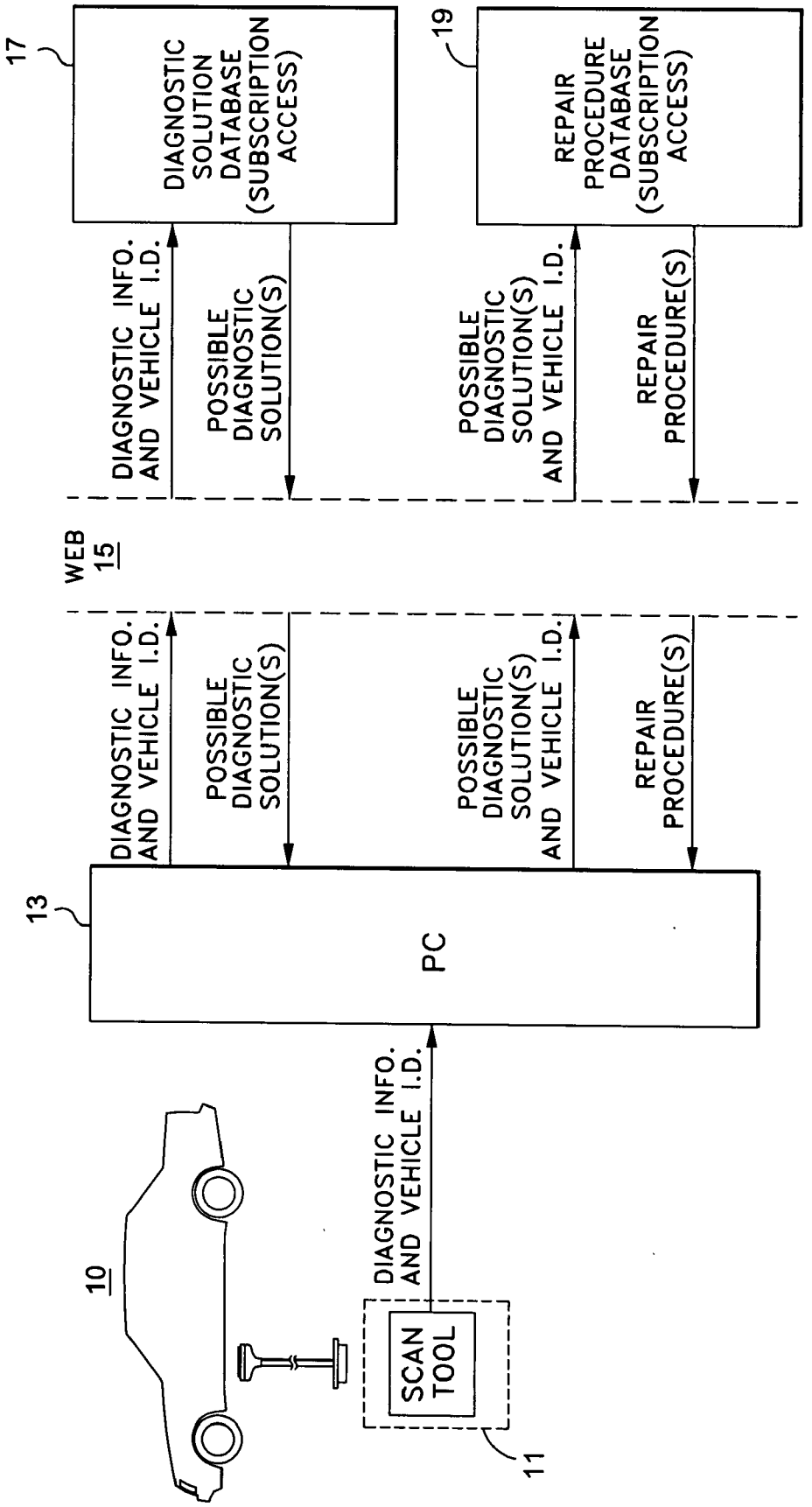


FIG. 2
(PRIOR ART)

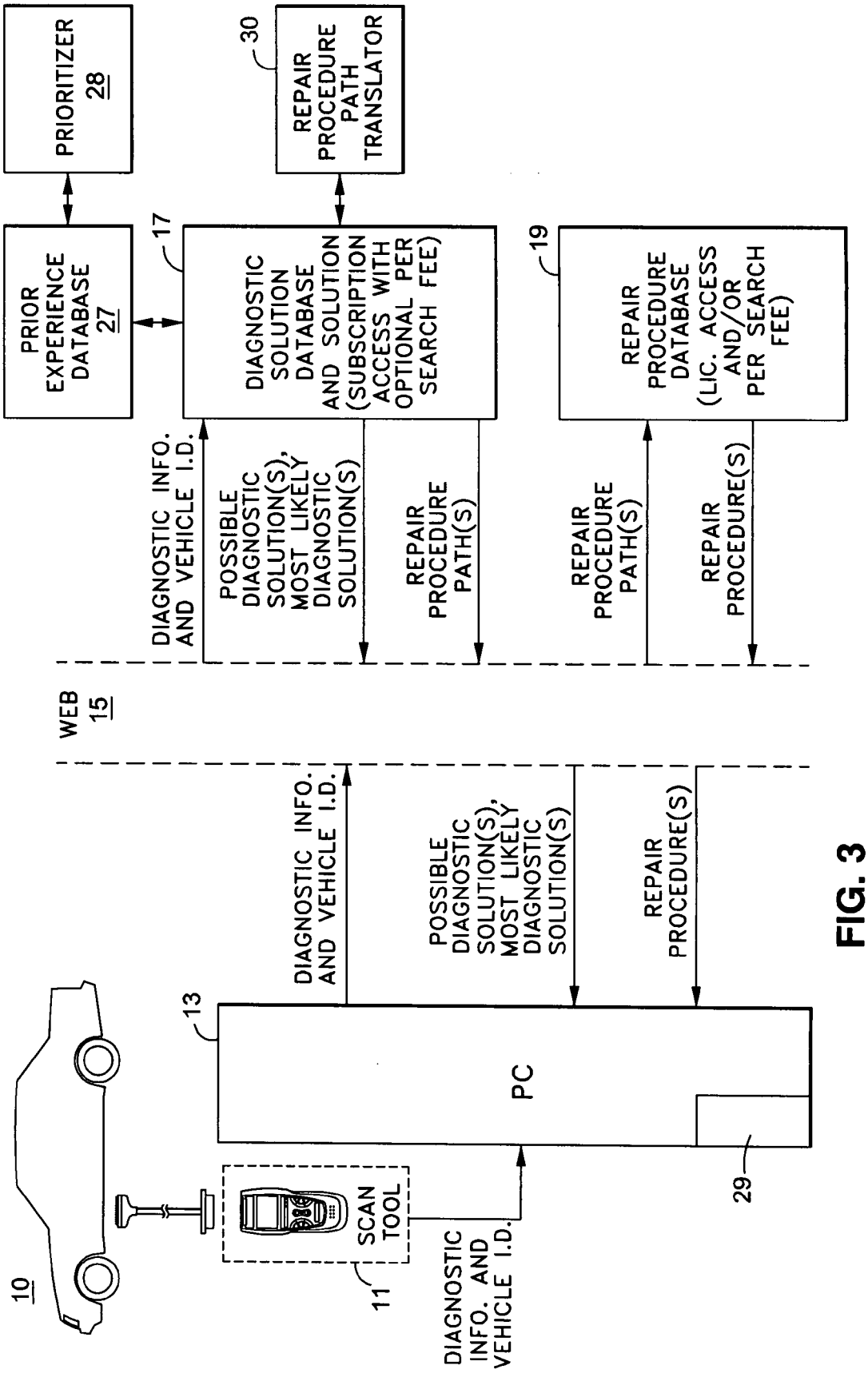
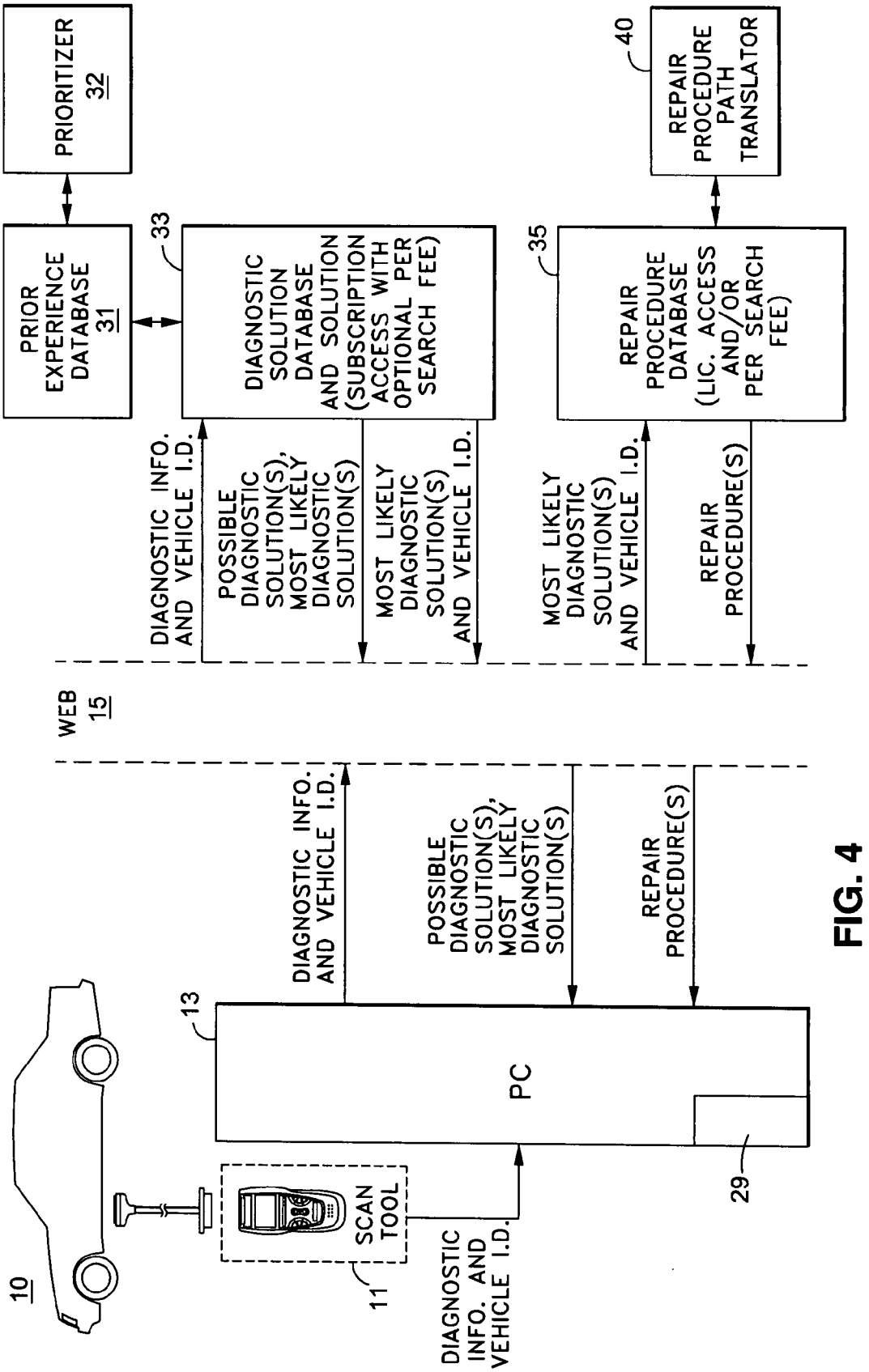

PRIORITIZER 28
30
REPAIR PROCEDURE PATH TRANSLATOR
PRIOR EXPERIENCE DATABASE 27
17
DIAGNOSTIC SOLUTION DATABASE AND SOLUTION (SUBSCRIPTION ACCESS WITH OPTIONAL PER SEARCH FEE)
19
REPAIR PROCEDURE DATABASE (LIC. ACCESS AND/OR PER SEARCH FEE)
DIAGNOSTIC INFO. AND VEHICLE I.D.
POSSIBLE DIAGNOSTIC SOLUTION(S), MOST LIKELY DIAGNOSTIC SOLUTION(S)
REPAIR PROCEDURE PATH(S)
REPAIR PROCEDURE PATH(S)
REPAIR PROCEDURE(S)
WEB 15
DIAGNOSTIC INFO. AND VEHICLE I.D.
POSSIBLE DIAGNOSTIC SOLUTION(S), MOST LIKELY DIAGNOSTIC SOLUTION(S)
REPAIR PROCEDURE(S)
13
PC
29
10
SCAN TOOL
11
DIAGNOSTIC INFO. AND VEHICLE I.D.

FIG. 3


PRIORITIZER 32
PRIOR EXPERIENCE DATABASE 31
33
DIAGNOSTIC SOLUTION DATABASE AND SOLUTION (SUBSCRIPTION ACCESS WITH OPTIONAL PER SEARCH FEE)
40
REPAIR PROCEDURE PATH TRANSLATOR
35
REPAIR PROCEDURE DATABASE (LIC. ACCESS AND/OR PER SEARCH FEE)
DIAGNOSTIC INFO. AND VEHICLE I.D.
POSSIBLE DIAGNOSTIC SOLUTION(S), MOST LIKELY DIAGNOSTIC SOLUTION(S)
MOST LIKELY DIAGNOSTIC SOLUTION(S) AND VEHICLE I.D.
MOST LIKELY DIAGNOSTIC SOLUTION(S) AND VEHICLE I.D.
REPAIR PROCEDURE(S)
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DIAGNOSTIC INFO. AND VEHICLE I.D.
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REPAIR PROCEDURE(S)
13
PC
29
10
SCAN TOOL
11
DIAGNOSTIC INFO. AND VEHICLE I.D.

FIG. 4

AUTOMOTIVE DIAGNOSTIC AND REMEDIAL PROCESS

CROSS-REFERENCE TO RELATED APPLICATIONS

[0001] Not Applicable

STATEMENT RE: FEDERALLY SPONSORED RESEARCH/DEVELOPMENT

[0002] Not Applicable

BACKGROUND

[0003] The present invention relates to vehicle diagnostic and repair services and, more particularly, to an on-line system for integrating the analysis of vehicle diagnostic information, identifying a likely diagnosis from such information, and providing repair procedures associated with remedying the underlying vehicle condition.

[0004] For many years, automotive vehicles have included diagnostic systems that are electronic control modules and diagnostic systems for monitoring the status of associated automotive equipment. Over time, the diagnostic systems have become more sophisticated, and the information conveyed by the diagnostic systems have become more standardized, assisting in the evaluation of vehicle conditions and identifying appropriate repair procedures.

[0005] Contemporary automotive control systems include electronic control modules (ECM's) that generate signals representative of the status of various monitors and other automotive devices, as well as providing real-time data concerning the operation of those devices. When a system operates outside of defined limits, the ECM typically generates diagnostic data or information, such as diagnostic trouble codes, PIDs or other signals (collectively referred to as diagnostic trouble codes or DTCs). The DTCs are typically stored in the ECM memory, accessible using tools such as code readers or scan tools. Such contemporary tools include the Innova Model 3110 Scan Tool and the Innova Model 3100 Code Reader.

[0006] In some cases, the scan tool or code reader will simply identify the alphanumeric DTC, and the user may refer to an accompanying manual, or on-line resource, to identify an associated descriptor. In other cases the scan tool code reader may also display the descriptor associated with the DTC and other information.

[0007] However, an indication from a scan tool or code reader that a particular system or device is operating outside of defined limits does not necessarily identify the nature of the underlying problem. In some cases DTCs referring to one automotive system may be symptomatic of a problem, or problems arising in a completely different system. The presence of one or more DTCs may, therefore, be indicative of a number of different possible problems, and not necessarily associated with a readily identified cause.

[0008] Over time, experienced mechanics learn to correlate certain DTCs, or combinations of DTCs, with specific underlying problems that need to be remedied. However, with so many different vehicles to be repaired, and different hardware/software configurations within different vehicles, the process of diagnosing a vehicle condition from DTCs and other diagnostic information may be challenging, requiring extensive analysis of the mechanical, electrical, and software systems of the particular vehicle being serviced. This obviously may be a cumbersome process that requires considerable effort and expense.

[0009] In order to facilitate the analysis of vehicle diagnostic information, various bulletin boards and other websites have been established where mechanics may post information identifying the vehicle and associated diagnostic information. Other mechanics may then reply, indicating if they have encountered similar circumstances and, if so, what was found to be the underlying vehicle problem. Over time that information gathered at technical support centers responding to diagnostic conditions can be collected and made available to subscribing mechanics.

[0010] Conventionally, the mechanic would then have access to one or more possible solutions, i.e., repairs for the vehicle condition(s) that generated the diagnostic information. The mechanic would still need to identify the most likely condition and then identify the appropriate solution to repair that vehicle condition(s). Such repair procedures may be identified by reference to appropriate vehicle manuals, or sources such as Chilton's™ Automotive Repairs, a well-known source for vehicle repair procedures, which may also be found online. Once the mechanic obtains access to the website, e.g., by purchasing a subscription, the mechanic may page or scroll through the online manual(s) to locate specific repair procedure, and then commence that repair. However, accessing a repair procedure website and locating an identified repair introduces further delays and uncertainties in the process, and may require expensive subscriptions that are infrequently utilized. Consequently, while online information respecting automotive diagnostics and repair procedures is available to mechanic, the conventional process for accessing and evaluating possible diagnostic solutions, and accessing the specific procedure necessary to repair the identified solution, may be uncertain, cumbersome, expensive and introduce undue delay, as the mechanic goes from one resource to another in an effort to identify and repair the vehicle condition.

[0011] The present invention is directed to a system and technique for integrating informational resources available to the mechanic, so that the mechanic may be readily provided with information identifying both the like vehicle condition that gives rise to the diagnostic information, and the procedure(s) useful to remedy that condition, without the need to separately access and scroll through multiple websites or reference sources related to identifying and remedying the underlying vehicle condition.

BRIEF SUMMARY

[0012] A method of processing vehicle diagnostic data is provided for identifying likely vehicle fix(s) associated with a diagnostic data, and identifying a repair procedure(s) for correcting the likely fix(s). The process receiving vehicle diagnostic data from a vehicle onboard computer at a remote diagnostic database, the database being arranged to map vehicle diagnostic data to possible vehicle fix(s). The possible vehicle fix(s) are prioritized in accordance with ranked matches of the received diagnostic data to combinations of diagnostic data stored in a prior experience database. The prior experience database having an identified fix associated with each stored combination of diagnostic data. The fix associated with the highest ranked combination of diagnostic data is identified as the most likely fix. The most likely fix is

mapped to a vehicle repair database, the most likely fix being directly mapped to an associated repair procedure for repairing the most likely fix.

[0013] In one embodiment the step of prioritizing possible vehicle fix(s) comprises comparing combinations of diagnostic trouble codes received from the vehicle onboard computer to stored combinations of diagnostic trouble codes in the prior experience database. The stored combination of diagnostic trouble codes ranked highest in relation to the diagnostic trouble codes received from the vehicle onboard computer is thereby identified. The fix associated with the highest ranked stored combination of diagnostic trouble codes is identified as the most likely fix.

[0014] The step of prioritizing possible vehicle fix(s) may be implemented based on prioritization rules such as identifying the stored combination of digital trouble codes which include each of the diagnostic trouble codes received from the vehicle onboard computer, with a minimum of additional diagnostic trouble codes.

[0015] Prioritization steps may also include identifying stored combinations of digital trouble codes, and associated fix(s), having the highest successful fix count. Additional prioritization rules may include prioritization of stored combinations of diagnostic trouble codes in accordance with the cost of repair of the associated fix.

BRIEF DESCRIPTION OF THE DRAWINGS

[0016] These and other features and advantages of the various embodiments disclosed herein will be better understood with respect to the following description and drawings, in which like numbers refer to like parts throughout, and in which:

[0017] FIG. **1** is a block diagram illustrating the operation of prior art diagnostic procedures;

[0018] FIG. **2** is another block diagram illustrating the operation of prior art diagnostic procedures;

[0019] FIG. **3** illustrates one embodiment of the vehicle diagnostic process and system, in accordance with the present invention;

[0020] FIG. **4** illustrates a second embodiment of the vehicle diagnostic process and system, in accordance with the present invention.

DETAILED DESCRIPTION

[0021] The description below is given by way of example, and not limitation. Given the disclosure set forth herein, one skilled in the art could devise variations that are within the scope and spirit of the disclosed invention. Further, it is to be understood that the various features of the embodiments disclosed herein can be used alone, or in varying combinations with each other and are not intended to be limited to the specific combination described herein. Thus, the scope of the claims is not to be limited by the illustrated embodiments.

[0022] FIG. **1** illustrates a prior art technique for evaluating vehicle diagnostic information, and for identifying potential repair procedures. In accordance with such techniques, hand held scan tool or code reader **11** is engaged to a diagnostic port on vehicle **10** to receive vehicle diagnostic information, such as DTC's status information, etc. Depending upon the particular vehicle, the diagnostic information may be accompanied by vehicle identification information, such as the year/make/model of the vehicle. That information is communicated to a device, such as personal computer **13**, where it can be displayed and further processed.

[0023] Diagnostic solution database **17** may be separate from the personal computer, PC **13**, or may reside within PC **13**. Where the diagnostic solution database **17** is separate, it may be remotely connected to PC **13**, via the world wide web or other communication means. Access to the diagnostic solution database **17** may be freely available to all users, or may be restricted in use, e.g., accessible on a paid subscription basis, or limited to compatibility only with specific scan tools.

[0024] In response to receipt of diagnostic information from PC **13**, the diagnostic solution database provides information directly associated with the diagnostic trouble code or other information. That information would typically include information describing the substance of the diagnostic information that conforms to a specific DTC, e.g., a DTC descriptor. In some cases, database **17** would also provide some information regarding a possible diagnostic solution, or fix, directly associated with each diagnostic trouble code. Such fixes or diagnostic solutions are communicated to PC **13** where they can be viewed by a user.

[0025] A repair procedure for implementing each fix identified by database **17** may be identified by searching repair procedure database **19**. Database **19** may be a freely accessible database, or a database restricted to subscription access. In practice, a user accesses the repair procedure database **19**, typically through a main page and index, which is used to search for the appropriate procedure(s) associated with repairing each fix identified by database **17**. The user would therefore look at the identified fix, and then locate the repair procedure associated with that fix. Where multiple DTC's are identified in the diagnostic information from vehicle **10**, the process may be laborious back and forth between looking at possible fixes identified by the diagnostic solution database **17**, and accessing associated repair procedures in repair procedure database **19**. Diagnostic solution database **17** is not typically operative to evaluate fixes associated with multiple digital trouble codes, or to prioritize possible fixes that could arise in relation to various combinations of digital trouble codes. Moreover, the fixes identified by database **17** may be addressing only the symptoms associated with the DTC's, rather than the underlying cause. In such cases, endeavoring to implement repair procedures associated with each individual DTC may be little more than an exercise in futility as the DTC may return in short order after the repair is complete.

[0026] FIG. **2** illustrates an alternate prior art configuration wherein the diagnostic subscription database **17** and the repair procedure database **19** are accessible to PC **13** via the world wide web **15**. Again, vehicle diagnostic information is communicated through diagnostic subscription database **17** and possible diagnostic fixes, or solutions, may be individually derived for each DTC and communicated to PC **13**.

[0027] Each possible diagnostic solution may be communicated to the repair procedure database **19**, where it could be separately mapped to a repair procedure. In practice, the diagnostic solution and accompanying vehicle identification information could be parsed or otherwise mapped to access a repair procedure within database **19** that is appropriate to the particular diagnostic trouble code, or associated fix. The identified repair procedure can then be communicated to the user at PC **13**. [Is this a prior art technique?]

[0028] As with the procedure described in relation to FIG. **1**, the procedure described in relation to FIG. **2** does not provide for fixes or diagnostic solutions associated with various combinations of DTC's or other diagnostic information, but does allow direct linking from the DTC's to the associated repair procedure. As such, the diagnostic solutions are most useful in accessing repair procedures associated with clear and unambiguous diagnostic information. The procedure is, therefore, of limited value in relation to more ambiguous diagnostic information, i.e., DTC's that could arise in relation

to more than one diagnostic condition, and could be repaired by more than one repair procedure. The procedure may, therefore, be of marginal use to users having little automotive repair background, who typically need a clear indication of the fix to be repaired. Users having a more significant automotive repair background may find information from to the databases useful as resources, but may find the process inefficient and unreliable in relation to defects associated with combinations of DTC's.

[0029] FIG. **3** illustrates a process and configuration in accordance with one aspect of the present invention. As discussed in relation to the preceding figures, diagnostic information from vehicle **10** may be uploaded to scan tool or code reader **11**, to be communicated to PC **13**. Such communication may be facilitated by direct wire connection of the scan tool **11** to the PC **13**, or by wireless connection from vehicle **10** or scan tool **11** to PC **13**. The diagnostic information, which may also include vehicle identifying information, is communicated to a remote diagnostic solution database **21** via the world wide web **15**. The diagnostic solution database **21** can operate to translate DTC's to descriptors, and can also define a repair path to a particular location in repair procedure database **19**, wherein an associated repair procedure is described.

[0030] Where the diagnostic information includes combinations of digital trouble codes and/or other diagnostic data, a prior experience database, such as prior experience database **27**, can be accessed to identify similar stored combinations of diagnostic trouble codes, along with associated information, such as the fix(s) associated with such combination of DTC's, the successful diagnosis count associated with each such fix and the cost associated with each such fix. As explained more fully below, the information from the prior experience database is prioritized by the fix prioritizer **20** in accordance with prioritization rules described below. In general, the fix prioritization rules evaluate facts such as whether the stored combinations of DTC's include the same DTC's received from the vehicle **10**; whether the stored combinations of DTC's include additional DTC's, other than DTC's from the vehicle **10**; the successful diagnosis or fix rate associated with each stored combination of DTC's and the associated fix. Evaluation of such factors, in accordance with the scenarios set forth below, allows the identification of a most likely fix associated with the received DTC's and vehicle identification.

[0031] In the embodiment illustrated at FIG. **3**, the diagnostic solution database **21** is connected to repair procedure path translator **30** wherein the most likely fix, as determined by prioritizer **28**, is parsed or otherwise mapped to a specific portion of repair procedure database **19** which defines the procedure for implementing repair of the most likely fix. The repair procedure path is communicated to repair procedure database **19**, via the world wide web **15**, to allow a user to access the repair procedure(s) found to be most appropriate to correct the defects associated with the diagnostic information output from vehicle **10**. Information identifying the particular vehicle may also be communicated to the repair procedure database **19** to facilitate mapping at the database **19**, or may already be factored into the repair procedure path identified by repair procedure path translator **30**.

[0032] FIG. **4** illustrates an alternate implementation of the present invention. The primary distinction in relation to the implementation shown in FIG. **4** concerns the location wherein the repair procedure path is defined. In the embodiment of FIG. **4**, the prioritizer **32**, in cooperation with prior experience database **31**, outputs the most likely fix, which is not mapped to a repair procedure path at database **35**. Instead, repair procedure path translator **40** operates to map the most likely diagnostic fix(s) to a repair procedure path within repair procedure database **35**. In such a way, definition of the appropriate repair procedure path may be affected by administrators of the repair procedure database, who are likely to have greater hands on knowledge of the repair procedure database, and its periodic updates. In practice, information communicated from the diagnostic solution database **33** to the repair procedure database **35** may, therefore, include vehicle identifying information, to facilitate mapping to the appropriate repair procedure in database **35**.

[0033] Commercial operation of the present invention may incorporate various types of business features, allowing use of the present invention by multiple types of users, on differing terms. In one such implementation PC **13** may be implemented as a kiosk allowing users to input information from a scan tool into the kiosk, whereupon it is communicated to the databases and operated on as described above. The kiosk may additionally incorporate an e-commerce terminal for effecting payment for different features. Those features may include loaning a compatible scan tool for use in accessing diagnostic information from the vehicle **10** and communicating that information to compatible input ports in the kiosk. The e-commerce portal **29** may also facilitate access to the diagnostic solution database **21**, either on a subscription basis or on a per search fee. A user, operating via a kiosk, a home personal computer, or some other communication mechanism, and therefore pay a fee to obtain information from the diagnostic solution database, e.g., possible fix and/or or the most likely fix(s). For an additional fee a user may further obtain access, on a per use basis, to the repair procedure(s) associated with the possible fix and/or the most likely fix(s).

[0034] Set forth below are tables representing scenarios 1-11 illustrating the manner in which possible diagnostic solutions, or fixes, are prioritized in accordance with one embodiment of the present invention. As described below, the present invention operates to prioritizing, or ranking, fixes in accordance with multiple factors. Those factors may include correspondence to the specific stored DTC's, the absence of additional, non-conforming DTC's, the successful fix count associated with each potential fix, and the cost associated with each fix. The weight given to those factors is described below in relation to the various scenarios.

[0035] Scenario 1 illustrates a simple scenario wherein a single primary code, and no secondary code output from the vehicle onboard computer, and the experience database identifies only one fix associated with that DTC. That fix, i.e., Fix 1, is therefore identified as the most likely fix to repair the vehicle condition associated with the identified DTC.

	Scenario 1				
	Fix 1	Fix 2	Fix 3	Fix 4	Fix 5
P.C. P0101	P0101				
S.C. (s)					
Count:					
Fix	1				
Probability:					

[0036] Scenario 2 differs in that experience database identifies three different fixes associated with the same DTC. However, each fix has a different successful fix count associated therewith. Under such circumstances the fix having the highest success count is identified as the most likely fix, i.e., Fix 1.

Scenario 2

		Fix 1	Fix 2	Fix 3	Fix 4	Fix 5
P.C.	P0101	P0101	P0101	P0101		
S.C. (s)						
Count:		100	1	30		
Fix		1	3	2		
Probability:						

[0037] Scenario 3 illustrates a condition wherein two DTC's are identified and three fixes are associated with the same two DTC's. A fourth fix is identified with one of the two DTC's, and has a higher successful fix count. Under this situation the most likely fix is identified as the fix having the highest success count of the two fixes conforming to both DTC's, i.e., Fix 2.

Scenario 3

		Fix 1	Fix 2	Fix 3	Fix 4	Fix 5
P.C.	P0101	P0101	P0101	P0101	P0101	
S.C. (s)	P0102	P0102	P0102	P0102		
Count:		3	20	10	100	
Fix		3	1	2	4	
Probability:						

[0038] Scenario 4 presents a situation where no fix is identified which conforms to all four DTC's output from the vehicle onboard computer. Two possible fixes each conform to the same number of DTC's, though one has a higher successful fix count. Under those circumstances, the most likely fix is identified as the fix having the highest count, i.e., Fix 2.

Scenario 4

		Fix 1	Fix 2	Fix 3	Fix 4	Fix 5
P.C.	P0101	P0101	P0101			
S.C. (s)	P0102	P0102	P0102			
	P0103					
	P0104					
Count:		3	20			
Fix		2	1			
Probability:						

[0039] Scenario 5 presents a situation where again no fix conforms to each of the DTC's output from the vehicle onboard computer. The fix conforming to the greatest number of conforming DTC's is selected as the most likely fix, despite the fact that another fix has a higher successful fix count, i.e., Fix 1.

Scenario 5

		Fix 1	Fix 2	Fix 3	Fix 4	Fix 5
P.C.	P0101	P0101	P0101			
S.C. (s)	P0102	P0102	P0102			
	P0103	P0103				
	P0104					
Count:		3	20			
Fix		1	2			
Probability:						

[0040] Scenario 6 presents a situation where one possible fix conforms to each of the DTC's output from the vehicle onboard computer, though the other possible fix has a much higher successful fix count. Again, the most likely fix is identified as that which conforms to each of the DTC's generated by the onboard computer, notwithstanding the lower fix count, i.e., Fix 1.

Scenario 6

		Fix 1	Fix 2	Fix 3	Fix 4	Fix 5
P.C.	P0101	P0101	P0101			
S.C. (s)	P0102	P0102	P0102			
	P0103	P0103	P0103			
	P0104	P0104				
Count:		1	100			
Fix		1	2			
Probability:						

[0041] Scenario 7 presents a situation where both possible fixes include the single DTC generated by the vehicle onboard computer. However, one fix also includes additional DTC's which are not output by the vehicle onboard computer. Under those circumstances the highest probability fix is identified as that which conforms most closely to the DTC output from the vehicle onboard computer, without additional DTC's, i.e., Fix 2. This is notwithstanding the higher successful diagnosis count of the fix associated with the additional DTC's.

Scenario 7

		Fix 1	Fix 2	Fix 3	Fix 4	Fix 5
P.C.	P0101	P0101	P0101			
S.C. (s)		P0102				
		P0103				
		P0104				
Count:		1000	1			
Fix		2	1			
Probability:						

[0042] Scenario 8 presents a situation where two possible fixes again present additional DTC's, beyond that output by the vehicle onboard computer. Again, the most likely fix is identified as the fix having the same DTC's as output from the vehicle onboard computer, without any additional DTC's, i.e., Fix 3. Again, this is notwithstanding the higher successful diagnosis count associated with fixes having additional DTC's.

Scenario 8

		Fix 1	Fix 2	Fix 3	Fix 4	Fix 5
P.C.	P0101	P0101	P0101	P0101		
S.C. (s)	P0102	P0102	P0102	P0102		
		P0103	P0103			
		P0104	P0104			
Count:		1000	500	2		
Fix Probability:		2	3	1		

[0043] Scenario 9 presents a situation where three possible fixes are identified, each exactly conforming with the DTC output from the vehicle onboard computer, and each having the same successful diagnosis count associated therewith. Under such circumstances the most likely fix is chosen as the fix having the highest associated fix cost, i.e., Fix 1. In such a way, the user is focused on the highest potential fix cost as a basis to evaluate otherwise equally probable fixes.

Scenario 9

		Fix 1	Fix 2	Fix 3	Fix 4	Fix 5
P.C.	P0101	P0101	P0101	P0101		
S.C. (s)						
Count:		50	50	50		
Fix Cost:		$500	$300	$150		
Fix Probability:		1	2	3		

[0044] Scenario 10 presents a situation where each of the possible fixes includes only a single DTC corresponding to DTC's generated by the vehicle onboard computer, and wherein the successful diagnosis count of each possible fix is the same. Under those circumstances the most likely fix is identified as that having the highest associated cost of the three possible fixes, i.e., Fix 2.

Scenario 10

		Fix 1	Fix 2	Fix 3	Fix 4	Fix 5
P.C.	P0101	P0101	P0101	P0101		
S.C. (s)	P0102	P0105	P0115	P0300		
	P0103	P0108	P0108	P0301		
	P0104	P0110	P0200	P0302		
Count:		500	500	500		
Cost:		$225	$300	$150		
Fix Probability:		2	1	3		

[0045] Scenario 11 presents a situation where each of the three possible fixes again correlate to only one of the DTC's generated by the vehicle onboard computer, and wherein each fix has three additional DTC's that do not find correspondence with the DTC's generated by the vehicle onboard computer. Under those circumstances the most likely fix is identified as the fix having the highest successful fix count of the three possible fixes, i.e., Fix 1.

Scenario 11

		Fix 1	Fix 2	Fix 3	Fix 4	Fix 5
P.C.	P0101	P0101	P0101	P0101		
S.C. (s)	P0102	P0105	P0115	P0300		
	P0103	P0108	P0108	P0301		
	P0104	P0110	P0200	P0302		
Count:		1000	500	2		
Fix Probability:		1	2	3		

[0046] As will be apparent to those of ordinary skill in the art, the techniques described above for identifying the most likely fix of the various possible fixes may be modified in accordance with user preference, without departing from the broader aspects of the present invention. For example, ranking of potential fixes by fix cost may be based on prioritizing the lowest fix cost, rather than the highest fix cost, or the presence of additional DTC's may be prioritized differently. Rankings may also be ordered on the basis of other factors, e.g., on the basis of successful fix count, or listed alphabetically.

What is claimed is:

1. A method of processing vehicle diagnostic data to identify likely vehicle fix(s) associated with the diagnostic data and identifying a repair procedure(s) for correcting the likely fix(s), the process comprising:

receiving vehicle diagnostic data from a vehicle onboard computer at a remote diagnostic database, the database being arranged to map vehicle diagnostic data to possible vehicle fix(s);

prioritizing the possible vehicle fix(s) in accordance with ranked matches of the received diagnostic data to combinations of diagnostic data stored in a prior experience database, the prior experience database having an identified fix associated with each stored combination of diagnostic data, the fix associated with the highest ranked combination of diagnostic data being identified as the most likely fix; and

mapping the most likely fix to a vehicle repair procedure database, the most likely fix being directly mapped to an associated repair procedure for repairing the most likely fix.

2. The process as set forth in claim **1** comprising the step of communicating the information concerning the most likely fix and the associated repair procedure to a remote user.

3. The method as recited in claim **1** wherein the step of prioritizing possible vehicle fix(s) comprises comparing combinations of diagnostic trouble codes received from the vehicle onboard computer with stored combinations of diagnostic trouble codes in the prior experience database, and identifying the stored combination of diagnostic trouble codes ranked highest in relation to the diagnostic trouble codes received from the vehicle onboard computer.

4. The process as recited in claim **3** wherein the step of prioritizing possible vehicle fix(s) further comprises the step of identifying the stored combination of diagnostic trouble codes that includes each of the diagnostic trouble codes received from the vehicle onboard computer, and has the least number of diagnostic trouble codes that do not correspond to diagnostic trouble codes received from the vehicle onboard computer.

5. The process as recited in claim **4** wherein the step of prioritizing possible vehicle fix(s) further comprises the step of identifying stored combinations of diagnostic trouble codes having the highest successful fix count associated therewith.

6. The process as recited in claim **3** wherein the step of prioritizing possible vehicle fix(s) further includes the step of prioritizing store combinations of diagnostic trouble codes in accordance with a cost of repair associated therewith.

7. An automotive diagnostic and remedial process comprising:

i. accessing automotive diagnostic data stored in an automotive electrical control system;

ii. transferring the automotive diagnostic data to a diagnostic device;

iii. uploading the diagnostic information to a remote first database, the first database being operative to correlate the automotive diagnostic data with at least one possible fix;

iv. accessing a second database of automotive repair procedures for repairing a range of automotive conditions;

v. linking the possible fix to a selected repair procedure(s) in the second database, the selected repair procedure(s) being effective to repair the possible fix; and

vi. accessing the selected repair procedure(s) effective to repair the possible fix.

8. The process as recited in claim **7** further comprising the steps of:

comparing the automotive diagnostic data to stored combinations of diagnostic data stored in the first database; and

prioritizing the stored combination set of diagnostic data that most closely conforms to the automotive diagnostic data stored in the automotive electrical control system.

9. The process as recited in claim **8** wherein the step of prioritizing the stored set of diagnostic data comprises the step of applying prioritization rules based upon whether the stored combinations of diagnostic data include the diagnostic data stored in the automotive electrical control system, whether the stored combinations of diagnostic data include diagnostic data other than the diagnostic data stored in the automotive electrical control system, and the successful fix count associated with each stored combination of diagnostic data.

10. A process of presenting vehicle repair procedures in response to input of vehicle diagnostic data from a hand held scan tool, the process comprising:

a. downloading vehicle diagnostic data and vehicle identification information from a vehicle electronic control system to a hand held scan tool;

b. uploading the vehicle diagnostic data and vehicle identification information from the scan tool to an online diagnostic web site;

c. mapping the vehicle diagnostic data to at least one fix;

d. mapping the fix and vehicle identification information to a repair procedure path addressable at an online repair procedure data base; and

e. selectively accessing a repair procedure using the repair procedure path.

11. The process as recited in claim **10** further comprising the steps of:

comparing the downloaded vehicle diagnostic data to stored combinations of diagnostic data; and

prioritizing stored combinations of diagnostic data that most closely conforms to the vehicle diagnostic data.

12. The process as recited in claim **10** wherein the step of prioritizing a stored combination of diagnostic data comprises the step of applying prioritization rules based upon whether stored combinations of diagnostic data include the vehicle diagnostic data, whether stored combinations of diagnostic data include diagnostic data other than the vehicle diagnostic data, and a successful fix rate associated with each combination of diagnostic data and correlated fix.

13. The process as recited in claim **10** wherein the vehicle identification information defines vehicle year, make and model information.

14. The process as recited in claim **10** further comprising the step of uploading the vehicle diagnostic data and vehicle identification information from the hand held scan tool to a personal computer and uploading the vehicle diagnostic data and vehicle identification information from the personal computer to the diagnostic web site.

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