

Honda DDiN and TACS Login

DDiN

What is the DDiN?

The DDiN is the Honda Distributor Dealer Interactive Network, which gives you full access to Honda parts breakdowns, warranty claims, service manuals and much more. The most important feature of this program, is the parts breakdown system.

Let's look at how to successfully login to this system and navigate it properly.

DDiN

We will go through the login directions step-by-step, so please follow along on your computer.

1. Open your internet browser (must use Internet Explorer)
2. Type in the following address, or simply click the link:
<http://www.smithdistributingcompany.com>
3. Click on the link at the top of the page marked “Honda Dealers”

DDiN

Your screen should look like the following image:

HOME PARTS EQUIPMENT HONDA DEALERS CONTACT

MEETING ALL OF YOUR POWER EQUIPMENT NEEDS

Supporting your business through superior
customer service and parts fulfillment, all backed by
industry leading equipment



Open Monday - Friday 8:00-5:00

**Call us toll free
1-800-289-9582**

**Fax us anytime
1-405-946-1251**

Honda Dealer Login:

Username:

Password:

[log in](#)

This area is for our Honda Engine, and Honda Power Equipment dealerships only. Once logged in you will have access to the TACS training systems and DDiN interactive network. **If you are a Honda dealership and have not signed up for these features, you need to do so**

DDiN

1. In the “Username” field, type in your **Smith Distributing account number.**
2. In the “Password” field, also type in your **Smith Distributing account number.**



Honda Dealer Login:

Username:

Password:

This area is for our Honda Engine, and Honda Power Equipment dealers. If you are logged in you will have access to the TACS training systems and DDiN if **you are a Honda dealership and have not signed up for these features immediately.** Please contact Brandon Hughes at 1-800-289-9582 ext. 100 for more information.

DDiN

The DDiN Honda website requires your Internet Explorer to be configured to their system settings. Most computers will already match the required settings, however if you find you're having problems, check the link "Login or Technical Issues" to download instruction sheets on how to change your settings.

me and passwords, one for each option listed
ername and password used to access this pa
login information made available to you. Once
full access to the DDiN. You may login to the TA
elow.



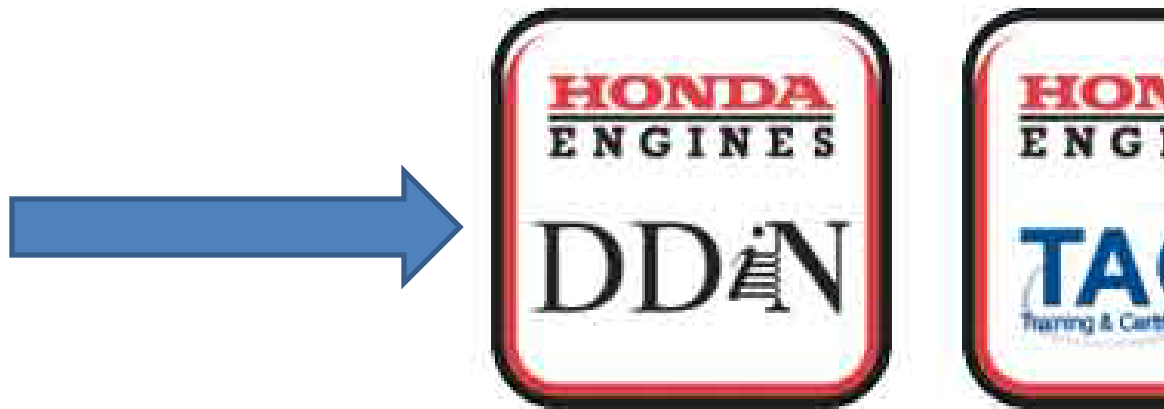
What is TACS?:

DDiN

Click on the link labeled “DDiN” as shown in the image below:

Attention Honda Engine Dealers:

You will have two separate username and password. The default username will be the username of the user who created the account. **time users must contact us to have login information**, you will have full access to the system at anytime following the directions below.



What is the DDiN?:

The DDiN is the Honda Distributor Dealer Interactive Network. This will give you full

DDiN

- ***Dealer Number** will always be **399710**
- ***User ID** is always your **Smith Distributing account number**
- ***Password** will be **399710** followed by your **Smith Distributing account number**. For example, “39971012345”
- *After the first time you login, Honda will ask you to reset your password. We do not keep records of these passwords, and do not have access to them. **Please write down your new password!**



INTERACTIVE NETWORK

User Sign In	
Dealer Number •	<input type="text"/>
User ID •	<input type="text"/>
Password •	<input type="password"/>
<input type="button" value="Sign In"/> <input type="button" value="Change Password"/>	

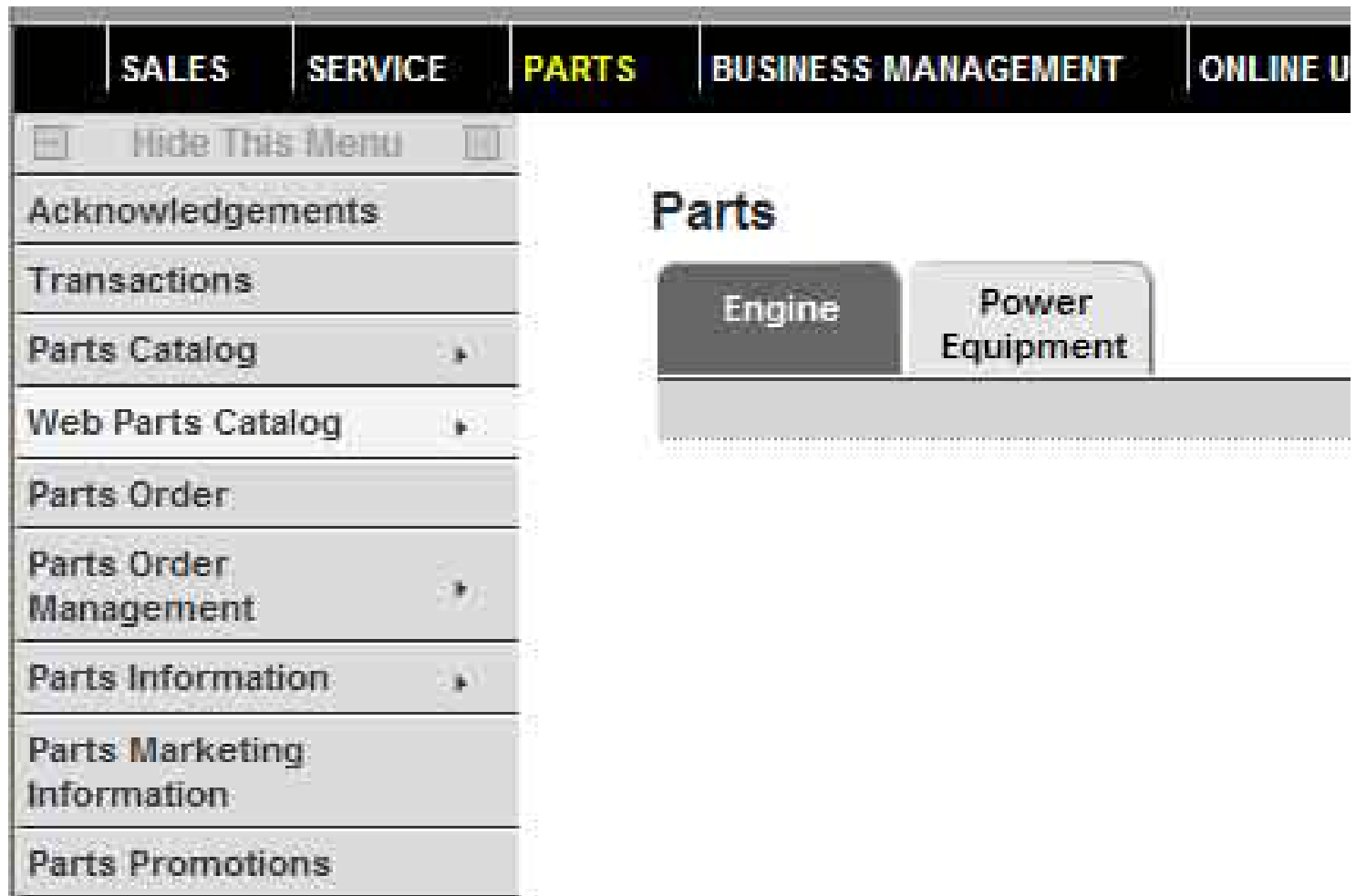
DDiN Parts Look Up

Now that you're logged into the DDiN, we will learn how to navigate to the popular features of this program.

Lets learn how to look up parts first.

DDiN Parts Look Up

1. Click the “Parts” tab at the top of the screen.
2. Click the “Web Parts Catalog” tab at the left of the screen
3. Click the “Web Parts Catalog” link in the drop down menu.



DDiN Parts Look Up

To find any Honda part, you need three pieces of information. The **serial** number, **model** number, and **type** number. Without all three of these numbers, you run the risk of looking up the incorrect parts for your customer's machine.

Let's review these three numbers, and how to use them in the parts look up program.

The screenshot displays the Honda Parts Catalog web application. The header bar is green with white text, showing 'PARTS CATALOG' and 'Sep 2012 - © 2012 Honda. All Rights Reserved.' on the left, and a 'HELP' link on the right. Below the header is a navigation bar with links: 'CATALOG BROWSE', 'PART INFORMATION', 'SHOPPING CART', and 'SETTINGS'. A secondary navigation bar contains links for 'Part Search', 'Bookmark', 'History', 'Bulletins', and 'Print'. The main search area features four input fields: 'Model Name', 'Type', 'Mfg', and 'Product Line', each with a dropdown arrow. To the right of these fields is a 'Reset' button. Further right is a 'Search By' dropdown menu currently set to 'FRAME#', followed by a 'Search' button. Below the search fields, there are three tabs: 'THUMBNAI LS', 'DETAIL', and 'MODEL INFO'. On the left side, there is a 'Section' filter with three radio buttons: 'All', 'Frame', and 'Engine'. Below this is a table with two columns: 'Illustrations' and 'ID'. At the bottom left, there is a 'Shopping Cart' section with a table containing columns for 'Part Number', 'Description', and 'Qty'.

Model Name	Type	Mfg	Product Line

Reset

Search By: FRAME#

Search

Section: All Frame Engine

Illustrations	ID

THUMBNAI LS DETAIL MODEL INFO

Shopping Cart

Part Number	Description	Qty

HONDA
Power
Equipment

DDiN Parts Look Up

Serial Number:

There are two different options with the serial number. The first option is if you have a Honda brand machine, for example a Honda brand lawnmower, or Honda brand water pump. If this is the case, you need to find the serial number on the frame of the machine. Honda calls this the “**Frame**” number.

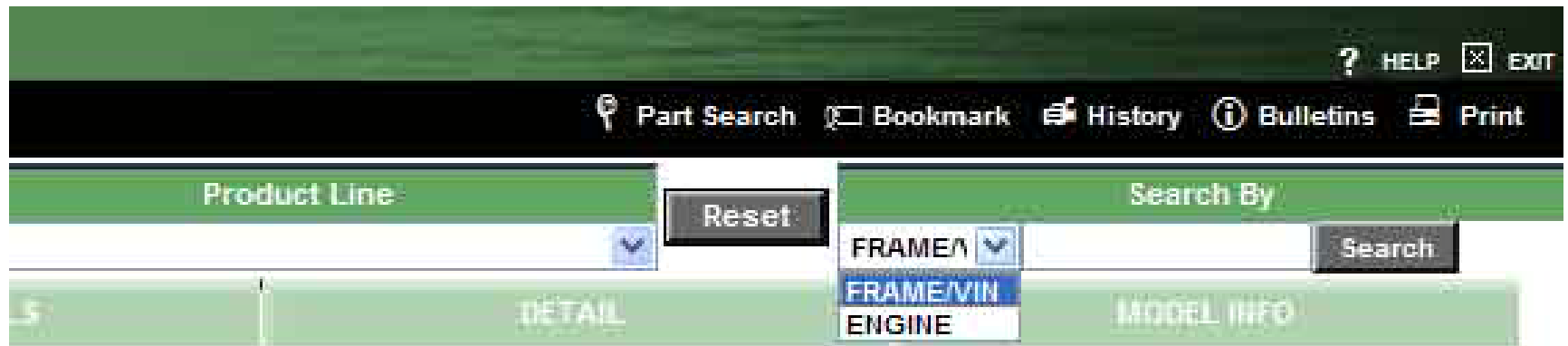
The second option is if you have a Honda brand engine, on a different manufacturers machine. For example a Honda brand engine on an MTD brand lawnmower. If this is the case, the serial number is located on the engine block. Honda calls this the “**Engine**” number.

DDiN Parts Look Up

Serial Number:

To find parts using the “**Frame**” number, locate the “**Search By**” field in the upper right hand corner. Select “**Frame/VIN**” from the drop down menu and type in your machine’s frame number, then hit the “**Search**” button.

An example frame number would be “**MAZN-12345678**” Notice to use the dash when typing your number.



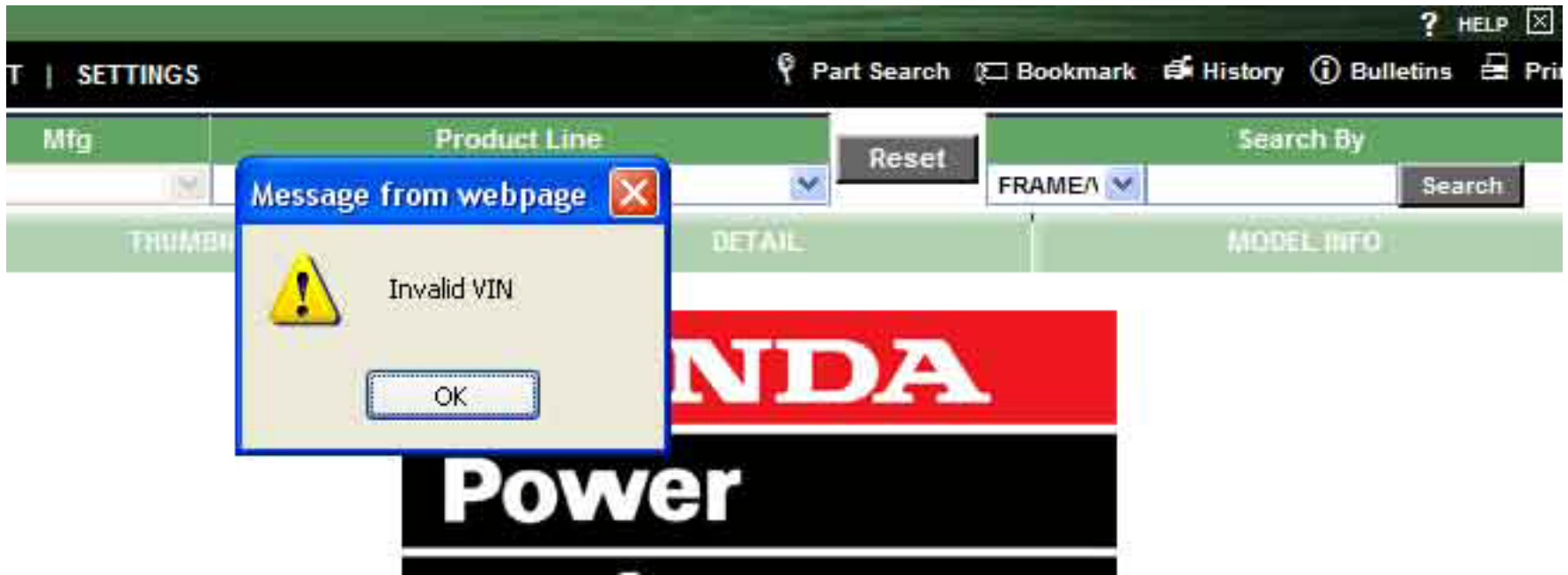
The screenshot displays the DDiN Parts Look Up web interface. At the top, there is a dark green header bar with a question mark icon, the text "HELP", and a close button labeled "EXIT". Below this is a black navigation bar containing icons and labels for "Part Search", "Bookmark", "History", "Bulletins", and "Print". The main search area features a green "Product Line" dropdown menu with a downward arrow, a "Reset" button, and a "Search By" dropdown menu. The "Search By" menu is open, showing options: "FRAME/" (selected), "FRAME/VIN", and "ENGINE". To the right of the "Search By" menu is a text input field and a "Search" button. Below the search fields are two green buttons: "DETAIL" and "MODEL INFO". At the bottom of the interface is a large red banner with the word "HONDA" in white capital letters.

DDiN Parts Look Up

Invalid Number:

If you get the “Invalid Number” error prompt shown below, hit the “Reset” button then try retyping the frame number using only the letter portion. For example if typing in **“MZAN-12345”** gives you an Invalid Number error, retype it as **“MZAN-”**

If you still get an “Invalid Number” error, you probably have an incorrect number and will need to double check your number.

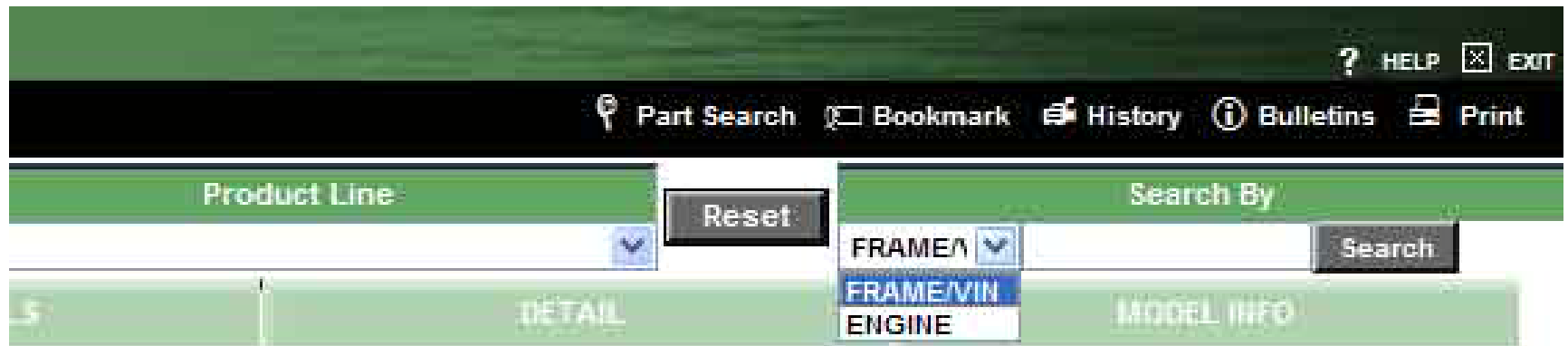


DDiN Parts Look Up

Serial Number:

To find parts using the “**Engine**” number, locate the “**Search By**” field in the upper right hand corner. Select “**Engine**” from the drop down menu and type in your Engine’s serial number, then hit the “**Search**” button.

An example engine number would be “**GC02-12345678**” Notice to use the dash when typing your number.



The screenshot displays the DDiN Parts Look Up web interface. At the top, there is a dark green header bar with a search icon, a magnifying glass, and the text "Part Search". To the right of this are links for "Bookmark", "History", "Bulletins", and "Print". Below the header, there is a green bar with the text "Product Line" and a dropdown arrow. To the right of this is a "Reset" button. Further right is a "Search By" dropdown menu with a list of options: "FRAME/VIN", "FRAME/VIN", and "ENGINE". The "ENGINE" option is currently selected. To the right of the dropdown is a text input field and a "Search" button. Below the search fields, there are two green buttons: "DETAIL" and "MODEL INFO".



HONDA

DDiN Parts Look Up

Model Number:

Once you hit the search button, the program will automatically find the associated model number for the serial number you provided.

Now select your model number from the drop down menu in yellow.

Model Name: Type: Mfg: Product Line: Reset

Search By: ENGINE GC02-5 Search

THUMBNAILS DETAIL MODEL INFO

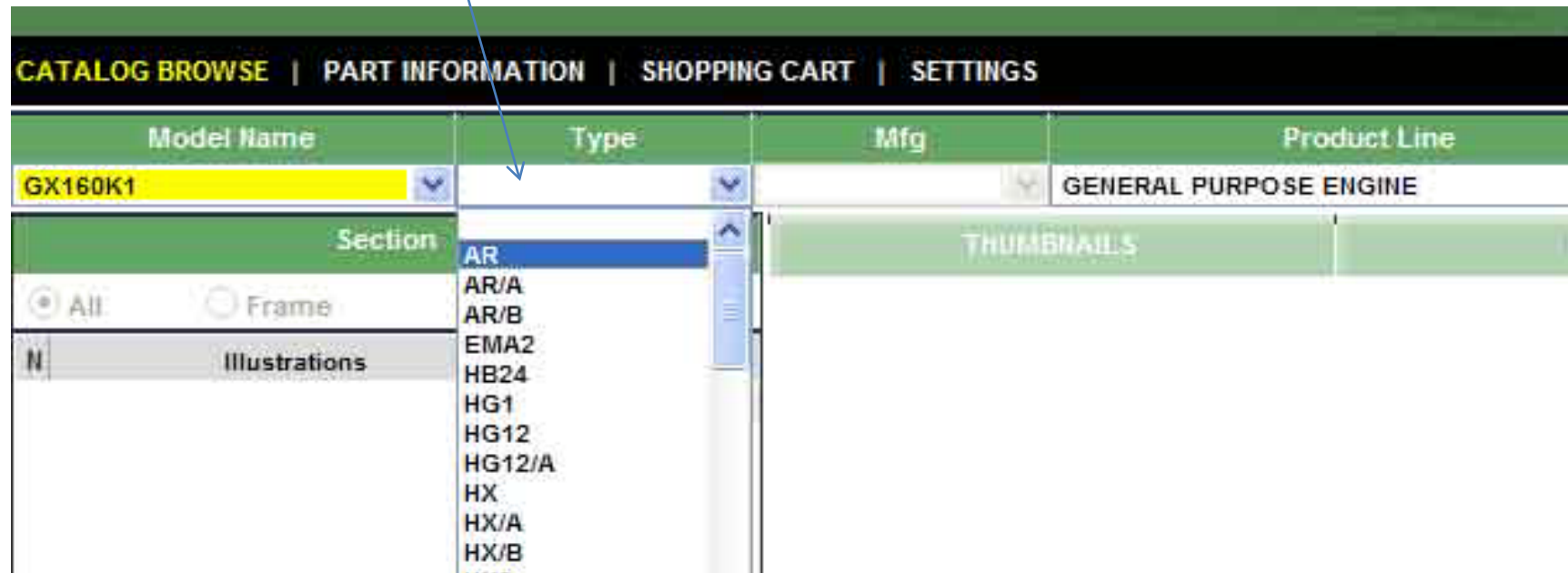
Engine ID

EB2500XK1
EG2500XK1
EM1800XK1
EM2500XK1
F501K2
FR600
GX160K1
H9621
WB30XK1
WD30XK1
WH20XK1
WP30X
WT20XK2

DDiN Parts Look Up

Type Number:

Now that you've selected the model number, find your matching type number from the drop down menu labeled "Type Number".



The screenshot displays the 'PART INFORMATION' section of the DDiN Parts Look Up interface. The 'Model Name' dropdown is set to 'GX160K1'. The 'Type' dropdown is open, showing a list of options: AR, AR/A, AR/B, EMA2, HB24, HG1, HG12, HG12/A, HX, HX/A, and HX/B. The 'Mfg' dropdown is set to 'GENERAL PURPOSE ENGINE'. The 'Section' dropdown is set to 'All'. The 'Illustrations' tab is selected. A blue arrow points from the text 'find your matching type number from the drop down menu labeled "Type Number"' to the 'Type' dropdown menu.

Model Name	Type	Mfg	Product Line
GX160K1			GENERAL PURPOSE ENGINE

Section: ☒ All ☐ Frame

Illustrations: N

THUMBNAIIS

AR
AR/A
AR/B
EMA2
HB24
HG1
HG12
HG12/A
HX
HX/A
HX/B

DDiN Parts Look Up

Done!

With all three numbers typed into the system, you now have the correct set of diagrams to choose from.

TALOG BROWSE | PART INFORMATION | SHOPPING CART | SETTINGS

Part Search | Bookmark | History | Bull

Model Name	Type	Mfg	Product Line	Reset	Search By
160K1	HX2		GENERAL PURPOSE ENGINE		FRAME

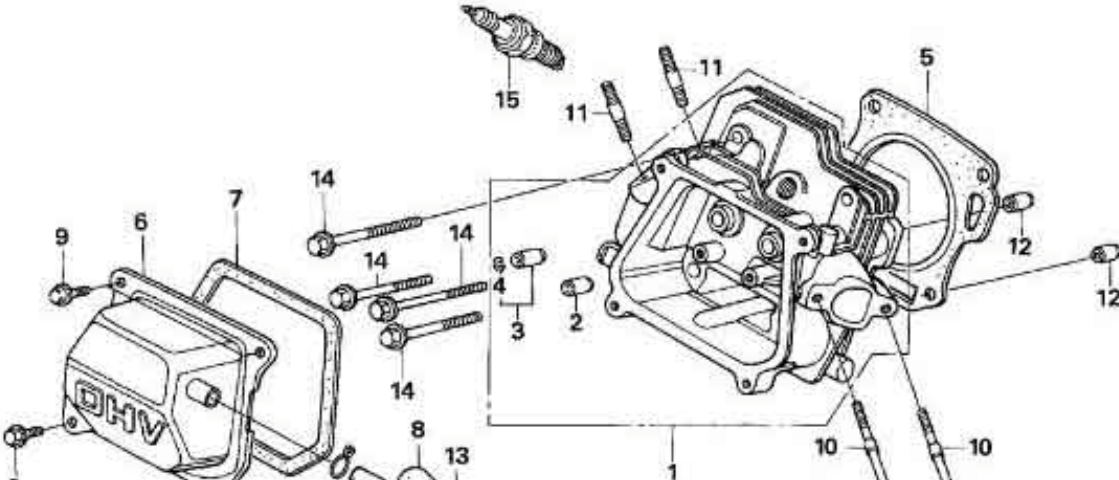
Section: ☐ All ☐ Frame ☐ Engine

Illustrations	ID
<u>CYLINDER HEAD</u>	<u>E 02</u>
<u>CYLINDER</u>	<u>E 03</u>
<u>CRANKCASE COVER (1)</u>	<u>E 06</u>
<u>CRANK SHAFT (1)</u>	<u>E 07</u>
<u>PISTON</u>	<u>E 08</u>
<u>CAM SHAFT</u>	<u>E 09</u>
<u>RECOIL STARTER (1)</u>	<u>E 11</u>

Shopping Cart

Part Number	Description	Qty.
-------------	-------------	------

THUMBNAILS | CYLINDER HEAD | MODEL INFO



The diagram shows an exploded view of a cylinder head assembly. The main assembly is labeled with a large '1'. Various components are numbered for identification: 2 (valve), 3 (valve), 4 (valve), 5 (cylinder head), 6 (cylinder head), 7 (cylinder head), 8 (valve), 9 (valve), 10 (valve), 11 (valve), 12 (valve), 13 (valve), 14 (valve), 15 (valve). The diagram also shows a separate component labeled '1' with 'OHV' (Overhead Valve) written on it.

DDiN Other Features

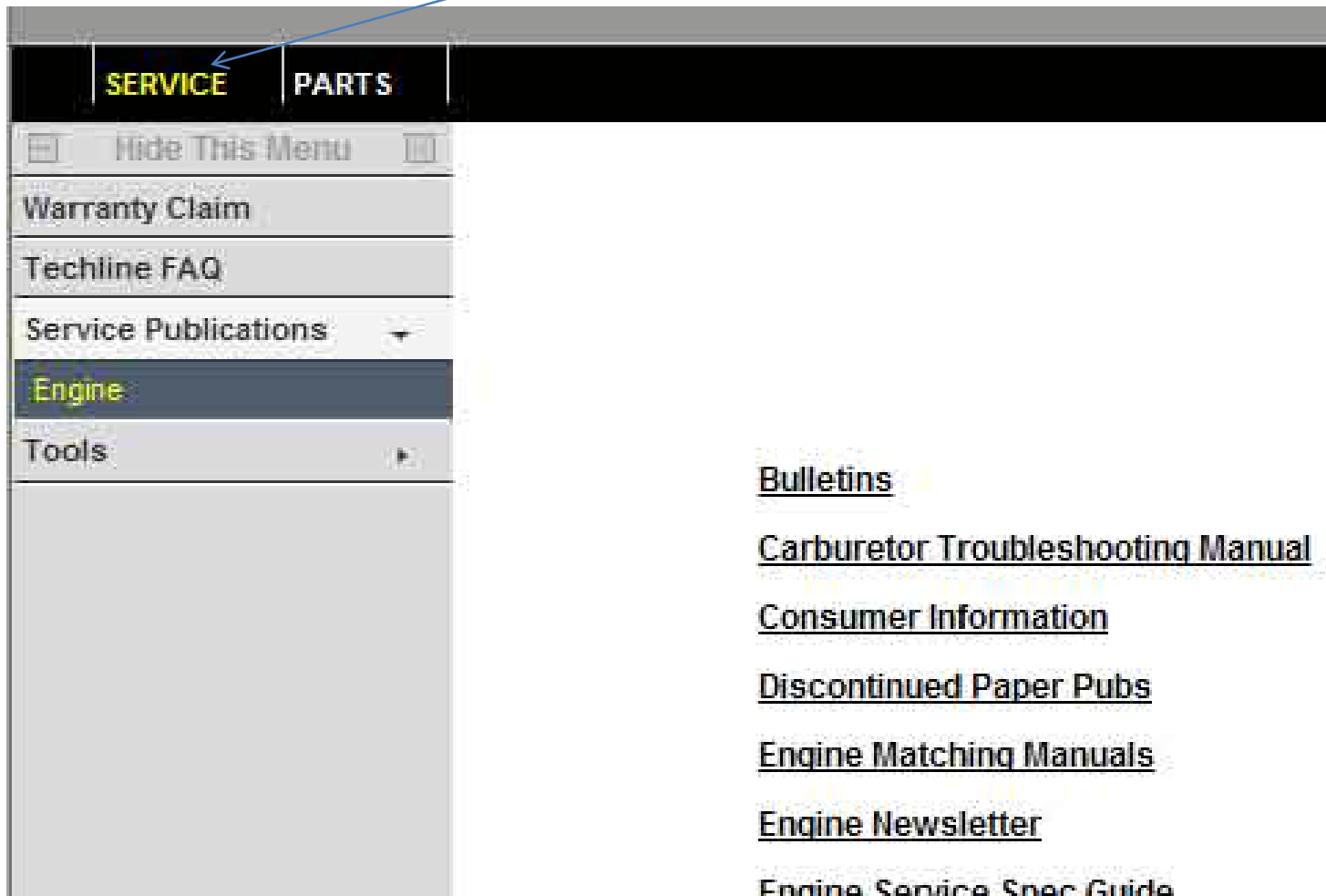
Now that we know how to properly look up parts, let's explore some of the DDiN's other features.

1. Shop Manuals
2. Service Bulletins
3. Troubleshooting Manuals

These three features are the most commonly used, and the ones we will look into detail

DDiN Other Features







To access these features click the “Service” link in the top left corner, then “Service Publications” and then finally the “Engine” link.



DDiN Other Features

You should now see a list of clickable features you can visit.

Click the “Shop Manuals” link from the list. Manuals will be in equipment category. For example “generator” or “commercial mower”. Select the appropriate category, then search the list for your specific model.

Shop Manual		← BACK
Product: COMMERCIAL MOWER		
Model Name 	Image	
HRC215		
HRC216		
HRC7013		
HRC7018-20		
HRC7118		

DDiN Other Features

Once you select your model number from the list, you will need to narrow down your exact manual by serial number.

Shop Manual

[? Help](#)

[← BACK](#)

Product COMMERCIAL MOWER Model Name HRC215

Serial number range ▼	Title/Description ▼	Issued Date ▼
<u>MZAU-6000001-FORWARD</u>	K0 PXA	10/07/2004
<u>MZAU-6100001-FORWARD</u>	K1 SDA	10/07/2004
<u>MZAU-6100001-FORWARD</u>	K1 SXA	10/07/2004
<u>MZAU-6100001-FORWARD</u>	K1 PDA	09/16/2003

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TACS

Now lets move onto the TACS system.

TACS

TACS is the Honda Training and Certification System, and is used for all Honda Engine training. The training offered is mandatory for all Honda engine and warranty dealers. **If Honda notices you have not completed the required training they will delete you as a Honda dealership. That means you will no longer be able to purchase Honda brand parts or products.**

TACS

To access the TACS system and begin your service training, find and click the link below under the main Smith Distributing Company.com login page. This is located next to the link you used to access the DDiN.

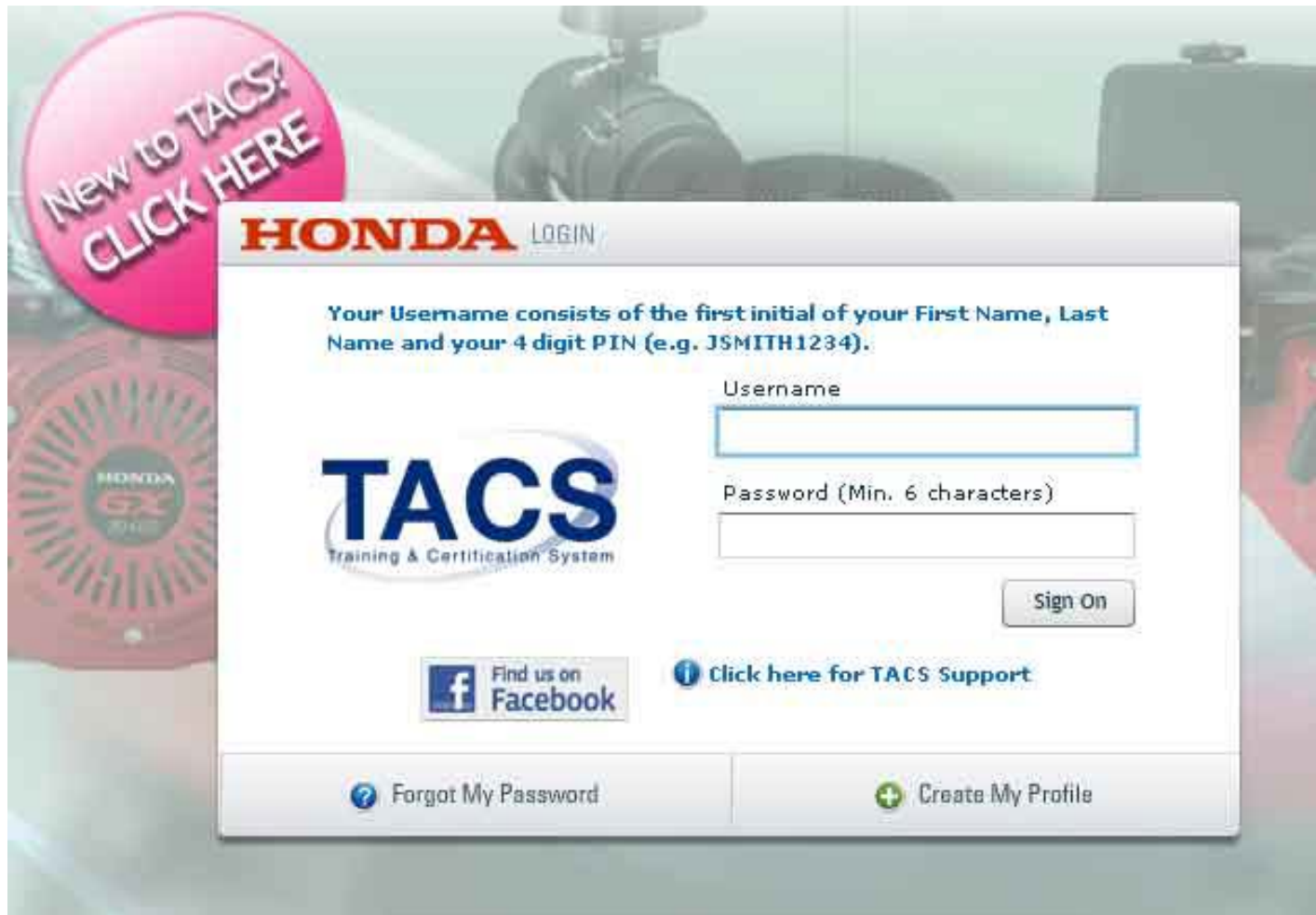
the directions below.



What is TACS?:

TACS

You should now see the screen shown below.



The image shows a login interface for the Honda TACS (Training & Certification System). The background is a faded image of a car engine. In the top left corner, there is a pink circular button with the text "New to TACS? CLICK HERE". The main login area is a white box with a grey border. At the top of this box is the "HONDA LOGIN" header. Below the header, a message states: "Your Username consists of the first initial of your First Name, Last Name and your 4 digit PIN (e.g. JSMITH1234)." To the left of the login fields is the TACS logo, which includes the text "TACS" in large blue letters and "Training & Certification System" below it. The login fields consist of a "Username" label above a text input box, and a "Password (Min. 6 characters)" label above another text input box. To the right of the password field is a "Sign On" button. Below the login fields, there is a Facebook link that says "Find us on Facebook" with a Facebook icon, and a support link that says "Click here for TACS Support" with an information icon. At the bottom of the login box, there are two links: "Forgot My Password" with a question mark icon, and "Create My Profile" with a plus icon.

HONDA LOGIN


Your Username consists of the first initial of your First Name, Last Name and your 4 digit PIN (e.g. JSMITH1234).


TACS
Training & Certification System


Username


Password (Min. 6 characters)

Sign On

 Find us on Facebook

 [Click here for TACS Support](#)

 [Forgot My Password](#)

 [Create My Profile](#)

TACS

If this is your first time to log in, click the link “Create My Profile” and follow the simple on screen instructions to create your account.

Username

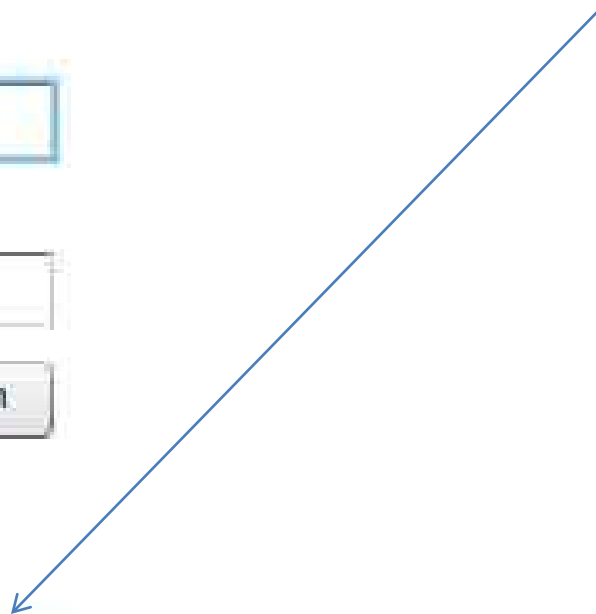
Password (Min. 6 characters)

Sign On

 [Click here for TACS Support](#)



Create My Profile



TACS

Once you are logged in you should see the screen below. Start your service training by completing all the tests shown in each category. Start with “Apprentice”, then work your way through “Certified Master Technician”

