



Smith Distributing Company

# 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:

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. 1000 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 for all users 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 any time 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 •

User ID •

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.

The screenshot displays the DDiN Parts Look Up interface. At the top, a navigation bar contains tabs for SALES, SERVICE, PARTS (highlighted in yellow), BUSINESS MANAGEMENT, and ONLINE U. Below this, a left-hand menu is visible, starting with a 'Hide This Menu' button. The menu items include Acknowledgements, Transactions, Parts Catalog, Web Parts Catalog, Parts Order, Parts Order Management, Parts Information, Parts Marketing Information, and Parts Promotions. A blue arrow points from the third step of the instructions to the 'Web Parts Catalog' item in this menu. To the right of the menu, the 'Parts' section is active, showing two sub-tabs: 'Engine' and 'Power Equipment'. A blue arrow points from the second step of the instructions to the 'Parts' section header.

# 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 website interface. At the top, it says "PARTS CATALOG Sep 2012 - © 2012 Honda. All Rights Reserved." and includes a "HELP" icon. Below this is a navigation bar with "CATALOG BROWSE", "PART INFORMATION", "SHOPPING CART", and "SETTINGS". A search bar is present with "Part Search", "Bookmark", "History", "Bulletins", and "Print" options. The search filters include "Model Name", "Type", "Mfg", and "Product Line", with a "Reset" button. The "Search By" dropdown is set to "FRAME#" and a "Search" button is visible. Below the search filters are three tabs: "THUMBNAILS", "DETAIL", and "MODEL INFO". The "Section" dropdown is set to "All", with "Frame" and "Engine" also visible. The main content area shows a table with columns for "Illustrations" and "ID". At the bottom, there is a "Shopping Cart" section with a table containing columns for "Part Number", "Description", and "Qty".

Model Name	Type	Mfg	Product Line	Search By
				FRAME#

Section
All
Frame
Engine

Illustrations	ID

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 shows the DDiN Parts Look Up interface. At the top right, there are links for "? HELP" and "EXIT". Below this is a navigation bar with "Part Search", "Bookmark", "History", "Bulletins", and "Print". The main search area has a "Product Line" dropdown menu, a "Reset" button, and a "Search By" dropdown menu. The "Search By" menu is open, showing options: "FRAME/VIN" (selected), "FRAME/V", and "ENGINE". To the right of the "Search By" menu is a text input field and a "Search" button. Below the search area are tabs for "DETAIL" and "MODEL INFO".

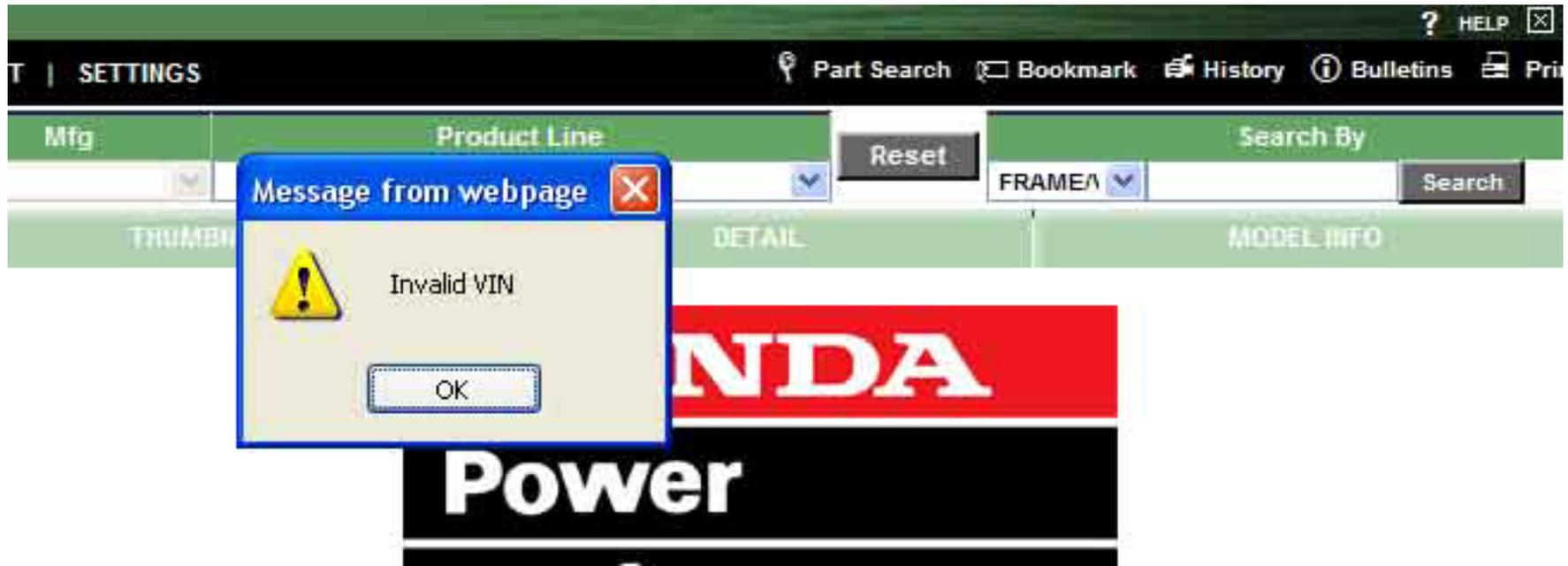
**HONDA**

# 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.

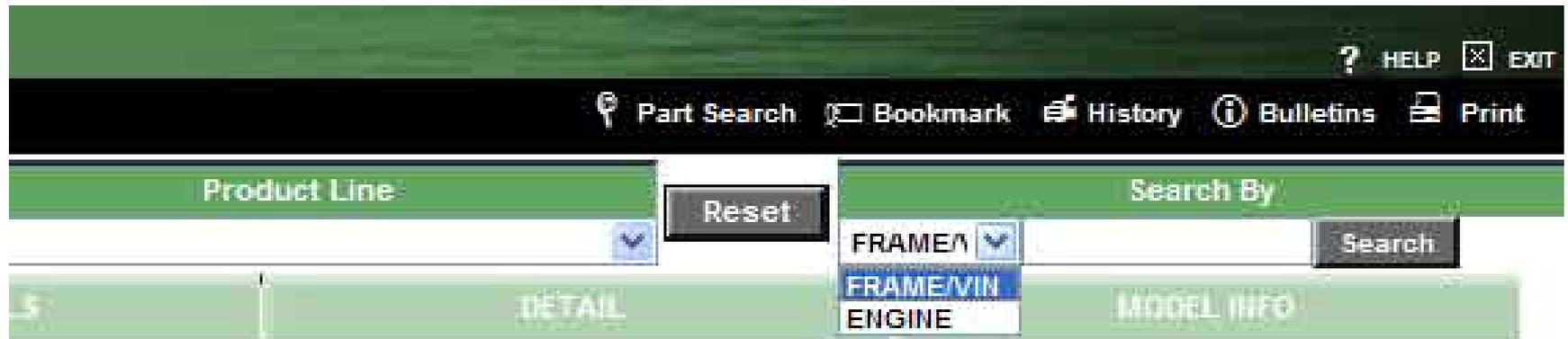


# DDiN Parts Look Up

## 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 shows the top portion of a web application interface. At the top right, there are links for "? HELP" and "EXIT". Below this is a navigation bar with icons and text for "Part Search", "Bookmark", "History", "Bulletins", and "Print". The main search area features a "Product Line" dropdown menu, a "Reset" button, and a "Search By" dropdown menu. The "Search By" menu is open, showing options: "FRAME/V", "FRAME/VIN", and "ENGINE". To the right of the "Search By" menu is a text input field and a "Search" button. Below the search area are three tabs: "DETAIL", "MODEL INFO", 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.



The screenshot displays the DDiN Parts Look Up interface. At the top, there is a navigation bar with links for CATALOG BROWSE, PART INFORMATION, SHOPPING CART, and SETTINGS. On the right side of the navigation bar, there are icons for Part Search, Bookmark, History, Bulletins, and Print. Below the navigation bar, there is a search form with fields for Model Name, Type, Mfg, and Product Line. A Reset button is located to the right of the Product Line field. The search criteria are set to ENGINE and GC02-5, with a Search button to the right. Below the search form, there are three tabs: THUMBNAIIS, DETAIL, and MODEL INFO. The THUMBNAIIS tab is currently selected. A dropdown menu is open under the Model Name field, showing a list of model numbers. The first item, EB2500XK1, is highlighted in yellow. A blue arrow points from the text 'Now select your model number from the drop down menu in yellow.' to this highlighted item. The dropdown menu also includes the following items: EG2500XK1, EM1800XK1, EM2500XK1, F501K2, FR600, GX160K1, H9621, /WB30XK1, /WD30XK1, /WH20XK1, /WP30X, and /WT20XK2.

Model Name	Type	Mfg	Product Line
EB2500XK1	Engine		
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".

Model Name	Type	Mfg	Product Line
GX160K1			GENERAL PURPOSE ENGINE

Section

All  Frame

Illustrations

THUMBNAILS

- 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>CRANKSHAFT (1)</u>	<u>E 07</u>
<u>PISTON</u>	<u>E 08</u>
<u>CAMSHAFT</u>	<u>E 09</u>
<u>RECOIL STARTER (1)</u>	<u>E 11</u>

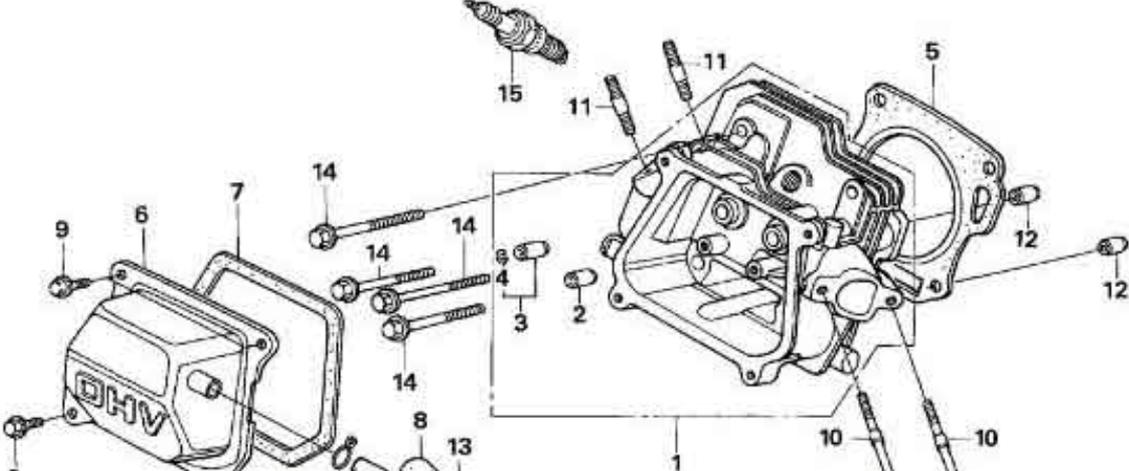
Shopping Cart

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

THUMBNAILS

CYLINDER HEAD

MODEL INFO



# DDiN Other Features

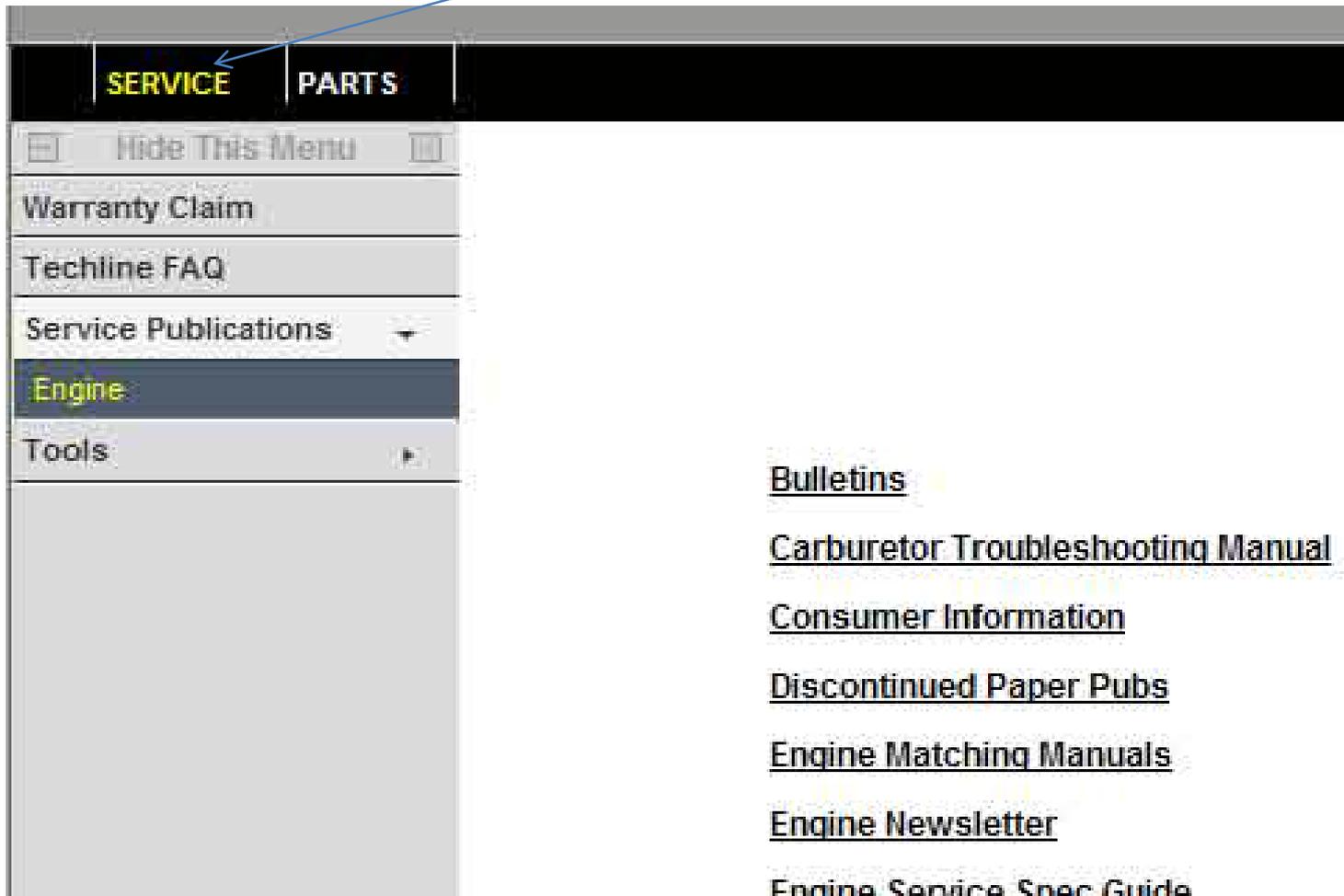
Now that we know how to properly look up parts, let's explore some of the DDiN's other features.

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.



The screenshot displays the DDiN interface. At the top, there are two tabs: "SERVICE" (highlighted in yellow) and "PARTS". Below the tabs is a "Hide This Menu" button. The main menu contains the following items: "Warranty Claim", "Techline FAQ", "Service Publications" (with a dropdown arrow), "Engine" (highlighted in dark blue), and "Tools" (with a right-pointing arrow). A blue arrow points from the "Service Publications" menu item to the "Engine" link in the list on the right. The list on the right contains the following links: "Bulletins", "Carburetor Troubleshooting Manual", "Consumer Information", "Discontinued Paper Pubs", "Engine Matching Manuals", "Engine Newsletter", and "Engine Service Spec Guide".

- [SERVICE](#)
- [PARTS](#)
- [Hide This Menu](#)
- [Warranty Claim](#)
- [Techline FAQ](#)
- [Service Publications](#)
- [Engine](#)
- [Tools](#)

- [Bulletins](#)
- [Carburetor Troubleshooting Manual](#)
- [Consumer Information](#)
- [Discontinued Paper Pubs](#)
- [Engine Matching Manuals](#)
- [Engine Newsletter](#)
- [Engine Service Spec Guide](#)

# 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 <input type="checkbox"/>	Image
HRC215	
<u>HRC216</u>	
<u>HRC7013</u>	
<u>HRC7018-20</u>	
<u>HRC7110</u>	

# 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.

**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.

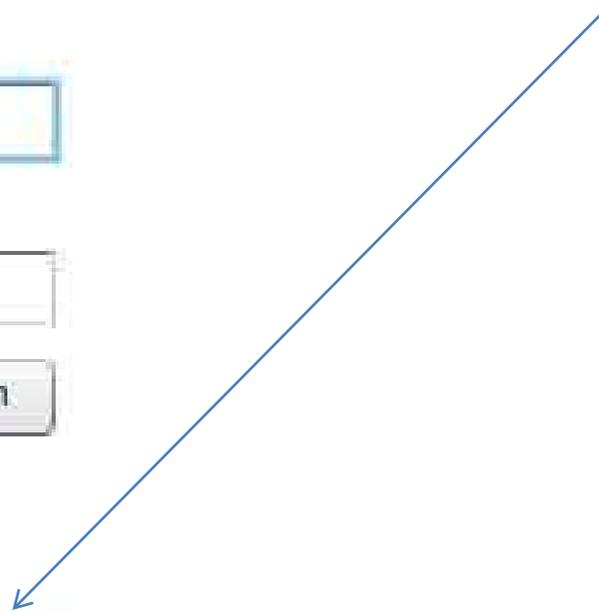
Username

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”

The screenshot displays a user interface for the TACS training system. At the top left, there is a 'Home' button. Below it, the interface is organized into a grid of test categories and individual tests. Four blue arrows point from the top of the page to the 'Home' button and the four main category columns.

Apprentice	Technician	Certified Technician	Certified Master Technician
<b>4-STROKE ENGINE THEORY</b> 4-STROKE ENGINE THEORY Web-Based	CARBURETOR CLEANING Web-Based	CARBURETOR DIAGNOSIS (AVAILABLE 2012) Web-Based	MASTER TECH (AVAILABLE 2013) Web-Based
CARBURETOR THEORY Web-Based	ENGINE MAINTENANCE Web-Based	ENGINE DIAGNOSIS (AVAILABLE 2012) Web-Based	MASTER TECH (AVAILABLE 2013) Classroom
ELECTRICAL FUNDAMENTALS	CV/CV2/3/4/5/6/7/8/9/10/11/12/13/14/15/16/17/18/19/20/21/22/23/24/25/26/27/28/29/30/31/32/33/34/35/36/37/38/39/40/41/42/43/44/45/46/47/48/49/50/51/52/53/54/55/56/57/58/59/60/61/62/63/64/65/66/67/68/69/70/71/72/73/74/75/76/77/78/79/80/81/82/83/84/85/86/87/88/89/90/91/92/93/94/95/96/97/98/99/100	CV/CV2/3/4/5/6/7/8/9/10/11/12/13/14/15/16/17/18/19/20/21/22/23/24/25/26/27/28/29/30/31/32/33/34/35/36/37/38/39/40/41/42/43/44/45/46/47/48/49/50/51/52/53/54/55/56/57/58/59/60/61/62/63/64/65/66/67/68/69/70/71/72/73/74/75/76/77/78/79/80/81/82/83/84/85/86/87/88/89/90/91/92/93/94/95/96/97/98/99/100	CV/CV2/3/4/5/6/7/8/9/10/11/12/13/14/15/16/17/18/19/20/21/22/23/24/25/26/27/28/29/30/31/32/33/34/35/36/37/38/39/40/41/42/43/44/45/46/47/48/49/50/51/52/53/54/55/56/57/58/59/60/61/62/63/64/65/66/67/68/69/70/71/72/73/74/75/76/77/78/79/80/81/82/83/84/85/86/87/88/89/90/91/92/93/94/95/96/97/98/99/100