



building trust. driving confidence.

February 1, 2017

To: Express Repair Program Participants

As you may be aware, ICBC currently provides the ADXE Installation/Update software on a dual layer DVD to Express Repair Program participants.

The current ADXE Installation/Update software package is reaching its upper capacity limits and as a result, **Audatex has recommended using a larger capacity USB flash drive to facilitate future updates.**

ICBC and Audatex have completed testing of a USB flash drive with the January 2017 update with positive results, and beginning with the February 2017 ADXE update cycle, ICBC will no longer be distributing the update package on a DVD. A new USB flash drive will be distributed in the place of the DVD using the same shipping method as the DVD.

ICBC will be updating the instructions found on the Express Repair Programs section of the ICBC Business Partners page to cover the USB flash drive update process. The main difference is that the USB flash drive update does not have an "auto run" feature. The update will need to be manually initiated by browsing the USB flash drive and double clicking on the "setup.exe" file.

Please contact MD Tech Support if you have any questions or concerns regarding the USB flash drive update process at (604) 777-4600 or 1-877-777-4607.

Thank you.

Scott White

Manager, Estimating Services

Material Damage Strategic Solution (MDSS) Project
ICBC building trust. driving confidence.

.....
Collision Repair Learning Centre|8350 Eastlake Dr
Burnaby | British Columbia | V5A 4P6

telephone: 604-415-3602
mobile: 604-789-5596