

## **National Automotive Service Task Force Meeting**

**GM Headquarters  
Detroit, Michigan**

**March 4, 2002**

**Draft Minutes**

The National Automotive Service Task Force (NASTF) held its regular meeting at 7:00 pm ET, March 4, 2002, at GM Headquarters, Detroit, Michigan, in conjunction with the SAE Congress and STS annual meeting. The agenda list and meeting handouts are attached.

John Cabaniss chaired the meeting. Approximately 50-60 people attended. See participant list. Actions items and those parties charged for actions are mentioned throughout this report and are listed at the end of the report.

### Regulatory Update:

After self-introductions, the first agenda item was a regulatory update from EPA. Holly Pugliese of EPA provided a status report on the EPA final rule. Ms. Pugliese reported that EPA will be briefing the relevant division director (Greg Green) within a week and the EPA office director (Margo Oge) shortly thereafter. Following EPA management approval, EPA will brief the Office of Management and Budget (OMB) and determine whether OMB will waive its 60-day administrative review of the final rule. Ms. Pugliese plans to conduct the OMB briefing before March 31. EPA also plans to have the final rule released by early July 2002. Several parties raised technical questions about the final rule, which Ms. Pugliese could not address due to the ongoing regulatory process.

No one was present representing the California Air Resources Board; however, Mr. Cabaniss reported that he had received an Email from Allen Lyons of ARB, reporting that ARB planned to have its 15-day notice on the service information rule out by March 15, 2002. Mr. Cabaniss noted that the 15-day notice is the last opportunity for public comments on the rule.

### Service Information Committee Report:

The next agenda item was the report of the service information committee. Greg Dana and Bob Redding, co-chairs of the committee, provided the report. Mr. Dana reported that auto manufacturers are moving ahead with implementation of the Letter of Intent (LOI) which was provided at the October 31, 2001 NASTF meeting. He reported that the service information committee will be discussing a process for manufacturers to report their implementation progress to NASTF, probably in conjunction with the monthly NASTF Email updates. Mr. Dana also reported that the auto industry service information

committee has agreed to revise the OE service information matrix to add collision repair information contacts, as appropriate, in the next revision of the matrix. Finally, Mr. Dana reported that the service information committee will be working with auto manufacturers to determine an independent process for website checkout during the manufacturer beta testing process. Such a process worked well during development of the OE matrix. Mr. Cabaniss reported that the OE matrix will be undergoing the regular quarterly update in the March-April time frame.

Mr. Redding reported that the Automotive Service Association (ASA) agreed earlier to be a focal point for receipt of NASTF matrix complaints. Bill Haas, manager of ASA's Mechanical Division, coordinates these complaints for ASA. Mr. Haas provided a summary of the complaints received to date and manufacturers' responses. See attached report. He explained that once a complaint is received, it is forwarded to John Cabaniss who, in turn, forwards it to the respective auto manufacturer for handling. The manufacturer is requested to respond directly to the complainant and copy Messrs. Cabaniss and Haas, the latter simply for record keeping purposes. Mr. Haas emphasized that very few complaints had been received, but that they involved a number of manufacturers. Several complaints involved tools. Manufacturers had responded to all complaints. Mr. Haas indicated that he believed that the matrix needed some modifications and proposed that the service information committee have a conference call soon to discuss the matrix and possible revisions.

Ms. Pugliese stated her surprise that more complaints had not been received. She reported that she gets several calls each month from technicians complaining about gaps in service information availability. Most of the technicians she speaks to do not know about the NASTF matrix. She makes them aware of it and provides the complaint form for their use. She emphasized that more needs to be done to make technicians aware of the NASTF matrix and to encourage technicians to use the complaint form when problems are identified. That's what the process is about, and we can't expect manufacturers to fix problems that they don't realize exist.

Mike West, a collision shop owner, and member of ASA's Collision Division operations committee, reported that he had conducted a survey of auto companies using the contacts in the NASTF OE matrix to see how many of the current contacts provided collision information. See attached report. Mr. West contacted all 24 manufacturers represented in the matrix and found that collision information was only available about 25% of the time. He supported the matrix concept and agreed that collision information contacts are lacking from many OEs and needs to be clarified. Mr. Cabaniss noted that the results of Mr. West's survey was consistent with what he had learned in speaking to OEs. The original matrix was developed for mechanical/electronic repair, not collision. As noted earlier in this report, this issue will be addressed in the next quarterly update of the OE matrix.

Mr. Cabaniss reported that iATN had performed a performance report on the use of the OE matrix site. He handed out copies. See attachment.

### Training Committee Report:

The next agenda item was the training committee report. Wayne Juchno chairs this committee and provided a report. Mr. Juchno reported that the training committee has developed a draft matrix for OEs to compile available training information. A copy of the draft matrix and cover letter to OEs is attached. The draft matrix and cover sheet has been circulated to OEs for comments. Once comments are received from the OEs, the next step will be to send out the matrix for completion by the OEs. Once information is received from OEs, a master matrix will be created for publication.

Mr. Cabaniss noted that the training area is one where there are a number of issues to consider, including how to create demand for training, make use of available classroom space, etc. It was also suggested that other groups need to be brought into the NASTF project on the training side, including the Council for Advanced Automotive Trainers (CAAT), the North American Council of Automotive Trainers (NACAT), and the National Automotive Technician Education Foundation (NATEF).

### Equipment Committee Report:

The next agenda item was the equipment committee report. Charlie Gorman chairs this committee and provided a report. Mr. Gorman reported that the equipment committee has been focusing on development of a tool matrix that could be used to identify gaps in tool information being provided by OEs to tool companies/ETI. Keith Kreft has been spearheading this effort. Mr. Kreft provided a status report on the development of this matrix. See attachment. Mr. Kreft indicated that the first two steps in developing the matrix have been completed, i.e., identifying systems and capabilities and tool companies identifying information available to them currently. The next two steps will be to get OE input in reviewing the information and identifying target dates for correcting gaps. He emphasized that there will be a continuing need for updating the matrix for each new model year, addressing any missing OEs, and addressing other systems. The current matrix is limited to engine, transmission, ABS, airbag, HVAC, and cruise control. Mr. Kreft reported that an OE tool contact list has been created and all OEs have been sent the preliminary matrix for review. All major manufacturers have been included, but most small manufacturers, such as Alfa Romeo, Lotus, Maserati, etc., were not covered. The target date for completing the tool matrices is July 1, 2002. Therefore, he requested that OEs submit their comments/corrections to the equipment committee no later than May 1, 2002.

Mr. Kreft reported that tool companies are flexible in working with OEs in regard to information format. He reported that he is often asked by OEs what types of information tool companies need and what format would be best. He indicated that the response to these questions are that tool companies are looking for data stream information, preferably in an electronically readable form in English and in an importable/exportable database. While not mandatory, he emphasized that there is an important benefit provided by obtaining data in a common format to ensure consistency and completeness. Mr. Kreft reported that ETI has been working recently with Ford in developing a

common format for submission of tool information across all of Ford's satellite companies. Lucy Rurek and Michelle Matowski of Ford provided a quick review of this format which they have set up using MS Access 2000 software. The format can be downloaded from [www.ertools.org/files/misc/SAE\\_DVD.MDB](http://www.ertools.org/files/misc/SAE_DVD.MDB). Mr. Kreft emphasized that the benefits of a common format are higher quality, completeness, consistency among manufacturers, faster time to market, less complaints from service industry, and less regulation/legislation. The committee is hoping to have the matrix completed by July 2002.

Frank Krich and Rich Pershell of DaimlerChrysler gave an update on the availability of the Chrysler DRB-III scan tool. They reported that the tool should be available soon. They are waiting for final legal staff sign-off. See attached report.

#### Communications Committee Report:

The next agenda item was the communications committee report. Mr. Cabaniss chairs this committee and provided a report. See attached summary and communication plan for 2002. The communications committee met via conference call on February 28, 2002 to develop the communication plan for 2002. The first objective is to continue to support the process for distributing service relate information to technicians and identifying/correcting gaps. The committee believes the other two objectives – promoting NASTF and involving more groups – are the major focus for 2002. To do this, the committee plans to expand work with trade press, increase NASTF related presentations to groups, increase information distribution through NASTF participants, and create a clearinghouse on the NASTF website for canned presentations and articles. Bill Haas reported on recent and upcoming speaking engagements for which he is committed. See attached report. Mr. Cabaniss reported that he will be making an NASTF presentation at the ASA Washington, DC meeting in April and the Weber State University OBD conference in May. Actions items include creating an NASTF speakers bureau, writing generic articles and presentations, enlisting PR departments available to NASTF participants to identify trade press contacts and/or distribute information, and request other suggestions from NASTF participants. Mr. Cabaniss called on all members to support the communications effort by identifying opportunities for speakers and helping to get information out to colleagues.

#### Action Items:

(Responsible parties in parenthesis)

1. Schedule service information committee conference call (committee chairs)
2. Update OE matrix in March-April time frame, adding collision information (OEs, service information committee)
3. Develop process for reporting LOI implementation process (service information committee)
4. Develop process for OE website checkout during beta testing (service information committee)

5. Finalize training matrix and distribute to OEs (training committee)
6. Complete/submit training matrix (OEs)
7. Submit comments on tool matrix to equipment committee (OEs)
8. Distribute Ford tool data format as template – completed; available at noted website
9. Identify speaking opportunities at appropriate workshops, conventions, etc. (all NASTF participants)
10. Volunteer for NASTF speakers bureau (all NASTF participants)
11. Submit any articles or presentations to NASTF for inclusion on website clearinghouse (all NASTF participants)
12. Identify trade press contacts through your associations (all NASTF participants)
13. Develop general purpose slide presentation (communications committee)
14. Post slide presentations and articles on website clearinghouse (communications committee)
15. Develop list of trade press contacts (communications committee)
16. Write/distribute NASTF press release/news story every 60 days (communications committee)
17. Assist NASTF in distributing press releases/stories (NASTF participants with PR departments)
18. Submit other communications ideas to communications committee (all NASTF participants)

Meeting Participants:

1. John Cabaniss, Association of International Automobile Manufacturers
2. Holly Pugliese, EPA
3. Rich Pershell, DaimlerChrysler
4. Paul Weissler, Popular Mechanics
5. Dave Zwalina, Automotive One
6. Tom Layman, Multistate Transmission, ASA
7. Wayne Juchno, STS
8. Dan Betian, Mitsubishi
9. Rich Burns, Nissan
10. Craig Nangle, Nissan
11. Charlie Gorman, ETI
12. Greg Potter, Snap-On, ETI
13. Bob Pattengale, Ease Diagnostics, STS
14. Mark Warren, Ease Diagnostics, STS
15. Bob Malkiewicz, Helm
16. Carin Rockind, Helm
17. Bob Cerullo, Motor
18. Phil Trigiani, Uview Ultraviolet
19. Jim Custeau, Cuyamaca College, STS Board
20. John Zacheis, Clarke Automotive
21. Greg Dana, Alliance of Automobile Manufacturers
22. Keith Kreft, Snap-On, ETI
23. Rod Boyes, Melior

24. Gangolf Feiter, GM
25. Anders Unger, Volvo
26. Dave Lanspeary, Dave's Auto
27. Bill Baldwin, Subaru
28. Doug McGregor, BMW
29. Suanne Thomas, VWOA
30. Michelle Murad, Mercedes Benz
31. Mike West, Southtowne Auto Rebuilders, ASA
32. Don Violet, TRC
33. Mark Hall, Delphi, STS
34. G. Truglia, ATTS
35. Mark Saxonberg, Toyota
36. Tom Trisdale, Toyota
37. Bob Redding, ASA
38. Christine Mikolajczyk, EPA
39. Bill Haas, ASA
40. Lucyna Rurek, Ford
41. Lee Jardine, Ford
42. Pierre Respant, Ultimate Caps
43. Michelle Matowski, Ford
44. Michael Rispoli, M/R Auto
45. John Trajnowski, Ford
46. Frank Krich, DaimlerChrysler
47. Larry Mooney, Mazda
48. Prof. Harry Hildebrandt, Oakland Community College
49. Tom Nash, Motor Magazine
50. Jim Moritz, Snap-On
51. Angie Kilbourne, Motor Age
52. Jacques Gordon, Motor Age
53. Bernie Carr, Vetronix
54. David Williamson, GM Service Ops.
55. Todd Helmkamp, ACDelco
56. Dan Dryke, GM
57. Steve Ford, THECARGUY.COM