

NASTF Service Information Committee Meeting
By Conference Call, Wednesday, March 26, 2014

Meeting Summary

ATTENDING:

Steve Douglas, Co-chair
Vinnie D'Auria
Michael Demers
Kerry Freeman
Allen Pennebaker

Mark Saxonberg
Dan Selke
Jim Von Ehr
Jeff Walter
Skip Potter, Exec Director

ABSENT:

Dave Zwalina, Co-chair

Douglas convened the meeting at 11:01am (ET).

Potter reviewed the Committee's webpage noting its mission and responsibilities, at www.nastf.org/committees/SIC.

Potter updated the SIC on the OEM Scan Tool Resource Center (www.nastf.org/scantools), a joint project with the ASA Mechanical Ops Committee and being led by Donny Seyfer. Selke requested a questionnaire from Seyfer and committed to provide him details for the MBUSA Scan Tools available to independent technicians.

Demers led a discussion on an issue identified by iATN technicians as a serious inconvenience and productivity-killer occurring when OEM technical web services are temporarily unavailable. The Committee instructed Potter to determine the practices of SIC member OEMs during network outage (either unavailable or severe speed limitations) and the frequency that these occur. Additionally, Potter will poll the independent repair shops to determine how often they experience network outages and, with SIC input, develop a method to documenting these outages (e.g., date, time, OEM, IP address, etc.).

In addition to developing a method for independents to document network outages, this could lead to a best OEMs practices document which would first be vetted by SIC member OEMs and then sent to all NASTF OEM contacts in an attempt to establish a dialog on this rare but costly problem for technicians.

The meeting was adjourned at 11:38am (ET)

The next meeting of the Education Committee will be **11am (ET)/8am (PT), Wednesday, July 9, 2014**. Conference call/Go2Meeting dial-in numbers will be emailed to the committee of record before July 3.