

## Vehicle Security Committee Meeting Summary

Wed May 13<sup>th</sup>, 2015

**Convene:** The meeting was called to order at 11AM Eastern time by Co-Chair, Bob Stewart.

**Past Action items:** Claude Hensley reported that the web-guides <http://www.lockmanlocksmiths.com/nastf-website-guides/> are up to date including the procedure to order a key through MBUSA. David Lowell reported he is getting complaints that even though the procedures have been followed correctly, the orders get cancelled and the key does not arrive. Claude has heard anecdotally that the key comes in some cases, but is a stripped down valet key without full functionality. Claude is in the process of ordering a key for one of his customers, and will document the outcome, for Skip to pass on to MBUSA.

Also Claude reported he and Skip have had further discussions about Find-A-VSP.com with the idea being to have a link from the NASTF page and ASA's page, other Trade Associations, as well as ALOA etc. (and perhaps even some automakers would want to provide it to their dealer networks). This idea is on the list for development awaiting interim improvements to the nastf.org membership database. Both Claude and Skip believe it is a worthwhile goal.

**SDRM Usage Report:** David Lowell reported new sign-ups. As has been the trend, the Auto Techs are signing up at a higher rate than Locksmiths, but both sign-up rates are strong.

**NICB Report:** Jennifer Palacz from NICB shared the latest NICB statistics. The top 10 LSID holders of concern for the first quarter, were discussed. David reported many of those had been suspended. On others, Jennifer and David agreed she would send him some VIN numbers so he could investigate the specific incidents to ensure they were not just repossessions, and then take further action as necessary. Claude will initiate a dialogue in the coming days about the NICB report and how we can reduce the number of LSID's on the report, and also the number of NCIC's connected with them.

**GM Shutdown Explained:** Bob Stewart reported that GM's policy when they feel security data is at risk, is to default to the most secure mode. Therefore when they were concerned with certain registry transactions, GM went off line for a week while they took action to make their site more secure. LSID's with what seemed like unusual activity were isolated and have been restored on a case by case basis after dialogue with the LSID holder about their business model. GM will not restore privileges for anyone who has been clearly violating the SDRM Terms and Conditions document, or who has a business model that doesn't seem to justify their volume etc.

**Policy Work Group:** Claude reported there have been no meetings as the focus is on finding ways to increase compliance of the existing policies, and there are no policy changes at this time.

**Kaizen (Continual Improvement):** Claude reported the screen shots of MBUSA's key process as an improvement, and more documentation will be added to those screen shots as they are available. The only other Kaizen noted was the continuing discussions of FindaVSP.com.

**Canadian SDRM:** Rene Young of the Automotive Retailers Association reported as John Norris of NATA, could not attend. Rene reported more sign-ups, but at a fairly slow pace. He also stated in his view they are fairly close to greater participation from Honda in the Canadian market, and restored participation from Toyota.

**New Business:** Jim Hetchler (KeyPro of Blanco, TX.) reported he has had discussions with ASE regarding certificates for Vehicle Security Professionals. Claude said any ASE certificates could be added as a spreadsheet column to findaVSP.com. Bob Stewart expressed this would be an interesting idea for further discussion.

**Action Items:** Bob Stewart assigned the following action items:

- A: Claude to do further documentation of the MBUSA process on the NASTF web-guides site.
- B: Claude, Skip and Jim Hetchler to have further discussions about findaVSP.com and how ASE certifications might tie in.

**Adjourned:** The meeting was adjourned by Bob Stewart shortly after 12 noon Eastern Time.

Attendance:

Claude	Hensley	Lock-Man Locksmith	Pinellas Park	FL	Co-Chair
Bob	Stewart	General Motors (GM)	Grand Blanc	MI	Co-Chair
Brian	DeAscentiis	Subaru of America, Inc.	Cherry Hill	NJ	
Jim	Dudley	American Honda Motors, Inc.	Torrance	CA	
Jim	Hetchler	Key Pro	Blanco	TX	
Kurt	Immekus	VW/Audi of America	Auburn Hills	MI	
Craig	Jeffries	Subaru	Cherry Hill	NJ	
Dave	Lanspeary	Link Engineering		AZ	
Jennifer	Palacz	National Insurance Crime Bureau (NICB)	DesPlaines	IL	
Allen	Pennebaker	Orinda Motors Inc	Orinda	CA	
Tommy	Rex	Pop-A-Lock of Tampa	Tampa	FL	
Jerry	Riedel	Dent Wizard Int'l	Bridgeton	MO	
Mark	Saxonberg	Toyota Motor Sales USA	Torrance	CA	
David	Stovall	Toyota Motor Sales U.S.A. Inc.	Torrance	CA	
Valerie	Sullivan	American Honda Motor Company	Torrance	CA	
Terence	Vance	Toyota Motor Sales, USA, Inc.	Torrance	CA	
James	Von Ehr	Nissan USA	Franklin	TN	
Rene	Young	Automotive Retailers Association	Burnaby	BC	
David	Lowell	NASTF Vehicle Security	North Richland Hills	TX	
Skip	Potter	NASTF Executive Director	St Johns	FL	