

NASTF Service Information Committee Meeting  
By Conference Call, Wednesday, March 1, 2017

Meeting Summary

ATTENDING:

Steve Douglas, Co-chair (Alliance of Auto Mfgers)  
Michael Demers (Son's Auto)  
Kirk Holland (Aggieland Automotive)  
Kurt Immekus (VW)  
Rick Layton (Diagnostics on Wheels)  
Tony Molla (ASA)

Justin Schroeder (Roush Performance Parts)  
Dan Selke (MBUSA)  
Donny Seyfer (Seyfer Automotive)  
Danny Uhls (Nissan)  
Skip Potter, Exec Dir (NASTF)

Douglas convened the meeting at 11:01am (ET) and conducted roll call.

Douglas led a brief discussion on the SIC mission/charter and list of responsibilities. No changes were suggested.

Potter reported no operational issues with the SIR, encouraging SIC members to occasionally review the [SIR Achive](#). NASTF has handled 10 SIRs in 2017.

Potter presented a recommendation from Scott Brown (iATN) that the committee discuss and consider automating the NASTF ALERTS notice when OEM websites go offline. The topic came up from an iATN technician discussion where tech's unaware of a web services outage incur significant time costs. Potter noted that websites, themselves, may be operational but embedded services like credit card processing may be the culprit. Brown suggested <https://www.site24x7.com/index.html> as an example. The SIC will take no action at this time on the recommendation.

Holland updated the Committee on his September 2016 recommendation to promote the use of NASTF's Reprogramming pages in an iATN discussion. In his effort on iATN, he learned that the current NASTF pages are generally out-of-date and of inconsistent value across the various OEMs. Layton related that technicians need to have clear and accurate information regarding computer resource requirements for OEM website navigation, programming, and other interactions with the OEMs. Immekus noted from VW help line experience that a significant population of technicians lack basic computer skills like file downloads, file management, certificates and other such IT processes encountered in the programming task. Douglas appointed a workgroup to make recommendations back to this Committee. Workgroup to include: Holland, Layton, Demers, Immekus and Potter.

Potter updated the Committee that the HD request from last September related to better promotion of NASTF's SIR service from within the index of OEM Service Websites on [www.nastf.org](http://www.nastf.org). A text box advertising the SIR service was added to [www.nastf.org/OEMtechsites](http://www.nastf.org/OEMtechsites) and was approved by the HD MOU contact.

Potter alerted the Committee to registration details and the draft agenda for the NASTF Spring 2017 General Meeting posted on [www.nastf.org/GeneralMeetings](http://www.nastf.org/GeneralMeetings).

The meeting was adjourned at 12:28pm (ET).

The next SIC meeting is set for **11am (ET)/8am (PT), Wednesday, May 17, 2017.**