

# NASTF OE Training Information Matrix

February 2004

**LEGEND:** D=available to dealer technicians, I=available to independent technicians, S=available to corporate sponsored programs (community colleges, etc), M=available to mfg channels (mfg. regional training centers, fleets), P=available to third party training developers N/A=not applicable to particular manufacturer

	COMPREHENSIVE			INSTRUCTOR	STUDENT	SELF		
	COURSE	WORKSHOPS	CLINICS	MATERIALS	MATERIALS	STUDY	CONTACTS	COMMENTS
ACURA	N/A	N/A	D	M, S	D,S,M,I	D,S,M,I	<a href="mailto:paula_breceda@ahm.honda.com">paula_breceda@ahm.honda.com</a>	
ASTON MARTIN								
AUDI	D,S	N/A	D,S	S	D,I,S	D,I,S	<a href="mailto:matthew.shepanek@vw.com">matthew.shepanek@vw.com</a>	
BENTLEY								
BMW	D	D	N/A	M	D,I	D,I	Jason Kozak <a href="mailto:jason.kozak@bmwna.com">jason.kozak@bmwna.com</a>	
BUICK	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	Materials are available at the online store at <a href="http://acdelcotechconnect.com">acdelcotechconnect.com</a> or 1-800-825-5886 for additional information	(1) All General Motors and ACDelco materials are copyright protected.
CADILLAC	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	Materials are available at the online store at <a href="http://acdelcotechconnect.com">acdelcotechconnect.com</a> or 1-800-825-5886 for additional information	(1) All General Motors and ACDelco materials are copyright protected.
CHEVROLET	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	Materials are available at the online store at <a href="http://acdelcotechconnect.com">acdelcotechconnect.com</a> or 1-800-825-5886 for additional information	(1) All General Motors and ACDelco materials are copyright protected.
CHEVROLET TRUCK	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	Materials are available at the online store at <a href="http://acdelcotechconnect.com">acdelcotechconnect.com</a> or 1-800-825-5886 for additional information	(1) All General Motors and ACDelco materials are copyright protected.
CHRYSLER	D,S	D,S	D,S,M	I,P,S	I,P,S	I,P,S	<a href="http://www.techauthority.com">www.techauthority.com</a>	
DAEWOO	UNFORTUNATELY, DAEWOO HAS BEEN FORCED TO FILE FOR CHAPTER 11 BANKRUPTCY PROTECTION AND IS NO LONGER PROVIDING TRAINING.						Lou Carbonell, (310) 884-3321, <a href="mailto:lcarbonell@daewoos.com">lcarbonell@daewoos.com</a>	
DODGE	D,S	D,S	D,S,M	I,P,S	I,P,S	I,P,S	<a href="http://www.techauthority.com">www.techauthority.com</a>	
DODGE TRUCK	D,S	D,S	D,S,M	I,P,S	I,P,S	I,P,S	<a href="http://www.techauthority.com">www.techauthority.com</a>	
FERRARI								
FORD	D, S, M	D,I, S, M, P	D, I, S, M,P	Not Available	D,I,S,M,P	D,I,S,M,P	Materials are available online at <a href="http://www.motorcraft.com">www.motorcraft.com</a>	All Ford training materials are copyright protected
FORD TRUCK	See Ford							All Ford training materials are copyright protected
GMC	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	Materials are available at the online store at <a href="http://acdelcotechconnect.com">acdelcotechconnect.com</a> or 1-800-825-5886 for additional information	(1) All General Motors and ACDelco materials are copyright protected.
GMC TRUCK	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	Materials are available at the online store at <a href="http://acdelcotechconnect.com">acdelcotechconnect.com</a> or 1-800-825-5886 for additional information	(1) All General Motors and ACDelco materials are copyright protected.

HONDA	N/A	N/A	D	M, S	D,S,M,I	D,S,M,I	<a href="mailto:paula_breceda@ahm.honda.com">paula_breceda@ahm.honda.com</a>	
HYUNDAI	D,M	D,M	N/A	N/A	D,I,P,S	D,I,P,S	<a href="http://www.hmaservice.com">www.hmaservice.com</a>	Valuable information is available on the service website such as: shop manuals & ETMs 1986-present, regional class calendars, course descriptions, weblinks, on line interactive training, Hi Scan Pro software updates. This information is free and available to anyone who visits the service website.
INFINITI	D,M,S	N/A	N/A	D,M,S,I	D,M,S,I	D,M,S	Manager Technical Training: (robert.barto@nissan-usa.com)	Infiniti training materials are available for purchase on the Service Information website <a href="http://www.infinititechinfo.com">www.infinititechinfo.com</a> This site has been available since 3/28/2003. Included are: PDFs of course student books and instructor guides; web-based training courses, training videos and CDs and 2002 model year to present student books and instructor guides.
ISUZU	S,D	N/A	N/A	S	S,D	S,D	ken.schoffstoll@isza.com	Instruction materials including self-study cd-roms are dealer only and are used for lab-based sessions at seven regional centers. Currently, these service related instructional materials are not available to independent technicians. If demand develops, cd rom programs would most likely be considered to fill the demand.
<b>LEGEND: D=available to dealer technicians, I=available to independent technicians, S=available to corporate sponsored programs (community colleges, etc),</b>								
<b>M=available to mfg channels (mfg. regional training centers, fleets), P=available to third party training developers</b>								
	<b>COMPREHENSIVE</b>			<b>INSTRUCTOR</b>	<b>STUDENT</b>	<b>SELF</b>		
	<b>COURSE</b>	<b>WORKSHOPS</b>	<b>CLINICS</b>	<b>MATERIALS</b>	<b>MATERIALS</b>	<b>STUDY</b>	<b>CONTACTS</b>	<b>COMMENTS</b>
JAGUAR	D,M	D	N/A	M	D,I,M	D,I	Limited materials available online at <a href="http://www.helminc.com">www.helminc.com</a> or call 1-800-782-4356; otherwise contact: Jaguar Cars Training Dept. 201-818-8040	
JEEP	D,S	D,S	D,S,M	I,P,S	I,P,S	I,P,S	<a href="http://www.techauthority.daimlerchrysler.com">www.techauthority.daimlerchrysler.com</a>	
KIA	D, M	Not at this time	Not at this time	M	D, I, M, P, S	D,I,M,P,S	David G. Wobst Manager, Kia University 949-468-4721 <a href="mailto:dwobst@kiausa.com">dwobst@kiausa.com</a>	
LAND ROVER	D,S,M	N/A	N/A	M	D,S,M,I	N/A	<a href="http://www.landrovertchinfo.com">www.landrovertchinfo.com</a>	Land Rover Training materials are copyright protected. Student materials are available at <a href="http://www.landrovertchinfo.com">www.landrovertchinfo.com</a> .

LEXUS	D, S(1), M(2)	N/A	N/A	M, P(3), S, I(3)	D, I, S, M, P	D, I, S, M, P (4)	Consumer contact: Toyota Materials Distribution Center 800.622.2033	(1) Special "Train the Trainer" sessions only, (2) Available to fleet customers on "available seat" basis, (3) Programs created 2000 CY and later: All emissions and non-emissions instructor guides produced since 2000 are available in CD format (including all OBD & current engine control programs). Limited quantities of paper based instructors guides are available. Programs created 1999 CY and earlier: Some course releases are available (in paper format) in limited quantities, once quantities are exhausted, availability ceases. (4) New Model Course package only (contains New Car Features [NCF] book, test, video tape). NCF is available to all parties on website. Test and videotape available in limited quantities to franchised dealers only. All content covered in video is included in New Car Feature book.
LINCOLN	See Ford						Materials are available online at <a href="http://www.motorcraft.com">www.motorcraft.com</a>	All Ford training materials are copyright protected
LOTUS								
MAZDA	D/M	D/M	D/M	M	D/M	D/M	Michael Giblin	
MAZDA TRUCK	D/M	D/M	D/M	M	D/M	D/M	Michael Giblin	
MERCEDES-BENZ	D, M,	N/A	D,M,S	M, S	D, S, M	D,S	MBUSA will provide information on our e-commerce site, scheduled for Q1 2003 release	
MERCURY	See Ford						Materials are available online at <a href="http://www.motorcraft.com">www.motorcraft.com</a>	All Ford training materials are copyright protected
MITSUBISHI	(1) D,S,M	(1) D,S,M	(1) D,S,M	(1) S,M	(1) D, I,S,M	(1) D,S,M	<a href="mailto:kkurata@mmsa.com">kkurata@mmsa.com</a>	(1) All Mitsubishi Motors materials are copyright protected.
NISSAN	D,M,S	N/A	N/A	D,M,S,I	D,M,S,I	D,M,S	Manager Technical Training: (robert.barto@nissan-usa.com)	Nissan training materials are available for purchase on the Service Information website <a href="http://www.nissantechinfo.com">www.nissantechinfo.com</a> This site has been available since 3/28/2003. Included are: PDFs of course student books and instructor guides; web-based training courses, training videos and CDs and 2002 model year to present student books and instructor guides.
NISSAN TRUCK	See Nissan							
OLDSMOBILE	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	Materials are available at the online store at <a href="http://acdelcotechconnect.com">acdelcotechconnect.com</a> or 1-800-825-5886 for additional information	(1) All General Motors and ACDELco materials are copyright protected.
PLYMOUTH	D,S	D,S	D,S,M	I,P,S	I,P,S	I,P,S	<a href="http://www.techauthority.com">www.techauthority.com</a>	
PONTIAC	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	Materials are available at the online store at <a href="http://acdelcotechconnect.com">acdelcotechconnect.com</a> or 1-800-825-5886 for additional information	(1) All General Motors and ACDELco materials are copyright protected.

<b>PORSCHE</b>	D,I,M	N/A	N/A	N/A	D, I,M	D,I,M	techinfo@porsche.com	
<b>ROLLS-ROYCE</b>								
<b>SAAB</b>	D,S	N/A	N/A	S	D,S	D,S	Randy Risley Nat'l Training Manager randy.risley@saabusa.com	
<b>SATURN</b>	D	N/A	N/A	S	D,I,S,M,P (1)	N/A	Materials available at www.GMTechinfo.com	
<b>LEGEND: D=available to dealer technicians, I=available to independent technicians, S=available to corporate sponsored programs (community colleges, etc) ,</b>								
<b>M=available to mfg channels (mfg. regional training centers, fleets), P=available to third party training developers</b>								
	<b>COMPREHENSIVE COURSE</b>	<b>WORKSHOPS</b>	<b>CLINICS</b>	<b>INSTRUCTOR MATERIALS</b>	<b>STUDENT MATERIALS</b>	<b>SELF STUDY</b>	<b>CONTACTS</b>	<b>COMMENTS</b>
<b>SUBARU</b>	D,M	N/A	D,M	M	D,I,S,M,P(1)	D,I,S,M,P(1)	George VanWagner - Nat'l Tech Training Mgr. GWWanWagner@subaru.com	Training materials are available on Subaru of America's service information website located at <a href="http://techinfo.subaru.com">http://techinfo.subaru.com</a> or by calling 1-866-428-2278 toll free. (1) All Subaru materials are copyright protected.
<b>SUZUKI</b>	D	N/A	N/A	N/A	D	N/A	John Bush, Tech Trng/Info Mgr	
<b>TOYOTA</b>	D, S(1), M(2)	N/A	N/A	M, P(3), S, I(3)	D, I, S, M, P	D, I, S, M, P (4)	<b>Consumer contact:</b> Toyota Materials Distribution Center 800.622.2033	(1) Special "Train the Trainer" sessions only, (2) Available to fleet customers on "available seat" basis, (3) Programs created 2000 CY and later: All emissions and non-emissions instructor guides produced since 2000 are available in CD format (including all OBD & current engine control programs). Limited quantities of paper based instructors guides are available. Programs created 1999 CY and earlier: Some course releases are available (in paper format) in limited quantities, once quantities are exhausted, availability ceases. (4) New Model Course package only (contains New Car Features [NCF] book, test, video tape). NCF is available to all parties on website. Test and videotape available in limited quantities to franchised dealers only. All content covered in video is included in New Car Feature book.

TOYOTA TRUCK	D, S(1), M(2)	N/A	N/A	M, P(3), S, I(3)	D, I, S, M, P	D, I, S, M, P (4)	Consumer contact: Toyota Materials Distribution Center 800.622.2033	(1) Special "Train the Trainer" sessions only, (2) Available to fleet customers on "available seat" basis, (3) Programs created 2000 CY and later: All emissions and non-emissions instructor guides produced since 2000 are available in CD format (including all OBD & current engine control programs). Limited quantities of paper based instructors guides are available. Programs created 1999 CY and earlier: Some course releases are available (in paper format) in limited quantities, once quantities are exhausted, availability ceases. (4) New Model Course package only (contains New Car Features [NCF] book, test, video tape). NCF is available to all parties on website. Test and videotape available in limited quantities to franchised dealers only. All content covered in video is included in New Car Feature book.
VOLKSWAGEN	D,S	N/A	D,S	S	D,I,S	D,I,S	dennis.tabaczka@vw.com	
VOLVO	D, S	n/a	n/a	M	D, I S, M, P	D,M	<a href="mailto:dennis.tabaczka@vw.com">Student materials can be purchased at: www.volvotechinfo.com.</a>	
<b>DEFINITIONS:</b>								
<b>Comprehensive course: Includes 8 hours or more of instructor led training or education and would include classroom and 50% or more of lab and on-vehicle learning opportunities.</b>								
<b>Workshops: Includes instructor led training experiences of up to 8 hours of classroom type information only.</b>								
<b>Clinics: Includes training experiences of up to 4 hours which could include classroom and lab, or classroom and on-vehicle learning opportunities. Content is likely to be tightly focused on model, component, system, procedure, or tool use.</b>								
<b>Instructor materials: Includes instructor guides, curricula, tool lists, video, multi-media and other materials intended to provide assistance to educators and trainers to conduct or create education of training products.</b>								
<b>Student materials: Includes technical references, books, guides, aides and manuals.</b>								
<b>Self study: Includes educational tools and programs intended for self-paced study.</b>								