NASTF VST AGENDA

VEHICLE SECURITY TEAM

Co-Chairs: Bob Stewart, General Motors. Claude Hensley, Lock Man Locksmith (FL)

Wed. May 9th, 2018 11 AM to Noon Eastern

Call To Order: Bob Stewart called the meeting to order at 11:02 ET – 17 in attendance

NICB Report: Jennifer Palacsz reported on Q1 statistics from NICB – See attached report

Past Action Items: Claude Hensley reported on past action items.

Claude remains focused on updating the tutorials.

Registry Membership and Usage Statistics: SDRM Administrator, David Lowell reported on statistical changes since our last meeting. See attached report

SDRM Audits: David Lowell will report statistics and information about ongoing audits. 326 audits 8 suspensions 3 pending investigation right now

Canadian SDRM: John Norris updated the group on Canadian Participation in SDRM.

Canadian and US ratio of locksmith to repairers is nearly identical. Service repair will overtake the locksmiths due to the popularity of the MB TRP program. CA VSPs are listed on findavsp.ca MB dealers verify them this way to make TRP purchases. Subaru, Toyota and Honda are not participating in CA. NASTF Director had a meeting with US and CA Toyota and Honda reps to discuss the possibility of them participating in CA early in April. Honda has shown interest and Norris reported that Honda is coming back to the VSP program. Norris reported that there are some sites that do not give refunds if there is no security information for a particular VIN. Norris also reported that during their audit process they call the vehicle owner to confirm the transaction and individual performing it.

SDRM 2.0: Donny Seyfer updated the group on progress towards the next generation of SDRM. Currently targeted to release 9/15/18

New Business / Open Discussion: Bob Stewart will call for new business, or discussion on the floor.

Jim Garrito voiced concern that the software developers working on Over the Air Programming are functionally unaware that independent service will be called to assist and need the proper security access to perform these programs. Seyfer reported that in 5 years of attending and speaking at these conferences the awareness of independent repairers has grown significantly. There are panels and presentations about independent service at many of the sessions. Seyfer would like a team of folks to have these discussions as related to NASTF. Garrito asked about how he could get involved. Seyfer suggested a good place to start was to participate in SAE J3138 calls. It was mentioned that Team VS is holding a working group discussion to facilitate remote programming assistance as it may relate to VSP and looking for a palatable and technical feasible method to secure the transaction for all parties. If a method can be determined the working group will present to the whole VST for input and feedback.
Action Items: Bob Stewart will assign any necessary action items to VSC members. Seyfer will connect Jim Garrito and Craig Johnson. Seyfer will also reach out to Norris for a list of OEs who do not offer no fee security info checks or refunds when the vehicle is not included for a way to identify in advance.

Adjourn: Bob Stewart adjourn 11:50

NICB report (partial redaction due to public posting)

- 1,107,121 Key code transactions occurred during this time period.
- 181,590 NCIC vehicle theft records occurred during this time period.
- 312 unique vehicles have an NCIC vehicle theft record occurring from 0 to 7 days after a key code transaction during this time period.
  - Vehicle model years range from 1990 to 2018.
  - 63 of these vehicles are of newer model years (2014-2018).
  - It is noted that the number of actual thefts that occurred directly after a VSP transaction is very low and all VSPs in this group are audited. Most of these transactions are repossessions at auctions.
NASTF VSP Registry Administration
Daily Administrative Functions January 1, 2018 thru March 31, 2018:

From **January 1, 2018** through **March 31, 2018** there were **257** new VSP Registry enrollees who submitted applications, enrolled in the offline database, completed background screening; payments processed, enrolled in the online VSP Registry and sent welcome documentation packets. This compares to **342** during the same period in **2017**.

- **122** were locksmiths
- **135** were auto/collision repair shops (most of them are MB ISPs)

We have also processed renewal applications for over **320** VSP Registry renewals with the same process that is used for the initial applications.

- **172** were locksmiths
- **148** were auto/collision repair shops (most of them are MB ISPs)

So far in **2018** there have been **1188** (average 18 per day) requests for information regarding enrolling in the VSP Registry for which info and application documents were sent out by email.

- **950** of the requests were by email or web form
- **238** of the requests were by phone
NASTF VSP Registry Administration
Daily Administrative Functions January 1, 2018 thru March 31, 2018:
### SDRM VSP Registry Report

As of 3.31.2018

**PLSID=Primary LSIDs, SLSIDs=Subordinate LSIDs**

(Note: PLSIDs and SLSIDs are two-year memberships; renewals are also for 2 years)

<table>
<thead>
<tr>
<th>New PLSID/SLSIDS</th>
<th>Jan18</th>
<th>Feb18</th>
<th>Mar18</th>
<th>2018 YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Locksmith PLSIDs</td>
<td>31</td>
<td>37</td>
<td>30</td>
<td>98</td>
</tr>
<tr>
<td>Locksmith SLSIDs</td>
<td>15</td>
<td>7</td>
<td>1</td>
<td>23</td>
</tr>
<tr>
<td>Auto Repair PLSIDs</td>
<td>37</td>
<td>51</td>
<td>35</td>
<td>123</td>
</tr>
<tr>
<td>Auto Repair SLSIDs</td>
<td>1</td>
<td>7</td>
<td>4</td>
<td>12</td>
</tr>
<tr>
<td>OEM support</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td><strong>TOTAL New</strong></td>
<td>85</td>
<td>102</td>
<td>70</td>
<td>257</td>
</tr>
</tbody>
</table>

**Renewals:**

| Locksmith PLSIDs       | 38    | 29    | 95    | 162      |
| Locksmith SLSIDs       | 1     | 9     | 0     | 10       |
| Auto Repair PLSIDs     | 37    | 34    | 68    | 139      |
| Auto Repair SLSIDs     | 0     | 9     | 0     | 9        |
| **Total Renewals**     | 76    | 81    | 163   | 320      |
As of March 31, 2018, there are a total of 5,812 active LSID account holders as follows:

- 4,803 Primary account holders
- 953 Subordinate account holders
- 56 Manufacturer & technical support account holders

Of the total Primary and sub account holders:

- 2611 are Independent Automotive Service Providers
- 3145 are Locksmith Companies
Daily Technical Functions:
The technical functions are specialized and require a high level of knowledge and experience in automotive security systems, computer and website functions. So far in 2018 there have been 660 (average 10 per day) requests for technical support assistance for various issues.

495 were by email (43 were in the evening or on weekends)  
165 were by phone (15 were in the evening or on weekends)

These requests included but were not limited to the following:

- NASTF.org login issues, OEM login issues
- OEM website navigation issues
- OEM Credit Card processing issues
- OEM outage or error messages
- Using the wrong browser (some sites require the use of IE)
- Incorrect security or privacy settings on their computer
- Lost or forgotten password, Password change requests
- Account locked out for exceeding the number of incorrect login or password entries
- Specific key or immobilizer programming, diagnostic and programming tool issues.
Additional VSP Registry Functions

One of my responsibilities as NASTF Director of Operations is to actively monitor Registry transactions to ensure that there are no violations in the Registry Terms and Conditions of Use.

We audit Registry transactions for a variety of reasons including,

- high volume of transactions
- reports of suspected code reselling or sharing
- reports from NICB linking auto theft with an LSID transaction

With the increased volume of LSID accounts and transactions comes an increase of violations. We actively investigate violations which result in immediate suspension of the account. The new auditing requirements have greatly increased the amount of staff time required to conduct audits. The average amount of staff time to conduct a single audit is 3 hours.

So far 2018 we have conducted 325 audits. These audits resulted in the suspension of 8 LSID accounts for various violations of the Terms and Conditions.

I have been working with the NASTF SDRM RFP committee to assist the company that was selected to provide upgrades to the SDRM. The company has been developing several procedures that may reduce some of the manual processes required by the existing system such as credit card processing and background screening.
<table>
<thead>
<tr>
<th>State</th>
<th>PLSID</th>
<th>SLSID</th>
<th>State</th>
<th>PLSID</th>
<th>SLSID</th>
<th>State</th>
<th>PLSID</th>
<th>SLSID</th>
<th>State</th>
<th>PLSID</th>
<th>SLSID</th>
<th>State</th>
<th>PLSID</th>
<th>SLSID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alabama</td>
<td>73</td>
<td>13</td>
<td>Illinois</td>
<td>129</td>
<td>20</td>
<td>Montana</td>
<td>15</td>
<td>2</td>
<td>Puerto Rico</td>
<td>13</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alaska</td>
<td>18</td>
<td>4</td>
<td>Indiana</td>
<td>80</td>
<td>15</td>
<td>Nebraska</td>
<td>27</td>
<td>1</td>
<td>Rhode Island</td>
<td>12</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Arizona</td>
<td>113</td>
<td>15</td>
<td>Iowa</td>
<td>41</td>
<td>2</td>
<td>Nevada</td>
<td>56</td>
<td>10</td>
<td>South Carolina</td>
<td>90</td>
<td>12</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Arkansas</td>
<td>31</td>
<td>7</td>
<td>Kansas</td>
<td>48</td>
<td>2</td>
<td>New Hampshire</td>
<td>16</td>
<td>1</td>
<td>South Dakota</td>
<td>12</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>California</td>
<td>738</td>
<td>52</td>
<td>Kentucky</td>
<td>49</td>
<td>23</td>
<td>New Jersey</td>
<td>145</td>
<td>13</td>
<td>Tennessee</td>
<td>104</td>
<td>21</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Colorado</td>
<td>106</td>
<td>16</td>
<td>Louisiana</td>
<td>57</td>
<td>18</td>
<td>New Mexico</td>
<td>31</td>
<td>3</td>
<td>Texas</td>
<td>460</td>
<td>91</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Connecticut</td>
<td>46</td>
<td>5</td>
<td>Maine</td>
<td>18</td>
<td>2</td>
<td>New York</td>
<td>198</td>
<td>27</td>
<td>Utah</td>
<td>38</td>
<td>3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delaware</td>
<td>11</td>
<td>3</td>
<td>Marshall Islands</td>
<td>0</td>
<td>0</td>
<td>North Carolina</td>
<td>159</td>
<td>18</td>
<td>Vermont</td>
<td>9</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>District of Columbia</td>
<td>3</td>
<td>0</td>
<td>Maryland</td>
<td>79</td>
<td>9</td>
<td>North Dakota</td>
<td>9</td>
<td>1</td>
<td>Virginia</td>
<td>120</td>
<td>15</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Florida</td>
<td>435</td>
<td>117</td>
<td>Massachusetts</td>
<td>109</td>
<td>10</td>
<td>Ohio</td>
<td>110</td>
<td>19</td>
<td>Washington</td>
<td>100</td>
<td>9</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Georgia</td>
<td>243</td>
<td>28</td>
<td>Michigan</td>
<td>105</td>
<td>13</td>
<td>Oklahoma</td>
<td>57</td>
<td>6</td>
<td>West Virginia</td>
<td>10</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Guam</td>
<td>1</td>
<td>0</td>
<td>Minnesota</td>
<td>67</td>
<td>29</td>
<td>Oregon</td>
<td>52</td>
<td>7</td>
<td>Wisconsin</td>
<td>49</td>
<td>5</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hawaii</td>
<td>23</td>
<td>0</td>
<td>Mississippi</td>
<td>50</td>
<td>4</td>
<td>Palau</td>
<td>0</td>
<td>0</td>
<td>Wyoming</td>
<td>12</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Idaho</td>
<td>26</td>
<td>5</td>
<td>Missouri</td>
<td>81</td>
<td>316</td>
<td>Pennsylvania</td>
<td>145</td>
<td>30</td>
<td>Virgin Islands</td>
<td>3</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Canada</td>
<td>1</td>
<td>203</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: The table contains data on State PLSID and SLSID for various states and territories in the United States.