

# NASTF Vehicle Security Committee (VSC) Meeting Summary

Marriott Renaissance Center, Mackinac Ballroom - Detroit, MI

– Tuesday April 21, 2009 –

The meeting was called to order at 9AM by Mark Saxonberg and Claude Hensley, VSC Co-Chairmen. Roll call was taken; 20 VSC members were present (12 members present in the meeting room with 8 more on conference call). Attendance log is attached.

## Meeting Summary

### 1. Report of accomplishments since November 2008 meeting

Initial draft of SSIPP: Since November 2008, the VSC created initial draft of the Security Service Information Policy & Procedure (SSIPP) document. This document is currently under review by the Service Information Committee to harmonize with the already-established SIPP process. More detail on this topic covered in agenda topic 4.

Revisions to Positive ID & Service Authorization Forms and T & C Documents: These documents have been undergoing revisions to harmonize with recent clarifications for mobile auto repair businesses and Security Review Committee structural changes. At the present time, additional modifications are being made to the T & C document to reflect adjustments to policy regarding addition of subordinate LSID holders.

**Action:** it is the committee's goal to finalize all revisions to these documents and have them posted to the NASTF Registry website before the next VSC meeting in November.

Dealer/auction owned vehicles: Since the November 2008 meeting, several questions were raised about Positive ID procedures for Dealer and Auction owned vehicles. The VSC Policy Work Group developed a FAQ to address this question moving forward. The FAQ clarifies appropriate proof of ownership and authorization to access security-related information procedures for Vehicle Security Professionals (VSP) who service Dealer/Auction-owned vehicles. This FAQ is now posted on the Registry website.

Addition of SDRM Tutorial to NASTF Website: the tutorial previewed at the November 2008 meeting has now been posted; it has been well received by users.

Addition of business model information to the *Service Information Charges* page: there was a request during our November 2008 meeting to research the cost to access security-related information and business models that automakers are using to gain access. This information was incorporated into the existing *Service Information Charges* page accessible from the NASTF website homepage. This action item is now closed.

### 2. Report on Registry Membership and Usage Statistics

Mark Saxonberg reviewed the most recent usage statistics for the Registry and SDRM. Statistics were provided by ALOA, the Registry Administrator. Statistics show that daily transactions increased 62% since October '08 to an average of 168 transactions daily. There are currently 287 Primary LSID account holders who support 124 registered subordinates. ALOA recently completed migration to a new SDRM server to support the growing demand for transactions by registered locksmiths (see Attachment A for details).

Regarding the registration application process to date, only one applicant has been rejected for inclusion in the Registry. The reason for rejection was a felony that turned up during the background check. Claude Hensley stressed that an appeal process is available for disputes that arise out of Registry application rejection. Details are provided in the Terms & Conditions document. No appeals have been filed to date.

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Ivan Blackman of NICB reported that automakers are now posting more than 100,000 security-related information requests every month. This statistic includes several automakers who are now posting dealer transactions as well as aftermarket. To date, NICB surveillance has uncovered theft activities operating out of dealerships but there have not been any instances of illegal activity related to transactions associated with registered LSID holders.

Ivan reported that of the 34,000 cumulative successful LSID holder transactions to date; only two have been even somewhat suspicious. In both of these cases, upon further investigation, it was deemed the use of the SDRM was unrelated to a subsequent theft. So far there have been zero instances, involving use of the SDRM for a criminal purpose. *The system is working as intended.*

### 3. Automaker Participation

Automakers continued to expand the breadth and depth of coverage since our last meeting in November 2008. For the period ended March 31, 2009, Claude Hensley reported the following:

- Hyundai expanded coverage to 50 states with data back to 1996.
- Mitsubishi now offers 50 states coverage with data back to 1995.
- Volkswagen reports they are in process of SDRM implementation; timetable was not available at the time of this report.
- Mercedes Benz USA is currently working on expansion of their key ordering process from CA to national coverage. MBUSA also suggested that they are studying use of SDRM to support purchase of Theft Relevant Parts (TRP) that are currently subject to certain purchase restrictions. Based on MB internal discussions, it is expected they will have their processes completed by the end of 2009.

To date all volume automakers, excepting BMW who does not allow its dealers to make keys, are participating in use of the SDRM for dissemination of security-related information (and potentially Theft Relevant Parts).

### 4. Service Review Committee (SRC) and Security Service Information Policy & Procedure (SSIPP)

Claude covered additional detail about the **proposed SSIPP document** was tendered to the Service Information Committee for harmonization. The next draft of this document will reviewed by VSC Policy Work Group and sent to the NASTF board for acceptance/approval. SSIPP outlines the policies and procedures for:

- Managing security-related Service Information Request disputes
- Managing Registry-related disputes arising from rejections/expulsions of applicants
- Structure of the Security Review Committee (SRC) and dispute resolution protocol

### 5. Code Broker Discussion

Mark Saxonberg briefed the group about ongoing efforts at Toyota and other automakers to use SDRM to identify inappropriate information sources to code brokers. In open discussion of this issue, members of the group speculated that there may be

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employees at some franchised dealers who provide security-related information to code brokers. Mark explained that full implementation of transaction logging across a large corporate enterprise is not a simple matter and that it may take some time for all automakers to begin logging their dealer transactions with NICB. One member of the discussion indicated that GM has recently become quite effective at plugging information leaks from within franchised dealers by logging dealer transactions through SDRM.

Ivan Blackman of NICB addressed the group by confirming that some automakers have in fact established posting for all security-related transactions emanating from within in their dealership networks and that this has been responsible for breakup of at least one major auto theft ring on the East Coast. As more automakers come to utilize SDRM in partnership with NICB it will make it easier to eliminate code brokers who gain their information from inappropriate sources.

### 6. Open Discussion on User Experience

This discussion was an opportunity to gain valuable feedback from users of the various automaker security-related information access systems/tools. Pop-A-Lock founder Rob Reynolds reported the feedback from within his network is very positive.

Dave Lanspeary, VSC Co-Chairman emeritus asked if anyone had feedback on the average time it takes to retrieve data. Both Rob Reynolds and Claude Hensley confirmed that once you have created an account (required on many of the sites), the average time to request, pay and receive the requested data is typically three minutes or less.

Jim Garrido of Mobile Diagnostics Group suggested that LSID and passwords are being faxed in to Nissan to confirm LSID membership, an apparent Nissan requirement to order "Type 8" data/tools. Jim Von Ehr of Nissan stated that Nissan only requests LSID number as confirmation that the requestor is a member of the Registry. Some individuals inappropriately fax their original NASTF Registry confirmation which includes an initial password. Prudent password management was stressed.

Jim Von Ehr agreed that a better solution needs to be found for validating whether an individual is an active member of the Registry without having to add additional web services to "ping" the Registry. Rob Reynolds of Pop-A-Lock also expressed interest in being able to confirm whether someone is a member of the SDRM as part of his business model. It became clear from these discussions that an official listing of registry members that *does not* contain LSID's and passwords could be very useful.

**Action:** Claude took this as an **action item for the Policy Work Group**, for discussion and recommendations.

### Promotional Efforts:

- ALOA continues to promote the SDRM in its membership magazine "Keynotes".
- Claude did an article promoting SDRM membership to AAA's locksmith network in the Southeast USA
- Mark announced that Toyota/Lexus/Scion Owner's Manuals now direct customers to contact their local dealer *or* seek a member of the SDRM Registry through the ALOA website; in the event they lose their keys.

### MBUSA Exploring Expanded SDRM Participation:

## **NASTF Vehicle Security Committee (VSC) Meeting Summary**

Marriott Renaissance Center, Mackinac Ballroom - Detroit, MI

– Tuesday April 21, 2009 –

Mr. Dan Selke of MBUSA briefed the group that internal discussions are ongoing about 50 state implementation of SDRM. He stated his company may tie the ability to order certain TRP's (theft related parts) to being a member of the NASTF SDRM registry. Details are still being worked out. He hopes to have complete implementation of SDRM by late summer, but if not then by the end of 2009.

### **Action Items:**

1. Policy Work Group to come up with a proposal/plan for referencing who is/is not an LSID holder without having to expose the LSID and/or password. (Claude Hensley)
2. Work out a plan between ALOA and NASTF to have all SDRM policy and application documents in one place; and *linked* from any other place. (Mark, Claude, David Lowell, and Mary Hutchinson)
3. Brainstorm SDRM promotional ideas with PWG. (Claude)
4. Review of SSIPP document to better harmonize with the Service Information Request dispute resolution process. (Mark and Charlie Gorman)
5. Link Mercedes TRP policy to the Mercedes section of the Automaker Participation Matrix on the NASTF site. (Mary)
6. Get final FAQ wording regarding Auctions/Dealers to Mary for posting. (done)

### **Next NASTF Vehicle Security Committee meeting:**

The next meeting is scheduled for:

Date: Tuesday November 3<sup>rd</sup>, 2009

Time: 9:30 AM to 11:30 AM

Location: Mandalay Bay Convention Center, South Pacific Room B, Las Vegas, NV (the NASTF General Meeting will follow in the afternoon.

Respectfully Submitted,

Mark Saxonberg, Toyota Motor Sales USA, Inc.  
NASTF VSC Co Chairman

Claude Hensley, Lock-Man Locksmiths  
NASTF VSC Co Chairman

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### Appendix A: April 21<sup>st</sup>, 2009 VSC Attendance:

#### Physically Attending:

Name:	Company	E-Mail	Phone
Mark Saxonberg	Toyota	<a href="mailto:marksaxonberg@toyota.com">marksaxonberg@toyota.com</a>	310-468-3377
Claude Hensley	Lock-Man Locksmith	<a href="mailto:llocksm1@tampabay.rr.com">llocksm1@tampabay.rr.com</a>	727-544-1824
Ivan Blackman	NICB	<a href="mailto:iblackman@nicb.org">iblackman@nicb.org</a>	847-544-7042
Eileen McDermott	NICB	<a href="mailto:emcdermott@nicb.org">emcdermott@nicb.org</a>	847-544-7063
Jordan Miller	Chrysler - Mopar	<a href="mailto:jrm25@chrysler.com">jrm25@chrysler.com</a>	586-497-0958
Danny Sublett	Chrysler - Service	<a href="mailto:djs30@chrysler.com">djs30@chrysler.com</a>	248-944-3271
Larry Benitz	Chrysler - Security	<a href="mailto:lwb4@chrysler.com">lwb4@chrysler.com</a>	248-512-5074
Frank Krich	Chrysler	<a href="mailto:fak6@chrysler.com">fak6@chrysler.com</a>	248-576-5497
Bill Haas	ASA	<a href="mailto:billh@asashop.org">billh@asashop.org</a>	817-358-5220
Kevin Brady	Ford	<a href="mailto:kbrady@ford.com">kbrady@ford.com</a>	313-248-7630
John Paull	JP's Lock + Key	<a href="mailto:jpaullkeyman@aol.com">jpaullkeyman@aol.com</a>	586-776-6291
Dan Selke	Mercedes-Benz USA, LLC	<a href="mailto:selked@mbusa.com">selked@mbusa.com</a>	201-573-2616

#### Phone Attendance:

Name:	Company
Robert Reynolds	Pop-a-lock
Brian DeAsentis	Subaru
Justin McNall	AAA
James Garrido	Mobile Diagnostics Group
John Brueggeman	California Locksmiths Assoc.
Dave Lanspeary	Independent Repair Facility
Jim Von Ehr	Nissan
Eddie Ehlert	Independent Repair Facility

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### **Appendix B: Registry Administrator Report to the VSC**

#### **NASTF LSID Application Status - January 2008 – March 31, 2009**

- There were 291 LSID Applications received/processed from January 2008 – March 31, 2009
- There were a total of 287 accepted
- There were 4 rejected or not completed for the following reasons
  - > Three asked for a refund
  - > One had a felony turn up on their background check
- There are currently 299 LSID account holders
- There are 12 Manufacturer account holders
- There are 287 Primary account holders
- There are 124 Subordinates under these account holders
- There are 235 Locksmiths
- Of these 129 are ALOA members
- There are 52 Automotive Aftermarket Service Providers

#### **NASTF SDRM Query Data**

- The spreadsheet in Appendix C shows a breakdown of the number of successful queries, unsuccessful queries and total queries tallied on a monthly basis.
- The most common reason for an unsuccessful query is the user forgot his login or his password.
- The next most common reason for an unsuccessful query is that many of the manufacturers suspend the login at their site due to inactivity. GM for instance requires at least one transaction every 30 days or the login is suspended.
- There was one issue regarding an overload of the server which locked some individuals out for a short period of time.
- We have migrated the database to a new server with twice the capacity as the original and do not anticipate any future problems relating to overload.

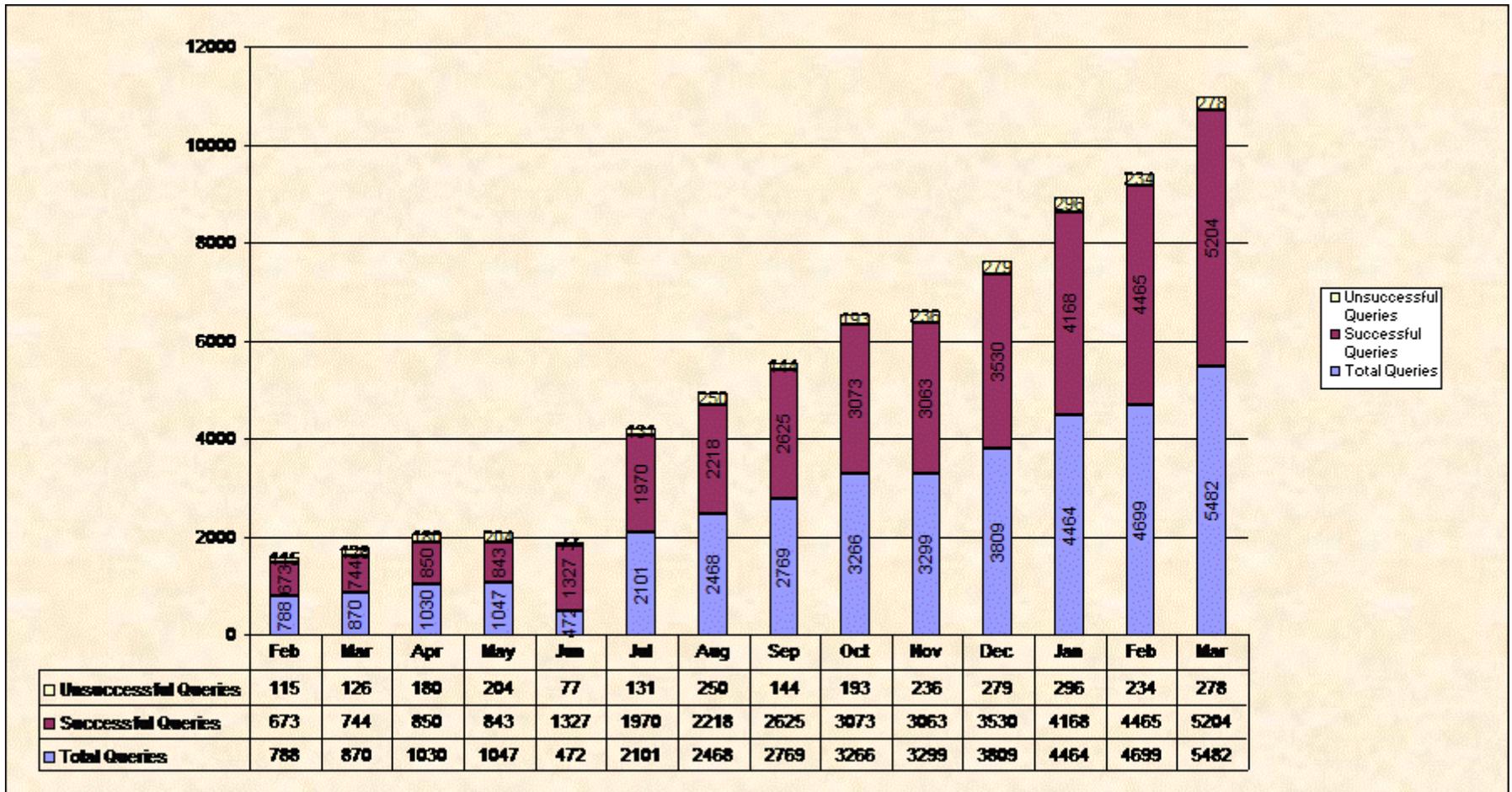
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– Tuesday April 21, 2009 –

## Appendix C: SDRM Query Activity from Production Release (January 2008) thru March 2009

Year	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2008	2009	2009	2009	2008-09
Month	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total to date
<b>Total Queries</b>	788	870	1030	1047	472	2101	2468	2769	3266	3299	3809	4464	4699	5482	<b>37496</b>
<b>Successful Queries</b>	673	744	850	843	1327	1970	2218	2625	3073	3063	3530	4168	4465	5204	<b>34753</b>
<b>Unsuccessful Queries</b>	115	126	180	204	77	131	250	144	193	236	279	296	234	278	<b>2743</b>
<b>Success %</b>	85.41%	85.52%	82.52%	80.52%	281.14%	93.76%	89.87%	94.80%	94.09%	92.85%	92.68%	93.37%	95.02%	94.93%	<b>92.68%</b>
<b>Failure %</b>	14.59%	14.48%	17.48%	19.48%	16.31%	6.24%	10.13%	5.20%	5.91%	7.15%	7.32%	6.63%	4.98%	5.07%	<b>7.32%</b>



## Appendix D: Vehicle Security Committee Report to the Board

Report to NASTF Board of Directors – April 21, 2009

### NASTF Vehicle Security Committee

The NASTF SDRM continues to grow and thrive. During the period ended March 31, 2009, automakers continued to expand the breadth and depth of coverage and vehicle security professionals continue to expand their use of SDRM resources. Following are some of the accomplishments achieved by the Vehicle Security Committee and its constituency during the last six month period.

ALOA recently completed migration to a new SDRM server to support the growing demand for transactions by registered locksmiths. Daily transactions increased 62% since October '08 to an average of 168 transactions daily. There are currently 287 Primary LSID account holders who support 124 registered subordinates.

The SRC (Security Review Committee) membership nominations have been finalized and are hereby submitted to the NASTF Board of Directors for approval. The required make-up one NASTF Board member, three independent Vehicle Security Professionals (VSP) and three automakers and has been achieved. The nominees are:

- Chuck Roberts – SRC Chairman (NASTF Board Member)
- Nick Del Rocco – Somerset Mobile Diagnostics, LLC; Mobile Auto Tech
- Jeff Meeks – A&J Lock and Key; Automotive Locksmith
- Jim Parrie – Old Capitol Locksmith Service; Automotive Locksmith
- Barry Morse - Volvo Cars of North America, LLC
- Kevin Brady – Ford Motor Company
- Brian DeAscentiis – Subaru of America, Inc.

As per the NASTF SDRM Terms & Conditions, once approved, these SRC nominees shall serve a two year term on the Security Review Committee.

The *Security Service Information Policy & Procedures* document (SSIPP) was drafted and sent to NASTF Chairman for review. This document addresses security-related service information request dispute resolution process including cases of rejection, suspension or expulsion from the NASTF Registry.

SDRM Promotion: NASTF and ALOA have been promoting the NASTF SDRM and Registry on a continuing basis since its inception. During this most recent period (11/08 – 4/09), NASTF added an SDRM tutorial to their website and expanded the OEM security information matrix to reflect the subscription models and security-related information access pricing. ALOA has promoted SDRM in its member magazine, *Keynotes* and Claude Hensley authored an SDRM information article that was published in AAA's Southeast USA locksmith publication.

Expanded Automaker Security-Related Information Access:

- Hyundai expanded coverage to 50 states with data back to 1996.
- Mitsubishi now offers 50 states coverage with data back to 1995.
- Volkswagen reports they are in process of SDRM implementation; timetable was not available at the time of this report.
- Mercedes Benz USA is currently working on expansion of their key ordering process from CA to national coverage. MBUSA has suggested that they are studying use of SDRM to support purchase of Theft Relevant Parts (TRP) that are currently subject to certain purchase restrictions. Based on MB internal discussions, it is expected they will have their processes completed by the end of 2009.

Finally, we offer a special thanks to Mary Hutchinson, NASTF's Director for her efforts to get the SDRM tutorial developed and published and for enhancing the security information matrix with pricing and business model information.

Respectfully submitted,

Mark Saxonberg, Toyota Motor Sales USA, Inc.

Claude Hensley, Lock-Man Locksmiths

NASTF Vehicle Security Committee Co-Chairmen