

NASTF Service Information Committee Meeting
By Go2Mtg, Wednesday, August 23, 2017

Meeting Summary

ATTENDING:

Dave Zwalina Co-Chair (Automotive One of FL)
Scott Brown (iATN)
Glen Eaton (Drew Technologies)
Edwin Hazzard (Southeast Mobile Tech)
Kirk Holland (Aggieland Automotive)
Kurt Immekus (VW)
John Jenkins (CAS)
Craig Johnson (Craig Johnson Automotive)
Rick Layton (Diagnostics on Wheels)
Jack Molodanof (ASCCA/CAA)
Greg Montero (Identifix)

Gene Morrill (Certified Auto Spec)
Chuck Olsen (AirPro Diagnostics)
Dan Selke (MBUSA)
Donny Seyfer (Seyfer Automotive)
Paul Suitor (Mobile Diagnostics)
Skip Potter, Exec Dir (NASTF)

ABSENT
Steve Douglas, Co-chair (Alliance of Auto Mfgs)

Zwalina convened the meeting at 11:00am (ET) and roll call was conducted.

Potter reported no operational issues with the SIR, encouraging SIC members to occasionally review the [SIR Archive](#). Dan Selke confirmed that the Xentry 3 OEM tool is now available for sale to independent technicians.

ACTION ITEM: NASTF will add a note to the NASTF Scan Tool Resource page and will ask ASA to update their component.

Potter reported on the June 20 meeting of the Team_SI nastf.org web content workgroup (Holland, Layton, Demers, Immekus and Potter) and discussed their recommendations:

- NASTF matrix should be replaced by OEM pages as in the sample OEM page at www.nastf.org/Honda.
- NASTF content should not duplicate OEM site content but should make a tech's experience using an OEM website more efficient and effective.
- Other OEM info sites like www.iatn.net, www.oemonestop.com, <https://rts.i-car.com/oem-information.html> and <http://oerepairinfo.com/> may be used by nastf.org with links to support nastf.org information but nastf.org must provide a primary index to all OEMs with comprehensive coverage of likely technician questions as they begin an OEM site search.
- Nastf.org content must be updated as an urgent and timely priority.
- NASTF videos (like on VW reprogramming page) makes nastf.org more valuable to techs and their employers. (Posting process recordings like "screen recordings" from experienced users a possibility)
- A NASTF information search should begin with an OEM page with links directly to the OEM site whenever possible.
- Separate nastf.org navigation tabs (OEM Service Websites, OEM Reprogramming Info, OEM Subscription Prices, OEM Scan Tool Center) may not be necessary with the strategy to index info using OEM master pages. (Though interim nastf.org information like, for example, a Honda reprogramming page may still be useful when linked directly from the Honda OEM page.)
- NASTF OEM pages should have a consistent look, feel and list of answer categories for all OEMs.

ACTION ITEM: During the May 17, 2017 meeting of Team_SI, refreshing the nastf.org website was discussed. Douglas noted that the current site was not intuitive and should be redesigned. This was discussed further and Seyfer was instructed to work with the Communications/Marketing Team and collect two volunteers from each of the five project teams to form a Website Refresh Workgroup, which would report recommendations to the NASTF Board. The recommendations from Team_SI should include the recommendations listed above from the SI web content workgroup.

Scott Brown discussed the benefits of the SLACK collaboration application and several Team members endorsed its use.

ACTION ITEM: Potter will work with Brown to establish a strategy to get Team Members enrolled in the NASTF Slack group and in their project teams, as well.

Zwalina described a common confusion among technicians regarding the process to resolve programming failures with OEMs. Specifically, Zwalina cited JLR's limited help policy for independents and FCA's many recent tool versions. Immekus revealed VWGOA's policy called the 12-point checklist to ensure consistent knowledge internally at VW/Audi regarding service information resources available to independent service providers.

ACTION ITEM: Seyfer, Layton and Zwalina agreed to kick off a discussion on these topics in the private Team_SI Slack channel. (Potter will post Layton's JLR email thread as background for the JLR discussion).

Seyfer suggested that FCA may be recruited to present as part of the NASTF Fall 2017 General Meeting.

The meeting was adjourned at 11:40am (ET).

NASTF [Fall 2017 General Meeting](#), 1pm PT, Wednesday, November 1, 2017, Las Vegas
The next SIC meeting is set for **11am (ET)/8am (PT), Wednesday, November 15, 2017**