

**Service Information Committee
Policies and Procedures
Final: 17-May 2007**

The Service Information Committee was developed to allow an open dialogue between automobile Manufacturers (or OEMs) and aftermarket repair technicians and to identify and address any gaps in service information, diagnostic tools, or repair equipment available to independent repair technicians (e.g., the information is available but not to independent repair technicians). Membership is open to anyone.

To accomplish the first goal, the Service Information Committee will meet via conference call or in meetings at least four times each year (once each quarter). Meetings and conference calls typically include OEMs representing the vast majority of the vehicle market.

To accomplish the second goal, repair technicians that believe service information, diagnostic tools, or repair equipment is available to franchised dealers but not to independent repair shops are encouraged to submit a Service Information Request (SIR). The following procedures were developed and adopted by the Service Information Committee to address SIRs. They assume the technician has subscribed to the OEM website and has been unable to locate the information on that site. For equipment, it assumes that the technician has attempted to obtain the equipment using the procedures established by the OEM:

Service Information Request (SIR)

1. The following items are not within the scope of SIR or NASTF
 - a. Price of information or access.
 - b. Parts availability (provided that parts should be available to independents if they are available to dealers).
 - c. The minimum system requirements to access to information. Manufacturers are required by ARB and EPA to list the hardware and software needed to access Service Information.
 - d. The availability of technician hotline information.
 - e. NASTF is not an equipment and tool vendor.
 - f. Vehicle manufacturer diagnostic and repair procedures are determined solely by each individual OEM. It is not within the scope of NASTF's mission to question or try to influence OEM diagnostic procedures or methodology. OEM's are only required to supply to the aftermarket the same methodology they use for their own authorized repair network.

2. Repair technician believes that information or tools are unavailable.
3. Repair technician submits question using the “Contact Us”, “Support”, or similar link on the OEM website.
4. If a response is not received within one business day, the technician submits an SIR to NASTF on www.nastf.org. The following information will be needed to complete the SIR.
 - a. Name, phone number and/or email address.
 - b. Make, model, model year and VIN of the subject vehicle.
 - c. A description of the repair (complaint, cause, correction) that was unable to be completed
 - d. A description of the information that was unavailable (e.g., specific shop manual or a specific wiring diagram).
 - e. A description of the effort undertaken to obtain the service information needed to complete the repair including the username for the OEM website.
5. NASTF staff forwards the SIR to the appropriate manufacturer contact person.
6. If the information is available on the OEM website, the manufacturer will inform the repair technician where the information is located as soon as possible but within 2 business days. The OEM is encouraged to contact the repair technician directly if additional information is necessary.
7. If information is available to franchised dealerships, but has not made the information available to the aftermarket, the OEM will:
 - a. Make that information available to the service provider as soon as possible, but no later than 2 business days after receiving an SIR
 - b. Make that information available on its service information website within 7 business days after receiving an SIR.
8. If a Manufacturer does not make the information available to its franchised dealers, the Manufacturer should acknowledge the SIR and identify that the information is not available to dealers with appropriate explanation (e.g., the information does not exist, the information is proprietary such as information licensed from a third party, etc.). This response should be made available as soon as possible but no later than 2 business days after receiving an SIR.
9. **SIR Sub-Committee**: The NASTF Board of Directors will appoint, based on a slate of candidates put forward by the Service Information Committee, a seven-member subcommittee to, at the request of either the OEM or the technician, review either the

SIR (if requested by the OEM) or review the OEM response (if requested by the technician). The SIR Sub-committee will function as follows:

- a. **Membership**: The seven-member subcommittee made up of the following:
 - 1) 3 repair technicians and/or shop owners
 - 2) 3 representatives from the OEMs
 - 3) 1 representative representing neither of the above groups but with experience in service information.

 - b. **Actions**:
 - 1) The subcommittee will be copied on all SIRs and all responses to SIRs.
 - 2) An OEM or technician may request a review of the SIR or the response. A subcommittee member may also ask for a review of an SIR.
 - 3) Once a request is made, the NASTF Director should schedule a conference call for the subcommittee within 3 business days.
 - 4) The subcommittee should review the SIR or response and discuss whether the SIR or response is inappropriate on the conference call. In the end, the subcommittee should agree whether the SIR or response is appropriate or not and the rationale.
 - 5) The NASTF Director should report the subcommittee's decision and rationale to the OEM or technician requesting a review.
10. If an OEM decides that it does not have to make information available that is made available to its franchised dealers, the manufacturer should provide the appropriate rationale. The NASTF Director and Service Information Committee will proceed as follows:
- a. The NASTF Director will schedule and notice a conference call of the Service Information Committee within 3 business days. The Service Information Committee will meet via conference call to review, discuss, and comment on the OEMs rationale and provide advice to NASTF staff.

 - b. Within 1 business day of the Service Information Committee Conference call, the NASTF Director will draft a report on whether the Manufacturer should make the requested information available.
 - 1) If NASTF staff concludes the Manufacturer is not required to make such information available, the parties will be so notified. If the Service Provider is not satisfied with NASTF's conclusion, it can proceed to the Automotive Service Information Dispute Resolution Program.

- 2) If NASTF staff concludes that a Manufacturer should make additional information available, it will indicate a practical timeframe for doing so. The Manufacturer should respond to NASTF within 2 business days regarding whether it accepts NASTF's conclusions. If it accepts NASTF's conclusions, it should simultaneously (or as soon as practicable) make the information available to the Service Provider, making the same information generally available 7 days thereafter.
 - 3) If NASTF staff concludes that a Manufacturer should make requested information available, and the Manufacturer does not do so within the timeframes specified herein (or such other timeframes as NASTF directs), either party can proceed through the Automotive Service Information Dispute Resolution Program.
11. Any party wishing to proceed through the Dispute Resolution Program must initiate the process no later than 30 days after the director issues report of Service Information Committee in 9.b. above. . Notwithstanding the foregoing, in the event one Service Provider (Initial Requester) has filed an SIR and has proceeded to the 3rd Party Automotive Service Information Dispute Resolution Program, no other SIR addressing the same Service Information will be considered.
 12. Any time frame referred to in this document can be modified by mutual consent of the parties or by NASTF staff.
 13. Inquiries, responses and NASTF recommendations will be posted on the NASTF web site for public access.