National Automotive Service Task Force

# National Automotive Service Task Force (NASTF) Registry and Secure Data Release Model (SDRM) -- Frequently Asked Questions

## Q: What is the NASTF Vehicle Security Professional "Registry"?

A: The NASTF "Registry" is the foundation of the Secure Data Release Model; it is the repository of secure, background checked Vehicle Security Professionals (VSP). A VSP is an automotive locksmith or repair technician who specializes in services that require use of security-related service information. These services include immobilizer resets, component replacements that require initialization of security systems and creation/registration of high security keys. Locksmiths and technicians who have a need to access automaker security-related service information can apply for inclusion in the Registry.

## Q: What is the Secure Data Release Model (SDRM)?

A: SDRM is a data exchange system conceived and designed cooperatively by automakers, the independent repair community, and the insurance and law enforcement communities; it allows the aftermarket to access security sensitive information related to automobiles (i.e. key codes, PIN numbers, immobilizer reset information and similar types of information). SDRM allows access to security-related information while protecting the safety and security of consumers and the integrity of automobile security systems.

## Q: How does security-related information access work?

A: After applying for and obtaining a Locksmith Identification number (LSID), a Vehicle Security Professional can log onto automaker service information websites that they subscribe to and access security-related service information. The Registered VSP is only allowed to access this information at the request of a customer and is required to follow strict positive identification standards to ensure that the requestor has the authority to make the request. Once the VSP has established proof of ownership of the vehicle by matching the name on driver's license with the vehicle registration and registration with Vehicle Identification Number, a VSP is authorized to access information on behalf of the customer.

When using the SDRM, the LSID is validated against the Registry on every transaction and the transaction is posted with the National Insurance Crime Bureau. This validation process takes place in real time and the requested information is returned to the requester in a matter of seconds.

## Q: What is required to sign up and what happens after I do?

A: Information about how to apply and a downloadable application are available on the NASTF website. Go to http://www.nastf.org/ Click on "**Vehicle Security Information**" and then click on the link entitled "**How to Apply for the SDRM Registry**" for details.

## Q: What does it cost to apply for inclusion in the Registry?

A: A non-refundable fee of $75 is required with your Registry application; this fee is used to fund your background check for a two year Registry membership. An annual membership maintenance fee of $150/year is also required. These fees are due and payable with your Registry application (this means that your application must be accompanied by $375 - your $75 non-refundable application fee and two years' dues). You must reapply and (with appropriate fees) at least 30 days prior to your Registry expiration.

## Q: What are my dues used for?

A: ALOA and ASA, two aftermarket service industry trade associations, made a large investment in construction of the Registry on the behalf of the entire automotive service Industry. Use of the Registry is not limited to members of these associations; therefore, the costs associated with the Registry cannot be borne by association members. The Registry business model requires that the system be funded by its users. Your once-every-two-year membership fee is used to finance the administration, maintenance and technical support of the Registry.

## Q: What happens after I sign up and approved for the “Registry”?

A: After your background check is cleared and all other paperwork is verified, you will receive an e-mail notification of approval with your Locksmith ID number or LSID. You will also receive a temporary password and instructions to go to the NASTF Registry website and reset your password. Instructions on the NASTF Registry website also show you how to administer your account on line. REMEMBER – your LSID must be used each time you attempt to access security-related service information from an automaker website.

## Q: What happens if my application is not approved?

A: In the event you are not approved, for example something needs further investigation regarding your background; you will receive written notification, along with instructions for an appeal process. If you are ultimately not approved for the Registry, maintenance fees submitted with your application will be refunded; the $75 application fee is not refundable.

## Q: How long is my Registry membership good for; when must I renew?

A: Once accepted into the Registry, your LSID remains valid for 2 years. You will need to renew your membership within 30 days of expiration to avoid a lapse in service.

## Q: What types of resources are available from automaker websites?

A: Automakers, at their discretion, make various types of security-related service information accessible to Registered VSPs; typical examples include key codes, security PIN codes, radio security codes, immobilizer reset information, special tool requirements and information, and etc.

## Q: Which automakers participate and what resources do they offer?

A: The following link has a list of participating automakers. It shows the types of information available, model/year coverage, the geographic limitations if applicable, tools required to perform security-related services and links to service information websites. Most automakers are participating; some in California only initially while others are participating on a national basis. See the NASTF Vehicle Security Matrix for more information.

## Q: What types/model year information coverage is available?

A: This will vary by automaker. See NASTF Vehicle Security Matrix for details.

## Q: Where do I sign up for the registry or get the application packet?

A: The application packet can be downloaded from the NASTF Registry website.

## Q: Once I have an LSID, can I share it, or information I acquire using it with my employees or others?

A: As a Registered VSP, you must not share your LSID or password with anyone. You are entitled to acquire security-related information with your LSID on behalf of a customer with verified authority ONLY. Likewise, you must not acquire information with your LSID and share it with others, except as specified in the *Terms & Conditions of Use*. Finally, you may not retain copies of the information obtained after services are completed.
Protect yourself; do not share or allow to be shared, information acquired with your LSID, or your LSID itself, your employee's LSID or anyone's password.
*INFORMATION SHARING WILL RESULT IN SUSPENSION!*

## Q: I have a large business with many employees; does every employee require an LSID?

A: If you intend to have an employee access security-related information from an automaker, and/or if your business model requires you to dispatch employees to provide services in the field where internet access is limited (or unavailable) and you will be their source of security-related information, your employee must be registered as a subordinate LSID account holder subordinate to your business account. As the Primary LSID account holder for a business, you have the authority to request the addition of Sub- accounts for trusted, direct employees. An employee is defined as an individual on your payroll who receives a W2 form (not a 1099). Any individual accessing or handling security-related service information acquired through use of the Registry must have a valid LSID. REMEMBER: YOU ARE PERSONALLY RESPONSIBLE FOR ALL ACTIVITY THAT OCCURS BY YOUR SUBORDINATE LSID ACCOUNT HOLDERS.

## Q: My business model requires the use of sub-contractor services; can I register my sub-contractors under my Primary LSID account?

A: It is forbidden to add anyone as a subordinate LSID account holder to your business account who is not directly employed by and receiving a W-2 from your company; sub-contractors may not be added to your business account. If your business model requires the use of sub-contractors, the sub-contractor must have their own LSID and they must acquire the security-related information using their own LSID.

## Q: What is at stake if I share my LSID, password or security information acquired with use of my LSID?

A: Your own access to automaker security-related service information is at stake, and if a crime occurs, perhaps even criminal prosecution.

**IMPORTANT:** YOUR LSID IS ASSOCIATED WITH YOUR NAME, YOUR SOCIAL SECURITY NUMBER AND YOUR BUSINESS IDENTIFICATION. TRANSACTIONS FOR SECURITY-REALTED INFORMATION ARE LOGGED BY THE NATIONAL INSURANCE CRIME BUREAU AND MONITERED BY THE NATIONAL CRIME INFORMATION CENTER. MISUSE OF YOUR LSID IS DIRECTLY TRACEABLE BACK TO YOU.

**INAPPROPRIATE USE OF LSID:** IT IS A VIOLATION OF THE REGISTRY TERMS & CONDITIONS OF USE TO SHARE YOUR LSID CREDENTIAL WITH ANYONE. IT IS ALSO A VILOATION TO SHARE INFORMATION ACQUIRED WITH YOUR LSID WITH OTHERS. VIOLATION OF THE REGISTRY TERMS & CONDITIONS OF USE WILL RESULT IN SUSPENSION OR REVOCATION OF YOUR LSID.

## Q: What is the "Positive I.D. Policy"?

A: Vehicle security-related information may only be acquired by a Registered VSP on behalf of the registered owner of a motor vehicle. The *Positive ID Policy* is a written statement of procedural requirements that defines how to determine if an information "requestor" has the authority to make the request. A Registered VSP is required by the Terms & Conditions of Use to follow the *Positive ID* Policy to establish proof positive that the person making the request is the registered owner of the vehicle.

## Q: What information will I be required to collect at the time of service and what records must I maintain?

A: Every time you use SDRM to acquire security-related information on behalf of a customer, you are required to complete a document called *Authorization for Automotive Key Generation and/or Immobilizer System/Anti-Theft Services*". This is a contract between you as the direct service provider and the requestor. The requestor attests that they are the registered owner of the vehicle and indemnifies you and the automaker from liabilities associated with use of the security-related information to make keys for the vehicle and/or provide security-related services on the vehicle. This document is a permanent record of the transaction that you are required to keep for a minimum period of two years from date of service. This signed form can serve as a protection for you if a dispute arises over the services you provided.

## Q: My business model requires that I make keys and access immobilizer information for vehicles owned by auctions and car dealers. How do I comply with positive I.D. policy when using the SDRM?

A: Verify ownership/title papers, and I.D. as you would in any other transaction. Be completely sure you have positively I.D.ed the person requesting the service and the vehicle papers match the VIN; and that no possibility of a crime exists. Fill out the Positive ID (D-1) form completely and enter the dealer or auction stock number in the appropriate place on the form. Once that is accomplished enter *dealer* or *auction* in any screen asking for tag or owners I.D.