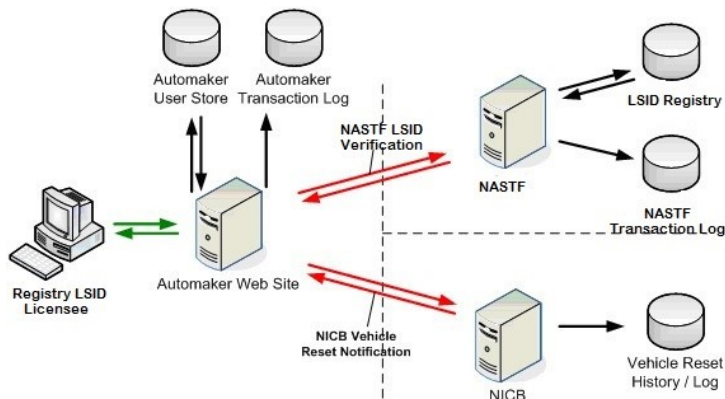


NASTF CLOSES GAPS IN OEM SERVICE INFORMATION ACCESS FOR INDEPENDENT TECHNICIANS

Problem: Vehicle Security Professionals (including transmission techs, locksmiths, collision techs and driveability techs) need vehicle-specific key codes, immobilizer resets and access to theft-related parts from the OEM 24/7.

Solution: NASTF VSP Registry: A cooperative effort with OEMs and the National Insurance Crime Bureau.



Problem: Independent tech has exhausted all resources in attempting to repair a vehicle and it appears it must go to the franchise dealer.

Solution: The NASTF Service Information Request (SIR) online form allows tech to present his/her situation for review by the OEM service support management and by the NASTF SIR Subcommittee. If the franchise dealer has access to the service information, the NASTF SIR will likely secure that same information for the independent.

www.nastf.org/FileSIR

Vehicle Information	
Year	* Make
VIN (If Available)	
* Category	Select Category
Inquiry	
* Have you checked the OEM website ?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> n/a
If this is a reprogramming issue ONLY: Have you reviewed the OEM reprogramming guidance ?	<input type="radio"/> Yes <input type="radio"/> No
* Description of Repair unable to perform	
* Description of Information not available	
* Description of steps taken to obtain information (help/contact function on website, websites, etc.)	
Other Comments or Concerns	
Submitting this form indicates agreement to the terms: Information Standards	
<input type="button" value="Submit"/>	



Problem: Where does the independent get information on OEM tools including a source for the tool? Can the independent access OEM education modules? It is really confusing to navigate some OEM websites and hard to find what is sure to be there. Can a tech do anything to fix that? Vehicles are lasting longer and there are fewer franchise dealer locations convenient to some customers. How can the independent partner with the OEM to make their retail customer a happy motorist while helping the independent shop satisfy their local customer? Heavy vehicles began complying with EPA laws January 1, 2013. Will NASTF help techs with trucks?

Solution: This is what NASTF committees do. Technicians, shop owners, OEM service management, trade association representatives, tech media and many others gather around the conference table, the conference call and the email-box until these problems are solved. Anyone who believes they can contribute should join a NASTF Committee.

About NASTF

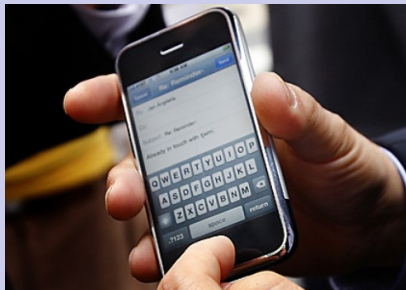
Our Mission

The National Automotive Service Task Force is a not-for-profit organization established to facilitate the identification and correction of gaps in the availability and accessibility of automotive service information, service training, diagnostic tools and equipment, and communications for the benefit of automotive service professionals. NASTF is a cooperative effort among the automotive service industry, the equipment and tool industry and automotive manufacturers.

There is no cost to participate in NASTF, which is open to professional auto service technicians, shop owners, their service writers, OEM service employees or any other automotive industry professional supporting the mission of NASTF.

If you believe in the NASTF mission, indicate your support by joining NASTF online at:

www.nastf.org/GetNAStf



www.nastf.org

NASTF GOVERNANCE

2016 Board of Directors

Mark Saxonberg - Chair
Steve Douglas (Alliance of Autom. Mfgs.) - Vice Chair
John Lypen (Motor Info Sys) - Treasurer/Secretary
Allen Pennebaker (Orinda Motors) - Immed Past Chair
Scott Brown (iATN)
Chris Chesney (CARQUEST)
Doug Greenhaus (NADA)
Claude Hensley (Lockman Locksmiths)
Bill Long (Auto Aftermarket Suppliers Assoc.)
Aaron Lowe (Auto Care)
Bill Moss (Euro Automotive Service)
Greg Potter (ETI)
Julia Rege (Global Automakers)
Bob Stewart (General Motors)
Donny Seyfer (Seyfer Automotive)

Committee Co-chairs

Service Information: Dave Zwalina & Steve Douglas
Equipment & Tools: Greg Potter & Kurt Immekus
Education: Rob Morrell & Jill Saunders
Vehicle Security: Claude Hensley & Bob Stewart
Collision Repair: Tim Morgan & Mark Allen
Communications: Jessie Korosec & Valerie Sullivan

Staff

Skip Potter, Executive Director

NASTF Office

2220 CR 210 W, Ste 108 (Unit 435)
St. Johns, FL 32259
Phone: 855.636.2783
Email: nastf@nastf.org

David Lowell, Vehicle Security Prof'l Registry Director

NASTF Vehicle Security Prof. Registry Office

8209 Mid Cities Blvd
North Richland Hills, TX 76182
Phone: 855.636.2783
Email: SDRM@nastf.org



NAVIGATING OEM RESOURCES THROUGH NASTF

- ◆ The NASTF VSP Registry for Vehicle Security Professionals
- ◆ The NASTF Service Information Request (SIR) filing form to open service information and tools to independents where a franchise dealer may have an exclusive.
- ◆ NASTF Committees: where new solutions to OEM access are always being invented.

www.nastf.org