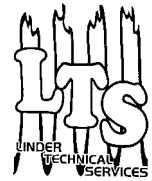


Networking

Newsletter



Service Information Availability

One of the most popular topics found during my travels across the country has been either information or lack of information needed to service “today’s” vehicles! Many of these situations are real, but many more turn out to be imagined or alleged! In some cases, it could be all three! “Real” would be a case where the service information just doesn’t exist. “Imagined” is where the information exists somewhere, but we don’t know where to find it. “Alleged” is when you claim to want information, but really don’t need it. The good news is there is a group of auto service volunteers to help us all monitor and verify these issues concerning “auto service information and tools. This group is the NASTF (National Automotive Service Task Force). I remember a couple of years ago when this group was formed held one of their first meetings during Automotive Industry Week in Las Vegas, NV. This issue of our LTS newsletter is dedicated to this group and will answer many of your questions in regards to service information.

Most of the information found in this newsletter can also be found on the NASTF website:

www.nastf.org.

From the home page, many options exist such as:

- *News
- *Participation Organizations
- *Complaint Form
- *General Information
- *Mission Statement
- *Service Information Matrix
- *Meetings

This newsletter will concentrate on the Mission Statement, Service Information Matrix and the Complaint Form. Due to space limitations, only partial lists may be shown as examples. Visit the website above for complete up-to-date information.

Remember, this is designed to HELP us. Technicians and shop owners have been complaining for years about the lack of service information availability. Here is your chance to help change things. If you find a problem and don’t report it, how do you expect to have it resolved? Do your part!



NASTF Mission:

The National Automotive Service Task Force will facilitate the identification and correction of gaps in the availability and accessibility of automotive service information, training and diagnostic tools and equipment and communications to automotive service professionals.

Vehicle Manufacturer Service Information Matrix

As of 02/01/2002 (Updated Quarterly)

The latest version of this matrix can be found at <http://www.iatn.net/nastf/oematrix.html>

Company	Non-Emission Service Info.		Reprogramming (1)		Non-emission related diagnostic tools available?	
	Available?	Available on Internet?	Emissions Related	Safety Related	Non-Emissions & Non-Safety	(Emission tools are/will be available under EPA/ARB regulations)
Acura	Yes	No (4)	Yes	NA	NA	No
Audi	Yes	No	NA	NA	NA	Yes
BMW	Yes	No	Yes	Yes	Yes	Yes
Daewoo	Yes	No	No	No	No	No
Chrysler	Yes	No	Yes	Yes	Yes	Yes
General Motors	Yes (3)	Yes (3)	Yes (2,3)	Yes (2,3)	Yes (2,3)	Yes (3)

The chart above is just a sample from the actual Service Information Matrix listed on the NASTF website. Make note that in the heading, there is a link to the most current matrix that is listed on iATN.

Notice in the Acura and General Motors rows, there are notations made in parentheses. This means you must refer to the end of the matrix for more information. For example: The (4) on the Acura row indicates that non-emission service information is NOT available on the internet. However, a pilot website is scheduled for implementation during the first quarter for 2002 and by January of 2003, the site should include all service information back to 1996. In this case, they are saying that as of the time this matrix was written, the information was not available, but hopefully it will be soon. Now, let's go to the General Motors row. Notice every column has a notation. The (3) means it is available through ACDelco only. The (2) indicates that additional information will be available online during the first quarter of 2002. What they really meant to say was ALL of this information is available along with diagnostic tools, but only through ACDelco.

At the end of the Service Information Matrix chart, there is a section called: Company Contacts. Each manufacturer lists a contact phone# for their diagnostic tool and also for their service information. In some cases there is also a website listed so you can order online. This is very valuable information when trying to locate information or the proper diagnostic tool for a certain vehicle. Now you have a phone# to call to find the information or tool and order it (many times this can be done online). At certain times, you may find that a phone# is not valid or come across a person who cannot supply you with what you want. In these cases, you can fill out and submit a complaint form (like the one on the next page).

Service Information Complaint Form

Provides NASTF with information that will identify any problems service technicians may encounter through the use of the matrix. This form is available in two formats: [Adobe Acrobat PDF](#) [Online Form](#) (iATN Account Required)



National Automotive Service Task Force Service Information Complaint Form

This complaint form provides NASTF with information that will identify any problems service technicians may encounter through the use of the matrix.

Technician Name: _____ Phone: _____

Shop Name: _____ E-mail: _____

Vehicle Manufacturer: _____ Phone number called: _____

Date: _____ Time: _____ Contact Name: _____

Information requested: _____

Briefly describe response from contact: _____

Return completed form by mail, fax, or e-mail to: Bill Haas, ASA Mechanical Division Manager
P.O. Box 929 Bedford TX 76021 (800) 272-7467, ext. 222 FAX: (817) 358-5200 e-mail: billh@asashop.org

This is a copy of the complaint form you will find on the NASTF website. It is available in adobe pdf format for you to print, copy and mail. As you can see from the heading, this form is also available online to those who have an iATN account. The online form is submitted directly, no need to print out and mail. This is your opportunity to report any problems you may have trying to acquire service information or diagnostic tools. If you don't report problems, how do you expect things to improve? Use this form whenever you have a problem and do your part to make a difference.

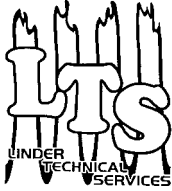
NASTF Training Matrix

The NASTF Training Matrix is still being worked on at this time. It will be laid out in the same type of format at the Service Information Matrix and will provide a host of information about training availability from each manufacturer. It will list courses, clinics and workshops that are available along with WHO they are available to, for example: Dealer technicians, Independent technicians, Corporate-Sponsored programs, Manufacturer training centers or Third party training developers. Also listed in the training matrix will be the availability of student materials such as: technical references, books, guides, aides and manuals as well as self-study programs. Instructor materials including guides, curricula, tool lists, video and multi-media will be listed as well for those programs that will be available to third-party training developers.

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NASTF Meetings

Another useful link on the NASTF website is to “meetings”. Under that heading, you will find the minutes from previous meetings held in 2001 as well as detailed information from the latest meeting (which happens to have been held on March 4, 2002). Looking through the details from the March 4 meeting, we find a lot of useful information, such as:

***Information on the Training Matrix**

***Information on release of the Chrysler DRBIII due in June 2002.**

***Report on the Service Information Matrix.** The Service Information Matrix report was written by a man who called the phone numbers listed for 24 of the manufacturers. He requested information and made notes of who he spoke with and the problems he encountered.

***Service Information Complaint Form report.** As of March 4, 2002, they had only received 10 complaint forms. Out of the 10, 8 of them turned out to be valid. The complaints were submitted to the different manufacturers and the average time it took to resolve the complaint was 22 days.

Once again, there is a lot of helpful information that can be gained by studying this website. Remember to check back often for updates!