



Access to Vehicle Manufacturer Training Materials



NASTF Training Committee

Promote cooperation between OEMs and Aftermarket to elevate technician training and repair quality.

Not here today to beat up OEMs

Will not specify any OEM

Initiate a process to identify, list, and procure OEM training materials

Over come obstacles

Service Information Rule Page 2

Make full-text emission-related service and training information available via the Internet. With this provision, aftermarket auto service providers will have real-time access to the same information available to manufacturer dealerships.

Service Information Scope Page 3

In addition, no information may be withheld under section 208(c) if that information is provided to franchised dealers.

Service Information Page 4

NASTF Document

Service Information Rule Page 14

40 CFR Part 86

Beginning of Federal Register Document

Service Information Rule Page 16

any and all information needed to make use of the [vehicle's] emission control diagnostic system * * * and such other information including instructions for making emission-related diagnoses and repairs. Such requirements are subject to the requirements of section 208(c) regarding protection of trade secrets; however, no such information may be withheld under section 208(c) if that information is provided (directly or indirectly) by the manufacturer to its franchised dealers or other persons engaged in the repair, diagnosing or servicing of motor vehicles.

Definitions of required materials.

Service Information Rule Page 17

The only exceptions to the full-text requirements are training information, anti-theft information, and indirect information. Provisions for the availability of training information is discussed in section II(D) of this document.

Service Information Timing Page 17

OEMs to make available the required information on their Web site within six months of model introduction. After this six month period, the required information for each model must be available and updated on the OEM Web site at the same time it is available by any means to their dealers.

Service Information Duration Page 17

OEMs maintain the required information in full text for at least 15 years after model introduction. After this fifteen-year period, OEMs can archive the required service information, but it must be made available upon request, in a format of the OEM's choice (*e.g.* CD-ROM).

Service Information Rule Page 19

Each OEM shall index their available information with a title that adequately describes the contents of the document to which it refers.

Service Information Rule Page 19

First, OEMs will be required to make available for purchase on their Web sites the following items: training manuals, training videos, and interactive, multimedia CD's or similar training tools available to franchised dealerships. Second, we are finalizing a provision that OEMs who transmit emissions-related training via satellite or the Internet must tape these transmissions and make them available for purchase on their Web sites within 30 days after the first transmission to franchised dealerships.

Ten Websites Quick Review

- One website has videos and nothing else
 - Books?
- Material list on one major OEM has only 2009 and 2010 training materials listed. All copyrights at bottom of page are 2010
- Many OEMs have no information on the free side of the website to determine Training Content
- One OEM has made it quite clear that they no longer print or provide out of print books. These are 2 year old books.
- Some did a fairly good job identifying training materials

Action items

OEM Training materials listing –Self Evaluation

Who is the OEM contact person for this project?

NASTF Training Committee review:

- Training manuals
- Videos, CDs, DVDs
- Power points
- Web content
- Instruction aids
- Train the Trainer?

Challenges

- OEM documents available in electronic format only PDF etc.
- How does the aftermarket distribute/print?
- No longer in print – Not in compliance with regulation
- Mechanism for Payment

Solutions

- Clear listings of available information (free side)
- Materials available according to regulation
- Clear purchasing process – “We won’t print that many” - Helm “We won’t print for redistribution” - Helm
- Payment
- Clear cross-licensing process
- Who is OEM licensing contact
 - Printing contact if OEM is custom printing for purchase

Thank You

Questions?

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