

# **OEM Website Audit Report**

## **Appendix C3 BMW Summary Table.pdf**

August 2006

### Segment 1: Ease of Use, Accessibility, and Website Navigation

BMW Auditors	1.1				1.2				1.3				1.3a				1.4				1.5				1.6			
	Yes	No	Ranking	NA	Yes	No	Ranking	NA	Yes	No	Ranking	NA	Yes	No	Ranking	NA	Yes	No	Ranking	NA	Yes	No	Ranking	NA	Yes	No	Ranking	NA
BMW_Auditor 3	X		B		X		B		X		B		X		B			X	B			X	B		X		B	
BMW_Auditor 12	X		B		X		B		X		B		X		B			X	B			X	B		X	X	B	
BMW_Auditor 9	X		2		X		1		X		1		X		5		X		1		X		3		X		NA	
BMW_Auditor 11	X		5		X		4		X		5		X		5			X	5			X	5			X	5	
BMW_Auditor 10	X		5		X		4		X		5		X		5			X	4		X		4				4	X
BMW_Auditor 5	X		5		X		5		X		5		X		5			X	NA			X	3		X		NA	
BMW_Auditor 14	X		B			X	B			X	B		X		B		X		B			X	B			X	B	
BMW_Auditor 7	X		5		X		4		X		5		X		5			X	3			X	2			X	3	
BMW_Auditor 6	X		5		X		5		X		5		X		3			X	5		X		5				B	X
BMW_Auditor 8	X		4		X		3		X		5		X		5			X	5			X	5			X	B	
BMW_Auditor 2	X		4		X		5		X		5		X		5			X	B				B	X			B	X
<b>Total</b>	<b>11</b>				<b>10</b>	<b>1</b>			<b>10</b>	<b>1</b>			<b>11</b>				<b>2</b>	<b>9</b>			<b>4</b>	<b>6</b>		<b>1</b>	<b>3</b>	<b>5</b>		<b>3</b>
<b>Average</b>			<b>4.38</b>				<b>3.88</b>				<b>4.5</b>				<b>4.75</b>				<b>3.83</b>			<b>3.86</b>				<b>4</b>		

\* Note: The rankings range from 1 (poor) to 5 (excellent). An entry of "B" indicates that the auditor did not provide a response.

Question 1.1: Does the website provide users with a description of the minimum computer hardware and software needed by the user to access that OEM's information (e.g., computer processor speed and operating system software)? This description or a link to it should appear when users first log on to the homepage of the OEM's website.
Question 1.2: Did the website allow you to search the OEM website by various topics including but not limited to model, model year, key words or phrases, etc.?
Question 1.3: Did the website provide accessibility using common, readily available software and shall not require the use of proprietary software, hardware, viewers, or browsers?
Question 1.3a: Did the OEM website provide hyperlinks to any plug-ins, viewers or browsers (e.g., Adobe Acrobat or Netscape) needed to access the OEM website?
Question 1.4: Did you have any difficulty connecting to the website?
Question 1.5: Were you able to navigate the website without returning to the OEM service information home page or a search engine in order to access a different portion of the site?
Question 1.6: If you were a first time user, does the website involve a waiting period for registration to receive a password, PIN code, or some other approval (such as PayPal)?

### Segment 2: OBD System Monitors

BMW Auditors	2.1			2.1a			2.2			2.3			2.3a			2.4			2.5			2.6		
	Yes	No	NA	Yes	No	NA	Yes	No	NA	Yes	No	NA	Yes	No	NA	Yes	No	NA	Yes	No	NA	Yes	No	NA
BMW_Auditor 3	X				X		X			X			X			X			X			X		
BMW_Auditor 12	X				X			X			X			X		X			X			X		
BMW_Auditor 9	X			X			X			X			X			X			X			X		
BMW_Auditor 11	X				X		X			X			X			X			X			X		
BMW_Auditor 10	X				X		X				X		X			X			X			X		
BMW_Auditor 5	X				X		X			X			X			X					X	X		
BMW_Auditor 14			X			X			X		X				X			X			X			X
BMW_Auditor 7			X			X			X			X			X			X			X			X
BMW_Auditor 6	X				X		X			X			X			X			X			X		
BMW_Auditor 8	X				X		X			X			X			X			X			X		
BMW_Auditor 2	X			X			X			X			X			X			X			X		
<b>Total</b>	<b>9</b>		<b>2</b>	<b>2</b>	<b>7</b>	<b>2</b>	<b>8</b>	<b>1</b>	<b>2</b>	<b>7</b>	<b>3</b>	<b>1</b>	<b>7</b>	<b>2</b>	<b>2</b>	<b>9</b>		<b>2</b>	<b>8</b>		<b>3</b>	<b>9</b>		<b>2</b>

Question 2.1: Are there descriptions of all the OBD monitors and their operation?

Question 2.1a: Did any of these monitor descriptions lack sufficient information? If so, please explain in the "Notes" column.

Question 2.2: Were you able to find a description of all parameters (strategies) being monitored? Parameters can refer either to PID descriptions or the general monitoring strategies of the ECU.

Question 2.3: Was there a list of Diagnostic Trouble Codes relating to these monitors?

Question 2.3a: Did you find the list sufficient to assist in the diagnosis and/or repair of the vehicle? If your answer is "No" please explain in the "Notes" column.

Question 2.4: Were you able to determine the enable criteria for each monitor?

Question 2.5: Are the sequence, execution frequency, and duration of the monitor explained?

Question 2.6: Were you able to find the malfunction thresholds for the monitor?

### Segment 3: OBD Repair

BMW Auditors	3.1			3.1a			3.2			3.3			3.4			3.5			
	Yes	No	NA	Yes	No	NA	Yes	No	NA	Yes	No	NA	Yes	No	NA	Yes	No	NA	
BMW_Auditor 3	X			X			X			X			X					X	
BMW_Auditor 12	X			X			X			X			X					X	
BMW_Auditor 9	X					X	X			X			X					X	
BMW_Auditor 11	X			X			X			X			X					X	
BMW_Auditor 10	X			X			X		X				X					X	
BMW_Auditor 5			X			X	X			X			X					X	
BMW_Auditor 14			X			X			X		X		X					X	
BMW_Auditor 7		X				B			X			X	X					X	
BMW_Auditor 6			X			X			X			X	X					X	
BMW_Auditor 8	X			X				X		X			X					X	
BMW_Auditor 2			X			X	X			X			X					X	
<b>Total</b>	<b>6</b>	<b>1</b>	<b>4</b>	<b>5</b>		<b>6</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>2</b>	<b>2</b>	<b>11</b>				<b>7</b>	<b>4</b>	

\* Note: An entry of "B" indicates that the auditor did not provide a response.

Question 3.1: Does the website provide information necessary to interpret "mode 6" data available in generic scan tool modes?
Question 3.1a: If so, was this information useful? Please use the "Notes" column to identify why or why not.
Question 3.2: Does the website provide sufficient diagnostic and repair information for any and all DTCs encountered?
Question 3.3: Are descriptions of OEM-specific DTCs (i.e., P1XXX codes) available?
Question 3.4: Are technical service bulletins readily available?
Question 3.5: Are trouble shooting guides or trouble shooting information available? For example, code charts, diagnostic and repair information, or fault finding logic.

### Segment 4: Reprogramming and Reinitialization Information

BMW Auditors	4.1			4.2			4.3			4.4			4.5			4.6			4.7			4.8			4.9			4.10			4.11		
	Yes	No	NA	Yes	No	NA	Yes	No	NA	Yes	No	NA	Yes	No	NA	Yes	No	NA	Yes	No	NA	Yes	No	NA	Yes	No	NA	Yes	No	NA			
BMW_Auditor 3	X			X			X			X			X			X			X			X			X			X					
BMW_Auditor 12	X			X					X			X			X	X					X			X			X				B		
BMW_Auditor 9	X					X			X			X			X	X			X			X			X		X	X					
BMW_Auditor 11	X			X			X			X			X			X					X	X		X			X		X				
BMW_Auditor 10	X			X			X			X			X			X	X				X	X		X			X		X				
BMW_Auditor 5	X			X					X			X			X	X			X				X			B		B		B			
BMW_Auditor 14	X			X					X			X			X			X			X			X			X		X				
BMW_Auditor 7	X			X				X			X			X			X			X			X			X		X					
BMW_Auditor 6	X			X				X	X			X			X			X			X			X			X		X				
BMW_Auditor 8	X			X					X			X			X		X				X	X		X			X		X				
BMW_Auditor 2	X			X			X				X			X	X						X	X		X			X		X				
<b>Total</b>	11			10		1	4	1	6	3	1	7	3	1	7	7	4		4	1	6	8	1	2	8	3	7	1	3	7	2	2	

**\* Note: Since the manufacturer is not Honda, Acura, VW, Audi, Mitsubishi, Chrysler or LandRover, Questions 4.12 and 4.13 have not been included in this table because they do not apply to these auditors. An entry of "B" indicates that the auditor did not provide a response.**

Question 4.1: Are you able to find information on tools needed to perform reprogramming?
Question 4.2: Are you able to find the procedures to perform reprogramming?
Question 4.3: If reprogramming is performed using a J2534 device was the software available to communicate between the device and the PC?
Question 4.4: Is the information to select the proper calibration for the vehicle available?
Question 4.5: Is the vehicle calibration available?
Question 4.6: Have you performed reprogramming services within the last 12 months for this OEM?
Question 4.7: If applicable, were you able to perform a successful update/reprogram?
Question 4.8: Does this OEM require initialization or reinitialization when the ECU is replaced? If no, skip to Segment 5. For the purposes of this audit, initialization or reinitialization refers to the need to reset a vehicle's security systems by means of an ignition key or access code to allow a vehicle to be restarted after the completion of emissions-related repairs.
Question 4.9: Are you able to find information on tools needed to perform reinitialization?
Question 4.10: Are you able to find the procedures to perform reinitialization?
Question 4.11: Have you performed reinitialization services within the last 12 months for this OEM?
Question 4.12: EPA regulations allow for OEMs to offer an alternative method of reinitialization with prior approval. These companies have received approval to lease their OEM-specific scan tool to the aftermarket to perform this service. Are you able to find information about alternate methods and links to the source of that method?
Question 4.13: Do you have any experience using the alternate method?
Question 4.13a: If so, has it worked to your satisfaction?
Question 4.13b: If not, please explain.

**Segment 5: Structure and Cost of OEM Websites**

BMW Auditors	5.1			5.2			5.3			5.4			5.5c			5.6			5.7					5.8				5.9						5.10						5.11					5.12				NA/NO							
	Yes	No	NA	Yes	No	NA	Yes	No	NA	Yes	No	NA	Yes	No	NA	Yes	No	NA	1	2	3	4	5	NA	1	2	3	NA	1	2	3	4	NA	1	2	3	4	5	6	NA	1	2	3	4	5	NA	1	2		3	4					
BMW_Auditor 3	X			X				X		X					X	X					X				X						X		X															X								X
BMW_Auditor 12	X			X			X			X					X	X				X				X							X		X												X											
BMW_Auditor 9	X			X				X		X					X	X				X				X							X			X											X											
BMW_Auditor 11	X			X			X			X					X	X				X						X					X		X												X											
BMW_Auditor 10	X				X		X			X					X					X											X								X						X											
BMW_Auditor 5	X			X			X			X					X	X				X				X							X												X													
BMW_Auditor 14	X			X			X			X					X	X				X				X							X												X													X
BMW_Auditor 7	X			X						X					X	X				X				X							X												X								X					
BMW_Auditor 6	X			X			X			X					X	X				X						X					X								X																	X
BMW_Auditor 8	X			X			X			X					X	X				X				X							X								X												X					
BMW_Auditor 2	X			X			X			X					X					X											X																									B
<b>Total</b>	<b>11</b>			<b>10</b>	<b>1</b>		<b>6</b>	<b>4</b>	<b>1</b>	<b>10</b>	<b>1</b>				<b>3</b>	<b>8</b>	<b>2</b>	<b>9</b>						<b>3</b>	<b>7</b>	<b>1</b>	<b>6</b>	<b>4</b>	<b>1</b>							<b>3</b>	<b>2</b>	<b>6</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>7</b>	<b>1</b>	<b>2</b>	<b>1</b>			

\* Note: Since Questions 5.2a, 5.3a, 5.5, 5.5a, 5.5b, and 5.6a do not request a Yes/No response and require detailed comments from the auditor, the results are not included in this table. Questions 5.10, 5.11, and 5.12 are only applicable if the auditor's primary source of service information is aftermarket services such as ALLDATA or Mitchell1. An entry of "B" indicates that the auditor did not provide a response.

Question 5.1: Does the website have short-term, mid-term, and long-term access to service information?
Question 5.2: Were you able to access the entire site?
Question 5.2a: Please identify areas that you could not access for the initial fee (such as reprogramming information) in the "Notes" column.
Question 5.3: Although downloading information is not explicitly required by EPA regulations, did the website allow you to save and store any information to your computer?
Question 5.3a: If so, please identify the information or documents that were downloadable in the "Notes" column.
Question 5.4: Were you able to print the information from the website?
Question 5.5: Audi, Porsche, and Volkswagen websites require the purchase of individual documents to access repair information. For the purposes of this evaluation, how many individual documents would you have had to purchase to acquire all of the information you needed to perform the repair?
Question 5.5a: What would have been the total cost of those documents? Please identify in the "Notes" column.
Question 5.5b: What emissions repair were you trying to do?
Question 5.5c: Some manufacturer websites require the purchase of individual documents for downloading before they can be fully viewed. In some cases, only the table of contents is available for viewing before the purchase is made. Did you purchase documents that did not contain the information you were seeking? If yes, then please identify the document and the cost of that document in the "Notes" column.
Question 5.6: Have you purchased service information, training materials, TSBs, CDs, videos, CD-ROMs, etc. from the website?
Question 5.6a: If so, indicate in the "Notes" column the number and description of materials purchased.
Question 5.7: Does your shop specialize in vehicle repairs from specific OEMs? Please specify 1) Asian; 2) European; 3) Domestic; 4) a specific OEM website; or 5) No specialty.
Question 5.8: What is your primary source for electronic service information? Please indicate 1) Aftermarket (e.g., ALLDATA, Mitchell1, etc.); 2) OEM websites; or 3) Other.
Question 5.9: How much do you spend for an annual subscription to your primary source listed above? Please select 1) \$0 - \$500; 2) 500 - \$1,000; 3) 1,000 - \$2,000; or 4) Over \$2,000.
Question 5.10: What is the primary reason for selecting the primary source listed in question 5.8? Please select: 1) Completeness for the brands I service; 2) Experience/Familiarity with the product; 3) Available off-line; 4) Common organization of information for all manufacturers; 5) Price; or 6) Other (please explain).
Question 5.11: Approximately how many times do you access an OEM website? Please select: 1) Never; 2) 1 to 5 times monthly; 3) 5 to 10 times monthly; 4) 10 to 20 times monthly; 5) Over 20 times monthly.
Question 5.12: Do you typically subscribe to OEM websites? If so, please indicate the type of subscription that you usually purchase. Please select: 1) 24 to 72 hour subscription; 2) Monthly subscription; or 3) Annual subscription.

**Segment 6: General Information and Comments**

BMW Auditors	6.1			6.1a			6.2			6.2a			6.2b			6.3			6.3a			6.4			6.5			6.5b		
	Yes	No	NA	Yes	No	NA	Yes	No	NA	Yes	No	NA	Yes	No	NA	Yes	No	NA	Yes	No	NA	Yes	No	NA	Yes	No	NA	Yes	No	NA
BMW_Auditor 3	X			X			X			X			X	X				X			X			X						X
BMW_Auditor 12			X		X		X			X			X	X				X			X				X					X
BMW_Auditor 9		X				X	X			X			X	X				X			X				X		X			
BMW_Auditor 11	X			X			X			X			X	X				X			X			X						B
BMW_Auditor 10		X				X	X			X			X	X				X			X				X					X
BMW_Auditor 5	X				X		X			X			X		X				X	X					X					X
BMW_Auditor 14			X			B	X			X			B	X				B	X		X			X						B
BMW_Auditor 7	X				X	X				X			X	X				X	X		X			X						X
BMW_Auditor 6		X				X	X			X			X	X				X			X				X					X
BMW_Auditor 8		X				X	X			X			X	X				X			X			X						X
BMW_Auditor 2	X			X			X			X			X	X				X			X				X					X
<b>Total</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>11</b>			<b>11</b>			<b>11</b>	<b>10</b>	<b>1</b>			<b>8</b>	<b>3</b>	<b>11</b>				<b>5</b>	<b>6</b>		<b>1</b>	<b>8</b>	<b>2</b>	

\* Note: Since Question 6.5a does not request a Yes/No response and requires detailed comments from the auditor, the results are not included in this table. An entry of "B" indicates that the auditor did not provide a response.

Question 6.1: Does the website contain information describing how to use the website? Possible sources of such information could be tutorials, "help" links, or lists of "frequently asked questions" (FAQ).
Question 6.1a: If so, is the information relevant, useful, and readily accessible? Please identify where the information is located in the "Notes" column.
Question 6.2: The "contact us" link is required to allow users to report problems, omissions or errors with the website, not to assist in vehicle trouble shooting or technical assistance. Does the website provide a "contact us" link for questions and/or reporting of problems, omissions or errors?
Question 6.2a: Have you attempted to use the "contact us" link?
Question 6.2b: Have you received the desired information or answer to your question within 48 hours?
Question 6.3: Is training information available on the website?
Question 6.3a: Are lists and sources (contacts or ordering information) identified for training information which is not Internet capable?
Question 6.4: Is information available on the website listing available factory tools and ordering information?
Question 6.5: Did you attempt to find information which was unavailable on the website?
Question 6.5a: If so, please identify in the "Notes" column what information you were seeking, how you conducted your search, and results (or lack thereof) you experienced.
Question 6.5b: Are you aware of other information which may not be available on the website?