

**OEM Audit Questionnaires Received
for the
Infiniti Service Information Website**

August 2006

OEM Audit Questionnaire

Name	Infiniti_Auditor 3
OEM Website Audited	Infiniti
Date Audit Completed	
Browser and Version Used	Microsoft Internet Explorer version 6.0
Operating System and Version Used	Microsoft XP Professional

General Instructions

This questionnaire was designed by the OEM Website Audit Steering Committee in order to seek an assessment of the data elements and information that OEMs are required to include on their websites with respect to OBD systems and emission-related repairs.

The questions have been organized into six separate segments, and each one is preceded by introductory text that explains the intent of the questions within that segment. Prior to providing your responses for the questions within a particular segment, please read the instructions specific to that segment.

Please answer the questions in each segment to the best of your ability with complete and accurate information. Note that the type of response requested varies depending on the segment and question. For Segments 1 through 5 (questions 5.1 to 5.6) and Segment 6, enter a "Yes" or "No" response and explain each "No" response in the "Notes" column. Also, for Segment 1, answer the questions in an additional "Response" column by inserting a ranking between 1 (poor) and 5 (excellent).

For the remaining questions in Segment 5, (questions 5.7 to 5.12) select the best answer from the list provided. For all questions in Segments 1 through 6, you may use the "Notes" column to explain your response or to provide additional information. If you cannot answer a specific question or if the question does not apply in the context of your needs and experience, please enter NA (not applicable).

You have been requested to provide your browser and operating system above since this may be helpful to the Steering Committee in evaluating the audit results in the context of potential problems associated with the incompatibility of certain browsers or operating systems. In order to reduce the likelihood that problems encountered during your audit of the OEM website are due to your browser, the Steering Committee recommends that Internet Explorer be used when evaluating the OEM website.

The public reporting and record keeping burden for this collection of information is estimated to average 2 hours per response. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. To comment on this collection contact the Director, Collection Strategies Division (2822T), 1200 Pennsylvania Ave. NW, Washington, DC 20460. Include the OMB control number in any correspondence. Do not send the completed survey to this address.

Draft OEM Audit Questionnaire

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

EPA regulations require that OEMs launch websites that meet certain use and accessibility and navigation requirements. The questions in this segment are intended to gain insight into your experiences with searching, navigating, and accessing the information that you need.

For Segment 1 enter a "Yes" or "No" response and explain each "No" response in the "Notes" column. Also, for Segment 1, answer the questions in an additional "Response" column by inserting a ranking between 1 (poor) and 5 (excellent). You may also use the "Notes" column to explain your response or to provide additional information. If you cannot answer a specific question or if the question does not apply in the context of your needs and experience, please enter NA (not applicable).

Question Number	Question	Response (Yes, No, or NA)	Response (1-5 ranking, or NA)	Notes
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 home page of the OEM's website.	Yes	5	
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.?	No	2	The site does allow you to search by year, make & model. However the keyword search dialogue box listed in the same set of drop down menu always yields "Sorry, no documents found". I tried very general terms like 'Engine', 'Fuel Injection' and "Emission Controls". I also tried using headings from the actual service manual such as "Evaporative Emissions System" but still yielded nothing. I do not believe this function works at this site at all. I know PDF documents can be searched by keyword as I have Adobe standard on my PC. Apparently they (Nissan) have not enabled this feature on this site. I tied using both the keyword search box as well as the "search by document" box.
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?	Yes	5	

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Response (1-5 ranking, or NA)	Notes
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?	Yes	5	
1.4	Did you have any difficulty connecting to the website?	No	5	
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?	Yes	5	
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)?	No	5	

(cont.)

Draft OEM Audit Questionnaire (cont.)

In the space below, please provide any general comments about ease of use, accessibility, and website navigation.

The “Search for publications” hot link could be a little more predominant or worded a bit more descriptively. Something like “vehicle information”. The way it is worded it seems to be an additional link to purchase paper of CD manuals. Especially since it appears directly below the purchase publications drop down menu. It took me some time to actually find where the service manuals were linked from because of this hotlink location and wording.

This is a minor concern and does not in anyway constitute non-compliance in my opinion. These are style points only.

Segment 2: OBD System Monitors

EPA regulations require that OEMs make available information on OBD system monitors such as diagnostic trouble codes and enable criteria. The questions in this segment are intended to gain insight into the availability of this information on the sites.

For Segment 2, enter a Yes or No response and explain each "No" response in the "Notes" column. You may also use the "Notes" column to explain your response or to provide additional information. If you cannot answer a specific question or if the question does not apply in the context of your needs and experience, please enter NA (not applicable).

Question Number	Question	Response (Yes, No, or NA)	Notes
2.1	Are there descriptions of all the OBD monitors and their operation?	yes	

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
2.1a	Did any of these monitor descriptions lack sufficient information? If so, please explain in the "Notes" column.	yes	
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.	yes	
2.3	Was there a list of Diagnostic Trouble Codes relating to these monitors?	yes	
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.	yes	

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
2.4	Were you able to determine the enable criteria for each monitor?	yes	
2.5	Are the sequence, execution frequency, and duration of the monitor explained?	yes	
2.6	Were you able to find the malfunction thresholds for the monitor?	yes	

(cont.)

Draft OEM Audit Questionnaire (cont.)

In the space below, please provide any general comments about OBD System Monitors.

Segment 3: OBD Repair

EPA regulations require that OEMs make available basic service and repair information such as service manuals and TSBs. Some of the questions in this segment are intended to provide insight into the availability of standard service information.

In addition, EPA regulations require that OEMs make available information related to the functioning of the OBD system itself such as "mode 6 data" and multiplexing. The questions in this segment are intended to gain insight into the availability of this information on the sites.

For Segment 3, enter a Yes or No response and explain each "No" response in the "Notes" column. You may also use the "Notes" column to explain your response or to provide additional information. If you cannot answer a specific question or if the question does not apply in the context of your needs and experience, please enter NA (not applicable).

Question Number	Question	Response (Yes, No, or NA)	Notes
3.1	Does the website provide information necessary to interpret "mode 6" data available in generic scan tool modes?	yes	

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
3.1a	If so, was this information useful? Please use the "Notes" column to identify why or why not.	yes	It was useful because it gave actual units measured ex: mm ² , mV or ms, type of limit (Min or Max) as well as the hex displayed for GST (General Scan Tool).
3.2	Does the website provide sufficient diagnostic and repair information for any and all DTCs encountered?	yes	
3.3	Are descriptions of OEM-specific DTCs (i.e., P1XXX codes) available?	yes	
3.4	Are technical service bulletins readily available?	yes	

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
3.5	Are trouble shooting guides or trouble shooting information available? For example, code charts, diagnostic and repair information, or fault finding logic.	Yes	
In the space below, please provide any general comments about OBD Repair.			

(cont.)

Draft OEM Audit Questionnaire (cont.)

Segment 4: Reprogramming and Reinitialization Information

EPA regulations require that OEMs make available advanced repair and diagnostic capabilities such as reprogramming (installing new or updated software during replacement of programmable modules such as PCMs or updating software or parameters within the software of in-service programmable modules) and reinitialization (reinitialization within the regulation would relate to units such as instrument panels, body control units, anti-theft immobilizers, etc which would directly affect the ability of the vehicle to start/run within the original design parameters.) Questions in this segment are intended to provide insight into the availability of the information, equipment, and tools needed to perform these services.

For Segment 4, enter a Yes or No response and explain each "No" response in the "Notes" column. You may also use the "Notes" column to explain your response or to provide additional information. If you cannot answer a specific question or if the question does not apply in the context of your needs and experience, please enter NA (not applicable).

Reprogramming (This is also referred to as "Flashing" or software update.)

Question Number	Question	Response (Yes, No, or NA)	Notes
4.1	Are you able to find information on tools needed to perform reprogramming?	yes	
4.2	Are you able to find the procedures to perform reprogramming?	yes	

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
4.3	If reprogramming is performed using a J2534 device was the software available to communicate between the device and the PC?	yes	
4.4	Is the information to select the proper calibration for the vehicle available?	yes	
4.5	Is the vehicle calibration available?	yes	
4.6	Have you performed reprogramming services within the last 12 months for this OEM?	no	I do not own the required equipment to do so.

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
4.7	If applicable, were you able to perform a successful update/reprogram?	NA	
Reinitialization (This refers to the ability to restart a vehicle after the completion of an emissions-related repair.)			
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.	Yes	
4.9	Are you able to find information on tools needed to perform reinitialization?	Yes	
4.10	Are you able to find the procedures to perform reinitialization?	Yes	

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
4.11	Have you performed reinitialization services within the last 12 months for this OEM?	NA	
Answer the following two questions, 4.12 and 4.13, only if you are performing an audit of the Honda/Acura, VW/Audi, Mitsubishi, Chrysler, and Land Rover websites.			
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?		
4.13	Do you have any experience using the alternate method?		
4.13a	If so, has it worked to your satisfaction?		

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
4.13b	If not, please explain in the "Notes" column.		
<p>In the space below, please provide any general comments about reprogramming and reinitialization information.</p>			
<p>Segment 5: Structure and Cost of OEM Websites EPA regulations require that OEM websites be available for short-term, mid-term and long-term access for set fees. The questions in this segment are intended to gain insight into how the OEMs have structured their sites and the fees associated with accessing these sites.</p> <p>For Questions 5.1 to 5.6, enter a Yes or No response and explain each "No" response in the "Notes" column. For the remaining Questions 5.7 to 5.12 select the best answer from the list provided. You may also use the "Notes" column to explain your response or to provide additional information. If you cannot answer a specific question or if the question does not apply in the context of your needs and experience, please enter NA (not applicable).</p>			

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
5.1	Does the website have short-term, mid-term, and long-term access to service information?	Yes	
5.2	Were you able to access the entire site?	Yes	
5.2a	Please identify areas that you could not access for the initial fee (such as reprogramming information) in the "Notes" column.		
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?	Yes	

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
5.3a	If so, please identify the information or documents that were downloadable in the "Notes" column.		1997 Infinity Q45 engine controls manual
5.4	Were you able to print the information from the website?	Yes	
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?	NA	
5.5a	What would have been the total cost of those documents? Please identify in the "Notes" column.	NA	

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
5.5b	What emissions repair were you trying to do? Please identify in the "Notes" column.	NA	
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.	NA	
5.6	Have you purchased service information, training materials, TSBs, CDs, videos, CD-ROMs, etc. from the website?	No	I have not had the call to do so as of yet although I will certainly be doing so in the near future now that it is available
5.6a	If so, indicate in the "Notes" column the number and description of materials purchased.	NA	

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (select from the list or insert NA)	Notes
5.7	<p>Does your shop specialize in vehicle repairs from specific OEMs?</p> <ol style="list-style-type: none"> 1. Asian 2. European 3. Domestic 4. We specialize in vehicles from a single OEM, _____. Please list that OEM. 5. We service vehicles from all OEMs and do not specialize in any specific OEMs or group of OEMs. 		My Business does not specialize
5.8	<p>What is your primary source for electronic service information?</p> <ol style="list-style-type: none"> 1. Aftermarket (e.g., ALLDATA, Mitchell1, etc.) 2. OEM Websites 3. Other, please list in the "Notes" column. 		Alldata and in the future the OEM websites on occasion.
5.9	<p>How much do you spend for an annual subscription to your primary source listed above?</p> <ol style="list-style-type: none"> 1. \$0 - \$500 2. \$500 - \$1,000 3. \$1,000 - \$2,000 4. Over \$2,000 		\$184.00/month or \$2208.00/year. I also purchase additional information sources on CD or paper text.

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
If you use an aftermarket service provider as your primary source of service information, please respond to Questions 5.10 to 5.12.			
5.10	<p>What is the primary reason for selecting the primary source listed in question 5.8?</p> <ol style="list-style-type: none"> 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 6. Other, please list in the "Notes" column. 		Reasons 2,3,4,5.
5.11	<p>Approximately how many times do you access an OEM website?</p> <ol style="list-style-type: none"> 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 		Never currently. But that is going to change. I am a mobile diagnostic service and as such have limited access to the net. I will up upgrading my phone system in the future for wireless high speed data connection capability. After which I will probably use more OE info sites.

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
5.12	<p>Do you typically subscribe to OEM websites? If so, please select the type of subscription from the list that you usually purchase.</p> <ol style="list-style-type: none"> 1. 24 - 72 hour subscription 2. Monthly subscription 3. Annual subscription 		
<p>In the space below, please provide any general comments about the structure and cost of OEM websites.</p> <p>The costs for a daily subscription for most of the manufacturers (\$20-\$25.00 per day) seems very reasonable to me. Adding that amount to a repair order when required is not at all unreasonable. Especially considering this is a 24 hour access. I believe these charges are within normal cost ranges this industry should be able to bear.</p> <p>The per document sites are in my opinion unrealistic. A great amount of searching for the correct information sometimes occurs due to unfamiliarity with each and every site. It is not uncommon to search 10 different documents in order to find one that you are interested in.</p>			
<p>Segment 6: General Information and Comments The questions in this segment are intended to gain insight into the OEM websites.</p>			

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
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).	Yes	
6.1a	If so, is the information relevant, useful, and readily accessible? Please identify where the information is located in the "Notes" column.	Yes	How to search for use the manual, find TSBs, How to program ECUs, and how to read wiring diagrams are all explained and accessible in tables of contents and various menus.
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?	Yes	
6.2a	Have you attempted to use the "contact us" link?	Yes	

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
6.2b	Have you received the desired information or answer to your question within 48 hours?	No	About 2 weeks ago I asked for some assistance in navigating the site by email. I have never received a reply.
6.3	Is training information available on the website?	Yes	
6.3a	Are lists and sources (contacts or ordering information) identified for training information which is not Internet capable?	Yes	
6.4	Is information available on the website listing available factory tools and ordering information?	yes	

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
6.5	Did you attempt to find information which was unavailable on the website?	no	
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.	na	
6.5b	Are you aware of other information which may not be available on the website? Please identify in the "Notes" column.	no	

(cont.)

Draft OEM Audit Questionnaire (cont.)

In the space below, please provide any general comments about the website or suggestions for improvement.

The scanned PDF images in the earlier manuals were of poor quality. Also the later PDF files have their green hyper link boxes drawn right through the text you are attempting to read. When searching through large amounts of texts this can be tough on the eyes and certainly make mistakes in recognition more frequent. Over all the information contained in the documents was very good but the web design (location of links and layout of information pathing was not very intuitive at all. It certainly lack uniformity of form also) and quality of text was very poor due to the above mention scanning and hyper link mark up issues.

OEM Audit Questionnaire

Name	Infiniti_Auditor 5
OEM Website Audited	INFINITI
Date Audit Completed	Mar 10, 2006
Browser and Version Used	IE6
Operating System and Version Used	XP PRO SP2

General Instructions

This questionnaire was designed by the OEM Website Audit Steering Committee in order to seek an assessment of the data elements and information that OEMs are required to include on their websites with respect to OBD systems and emission-related repairs.

The questions have been organized into six separate segments, and each one is preceded by introductory text that explains the intent of the questions within that segment. Prior to providing your responses for the questions within a particular segment, please read the instructions specific to that segment.

Please answer the questions in each segment to the best of your ability with complete and accurate information. Note that the type of response requested varies depending on the segment and question. For Segments 1 through 5 (questions 5.1 to 5.6) and Segment 6, enter a "Yes" or "No" response and explain each "No" response in the "Notes" column. Also, for Segment 1, answer the questions in an additional "Response" column by inserting a ranking between 1 (poor) and 5 (excellent).

For the remaining questions in Segment 5, (questions 5.7 to 5.12) select the best answer from the list provided. For all questions in Segments 1 through 6, you may use the "Notes" column to explain your response or to provide additional information. If you cannot answer a specific question or if the question does not apply in the context of your needs and experience, please enter NA (not applicable).

You have been requested to provide your browser and operating system above since this may be helpful to the Steering Committee in evaluating the audit results in the context of potential problems associated with the incompatibility of certain browsers or operating systems. In order to reduce the likelihood that problems encountered during your audit of the OEM website are due to your browser, the Steering Committee recommends that Internet Explorer be used when evaluating the OEM website.

The public reporting and record keeping burden for this collection of information is estimated to average 2 hours per response. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. To comment on this collection contact the Director, Collection Strategies Division (2822T), 1200 Pennsylvania Ave. NW, Washington, DC 20460. Include the OMB control number in any correspondence. Do not send the completed survey to this address.

Draft OEM Audit Questionnaire

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

EPA regulations require that OEMs launch websites that meet certain use and accessibility and navigation requirements. The questions in this segment are intended to gain insight into your experiences with searching, navigating, and accessing the information that you need.

For Segment 1 enter a "Yes" or "No" response and explain each "No" response in the "Notes" column. Also, for Segment 1, answer the questions in an additional "Response" column by inserting a ranking between 1 (poor) and 5 (excellent). You may also use the "Notes" column to explain your response or to provide additional information. If you cannot answer a specific question or if the question does not apply in the context of your needs and experience, please enter NA (not applicable).

Question Number	Question	Response (Yes, No, or NA)	Response (1-5 ranking, or NA)	Notes
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 home page of the OEM's website.	Yes	3	
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.?	Yes	2	
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?	Yes	NA	

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Response (1-5 ranking, or NA)	Notes
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?	Yes	3	
1.4	Did you have any difficulty connecting to the website?	No	5	
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?	No	2	SEARCHING FOR TSBs
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)?	NA		

(cont.)

Draft OEM Audit Questionnaire (cont.)

In the space below, please provide any general comments about ease of use, accessibility, and website navigation.

ADVISE IMPROVED NAVIGATION, LINKS TO COMMONLY SOUGHT DATA; ie TSB's, RECALLS, SEARCHABLE BY YR/MODEL

Segment 2: OBD System Monitors

EPA regulations require that OEMs make available information on OBD system monitors such as diagnostic trouble codes and enable criteria. The questions in this segment are intended to gain insight into the availability of this information on the sites.

For Segment 2, enter a "Yes" or "No" response and explain each "No" response in the "Notes" column. You may also use the "Notes" column to explain your response or to provide additional information. If you cannot answer a specific question or if the question does not apply in the context of your needs and experience, please enter NA (not applicable).

Question Number	Question	Response (Yes, No, or NA)	Notes
2.1	Are there descriptions of all the OBD monitors and their operation?	No	NOT ALL MONITOR DESCRIPTIONS LISTED.

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
2.1a	Did any of these monitor descriptions lack sufficient information? If so, please explain in the "Notes" column.	<input type="text" value="No"/>	
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.	<input type="text" value="No"/>	DIFFICULT TO FIND ALL STRATEGIES
2.3	Was there a list of Diagnostic Trouble Codes relating to these monitors?	<input type="text" value="Yes"/>	
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.	<input type="text" value="No"/>	COULD NOT LOCATE CORRESPONDING SYMTOMS WITH DIAGNOSIS.

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
2.4	Were you able to determine the enable criteria for each monitor?	<input data-bbox="900 370 1047 418" type="text" value="Yes"/>	DIFFICULT TO LOCATE
2.5	Are the sequence, execution frequency, and duration of the monitor explained?	<input data-bbox="900 607 1047 656" type="text" value="Yes"/>	DIFFICULT TO LOCATE
2.6	Were you able to find the malfunction thresholds for the monitor?	<input data-bbox="900 842 1047 891" type="text" value="Yes"/>	DIFFICULT TO LOCATE

(cont.)

Draft OEM Audit Questionnaire (cont.)

In the space below, please provide any general comments about OBD System Monitors.

DIFFICULT TO LOCATE INFORMATION

Segment 3: OBD Repair

EPA regulations require that OEMs make available basic service and repair information such as service manuals and TSBs. Some of the questions in this segment are intended to provide insight into the availability of standard service information.

In addition, EPA regulations require that OEMs make available information related to the functioning of the OBD system itself such as "mode 6 data" and multiplexing. The questions in this segment are intended to gain insight into the availability of this information on the sites.

For Segment 3, enter a "Yes" or "No" response and explain each "No" response in the "Notes" column. You may also use the "Notes" column to explain your response or to provide additional information. If you cannot answer a specific question or if the question does not apply in the context of your needs and experience, please enter NA (not applicable).

Question Number	Question	Response (Yes, No, or NA)	Notes
3.1	Does the website provide information necessary to interpret "mode 6" data available in generic scan tool modes?	<input type="text" value="No"/>	COULD NOT LOCATE

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
3.1a	If so, was this information useful? Please use the "Notes" column to identify why or why not.	NA	
3.2	Does the website provide sufficient diagnostic and repair information for any and all DTCs encountered?	Yes	INSUFFICIENT FOR COMPLETE SYSTEM UNDERSTANDING
3.3	Are descriptions of OEM-specific DTCs (i.e., P1XXX codes) available?	No	COULD NOT LOCATE
3.4	Are technical service bulletins readily available?	Yes	DIFFICULT TO LOCATE

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
3.5	Are trouble shooting guides or trouble shooting information available? For example, code charts, diagnostic and repair information, or fault finding logic.	<input data-bbox="898 370 1045 418" type="text" value="Yes"/>	
<p>In the space below, please provide any general comments about OBD Repair.</p> <p>LESS DATA AVAILABLE FOR EARLY OBD-II VEHICLES.</p>			

(cont.)

Draft OEM Audit Questionnaire (cont.)

Segment 4: Reprogramming and Reinitialization Information

EPA regulations require that OEMs make available advanced repair and diagnostic capabilities such as reprogramming (installing new or updated software during replacement of programmable modules such as PCMs or updating software or parameters within the software of in-service programmable modules) and reinitialization (reinitialization within the regulation would relate to units such as instrument panels, body control units, anti-theft immobilizers, etc. which would directly affect the ability of the vehicle to start/run within the original design parameters). Questions in this segment are intended to provide insight into the availability of the information, equipment, and tools needed to perform these services.

For Segment 4, enter a "Yes" or "No" response and explain each "No" response in the "Notes" column. You may also use the "Notes" column to explain your response or to provide additional information. If you cannot answer a specific question or if the question does not apply in the context of your needs and experience, please enter NA (not applicable).

Reprogramming (This is also referred to as "Flashing" or software update.)

Question Number	Question	Response (Yes, No, or NA)	Notes
4.1	Are you able to find information on tools needed to perform reprogramming?	<input type="text" value="No"/>	INFORMATION NOT CENTRALLY LOCATED - SCATTERED.
4.2	Are you able to find the procedures to perform reprogramming?	<input type="text" value="Yes"/>	

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
4.3	If reprogramming is performed using a J2534 device was the software available to communicate between the device and the PC?	NA	
4.4	Is the information to select the proper calibration for the vehicle available?	No	DID NOT FIND
4.5	Is the vehicle calibration available?	Yes	
4.6	Have you performed reprogramming services within the last 12 months for this OEM?	No	

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
4.7	If applicable, were you able to perform a successful update/reprogram?	NA	
Reinitialization (This refers to the ability to restart a vehicle after the completion of an emissions-related repair.)			
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.	No	
4.9	Are you able to find information on tools needed to perform reinitialization?		
4.10	Are you able to find the procedures to perform reinitialization?		

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
4.11	Have you performed reinitialization services within the last 12 months for this OEM?	<input type="text"/>	
Answer the following two questions, 4.12 and 4.13, only if you are performing an audit of the Honda/Acura, VW/Audi, Mitsubishi, Chrysler, and Land Rover websites.			
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?	<input type="text"/>	
4.13	Do you have any experience using the alternate method?	<input type="text"/>	
4.13a	If so, has it worked to your satisfaction?	<input type="text"/>	

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
4.13b	If not, please explain in the "Notes" column.	<input data-bbox="898 363 1045 415" type="text"/>	
<p>In the space below, please provide any general comments about reprogramming and reinitialization information.</p>			
<p>Segment 5: Structure and Cost of OEM Websites EPA regulations require that OEM websites be available for short-term, mid-term and long-term access for set fees. The questions in this segment are intended to gain insight into how the OEMs have structured their sites and the fees associated with accessing these sites.</p> <p>For Questions 5.1 to 5.6, enter a "Yes" or "No" response and explain each "No" response in the "Notes" column. For the remaining Questions 5.7 to 5.12 select the best answer from the list provided. You may also use the "Notes" column to explain your response or to provide additional information. If you cannot answer a specific question or if the question does not apply in the context of your needs and experience, please enter NA (not applicable).</p>			

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
5.1	Does the website have short-term, mid-term, and long-term access to service information?	Yes	
5.2	Were you able to access the entire site?	Yes	
5.2a	Please identify areas that you could not access for the initial fee (such as reprogramming information) in the "Notes" column.	NA	
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?	Yes	

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
5.3a	If so, please identify the information or documents that were downloadable in the "Notes" column.	NA	
5.4	Were you able to print the information from the website?	Yes	
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?	NA	
5.5a	What would have been the total cost of those documents? Please identify in the "Notes" column.	NA	

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
5.5b	What emissions repair were you trying to do? Please identify in the "Notes" column.	NA	
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.	No	
5.6	Have you purchased service information, training materials, TSBs, CDs, videos, CD-ROMs, etc. from the website?	No	
5.6a	If so, indicate in the "Notes" column the number and description of materials purchased.	NA	

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (select from the list or insert NA)	Notes
5.7	<p>Does your shop specialize in vehicle repairs from specific OEMs?</p> <p>1. Asian</p> <p>2. European</p> <p>3. Domestic</p> <p>4. We specialize in vehicles from a single OEM, _____ . Please list that OEM.</p> <p>5. We service vehicles from all OEMs and do not specialize in any specific OEMs or group of OEMs.</p>	<input type="text" value="1 Asian"/>	
5.8	<p>What is your primary source for electronic service information?</p> <p>1. Aftermarket (e.g., ALLDATA, Mitchell1, etc.)</p> <p>2. OEM Websites</p> <p>3. Other, please list in the "Notes" column.</p>	<input type="text" value="Aftermarket"/>	
5.9	<p>How much do you spend for an annual subscription to your primary source listed above?</p> <p>1. \$0 - \$500</p> <p>2. \$500 - \$1,000</p> <p>3. \$1,000 - \$2,000</p> <p>4. Over \$2,000</p>	<input type="text" value="\$500 - \$1,000"/>	

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
If you use an aftermarket service provider as your primary source of service information, please respond to Questions 5.10 to 5.12.			
5.10	<p>What is the primary reason for selecting the primary source listed in question 5.8?</p> <ol style="list-style-type: none"> 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 6. Other, please list in the "Notes" column. 	<input type="text" value="2 Experience/Far"/>	
5.11	<p>Approximately how many times do you access an OEM website?</p> <ol style="list-style-type: none"> 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 	<input type="text" value="Over 20"/>	

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
5.12	<p>Do you typically subscribe to OEM websites? If so, please select the type of subscription from the list that you usually purchase.</p> <ol style="list-style-type: none"> 1. 24 - 72 hour subscription 2. Monthly subscription 3. Annual subscription 	<input type="text" value="Annual"/>	
<p>In the space below, please provide any general comments about the structure and cost of OEM websites.</p> <p>HONDA, ACURA, TOYOTA AND LEXUS WEBSITES ARE SIGNIFICANTLY LESS EXPENSIVE THAN INFINITI AND NISSAN.</p> <p>THE HONDA/ACURA WEBSITE IS ABSOLUTELY THE BEST DESIGNED AND USER FRIENDLY.</p>			
<p>Segment 6: General Information and Comments The questions in this segment are intended to gain insight into the OEM websites.</p>			

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
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).	<input type="text" value="Yes"/>	MODERATELY HELPFUL
6.1a	If so, is the information relevant, useful, and readily accessible? Please identify where the information is located in the "Notes" column.	<input type="text" value="No"/>	NOT ALWAYS USEFUL
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?	<input type="text" value="Yes"/>	
6.2a	Have you attempted to use the "contact us" link?	<input type="text" value="No"/>	

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
6.2b	Have you received the desired information or answer to your question within 48 hours?	NA	
6.3	Is training information available on the website?	No	
6.3a	Are lists and sources (contacts or ordering information) identified for training information which is not Internet capable?	NA	
6.4	Is information available on the website listing available factory tools and ordering information?	No	

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
6.5	Did you attempt to find information which was unavailable on the website?	No	
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.	NA	
6.5b	Are you aware of other information which may not be available on the website? Please identify in the "Notes" column.	NA	

(cont.)

Draft OEM Audit Questionnaire (cont.)

In the space below, please provide any general comments about the website or suggestions for improvement.

OVERALL REQUIRES MORE DETAILED INFORMATION, SEARCHABLE BY YEAR/MODEL.

FOR EXAMPLE: SELECT VEHICLE, THEN SELECT INFORMATION BY CATAGORY OR PERFORM SEARCH FOR KEY WORDS/TERM.
RESULTS SHOULD BE GROUPED BY CATAGORY AND PRIORITIZED BY RELEVANCE.

Submit by Email

Print Form

OEM Audit Questionnaire

Name	Infiniti_Auditor 7
OEM Website Audited	Infiniti
Date Audit Completed	2/11/2006
Browser and Version Used	Microsoft Internet Explorer 6.0.2
Operating System and Version Used	Microsoft XP Home & Professional

General Instructions

This questionnaire was designed by the OEM Website Audit Steering Committee in order to seek an assessment of the data elements and information that OEMs are required to include on their websites with respect to OBD systems and emission-related repairs.

The questions have been organized into six separate segments, and each one is preceded by introductory text that explains the intent of the questions within that segment. Prior to providing your responses for the questions within a particular segment, please read the instructions specific to that segment.

Please answer the questions in each segment to the best of your ability with complete and accurate information. Note that the type of response requested varies depending on the segment and question. For Segments 1 through 5 (questions 5.1 to 5.6) and Segment 6, enter a "Yes" or "No" response and explain each "No" response in the "Notes" column. Also, for Segment 1, answer the questions in an additional "Response" column by inserting a ranking between 1 (poor) and 5 (excellent).

For the remaining questions in Segment 5, (questions 5.7 to 5.12) select the best answer from the list provided. For all questions in Segments 1 through 6, you may use the "Notes" column to explain your response or to provide additional information. If you cannot answer a specific question or if the question does not apply in the context of your needs and experience, please enter NA (not applicable).

You have been requested to provide your browser and operating system above since this may be helpful to the Steering Committee in evaluating the audit results in the context of potential problems associated with the incompatibility of certain browsers or operating systems. In order to reduce the likelihood that problems encountered during your audit of the OEM website are due to your browser, the Steering Committee recommends that Internet Explorer be used when evaluating the OEM website.

The public reporting and record keeping burden for this collection of information is estimated to average 2 hours per response. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. To comment on this collection contact the Director, Collection Strategies Division (2822T), 1200 Pennsylvania Ave. NW, Washington, DC 20460. Include the OMB control number in any correspondence. Do not send the completed survey to this address.

Draft OEM Audit Questionnaire

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

EPA regulations require that OEMs launch websites that meet certain use and accessibility and navigation requirements. The questions in this segment are intended to gain insight into your experiences with searching, navigating, and accessing the information that you need.

For Segment 1 enter a "Yes" or "No" response and explain each "No" response in the "Notes" column. Also, for Segment 1, answer the questions in an additional "Response" column by inserting a ranking between 1 (poor) and 5 (excellent). You may also use the "Notes" column to explain your response or to provide additional information. If you cannot answer a specific question or if the question does not apply in the context of your needs and experience, please enter NA (not applicable).

Question Number	Question	Response (Yes, No, or NA)	Response (1-5 ranking, or NA)	Notes
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 home page of the OEM's website.	<input type="text" value="Yes"/>	<input type="text" value="4"/>	There is an "Assistance" link that you click on and system minium requirements are there
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.?	<input type="text" value="Yes"/>	<input type="text" value="4"/>	
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?	<input type="text" value="Yes"/>	<input type="text" value="5"/>	

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Response (1-5 ranking, or NA)	Notes
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?	Yes	5	
1.4	Did you have any difficulty connecting to the website?	No	5	
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?	Yes	2	It was very difficult to locate information the first few times I logged on to this site.
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)?	No		

(cont.)

Draft OEM Audit Questionnaire (cont.)

In the space below, please provide any general comments about ease of use, accessibility, and website navigation.

Site is difficult to navigate through. reference material (i.e.. service manuals) are in Adobe pdf format. If you are not familiar with this format it takes a lot of time to locate material.

Segment 2: OBD System Monitors

EPA regulations require that OEMs make available information on OBD system monitors such as diagnostic trouble codes and enable criteria. The questions in this segment are intended to gain insight into the availability of this information on the sites.

For Segment 2, enter a "Yes" or "No" response and explain each "No" response in the "Notes" column. You may also use the "Notes" column to explain your response or to provide additional information. If you cannot answer a specific question or if the question does not apply in the context of your needs and experience, please enter NA (not applicable).

Question Number	Question	Response (Yes, No, or NA)	Notes
2.1	Are there descriptions of all the OBD monitors and their operation?	Yes	

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
2.1a	Did any of these monitor descriptions lack sufficient information? If so, please explain in the "Notes" column.	<input type="text" value="No"/>	
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.	<input type="text" value="Yes"/>	
2.3	Was there a list of Diagnostic Trouble Codes relating to these monitors?	<input type="text" value="Yes"/>	
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.	<input type="text" value="Yes"/>	

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
2.4	Were you able to determine the enable criteria for each monitor?	Yes	
2.5	Are the sequence, execution frequency, and duration of the monitor explained?	Yes	
2.6	Were you able to find the malfunction thresholds for the monitor?	Yes	

(cont.)

Draft OEM Audit Questionnaire (cont.)

In the space below, please provide any general comments about OBD System Monitors.

Segment 3: OBD Repair

EPA regulations require that OEMs make available basic service and repair information such as service manuals and TSBs. Some of the questions in this segment are intended to provide insight into the availability of standard service information.

In addition, EPA regulations require that OEMs make available information related to the functioning of the OBD system itself such as "mode 6 data" and multiplexing. The questions in this segment are intended to gain insight into the availability of this information on the sites.

For Segment 3, enter a "Yes" or "No" response and explain each "No" response in the "Notes" column. You may also use the "Notes" column to explain your response or to provide additional information. If you cannot answer a specific question or if the question does not apply in the context of your needs and experience, please enter NA (not applicable).

Question Number	Question	Response (Yes, No, or NA)	Notes
3.1	Does the website provide information necessary to interpret "mode 6" data available in generic scan tool modes?	<input type="text" value="Yes"/>	

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
3.1a	If so, was this information useful? Please use the "Notes" column to identify why or why not.	<input type="text" value="Yes"/>	It was useful if you have good knowledge of mode 6. TIDS, & CIDS showed either its minium or maximum specs and what code it may pertain to if out of spec.
3.2	Does the website provide sufficient diagnostic and repair information for any and all DTCs encountered?	<input type="text" value="Yes"/>	
3.3	Are descriptions of OEM-specific DTCs (i.e., P1XXX codes) available?	<input type="text" value="Yes"/>	
3.4	Are technical service bulletins readily available?	<input type="text" value="No"/>	Another subscription would have to be purchased.

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
3.5	Are trouble shooting guides or trouble shooting information available? For example, code charts, diagnostic and repair information, or fault finding logic.	<input data-bbox="898 370 1045 418" type="text" value="Yes"/>	
<p>In the space below, please provide any general comments about OBD Repair.</p> <p>As I stated earlier service information is PDF format copies of services manuals. Most of the older manuals had mode 6 in the index, newer manual 2002 and up do not show mode 6. To locate mode 6 you must go to the OBD sections and go page to page to find it. Most other information, code charts enable criteria are fairly simple to find once you get to the service manuals.</p>			

(cont.)

Draft OEM Audit Questionnaire (cont.)

Segment 4: Reprogramming and Reinitialization Information

EPA regulations require that OEMs make available advanced repair and diagnostic capabilities such as reprogramming (installing new or updated software during replacement of programmable modules such as PCMs or updating software or parameters within the software of in-service programmable modules) and reinitialization (reinitialization within the regulation would relate to units such as instrument panels, body control units, anti-theft immobilizers, etc. which would directly affect the ability of the vehicle to start/run within the original design parameters). Questions in this segment are intended to provide insight into the availability of the information, equipment, and tools needed to perform these services.

For Segment 4, enter a "Yes" or "No" response and explain each "No" response in the "Notes" column. You may also use the "Notes" column to explain your response or to provide additional information. If you cannot answer a specific question or if the question does not apply in the context of your needs and experience, please enter NA (not applicable).

Reprogramming (This is also referred to as "Flashing" or software update.)

Question Number	Question	Response (Yes, No, or NA)	Notes
4.1	Are you able to find information on tools needed to perform reprogramming?	Yes	
4.2	Are you able to find the procedures to perform reprogramming?	No	This information is included with the purchase of reprogramming data file.

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
4.3	If reprogramming is performed using a J2534 device was the software available to communicate between the device and the PC?	Yes	Only from 2004 and up
4.4	Is the information to select the proper calibration for the vehicle available?	Yes	
4.5	Is the vehicle calibration available?	No	It is available with a scan tool.
4.6	Have you performed reprogramming services within the last 12 months for this OEM?	No	Vehicles 2004 and up are still under warranty.

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
4.7	If applicable, were you able to perform a successful update/reprogram?	NA	
Reinitialization (This refers to the ability to restart a vehicle after the completion of an emissions-related repair.)			
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.	NA	
4.9	Are you able to find information on tools needed to perform reinitialization?		
4.10	Are you able to find the procedures to perform reinitialization?		

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
4.11	Have you performed reinitialization services within the last 12 months for this OEM?	<input type="text"/>	
Answer the following two questions, 4.12 and 4.13, only if you are performing an audit of the Honda/Acura, VW/Audi, Mitsubishi, Chrysler, and Land Rover websites.			
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?	<input type="text"/>	
4.13	Do you have any experience using the alternate method?	<input type="text"/>	
4.13a	If so, has it worked to your satisfaction?	<input type="text"/>	

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
4.13b	If not, please explain in the "Notes" column.	<input data-bbox="898 363 1045 415" type="text"/>	
<p>In the space below, please provide any general comments about reprogramming and reinitialization information.</p>			
<p>Segment 5: Structure and Cost of OEM Websites EPA regulations require that OEM websites be available for short-term, mid-term and long-term access for set fees. The questions in this segment are intended to gain insight into how the OEMs have structured their sites and the fees associated with accessing these sites.</p> <p>For Questions 5.1 to 5.6, enter a "Yes" or "No" response and explain each "No" response in the "Notes" column. For the remaining Questions 5.7 to 5.12 select the best answer from the list provided. You may also use the "Notes" column to explain your response or to provide additional information. If you cannot answer a specific question or if the question does not apply in the context of your needs and experience, please enter NA (not applicable).</p>			

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
5.1	Does the website have short-term, mid-term, and long-term access to service information?	Yes	
5.2	Were you able to access the entire site?	No	
5.2a	Please identify areas that you could not access for the initial fee (such as reprogramming information) in the "Notes" column.	Yes	reprogramming, ECU initialization, and full lists of TSBS. Only a few TSBS were made available to me.
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?	Yes	

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
5.3a	If so, please identify the information or documents that were downloadable in the "Notes" column.	Yes	Service manuals were downloadable in sections i.e. Engine Control System, approx 33mb.
5.4	Were you able to print the information from the website?	Yes	
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?	Yes	Full TSB list would have been only other needed purchase.
5.5a	What would have been the total cost of those documents? Please identify in the "Notes" column.	NA	unknown

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
5.5b	What emissions repair were you trying to do? Please identify in the "Notes" column.	<input type="text" value="Yes"/>	P0101 MAF Sensor fault
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.	<input type="text" value="No"/>	
5.6	Have you purchased service information, training materials, TSBs, CDs, videos, CD-ROMs, etc. from the website?	<input type="text" value="No"/>	
5.6a	If so, indicate in the "Notes" column the number and description of materials purchased.	<input type="text" value="NA"/>	

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (select from the list or insert NA)	Notes
5.7	<p>Does your shop specialize in vehicle repairs from specific OEMs?</p> <p>1. Asian</p> <p>2. European</p> <p>3. Domestic</p> <p>4. We specialize in vehicles from a single OEM, _____. Please list that OEM.</p> <p>5. We service vehicles from all OEMs and do not specialize in any specific OEMs or group of OEMs.</p>	<input type="text" value="5 All"/>	
5.8	<p>What is your primary source for electronic service information?</p> <p>1. Aftermarket (e.g., ALLDATA, Mitchell1, etc.)</p> <p>2. OEM Websites</p> <p>3. Other, please list in the "Notes" column.</p>	<input type="text" value="Aftermarket"/>	Alldata
5.9	<p>How much do you spend for an annual subscription to your primary source listed above?</p> <p>1. \$0 - \$500</p> <p>2. \$500 - \$1,000</p> <p>3. \$1,000 - \$2,000</p> <p>4. Over \$2,000</p>	<input type="text" value="over \$2,000"/>	\$2,280.00

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
If you use an aftermarket service provider as your primary source of service information, please respond to Questions 5.10 to 5.12.			
5.10	<p>What is the primary reason for selecting the primary source listed in question 5.8?</p> <ol style="list-style-type: none"> 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 6. Other, please list in the "Notes" column. 	<div style="border: 1px solid black; padding: 2px;">1 Completeness</div>	<p>All of the answers fit why we use Alldata, but it has the most for all the vehicles we work on.</p>
5.11	<p>Approximately how many times do you access an OEM website?</p> <ol style="list-style-type: none"> 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 	<div style="border: 1px solid black; padding: 2px;">1 to 5</div>	<p>Not much for information, mostly for J2534 reprogramming files.</p>

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
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).	Yes	
6.1a	If so, is the information relevant, useful, and readily accessible? Please identify where the information is located in the "Notes" column.	Yes	On the home pages, there are links too all areas needed. However it can be difficult to get to the area you want.
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?	Yes	
6.2a	Have you attempted to use the "contact us" link?	Yes	First the first week of this research the J2534 software download and Consult software download links sent me to "page not found" message. On the Sunday morning after receiving my assignment I used the "contact us" link. By 10:30 Monday morning I received an e-mail stating the problem was corrected, and it was.

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
6.2b	Have you received the desired information or answer to your question within 48 hours?	Yes	24 hours
6.3	Is training information available on the website?	Yes	Classroom material E-learning SIR videos
6.3a	Are lists and sources (contacts or ordering information) identified for training information which is not Internet capable?	Yes	
6.4	Is information available on the website listing available factory tools and ordering information?	No	

(cont.)

Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
6.5	Did you attempt to find information which was unavailable on the website?	No	
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.	NA	
6.5b	Are you aware of other information which may not be available on the website? Please identify in the "Notes" column.	NA	

(cont.)

Draft OEM Audit Questionnaire (cont.)

In the space below, please provide any general comments about the website or suggestions for improvement.

Submit by Email

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