

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

July 27, 2006

OEM Audit Questionnaire

Name	Isuzu_Auditor 2
OEM Website Audited	Izusu
Date Audit Completed	Mar 17, 2006
Browser and Version Used	Explorer
Operating System and Version Used	Windows xp

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	4	
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	5	
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?	No	2	

(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?	No	3	
1.4	Did you have any difficulty connecting to the website?	Yes	2	
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	4	
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)?	Yes	2	

(cont.)

Draft OEM Audit Questionnaire (cont.)

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

I was confused, as the links to the left interfered with navigation

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	Later model years only

(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.	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.	No	
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?	<input data-bbox="900 370 1045 418" type="text" value="Yes"/>	Later model years only
2.5	Are the sequence, execution frequency, and duration of the monitor explained?	<input data-bbox="900 605 1045 654" type="text" value="Yes"/>	
2.6	Were you able to find the malfunction thresholds for the monitor?	<input data-bbox="900 841 1045 889" type="text" value="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"/>	Again. later model years only

(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"/>	
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="Yes"/>	Labeled differently

(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>			

(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	

(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?	No	
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	

(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?	No	
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?	NA	

(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?	NA	
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	55 pages
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.	<input type="text" value="Yes"/>	Mode 6 expallations
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"/>	

(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="3 Domestic"/>	
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
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="No"/>	
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="NA"/>	
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="NA"/>	
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?	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?	<input data-bbox="905 326 1047 375" type="text" value="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.	<input data-bbox="905 558 1047 607" type="text"/>	
6.5b	Are you aware of other information which may not be available on the website? Please identify in the "Notes" column.	<input data-bbox="905 790 1047 839" type="text"/>	

(cont.)

OEM Audit Questionnaire

Name	Isuzu_Auditor 3
OEM Website Audited	Isuzu www.isuzutechinfo.com
Date Audit Completed	Feb 9, 2006
Browser and Version Used	Mainly Mozilla Firefox 1.5
Operating System and Version Used	Windows 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.

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Draft OEM Audit Questionnaire

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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="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.?	<input type="text" value="Yes"/>	<input type="text" value="5"/>	
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	4	Not exactly sure what you are asking. I did have to go back to the vehicle selection page if I wanted to go from something like service manuals to ETM portion, but I didn't have to go all the way to the first page. It was nothing that I would say was inconvenient at all. Very easy to navigate.
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	NA	

(cont.)

Draft OEM Audit Questionnaire (cont.)

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

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?	<input type="text" value="Yes"/>	Very easy to find

(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?	<input data-bbox="898 370 1045 418" type="text" value="Yes"/>	It was vague in the the monitor information page but clearly stated within the information for the specific code
2.5	Are the sequence, execution frequency, and duration of the monitor explained?	<input data-bbox="898 607 1045 656" type="text" value="Yes"/>	again it was vague in the the monitor information page but clearly stated within the information for the specific code
2.6	Were you able to find the malfunction thresholds for the monitor?	<input data-bbox="898 841 1045 889" type="text" value="Yes"/>	

(cont.)

Draft OEM Audit Questionnaire (cont.)

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

The monitor specific page had a lot of vague info in it such as coolant temperature has to be within a predetermined range but didn't state what the predetermined range was, but it was very clear and specific in the code information charts. I think it is because the monitor page is very generic for all these vehicles even though you have to choose a vehicle before selecting the page. Really not a big issue in my mind though.

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="NA"/>	Didn't have any need to look at mode 6, but I did look to mess around with it and the info provided seem to be helpful.
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="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.	<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>Code information was excellent</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?	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	Information was there and very clear but I don't have the J2534 equipment required and also never had a need to use it during audit period
4.4	Is the information to select the proper calibration for the vehicle available?	NA	Need to purchase additional software but it appears to be available
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	Not that I encountered.
4.9	Are you able to find information on tools needed to perform reinitialization?	NA	
4.10	Are you able to find the procedures to perform reinitialization?	NA	

(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?	No	
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?	Yes	Didn't see anything on a lease but they did have an option of a company to send the PCM to for reprogramming
4.13	Do you have any experience using the alternate method?	No	
4.13a	If so, has it worked to your satisfaction?	NA	

(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.	<input type="text"/>	Immobilizer system information and some vehicle reference guides
5.4	Were you able to print the information from the website?	<input type="text" value="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?	<input type="text" value="No"/>	none
5.5a	What would have been the total cost of those documents? Please identify in the "Notes" column.	<input type="text" value="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.	<input type="text"/>	DTC diagnostics on multiple different vehicles
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	
5.6a	If so, indicate in the "Notes" column the number and description of materials purchased.	<input type="text"/>	

(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"/>	
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="\$1,000 - \$2,000"/>	<p>Not sure though because I am not in charge of purchasing</p>

(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>	
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;">10 to 20</div>	I listed the amount that I use sites that were not provided to me in the audit process

(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"/>	
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="Yes"/>	
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?	<input type="text"/>	
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.		
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.

Submit by Email

Print Form

OEM Audit Questionnaire

Name	Isuzu_Auditor 5
OEM Website Audited	Isuzu
Date Audit Completed	Mar 28, 2006
Browser and Version Used	IE 6.0 SP2
Operating System and Version Used	Windows XP 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.	<input type="text" value="Yes"/>	<input type="text" value="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.?	<input type="text" value="Yes"/>	<input type="text" value="5"/>	
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	4	
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.

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?	<input data-bbox="898 1062 1045 1114" type="text"/>	

(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?	No	

(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"/>	
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="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.	<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>			

(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	

(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?	<input type="text"/>	
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.	<input type="text" value="Yes"/>	
4.9	Are you able to find information on tools needed to perform reinitialization?	<input type="text" value="Yes"/>	
4.10	Are you able to find the procedures to perform reinitialization?	<input type="text" value="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?	No	
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.		
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	Most information, such as service manuals were not savable.

(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.	<input type="text" value="Yes"/>	Reference materials
5.4	Were you able to print the information from the website?	<input type="text" value="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?	<input type="text"/>	
5.5a	What would have been the total cost of those documents? Please identify in the "Notes" column.	<input type="text"/>	

(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"/>	
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"/>	
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.	<input type="text"/>	

(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"/>	
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"/>	

(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>	
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>	

(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="No"/>	
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"/>	
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?	<input type="text"/>	
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?	<input type="text" value="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.	<input type="text"/>	
6.5b	Are you aware of other information which may not be available on the website? Please identify in the "Notes" column.	<input type="text" value="No"/>	

(cont.)

Draft OEM Audit Questionnaire (cont.)

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

One of the better sites I have used.

Submit by Email

Print Form

OEM Audit Questionnaire

Name	Isuzu_Auditor 6
OEM Website Audited	IsuzuSource.com
Date Audit Completed	03-09-06
Browser and Version Used	Microsoft Internet Explorer 6.0
Operating System and Version Used	Microsoft Windows XP Pro

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	4	
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	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?	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	4	
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.

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.	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.	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.
Excellent data for system monitors and Mode 6.

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	Information was easy to find and use, with TID and SID information, as well as pass/fail limits.
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	

(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?	No	
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.		Several repair procedures in PDA format were saved.
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?	50	
5.5a	What would have been the total cost of those documents? Please identify in the "Notes" column.		

(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.		
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.		

(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. 	5	
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. 	1	
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 	3	

(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. 	4	
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 	2	

(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 site.
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?	Yes	
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.		
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.

OEM Audit Questionnaire

Name	Isuzu_Auditor 8
OEM Website Audited	ISUZU
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 1045 418" type="text" value="Yes"/>	DIFFICULT TO LOCATE
2.5	Are the sequence, execution frequency, and duration of the monitor explained?	<input data-bbox="900 605 1045 654" type="text" value="Yes"/>	DIFFICULT TO LOCATE
2.6	Were you able to find the malfunction thresholds for the monitor?	<input data-bbox="900 841 1045 889" 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?	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?	No	INFORMATION NOT CENTRALLY LOCATED - SCATTERED.
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?	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