

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

July 27, 2006



## OEM Audit Questionnaire

<b>Name</b>	Mitsubishi_Auditor 1
<b>OEM Website Audited</b>	Mitsubishi - www.mitsubishitechinfo.com
<b>Date Audit Completed</b>	Feb 9, 2006
<b>Browser and Version Used</b>	Mainly Mozilla Firefox 1.5
<b>Operating System and Version Used</b>	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.

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	5	Yes links right on top of page.
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?	Yes	

(cont.)

**Draft OEM Audit Questionnaire (cont.)**

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
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="900 370 1045 418" type="text" value="Yes"/>	
2.5	Are the sequence, execution frequency, and duration of the monitor explained?	<input data-bbox="900 605 1045 654" type="text" value="Yes"/>	Very specific and easy to follow
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.

The links in the OBDII drive cycle page didn't work using Mozilla Firefox 1.5 but was fine with ie. However Firefox is not a listed supported browser but the site did work fine with it in most cases.

#### 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"/>	It took me a while to find it, but there was a link right on the main page. I would have to blame myself in the difficulties finding it but I think others would miss it first time to.

(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"/>	Did not have a need to use it but the information provided seemed very complete.
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	Didn't use it but it appeared to all be available and very clearly stated directions
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	
<b>Reinitialization (This refers to the ability to restart a vehicle after the completion of an emissions-related repair.)</b>			
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?	Yes	
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><b>Segment 5: Structure and Cost of OEM Websites</b>            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	All sorts of training modules and guides.

(cont.)

**Draft OEM Audit Questionnaire (cont.)**

Question Number	Question	Response (Yes, No, or NA)	Notes
5.3a	If so, please identify the information or documents that were downloadable in the "Notes" column.	Yes	All sorts of training modules and guides.
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.	<input type="text" value="Yes"/>	Various DTC diagnostics.
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="Yes"/>	
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="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"/>	<p>Unsure, I am not involved in purchasing decisions</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"> <li>1. Completeness for the brands I service</li> <li>2. Experience/Familiarity with the product</li> <li>3. Available off-line</li> <li>4. Common organization of information for all manufacturers</li> <li>5. Price</li> <li>6. Other, please list in the "Notes" column.</li> </ol>	<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"> <li>1. Never</li> <li>2. 1 to 5 times monthly</li> <li>3. 5 to 10 times monthly</li> <li>4. 10 to 20 times monthly</li> <li>5. Over 20 times monthly</li> </ol>	<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.)**

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
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.)**

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
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?	Yes	
6.3a	Are lists and sources (contacts or ordering information) identified for training information which is not Internet capable?	Yes	
6.4	Is information available on the website listing available factory tools and ordering information?	Yes	

(cont.)

**Draft OEM Audit Questionnaire (cont.)**

Question Number	Question	Response (Yes, No, or NA)	Notes
6.5	Did you attempt to find information which was unavailable on the website?	No	
6.5a	If so, please identify in the "Notes" column what information you were seeking, how you conducted your search, and results (or lack thereof) you experienced.	NA	
6.5b	Are you aware of other information which may not be available on the website? Please identify in the "Notes" column.	No	

(cont.)

**Draft OEM Audit Questionnaire (cont.)**

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

**Submit by Email**

**Print Form**

## OEM Audit Questionnaire

<b>Name</b>	Mitsubishi_Auditor 3
<b>OEM Website Audited</b>	Mitsubishi
<b>Date Audit Completed</b>	March,06
<b>Browser and Version Used</b>	Microsoft
<b>Operating System and Version Used</b>	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).

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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.

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## Draft OEM Audit Questionnaire

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

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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	5	
1.6	If you were a first time user, does the website involve a waiting period for registration to receive a password, PIN code, or some other approval (such as PayPal)?	No	5	

(cont.)

**Draft OEM Audit Questionnaire (cont.)**

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

Had I read the directions first, instead of just surfing it would have been much faster and easier.

**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	Had I read the directions first, instead of just surfing it would have been much faster and easier.

(cont.)

**Draft OEM Audit Questionnaire (cont.)**

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
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.)**

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
2.4	Were you able to determine the enable criteria for each monitor?	<input data-bbox="900 370 1045 418" type="text" value="Yes"/>	
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.

Had I read the directions first,instead of just surfing it would have been must faster and easier.

### 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.

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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"/>	Had I read the directions first,instead of just surfing it would have been must faster and easier.

(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"/>	How ever there didn't seem to be very many.

(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?	NA	
<b>Reinitialization (This refers to the ability to restart a vehicle after the completion of an emissions-related repair.)</b>			
4.8	Does this OEM require initialization or reinitialization when the ECU is replaced? If no, skip to Segment 5. For the purposes of this audit, initialization or reinitialization refers to the need to reset a vehicle's security systems by means of an ignition key or access code to allow a vehicle to be restarted after the completion of emissions-related repairs.	Yes	
4.9	Are you able to find information on tools needed to perform reinitialization?	Yes	
4.10	Are you able to find the procedures to perform reinitialization?	Yes	

(cont.)

**Draft OEM Audit Questionnaire (cont.)**

Question Number	Question	Response (Yes, No, or NA)	Notes
4.11	Have you performed reinitialization services within the last 12 months for this OEM?	NA	
Answer the following two questions, 4.12 and 4.13, only if you are performing an audit of the Honda/Acura, VW/Audi, Mitsubishi, Chrysler, and Land Rover websites.			
4.12	EPA regulations allow for OEMs to offer an alternative method of reinitialization with prior approval. These companies have received approval to lease their OEM-specific scan tool to the aftermarket to perform this service. Are you able to find information about alternate methods and links to the source of that method?	Yes	
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.	NA	
<p>In the space below, please provide any general comments about reprogramming and reinitialization information.</p>			
<p><b>Segment 5: Structure and Cost of OEM Websites</b>            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.	Yes	ALL
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	none
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"/>	Evaporative
5.5c	Some manufacturer websites require the purchase of individual documents for downloading before they can be fully viewed. In some cases, only the table of contents is available for viewing before the purchase is made. Did you purchase documents that did not contain the information you were seeking? If yes, then please identify the document and the cost of that document in the "Notes" column.	<input type="text" value="No"/>	
5.6	Have you purchased service information, training materials, TSBs, CDs, videos, CD-ROMs, etc. from the website?	<input type="text" value="No"/>	
5.6a	If so, indicate in the "Notes" column the number and description of materials purchased.	<input type="text" value="NA"/>	

(cont.)

**Draft OEM Audit Questionnaire (cont.)**

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

(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"> <li>1. Completeness for the brands I service</li> <li>2. Experience/Familiarity with the product</li> <li>3. Available off-line</li> <li>4. Common organization of information for all manufacturers</li> <li>5. Price</li> <li>6. Other, please list in the "Notes" column.</li> </ol>	<input type="text" value="6 Other (please e"/>	All of the items listed
5.11	<p>Approximately how many times do you access an OEM website?</p> <ol style="list-style-type: none"> <li>1. Never</li> <li>2. 1 to 5 times monthly</li> <li>3. 5 to 10 times monthly</li> <li>4. 10 to 20 times monthly</li> <li>5. Over 20 times monthly</li> </ol>	<input type="text" value="1 to 5"/>	

(cont.)



**Draft OEM Audit Questionnaire (cont.)**

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
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.)**

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
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?	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="Yes"/>	
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" value="Yes"/>	rent a scan tool
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.

I found the information to be very complete and accurate. The fact that it was so different from other websites I had used made it seem a little hard to navigate . I would have like to been able to use it more, only time would not allow. My impression is that I would absolutely be able to diagnose a vehicle with the information available.

Submit by Email

Print Form

## OEM Audit Questionnaire

Name	Mitsubishi_Auditor 4
OEM Website Audited	Mitsubishi
Date Audit Completed	
Browser and Version Used	
Operating System and Version Used	

### 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"/>	Easily found
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="3"/>	
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"/>	

(cont.)

**Draft OEM Audit Questionnaire (cont.)**

Question Number	Question	Response (Yes, No, or NA)	Response (1-5 ranking, or NA)	Notes
1.3a	Did the OEM website provide hyperlinks to any plug-ins, viewers or browsers (e.g., Adobe Acrobat or Netscape) needed to access the OEM website?	Yes	5	
1.4	Did you have any difficulty connecting to the website?	No	5	
1.5	Were you able to navigate the website without returning to the OEM service information home page or a search engine in order to access a different portion of the site?	Yes	2	
1.6	If you were a first time user, does the website involve a waiting period for registration to receive a password, PIN code, or some other approval (such as PayPal)?	No		

(cont.)

**Draft OEM Audit Questionnaire (cont.)**

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

The website was fairly easy to use with drop down menus but didn't give a very good description of each category when looking for information causing multiple lookups for the same information.

**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.	NA	
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?	<input data-bbox="900 370 1045 418" type="text" value="Yes"/>	
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="No"/>	I wasn't able to find that information

(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	
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.	<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?	NA	None available aftermarket
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	
<b>Reinitialization (This refers to the ability to restart a vehicle after the completion of an emissions-related repair.)</b>			
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	I didn't find any information that stated it was needed
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?	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?	No	
4.13	Do you have any experience using the alternate method?	Yes	
4.13a	If so, has it worked to your satisfaction?	Yes	

(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><b>Segment 5: Structure and Cost of OEM Websites</b>            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?	<input type="text" value="Yes"/>	
5.2	Were you able to access the entire site?	<input type="text" value="Yes"/>	
5.2a	Please identify areas that you could not access for the initial fee (such as reprogramming information) in the "Notes" column.	<input type="text"/>	Occasionally when I got to certain documents they wouldn't load, and I had to come back the next day to get them to load completely.
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?	<input type="text" value="Yes"/>	There wasn't any checks that allowed you to specifically do this, but I was able to "save page as" in my browser selection.

(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	All PDF's were downloadable with the proper Adobe program that allows you to save files, and for the HTML pages I was able to "save page as"
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.)**

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
5.5b	What emissions repair were you trying to do? Please identify in the "Notes" column.	<input type="text"/>	No start condition/ p0300 multiple misfire
5.5c	Some manufacturer websites require the purchase of individual documents for downloading before they can be fully viewed. In some cases, only the table of contents is available for viewing before the purchase is made. Did you purchase documents that did not contain the information you were seeking? If yes, then please identify the document and the cost of that document in the "Notes" column.	<input type="text" value="No"/>	
5.6	Have you purchased service information, training materials, TSBs, CDs, videos, CD-ROMs, etc. from the website?	<input type="text" value="No"/>	
5.6a	If so, indicate in the "Notes" column the number and description of materials purchased.	<input type="text" value="NA"/>	

(cont.)

**Draft OEM Audit Questionnaire (cont.)**

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

(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"> <li>1. Completeness for the brands I service</li> <li>2. Experience/Familiarity with the product</li> <li>3. Available off-line</li> <li>4. Common organization of information for all manufacturers</li> <li>5. Price</li> <li>6. Other, please list in the "Notes" column.</li> </ol>	4 Organization	I find the information much easier to attain if I have a standardized format I'm working with. I also have had much better completeness with these products for "time spent" on getting the correct information.
5.11	<p>Approximately how many times do you access an OEM website?</p> <ol style="list-style-type: none"> <li>1. Never</li> <li>2. 1 to 5 times monthly</li> <li>3. 5 to 10 times monthly</li> <li>4. 10 to 20 times monthly</li> <li>5. Over 20 times monthly</li> </ol>	1 to 5	

(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"> <li>1. 24 - 72 hour subscription</li> <li>2. Monthly subscription</li> <li>3. Annual subscription</li> </ol>	<div style="border: 1px solid black; padding: 2px; width: fit-content;">24-72 hr</div>	
<p>In the space below, please provide any general comments about the structure and cost of OEM websites.</p> <p>It would be much more helpful in the search areas if there was a "boolean" type search or partial match search to find the information you are looking for. OEM Manufacturers have different terms for items than others, and if you don't know the exact term for the item, multiple searches turn up nothing.</p>			
<p><b>Segment 6: General Information and Comments</b>                      The questions in this segment are intended to gain insight into the OEM websites.</p>			

(cont.)

**Draft OEM Audit Questionnaire (cont.)**

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
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	
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	Easily found on the bottom of the page
6.2a	Have you attempted to use the "contact us" link?	No	

(cont.)

**Draft OEM Audit Questionnaire (cont.)**

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
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?	Yes	
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	I was unable to find the mode \$06 dat a and parameters even though I did extensive searching. I felt the deeper I got into the site, the more cumbersome it became. I might be more helpful to have pages linked together, or have a more "global" type search.
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.

I think the biggest drawback was the need to use the site map to find data needed for the website. I still wasn't able to find the Mode \$06 data anywhere. The search feature could be a bit more permissive too.

Overall score for me was 7 out of 10.

Submit by Email

Print Form

## OEM Audit Questionnaire

<b>Name</b>	Mitsubishi_Auditor 5
<b>OEM Website Audited</b>	Mitsubishi
<b>Date Audit Completed</b>	3/6/2006
<b>Browser and Version Used</b>	Internet Explorer 6.0.2900.2180
<b>Operating System and Version Used</b>	Windows XP Home Version 2002 Service Pack 2

### 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	5	
1.6	If you were a first time user, does the website involve a waiting period for registration to receive a password, PIN code, or some other approval (such as PayPal)?	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.

It worked very well.

**Segment 2: OBD System Monitors**

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

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

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

(cont.)

**Draft OEM Audit Questionnaire (cont.)**

Question Number	Question	Response (Yes, No, or NA)	Notes
2.1a	Did any of these monitor descriptions lack sufficient information? If so, please explain in the "Notes" column.	Yes	<p>Most of the monitor descriptions are very vague, in that it does not provide specific information for completing a monitor. For example, this is the O2 sensor heater monitor For a 1996-1999 Eclipse with a 420A Engine:</p> <p>The vehicle will need to be driven for a period of time at highway speeds to satisfy the enabling conditions for the O2 Sensor Heater Monitor. The monitor runs with the ignition key off after vehicle operation. Allow the vehicle to hot soak for a few minutes before checking to determine if the monitor completed the cycle. Turning the key on prematurely will abort the monitor test and the vehicle will have to be driven to arm the enabling conditions again.</p> <p>The terms "The vehicle will need to be driven for a period of time at highway speeds" and "Allow the vehicle to hot soak for a few minutes before checking to determine if the monitor completed the cycle" are a little vague.</p>
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.	NA	

(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="No"/>	See answer above for 2.1a
2.5	Are the sequence, execution frequency, and duration of the monitor explained?	<input data-bbox="900 605 1045 654" type="text" value="No"/>	
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"/>	

(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	
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.	<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?	NA	
<b>Reinitialization (This refers to the ability to restart a vehicle after the completion of an emissions-related repair.)</b>			
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?	Yes	
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.	NA	
<p>In the space below, please provide any general comments about reprogramming and reinitialization information.</p>			
<p><b>Segment 5: Structure and Cost of OEM Websites</b>            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.)**

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
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.)**

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
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.)**

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
5.5b	What emissions repair were you trying to do? Please identify in the "Notes" column.	NA	
5.5c	Some manufacturer websites require the purchase of individual documents for downloading before they can be fully viewed. In some cases, only the table of contents is available for viewing before the purchase is made. Did you purchase documents that did not contain the information you were seeking? If yes, then please identify the document and the cost of that document in the "Notes" column.	NA	
5.6	Have you purchased service information, training materials, TSBs, CDs, videos, CD-ROMs, etc. from the website?	No	
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="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"> <li>1. Completeness for the brands I service</li> <li>2. Experience/Familiarity with the product</li> <li>3. Available off-line</li> <li>4. Common organization of information for all manufacturers</li> <li>5. Price</li> <li>6. Other, please list in the "Notes" column.</li> </ol>	4 Organization	
5.11	<p>Approximately how many times do you access an OEM website?</p> <ol style="list-style-type: none"> <li>1. Never</li> <li>2. 1 to 5 times monthly</li> <li>3. 5 to 10 times monthly</li> <li>4. 10 to 20 times monthly</li> <li>5. Over 20 times monthly</li> </ol>	5 to 10	

(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"> <li>1. 24 - 72 hour subscription</li> <li>2. Monthly subscription</li> <li>3. Annual subscription</li> </ol>	<input data-bbox="900 363 1047 412" type="text"/>	
<p>In the space below, please provide any general comments about the structure and cost of OEM websites.</p>			
<p><b>Segment 6: General Information and Comments</b>                      The questions in this segment are intended to gain insight into the OEM websites.</p>			

(cont.)

**Draft OEM Audit Questionnaire (cont.)**

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
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.)**

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
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?	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 data-bbox="898 326 1045 375" type="text" value="NA"/>	
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="898 565 1045 613" type="text" value="NA"/>	
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="898 797 1045 846" type="text" value="No"/>	

(cont.)



## OEM Audit Questionnaire

<b>Name</b>	Mitsubishi_Auditor 6
<b>OEM Website Audited</b>	Mitsubishi
<b>Date Audit Completed</b>	March 06, 2006
<b>Browser and Version Used</b>	Microsoft Internet Explorer, Version 6.0
<b>Operating System and Version Used</b>	Windows 98, Second Edition

### General Instructions

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

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

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

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

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

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

## Draft OEM Audit Questionnaire

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

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

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

Question Number	Question	Response (Yes, No, or NA)	Response (1-5 ranking, or NA)	Notes
1.1	Does the website provide users with a description of the minimum computer hardware and software needed by the user to access that OEM's information (e.g., computer processor speed and operating system software)? This description or a link to it should appear when users first log on to the home page of the OEM's website.	Yes	5	
1.2	Did the website allow you to search the OEM website by various topics including but not limited to model, model year, key words or phrases, etc.?	Yes	3	
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	3	Would like to see the site use FireFox <u>in addition to</u> IE.

(cont.)

**Draft OEM Audit Questionnaire (cont.)**

Question Number	Question	Response (Yes, No, or NA)	Response (1-5 ranking, or NA)	Notes
1.3a	Did the OEM website provide hyperlinks to any plug-ins, viewers or browsers (e.g., Adobe Acrobat or Netscape) needed to access the OEM website?	Yes	5	
1.4	Did you have any difficulty connecting to the website?	No	5	
1.5	Were you able to navigate the website without returning to the OEM service information home page or a search engine in order to access a different portion of the site?	Yes	5	
1.6	If you were a first time user, does the website involve a waiting period for registration to receive a password, PIN code, or some other approval (such as PayPal)?	No	NA	

(cont.)

## Draft OEM Audit Questionnaire (cont.)

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

Once I became acclimated to the site, the navigation was like any other site. I found it to be above average and didn't experience any difficulty.

### 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.)**

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
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.

The monitors, as they are presently programmed are OK. If any changes or improvements were to be made, I'd like to see the monitors update quicker.

#### 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	Having the Mode 6 Data interpreted saves time and helps to avoid misdiagnosis based on incorrect information.
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	
<p>In the space below, please provide any general comments about OBD Repair.</p> <p>Given the proper information and training, OBD Diagnostics &amp; Repairs can be effectively implemented. Access to OEM sites is a terrific way to gather the info necessary.</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	Personally, I know where to look and find this info however, I am very often asked by other individuals where the info can be found. The Auto Makers could do a better job of advertising the fact that these tools are available.
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	I did not use any flash files for either site I was auditing.
4.4	Is the information to select the proper calibration for the vehicle available?	Yes	It is available if needed.
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	
<b>Reinitialization (This refers to the ability to restart a vehicle after the completion of an emissions-related repair.)</b>			
4.8	Does this OEM require initialization or reinitialization when the ECU is replaced? If no, skip to Segment 5. For the purposes of this audit, initialization or reinitialization refers to the need to reset a vehicle's security systems by means of an ignition key or access code to allow a vehicle to be restarted after the completion of emissions-related repairs.	NA	
4.9	Are you able to find information on tools needed to perform reinitialization?	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	As I stated earlier .....  "Personally, I know where to look and find this info however, I am very often asked by other individuals where the info can be found. The Auto Makers could do a better job of advertising the fact that these tools are available."
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.	NA	
<p>In the space below, please provide any general comments about reprogramming and reinitialization information.</p> <p>As I see it, I don't think it's feasible for repair shops to have all of the individual OEM tools for reprogramming. In that regard, having an approved generic pass-thru device with access to flash files seems to be prudent.</p>			
<p><b>Segment 5: Structure and Cost of OEM Websites</b></p> <p>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	In Adobe PDF format.

(cont.)

**Draft OEM Audit Questionnaire (cont.)**

Question Number	Question	Response (Yes, No, or NA)	Notes
5.3a	If so, please identify the information or documents that were downloadable in the "Notes" column.	Yes	Emission and transmission diagnosis manuals were available.
5.4	Were you able to print the information from the website?	Yes	I was able to download and print the info in the PDF files.
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	If someone is to have access to the OEM site, I don't feel they should have to pay additional fees to access the necessary documents.
5.5a	What would have been the total cost of those documents? Please identify in the "Notes" column.	NA	

**Draft OEM Audit Questionnaire (cont.)**

Question Number	Question	Response (Yes, No, or NA)	Notes
5.5b	What emissions repair were you trying to do? Please identify in the "Notes" column.	NA	
5.5c	Some manufacturer websites require the purchase of individual documents for downloading before they can be fully viewed. In some cases, only the table of contents is available for viewing before the purchase is made. Did you purchase documents that did not contain the information you were seeking? If yes, then please identify the document and the cost of that document in the "Notes" column.	NA	
5.6	Have you purchased service information, training materials, TSBs, CDs, videos, CD-ROMs, etc. from the website?	No	
5.6a	If so, indicate in the "Notes" column the number and description of materials purchased.	NA	

(cont.)

**Draft OEM Audit Questionnaire (cont.)**

<b>Question Number</b>	<b>Question</b>	<b>Response (select from the list or insert NA)</b>	<b>Notes</b>
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>	5	Our company is noted for being Ford specialists.
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>	1	Mitchell On-Demand
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>	1	Our company performs beta testing and product eval for Mitchell.

(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"> <li>1. Completeness for the brands I service</li> <li>2. Experience/Familiarity with the product</li> <li>3. Available off-line</li> <li>4. Common organization of information for all manufacturers</li> <li>5. Price</li> <li>6. Other, please list in the "Notes" column.</li> </ol>	4	<p>Although Mitchell does not provide 100% coverage for all makes and models, the programs usually do offer enough info to proceed with diagnosis and repair.</p>
5.11	<p>Approximately how many times do you access an OEM website?</p> <ol style="list-style-type: none"> <li>1. Never</li> <li>2. 1 to 5 times monthly</li> <li>3. 5 to 10 times monthly</li> <li>4. 10 to 20 times monthly</li> <li>5. Over 20 times monthly</li> </ol>	2	<p>On Ford's which we do have access to, 3-5 times per month.</p>

(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"> <li>1. 24 - 72 hour subscription</li> <li>2. Monthly subscription</li> <li>3. Annual subscription</li> </ol>	1	<p>When necessary, we will pay for a 24 – 72 hour subscription. That allows us enough time to diagnose and repair the concern as well as seek any post repair info that may be required.</p>
<p>In the space below, please provide any general comments about the structure and cost of OEM websites.</p> <p>I'm not familiar on how all other OEM sites structure their fees however, a 24 – 72 hour access would be in the repair shop's best interest.</p>			
<p><b>Segment 6: General Information and Comments</b> The questions in this segment are intended to gain insight into the OEM websites.</p>			

(cont.)

**Draft OEM Audit Questionnaire (cont.)**

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
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	
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?	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?	Yes	
6.3a	Are lists and sources (contacts or ordering information) identified for training information which is not Internet capable?	Yes	Training manuals can be ordered.
6.4	Is information available on the website listing available factory tools and ordering information?	Yes	

(cont.)

**Draft OEM Audit Questionnaire (cont.)**

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
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, the experience was good. I'd like to suggest breaking down the info into categories and sub-categories. For example, "Powertrain – Transmission – Transfer Case – AWD". Then break it down further into specific models of the components.