

**OEM Website Audit Steering Committee
Conference Call Notes
January 13, 2005**

The fifth meeting of the OEM Website Audit Steering Committee took place by conference call on January 13, 2004. Participants on the call included Holly Pugliese (US EPA), John Daley, Steve Douglas, Eddie Ehlert, Bob Everett, Paul Foley, Johnny Chen (Ron Garrett's proxy), Christy Plunkett (Bill Haas' proxy), Rose Castro (Dean Hermano's proxy), Aaron Lowe, and Donnie Seyfer. Doran Stegura and Twohy Murray from Perrin Quarles Associates, Inc. were also on the call.

A. Introduction

EPA began the meeting with an informal roll call.

B. Website

The OEM audit website should be up by January 17 or 18. EPA noted that there would be a minor change to the technician application. Technicians will initially be able to submit only basic information including name, company name, email address, and phone and fax numbers on a preliminary application. The list of technicians will then be reviewed by EPA. The website will also include a note indicating that technicians will be contacted by EPA when the audit is initiated. EPA believes that this approach will be sufficient to generate interest and begin the process of selecting technicians. Once the auditor application developed by the Steering Committee is internally approved by EPA, the complete auditor application will be posted on the website. Technicians that apply using the preliminary form will be notified via email and asked to submit an updated full auditor application.

C. Technicians Who Have Applied to Perform Evaluations

EPA and the Steering Committee members noted that news of the OEM audit was already being circulated and that the website should be up as soon as possible to avoid any confusion. EPA noted that the Committee can distribute the URL and added that the press release distributed in December can be used by Committee members and others to publicize the OEM audit. PQA stated that around 20 technicians have expressed interest in participating as auditors, most of whom were identified at the November 2004 meeting in Las Vegas. One member suggested that technician schools, such as ASE's training department and the NASCAR Training Center, could be notified as well in an effort to recruit more applicants. However, EPA and other members felt that a sufficient number of

applicants would be received through the website and as a result of the OEM audit announcement in various publications. It was generally agreed that training centers would be contacted if there are an inadequate number of applicants.

There was some discussion regarding when the OEM audit announcement should be distributed as a press release. One member noted that the press release document received by the Steering Committee members in December were to be distributed to magazines for their January and February publication. This member added that he had received no "official word" to release the document to other segments of the automotive industry. EPA noted that the announcement will be distributed again next week when the website is live and can be released to all interested parties.

One member asked if it was acceptable to answer questions from technicians or other members of the public regarding the OEM audit process and whether questions could be referred to Holly Pugliese of EPA. Holly gave her approval but requested that committee members not try to interpret the regulations. All questions regarding the regulations should be directed to Holly.

To help generate interest, one member suggested that OEM websites include a link (e.g., an "Audit this Site" flag) that would direct the user to the Steering Committee's website if they are interested in auditing the site. EPA supported the idea and asked the OEM members of the Steering Committee to examine the feasibility of the suggestion. EPA reminded the committee that the audit would also be announced on the NASTF website.

D. Audit Questionnaire

Based on previous conference calls and recent postings on AASP's discussion forum, PQA made several changes to the draft audit questionnaire. In addition, EPA added introductory paragraphs to each segment. EPA asked for comments regarding these revisions. Steve Douglas began the discussion by questioning the objective of question 5.7, which asks auditors to rate the effect of cost on their use of OEM websites. Aaron Lowe, who posted the question in the discussion forum, explained the question's purpose. Aaron believed a question addressing the effect of cost was necessary. Steve agreed that cost was an important factor affecting use, but that cost was not the only motivating factor. He indicated that the question could be misleading and suggested that it be rephrased in a manner that would help determine the impact of cost on use as well as other factors. One member commented that the time required to find the information on the site can sometimes outweigh the monetary cost but that some technicians pay the extra cost for the opportunity to use a single OEM interface. Aaron Lowe and Steve Douglas agreed to revise question 5.7. EPA noted that the structure of this question could be changed along with the wording. EPA suggested creating a list of potential factors and asking technicians to rank each factor's importance to their use of the OEM website. The revised question will be discussed during the Committee's next conference call.

EPA asked for additional comments on the audit questionnaire and the introductory paragraphs. Several members supported the introductory paragraphs agreeing that the text was effective and should remain concise. EPA questioned whether the explanation of the rating system in the survey's introduction should be improved. One member suggested that the ratings include examples and expressed concern that an auditor's response could vary significantly if the rating system was not more clearly defined. It was generally agreed that a preliminary review of the survey questions and rating system by a small number of technicians could help evaluate its applicability to real world situations. EPA recommended that Eddie Ehlert, Bob Everett, and Dave Scaler lead this effort.

The discussion then turned to segment 4. There were several proposed revisions to question 4.1. Question 4.1 contains seven questions relating to advanced repair and diagnostic capabilities such as reprogramming and reinitialization. EPA noted that these questions could be separated into their own segment. One member noted that question 4.1 should be preceded by a question asking the auditor if they have had any experience with reprogramming or reinitialization. Auditors unfamiliar with this information would be asked to write "not applicable" or N/A and skip to the next question. Other committee members agreed with these suggestions. EPA will revise Segment 4.

There were no additional comments on the audit questionnaire. A revised questionnaire incorporating revisions to segment 4 and question 5.7 as well as any other revisions posted on the discussion forum will be sent to the Steering Committee before the next conference call. Holly Pugliese noted that the auditor survey would also require EPA approval before being released.

E. Next Steps

EPA noted that the OEM audit is expected to proceed on schedule. The audit will start in March, and a final report is expected to be released in September or October. The precise schedule of the audit will depend on EPA internal approvals and the technicians who apply. EPA's current work assignment with PQA ends in mid-August, but EPA can issue a follow on work assignment which can be used as necessary. The next conference call will take place on Thursday, January 20, 2005 at 2:00 PM Eastern Standard time.

F. Action Items

- (1) The Steering Committee's website will go live by Tuesday, January 18, 2005. The website will contain a basic technician application, which will ask applicants to provide basic information such as name, company, email address, phone number, and fax number. The technician application developed by the Steering Committee must first be approved internally by EPA.

- (2) A final press release will be emailed to Steering Committee members the week of January 17, 2005. Members are encouraged to distribute the announcement to all interested parties.
- (3) Steve Douglas and Aaron Lowe will revise question 5.7.
- (4) EPA will revise segment 4.
- (5) Once the survey is finalized, it will be distributed by the Steering Committee to a small test group of technicians to evaluate its real world applicability.
- (6) The next conference call will be held on January 20, 2005 at 2:00 PM Eastern Standard time. If a Steering Committee member is unable to attend, a proxy may be sent.