

# **OEM Website Audit Report**

## **Appendix C1 Acura Summary Table.pdf**

August 2006

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

| Acura Auditors  | 1.1 |    |         |    | 1.2 |    |         |    | 1.3 |    |         |    | 1.3a |    |         |    | 1.4 |    |         |    | 1.5 |    |         |    | 1.6 |    |         |    |  |
|-----------------|-----|----|---------|----|-----|----|---------|----|-----|----|---------|----|------|----|---------|----|-----|----|---------|----|-----|----|---------|----|-----|----|---------|----|--|
|                 | Yes | No | Ranking | NA | Yes | No | Ranking | NA | Yes | No | Ranking | NA | Yes  | No | Ranking | NA | Yes | No | Ranking | NA | Yes | No | Ranking | NA | Yes | No | Ranking | NA |  |
| Acura_Auditor 3 | X   |    | 5       |    | X   |    | 5       |    | X   |    | 5       |    | X    |    | 5       |    | X   |    | 5       |    | X   |    | 5       |    |     | X  |         | 5  |  |
| Acura_Auditor 6 | X   |    | 5       |    | X   |    | 5       |    | X   |    | 3       |    | X    |    | 5       |    | X   |    | 5       |    | X   |    | 5       |    |     | X  |         | 5  |  |
| Acura_Auditor 1 | X   |    | 4       |    | X   |    | 4       |    | X   |    | 4       |    |      |    | B       | B  | X   |    | B       |    | X   |    | 5       |    |     | X  |         | B  |  |
| Acura_Auditor 5 | X   |    | 5       |    | X   |    | 5       |    | X   |    | 5       |    | X    |    | 5       |    | X   |    | 5       |    | X   |    | 5       |    |     | X  |         | 5  |  |
| Acura_Auditor 8 |     |    |         | B  |     |    |         | B  |     |    |         | B  | X    |    | 4       |    | X   |    | NA      |    | X   |    | 3       |    |     |    | B       | X  |  |
| <b>Total</b>    | 4   |    |         | 1  | 4   |    |         | 1  | 4   |    |         | 1  | 4    |    |         | 1  | 5   |    |         |    | 5   |    |         |    |     | 4  |         | 1  |  |
| <b>Average</b>  |     |    | 4.75    |    |     |    | 4.75    |    |     |    | 4.25    |    |      |    | 4.75    |    |     |    | 5       |    |     |    | 4.6     |    |     |    | 5       |    |  |
|                 |     |    |         |    |     |    |         |    |     |    |         |    |      |    |         |    |     |    |         |    |     |    |         |    |     |    |         |    |  |
|                 |     |    |         |    |     |    |         |    |     |    |         |    |      |    |         |    |     |    |         |    |     |    |         |    |     |    |         |    |  |
|                 |     |    |         |    |     |    |         |    |     |    |         |    |      |    |         |    |     |    |         |    |     |    |         |    |     |    |         |    |  |
|                 |     |    |         |    |     |    |         |    |     |    |         |    |      |    |         |    |     |    |         |    |     |    |         |    |     |    |         |    |  |

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

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

### Segment 2: OBD System Monitors

| Acura Auditors  | 2.1 |    |    | 2.1a |    |    | 2.2 |    |    | 2.3 |    |    | 2.3a |    |    | 2.4 |    |    | 2.5 |    |    | 2.6 |    |    |
|-----------------|-----|----|----|------|----|----|-----|----|----|-----|----|----|------|----|----|-----|----|----|-----|----|----|-----|----|----|
|                 | Yes | No | NA | Yes  | No | NA | Yes | No | NA | Yes | No | NA | Yes  | No | NA | Yes | No | NA | Yes | No | NA | Yes | No | NA |
| Acura_Auditor 3 | X   |    |    | X    |    |    | X   |    |    | X   |    |    | X    |    |    | X   |    |    | X   |    |    | X   |    |    |
| Acura_Auditor 6 | X   |    |    | X    |    |    | X   |    |    | X   |    |    | X    |    |    | X   |    |    | X   |    |    | X   |    |    |
| Acura_Auditor 1 | X   |    |    | X    |    |    | X   |    |    | X   |    |    | X    |    |    | X   |    |    | X   |    |    | X   |    |    |
| Acura_Auditor 5 | X   |    |    | X    |    |    | X   |    |    | X   |    |    | X    |    |    | X   |    |    | X   |    |    | X   |    |    |
| Acura_Auditor 8 | X   |    |    | X    |    |    | X   | X  |    | X   |    |    | X    |    |    |     |    | B  |     |    |    | B   |    | B  |
| <b>Total</b>    | 5   |    |    | 5    |    |    | 4   | 1  |    | 5   |    |    | 5    |    |    | 4   |    | 1  | 4   |    | 1  | 4   |    | 1  |
|                 |     |    |    |      |    |    |     |    |    |     |    |    |      |    |    |     |    |    |     |    |    |     |    |    |
|                 |     |    |    |      |    |    |     |    |    |     |    |    |      |    |    |     |    |    |     |    |    |     |    |    |
|                 |     |    |    |      |    |    |     |    |    |     |    |    |      |    |    |     |    |    |     |    |    |     |    |    |
|                 |     |    |    |      |    |    |     |    |    |     |    |    |      |    |    |     |    |    |     |    |    |     |    |    |
|                 |     |    |    |      |    |    |     |    |    |     |    |    |      |    |    |     |    |    |     |    |    |     |    |    |
|                 |     |    |    |      |    |    |     |    |    |     |    |    |      |    |    |     |    |    |     |    |    |     |    |    |
|                 |     |    |    |      |    |    |     |    |    |     |    |    |      |    |    |     |    |    |     |    |    |     |    |    |
|                 |     |    |    |      |    |    |     |    |    |     |    |    |      |    |    |     |    |    |     |    |    |     |    |    |
|                 |     |    |    |      |    |    |     |    |    |     |    |    |      |    |    |     |    |    |     |    |    |     |    |    |
|                 |     |    |    |      |    |    |     |    |    |     |    |    |      |    |    |     |    |    |     |    |    |     |    |    |

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

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| Question 2.1: Are there descriptions of all the OBD monitors and their operation?  |
| Question 2.1a: Did any of these monitor descriptions lack sufficient information? If so, please explain in the "Notes" column.   |
| Question 2.2: Were you able to find a description of all parameters (strategies) being monitored? Parameters can refer either to PID descriptions or the general monitoring strategies of the ECU. |
| Question 2.3: Was there a list of Diagnostic Trouble Codes relating to these monitors?   |
| Question 2.3a: Did you find the list sufficient to assist in the diagnosis and/or repair of the vehicle? If your answer is "No" please explain in the "Notes" column.                              |
| Question 2.4: Were you able to determine the enable criteria for each monitor?   |
| Question 2.5: Are the sequence, execution frequency, and duration of the monitor explained?  |
| Question 2.6: Were you able to find the malfunction thresholds for the monitor?  |







