

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

August 2006



**OEM Audit Questionnaire**

<b>Name</b>	Audi_Auditor 1
<b>OEM Website Audited</b>	Audi
<b>Date Audit Completed</b>	031006
<b>Browser and Version Used</b>	Internet Explorer
<b>Operating System and Version Used</b>	Windows XP Pro

**General Instructions**

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

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

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

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

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

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

## Draft OEM Audit Questionnaire

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

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

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

Question Number	Question	Response (Yes, No, or NA)	Response (1-5 ranking, or NA)	Notes
1.1	Does the website provide users with a description of the minimum computer hardware and software needed by the user to access that OEM's information (e.g., computer processor speed and operating system software)? This description or a link to it should appear when users first log on to the home page of the OEM's website.	Yes		
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		
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		

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Response (1-5 ranking, or NA)	Notes
1.3a	Did the OEM website provide hyperlinks to any plug-ins, viewers or browsers (e.g., Adobe Acrobat or Netscape) needed to access the OEM website?	No		
1.4	Did you have any difficulty connecting to the website?	No		
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		
1.6	If you were a first time user, does the website involve a waiting period for registration to receive a password, PIN code, or some other approval (such as PayPal)?	NA		

(cont.)

## Draft OEM Audit Questionnaire (cont.)

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

### Segment 2: OBD System Monitors

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

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

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

(cont.)

### Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
2.1a	Did any of these monitor descriptions lack sufficient information? If so, please explain in the "Notes" column.	No	
2.2	Were you able to find a description of all parameters (strategies) being monitored? Parameters can refer either to PID descriptions or the general monitoring strategies of the ECU.	Yes	
2.3	Was there a list of Diagnostic Trouble Codes relating to these monitors?	Yes	
2.3a	Did you find the list sufficient to assist in the diagnosis and/or repair of the vehicle? If your answer is "No" please explain in the "Notes" column.	Yes	

(cont.)

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

<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.

### 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	All hes is translated and referenced to P codes
3.2	Does the website provide sufficient diagnostic and repair information for any and all DTCs encountered?	Yes	
3.3	Are descriptions of OEM-specific DTCs (i.e., P1XXX codes) available?	Yes	
3.4	Are technical service bulletins readily available?	Yes	

(cont.)

### Draft OEM Audit Questionnaire (cont.)

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

(cont.)

## Draft OEM Audit Questionnaire (cont.)

### Segment 4: Reprogramming and Reinitialization Information

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

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

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

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

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
4.3	If reprogramming is performed using a J2534 device was the software available to communicate between the device and the PC?	No	There was a disclaimer that the J-2534 protocol applications are in the works
4.4	Is the information to select the proper calibration for the vehicle available?	NA	
4.5	Is the vehicle calibration available?	NA	
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?	NA	
4.13	Do you have any experience using the alternate method?	NA	
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.		
<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.)**

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.		Wiring diagrams
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.	No	
5.6	Have you purchased service information, training materials, TSBs, CDs, videos, CD-ROMs, etc. from the website?	No	
5.6a	If so, indicate in the "Notes" column the number and description of materials purchased.		

(cont.)

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

Question Number	Question	Response (select from the list or insert NA)	Notes
5.7	<p>Does your shop specialize in vehicle repairs from specific OEMs?</p> <p>1. Asian</p> <p>2. European</p> <p>3. Domestic</p> <p>4. We specialize in vehicles from a single OEM, BMW_____. 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>	Yes	BMW
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>	2	
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>	4	

(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>	1	
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	

(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	Help button on bottom right of screen
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.)**

<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?	No	
6.4	Is information available on the website listing available factory tools and ordering information?	No	You are directed to a toll free number.

(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.		
6.5b	Are you aware of other information which may not be available on the website? Please identify in the "Notes" column.	No	

(cont.)

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

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

## OEM Audit Questionnaire

<b>Name</b>	Audi_Auditor 4
<b>OEM Website Audited</b>	Audi
<b>Date Audit Completed</b>	03-07-2003
<b>Browser and Version Used</b>	MS IE 6.0
<b>Operating System and Version Used</b>	Windows XP Pro

### General Instructions

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

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

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## 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.

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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"/>	
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"/>	
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 <input type="text"/>	<input type="text"/>	
1.4	Did you have any difficulty connecting to the website?	No <input type="text"/>	<input type="text"/>	
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 <input type="text"/>	<input type="text"/>	
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 <input type="text"/>	<input type="text"/>	

(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?	Yes	
2.5	Are the sequence, execution frequency, and duration of the monitor explained?	Yes	
2.6	Were you able to find the malfunction thresholds for the monitor?	Yes	

(cont.)

## Draft OEM Audit Questionnaire (cont.)

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

### Segment 3: OBD Repair

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

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

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

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

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
3.1a	If so, was this information useful? Please use the "Notes" column to identify why or why not.	<input type="text" value="Yes"/>	
3.2	Does the website provide sufficient diagnostic and repair information for any and all DTCs encountered?	<input type="text" value="Yes"/>	
3.3	Are descriptions of OEM-specific DTCs (i.e., P1XXX codes) available?	<input type="text" value="Yes"/>	
3.4	Are technical service bulletins readily available?	<input type="text" value="Yes"/>	

(cont.)

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

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

(cont.)

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

**Segment 4: Reprogramming and Reinitialization Information**

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

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

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

Question Number	Question	Response (Yes, No, or NA)	Notes
4.1	Are you able to find information on tools needed to perform reprogramming?	Yes	
4.2	Are you able to find the procedures to perform reprogramming?	NA	If I had a factory scan tool, this information would be available to me. I am registered with VW/Audi and have a workshop code and pin number. If I owned or rented a scan tool, I would be able to reprogram.

(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	No pass through programing to date.
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	See above
<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.)**

Question Number	Question	Response (Yes, No, or NA)	Notes
5.1	Does the website have short-term, mid-term, and long-term access to service information?	Yes	
5.2	Were you able to access the entire site?	Yes	
5.2a	Please identify areas that you could not access for the initial fee (such as reprogramming information) in the "Notes" column.	NA	
5.3	Although downloading information is not explicitly required by EPA regulations, did the website allow you to save and store any information to your computer?	Yes	

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
5.3a	If so, please identify the information or documents that were downloadable in the "Notes" column.	<input type="text" value="Yes"/>	TSB's, maintenance schedules, campaigns.
5.4	Were you able to print the information from the website?	<input type="text" value="Yes"/>	
5.5	Audi, Porsche, and Volkswagen websites require the purchase of individual documents to access repair information. For the purposes of this evaluation, how many individual documents would you have had to purchase to acquire all of the information you needed to perform the repair?	<input type="text" value="NA"/>	New format is not "per document".
5.5a	What would have been the total cost of those documents? Please identify in the "Notes" column.	<input type="text" value="NA"/>	see above

(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" value="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.	<input type="text" value="NA"/>	
5.6	Have you purchased service information, training materials, TSBs, CDs, videos, CD-ROMs, etc. from the website?	<input type="text" value="Yes"/>	Evap training, new model training
5.6a	If so, indicate in the "Notes" column the number and description of materials purchased.	<input type="text"/>	Evap training - 1book New Model training - 1 book

(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="2 European"/>	Volkswagen
5.8	<p>What is your primary source for electronic service information?</p> <p>1. Aftermarket (e.g., ALLDATA, Mitchell1, etc.)</p> <p>2. OEM Websites</p> <p>3. Other, please list in the "Notes" column.</p>	<input type="text" value="Aftermarket"/>	Alldata
5.9	<p>How much do you spend for an annual subscription to your primary source listed above?</p> <p>1. \$0 - \$500</p> <p>2. \$500 - \$1,000</p> <p>3. \$1,000 - \$2,000</p> <p>4. Over \$2,000</p>	<input type="text" value="\$500 - \$1,000"/>	

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
If you use an aftermarket service provider as your primary source of service information, please respond to Questions 5.10 to 5.12.			
5.10	<p>What is the primary reason for selecting the primary source listed in question 5.8?</p> <ol style="list-style-type: none"> <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;">2 Experience/Far</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>	

(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="900 362 1047 412" type="text"/>	<p>Not yet at this point however, when my audit trial period is over I will subscribe to Volkswagen on an annual basis.</p>
<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="Yes"/>	

(cont.)

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

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

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
6.5	Did you attempt to find information which was unavailable on the website?	No	
6.5a	If so, please identify in the "Notes" column what information you were seeking, how you conducted your search, and results (or lack thereof) you experienced.	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.

**Thank you for the opportunity to participate in this audit.**

Submit by Email

Print Form

## OEM Audit Questionnaire

<b>Name</b>	Audi_Auditor 5
<b>OEM Website Audited</b>	Audi
<b>Date Audit Completed</b>	3/5/2006
<b>Browser and Version Used</b>	MS Explorer
<b>Operating System and Version Used</b>	MS XP

### General Instructions

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

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

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

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

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

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

## Draft OEM Audit Questionnaire

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

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

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

Question Number	Question	Response (Yes, No, or NA)	Response (1-5 ranking, or NA)	Notes
1.1	Does the website provide users with a description of the minimum computer hardware and software needed by the user to access that OEM's information (e.g., computer processor speed and operating system software)? This description or a link to it should appear when users first log on to the home page of the OEM's website.	<input type="text" value="Yes"/>	<input type="text"/>	
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"/>	
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 <input type="text"/>	<input type="text"/>	
1.4	Did you have any difficulty connecting to the website?	No <input type="text"/>	<input type="text"/>	
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 <input type="text"/>	<input type="text"/>	
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 <input type="text"/>	<input type="text"/>	

(cont.)

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

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

I enjoyed the Audi experience. I look forward to having access to the Tech bulletin section. I was not privy to this area.

**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.)**

<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.

#### 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 style="width: 50px; height: 20px;" type="text" value="NA"/>	

(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?	No	Although I had hoped to have access here, my experience suggested I would require a subscription.

(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?	<input type="text" value="Yes"/>	
4.2	Are you able to find the procedures to perform reprogramming?	<input type="text" value="No"/>	this required special authorization through a secondary source for Source CD's and a VAS tool

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
4.3	If reprogramming is performed using a J2534 device was the software available to communicate between the device and the PC?	No	Tooling and info tech is UNderdevelopment accordign to the site.
4.4	Is the information to select the proper calibration for the vehicle available?	NA	
4.5	Is the vehicle calibration available?	NA	
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?	Yes	
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	Requires a 6000 dollar credit card deposit and 200 per week usage. We have not required this as yet in our operations
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	I was blocked on a few occasions for the Tech Bulletins site but was later able to access normally
5.2a	Please identify areas that you could not access for the initial fee (such as reprogramming information) in the "Notes" column.		Flashing info not available without additional fee and equipment
5.3	Although downloading information is not explicitly required by EPA regulations, did the website allow you to save and store any information to your computer?	Yes	

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
5.3a	If so, please identify the information or documents that were downloadable in the "Notes" column.	<input type="text"/>	Tech bulletins were available for printing, other data info sheets also available to save.
5.4	Were you able to print the information from the website?	<input type="text" value="Yes"/>	
5.5	Audi, Porsche, and Volkswagen websites require the purchase of individual documents to access repair information. For the purposes of this evaluation, how many individual documents would you have had to purchase to acquire all of the information you needed to perform the repair?	<input type="text" value="NA"/>	Strangely I did not encounter a fee structure as you suggest.
5.5a	What would have been the total cost of those documents? Please identify in the "Notes" column.	<input type="text" value="NA"/>	

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
5.5b	What emissions repair were you trying to do? Please identify in the "Notes" column.	<input type="text"/>	Secondary Air Faults
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?	Yes	I have a substantial library of Bentley CD's for VW and Audi
5.6a	If so, indicate in the "Notes" column the number and description of materials purchased.	Yes	All audi And Vw DC's available for distribution are in my library.

(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="2 European"/>	
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"/>	IATN
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>	<input type="text" value="2 Experience/Far"/>	<p>Been using it from the dark ages of the All Data stand alone processor and heat printer version.</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>	<input type="text" value="Never"/>	<p>Will do it more if I can warrant the cost of subscriptions. We rely on Alldata and OE CD's</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>	<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).	NA	
6.1a	If so, is the information relevant, useful, and readily accessible? Please identify where the information is located in the "Notes" column.	NA	
6.2	The "contact us" link is required to allow users to report problems, omissions or errors with the website, not to assist in vehicle trouble shooting or technical assistance. Does the website provide a "contact us" link for questions and/or reporting of problems, omissions or errors?	NA	
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?	NA	
6.3	Is training information available on the website?	No	
6.3a	Are lists and sources (contacts or ordering information) identified for training information which is not Internet capable?	No	
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.

Personally I love the way Bentley Publishers produces information. They always follow a format for CD and internet usage .

Submit by Email

Print Form

## OEM Audit Questionnaire

Name	Audi_Auditor 7
OEM Website Audited	Audi
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="2"/>	It has the software requirements , but not the hardware requirements.
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?	No		Not that I could find
1.4	Did you have any difficulty connecting to the website?	Yes	3	Has been down a number of times, had to E-mail in once to get my sign in and password reset.
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	Works very well
1.6	If you were a first time user, does the website involve a waiting period for registration to receive a password, PIN code, or some other approval (such as PayPal)?	Yes	4	Very short time just a few hours

(cont.)

### Draft OEM Audit Questionnaire (cont.)

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

I feel the web site is a vast improvement over the last one. I loads a little slow and can be hard to find something without using search. The information is just copies of the Bentley books and is laid out like the books. The information is a little old as it seems that it is made up from book information. The system has hung up on me quit a few times and have had to restart.

**Segment 2: OBD System Monitors**

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

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

Question Number	Question	Response (Yes, No, or NA)	Notes
2.1	Are there descriptions of all the OBD monitors and their operation?	<input type="text" value="Yes"/>	very nicely laid out

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
2.1a	Did any of these monitor descriptions lack sufficient information? If so, please explain in the "Notes" column.	<input type="text" value="No"/>	This web site shines here they give the tools, wiring diagrams, and step by step diagnosis.
2.2	Were you able to find a description of all parameters (strategies) being monitored? Parameters can refer either to PID descriptions or the general monitoring strategies of the ECU.	<input type="text" value="No"/>	This does not exist as far as I can find. I have never seen in any Audi or Volkswagan publications their strategies listed. I did find a brief explanation of major systems but this is not strategies.
2.3	Was there a list of Diagnostic Trouble Codes relating to these monitors?	<input type="text" value="No"/>	Nonexistent
2.3a	Did you find the list sufficient to assist in the diagnosis and/or repair of the vehicle? If your answer is "No" please explain in the "Notes" column.	<input type="text" value="No"/>	This is a yes and No answer. They do give very good testing procedures , but no way to repair the car if those procedures do not work. Because their are no strategies of how the systems work. Except for a few major systems.

(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?	No	nonexistent their are no strategies of how the systems work.
2.5	Are the sequence, execution frequency, and duration of the monitor explained?	No	nonexistent their are no strategies of how the systems work.
2.6	Were you able to find the malfunction thresholds for the monitor?	No	nonexistent their are no strategies of how the systems work.

(cont.)

## Draft OEM Audit Questionnaire (cont.)

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

Once again it looks like the Germans are afraid that if they tell someone how it works it will be stolen or something. Other than a brief description of some major systems ( example: secondary air ) most systems just have a testing procedure and wiring diagrams. I have talked to their Dealer technicians and they don't get any of this either. They have to hook up the magic box and then to the internet and some engineer fixes the car by remote. This of course locks all of us out. Even coding for things like ABS modules, climate controls and engine computers have to be done with a special scan tool. They will rent this to you, but at a major time cost.

### 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 could not find almost no Mode 6 information on the site. Some for a few newer modules like the A8.

(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"/>	What was there was useful.
3.2	Does the website provide sufficient diagnostic and repair information for any and all DTCs encountered?	<input type="text" value="Yes"/>	Just not much in the way of strategies.
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 type="text" value="Yes"/>	Very good
<p>In the space below, please provide any general comments about OBD Repair.</p> <p>The general repair information is good, but again very weak or nonexistent strategies information.</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?	No	Must use Audi/VW tool only.
4.4	Is the information to select the proper calibration for the vehicle available?	No	Must use Audi/VW tool only.
4.5	Is the vehicle calibration available?	No	Must use Audi/VW tool only.
4.6	Have you performed reprogramming services within the last 12 months for this OEM?	No	Must use Audi/VW tool only.

(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	Must use Audi/VW tool only.
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	Must use Audi/VW tool only.

(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	Must use Audi/VW tool only.
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?	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 type="text" value="No"/>	Must use Audi/VW tool only.
<p>In the space below, please provide any general comments about reprogramming and reinitialization information.</p> <p>Almost every thing electronic has to be reprogrammed or reinitialized from this manufacture. The only way this can be done is by using the Audi/VW scan tool. This must be bought for \$9000.00 to \$20,000.00 or rented for \$200.00 per week, and a \$6000.00 deposit.</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?	No	

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
5.3a	If so, please identify the information or documents that were downloadable in the "Notes" column.	NA	
5.4	Were you able to print the information from the website?	Yes	
5.5	Audi, Porsche, and Volkswagen websites require the purchase of individual documents to access repair information. For the purposes of this evaluation, how many individual documents would you have had to purchase to acquire all of the information you needed to perform the repair?	No	Not so with the new site
5.5a	What would have been the total cost of those documents? Please identify in the "Notes" column.	NA	New site is by time, but you can only print.

(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="No"/>	Long term fuel trim code
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="NA"/>	
5.6	Have you purchased service information, training materials, TSBs, CDs, videos, CD-ROMs, etc. from the website?	<input type="text" value="No"/>	Cannot get page to load to look at any training materials
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>	<div style="border: 1px solid black; padding: 2px;">2 European</div>	
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>	<div style="border: 1px solid black; padding: 2px;">Aftermarket</div>	
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>	<div style="border: 1px solid black; padding: 2px;">over \$2,000</div>	

(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="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>	<input type="text" value="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>I would like it if I could save the information I have paid for other than by printing it out.</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="Yes"/>	

(cont.)

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

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
6.2b	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?	<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="No"/>	Need the programing code for a ABS module had to see the Dealer to get it.
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="Yes"/>	I have a friend at out local dealer and have compared what he has with aeas/veas to what we have and there are some differences in the information.

(cont.)

### Draft OEM Audit Questionnaire (cont.)

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

The Audi/VW site is vastly improved compared to the download each document site the had before. I don't like the print only for the information as it slows down the tech to print it or has to sign up again if he needs to refer back to it later. By not having much of the strategies of how a system works these will still be a difficult car line to diagnosis.

Submit by Email

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