

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

August 2006



## OEM Audit Questionnaire

<b>Name</b>	Jaguar_Auditor 2
<b>OEM Website Audited</b>	Jaguar
<b>Date Audit Completed</b>	2/28/06
<b>Browser and Version Used</b>	Firefox 1.5 and IE 5.2 for Mac / IE 6
<b>Operating System and Version Used</b>	Mac OSX 10.4.5/ Win XP Pro SP2

### General Instructions

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

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

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

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

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

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

## Draft OEM Audit Questionnaire

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

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

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

Question Number	Question	Response (Yes, No, or NA)	Response (1-5 ranking, or NA)	Notes
1.1	Does the website provide users with a description of the minimum computer hardware and software needed by the user to access that OEM's information (e.g., computer processor speed and operating system software)? This description or a link to it should appear when users first log on to the home page of the OEM's website.	<input type="text" value="Yes"/>	<input type="text" value="5"/>	Backward compatible with earlier browsers
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"/>	I was able to use most any browser either Mozilla or IE with good result. Some slight page display problems when using Apple's Safari.

(cont.)

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

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

(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.	<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"/>	Although I was unable to access a 2004 X type with only a note that the information was not available to Jaguar dealers either?
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	It might have been a little more comprehensive but generally gave enough information to sort out the problem on the 2001 XJR I was working on. On a later use I found a document that contained all models for the year that contained much more extensive information.
2.5	Are the sequence, execution frequency, and duration of the monitor explained?	Yes	See previous note: This was not with the DTC descriptions and contained all models for that year.
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.	No	The problem was resolved without need to use Mode \$06. I am sure it would have been helpful have the problem been more difficult.
3.2	Does the website provide sufficient diagnostic and repair information for any and all DTCs encountered?	Yes	
3.3	Are descriptions of OEM-specific DTCs (i.e., P1XXX codes) available?	Yes	
3.4	Are technical service bulletins readily available?	Yes	

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
3.5	Are trouble shooting guides or trouble shooting information available? For example, code charts, diagnostic and repair information, or fault finding logic.	<input data-bbox="898 370 1045 418" type="text" value="Yes"/>	Due to the use of pdf without links you often had to download many documents to find what you are looking for or sort through lots of pages of information. Hyperlinks would help a lot.
<p>In the space below, please provide any general comments about OBD Repair.</p> <p>While some of my comments are recommending changes I found that once you knew how to navigate and you renamed a few of the documents you were using repeatedly and kept them available on the desktop you could get around pretty easily.</p>			

(cont.)

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

**Segment 4: Reprogramming and Reinitialization Information**

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

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

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

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

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
4.3	If reprogramming is performed using a J2534 device was the software available to communicate between the device and the PC?	Yes	
4.4	Is the information to select the proper calibration for the vehicle available?	Yes	
4.5	Is the vehicle calibration available?	Yes	
4.6	Have you performed reprogramming services within the last 12 months for this OEM?	No	

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
4.7	If applicable, were you able to perform a successful update/reprogram?	NA	
<b>Reinitialization (This refers to the ability to restart a vehicle after the completion of an emissions-related repair.)</b>			
4.8	Does this OEM require initialization or reinitialization when the ECU is replaced? If no, skip to Segment 5. For the purposes of this audit, initialization or reinitialization refers to the need to reset a vehicle's security systems by means of an ignition key or access code to allow a vehicle to be restarted after the completion of emissions-related repairs.	No	
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?	NA	
Answer the following two questions, 4.12 and 4.13, only if you are performing an audit of the Honda/Acura, VW/Audi, Mitsubishi, Chrysler, and Land Rover websites.			
4.12	EPA regulations allow for OEMs to offer an alternative method of reinitialization with prior approval. These companies have received approval to lease their OEM-specific scan tool to the aftermarket to perform this service. Are you able to find information about alternate methods and links to the source of that method?	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
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.	Yes	Reprogramming requires additional cost either by way of J2534 subscription or the IDS which is new and not really that fleshed out yet. Our facility owns the Ford IDS and it appears that reprogramming access is sold as a subscription with full access however I was unable to find an update for existing Ford IDS owners such as Dealers or independents that service both car lines. It should be noted that the IDS only began shipping from Ford mid February.
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	Almost to annoyance. Everything downloads

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
5.3a	If so, please identify the information or documents that were downloadable in the "Notes" column.	Yes	All TSB, Diagnostic charts - pretty much everything but the menus.
5.4	Were you able to print the information from the website?	Yes	
5.5	Audi, Porsche, and Volkswagen websites require the purchase of individual documents to access repair information. For the purposes of this evaluation, how many individual documents would you have had to purchase to acquire all of the information you needed to perform the repair?	NA	
5.5a	What would have been the total cost of those documents? Please identify in the "Notes" column.	NA	

(cont.)

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

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
5.5b	What emissions repair were you trying to do? Please identify in the "Notes" column.	<input type="text" value="Yes"/>	Misfire/rough running Jaguar XJR
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"/>	
5.6a	If so, indicate in the "Notes" column the number and description of materials purchased.	<input type="text" value="NA"/>	

(cont.)

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

Question Number	Question	Response (select from the list or insert NA)	Notes
5.7	<p>Does your shop specialize in vehicle repairs from specific OEMs?</p> <p>1. Asian</p> <p>2. European</p> <p>3. Domestic</p> <p>4. We specialize in vehicles from a single OEM, _____ . Please list that OEM.</p> <p>5. We service vehicles from all OEMs and do not specialize in any specific OEMs or group of OEMs.</p>	<input type="text" value="5 All"/>	<p>All Asian, Domestic and Jaguar</p>
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="OEM Websites"/>	<p>For Ford and Jaguar which are my specialties I use the OE sites primarily.</p>
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="\$0 - \$500"/>	

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
If you use an aftermarket service provider as your primary source of service information, please respond to Questions 5.10 to 5.12.			
5.10	<p>What is the primary reason for selecting the primary source listed in question 5.8?</p> <ol style="list-style-type: none"> <li>1. Completeness for the brands I service</li> <li>2. Experience/Familiarity with the product</li> <li>3. Available off-line</li> <li>4. Common organization of information for all manufacturers</li> <li>5. Price</li> <li>6. Other, please list in the "Notes" column.</li> </ol>	<div style="border: 1px solid black; padding: 2px;">1 Completeness</div>	
5.11	<p>Approximately how many times do you access an OEM website?</p> <ol style="list-style-type: none"> <li>1. Never</li> <li>2. 1 to 5 times monthly</li> <li>3. 5 to 10 times monthly</li> <li>4. 10 to 20 times monthly</li> <li>5. Over 20 times monthly</li> </ol>	<div style="border: 1px solid black; padding: 2px;">Over 20</div>	

(cont.)



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

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
6.1	Does the website contain information describing how to use the website? Possible sources of such information could be tutorials, "help" links, or lists of "frequently asked questions" (FAQ).	<input type="text" value="Yes"/>	
6.1a	If so, is the information relevant, useful, and readily accessible? Please identify where the information is located in the "Notes" column.	<input type="text" value="Yes"/>	
6.2	The "contact us" link is required to allow users to report problems, omissions or errors with the website, not to assist in vehicle trouble shooting or technical assistance. Does the website provide a "contact us" link for questions and/or reporting of problems, omissions or errors?	<input type="text" value="Yes"/>	
6.2a	Have you attempted to use the "contact us" link?	<input type="text" value="No"/>	

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
6.2b	Have you received the desired information or answer to your question within 48 hours?	NA	
6.3	Is training information available on the website?	No	I was not able to find any.
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.	Yes	I did find that some information specific to the 2004 model year was not available.

(cont.)

### Draft OEM Audit Questionnaire (cont.)

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

Overall I found that this site was very good. The general service information was very easy to navigate and the information provided was great. I think that the organization of the diagnostic/emissions information could be made more intuitive and could better follow an actual technicians diagnostic process.

Submit by Email

Print Form

## OEM Audit Questionnaire

<b>Name</b>	Juguar_Auditor 4
<b>OEM Website Audited</b>	Jaguar
<b>Date Audit Completed</b>	Mar 8, 2006
<b>Browser and Version Used</b>	mozilla
<b>Operating System and Version Used</b>	windws xp

### General Instructions

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

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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="No"/>	<input type="text"/>	Im not sure you can search by topic.
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?	No <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 wasn't able to spend a whole lot of time there. It might have been a little confusing only because of my lack of product knowledge concerning the newest models.

**Segment 2: OBD System Monitors**

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

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

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

(cont.)

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

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

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
2.4	Were you able to determine the enable criteria for each monitor?	<input data-bbox="900 370 1045 418" type="text" value="Yes"/>	
2.5	Are the sequence, execution frequency, and duration of the monitor explained?	<input data-bbox="900 605 1045 654" type="text" value="Yes"/>	
2.6	Were you able to find the malfunction thresholds for the monitor?	<input data-bbox="900 841 1045 889" type="text" value="Yes"/>	

(cont.)

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

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

**Segment 3: OBD Repair**

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

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

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Question Number	Question	Response (Yes, No, or NA)	Notes
3.1	Does the website provide information necessary to interpret "mode 6" data available in generic scan tool modes?	<input data-bbox="900 1166 1047 1214" type="text"/>	

(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"/>	
3.2	Does the website provide sufficient diagnostic and repair information for any and all DTCs encountered?	<input type="text"/>	
3.3	Are descriptions of OEM-specific DTCs (i.e., P1XXX codes) available?	<input type="text"/>	
3.4	Are technical service bulletins readily available?	<input type="text"/>	

(cont.)

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

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

(cont.)

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

**Segment 4: Reprogramming and Reinitialization Information**

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

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

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

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

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
4.3	If reprogramming is performed using a J2534 device was the software available to communicate between the device and the PC?	<input type="text"/>	
4.4	Is the information to select the proper calibration for the vehicle available?	<input type="text"/>	
4.5	Is the vehicle calibration available?	<input type="text"/>	
4.6	Have you performed reprogramming services within the last 12 months for this OEM?	No	

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
4.7	If applicable, were you able to perform a successful update/reprogram?	<input type="text"/>	
<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.	<input type="text"/>	
4.9	Are you able to find information on tools needed to perform reinitialization?	Yes	
4.10	Are you able to find the procedures to perform reinitialization?	Yes	

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
4.11	Have you performed reinitialization services within the last 12 months for this OEM?	No	
Answer the following two questions, 4.12 and 4.13, only if you are performing an audit of the Honda/Acura, VW/Audi, Mitsubishi, Chrysler, and Land Rover websites.			
4.12	EPA regulations allow for OEMs to offer an alternative method of reinitialization with prior approval. These companies have received approval to lease their OEM-specific scan tool to the aftermarket to perform this service. Are you able to find information about alternate methods and links to the source of that method?	<input type="text"/>	
4.13	Do you have any experience using the alternate method?	<input type="text"/>	
4.13a	If so, has it worked to your satisfaction?	<input type="text"/>	

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
4.13b	If not, please explain in the "Notes" column.	<input data-bbox="898 363 1045 415" type="text"/>	
<p>In the space below, please provide any general comments about reprogramming and reinitialization information.</p>			
<p><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?	<input type="text"/>	
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.	<input type="text"/>	
5.3	Although downloading information is not explicitly required by EPA regulations, did the website allow you to save and store any information to your computer?	<input type="text"/>	

(cont.)

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

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
5.3a	If so, please identify the information or documents that were downloadable in the "Notes" column.	<input type="text"/>	
5.4	Were you able to print the information from the website?	<input type="text"/>	
5.5	Audi, Porsche, and Volkswagen websites require the purchase of individual documents to access repair information. For the purposes of this evaluation, how many individual documents would you have had to purchase to acquire all of the information you needed to perform the repair?	<input type="text"/>	
5.5a	What would have been the total cost of those documents? Please identify in the "Notes" column.	<input type="text"/>	

(cont.)

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

<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"/>	
5.5c	Some manufacturer websites require the purchase of individual documents for downloading before they can be fully viewed. In some cases, only the table of contents is available for viewing before the purchase is made. Did you purchase documents that did not contain the information you were seeking? If yes, then please identify the document and the cost of that document in the "Notes" column.	<input type="text"/>	
5.6	Have you purchased service information, training materials, TSBs, CDs, videos, CD-ROMs, etc. from the website?	No	
5.6a	If so, indicate in the "Notes" column the number and description of materials purchased.	<input type="text"/>	

(cont.)

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

Question Number	Question	Response (select from the list or insert NA)	Notes
5.7	<p>Does your shop specialize in vehicle repairs from specific OEMs?</p> <p>1. Asian</p> <p>2. European</p> <p>3. Domestic</p> <p>4. We specialize in vehicles from a single OEM, _____ . Please list that OEM.</p> <p>5. We service vehicles from all OEMs and do not specialize in any specific OEMs or group of OEMs.</p>	<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>	<div style="border: 1px solid black; padding: 2px;">1 Completeness</div>	
5.11	<p>Approximately how many times do you access an OEM website?</p> <ol style="list-style-type: none"> <li>1. Never</li> <li>2. 1 to 5 times monthly</li> <li>3. 5 to 10 times monthly</li> <li>4. 10 to 20 times monthly</li> <li>5. Over 20 times monthly</li> </ol>	<div style="border: 1px solid black; padding: 2px;">1 to 5</div>	

(cont.)



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

Question Number	Question	Response (Yes, No, or NA)	Notes
6.1	Does the website contain information describing how to use the website? Possible sources of such information could be tutorials, "help" links, or lists of "frequently asked questions" (FAQ).	<input type="text" value="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"/>	
6.2a	Have you attempted to use the "contact us" link?	<input type="text"/>	

(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?	<input type="text"/>	
6.4	Is information available on the website listing available factory tools and ordering information?	Yes	

(cont.)

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

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

(cont.)

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

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

**Submit by Email**

**Print Form**

## OEM Audit Questionnaire

<b>Name</b>	Jaguar_Auditor 7
<b>OEM Website Audited</b>	Jaguar
<b>Date Audit Completed</b>	3-17-06
<b>Browser and Version Used</b>	Aol 9
<b>Operating System and Version Used</b>	Windows XP

### General Instructions

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

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

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

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

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

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

## Draft OEM Audit Questionnaire

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

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

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

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

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Response (1-5 ranking, or NA)</b>	<b>Notes</b>
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		
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)?	no		

(cont.)

## Draft OEM Audit Questionnaire (cont.)

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

Excellent site.

### 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?	no	

(cont.)

### Draft OEM Audit Questionnaire (cont.)

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

(cont.)

### Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (Yes, No, or NA)	Notes
3.5	Are trouble shooting guides or trouble shooting information available? For example, code charts, diagnostic and repair information, or fault finding logic.	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?	?	
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?	?	
4.4	Is the information to select the proper calibration for the vehicle available?	?	
4.5	Is the vehicle calibration available?	?	
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.	?	
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	body control replacement
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.		
<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?	?	
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.	none	
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.		Anything I chose to cut and paste.
5.4	Were you able to print the information from the website?	no	
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> <ol style="list-style-type: none"> <li>1. Asian</li> <li>2. European</li> <li>3. Domestic</li> <li>4. We specialize in vehicles from a single OEM, _____. Please list that OEM.</li> <li>5. We service vehicles from all OEMs and do not specialize in any specific OEMs or group of OEMs.</li> </ol>	5	
5.8	<p>What is your primary source for electronic service information?</p> <ol style="list-style-type: none"> <li>1. Aftermarket (e.g., ALLDATA, Mitchell1, etc.)</li> <li>2. OEM Websites</li> <li>3. Other, please list in the "Notes" column.</li> </ol>	1/3	alldata and iatn
5.9	<p>How much do you spend for an annual subscription to your primary source listed above?</p> <ol style="list-style-type: none"> <li>1. \$0 - \$500</li> <li>2. \$500 - \$1,000</li> <li>3. \$1,000 - \$2,000</li> <li>4. Over \$2,000</li> </ol>	3	

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
If you use an aftermarket service provider as your primary source of service information, please respond to Questions 5.10 to 5.12.			
5.10	<p>What is the primary reason for selecting the primary source listed in question 5.8?</p> <ol style="list-style-type: none"> <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>	1/2/3/4/5	
5.11	<p>Approximately how many times do you access an OEM website?</p> <ol style="list-style-type: none"> <li>1. Never</li> <li>2. 1 to 5 times monthly</li> <li>3. 5 to 10 times monthly</li> <li>4. 10 to 20 times monthly</li> <li>5. Over 20 times monthly</li> </ol>	1	

(cont.)



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

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
6.1	Does the website contain information describing how to use the website? Possible sources of such information could be tutorials, "help" links, or lists of "frequently asked questions" (FAQ).	yes	
6.1a	If so, is the information relevant, useful, and readily accessible? Please identify where the information is located in the "Notes" column.	yes	
6.2	The "contact us" link is required to allow users to report problems, omissions or errors with the website, not to assist in vehicle trouble shooting or technical assistance. Does the website provide a "contact us" link for questions and/or reporting of problems, omissions or errors?	yes	
6.2a	Have you attempted to use the "contact us" link?	no	

(cont.)

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

<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?	?	
6.3a	Are lists and sources (contacts or ordering information) identified for training information which is not Internet capable?	?	
6.4	Is information available on the website listing available factory tools and ordering information?	?	

(cont.)

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

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

(cont.)

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

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

## OEM Audit Questionnaire

<b>Name</b>	Jaguar_Auditor 8
<b>OEM Website Audited</b>	Jaguar
<b>Date Audit Completed</b>	
<b>Browser and Version Used</b>	Outlook Express v6.0
<b>Operating System and Version Used</b>	Win2000

### General Instructions

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

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

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

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

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

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

## Draft OEM Audit Questionnaire

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

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

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

Question Number	Question	Response (Yes, No, or NA)	Response (1-5 ranking, or NA)	Notes
1.1	Does the website provide users with a description of the minimum computer hardware and software needed by the user to access that OEM's information (e.g., computer processor speed and operating system software)? This description or a link to it should appear when users first log on to the home page of the OEM's website.	<input type="text" value="Yes"/>	<input type="text" value="5"/>	
1.2	Did the website allow you to search the OEM website by various topics including but not limited to model, model year, key words or phrases, etc.?	<input type="text" value="Yes"/>	<input type="text" value="4"/>	I was able to search for a term "Mode 06" once I had picked the type of information and the specific car involved.
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"/>	It only required java and cookie enabling and ability to view adobe pdfs. It gave a link for downloading an adobe reader if one didn't have it

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Response (1-5 ranking, or NA)	Notes
1.3a	Did the OEM website provide hyperlinks to any plug-ins, viewers or browsers (e.g., Adobe Acrobat or Netscape) needed to access the OEM website?	Yes	5	link to adobe reader
1.4	Did you have any difficulty connecting to the website?	No	5	
1.5	Were you able to navigate the website without returning to the OEM service information home page or a search engine in order to access a different portion of the site?	No	4	All files seem to be adobe files. One can move within them but must leave the home page in another window to move around. A new selection can be loaded to a separate window so more than one document can be running at one time.
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	5	

(cont.)

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

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

The pdf documents are slow loading but a number of them can run at one time.

**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	easy to use separate descriptions for each monitor of each specific model/year

(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"/>	Monitor descriptions appear elaborate and complete.
2.2	Were you able to find a description of all parameters (strategies) being monitored? Parameters can refer either to PID descriptions or the general monitoring strategies of the ECU.	<input type="text" value="Yes"/>	
2.3	Was there a list of Diagnostic Trouble Codes relating to these monitors?	<input type="text" value="Yes"/>	
2.3a	Did you find the list sufficient to assist in the diagnosis and/or repair of the vehicle? If your answer is "No" please explain in the "Notes" column.	<input type="text" value="Yes"/>	

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
2.4	Were you able to determine the enable criteria for each monitor?	<input data-bbox="900 370 1045 418" type="text" value="Yes"/>	
2.5	Are the sequence, execution frequency, and duration of the monitor explained?	<input data-bbox="900 605 1045 654" type="text" value="Yes"/>	
2.6	Were you able to find the malfunction thresholds for the monitor?	<input data-bbox="900 841 1045 889" type="text" value="Yes"/>	

(cont.)

## Draft OEM Audit Questionnaire (cont.)

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

The information is very consistent and is available both by monitor description and fault code.

### Segment 3: OBD Repair

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

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

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

Question Number	Question	Response (Yes, No, or NA)	Notes
3.1	Does the website provide information necessary to interpret "mode 6" data available in generic scan tool modes?	<input type="text" value="Yes"/>	It is available in downloadable pdf form

(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="No"/>	While there is information to enable reading results of Mode 6 testing, there is no minimum or maximum accepted values. There is good information for fault failures of continuous and non continuous monitors, but no pass fail criteria for the monitor tests reported in mode 6
3.2	Does the website provide sufficient diagnostic and repair information for any and all DTCs encountered?	<input type="text" value="Yes"/>	Good info on system operation and code by code definitions of enabling and fault threshold data.
3.3	Are descriptions of OEM-specific DTCs (i.e., P1XXX codes) available?	<input type="text" value="Yes"/>	
3.4	Are technical service bulletins readily available?	<input type="text" value="Yes"/>	

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
3.5	Are trouble shooting guides or trouble shooting information available? For example, code charts, diagnostic and repair information, or fault finding logic.	<input data-bbox="898 370 1045 418" type="text" value="Yes"/>	
<p>In the space below, please provide any general comments about OBD Repair.</p> <p>Information seems adequate and reasonably laid out to facilitate OBD repairs.</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	I was interested in purchasing the tooling available and could not get a price or availability answer either through the source listed or through sources in Jag technical. The info listed on the site is for dealers ONLY.
4.2	Are you able to find the procedures to perform reprogramming?	Yes	There are procedure descriptions for J2534 pass through programming.

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
4.3	If reprogramming is performed using a J2534 device was the software available to communicate between the device and the PC?	Yes	
4.4	Is the information to select the proper calibration for the vehicle available?	Yes	
4.5	Is the vehicle calibration available?	Yes	
4.6	Have you performed reprogramming services within the last 12 months for this OEM?	No	The above yes answers are not based on a successful completion of a programming operation. They are only based on viewing files handles from the zip program that handles the programming.

(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	Early models require adaptation, later ones flashing.
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?	NA	
Answer the following two questions, 4.12 and 4.13, only if you are performing an audit of the Honda/Acura, VW/Audi, Mitsubishi, Chrysler, and Land Rover websites.			
4.12	EPA regulations allow for OEMs to offer an alternative method of reinitialization with prior approval. These companies have received approval to lease their OEM-specific scan tool to the aftermarket to perform this service. Are you able to find information about alternate methods and links to the source of that method?	<input type="text"/>	
4.13	Do you have any experience using the alternate method?	<input type="text"/>	
4.13a	If so, has it worked to your satisfaction?	<input type="text"/>	

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
4.13b	If not, please explain in the "Notes" column.	<input data-bbox="898 363 1045 415" type="text"/>	
<p>In the space below, please provide any general comments about reprogramming and reinitialization information.</p>			
<p><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	Some but not all info was accessed as pdfs. These were downloadable.

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
5.3a	If so, please identify the information or documents that were downloadable in the "Notes" column.	Yes	Service manual info was not downloadable. OBD and other diagnostic info was. Service bulletins were downloadable.
5.4	Were you able to print the information from the website?	Yes	
5.5	Audi, Porsche, and Volkswagen websites require the purchase of individual documents to access repair information. For the purposes of this evaluation, how many individual documents would you have had to purchase to acquire all of the information you needed to perform the repair?	NA	
5.5a	What would have been the total cost of those documents? Please identify in the "Notes" column.	NA	

(cont.)

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

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

(cont.)

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

Question Number	Question	Response (select from the list or insert NA)	Notes
5.7	<p>Does your shop specialize in vehicle repairs from specific OEMs?</p> <p>1. Asian</p> <p>2. European</p> <p>3. Domestic</p> <p>4. We specialize in vehicles from a single OEM, _____ . Please list that OEM.</p> <p>5. We service vehicles from all OEMs and do not specialize in any specific OEMs or group of OEMs.</p>	<input type="text" value="2 European"/>	<p>WE specialize most specifically in MB and BMW but do significant Jaguar.</p>
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="Other"/>	<p>WE have purchased most service manuals and Jaguar TIS through 2003. We use the website for daily access on newer vehicles. We also have an expensive aftermarket Autologic scan tool for diagnosis and programming and they have a tech help forum.</p>
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>	<div style="border: 1px solid black; padding: 2px;">1 Completeness</div>	
5.11	<p>Approximately how many times do you access an OEM website?</p> <ol style="list-style-type: none"> <li>1. Never</li> <li>2. 1 to 5 times monthly</li> <li>3. 5 to 10 times monthly</li> <li>4. 10 to 20 times monthly</li> <li>5. Over 20 times monthly</li> </ol>	<div style="border: 1px solid black; padding: 2px;">5 to 10</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>	<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>We only do a very small amount of Asian cars. Only Honda. Because of the price of the Honda site we have purchased a whole year. The cost is really too high for most manufacturers for shops with a number of cars lines being worked on. If the sites we use for cars we see every day got to between 500 and 1000 we would subscribe to most of them and give up the Alldata access we pay for. Part of the problem in a large shop is that these OE sites are only available to one computer at a time. WE have access on Alldata for ten computers, so OE sites will be supplemental for some time</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.)**

Question Number	Question	Response (Yes, No, or NA)	Notes
6.1	Does the website contain information describing how to use the website? Possible sources of such information could be tutorials, "help" links, or lists of "frequently asked questions" (FAQ).	Yes	
6.1a	If so, is the information relevant, useful, and readily accessible? Please identify where the information is located in the "Notes" column.	Yes	On the home page there is a set of examples and instructions for improving search techniques. There is a help link. I had no trouble using the site with its drop down menus, so I'm not sure how needed or helpful the instruction are.
6.2	The "contact us" link is required to allow users to report problems, omissions or errors with the website, not to assist in vehicle trouble shooting or technical assistance. Does the website provide a "contact us" link for questions and/or reporting of problems, omissions or errors?	Yes	
6.2a	Have you attempted to use the "contact us" link?	Yes	Not recently. I submitted a question last year and got a response promptly within the next day.

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
6.2b	Have you received the desired information or answer to your question within 48 hours?	Yes	
6.3	Is training information available on the website?	Yes	
6.3a	Are lists and sources (contacts or ordering information) identified for training information which is not Internet capable?	Yes	
6.4	Is information available on the website listing available factory tools and ordering information?	Yes	I have ordered tools using the site before, but I tried to order the diagnostic tool that has been introduced since this project and sites were sent out. I tried real hard with phone calls every day and was told I needed to speak to a person in charge that never did return my calls. I happened to talk to Bill Haas from ASA about a separate access issue (he called me) and Bill gave me a phone number to Jag technical in NJ. The people there were very nice and very helpful but could not give me a price or time of delivery, other than sometime this summer the answer should be available.

(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"/>	Just mode 6 test results criteria
6.5a	If so, please identify in the "Notes" column what information you were seeking, how you conducted your search, and results (or lack thereof) you experienced.	<input type="text" value="Yes"/>	The mode six numbers are explained and conversion factors expressed. The limits of test results were not stated that I could find. I also could not find info for replacing a control unit. I looked in training and service manuals.
6.5b	Are you aware of other information which may not be available on the website? Please identify in the "Notes" column.	<input type="text" value="No"/>	

(cont.)

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

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

**Submit by Email**

**Print Form**

## OEM Audit Questionnaire

<b>Name</b>	Jaguar_Auditor 10
<b>OEM Website Audited</b>	Jaguar and Land Rover
<b>Date Audit Completed</b>	3-15-06
<b>Browser and Version Used</b>	
<b>Operating System and Version Used</b>	Windows XP

### General Instructions

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

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

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

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

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

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

## Draft OEM Audit Questionnaire

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

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

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

Question Number	Question	Response (Yes, No, or NA)	Response (1-5 ranking, or NA)	Notes
1.1	Does the website provide users with a description of the minimum computer hardware and software needed by the user to access that OEM's information (e.g., computer processor speed and operating system software)? This description or a link to it should appear when users first log on to the home page of the OEM's website.	<input type="text" value="No"/>	<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?	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?	No		
1.6	If you were a first time user, does the website involve a waiting period for registration to receive a password, PIN code, or some other approval (such as PayPal)?	No		

(cont.)

### Draft OEM Audit Questionnaire (cont.)

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

Both Jaguar and Land Rover web sites were of very little value. Although navigation was straight forward the availability of content was lacking. Both sites were slow and involved too many steps to get to any information. Rarely did I find what I was looking for. It got to the point where I basically stopped using them. I will keep trying to use them in the hope I get better at their sites and can get more information.

**Segment 2: OBD System Monitors**

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

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

Question Number	Question	Response (Yes, No, or NA)	Notes
2.1	Are there descriptions of all the OBD monitors and their operation?	NA	I couldn't find this information

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
2.1a	Did any of these monitor descriptions lack sufficient information? If so, please explain in the "Notes" column.	NA	
2.2	Were you able to find a description of all parameters (strategies) being monitored? Parameters can refer either to PID descriptions or the general monitoring strategies of the ECU.	No	
2.3	Was there a list of Diagnostic Trouble Codes relating to these monitors?	No	
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.	No	I couldn't find this information

(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	
2.5	Are the sequence, execution frequency, and duration of the monitor explained?	No	
2.6	Were you able to find the malfunction thresholds for the monitor?	No	

(cont.)

## Draft OEM Audit Questionnaire (cont.)

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

### Segment 3: OBD Repair

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

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

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

Question Number	Question	Response (Yes, No, or NA)	Notes
3.1	Does the website provide information necessary to interpret "mode 6" data available in generic scan tool modes?	NA	I gave up looking for this sort of information

(cont.)

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

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

(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"/>	
<p>In the space below, please provide any general comments about OBD Repair.</p> <p>As stated before, these web sites were to difficult to navigate to find information. I found little use for them. I certainly would not pay for them.</p>			

(cont.)

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

**Segment 4: Reprogramming and Reinitialization Information**

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

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

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

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

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
4.3	If reprogramming is performed using a J2534 device was the software available to communicate between the device and the PC?	<input type="text"/>	
4.4	Is the information to select the proper calibration for the vehicle available?	<input type="text"/>	
4.5	Is the vehicle calibration available?	<input type="text"/>	
4.6	Have you performed reprogramming services within the last 12 months for this OEM?	<input type="text"/>	

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
4.7	If applicable, were you able to perform a successful update/reprogram?	<input type="text"/>	
<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.	<input type="text"/>	
4.9	Are you able to find information on tools needed to perform reinitialization?	<input type="text"/>	
4.10	Are you able to find the procedures to perform reinitialization?	<input type="text"/>	

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
4.11	Have you performed reinitialization services within the last 12 months for this OEM?	<input type="text"/>	
Answer the following two questions, 4.12 and 4.13, only if you are performing an audit of the Honda/Acura, VW/Audi, Mitsubishi, Chrysler, and Land Rover websites.			
4.12	EPA regulations allow for OEMs to offer an alternative method of reinitialization with prior approval. These companies have received approval to lease their OEM-specific scan tool to the aftermarket to perform this service. Are you able to find information about alternate methods and links to the source of that method?	<input type="text"/>	
4.13	Do you have any experience using the alternate method?	<input type="text"/>	
4.13a	If so, has it worked to your satisfaction?	<input type="text"/>	

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
4.13b	If not, please explain in the "Notes" column.	<input data-bbox="898 363 1045 415" type="text"/>	
<p>In the space below, please provide any general comments about reprogramming and reinitialization information.</p>			
<p><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?	<input type="text"/>	
5.2	Were you able to access the entire site?	<input type="text"/>	
5.2a	Please identify areas that you could not access for the initial fee (such as reprogramming information) in the "Notes" column.	<input type="text"/>	
5.3	Although downloading information is not explicitly required by EPA regulations, did the website allow you to save and store any information to your computer?	<input type="text"/>	

(cont.)

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

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
5.3a	If so, please identify the information or documents that were downloadable in the "Notes" column.	<input type="text"/>	
5.4	Were you able to print the information from the website?	<input type="text"/>	
5.5	Audi, Porsche, and Volkswagen websites require the purchase of individual documents to access repair information. For the purposes of this evaluation, how many individual documents would you have had to purchase to acquire all of the information you needed to perform the repair?	<input type="text"/>	
5.5a	What would have been the total cost of those documents? Please identify in the "Notes" column.	<input type="text"/>	

(cont.)

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

<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"/>	
5.5c	Some manufacturer websites require the purchase of individual documents for downloading before they can be fully viewed. In some cases, only the table of contents is available for viewing before the purchase is made. Did you purchase documents that did not contain the information you were seeking? If yes, then please identify the document and the cost of that document in the "Notes" column.	<input type="text"/>	
5.6	Have you purchased service information, training materials, TSBs, CDs, videos, CD-ROMs, etc. from the website?	<input type="text"/>	
5.6a	If so, indicate in the "Notes" column the number and description of materials purchased.	<input type="text"/>	

(cont.)

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

Question Number	Question	Response (select from the list or insert NA)	Notes
5.7	<p>Does your shop specialize in vehicle repairs from specific OEMs?</p> <p>1. Asian</p> <p>2. European</p> <p>3. Domestic</p> <p>4. We specialize in vehicles from a single OEM, _____ . Please list that OEM.</p> <p>5. We service vehicles from all OEMs and do not specialize in any specific OEMs or group of OEMs.</p>	<input type="text" value="4 Other"/>	<p>All British vehicles</p>
5.8	<p>What is your primary source for electronic service information?</p> <p>1. Aftermarket (e.g., ALLDATA, Mitchell1, etc.)</p> <p>2. OEM Websites</p> <p>3. Other, please list in the "Notes" column.</p>	<input type="text" value="Aftermarket"/>	
5.9	<p>How much do you spend for an annual subscription to your primary source listed above?</p> <p>1. \$0 - \$500</p> <p>2. \$500 - \$1,000</p> <p>3. \$1,000 - \$2,000</p> <p>4. Over \$2,000</p>	<input type="text" value="\$1,000 - \$2,000"/>	

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
If you use an aftermarket service provider as your primary source of service information, please respond to Questions 5.10 to 5.12.			
5.10	<p>What is the primary reason for selecting the primary source listed in question 5.8?</p> <ol style="list-style-type: none"> <li>1. Completeness for the brands I service</li> <li>2. Experience/Familiarity with the product</li> <li>3. Available off-line</li> <li>4. Common organization of information for all manufacturers</li> <li>5. Price</li> <li>6. Other, please list in the "Notes" column.</li> </ol>	<input data-bbox="900 407 1047 459" type="text"/>	
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 data-bbox="900 862 1047 914" 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>	<input data-bbox="900 363 1047 412" type="text"/>	
<p>In the space below, please provide any general comments about the structure and cost of OEM websites.</p>			
<p><b>Segment 6: General Information and Comments</b>                      The questions in this segment are intended to gain insight into the OEM websites.</p>			

(cont.)

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

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
6.1	Does the website contain information describing how to use the website? Possible sources of such information could be tutorials, "help" links, or lists of "frequently asked questions" (FAQ).	<input type="text" value="No"/>	
6.1a	If so, is the information relevant, useful, and readily accessible? Please identify where the information is located in the "Notes" column.	<input type="text"/>	
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="No"/>	
6.2a	Have you attempted to use the "contact us" link?	<input type="text" value="No"/>	

(cont.)

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

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
6.2b	Have you received the desired information or answer to your question within 48 hours?	No	
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?		
6.4	Is information available on the website listing available factory tools and ordering information?		

(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"/>	
6.5a	If so, please identify in the "Notes" column what information you were seeking, how you conducted your search, and results (or lack thereof) you experienced.	<input type="text"/>	
6.5b	Are you aware of other information which may not be available on the website? Please identify in the "Notes" column.	<input type="text"/>	

(cont.)

### Draft OEM Audit Questionnaire (cont.)

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

Jag and Rover web sites need to be changed if people are going to expect to use them.  
Getting the information is too difficult.  
I would not pay for them.

Submit by Email

Print Form