

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

August 2006



### OEM Audit Questionnaire

<b>Name</b>	Kia_Auditor 6
<b>OEM Website Audited</b>	KIA
<b>Date Audit Completed</b>	3/10/06
<b>Browser and Version Used</b>	Internet explorer
<b>Operating System and Version Used</b>	Windows ME

#### 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	4	
1.2	Did the website allow you to search the OEM website by various topics including but not limited to model, model year, key words or phrases, etc.?	yes	3	
1.3	Did the website provide accessibility using common, readily available software and shall not require the use of proprietary software, hardware, viewers, or browsers?	yes	5	

(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?	no		
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		
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)?		1	Could not find any info

(cont.)

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

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

Pages loaded quickly. And site was easy to navigate.

**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?	no	

(cont.)

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

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
2.1a	Did any of these monitor descriptions lack sufficient information? If so, please explain in the "Notes" column.	yes	Could not find any info on monitors.
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?	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	Info was great. Lots of detail.

(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?	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.

While code info was great, I could not find any info on any 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.)**

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
3.1a	If so, was this information useful? Please use the "Notes" column to identify why or why not.	no	
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.)**

**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?	no	

(cont.)

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

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
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?	no	
4.5	Is the vehicle calibration available?	no	
4.6	Have you performed reprogramming services within the last 12 months for this OEM?	no	

(cont.)

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

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
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?	no	
4.10	Are you able to find the procedures to perform reinitialization?	no	

(cont.)

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

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
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?		
4.13	Do you have any experience using the alternate method?		
4.13a	If so, has it worked to your satisfaction?		

(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.		

In the space below, please provide any general comments about reprogramming and reinitialization information.

I found info on purchasing an Ipro however what good is a tool if you can't find the info on how to use it?

**Segment 5: Structure and Cost of OEM Websites**

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.

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).

(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.		Any fee info
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?		Didn't try.

(cont.)

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

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

(cont.)

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

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
5.5b	What emissions repair were you trying to do? Please identify in the "Notes" column.		Evap.
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.		

(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	
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.)**

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
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	What is the primary reason for selecting the primary source listed in question 5.8?  1. Completeness for the brands I service  2. Experience/Familiarity with the product  3. Available off-line  4. Common organization of information for all manufacturers  5. Price  6. Other, please list in the "Notes" column.	4	
5.11	Approximately how many times do you access an OEM website?  1. Never  2. 1 to 5 times monthly  3. 5 to 10 times monthly  4. 10 to 20 times monthly  5. Over 20 times monthly	2	

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

(cont.)

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

<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?	na	
6.5a	If so, please identify in the "Notes" column what information you were seeking, how you conducted your search, and results (or lack thereof) you experienced.		
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.

The site was easy to manipulate, but is lacking in info about monitors and purchasing info.

## OEM Audit Questionnaire

<b>Name</b>	Kia_Auditor 9
<b>OEM Website Audited</b>	<a href="http://www.kiatechinfo.com">http://www.kiatechinfo.com</a>
<b>Date Audit Completed</b>	3-5-2006
<b>Browser and Version Used</b>	Mozilla Firefox 1.5 and Internet Explorer 6.0
<b>Operating System and Version Used</b>	XP Pro, service pack 1 and XP Home, service pack 2

### General Instructions

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

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

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

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## Draft OEM Audit Questionnaire

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

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.	y	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.?	y	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?	y	5	

(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?	y	5	
1.4	Did you have any difficulty connecting to the website?	y	1	The audit username and password did not work from the kiatechinfo.com site. An email was sent in response to the author of the email containing the username and password. No response was received before I figured out that the site had to be linked from the audit link.
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?	n	1	The website did not allow for login unless the dealer login page was accessed. This raises a concern that the dealer site and regular KIA techinfo site may contain different information.
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		Not applicable since the registration was provided for me

(cont.)

## Draft OEM Audit Questionnaire (cont.)

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

This website was easy to use and navigate.

### 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?	y	

(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.	y	The monitor descriptions seemed vague, and lacked blocking conditions.
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.	n	The monitoring strategy is not described in detail. The monitor description seemed to be lacking all of the parameters being monitored.
2.3	Was there a list of Diagnostic Trouble Codes relating to these monitors?	y	The monitor information was found in the section labeled <u>DTC Descriptions, Enable Conditions &amp; Threshold Values</u>
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.	y	

(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?	y	
2.5	Are the sequence, execution frequency, and duration of the monitor explained?	n	This information was unclear on some of the monitors. It may be assumed that they only run once per key cycle or continuously.
2.6	Were you able to find the malfunction thresholds for the monitor?	y	

(cont.)

## Draft OEM Audit Questionnaire (cont.)

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

The section on the OBDII System Monitors is very vague, and provides no specific technical information to aid in diagnosis. The section for the specific trouble codes also does not go into technical detail about the monitor, how and when it runs, what parameters are monitored or what blocking conditions or codes will block the monitor from running. This specific information was not found.

### 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?	n	The Mode 6 data has limited use on these vehicles. The Mode 6 link provided did not have adequate 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.	n	I found no practical use for the Mode 6 information for testing of problems or symptoms.
3.2	Does the website provide sufficient diagnostic and repair information for any and all DTCs encountered?	y	
3.3	Are descriptions of OEM-specific DTCs (i.e., P1XXX codes) available?	y	
3.4	Are technical service bulletins readily available?	y	

(cont.)

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

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
3.5	Are trouble shooting guides or trouble shooting information available? For example, code charts, diagnostic and repair information, or fault finding logic.	y	
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?	y	
4.2	Are you able to find the procedures to perform reprogramming?	y	

(cont.)

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

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

(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.	y	
4.9	Are you able to find information on tools needed to perform reinitialization?	y	
4.10	Are you able to find the procedures to perform reinitialization?	y	

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

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
4.13b	If not, please explain in the "Notes" column.	NA	
<p>In the space below, please provide any general comments about reprogramming and reinitialization information.</p>			
<p><b>Segment 5: Structure and Cost of OEM Websites</b>            EPA regulations require that OEM websites be available for short-term, mid-term and long-term access for set fees. The questions in this segment are intended to gain insight into how the OEMs have structured their sites and the fees associated with accessing these sites.</p> <p>For Questions 5.1 to 5.6, enter a Yes or No response and explain each "No" response in the "Notes" column. For the remaining Questions 5.7 to 5.12 select the best answer from the list provided. You may also use the "Notes" column to explain your response or to provide additional information. If you cannot answer a specific question or if the question does not apply in the context of your needs and experience, please enter NA (not applicable).</p>			

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
5.1	Does the website have short-term, mid-term, and long-term access to service information?	y	
5.2	Were you able to access the entire site?	y	
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?	y	Some, not all information

(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.		I was able to download files for the HiScan diagnostic tester. I was also able to download some PDF files for TSB's, techtimes (internal technical newsletter) and OBDII information.
5.4	Were you able to print the information from the website?	y	
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?		Over 100
5.5a	What would have been the total cost of those documents? Please identify in the "Notes" column.		Unknown

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
5.5b	What emissions repair were you trying to do? Please identify in the "Notes" column.		MIL on with driveability complaint
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.	n	
5.6	Have you purchased service information, training materials, TSBs, CDs, videos, CD-ROMs, etc. from the website?	n	
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>	1,3	We specialize in Domestic and Asian vehicles.
5.8	<p>What is your primary source for electronic service information?</p> <p>1. Aftermarket (e.g., ALLDATA, Mitchell1, etc.)</p> <p>2. OEM Websites</p> <p>3. Other, please list in the "Notes" column.</p>	1	Alldata
5.9	<p>How much do you spend for an annual subscription to your primary source listed above?</p> <p>1. \$0 - \$500</p> <p>2. \$500 - \$1,000</p> <p>3. \$1,000 - \$2,000</p> <p>4. Over \$2,000</p>	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>	4	The only benefit is having multiple make information available to us with one subscription. OE websites are more complete, and sometimes easier to navigate.
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>	3	

(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).	y	
6.1a	If so, is the information relevant, useful, and readily accessible? Please identify where the information is located in the "Notes" column.	y	
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?	y	
6.2a	Have you attempted to use the "contact us" link?	y	

(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	I do not recall the specifics.
6.3	Is training information available on the website?	y	
6.3a	Are lists and sources (contacts or ordering information) identified for training information which is not Internet capable?	NA	
6.4	Is information available on the website listing available factory tools and ordering information?	y	

(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?	n	
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.	n	

(cont.)

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

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

KIA did a good job with their website. It is easy to use and the information seems consistent. I did not experience server delays while using the site. Other sites provide the information in PDF files, while most of KIA's information is web based. Having the information web based allows for easier access, but saving the data is not as easy as with the PDF format. In the cases that the information was not downloadable, it was easily printed.