

**OEM Audit Questionnaires Received  
for the  
Land Rover Service Information Website**

August 2006



## OEM Audit Questionnaire

<b>Name</b>	LandRover_Auditor 1_3-6-06
<b>OEM Website Audited</b>	Rover GTR
<b>Date Audit Completed</b>	March 6, 2006
<b>Browser and Version Used</b>	Netscape 7.1
<b>Operating System and Version Used</b>	Windows XP Home 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.	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	4	
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	N/A	

(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		
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. Well organized as a shop manual. All in PDF format. No direct linking from the index.

### 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.  
The monitors are very well explained in text and charts.

### 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	J1979 mode 6 data chart is provided but no explanation of what it is or how to interpret it.
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.			

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### 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?	yes	With Autologic tool

(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?	yes	With Autologic tool
<b>Reinitialization (This refers to the ability to restart a vehicle after the completion of an emissions-related repair.)</b>			
4.8	Does this OEM require initialization or reinitialization when the ECU is replaced? If no, skip to Segment 5. For the purposes of this audit, initialization or reinitialization refers to the need to reset a vehicle's security systems by means of an ignition key or access code to allow a vehicle to be restarted after the completion of emissions-related repairs.	yes	
4.9	Are you able to find information on tools needed to perform reinitialization?	yes	
4.10	Are you able to find the procedures to perform reinitialization?	yes	

(cont.)

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

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

(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>Rover does offer to rent their Testbook in week increments. The testbook contains all information and procedures for reprogramming and initializing. We use Autologic which has all the programming capabilities of the Testbook.</p>			
<p><b>Segment 5: Structure and Cost of OEM Websites</b></p> <p>EPA regulations require that OEM websites be available for short-term, mid-term and long-term access for set fees. The questions in this segment are intended to gain insight into how the OEMs have structured their sites and the fees associated with accessing these sites.</p> <p>For Questions 5.1 to 5.6, enter a Yes or No response and explain each "No" response in the "Notes" column. For the remaining Questions 5.7 to 5.12 select the best answer from the list provided. You may also use the "Notes" column to explain your response or to provide additional information. If you cannot answer a specific question or if the question does not apply in the context of your needs and experience, please enter NA (not applicable).</p>			

(cont.)

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

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
5.1	Does the website have short-term, mid-term, and long-term access to service information?	yes	
5.2	Were you able to access the entire site?	yes	
5.2a	Please identify areas that you could not access for the initial fee (such as reprogramming information) in the "Notes" column.	N/A	
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.)**

<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.		Repair and diagnostic information and wiring schematics.
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?	N/A	
5.5a	What would have been the total cost of those documents? Please identify in the "Notes" column.	N/A	

(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.		
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/A	
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>	3	<p>We use as many information sources as possible including Alldata, OEM manuals, Wb sites, CD's and information programs. We also use independent Technical group archives such as I-ATN, BIMMER-TECH, LMVIND, PORSCHE-TECH, ETC.</p>
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>	4	<p>Or more</p>

(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	<p>Availability and accuracy of information often requires more than one source.</p>
5.11	<p>Approximately how many times do you access an OEM website?</p> <ol style="list-style-type: none"> <li>1. Never</li> <li>2. 1 to 5 times monthly</li> <li>3. 5 to 10 times monthly</li> <li>4. 10 to 20 times monthly</li> <li>5. Over 20 times monthly</li> </ol>	2	

(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> <p>1. 24 - 72 hour subscription</p> <p>2. Monthly subscription</p> <p>3. Annual subscription</p>	1	
<p>In the space below, please provide any general comments about the structure and cost of OEM websites.</p> <p>In general they are good information sources. Most allow daily subscriptions to gain access to programming. A notable exception is Volvo who allows programming downloads only with an annual subscription.</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).	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 opening page
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	

(cont.)

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

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
6.2b	Have you received the desired information or answer to your question within 48 hours?	yes	
6.3	Is training information available on the website?	yes	
6.3a	Are lists and sources (contacts or ordering information) identified for training information which is not Internet capable?	N/A	
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?	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.	N/A	
6.5b	Are you aware of other information which may not be available on the website? Please identify in the "Notes" column.	no	

(cont.)

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

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

Interactive links would make it quicker to reach ones objective. However, the site is easy to navigate and the necessary information is there.

## OEM Audit Questionnaire

<b>Name</b>	LandRover_Auditor 3
<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.)**

<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?	<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 911" 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

## OEM Audit Questionnaire

<b>Name</b>	LandRover_Auditor 4
<b>OEM Website Audited</b>	Land Rover
<b>Date Audit Completed</b>	March 10, 2006
<b>Browser and Version Used</b>	Internet Explorer 6
<b>Operating System and Version Used</b>	Windows XP Pro

### General Instructions

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

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

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

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

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

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

## Draft OEM Audit Questionnaire

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

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

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

Question Number	Question	Response (Yes, No, or NA)	Response (1-5 ranking, or NA)	Notes
1.1	Does the website provide users with a description of the minimum computer hardware and software needed by the user to access that OEM's information (e.g., computer processor speed and operating system software)? This description or a link to it should appear when users first log on to the home page of the OEM's website.	yes		
1.2	Did the website allow you to search the OEM website by various topics including but not limited to model, model year, key words or phrases, etc.?	Yes		
1.3	Did the website provide accessibility using common, readily available software and shall not require the use of proprietary software, hardware, viewers, or browsers?	Yes		

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Response (1-5 ranking, or NA)	Notes
1.3a	Did the OEM website provide hyperlinks to any plug-ins, viewers or browsers (e.g., Adobe Acrobat or Netscape) needed to access the OEM website?	Yes		
1.4	Did you have any difficulty connecting to the website?	No		There was no delay but the service was often very slow, taking 1 minute to load a page in some cases, even though we have T1 Internet service
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		You always return to the main page to do anything new. When you select a document it opens in its own window, so you can't go back. You close that window and search again from the main screen.
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		You can sign up without any delay

(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.	Yes	Land Rover had training materials, referred to as SIDS, that should be on the site to allow people to learn how things like engine management work. The site did not have much at all for training material, and I know the material exists because Land Rover uses it for Land Rover University, the dealer training.
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	See above comment
2.3	Was there a list of Diagnostic Trouble Codes relating to these monitors?	No	There is no easily accessible list of fault codes, nor can codes be searched from the main search window. It should be possible to type an OBD II fault code into the main search window and get a response but when doing that on the Land Rover site the responses are often not relevant.
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	The information to repair vehicles is generally there but training is weak and it can be hard to find things.

(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, See 1 <sup>st</sup> note in this section	
2.5	Are the sequence, execution frequency, and duration of the monitor explained?	No, See 1 <sup>st</sup> note in this section	
2.6	Were you able to find the malfunction thresholds for the monitor?	No, see 1 <sup>st</sup> note in this section	

(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	I did not find any diagnostic information directed at users of generic scan tools. The information I saw assumes factory tools and training.

(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/a	
3.2	Does the website provide sufficient diagnostic and repair information for any and all DTCs encountered?	No	Yes, it does provide information on what the codes mean but there is no step-by-step instruction to aid someone who has a generic scan tool and is trying to find the cause of a fault.
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	The site has information on programming with the Land Rover T4 system. Our shop uses the Autologic system which has different procedures, so I did not try the programming instructions on the site
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?	n/a	The site does not discuss alternate methods of programming. The T4 is the only programming tool described.
4.4	Is the information to select the proper calibration for the vehicle available?	Yes	This information is contained within the specialized Land Rover service tools. Our Autologic system stands alone in this regard; nothing is needed from the Land Rover web site.
4.5	Is the vehicle calibration available?	Yes	
4.6	Have you performed reprogramming services within the last 12 months for this OEM?	Yes	We use the Autologic system which has different instructions. We did not use the manufacturer's system.

(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?	Yes	
<b>Reinitialization (This refers to the ability to restart a vehicle after the completion of an emissions-related repair.)</b>			
4.8	Does this OEM require initialization or reinitialization when the ECU is replaced? If no, skip to Segment 5. For the purposes of this audit, initialization or reinitialization refers to the need to reset a vehicle's security systems by means of an ignition key or access code to allow a vehicle to be restarted after the completion of emissions-related repairs.	Yes	
4.9	Are you able to find information on tools needed to perform reinitialization?	No	<p>It is necessary to synchronize the ECU and the BECM before the vehicle can be started. We know that from Land Rover service training we've attended but we do not see any prominent warning or instruction about this on the site</p> <p>In my opinion the site should display warnings about this in the ECU and other service areas. Furthermore, there should be some way for a person with a generic scan tool to discover and correct this situation.</p>
4.10	Are you able to find the procedures to perform reinitialization?	No	As above, we know how to do this from service training.

(cont.)

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

Question Number	Question	Response (Yes, No, or NA)	Notes
4.11	Have you performed reinitialization services within the last 12 months for this OEM?	Yes	
Answer the following two questions, 4.12 and 4.13, only if you are performing an audit of the Honda/Acura, VW/Audi, Mitsubishi, Chrysler, and Land Rover websites.			
4.12	EPA regulations allow for OEMs to offer an alternative method of reinitialization with prior approval. These companies have received approval to lease their OEM-specific scan tool to the aftermarket to perform this service. Are you able to find information about alternate methods and links to the source of that method?	No	Autologic offers this capability but they are not mentioned on the site.
4.13	Do you have any experience using the alternate method?	n/a	See above
4.13a	If so, has it worked to your satisfaction?	Yes, fully	

(cont.)

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

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

(cont.)

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

<b>Question Number</b>	<b>Question</b>	<b>Response (Yes, No, or NA)</b>	<b>Notes</b>
5.1	Does the website have short-term, mid-term, and long-term access to service information?	Yes	
5.2	Were you able to access the entire site?	Yes	
5.2a	Please identify areas that you could not access for the initial fee (such as reprogramming information) in the "Notes" column.	n/a	You buy access for one model or all models, for a day, a month, or a year. Within that constraint you have full access as soon as you pay for the account.
5.3	Although downloading information is not explicitly required by EPA regulations, did the website allow you to save and store any information to your computer?	No	The pages of service information can only be saved in small segments and doing so is very clumsy

(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.		
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?	n/a	
5.5a	What would have been the total cost of those documents? Please identify in the "Notes" column.		

(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.		
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/a	
5.6	Have you purchased service information, training materials, TSBs, CDs, videos, CD-ROMs, etc. from the website?	no	TSBs are included with the sign-up. They do not offer training videos or CD or DVD products
5.6a	If so, indicate in the "Notes" column the number and description of materials purchased.		

(cont.)

### Draft OEM Audit Questionnaire (cont.)

Question Number	Question	Response (select from the list or insert NA)	Notes
5.7	<p>Does your shop specialize in vehicle repairs from specific OEMs?</p> <p>1. Asian</p> <p>2. European</p> <p>3. Domestic</p> <p>4. We specialize in vehicles from a single OEM, _____. Please list that OEM.</p> <p>5. We service vehicles from all OEMs and do not specialize in any specific OEMs or group of OEMs.</p>	Yes	We specialize in Land Rover. We are authorized Bosch Car Service, and we also service Jaguar, Porsche, BMW, Mercedes, and Rolls Royce/Bentley
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>	1,2	Mitchell On Demand, Land Rover web site, IATN database, other manufacturer sites
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>		about \$5000 in total per year

(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>		<p>Land Rover's factory site is our primary source for Rover because it's the factory source. For Bosch systems on Land Rover we have Bosch factory support and service info (we are Bosch factory authorized svc)</p>
5.11	<p>Approximately how many times do you access an OEM website?</p> <ol style="list-style-type: none"> <li>1. Never</li> <li>2. 1 to 5 times monthly</li> <li>3. 5 to 10 times monthly</li> <li>4. 10 to 20 times monthly</li> <li>5. Over 20 times monthly</li> </ol>		<p>Several times each week</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	
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	Responses are slow in coming (3-4 days)
6.2a	Have you attempted to use the "contact us" link?	Yes	See above note

(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	I did get answers but it was slower, 4-5 days
6.3	Is training information available on the website?	Yes	
6.3a	Are lists and sources (contacts or ordering information) identified for training information which is not Internet capable?	No	
6.4	Is information available on the website listing available factory tools and ordering information?	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?	yes	Tried to find LR training materials with no success
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.		Searched Internet for training info but did not find anything. Not much on LR site, given the variety of information I know to exist from what I know of LR dealer training programs.
6.5b	Are you aware of other information which may not be available on the website? Please identify in the "Notes" column.	Yes	See above note

(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>	LandRover_Auditor 8
<b>OEM Website Audited</b>	Land Rover
<b>Date Audit Completed</b>	Mar 9, 2006
<b>Browser and Version Used</b>	
<b>Operating System and Version Used</b>	XP Pro

### General Instructions

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

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

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

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

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

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

## Draft OEM Audit Questionnaire

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

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

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

Question Number	Question	Response (Yes, No, or NA)	Response (1-5 ranking, or NA)	Notes
1.1	Does the website provide users with a description of the minimum computer hardware and software needed by the user to access that OEM's information (e.g., computer processor speed and operating system software)? This description or a link to it should appear when users first log on to the home page of the OEM's website.	<input type="text" value="Yes"/>	<input type="text"/>	
1.2	Did the website allow you to search the OEM website by various topics including but not limited to model, model year, key words or phrases, etc.?	<input type="text" value="Yes"/>	<input type="text"/>	
1.3	Did the website provide accessibility using common, readily available software and shall not require the use of proprietary software, hardware, viewers, or browsers?	<input type="text" value="Yes"/>	<input type="text"/>	

(cont.)

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

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

(cont.)

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

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

**Segment 2: OBD System Monitors**

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

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

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

(cont.)

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

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"/>	
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.

**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"/>	

(cont.)

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

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

(cont.)

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

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

(cont.)

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

**Segment 4: Reprogramming and Reinitialization Information**

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

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

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

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

(cont.)

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

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

(cont.)



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

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

(cont.)

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

<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" value="Yes"/>	Anything OBD2
5.4	Were you able to print the information from the website?	<input type="text" value="Yes"/>	
5.5	Audi, Porsche, and Volkswagen websites require the purchase of individual documents to access repair information. For the purposes of this evaluation, how many individual documents would you have had to purchase to acquire all of the information you needed to perform the repair?	<input type="text" value="NA"/>	
5.5a	What would have been the total cost of those documents? Please identify in the "Notes" column.	<input type="text" value="NA"/>	

(cont.)

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

<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.	NA	

(cont.)

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

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

(cont.)

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

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

(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.)**

<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.)**

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

(cont.)

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

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

**Submit by Email**

**Print Form**