Workshop and Details	Make	Model	Year What did the consumer bring the for (i.e. what sort of repair/servicil issue) Note: if the car had multiple report issues, pick one, unless the diagno problems were related	to service/repair the car? ted		sought from the manufacturer? If so, what information/data could be accessed through the car manufacturer? (detail step- by-step specifics)	from a dealer? What information/data could be accessed through a dealer? (detail step-by-step	Was information/data/code/software sought from third party suppler? What information/data could be accessed through a third party supplier (e.g. data aggregator)? (detail step-by-step specifics)	e accessed through a third party supplier (e.g. data aggregator), where did they get the	accessed through the car manufacturer, dealer or a third party supplier (e.g. data aggregator)?(detail step-by-step	information/data/codes/software <u>could not</u> be accessed (if any screen shots, emails given, please provide).	Were work arounds used to obtain the inaccessible information/data/code; obvaze? Vahw the biose detail steep-by-step specifics) How long dolt take to undertake the data sound? How does you wild the estimated to take if a work around was not necessary.	mechanic incur as a result of not being able to access is information/data/codes/software or using work	on the consumer? (was it fixed and who by? Time and costs (if known))	United States (under the NASTF and MoU
	Subaru	Impreza	2012 During the course of carrying out a repail; it was necessary to disconn the battery.		Immobiliser system code	Immobiliser system code. Was not provided by manufacturer.		After extensive research, feerfield a Subsru special in Camden (1550m south Benkler) visit, where the workshop and the customer were located) who was able to obtain the code (from Subaru International) and enter it into the which.	Code was obtained by the Sabaru specialist in Camden from Subaru International - not from Subaru in Australia.	N/A	Security reasons cited for not releasing code directly to repairer.	Work around was towing the outlomer's car \$50km to Subaru specialist at cost of \$400.	maintain customer relationship, workshop absorbed significant labour costs to offset the cost of the tow	Consumer, had extended time without weblick due to need to be it 150m many for code entry, and then return. Costs were largely absorbed by the independent workshop as an act of goodwill.	

Workshop and Details	Make	Model	6 i: b	What did the consumer bring the car in or (i.e. what sort or Fepair/servicing ssue) ssue) who the car had multiple reported ssuese, pick one, unless the diagnosed ssuese, pick one, unless the diagnosed ssuese, pick one or related	information/ data/ codes/ software needed to service/repair the car?	software was needed to complete the service/repair? (detail step-by-step	sought from the manufacturer? If so, what information/data could be accessed through the car manufacturer? (detail step- by-step specifics)	from a dealer? What information/data could be accessed through a dealer? (detail step-by-step	Was information/data/codes/oftware sought from third party supplier? What information/data could accessed through a third party supplier (e.g., data aggregator)? (detail step-by-step specifics)	be accessed through a third party supplier (e.g. data aggregator), where did they get the	What information/data/codes/coftware <u>could not</u> be accessed through the car manufacture, cleaker or a thin party supplier (e.g. data aggregator)?(detail step-by-ste specifics)*	What reasons, If any, were given by the manufacture, deals of a trible garba region (e.g. data aggregate) for early this piricomation) data/codes/notware <u>could not</u> be accessed (if any screen shots, enable given, please provide).	information/data/codes/software? What were those (detail step-by-step specifics)? How long did it take to undertake the	mechanic incur as a result of not being able to access	on the consumer? (was it fixed and who by? Time and costs (if known))	United States (under the NASTF and MoU
	Holden	Commodore VE	2012 F			the mechanic could not complete the repair - he could have replaced the ECM but it would not have worked	The manufacturer does not make this information available.	The dealers do not make this information available.	The information needs to be available on scan tool but it is not.	The information needs to be available on scan tool but it is not.	Software to activate codes - see column G.	None available.	only workszound soullable would have been to remove the BCM and SM and and these, along with the new CEM, to a third party in Melbourne (regainer and customer based in Maryland, 150km onto of Sydney) who is also to acktuate the codes, then have them sent back and reinstalled in the whole. This would have resulted in further delay to the customer. Therefore customer advised that mechanic could not complete the regular and that they would need to take their vehicle to the OE dealer for repair.		Time spent by the customer having the problem diagnosed, only to then have to go to an OE dealer for the work to be done.	

Other points of roots:

Availability of parts.

Will Amond Ask Deliced 2012 required new universal joint in propeller shaft. No aftermarket part available. Only part available was 0E - but only whole propeller shaft, not just the universal joint nas occurs as 51500.

Topped parts or required effected by 0E dealers.

Topped parts or required effected by 0E dealers.

Topped parts for the 10,000 service does not include all of the jet parts and the parts and the dealers. See paged parts* for the 10,000 service does not include all of the jet parts and the parts and the dealers. Topped parts** for the 10,000 service does not include all of the jet parts and the parts and the dealers. Topped parts** for the 10,000 service does not include all of the jet parts and the p

Workshop and Details	Make	Model	Year What did the	consumer bring the car i	n What steps were taken to find out the	What information data codes or	Was information/ data/ rodes/ software	Was information/data/codes/software sought	Was information/data/codes/software sought from	allf the information/data/codes/software was	What information/data/codes/software could not be	What reasons, if any, were given by the manufactuer, dealer	Were work arounds used to obtain the inaccessible	What costs did your business/ the independent	What effect did the limited access to information	If the same stated problem had occurred in the
orange and Secure			for (i.e what s issue) Note: if the ca	sort of repair/servicing ar had multiple reported ne, unless the diagnosed	information/ data/ codes/ software needed to service/repair the car?	d software was needed to complete the service/repair? (detail step-by-step specifics - diagnosis, repair/service	sought from the manufacturer? If so, what	from a dealer? What information/data could be accessed through a dealer? (detail step-by-step	third party supplier? What information/data could accessed through a third party supplier (e.g. data aggregator)? (detail step-by-step specifics)	e accessed through a third party supplier (e.g. data	accessed through the car manufacturer, dealer or a third party supplier (e.g. data aggregator)?(detail step-by-step	or third party supplier (e.g. data aggregator) for why this information/data/codes/software could not be accessed (if	information/data/codes/software? What were those (deta	Il mechanic incur as a result of not being able to acces his information/data/codes/software or using work	data/ codes/software or using work arounds have on the consumer? (was it fixed and who by? Time	e United States (under the NASTF and MoU
	Ford	Ranger 2.2 rwd	2014 Loss of power on dash	and engine warning light	Exam tool utilized (fully updated and connected to OBD (on-board diagostics)	Codes could not be downloaded to diagnose the issue	Advised the customer that they would have to take the vehicle to the Ford dealership	No .	No	N/A	The codes needed to diagnose the issue	N/A	No work around available.	Not able to recover time spent trying to perform diagnosis before advising customer that they needed to go to dealerable (or en bour). Loss of business to dealerable and loss of confidence of customer - may not be indirect or current in the future. And the customer are provided to the customer and the dealerable; diagnosis with Adrian extend had been able to diagnose the profit of the customer and the dealerable; diagnosis the profit of the dealer shape of the dealer shape and the dealers sha	and inconvenienced by having to take vehicle to dealership after their repairer of choice was unable to diagnose the issue due to lack of codes in the scan tool.	
	Ford	Falcon	but then the i	splaced with new battery mmobiliser would not ECU (Engine Control	Repairer has multiple scan tools and applied them all but none were able to provide the required "handshake" between the ECU and immobilitier. Also researched the issue on the internet and discussed with contacts at Ford dealership. (Time spent = 3 hours).	"handshake" could only be provided d by a Ford scan tool.	Advised the customer that the vehicle would have to be towed to the Ford dealership and the repair completed there.	Yes, per earlier comments	Not available	N/A	The "handshale" necessary for the immobiliser to recognise the ECU	N/A	No work around available.	Not able to recover time spent trying to address the problem and towing fee. Loss of business to dealership and loss of confidence of customer - may not be inclined to return in the future.	and inconvenienced by having car unavailable for longer than it would have been if repairer could	Europe the manufacturer would have provided
	Ford	Fairlane	replacement. "handshake" t	from TCM (Transmission in new transmission to	Repairer has multiple scan tools and applied them all but none were able to provide the required "handshale" between the ECU and TCM. (Time spent = 2 hours).	"handshake" could only be provided	Advised the customer that they would have to take the vehicle to the Ford dealership	No	No	N/A	The "handshake" necessary between the and the ECU	N/A	No work around available.	Unable to complete the repair in-house. Loss of business to dealership and loss of confidence of customer - may not be inclined to return in the future.		
	Isuzu	F Series Truck	2007 Truck was in *	'limp home mode'.	Scar bod returned, stooder, code of URISIAI recenting that the Deve Most of Control Modelle (DMCM) and other control modelles on the vehicle were not communicating with such other.	diagnose problem.	Conducted by Junual 4 times, at first, availation provided any additional tem eventually applied to provide depart and state them eventually applied to someone who agreed to provide details of a test providerur, noting that they "habudoth he proveding this gradient and the "habudoth he provider designostics", and the CRIS of the Adaptional and the CRIS of the Adaption and the CRIS of the Adaption and the CRIS of the Adaption and the Adapti	No	Consider of Autor Cent, provider of subconcrive chemical selformation and training, but no truck information available.	N/A	Diagram of juins to be bridged to perform test procedure to diagrams fault.	None given, just "shouldn't be providing you this information".	No work around available.	Worker of those of diagnostic time. I led to adule content to take which to the facult dealership, Loss of business to dealership.	actionmer had to drive whick in "Impo tome" and to conserve describe the interest of a distance of 138km at a speed of 66km/hour. The regard took once was each, during which their customer had to hire a replacement vehicle: the customer had to hire a replacement vehicle: the customer being a being suppler who necessary day for deliveres. The fault was a simple explacement of a component of the tutto, which the Towers the tutto of the product of the tutto, which the Towers the diagnosis. The customer had not chick has to take the whick to detain the only other silemature was for Towers to replace the enter turbo at a cost of \$5000.	
	Mitsubishi	Colt	customer repl required to re between key	e-establish connection reader, BCM (Body ale) and ECU (Engine	Attempted to program with scan tool, but this did not work. Contacted dealer but they would not provide the code.		No	Yes, per earlier comments	Yes - informal contact within network of repairers - was successful in finding a worksround	Through informal channels was able to obtain a photocopy of Missubshi passcode list	N/A	Note	Yes, refer earfier comments	if information had not been able to gained through informal channels, then repaire would have been made to pass the cost of the time speet trying to obbian the pass code to the existence and would have had to finge the repair and send the customer to Mitsubshill dealer.	through informal channels, the customer would have faced two poor alternatives: 1. vehicle would have to be towed 130km to	
	Nissan	Navara (Diesel)	2012 Faulty fuel pu	mp, replacement require	d Special tool required to replace the fuel pump. Contacted Nissan dealer and learned that tool is made by Bosch exclusively for Nissan. Neither Bosch on Nissan would sell the tool to the repairer. After market suppliers including Repco, Burson and Endeavour		Yes, see earlier comments	Yes, see earlier comments	Yes, see earlier comments	N/A	Could not access the special tool.	None, they just refused to sell the equipment	No work around available.	Wrote off time spent trying to acquire the tool. Had to have vehicle towed to Nissan dealership. Loss of business to dealership.	Customer was unable to have fuel pump replaced by their repairer of choice and had to incur the additional cost of the second tow to the dealership.	