

**National Automotive
Service Task Force**



What is NASTF?

- Mission - The National Automotive Service Task Force will facilitate the identification and correction of gaps in the availability and accessibility of automotive service information, training, diagnostic tools and equipment, and communications to automotive service professionals.

Basic Facts

- Despite best efforts, gaps in service information, training, and tools persist.
- The rapid pace of changes in vehicle technology exacerbates problem and will continue.
- Statutory or regulatory solutions are usually inadequate and/or too late.
- Open communication and cooperation offer more promise.

Whose Involved in NASTF?

- AC-Delco
- Aftermarket Research Institute
- ALLDATA
- Alliance of Automobile Manufacturers
- Alliance of Automotive Service Providers
- Arizona Automotive Trade Organization
- Assoc. of International Auto Mfrs.
- Automotive Aftermarket Industry Association
- Automotive One

Whose Involved?

- Automotive Technician Training Services
- Auto California
- Automotive Career Development Center
- Automotive Service Association
- Automotive Service Councils of California
- California Air Resources Board
- California Bureau of Automotive Repair
- Chino Autotech, AASP, ASC, Chino, CA
- DaimlerChrysler

Whose Involved?

- Dave's Auto Repair, Youngtown, AZ
- Delphi Auto Service Solutions
- Ease Diagnostics
- Equipment & Tool Institute
- Ford
- General Motors
- Identifix
- International Auto Technicians Network
- Mechanic's Education Association

Whose Involved?

- Motor Magazine
- Motor Age Magazine
- National Automobile Dealers Association
- National Institute for Auto Service Excellence
- Nissan
- Pro Tool Magazine
- Rick's Auto, AASP, Katy, TX
- Ridge Auto, AASP, Ambler, PA
- National Automobile Dealers Association

Whose Involved?

- National Institute for Auto Service Excellence
- Nissan
- Rick's Auto, AASP, Katy, TX
- Ridge Auto, AASP, Ambler, PA
- Salerno's Auto & Tire, AASP, Redlands, CA
- Service Technicians Society
- Seyfer's Automotive, ASA, Wheat Ridge, CO
- Snap-On Diagnostics
- Toyota

Whose Involved?

- U.S. Environmental Protection Agency
- UTI Corporation
- Volkswagen-Audi
- Young's Automotive, AASP, Houston, TX

What NASTF is NOT!

- Not an organization
- No members
- Don't collect dues
- Don't publish reports or newsletters
- Don't make recommendations

What Does NASTF Do?

- Service Information Committee - Chairs: Bob Redding, ASA and Steve Douglas, AAM
- Training Committee - Chair: W. Juchno, STS
- Equipment/Tools Committee - Chair: Charlie Gorman, ETI
- Communications Committee - Chairs: John Cabaniss and Stan Stephenson, Aftermarket Research Institute

History of NASTF

- Arizona pilot program: 1999-2000
- NASTF initial meeting: November 2000
 - Adopted charter
 - Formed committees
- Committees meet via conference call
- Monthly Email Updates
- Meetings: 3/01, 10/01, 3/02

Progress - Service Information

- In Arizona program, developed early matrix of types and sources of OE service information - Posted on EPA Website
- NASTF improved and expanded the matrix - Posted on IATN Website in May 2001
- Included a “complaint” form for problems

- Complaints forwarded to Mfrs for Resolution
- Matrix updated quarterly
- Oct./01 - OE Letter of Intent

Progress - Training

- Goal - Factory equivalent training available to all technicians
- Delivered via local community colleges and technical schools
- Both entry level and specialized training
- Problems - funding and stimulating demand
- OE Training matrix being developed

Progress - Equipment/Tools

- Goal - Factory equivalent tools available to all technicians
- Committee developing matrices to identify gaps
- Focusing on engine, transmission, ABS, airbag, and HVAC
- Developed template for OE tool data

Progress - Communications

- Worked with IATN on OE Matrix
- NASTF Website: www.nastf.org
- Distributing information via NASTF participants' publications and websites
- Trying to develop channels to distribute information to major trade media
- Presentations to major groups

Next Meeting

November 7, 2002 in Las Vegas in
conjunction with CARS and Tech Week

