

To: Allen Lyons, ARB

17th April 2001
(edited 01-May-01)

SUPPLY OF SERVICE INFORMATION FOR INDEPENDENT SERVICE PROVIDERS

Issue: 'small volume manufacturers', such as Rolls-Royce & Bentley Motor Cars, requirement for the supply of this electronic information on the Internet.

Please consider the following request for a waiver, supported by the information below:

Our request is for small volume manufacturers to have a waiver against the requirement for Internet supply of Workshop information providing they are able to provide such information at reasonable cost on CD, (which will operate on a basic PC), to a the same standard that supplied to a franchised dealer.

Background

The situation for us is that it would be prohibitively expensive to meet the SB1146 proposals. As a small volume manufacturer we obviously have limited resources and investments are only made after a robust business justification. In the case of Service information we carried out research into future requirements, which included the USA and we identified SAE J2008 as the most extensive proposal. Therefore in 1995 we took the decision to create all future information in an electronic format using the principles described in SAE J2008. As a result, since 1998 all Service information for our products from 1990MY onwards is only available electronically, however because SAE J2008 was not a final specification our implementation was customised to meet our specific requirements.

The result is that we provide Workshop information to our Dealers that can be accessed from CD using a basic PC with windows 3.11 or later. However the information cannot be read with a standard Internet browser due to the structure and data types. The special browser is supplied on the CD, this creates the information for the car specified by the user from the data on the CD. The data is not pre assembled on the CD, it cannot be assembled and read as Web or 'Paper' pages without major IT work and extensive information quality checking. Also because the Web or 'Paper' page format will artificially compiled it is likely to be less user friendly than the existing Dealer format because of the compromises that will need to be made during the restructuring and reformatting work.

Therefore the best solution for the independent service provider is to use the information supplied to the franchised dealer where this is a viable proposition.

I hope that you can provide some flexibility in the service information rulemaking to allow for this type of alternative for service information availability.

Best regards,

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