



Governmental Committee



Holly Wilson, Team Leader

Community Air Program

U.S. EPA,

Office of Air & Radiation

Office of Air Quality Planning and Standards

November 4, 2008

RTP, NC

Collision Repair Campaign



- Reducing emissions
- Protecting neighbors
- Protecting workers
- Saving money

www.epa.gov/air/toxicair/community/collision.html

National Coordinator
wilson.holly@epa.gov
919-541-5624



Collision Repair Campaign

- What is it?
- Goals
- Benefits
 - ◆ Environmental
 - ◆ Health
 - ◆ Cost
- Results
- Status



oem1stop.com

November 04, 2008

Las Vegas, Nevada



Eric Bondus

National Manager,
New Model, Accessory and Port
Quality Assurance

Hyundai Motor America

www.oem1stop.com



■ The History of Service Information

- ◆ Pre- 2006, OEMs and the independent aftermarket service industry were at odds
 - ◆ Independents felt the OEMs were keeping secrets
 - ◆ OEMs felt Independents weren't using what OEMs offered



www.oem1stop.com

■ The History of Service Information

- ◆ To overcome this communication gap, oem1stop was created
- ◆ Created by Collision Roundtable & NASTF
- ◆ oem1stop, a simple website provides:
 - ◆ Quick access to OEM information
 - ◆ Easy to remember name
 - ◆ Easy to use site (1 page)




www.oem1stop.com

- The History of Service Information
 - ◆ oem1stop launched in late 2007
 - ◆ Introduced in Palm Springs, early 2008
 - ◆ Running for almost 1 year now
 - ◆ No down time
 - ◆ Continuous upgrades

www.oem1stop.com

■ The History of Service Information

- ◆ Aggressively sought user feedback
 - ◆ Website responses
 - ◆ Industry meetings
- ◆ Key inputs were:
 - ◆ #1 - Need more OEMs
 - ◆ #2 - Need Mechanical repair information



User
Feedback



www.oem1stop.com

- #1 - Need more OEMS
 - ◆ Added more OEMs:

- ◆ Audi
- ◆ BMW
- ◆ Mazda
- ◆ MINI
- ◆ Porsche
- ◆ Subaru





www.oem1stop.com

- #2 - Need Mechanical information
 - ◆ Added new router to website





OEM1STOP.COM

| OEM One Stop TechInfo Site

Presented by [National Automotive Service Task Force \(NASTF\)](#) --- Email: info@nastf.org





OEM1STOP.COM

| OEM One Stop TechInfo Site

Presented by [National Automotive Service Task Force \(NASTF\)](#) --- Email: info@nastf.org





HyundaiWholesale.com



**There are Millions of Reasons to Think about Hyundai...
and Hyundai Genuine Parts.**

Welcome to Hyundai's Wholesale Parts and Service support site. This site is dedicated to assist both our franchised Dealerships and the independent shops and repair centers providing service to Hyundai owners.

We invite you to use it at no cost, and look forward to your feedback and suggestions. [Click here](#) to tell Hyundai how we can improve.



HYUNDAI
Genuine Parts

2500
POINTS

HYUNDAI WIN-WIN
GAS SWEEPSTAKES

\$2500 WORTH OF **FREE GAS** ENTER HERE



OEM1STOP.COM

| OEM One Stop TechInfo Site

Presented by [National Automotive Service Task Force \(NASTF\)](#) --- Email: info@nastf.org





QUALITY PARTS FOR FORD, LINCOLN AND MERCURY VEHICLES 

Motorcraft® Home

Technical Resources Home

Non-Subscription Resources


What's New

Body Repair Manuals

Diagnostic Tool Support

OBDII Theory & Operation

Owner Guides

Paper/CD Manuals 

Quick Guides

Tools & Equipment

Membership Accounts

My Shopping Cart

Subscription Products

Keycode Lookup

Reprogramming & Initialization

Service Publications

Technical Service Bulletins

Technical Training

Purchase Subscription

My Subscriptions

Web Server: FCXWS442

Motorcraft® Technical Resource Access

Everything you need to know about Ford, Lincoln and Mercury vehicles - **inside and out.**

It's all here: TSBs, workshop manuals, wiring diagrams, diagnostics and more. Browse the site and purchase a subscription; with regular and reliable updates direct from Ford Motor Company, this site is the only technical information resource you need.

Order A Subscription

Know exactly what you want?

[Subscribe Here >>>](#)

Looking for subscription pricing?

[Pricing Information](#)

What's New

Attention: The use of Service Publications has been improved/streamlined. For subscribers to Service Publications, you will see improved navigation as shown in the link to the aid below.

[New Publications Navigation - Tab View](#)

[New Web-Based Training Courses](#)

Stay up-to-date with training and service publications for many of the 2007 model year vehicles.

[2008 Service Publications Now Available](#)

Featuring comprehensive and up-to-date service information, instructions, procedures, specifications,



Join Now!

Want to purchase a subscription? Start a new Membership Account, it's quick and easy.

[SIGN UP >>>](#)

Member Login

Username:

Password:

[ENTER >>>](#)



OEM1STOP.COM

| OEM One Stop TechInfo Site

Presented by [National Automotive Service Task Force \(NASTF\)](#) --- Email: info@nastf.org





Subaru Technical Information System



User Name

Password

Login

Serving Subaru Customers Nationwide

Home

Online Shopping

Diagnostics Service Information

Reference Publications

[MySTIS]

What's New >>>>

Special Tool Information

Immobilizer Key Access

Welcome

Welcome to the Subaru Technical Information Site (STIS)!

Please click here to download a very important, free tutorial on the use of this site. New users as well as more advanced users will find this document useful!

This website now offers two different technical information experiences. One section, referred to as "**Reference Publications**", contains PDF-based Service Manuals and previously-printed Service material (such as Service Bulletins, Newsletters, Owners Manuals, etc.). The other area, called "**Diagnostics Service Information**", contains an HTML-based version of **only** our Service Manuals, which allow for easy location of diagnostic Service information via "troubleshooting trees" and offers the integration of Diagnostic Trouble Codes (DTC).

We hope that the new **Diagnostics Service Information** area will be of special value to **Automotive Professionals** repairing Subaru vehicles. We make great efforts to constantly update our Service information. We hope this resource will quickly replace your outdated printed repair manuals, becoming a very useful tool that you can count on to always be up-to-date.

IMPORTANT NOTE: Because the **Diagnostics Service Information** area is constructed much differently than the **Reference Publications** area, **a subscription is required to enter this area**. Once you have access to this area, though, you will have the ability to view all of the diagnostic information contained for every Model Year or Vehicle Line we currently make available. (You can see what Vehicle Lines we currently offer by moving your cursor over the Diagnostics "tab" above, and



OEM1STOP.COM

| OEM One Stop TechInfo Site

Presented by [National Automotive Service Task Force \(NASTF\)](#) --- Email: info@nastf.org





OEM1STOP.COM | OEM One Stop TechInfo Site

Presented by [National Automotive Service Task Force \(NASTF\)](#) --- Email: info@nastf.org

 ACURA	 Audi	 BMW	 Buick	 Cadillac
 CHEVROLET	 CHRYSLER	 DODGE	 Ford	 GMC
 HONDA	 OEM1STOP.com Please select one MECHANICAL COLLISION [Left Arrow] [Right Arrow]			 ISUZU
 Jeep	 Mazda	 NISSAN	 Oldsmobile	 PONTIAC
 Mercedes-Benz	 PORSCHE	 SATURN	 SCION	 SUBARU
 SUZUKI	 TOYOTA	 VW	 VOLVO	



ACDelco

[Help](#)

Technical Delivery System

Please input your Login Name and Password below to Enter.

Login Name

Password

Not a registered user [click here](#)

Enter

[ACDelco Online Store](#)

[Contact Us](#)

[GM Tech Info](#)

[Purchase Key Code and/or Immobilizer Service and Programming Information](#)

If you forgot your password, please [click here](#) or call 1-800-825-5886

GM Tech Info



GM Collision Technical Repair Information

home	tech info	brochures	service bulletins	warranty	paint shop	vin info	contact us
BUICK	CADILLAC	CHEVROLET	GMC	HUMMER	OLDSMOBILE	PONTIAC	SATURN
<ul style="list-style-type: none">▶ Allure▶ Century▶ Enclave▶ LaCrosse▶ LeSabre▶ Lucerne▶ Park Avenue▶ Rainier▶ Rendezvous▶ Terraza	<ul style="list-style-type: none">▶ CTS▶ Catera▶ DTS▶ DeVille▶ Eldorado▶ Escalade▶ Escalade ESV▶ Escalade EXT▶ SRX▶ STS▶ Seville▶ XLR	<ul style="list-style-type: none">▶ Avalanche▶ Aveo▶ Camaro▶ Cavalier▶ Cobalt▶ Colorado▶ Corvette▶ Corvette (Z06)▶ Equinox▶ Express▶ HHR▶ Impala▶ Malibu▶ Malibu Classic▶ Monte Carlo▶ SSR▶ Silverado▶ Silverado (Classic)▶ Suburban▶ Tahoe▶ Trail Blazer▶ Uplander▶ Venture	<ul style="list-style-type: none">▶ Acadia▶ Canyon▶ Envoy▶ Savana▶ Sierra▶ Sierra (Classic)▶ Yukon▶ Yukon XL	<ul style="list-style-type: none">▶ H2▶ H3	<ul style="list-style-type: none">▶ Alero▶ Aurora▶ Brawada▶ Intrigue▶ Silhouette	<ul style="list-style-type: none">▶ Aztek▶ Bonneville▶ Firebird▶ G6▶ GTO▶ Grand Am▶ Grand Prix▶ Montana▶ Montana SV6▶ Solstice▶ Sunfire▶ Torrent▶ Vibe	<ul style="list-style-type: none">▶ Astra▶ Aura▶ Ion▶ Outlook▶ Relay▶ Sky▶ Vue

Promotions

National GM Collision Parts Fast-Cash Fascia and Headlamp Assembly Rebate Promotion

▶ [Rebate Mailer and Information](#)

To avoid delays or rejections of your rebate submissions please include the following: INVOICE, RO/ESTIMATE.



OEM1STOP.COM

| OEM One Stop TechInfo Site

Presented by [National Automotive Service Task Force \(NASTF\)](#) --- Email: info@nastf.org





OEM1STOP.COM | OEM One Stop TechInfo Site

Presented by [National Automotive Service Task Force \(NASTF\)](#) --- Email: info@nastf.org

ACURA	Audi	BMW	Buick	Cadillac
CHEVROLET	CHRYSLER	DODGE	Ford	GMC
HONDA	Jeep	KIA	LEXUS	ISUZU
Mercedes-Benz	NISSAN	Oldsmobile	PONTIAC	Mazda
SUBARU	SUZUKI	PORSCHE	SATURN	SCION
TOYOTA	VOLKSWAGEN	VOLVO		

OEM1STOP.com

OEM1STOP.COM | Please select one

MECHANICAL	COLLISION

Collision Repair Website



New

MOPAR Repair Connection

AUTHENTIC PERFORMANCE 

[Home](#) [Collision](#) [Powertrain](#) [Mechanical](#) [Profile](#) [Contact](#)

Everything You Need to Do the Job Right!

If you repair Chrysler, Jeep and Dodge vehicles for a living, then you need the right parts, at the right time, at the right price. Mopar, and your local dealer, has everything you need to do the job right. From powertrain and mechanical products to Value Line and collision repair parts, Mopar is the authentic source for Chrysler, Jeep and Dodge vehicles. Our new Web site will help you put your customers back on the road with confidence.



100%
Authentic

AUTHENTIC QUALITY FOR
CHRYSLER, JEEP, AND DODGE VEHICLES.



CHRYSLER

Jeep

AUTHENTIC PERFORMANCE 



Please log in

Email Address:

Password:

[\(forgot your password?\)](#)

or

Sign Up

Email address: (will be your username) *

Password: *

Confirm password: *

Now the data is a click away!



MOPAR Repair Connection

AUTHENTIC PERFORMANCE  MOPAR

es36@chrysler.com | [logout](#)

[Home](#)

[Collision](#)

[Powertrain](#)

[Mechanical](#)

[Profile](#)


[Contact](#)


Collision Repair Products: There is a Difference

The collision repair business is unique, but one thing is certain: Your Chrysler, Jeep and Dodge customers expect you to repair their vehicles to like-new condition. That can be difficult with aftermarket or salvage parts. But as insurance companies continue to squeeze costs out of collision repair jobs, you're put in a difficult position. As a professional you know Mopar collision repair products are the real deal and can cut your cycle time. So contact your local dealer. In many cases, your dealer can price match on popular collision repair products like bumpers, fascias, headlamps and tail lamps.

Download Collision Repair Publications

Download factory collision repair manuals to help you do the job right. These manuals have been prepared by factory trained technicians who know that authentic Mopar collision repair products are the first choice for repairing Chrysler, Jeep and Dodge vehicles. Manuals cover everything from plastic repair and welding techniques to accurate measuring.

 [Publications](#)

 [Repair Manuals](#)

AUTHENTIC PERFORMANCE  MOPAR



Match the Fit. Match the Price.

USE AUTHENTIC MOPAR PARTS.



CHRYSLER

Jeep



SHIFT _ inspiration

INSIDE
PUBLICATIONS

HELP

LOGIN



NISSAN SERVICE INFORMATION

Account Login

Dealer Number or User ID:

Password:

▶ **SUBMIT**

▶ Forgot your Password?

To access your account [click here](#).

If you are a new visitor [register](#) first.

Factory Authorized Manuals

- You [can conveniently purchase](#) factory authorized Nissan Service Manuals developed to provide detailed service and repair information for Nissan vehicles.
- Completely up to date, and full of easy to follow diagrams and procedures, these manuals are the same ones used by the professionals at your Nissan dealership.
- Your order will be processed and shipped within 24 hours!

Online Subscriptions

- Purchase an Online Viewing Subscription for access to our extensive online library of Nissan publications.
- Unlimited online access to Nissan Service Manuals, Technical Service



Username
Password

[Forgot Password](#)



[Welcome](#)

FREE RESOURCES

[User's Guide](#)

[What's in Service Express so far](#)

[Hybrid and other Emergency Response Guides](#)

[Owner's Manuals](#)

[Accessory User's Info Manuals](#)

[Useful Industry Links](#)

[Order Paper Manuals](#)

[Mode \\$06 Test Results](#)

[Collision Industry Position Statements](#)

Welcome to American Honda's Service Information Web Site

If you're looking for service and parts information for Honda and Acura vehicles, please check out our Web site. The same factory-authorized information available to our dealers is available to you. ServiceExpress has all vehicle service information back to 1990, plus all active bulletins back to the early '70s. For a quick tour of ServiceExpress, click on the tabs above.

Express News

WWW.SERVICEEXPRESS.HONDA.COM **FALL 2008** WWW.TECHINFO.HONDA.COM

*** * COMING SOON * ***
(Effective Nov. 1, 2008)

Reduced Subscription Rates

Standard Subscriptions

3-Day \$10 ◆ 30-Day \$50 ◆ 365-Day \$350

Security Professional Subscriptions

1-Day \$15 ◆ 365-Day \$500

In addition to the reduced rates, all ServiceExpress subscriptions will include both Honda and Acura information.

ServiceExpress
The most important tool in the shop for

less than **\$1.00** a day!

Standard Service and Information Subscriptions

3-day	\$20	Sub
30-day	\$50	Sub
365-day	\$500	Sub

Honda and Acura subscriptions sold separately

- Diagnostic tool and software sold separately. Click the "Tools Info" tab for prices and availability.
- For subscription outside the United States, [click here](#).

Security Professional Subscriptions



Electronic Service Information

Mazda Module Reprogramming

Printed Manuals

Special Service Tools & Equipment

Automobilia

Shopping Cart

(0 Items in cart)

Subscriber Login

User ID

Password



[Forgot Password?](#)

Site Resources

[Home](#)

[Catalog](#)

[Content Index](#)

[Contact Us](#)

[Site Map](#)

[Mazda Motor Corp.](#)

[Mazda USA](#)

Search For Products

Select Model



Select Year



Welcome to
Mazda's Service Information Site

REGISTERED LOCKSMITHS



KEYCODE REQUESTS

[CLICK HERE!](#)

ELECTRONIC INFO SUBSCRIPTION PLANS

SUBSCRIPTIONS AS LOW AS \$19.95

- Service Manuals
- Technical Service Bulletins
- Immobilizer Codes
- PATS Codes

[CLICK HERE TO SUBSCRIBE NOW!](#)



TIS - Microsoft Internet Explorer

File Edit View Favorites Tools Help Address https://techinfo.toyota.com/techinfo/html/appmanager/tis/tis_nfp.html?_pageLabel=home_page%3F-MFNK= 30

Back Forward Stop Home Search Favorites Refresh Print Mail Stop

TIS TECHNICAL INFORMATION SYSTEM TOYOTA SCION LEXUS


<h3>Subscriber Login</h3> <p>User Name: <input type="text"/> <input type="checkbox"/> Remember Me</p> <p>Password: <input type="password"/></p> <p><input type="button" value="Clear"/> <input type="button" value="Login"/> </p> <p>Forgot User Name or Password</p>	<h3>Need An Account?</h3> <p><input type="button" value="Subscribe"/></p> <p>Access to TIS is available on a subscription basis. Click the Subscribe button above for more details.</p>	<h3>Already Have An Account?</h3> <p><input type="button" value="My Account"/></p> <p>Choose a link above to manage your current TIS account</p>	<h3>TIS Featured Information</h3> <p>Click here for a tutorial on our updated Technical Information System.</p> <p>Access to vehicle security information is provided for security professionals registered with the NHTSA Vehicle Security Professional Registry. For more information click here.</p>
---	---	--	---

<h3>What Is TIS</h3> <p>The Technical Information System or TIS is your service support source for all Toyota produced vehicles marketed in the United States. TIS includes all of the vital information you'll need to effectively service most 1990 and later Toyota products. For more information on TIS, follow the link below.</p> <p style="text-align: right;">>> Learn More</p> <p>Beyond service information, several additional resources are available to assist in the swift and accurate service of Toyota, Scion, and Lexus vehicles. Follow the links below for more details.</p> <p style="text-align: right;">>> Special Service Tools >> Scan Tools & Vehicle Reprogramming >> Technical Training & Printed Materials >> Emergency Response & Hybrid Information</p>	<h3>Service, Parts & Accessories</h3> <p>Find a Dealership near you for a full selection of Genuine Parts and Accessories.</p> <p style="text-align: center;"></p> <p>Learn all about factory authorized parts and repair at Toyota's new Wholesale Parts website. Or use the locator form to find a STAR (Support To Automotive Repair) Dealer.</p> <p style="text-align: right;">>> Wholesale Parts >> Star Dealers</p>
--	---

Toyota Motor Sales, Inc. Home | Contact Us | FAQ | System Requirements | Toyota & Industry Links | Legal Stuff




BMW of North America, LLC





BMW of North America, LLC

User Logon


Model Map 

Supported Browsers






Required Plug-ins



Login Name: Password:

[Subscribe now?](#)
[Forgot your password?](#)



Subscription Rates:

1-Day (24 hour) Subscription:	\$30
1-Month (30-days) Subscription:	\$250
1-Year Subscription:	\$2500

Registration and payment are required to enter this site. Already registered? Provide your login information above and click the **Log In** button. Unregistered users please [click here to sign up for access.](#)

Please note:

- NO MOTORCYCLE service information is available via this website.
- BMW troubleshooting charts, guides and aids for diagnosis are integrated into BMW service tools. Stand-alone guides for troubleshooting are not available via this website.
- BMW does NOT support technician rebuilding of its transmissions, only limited repair and service, for example seals, gaskets, and sensors. Therefore, only limited transmission service information can be found at any BMW-authorized source, including this website.
- Car/Key Memory functions are not possible using Program Online.

Attention

Certain Construction Group changes have been made. Please refer to SI B00 08 07 for complete details.

Bulletins

Service and Technical Reference information - Search by: General, Symptom, Component, Campaign, Bulletin number, Issue date, or What's New.

J2534

[For information regarding J2534 reprogramming click here.](#)

Training

Service Training Reference Manuals - Complete vehicle and System diagnosis training information.

Electrical Trouble Shooting

Wiring diagrams and diagnostic viewer.



OEM1STOP.COM

| OEM One Stop TechInfo Site

Presented by [National Automotive Service Task Force \(NASTF\)](#) --- Email: info@nastf.org





www.oem1stop.com

■ Can't Keep a Secret

- ◆ New brochure developed (50,000 copies)
- ◆ Distributed at:
 - ◆ NACE Media Center
 - ◆ ASA Booths
 - ◆ OEM booths including Ford, GM, Chrysler, Honda, Toyota, Porsche and more



OEM Repair Information is Just a CLICK AWAY!



Powered by National Automotive Service Task Force (NASTF) - Email: info@nastf.org

ACURA	Audi	BMW	Buick	Cadillac
CHEVROLET	CHRYSLER	DODGE	Ford	GMC
HONDA	HUMMER	HYUNDAI	INFINITI	ISUZU
Jeep	KIA	LEXUS	LINCOLN	Mazda
Mercedes-Benz	MERCURY	MINI	MITSUBISHI	NISSAN
Oldsmobile	PONTIAC	PORSCHE	SAAB	Subaru
SUBARU	SUZUKI	TOYOTA	VW	Volvo



Technical information ... the way you want it



- The right stuff ... factory-direct, factory-accurate
- Efficient ... all on one easy-to-remember site
- All automakers provide access to quality technical information. Now, over 30 brands have come together to make it easier to get to their information



- The automakers' #1 priority is working with you to take care of our mutual customers
- Whether for collision repairs or mechanical services, they deserve the best possible care, regardless of the service location they choose
- OEM1Stop.com comes to the rescue!

Individual Web Subscriptions May Apply





TAKE A TEST DRIVE

- OEM Collision & Mechanical Repair Procedures and Information
- The Most Current Automaker Data Available
- One Location Can Take You to More than 30 Car Brands
- Easy to Find – No More Searching the Web
- Partnered with the National Automotive Service Task Force

The logo for OEM1STOP.COM, featuring a stylized '1' with a blue arc above it, and the text 'OEM1STOP.COM' in a bold, blue, sans-serif font.



www.oem1stop.com

■ “Word of Mouth” Advertising

- ◆ Electronic links grow by the month
- ◆ Recent additions:
 - ◆ Audatex
 - ◆ CarQuest
 - ◆ CIECA
 - ◆ Georgia Collision Industry Assoc
 - ◆ Verifacts Automotive
 - ◆ Long Auto Group
 - ◆ Montana Collision Repair Specialists
 - ◆ Database Enhancement Gateway (DEG)



www.oem1stop.com

- **Take A Test Drive**

- **Last time we met, we asked for your help**
 - ◆ Try the site
 - ◆ Like it? Tell your friends
 - ◆ Don't like it? Tell NASTF

 - ◆ Help us help you
 - ◆ The more users, the more focus
 - ◆ Build a bigger, better solution



DEMO1STOP.COM

DEM One Stop TechInfo Site

Presented by [National Automotive Service Task Force \(NASTF\)](#) --- Email: info@nastf.org



**Our sincerest thanks to
the CIC and NASTF for
your support**

**Thanks to all of you for
your attention this
morning!**