



A Message From



The Equipment and Tool Institute

Advancing the vehicle service industry

VOLUNTARY AGREEMENT SIGNED TO ADDRESS AVAILABILITY OF HEAVY-DUTY VEHICLE SERVICE INFORMATION

Farmington Hills, MI – The Commercial Vehicle Solutions Network (CVSN) and the Truck and Engine Manufacturers Association (EMA), together with the Equipment and Tool Institute (ETI), the Auto Care Association (AutoCare), and Heavy Duty Aftermarket Canada (HDAC) announced the signing of a Memorandum of Understanding (MOU) today on access to heavy-duty vehicle service information. The MOU addresses the availability of service information for Model Year 2010 and later trucks and buses over 10,000 lbs. sold in the United States and Canada.

“The Equipment and Tool Institute is heavily invested in supporting our industry by advocating for the release of diagnostic information to aftermarket equipment and tool companies to ensure that there are options for the safe and effective repair of vehicles. ETI recognizes the importance the aftermarket plays in vehicle repair and the MOU is a viable solution for ETI members, the OEM's, and independent repair facilities and their customers. It is great to see the positive effects when the aftermarket and manufacturers work together on a common resolution in an effort to eliminate the need for legislative mandates,” said Greg Potter, ETI's Executive Manager. “Most of the credit for ETI's involvement on the MOU goes to my predecessor, Charlie Gorman. Charlie did an outstanding job representing ETI in the negotiations and revisions that led to the final version of this document.”

The landmark MOU will ensure that vehicle owners and independent repair facilities have access to the OEM-controlled service information, tools, and parts that they need to safely and properly repair commercial vehicles. The MOU also memorializes the current industry practice of providing diagnostic tool information to third-party aftermarket tool manufacturers, thus providing owners with service options when maintaining or repairing their vehicles.

“The MOU establishes a workable approach to providing independent service providers with access to information they need to repair heavy-duty vehicles properly and safely,” said Mr. Jed Mandel, EMA President. “The MOU was developed to address concerns expressed by independent service providers that they have better and more-timely access to OEM-controlled information. The MOU helps ensure that access, thereby eliminating any need for state, provincial, or federal regulation.”

Mr. Marc Karon, Chairman of the Commercial Right to Repair Coalition sponsored by CVSN and representing independent service providers across the United States, stated that the MOU is a significant accomplishment for all parties. “With today's complex, computer-controlled heavy-duty vehicles, having access to the correct information and latest diagnostic tools is essential to being able to complete repairs for our customers. The MOU addresses our need for reasonable access to OEM service information and diagnostic tools. I am pleased that we were able to finalize a practical and workable solution through the MOU process.”

Under the terms of the MOU, the participating industry associations will work together to monitor the exchange of service information and address any information access issues with the goal of helping to ensure that vehicles are properly and safely maintained with the correct parts and tools.

“One of the significant benefits of the MOU is that it addresses the unique characteristics of the heavy-duty vehicle manufacturing industry as well as the special needs of independent heavy-duty repair shops,” Mr. Mandel continued. “With that accomplished, we can avoid a patch-work and potentially disruptive effort to regulate service information through government action.”

Mr. David Scheer, CEO of Inland Truck Parts and Service and a longtime advocate of independent provider access to service information, added “We were able to craft an MOU that benefits independent repair facilities and OEMs as well as our joint customers - heavy-duty vehicle owners and operators.”

Founded in 1947, the Equipment and Tool Institute is a trade association of automotive tool and equipment manufacturers and technical information providers. ETI's mission is to: Advance the vehicle

service industry by providing technical data and open dialog between the manufacturers of transportation products, government regulators and the providers of tools, equipment and service information.

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