

# Part A

## Core questionnaire

Type in the brand name(s) relating to this questionnaire:	
<b>This questionnaire relates to the following countries:</b>	
Denmark	<input type="checkbox"/>
France	<input type="checkbox"/>
Germany	<input type="checkbox"/>
Ireland	<input type="checkbox"/>
Italy	<input type="checkbox"/>
Netherlands	<input type="checkbox"/>
Poland	<input type="checkbox"/>
United Kingdom	<input type="checkbox"/>

# 1 Arrangements relating to independent repairers, roadside assistance operators and automobile clubs

## 1.1 Information provision

1.1.1	What is the percentage of covered vehicles produced within the last 10 years, for which you provide repair information?	%
1.1.2	What is the percentage of this information available in the Internet?	%
1.1.3	What is the percentage of this information available on CD/DVD?	%
1.1.4	What is the percentage of this information available in paper form?	%
1.1.5	Please indicate for which models produced within the last 10 years technical repair information are not available!	Please list in AA
1.1.6	Please give the complete contact information to get access to technical repair information (contact person, phone, email, website)!	Please list in AA
1.1.7	By which medium is technical repair information provided to your authorized dealer network?	CD/DVD

## 1.2 Diagnostic Tools

### 1.2.1 Which are the most costly diagnostic tools? (most expensive first)

1.2.1.1	Tool 1: (describe function in AA)	EURO
1.2.1.2	Tool 2: (describe function in AA)	EURO
1.2.1.3	Tool 3: (describe function in AA)	EURO
1.2.1.4	Tool 4: (describe function in AA)	EURO
1.2.1.5	Tool 5 (describe function in AA)	EURO

1.2.2 Do independent operators pay the same price for these diagnostic tools as authorized operators?	<input type="checkbox"/> <input type="checkbox"/> yes no
If no to 1.2.2, please specify the differences for each tool.	
1.2.2.1 for tool 1:	EURO
1.2.2.2 for tool 2:	EURO
1.2.2.3 for tool 3:	EURO
1.2.2.4 for tool 4:	EURO
1.2.2.5 for tool 5:	EURO
1.2.3 Please list all other conditions which independent operators, who wish to purchase scan tools, have to fulfil (training, professional experience, other qualifications)?	Please list in AA
1.2.4 How long is the average delivery period for these diagnostic tools?	days
1.2.5 Are there differences concerning the delivery diagnostic tools between independent operators and authorized operators?	<input type="checkbox"/> <input type="checkbox"/> yes no
1.2.6 Are there special financing models to purchase diagnostic tools (e.g. leasing)?	<input type="checkbox"/> <input type="checkbox"/> yes no  if yes, explain in AA
1.2.7 Are these tools available from other producers/sources?	<input type="checkbox"/> <input type="checkbox"/> yes no  if yes, explain in AA

### 1.3 Operations relating to ECUs

1.3.1 Is it possible for independent operators to flash software updates / to carry out re-programming?	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no

If yes to 1.3.1, please fill in the needed tool plus the needed software and specify their price.

1.3.1.1 Tool:	EURO
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1.3.1.2 Software:	EURO
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1.3.2 Is it possible for independent operators to carry out variant coding (e.g. coding due to replacement of ECUs)?	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no

If yes to 1.3.2, please fill in the needed tool plus the needed software and specify their price.

1.3.2.1 Tool:	EURO
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1.3.2.2 Software:	EURO
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1.3.3 Is it possible for independent operators to carry out initialisation or re-initialisation (e.g. due to replacement of ECUs)	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no

If yes to 1.3.3, please fill in the needed tool plus the needed software and specify their price.

1.3.3.1 Tool:	EURO
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1.3.3.2 Software:	EURO
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1.3.4 Is it possible for independent operators to carry out pass-through programming?		<input type="checkbox"/>	<input type="checkbox"/>
		yes	no
If yes to 1.3.4, please fill in the needed tool plus the needed software and specify their price.			
1.3.4.1 Tool:		EURO	
1.3.4.2 Software:		EURO	
1.3.5 Is it possible for independent operators to re-set the security system (re-mobilisation)?		<input type="checkbox"/>	<input type="checkbox"/>
		yes	no
If yes to 1.3.5, please fill in the needed tool plus the needed software and specify their price.			
1.3.5.1 Tool:		EURO	
1.3.5.2 Software:		EURO	

## 1.4 Special Tools excluding diagnosis tools

1.4.1 Please fill in the **five most used** special tools over EURO 150,- and specify their price. Furthermore, assuming an authorized repairer services 100 cars per month, how many of the 100 cars per month need these tools for repair? Please explain the function of these tools in Annex A (AA).

1.4.1.1	Tool 1:	(describe function in AA)	EURO	cars per month
1.4.1.2	Tool 2:	(describe function in AA)	EURO	cars per month
1.4.1.3	Tool 3:	(describe function in AA)	EURO	cars per month
1.4.1.4	Tool 4:	(describe function in AA)	EURO	cars per month

1.4.1.5	Tool 5	(describe function in AA)	EURO	cars per month
1.4.2 Please fill in the <b>five most expensive special</b> tools and their price. Furthermore, assuming an authorized repairer services 100 cars per month, how many of the 100 cars per month need these tools for repair? Please explain the function of these tools in Annex A (AA).				
1.4.2.1	Tool 1:	(describe function in AA)	EURO	cars per month
1.4.2.2	Tool 2:	(describe function in AA)	EURO	cars per month
1.4.2.3	Tool 3:	(describe function in AA)	EURO	cars per month
1.4.2.4	Tool 4:	(describe function in AA)	EURO	cars per month
1.4.2.5	Tool 5	(describe function in AA)	EURO	cars per month
1.4.3 Are there special financing models to purchase special tools (e.g. leasing)?				<input type="checkbox"/> <input type="checkbox"/> yes      no if yes, explain in AA
<b>1.5 Actualisation of information</b>				
1.5.1 Do independent operators get the same information on common faults as authorized operators?				<input type="checkbox"/> <input type="checkbox"/> yes      no
1.5.1.1 if yes to 1.5.1, which information medium do you use?				
1.5.1.2 if yes to 1.5.1, do independent operators get the information at the same time as authorized operators?				<input type="checkbox"/> <input type="checkbox"/> yes      no if no, explain why in AA

1.5.2 Do independent operators get the same information on recall campaigns (including “silent” or “hidden” recalls which are not publicly announced) as authorized operators?	<input type="checkbox"/>	<input type="checkbox"/>
1.5.2.1 if yes to 1.5.2, which information medium do you use?	yes no	
1.5.2.2 if yes to 1.5.2, do independent operators get the information at the same time as authorized operators?	<input type="checkbox"/>	<input type="checkbox"/>
	yes no if no, explain why in AA	
1.5.3 Do independent operators get the same technical bulletins as authorized operators?	<input type="checkbox"/>	<input type="checkbox"/>
1.5.3.1 if yes to 1.5.3, which information medium do you use?	yes no	
1.5.3.2 if yes to 1.5.3, do independent operators get the information at the same time as authorized operators?	<input type="checkbox"/>	<input type="checkbox"/>
	yes no if no, explain why in AA	
1.5.4 Do independent operators get the same information on modified parts as authorized operators?	<input type="checkbox"/>	<input type="checkbox"/>
1.5.4.1 if yes to 1.5.4, which information medium do you use?	yes no	
1.5.4.2 if yes to 1.5.4, do independent operators get the information at the same time as authorized operators?	<input type="checkbox"/>	<input type="checkbox"/>
	yes no if no, explain why in AA	
1.5.5 Do you provide information on updated spare part numbers for independent operators?	<input type="checkbox"/>	<input type="checkbox"/>
1.5.5.1 if yes to 1.5.5, which information medium do you use?	yes no	
1.5.5.2 if yes to 1.5.5, do independent operators get the information at the same time as authorized operators?	<input type="checkbox"/>	<input type="checkbox"/>
	yes no if no, explain why in AA	
1.5.6 Do independent operators get the same information on software updates as authorized operators?	<input type="checkbox"/>	<input type="checkbox"/>
1.5.6.1 if yes to 1.5.6, which information medium do you use?	yes no	

1.5.6.2 if yes to 1.5.6, do independent operators get the information at the same time as authorized operators?	<input type="checkbox"/> <input type="checkbox"/> yes no if no, explain why in AA
1.5.7 Do you provide hotline support on technical questions?	<input type="checkbox"/> <input type="checkbox"/> yes no
1.5.7.1 If yes to 1.5.7, do independent operators get the same information as authorized operators?	<input type="checkbox"/> <input type="checkbox"/> yes no if no, explain why in AA
1.5.7.2 Please give the phone numbers and website links!	Please list in AA
<b>1.6 Training information</b>	
1.6.1 Do you provide remote training programmes (CD, DVD, Internet)?	<input type="checkbox"/> <input type="checkbox"/> yes no
1.6.1.1 If yes to 1.6.1, do independent operators get the same material as authorized operators?	<input type="checkbox"/> <input type="checkbox"/> yes no if no, explain why in AA
1.6.1.2 If yes to 1.6.1, do independent operators pay the same price for the training material as authorized operators?	<input type="checkbox"/> <input type="checkbox"/> yes no if no, explain why in AA
1.6.2 Do you provide directly Class Room training?	<input type="checkbox"/> <input type="checkbox"/> yes no
1.6.2.1 If yes to 1.6.1, can independent operators participate in the same lessons as authorized operators?	<input type="checkbox"/> <input type="checkbox"/> yes no if no, explain why in AA
1.6.2.2 If yes to 1.6.1, do independent operators pay the same price for the lessons as authorized operators?	<input type="checkbox"/> <input type="checkbox"/> yes no if no, explain why in AA

	1.6.3 Should training not be carried out by you directly but by an authorized repairer or a training institution, do independent operators have access to it?	<input type="checkbox"/> yes	<input type="checkbox"/> no
	1.6.3.1 If yes to 1.6.3, what is the price for a training program on engine management?	EURO	
<b>1.7 Price discounts and rebates for authorized repairers</b>			
	1.7.1 Do you apply special price discounts or rebates to authorized repairers when providing them with technical information, diagnostic tools, special tools or training?	<input type="checkbox"/> yes	<input type="checkbox"/> no
	1.7.1.1 If yes to 1.7.1, please explain the rebate system in AA and provide us with copies of contracts signed with repairers in which these rebates are settled.	explain in AA	
	1.7.1.2 If yes to 1.7.1, please detail in AA the reasons for such discounts.	explain in AA	

## 2 Arrangements enabling diagnostic tool manufacturers to produce devices with the same functions as manufacturers' devices

### 2.1 Information provision

2.1.1	What is the percentage of covered vehicles produced within the last 10 years, for which you provide special information for tool manufacturers?	%
2.1.2	Which information media do you use?	1. 2. 3.
2.1.3	Are there information packages (e.g. for vehicle models, or technical operations)?	<input type="checkbox"/> yes <input type="checkbox"/> no  if yes, explain in AA
2.1.4	What is the price for the complete information to be paid by an authorized repairer for servicing and repairing of all car/truck models serviced by your network?	EURO
2.1.4.1	Please describe the fee scheme.	Explain in AA
2.1.5	What is the price for the complete information for a mid-size vehicle / heavy duty truck (2004 in series production)?	EURO
2.1.5.1	Please indicate the models.	Explain in AA
2.1.6	Do the independent diagnostic tool manufacturers get the information for a new vehicle at the same time as licensed diagnostic tool manufacturers?	<input type="checkbox"/> yes <input type="checkbox"/> no
2.1.7	When do the independent diagnostic tool manufacturers get the information for a new vehicle?	months before start of sales
2.1.8	Is the complete information provision relating to diagnostic tool manufacturers distributed by a centralized entity?	<input type="checkbox"/> yes <input type="checkbox"/> no
2.1.8.1	If yes, has this entity the mandate to decide which information will be provided (e.g. considering intellectual property rights)?	<input type="checkbox"/> yes <input type="checkbox"/> no

2.1.9 Do you provide technical support for the tool manufacturers?	<input type="checkbox"/> <input type="checkbox"/> yes no
<b>2.2 Test and diagnosis of information</b>	
2.2.1 Do you provide descriptions of test procedures (steps to be executed)?	<input type="checkbox"/> <input type="checkbox"/> yes no
2.2.1.1 If yes to 2.2.1 in which form do you deliver the information?	
2.2.2 Do you provide test parameters?	<input type="checkbox"/> <input type="checkbox"/> yes no
2.2.3 Do you provide connection details incl. min/max input/output driving/loading values?	<input type="checkbox"/> <input type="checkbox"/> yes no
2.2.4 Do you provide values expected under certain driving conditions incl. idling?	<input type="checkbox"/> <input type="checkbox"/> yes no
2.2.4.1 If yes to 2.2.4, do you provide failure mode values for these scenarios?	<input type="checkbox"/> <input type="checkbox"/> yes no
2.2.5 Do you provide electrical values in static and dynamic states?	<input type="checkbox"/> <input type="checkbox"/> yes no
2.2.5.1 If yes to 2.2.5, do you provide failure mode values for these scenarios?	<input type="checkbox"/> <input type="checkbox"/> yes no
2.2.6 Do you provide failure mode diagnostic sequences incl. fault trees and guided diagnostics elimination (e.g. assignment symptom to diagnostic sequence)?	<input type="checkbox"/> <input type="checkbox"/> yes no
2.2.7 Do you provide information on ECU and component initialisation (e.g. sensors)?	<input type="checkbox"/> <input type="checkbox"/> yes no
<b>2.3 Communication Protocol Information</b>	
2.3.1 Do you provide any additional protocol information not covered by ISO 15031?	<input type="checkbox"/> <input type="checkbox"/> yes no
2.3.1.1 If yes to 2.3.1 in which form do you provide the information?	
2.3.2 Do you provide information on fault code reading including details on how to obtain and interpret digitally all fault codes not detailed by ISO 15031?	<input type="checkbox"/> <input type="checkbox"/> yes no

	2.3.3 Do you provide live data parameter incl. scaling information (e.g. assignment Volt to digital)?	<input type="checkbox"/> <input type="checkbox"/> yes no
	2.3.4 Do you provide information on functional tests incl. device activation or control?	<input type="checkbox"/> <input type="checkbox"/> yes no
	2.3.5 Do you provide details on how to obtain component and status information (e.g. of actuator or sensors, not live data parameter)?	<input type="checkbox"/> <input type="checkbox"/> yes no
	2.3.6 Do you provide information on resetting, adaptive learns, variant coding, replacement component set-up, customer preferences, etc.?	<input type="checkbox"/> <input type="checkbox"/> yes no
	2.3.7 Do you provide information on ECU identification and variant coding?	<input type="checkbox"/> <input type="checkbox"/> yes no
	2.3.8 Do you provide access to security codes required for repair functions and control module updating required to effect the repair?	<input type="checkbox"/> <input type="checkbox"/> yes no
	2.3.9 Do you provide details of how to re-set service lights?	<input type="checkbox"/> <input type="checkbox"/> yes no
	2.3.10 Do you provide information on diagnostic connector details (including information on free pins of OBD plug covered by ISO 15031-3)?	<input type="checkbox"/> <input type="checkbox"/> yes no
	2.3.11 Do you provide information for an unambiguous vehicle identification (incl. clearly identification of complete installed electronic equipment)?	<input type="checkbox"/> <input type="checkbox"/> yes no

### 3 Arrangements relevant for publishers

#### 3.1 Information provision

3.1.1	What is the percentage of covered vehicles produced within the last 10 years, for which you provide special information to publishers?	%
3.1.2	Which information media do you use?	1. 2. 3.
3.1.3	Are there information packages (e.g. for models, technical operations or published exemplars)?	<input type="checkbox"/> <input type="checkbox"/> yes no  if yes, explain in AA
3.1.4	What is the price for the complete information for a mid-size vehicle / heavy duty truck relevant for 1000 published exemplars (2004 in series production)?	EURO
3.1.4.1	Please describe the fee scheme in AA.	
3.1.5	When do the publishers get the information for a new vehicle?	months before start of sales
3.1.6	Do you provide technical support for the publishers?	<input type="checkbox"/> <input type="checkbox"/> yes no
3.1.6.1	If yes, has this entity the mandate to decide which information will be provided (e.g. considering intellectual property rights)?	<input type="checkbox"/> <input type="checkbox"/> yes no

## Annex A (AA)

Explanation to 1.1.5	
Explanation to 1.1.6	
Explanation to 1.1.7	
Explanation to 1.2.1.1	
Explanation to 1.2.1.2	
Explanation to 1.2.1.3	
Explanation to 1.2.1.4	
Explanation to 1.2.1.5	
Explanation to 1.2.3	
Explanation to 1.2.6	
Explanation to 1.2.7	
Explanation to 1.4.1.1	
Explanation to 1.4.1.2	
Explanation to 1.4.1.3	
Explanation to 1.4.1.4	
Explanation to 1.4.1.5	
Explanation to 1.4.2.1	
Explanation to 1.4.1.2	
Explanation to 1.4.2.3	
Explanation to 1.4.2.4	
Explanation to 1.4.2.5	
Explanation to 1.4.3	
Explanation to 1.5.1.2	
Explanation to 1.5.2.2	

Explanation to 1.5.3.2	
Explanation to 1.5.4.2	
Explanation to 1.5.5.2	
Explanation to 1.5.6.2	
Explanation to 1.5.7.1	
Explanation to 1.5.7.2	
Explanation to 1.6.1.1	
Explanation to 1.6.1.2	
Explanation to 1.6.2.1	
Explanation to 1.6.2.2	
Explanation to 1.7.1.1	
Explanation to 1.7.1.2	
Explanation to 2.1.3	
Explanation to 2.1.4.1	
Explanation to 2.1.5.1	
Explanation to 3.1.3	
Explanation to 3.1.4.1	

## Part B1

### Information medium: Internet

Type in the brand name(s) relating to this questionnaire:	
This questionnaire relates to the following countries:	
Denmark	<input type="checkbox"/>
France	<input type="checkbox"/>
Germany	<input type="checkbox"/>
Ireland	<input type="checkbox"/>
Italy	<input type="checkbox"/>
Netherlands	<input type="checkbox"/>
Poland	<input type="checkbox"/>
United Kingdom	<input type="checkbox"/>

## Arrangements relevant to independent repairers, roadside assistance operators and automobile clubs

### 1 Information Access

#### 1.1 Registration and Access Conditions

1.1.1	How long does it take to get first access?	hours
1.1.2	Is there a special contract that comes to terms?	
1.1.2.1	If yes, what is the minimum contract period?	months
1.1.2.2	If yes, what is the cancellation period of this contract?	months
1.1.3	Is registration and access to your technical information website possible from your standard website?	<input type="checkbox"/> yes <input type="checkbox"/> no

#### 1.2 Registration Costs

1.2.1	Initial non-recurring registration fee	EURO
1.2.2	Is there an account on which the user has to pay in advance?	<input type="checkbox"/> yes <input type="checkbox"/> no
1.2.2.1	How much has to be paid in advance?	EURO

#### 1.3 Which cost models exist?

1.3.1	Pay per view / Pay per website	<input type="checkbox"/> yes <input type="checkbox"/> no
1.3.1.1	Costs for one page	EURO/page
1.3.2	Payment by access time	<input type="checkbox"/> yes <input type="checkbox"/> no
1.3.2.1	Costs for one hour access time	EURO/hour
1.3.3	Payment by job	<input type="checkbox"/> yes <input type="checkbox"/> no

1.3.3.1	Costs for a repair of one hour	EURO/hour
1.3.4	Payment for Diagnostic Trouble Code Identification	<input type="checkbox"/> yes <input type="checkbox"/> no
1.3.4.1	Costs for one DTC identification	EURO/DTC
1.3.5	Subscription	<input type="checkbox"/> yes <input type="checkbox"/> no
1.3.5.1	Costs for one month	EURO/month
1.3.5.2	Minimum subscription period	days
1.3.6	Other payments	<input type="checkbox"/> yes <input type="checkbox"/> no If yes, explain in AB1
1.4 How is the payment to be made?		
1.4.1	By bank transfer	<input type="checkbox"/> yes <input type="checkbox"/> no
1.4.2	By credit card	<input type="checkbox"/> yes <input type="checkbox"/> no
1.4.3	By debit	<input type="checkbox"/> yes <input type="checkbox"/> no
1.4.4	Other payment methods	<input type="checkbox"/> yes <input type="checkbox"/> no If yes, explain in AB1
1.4.5	Do you offer special discounts?	<input type="checkbox"/> yes <input type="checkbox"/> no If yes, explain in AB1
1.5 Number of users		
1.5.1	How many registered independent users have access to your website?	[users]

1.5.2 How often is your website visited by them?		[total logins / month]	
1.6 Covered vehicles and update periods			
1.6.1 What is the percentage of covered vehicles produced within the last 10 years?		%	
1.6.2 How often is your technical information updated?		months	
1.7 Hard- and software requirements			
1.7.1 Minimum processor requirements?		[MHz]	
1.7.2 Minimum working memory?		[MByte]	
1.7.3 Minimum display resolution?		x	
1.7.4 Which software is needed?		1. 2. 3.	
1.7.5 Are special plug-ins needed?		<input type="checkbox"/> yes <input type="checkbox"/> no	
1.7.5.1 If yes, how many?			
1.7.5.2 If yes, at what cost?		EURO	
1.8 Which languages are provided?			
1.8.1 Czech	<input type="checkbox"/> yes <input type="checkbox"/> no	1.8.2 Danish	<input type="checkbox"/> yes <input type="checkbox"/> no
1.8.3 Dutch	<input type="checkbox"/> yes <input type="checkbox"/> no	1.8.4 English	<input type="checkbox"/> yes <input type="checkbox"/> no
1.8.5 Estonian	<input type="checkbox"/> yes <input type="checkbox"/> no	1.8.6 Finnish	<input type="checkbox"/> yes <input type="checkbox"/> no
1.8.7 French	<input type="checkbox"/> yes <input type="checkbox"/> no	1.8.8 German	<input type="checkbox"/> yes <input type="checkbox"/> no
1.8.9 Greek	<input type="checkbox"/> yes <input type="checkbox"/> no	1.8.10 Hungarian	<input type="checkbox"/> yes <input type="checkbox"/> no
1.8.11 Italian	<input type="checkbox"/> yes <input type="checkbox"/> no	1.8.12 Latvian	<input type="checkbox"/> yes <input type="checkbox"/> no

1.8.13 Lithuanian	<input type="checkbox"/> yes	<input type="checkbox"/> no	1.8.14 Norwegian	<input type="checkbox"/> yes	<input type="checkbox"/> no
1.8.15 Polish	<input type="checkbox"/> yes	<input type="checkbox"/> no	1.8.16 Portuguese	<input type="checkbox"/> yes	<input type="checkbox"/> no
1.8.17 Romanian	<input type="checkbox"/> yes	<input type="checkbox"/> no	1.8.18 Slovenian	<input type="checkbox"/> yes	<input type="checkbox"/> no
1.8.19 Spanish	<input type="checkbox"/> yes	<input type="checkbox"/> no	1.8.20 Swedish	<input type="checkbox"/> yes	<input type="checkbox"/> no
1.8.21 Other	<input type="checkbox"/> yes	<input type="checkbox"/> no			
	If yes, explain in AB1				
<b>1.9 Information structure</b>					
1.9.1 Is there a difference between the information structure provided to authorized operators and to independent operators?				<input type="checkbox"/> yes	<input type="checkbox"/> no
				If yes, explain in AB1	

## 2 Scope of Technical Information

### 2.1 How do you ensure an unambiguous vehicle identification?

2.1.1 By VIN (Vehicle Identification Number)	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.1.2 By a selective list (e.g. model, model year, engine capacity)	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.1.3 Other	<input type="checkbox"/>	
	explain in AB1	
2.1.4 Does this identification clearly identify all original equipment (incl. respective part numbers)?	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
	If no, explain why in AB1	

### 2.2 Which search criteria are supported?

2.2.1 Search by Diagnostic Trouble Codes (DTC)	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.2.2 Search by symptoms (e.g. gearbox rattling)	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.2.3 Search by systems (e.g. brake system)	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.2.4 Search by components (e.g. brake pad)	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.2.5 Search by OE Part Number	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.2.6 Search by special tools names	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.2.7 Search by warning indication (e.g. ABS indicator lamp)	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.2.8 Full text search	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.2.9 Others	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
	If yes, explain in AB1	

## 2.3 How are the search results displayed?

2.3.1 Title of the information	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.3.2 Short description	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.3.3 Creation date or version	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.3.4 Others	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
	If yes, explain in AB1	

## 2.4 Which kind of information does your system provide?

### 2.4.1 General Information

2.4.1.1 Functional descriptions (e.g. Common Rail Injection)	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.4.1.2 Fitting and removal processes (e.g. gearbox replacement)	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.4.1.3 Work plans and job times	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.4.1.4 Electrical wiring diagrams	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.4.1.5 Hydraulic wiring diagrams	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.4.1.6 Pneumatic wiring diagrams	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.4.1.7 Emission related information	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.4.1.8 Body repair information (e.g. dimensions, tolerances, corrosion protection)	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.4.1.9 Welding instructions (e.g. welding temperature)	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.4.1.10 Pick-up points lifting platform	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no

2.4.1.11 Tightening torque figures	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.4.1.12 Axle settings (e.g. toe, camber)	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.4.1.13 Brake clearance	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.4.1.14 Operating fuels	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.4.1.15 Wheel-tire combinations	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
<b>2.4.2 Maintenance and service information</b>		
2.4.2.1 Service intervals	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.4.2.2 Service instructions incl. work plans	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.4.2.3 Re-initialisation of maintenance indicator	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
<b>2.4.3 Test and diagnosis information</b>		
2.4.3.1 Location of diagnostic connector	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.4.3.2 Meaning of manufacturer specific Diagnostic Trouble Codes (DTC)	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.4.3.3 Information on ECU software versions	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.4.3.4 Test procedures	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.4.3.5 Test parameters (e.g. temperature of transmission fluid)	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.4.3.6 Test values under certain driving conditions (e.g. signal of yaw rate sensor at straight-line driving in Volt)	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
<b>2.4.4 Spare Parts</b>		
2.4.4.1 Spare part numbers	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no

	2.4.4.2	Matching of spare part list with identified vehicle is possible	<input type="checkbox"/> yes	<input type="checkbox"/> no
	2.4.4.3	Spare part identification by graphical representation is possible	<input type="checkbox"/> yes	<input type="checkbox"/> no
	2.4.5 Special tools (except diagnostic scan tools)			
	2.4.5.1	A list of special tools is provided for each vehicle	<input type="checkbox"/> yes	<input type="checkbox"/> no
	2.4.5.2	Description of intended use exists for each tool	<input type="checkbox"/> yes	<input type="checkbox"/> no

### 3 Test Cases

Please specify for each of the following test cases the costs to purchase the necessary repair information and the name and price of all special tools that are needed to complete the job in an independent workshop (assuming that the repair shop uses the most economic solution to get the information and tools).

Assumption for Passenger Cars: Mid-size vehicle

Assumption for Trucks: Heavy-duty truck

Please attach the relevant technical information in a digital format or on paper.

#### 3.1 Test Case 1: Replacement of a defective engine ECU

Necessary technical information:

- Vehicle identification
- Diagnosis and fault identification
- Fitting and removal process
- Spare parts
- Special tools
- Job times
- Re-initialisation, coding and pass-through programming (if necessary) procedures
- Re-mobilisation of vehicle immobiliser (if necessary)
- Reset of fault memory

3.1.1 Please indicate the assumed model for the Mid-size vehicle or the Heavy-duty truck.

3.1.2 Minimal costs for necessary technical information

EURO

3.1.3 What is the data amount for the necessary technical information?

kbyte

Necessary special tools:

- Diagnostic scan tool for fault identification and reset of fault memory
- Diagnostic scan tool for re-initialisation and coding
- Pass-through programming tool (if necessary)
- Tool for re-mobilisation of vehicle immobiliser (if necessary)

3.1.4 Minimal costs for necessary special tools

EURO

### 3.2 Test Case 2: Maintenance and service instructions

#### Necessary technical information:

- Vehicle identification
- Fault memory reading
- Oil change
- Filter change (oil/air/petrol/passenger compartment)
- Check of operation fluids
- Brake system check
- Emission control
- Axle system check (tires, suspension)
- Reset of service interval
- Spare parts
- Special tools
- Job times

3.2.1 Please indicate the assumed model for the Mid-size vehicle or the Heavy-duty truck.

3.2.2 Minimal costs for necessary technical information

EURO

3.2.3 What is the data amount for the necessary technical information?

kbyte

#### Necessary special tools:

- Diagnostic scan tool for fault memory reading and resetting
- Diagnostic tool for emission control
- Diagnostic scan tool for reset of service interval

3.2.4 Minimal costs for necessary special tools

EURO

#### 4 Please name any differences in the information systems provided to authorized operators and those to independent operators

4.1 Are the registration conditions different (1.1)?	<input type="checkbox"/> <input type="checkbox"/> yes no if yes, explain in AB1
4.2 Are the registration costs different (1.2)?	<input type="checkbox"/> <input type="checkbox"/> yes no if yes, explain in AB1
4.3 Are the cost models different (1.3)?	<input type="checkbox"/> <input type="checkbox"/> yes no if yes, explain in AB1
4.4 Are the covered vehicles and update periods different (1.6)?	<input type="checkbox"/> <input type="checkbox"/> yes no if yes, explain in AB1
4.5 Are the hard- and software requirements different (1.7)?	<input type="checkbox"/> <input type="checkbox"/> yes no if yes, explain in AB1
4.6 Are the provided languages different (1.8)?	<input type="checkbox"/> <input type="checkbox"/> yes no if yes, explain in AB1
4.7 Are the methods and procedures for an unambiguous vehicle identification different (2.1)?	<input type="checkbox"/> <input type="checkbox"/> yes no if yes, explain in AB1
4.8 Are the provided search criteria different (2.2)?	<input type="checkbox"/> <input type="checkbox"/> yes no if yes, explain in AB1

4.9 Are the display of search results different (2.3)?	<input type="checkbox"/> yes <input type="checkbox"/> no if yes, explain in AB1
4.10 Is the content of general technical repair information different (2.4.1)?	<input type="checkbox"/> yes <input type="checkbox"/> no if yes, explain in AB1
4.11 Is the content of maintenance and service information different (2.4.2)?	<input type="checkbox"/> yes <input type="checkbox"/> no if yes, explain in AB1
4.12 Is the information on test and diagnosis different (2.4.3)?	<input type="checkbox"/> yes <input type="checkbox"/> no if yes, explain in AB1
4.13 Is the information on spare parts different (2.4.4)?	<input type="checkbox"/> yes <input type="checkbox"/> no if yes, explain in AB1
4.14 Is the information on special tools different (2.4.5)?	<input type="checkbox"/> yes <input type="checkbox"/> no if yes, explain in AB1

- 5 Please provide us with a copy on CD/DVD of all the technical information available on your web-based system or, alternatively, give us an online access for a period of 8 weeks starting on 5 May 2004.

## Annex B1 (AB1)

### Information medium: Internet

Explanation to 1.3.6	
Explanation to 1.4.4	
Explanation to 1.4.5	
Explanation to 1.8.21	
Explanation to 1.9.1	
Explanation to 2.1.3	
Explanation to 2.1.4	
Explanation to 2.2.9	
Explanation to 2.3.4	
Explanation to 4.1	
Explanation to 4.2	
Explanation to 4.3	
Explanation to 4.4	
Explanation to 4.5	
Explanation to 4.6	
Explanation to 4.7	
Explanation to 4.8	
Explanation to 4.9	
Explanation to 4.10	
Explanation to 4.11	
Explanation to 4.12	
Explanation to 4.13	
Explanation to 4.14	

## Part B2

### Information medium: CD/DVD

Type in the brand name relating to this questionnaire:	
This questionnaire relates to the following countries:	
Denmark	<input type="checkbox"/>
France	<input type="checkbox"/>
Germany	<input type="checkbox"/>
Ireland	<input type="checkbox"/>
Italy	<input type="checkbox"/>
Netherlands	<input type="checkbox"/>
Poland	<input type="checkbox"/>
United Kingdom	<input type="checkbox"/>

## Arrangements relevant to independent repairers, roadside assistance operators and automobile clubs

### 1 Information Access

#### 1.1 What kind of information packages are available?

1.1.1 Package with technical information for all models	<input type="checkbox"/> yes	<input type="checkbox"/> no
1.1.1.1 If yes, fill in costs for a one-time delivery	EURO	
1.1.1.2 If yes, fill in costs for a subscription	EURO/year	
1.1.2 Package with technical information for one single model	<input type="checkbox"/> yes	<input type="checkbox"/> no
1.1.2.1 If yes, fill in costs for a one-time delivery	EURO	
1.1.2.2 If yes, fill in costs for a subscription	EURO/year	
1.1.3 Package with technical information for one specific vehicle system (e.g. engine system) for all models	<input type="checkbox"/> yes	<input type="checkbox"/> no
1.1.3.1 If yes, fill in costs for a one-time delivery	EURO	
1.1.3.2 If yes, fill in costs for a subscription	EURO/year	
1.1.4 Other	<input type="checkbox"/> yes	<input type="checkbox"/> no
	If yes, explain in AB2	

#### 1.2 Access Conditions

1.2.1 One-time delivery of a package of CDs/DVDs		
1.2.1.1 How long does it take to get the first access to information (delivery time)?	days	
1.2.1.2 What is the percentage of covered vehicles produced within the last 10 years?	%	

1.2.2 Subscription of CDs/DVD packages	
1.2.2.1 What is the minimum subscription period?	months
1.2.2.2 What is the cancellation period of this contract?	months
1.2.2.3 What is the percentage of covered cars produced within the last 10 years?	%
1.2.2.4 How long does it take to get the first access to information (delivery time)?	days
1.2.2.5 How often do you provide updates?	times/year
1.3 How is the payment to be made?	
1.3.1 By bank transfer	<input type="checkbox"/> yes <input type="checkbox"/> no
1.3.2 By credit card	<input type="checkbox"/> yes <input type="checkbox"/> no
1.3.3 By debit	<input type="checkbox"/> yes <input type="checkbox"/> no
1.3.4 Other payment method	<input type="checkbox"/> yes <input type="checkbox"/> no If yes, explain in AB2
1.3.5 Do you offer special discounts?	<input type="checkbox"/> yes <input type="checkbox"/> no If yes, explain in AB2
1.4 How are the information packages (CD/DVD) distributed?	
1.4.1 Directly by the manufacturer?	<input type="checkbox"/> yes <input type="checkbox"/> no
1.4.2 By the local authorized dealers?	<input type="checkbox"/> yes <input type="checkbox"/> no
1.4.3 By any other organisation?	<input type="checkbox"/> yes <input type="checkbox"/> no

		If yes, explain in AB2
<b>1.5 Number of users</b>		
1.5.1	How many independent users are purchasing technical information on CD/DVD per year?	[users/year]
<b>1.6 Hard- and software requirements</b>		
1.6.1	Minimum processor requirements?	[MHz]
1.6.2	Minimum working memory?	[MByte]
1.6.3	Minimum display resolution?	x
1.6.4	Minimum disk space for standard installation?	[MByte]
1.6.5	Which software is needed?	1. 2. 3.
1.6.6	Are special plug-ins needed?	<input type="checkbox"/> yes <input type="checkbox"/> no
1.6.6.1	If yes, how many?	
1.6.6.2	If yes, at what cost?	EURO
<b>1.7 Which languages are provided?</b>		
1.7.1	Czech	<input type="checkbox"/> yes <input type="checkbox"/> no
1.7.2	Danish	<input type="checkbox"/> yes <input type="checkbox"/> no
1.7.3	Dutch	<input type="checkbox"/> yes <input type="checkbox"/> no
1.7.4	English	<input type="checkbox"/> yes <input type="checkbox"/> no
1.7.5	Estonian	<input type="checkbox"/> yes <input type="checkbox"/> no
1.7.6	Finnish	<input type="checkbox"/> yes <input type="checkbox"/> no
1.7.7	French	<input type="checkbox"/> yes <input type="checkbox"/> no
1.7.8	German	<input type="checkbox"/> yes <input type="checkbox"/> no
1.7.9	Greek	<input type="checkbox"/> yes <input type="checkbox"/> no
1.7.10	Hungarian	<input type="checkbox"/> yes <input type="checkbox"/> no
1.7.11	Italian	<input type="checkbox"/> yes <input type="checkbox"/> no
1.7.12	Latvian	<input type="checkbox"/> yes <input type="checkbox"/> no

1.7.13 Lithuanian	<input type="checkbox"/> yes	<input type="checkbox"/> no	1.7.14 Norwegian	<input type="checkbox"/> yes	<input type="checkbox"/> no
1.7.15 Polish	<input type="checkbox"/> yes	<input type="checkbox"/> no	1.7.16 Portuguese	<input type="checkbox"/> yes	<input type="checkbox"/> no
1.7.17 Romanian	<input type="checkbox"/> yes	<input type="checkbox"/> no	1.7.18 Slovenian	<input type="checkbox"/> yes	<input type="checkbox"/> no
1.7.19 Spanish	<input type="checkbox"/> yes	<input type="checkbox"/> no	1.7.20 Swedish	<input type="checkbox"/> yes	<input type="checkbox"/> no
1.7.21 Other	<input type="checkbox"/> yes	<input type="checkbox"/> no			
If yes, explain in AB2					
<b>1.8 Information structure</b>					
1.8.1 Is there a difference between the information structure provided to authorized operators and to independent operators?				<input type="checkbox"/> yes	<input type="checkbox"/> no
				If yes, explain in AB1	

## 2 Scope of Technical Information

### 2.1 How do you ensure an unambiguous vehicle identification?

2.1.1 By VIN (Vehicle Identification Number)	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.1.2 By a selective list (e.g. model, model year, engine capacity)	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.1.3 Other	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
	If yes, explain in AB2	
2.1.4 Does this identification clearly identify all original equipment (incl. respective part numbers)?	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
	If no, explain why in AB2	

### 2.2 Which search criteria are supported?

2.2.1 Search by Diagnostic Trouble Codes (DTC)	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.2.2 Search by symptoms (e.g. gearbox rattling)	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.2.3 Search by systems (e.g. brake system)	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.2.4 Search by components (e.g. brake pad)	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.2.5 Search by OE Part Number	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.2.6 Search by special tools names	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.2.7 Search by warning indication (e.g. ABS indicator lamp)	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.2.8 Full text search	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.2.9 Other	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no

		If yes, explain in AB2
<b>2.3 How are the search results displayed?</b>		
2.3.1 Title of the information	<input type="checkbox"/>	<input type="checkbox"/> yes no
2.3.2 Short description	<input type="checkbox"/>	<input type="checkbox"/> yes no
2.3.3 Creation date or version	<input type="checkbox"/>	<input type="checkbox"/> yes no
2.3.4 Other	<input type="checkbox"/>	<input type="checkbox"/> yes no  If yes, explain in AB2
<b>2.4 Which kind of information does your system provide?</b>		
<b>2.4.1 General information</b>		
2.4.1.1 Functional descriptions (e.g. Common Rail Injection)	<input type="checkbox"/>	<input type="checkbox"/> yes no
2.4.1.2 Fitting and removal processes (e.g. gearbox replacement)	<input type="checkbox"/>	<input type="checkbox"/> yes no
2.4.1.3 Work plans and job times	<input type="checkbox"/>	<input type="checkbox"/> yes no
2.4.1.4 Electrical wiring diagrams	<input type="checkbox"/>	<input type="checkbox"/> yes no
2.4.1.5 Hydraulic wiring diagrams	<input type="checkbox"/>	<input type="checkbox"/> yes no
2.4.1.6 Pneumatic wiring diagrams	<input type="checkbox"/>	<input type="checkbox"/> yes no
2.4.1.7 Emission related information	<input type="checkbox"/>	<input type="checkbox"/> yes no
2.4.1.8 Body repair Information (e.g. dimensions, tolerances, corrosion protection)	<input type="checkbox"/>	<input type="checkbox"/> yes no
2.4.1.9 Welding instructions (e.g. welding temperature)	<input type="checkbox"/>	<input type="checkbox"/> yes no

2.4.1.10	Pick-up points for lifting platform	<input type="checkbox"/>	<input type="checkbox"/>
		yes	no
2.4.1.11	Tightening torque figures	<input type="checkbox"/>	<input type="checkbox"/>
		yes	no
2.4.1.12	Axle settings (e.g. toe, camber)	<input type="checkbox"/>	<input type="checkbox"/>
		yes	no
2.4.1.13	Brake clearance	<input type="checkbox"/>	<input type="checkbox"/>
		yes	no
2.4.1.14	Operating fuels	<input type="checkbox"/>	<input type="checkbox"/>
		yes	no
2.4.1.15	Wheel-tire combinations	<input type="checkbox"/>	<input type="checkbox"/>
		yes	no
<b>2.4.2 Maintenance and service information</b>			
2.4.2.1	Service intervals	<input type="checkbox"/>	<input type="checkbox"/>
		yes	no
2.4.2.2	Service instructions incl. work plans	<input type="checkbox"/>	<input type="checkbox"/>
		yes	no
2.4.2.3	Re-initialisation of maintenance indicator	<input type="checkbox"/>	<input type="checkbox"/>
		yes	no
<b>2.4.3 Test and diagnosis information</b>			
2.4.3.1	Location of diagnostic connector	<input type="checkbox"/>	<input type="checkbox"/>
		yes	no
2.4.3.2	Meaning of manufacturer specific Diagnostic Trouble Codes (DTC)	<input type="checkbox"/>	<input type="checkbox"/>
		yes	no
2.4.3.3	Information on ECU software versions	<input type="checkbox"/>	<input type="checkbox"/>
		yes	no
2.4.3.4	Test procedures	<input type="checkbox"/>	<input type="checkbox"/>
		yes	no
2.4.3.5	Test parameters (e.g. temperature of transmission fluid)	<input type="checkbox"/>	<input type="checkbox"/>
		yes	no
2.4.3.6	Test values under certain driving conditions (e.g. signal of yaw rate sensor at straight-line driving in Volt)	<input type="checkbox"/>	<input type="checkbox"/>
		yes	no

2.4.4 Spare Parts		
2.4.4.1	Spare Part numbers	<input type="checkbox"/> <input type="checkbox"/> yes no
2.4.4.2	Matching of spare part list with identified vehicle is possible	<input type="checkbox"/> <input type="checkbox"/> yes no
2.4.4.3	Spare part identification by graphical representation is possible	<input type="checkbox"/> <input type="checkbox"/> yes no
2.4.5 Special tools (except diagnostic scan tools)		
2.4.5.1	A list on special tools is provided for each vehicle	<input type="checkbox"/> <input type="checkbox"/> yes no
2.4.5.2	Description of intended use exists for each tool	<input type="checkbox"/> <input type="checkbox"/> yes no

### 3 Test Cases

Please specify for each of the following test cases the costs to purchase the necessary repair information and the name and price of all special tools that are needed to complete the job in an independent workshop (assuming that the repair shop uses the most economic solution to get the information and tools).

Assumption for Passenger Cars: Mid-size vehicle

Assumption for Trucks: Heavy-duty truck

Please attach the relevant technical information in a digital format or on paper.

#### 3.1 Test Case 1: Replacement of a defective engine ECU

Necessary technical information:

- Vehicle identification
- Diagnosis and fault identification
- Fitting and removal process
- Spare parts
- Special tools
- Job times
- Re-initialisation, coding and pass-through programming (if necessary) procedures
- Re-mobilisation of vehicle immobiliser (if necessary)
- Reset of fault memory

3.1.1 Please indicate the assumed model for the Mid-size vehicle or the Heavy-duty truck.

3.1.2 Minimal costs for necessary technical information

EURO

Necessary special tools:

- Diagnostic scan tool for fault identification and reset of fault memory
- Diagnostic scan tool for re-initialisation and coding
- Pass-through programming tool (if necessary)
- Tool for re-mobilisation of vehicle immobiliser (if necessary)

3.1.3 Minimal costs for necessary special tools

EURO

### 3.2 Test Case 2: Maintenance and service instructions

#### Necessary technical information:

- Vehicle identification
- Fault memory reading
- Oil change
- Filter change (oil/air/petrol/passenger compartment)
- Check of operation fluids
- Brake system check
- Emission control
- Axle system check (tires, suspension)
- Reset of service interval
- Spare parts
- Special tools
- Job times

3.2.1 Please indicate the assumed model for the Mid-size vehicle or the Heavy-duty truck.

3.2.2 Minimal costs for necessary technical information

EURO

#### Necessary special tools:

- Diagnostic scan tool for fault memory reading and resetting
- Diagnostic tool for emission control
- Diagnostic scan tool for reset of service interval

3.2.3 Minimal costs for necessary special tools

EURO

#### 4 Please name any differences in the information systems provided to authorized repairers and those to independent operators

4.1 Are the purchase options different (1.2)?	<input type="checkbox"/> yes <input type="checkbox"/> no if yes, explain in AB2
4.2 Is the payment different (1.3)?	<input type="checkbox"/> yes <input type="checkbox"/> no if yes, explain in AB2
4.3 Are the hard- and software requirements different (1.6)?	<input type="checkbox"/> yes <input type="checkbox"/> no if yes, explain in AB2
4.4 Are the provided languages different (1.7)?	<input type="checkbox"/> yes <input type="checkbox"/> no if yes, explain in AB2
4.5 Are the methods and procedures for an unambiguous vehicle identification different (2.1)?	<input type="checkbox"/> yes <input type="checkbox"/> no if yes, explain in AB2
4.6 Are the provided search criteria different (2.2)?	<input type="checkbox"/> yes <input type="checkbox"/> no if yes, explain in AB2
4.7 Is the display of search results different (2.3)?	<input type="checkbox"/> yes <input type="checkbox"/> no if yes, explain in AB2
4.8 Is the content of general technical repair information different (2.4.1)?	<input type="checkbox"/> yes <input type="checkbox"/> no if yes, explain in AB2

	4.9 Is the content of maintenance and service information different (2.4.2)?	<input type="checkbox"/> yes <input type="checkbox"/> no  if yes, explain in AB2
	4.10 Is the information on test and diagnosis different (2.4.3)?	<input type="checkbox"/> yes <input type="checkbox"/> no  if yes, explain in AB2
	4.11 Is the information on spare parts different (2.4.4)?	<input type="checkbox"/> yes <input type="checkbox"/> no  if yes, explain in AB2
	4.12 Is the information on special tools different (2.4.5)?	<input type="checkbox"/> yes <input type="checkbox"/> no  if yes, explain in AB2

5 Please provide us with a copy of the CDs/DVDs intended to operators and containing technical information.

## Annex B2 (AB2)

**Information medium: CD/DVD**

Explanation to 1.1.4	
Explanation to 1.3.4	
Explanation to 1.3.5	
Explanation to 1.4.3	
Explanation to 1.7.21	
Explanation to 1.8.1	
Explanation to 2.1.3	
Explanation to 2.1.4	
Explanation to 2.2.9	
Explanation to 2.3.4	
Explanation to 4.1	
Explanation to 4.2	
Explanation to 4.5	
Explanation to 4.6	
Explanation to 4.8	
Explanation to 4.9	
Explanation to 4.10	
Explanation to 4.11	
Explanation to 4.12	

## Part B3

### Information medium: *Paper*

Type in the brand name(s) relating to this questionnaire:	
This questionnaire relates to the following countries:	
Denmark	<input type="checkbox"/>
France	<input type="checkbox"/>
Germany	<input type="checkbox"/>
Ireland	<input type="checkbox"/>
Italy	<input type="checkbox"/>
Netherlands	<input type="checkbox"/>
Poland	<input type="checkbox"/>
United Kingdom	<input type="checkbox"/>

## Arrangements relevant to independent repairers, roadside assistance operators and automobile clubs

### 1 Information Access

#### 1.1 What kind of information packages are available?

1.1.1 Package with technical information for all models	<input type="checkbox"/> yes	<input type="checkbox"/> no
1.1.1.1 If yes, fill in costs for a one-time delivery	EURO	
1.1.1.2 If yes, fill in costs for a subscription	EURO/year	
1.1.2 Package with technical information for one single model	<input type="checkbox"/> yes	<input type="checkbox"/> no
1.1.2.1 If yes, fill in costs for a one-time delivery	EURO	
1.1.2.2 If yes, fill in costs for a subscription	EURO/year	
1.1.3 Package with technical information for one specific vehicle system (e.g. engine system) for all models	<input type="checkbox"/> yes	<input type="checkbox"/> no
1.1.3.1 If yes, fill in costs for a one-time delivery	EURO	
1.1.3.2 If yes, fill in costs for a subscription	EURO/year	
1.1.4 Other	<input type="checkbox"/> yes	<input type="checkbox"/> no
	If yes, explain in AB3	

#### 1.2 Access Conditions

1.2.1 One-time delivery of a package of documents		
1.2.1.1 How long does it take to get the documents (delivery time)?	days	
1.2.1.2 What is the percentage of covered vehicles produced within the last 10 years?	%	

1.2.2 Subscription for a package of documents	
1.2.2.1 What is the minimum subscription period?	months
1.2.2.2 What is the cancellation period of this contract?	months
1.2.2.3 What is the percentage of covered vehicles produced within the last 10 years?	%
1.2.2.4 How long does it take to get the documents (delivery time)?	days
1.2.2.5 How often do you provide updates?	times/year
1.3 How is the payment to be made?	
1.3.1 By bank transfer	<input type="checkbox"/> yes <input type="checkbox"/> no
1.3.2 By credit card	<input type="checkbox"/> yes <input type="checkbox"/> no
1.3.3 By debit	<input type="checkbox"/> yes <input type="checkbox"/> no
1.3.4 Other payment method	<input type="checkbox"/> yes <input type="checkbox"/> no If yes, explain in AB3
1.3.5 Do you offer special discounts?	<input type="checkbox"/> yes <input type="checkbox"/> no If yes, explain in AB3
1.4 How are the paper information packages distributed?	
1.4.1 Directly by the manufacturer?	<input type="checkbox"/> yes <input type="checkbox"/> no
1.4.2 By the local authorized operators?	<input type="checkbox"/> yes <input type="checkbox"/> no
1.4.3 By any other organisation?	<input type="checkbox"/> yes <input type="checkbox"/> no

		If yes, explain in AB3	
<b>1.5 Number of users</b>			
1.5.1 How many independent users are purchasing technical information on paper per year		[users/year]	
<b>1.6 Which languages are provided?</b>			
1.6.1 Czech	<input type="checkbox"/> yes <input type="checkbox"/> no	1.6.2 Danish	<input type="checkbox"/> yes <input type="checkbox"/> no
1.6.3 Dutch	<input type="checkbox"/> yes <input type="checkbox"/> no	1.6.4 English	<input type="checkbox"/> yes <input type="checkbox"/> no
1.6.5 Estonian	<input type="checkbox"/> yes <input type="checkbox"/> no	1.6.6 Finnish	<input type="checkbox"/> yes <input type="checkbox"/> no
1.6.7 French	<input type="checkbox"/> yes <input type="checkbox"/> no	1.6.8 German	<input type="checkbox"/> yes <input type="checkbox"/> no
1.6.9 Greek	<input type="checkbox"/> yes <input type="checkbox"/> no	1.6.10 Hungarian	<input type="checkbox"/> yes <input type="checkbox"/> no
1.6.11 Italian	<input type="checkbox"/> yes <input type="checkbox"/> no	1.6.12 Latvian	<input type="checkbox"/> yes <input type="checkbox"/> no
1.6.13 Lithuanian	<input type="checkbox"/> yes <input type="checkbox"/> no	1.6.14 Norwegian	<input type="checkbox"/> yes <input type="checkbox"/> no
1.6.15 Polish	<input type="checkbox"/> yes <input type="checkbox"/> no	1.6.16 Portuguese	<input type="checkbox"/> yes <input type="checkbox"/> no
1.6.17 Romanian	<input type="checkbox"/> yes <input type="checkbox"/> no	1.6.18 Slovenian	<input type="checkbox"/> yes <input type="checkbox"/> no
1.6.19 Spanish	<input type="checkbox"/> yes <input type="checkbox"/> no	1.6.20 Swedish	<input type="checkbox"/> yes <input type="checkbox"/> no
1.6.21 Other	<input type="checkbox"/> yes <input type="checkbox"/> no If yes, explain in AB3		
<b>1.7 Information structure</b>			
1.7.1 Is there a difference between the information structure provided to authorized operators and to independent operators?			<input type="checkbox"/> yes <input type="checkbox"/> no  If yes, explain in AB1

## 2 Scope of Technical Information

### 2.1 How do you ensure an unambiguous vehicle identification?

2.1.1 By VIN (Vehicle Identification Number)	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.1.2 By a selective list (e.g. model, model year, engine capacity)	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.1.3 Other	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
	If yes, explain in AB3	
2.1.4 Does this identification clearly identify all original equipment (incl. respective part numbers)?	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
	If no, explain why in AB3	

### 2.2 Which search criteria do you use (e.g. in the index?)

2.2.1 Search by Diagnostic Trouble Codes (DTC)	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.2.2 Search by symptoms (e.g. gearbox rattling)	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.2.3 Search by systems (e.g. brake system)	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.2.4 Search by components (e.g. brake pad)	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.2.5 Search by OE Part Number	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.2.6 Search by special tools names	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.2.7 Search by warning indication (e.g. ABS indicator lamp)	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
2.2.8 Other	<input type="checkbox"/>	<input type="checkbox"/>
	yes	no
	If yes, explain in AB3	

## 2.3 Which kind of information do your documents provide?

### 2.3.1 General Information

2.3.1.1 Functional descriptions (e.g. Common Rail Injection)	<input type="checkbox"/> yes	<input type="checkbox"/> no
2.3.1.2 Fitting and removal processes (e.g. gearbox replacement)	<input type="checkbox"/> yes	<input type="checkbox"/> no
2.3.1.3 Work plans and job times	<input type="checkbox"/> yes	<input type="checkbox"/> no
2.3.1.4 Electrical wiring diagrams	<input type="checkbox"/> yes	<input type="checkbox"/> no
2.3.1.5 Hydraulic wiring diagrams	<input type="checkbox"/> yes	<input type="checkbox"/> no
2.3.1.6 Pneumatic wiring diagrams	<input type="checkbox"/> yes	<input type="checkbox"/> no
2.3.1.7 Emission related information	<input type="checkbox"/> yes	<input type="checkbox"/> no
2.3.1.8 Body repair Information (e.g. dimensions, tolerances, corrosion protection)	<input type="checkbox"/> yes	<input type="checkbox"/> no
2.3.1.9 Welding instructions (e.g. welding temperature)	<input type="checkbox"/> yes	<input type="checkbox"/> no
2.3.1.10 Pick-up points for lifting platform	<input type="checkbox"/> yes	<input type="checkbox"/> no
2.3.1.11 Tightening torque figures	<input type="checkbox"/> yes	<input type="checkbox"/> no
2.3.1.12 Axle settings (e.g. toe, camber)	<input type="checkbox"/> yes	<input type="checkbox"/> no
2.3.1.13 Brake clearance	<input type="checkbox"/> yes	<input type="checkbox"/> no
2.3.1.14 Operating fuels	<input type="checkbox"/> yes	<input type="checkbox"/> no
2.3.1.15 Wheel-tire combinations	<input type="checkbox"/> yes	<input type="checkbox"/> no

2.3.2 Maintenance and service information		
2.3.2.1	Service intervals	<input type="checkbox"/> <input type="checkbox"/> yes no
2.3.2.2	Service instructions incl. work plans	<input type="checkbox"/> <input type="checkbox"/> yes no
2.3.2.3	Re-initialisation of maintenance indicator	<input type="checkbox"/> <input type="checkbox"/> yes no
2.3.3 Test and diagnosis information		
2.3.3.1	Location of diagnostic connector	<input type="checkbox"/> <input type="checkbox"/> yes no
2.3.3.2	Meaning of manufacturer specific Diagnostic Trouble Codes (DTC)	<input type="checkbox"/> <input type="checkbox"/> yes no
2.3.3.3	Information on ECU software versions	<input type="checkbox"/> <input type="checkbox"/> yes no
2.3.3.4	Test procedures	<input type="checkbox"/> <input type="checkbox"/> yes no
2.3.3.5	Test parameters (e.g. temperature of transmission fluid)	<input type="checkbox"/> <input type="checkbox"/> yes no
2.3.3.6	Test values under certain driving conditions (e.g. signal of yaw rate sensor at straight-line driving in Volt)	<input type="checkbox"/> <input type="checkbox"/> yes no
2.3.4 Spare Parts		
2.3.4.1	Spare part numbers	<input type="checkbox"/> <input type="checkbox"/> yes no
2.3.4.2	Matching of spare part list with identified vehicle is possible	<input type="checkbox"/> <input type="checkbox"/> yes no
2.3.4.3	Spare part identification by graphical representation is possible	<input type="checkbox"/> <input type="checkbox"/> yes no
2.3.5 Special tools (except diagnostic scan tools)		
2.3.5.1	A list on special tools is provided for each vehicle	<input type="checkbox"/> <input type="checkbox"/> yes no
2.3.5.2	Description of intended use exists for each tool	<input type="checkbox"/> <input type="checkbox"/> yes no

### 3 Test Cases

Please specify for each of the following test cases the costs to purchase the necessary repair information and the name and price of all special tools that are needed to complete the job in an independent workshop (assuming that the repair shop uses the most economic solution to get the information and tools).

Assumption for Passenger Cars: Mid-size vehicle

Assumption for Trucks: Heavy-duty truck

Please indicate the assumed models in AA

Please attach the relevant technical information in a digital format or on paper.

#### 3.1 Test Case 1: Replacement of a defective engine ECU

Necessary technical information:

- Vehicle identification
- Diagnosis and fault identification
- Fitting and removal process
- Spare parts
- Special tools
- Job times
- Re-initialisation, coding and pass-through programming (if necessary) procedures
- Re-mobilisation of vehicle immobiliser (if necessary)
- Reset of fault memory

3.1.1 Please indicate the assumed model for the Mid-size vehicle or the Heavy-duty truck.

3.1.2 Minimal costs for necessary technical information in paper format

EURO

Necessary special tools:

- Diagnostic scan tool for fault identification and reset of fault memory
- Diagnostic scan tool for re-initialisation and coding
- Pass-through programming tool (if necessary)
- Tool for re-Mobilisation of vehicle immobiliser (if necessary)

3.1.3 Minimal costs for necessary special tools

EURO

### 3.2 Test Case 2: Maintenance and service instructions

#### Necessary technical information:

- Vehicle identification
- Fault memory reading
- Oil change
- Filter change (oil/air/petrol/passenger compartment)
- Check of operation fluids
- Brake system check
- Emission control
- Axle system check (tires, suspension)
- Reset of service interval
- Spare parts
- Special tools
- Job times

3.2.1 Please indicate the assumed model for the Mid-size vehicle or the Heavy-duty truck.

3.2.2 Minimal costs for necessary technical information in paper format

EUR

#### Necessary special tools:

- Diagnostic scan tool for fault memory reading and resetting
- Diagnostic tool for emission control
- Diagnostic scan tool for reset of service interval

3.2.3 Minimal costs for necessary special tools

EUR

#### 4 Please name any differences in the documents provided to the authorized operators and those for independent operators

4.1 Are the purchase options different (1.2)?	<input type="checkbox"/> <input type="checkbox"/> yes        no  if yes, explain in AB3
4.2 Is the payment is different (1.3)?	<input type="checkbox"/> <input type="checkbox"/> yes        no  if yes, explain in AB3
4.3 Are the provided languages different (1.6)?	<input type="checkbox"/> <input type="checkbox"/> yes        no  if yes, explain in AB3
4.4 Is the vehicle identification different (2.1)?	<input type="checkbox"/> <input type="checkbox"/> yes        no  if yes, explain in AB3
4.5 Are the provided search criteria different (2.2)?	<input type="checkbox"/> <input type="checkbox"/> yes        no  if yes, explain in AB3
4.6 Is the content of general technical repair information different (2.3.1)?	<input type="checkbox"/> <input type="checkbox"/> yes        no  if yes, explain in AB3
4.7 Is the content of maintenance and service information different (2.3.2)?	<input type="checkbox"/> <input type="checkbox"/> yes        no  if yes, explain in AB3
4.8 Are the information on test and diagnosis different (2.3.3)?	<input type="checkbox"/> <input type="checkbox"/> yes        no  if yes, explain in AB3

	4.9 Are the information on spare parts different (2.3.4)?	<input type="checkbox"/> <input type="checkbox"/> yes          no  if yes, explain in AB3
	4.10 Are the information on special tools different (2.3.5)?	<input type="checkbox"/> <input type="checkbox"/> yes          no  if yes, explain in AB3

5 Please provide us with a copy of the documents/papers intended to operators and containing technical information.

## Annex B3 (AB3)

**Information medium: Paper**

Explanation to 1.1.4	
Explanation to 1.3.4	
Explanation to 1.3.5	
Explanation to 1.4.3	
Explanation to 1.6.21	
Explanation to 1.7.1	
Explanation to 2.1.3	
Explanation to 2.1.4	
Explanation to 2.2.8	
Explanation to 4.1	
Explanation to 4.2	
Explanation to 4.4	
Explanation to 4.5	
Explanation to 4.6	
Explanation to 4.7	
Explanation to 4.8	
Explanation to 4.9	
Explanation to 4.10	