

NASTF Testimony

Good morning,

I am Donny Seyfer. I am the executive officer for the National Automotive Service Task Force or NASTF. NASTF was formed in 2000 as a solution to Right to Repair concerns and as a liaison between the independent aftermarket and auto makers. NASTF is a 501 C6, not-for-profit serving professional service technicians in Service Repair, Collision and Locksmithing. Thank you for the opportunity to address you today. I would like to offer insights from my personal involvement in Right to Repair efforts for over 25 years including presenting to this body and teaching technicians in your state effective use of service information in the past. I have been a diagnostic technician, shop owner, industry volunteer and currently I serve those who repair vehicles in my current role at NASTF and on multiple industry committees.

The NASTF mission is to identify and resolve gaps in service information, tool information and availability as well as education information from auto makers. For over 25 years NASTF has resolved thousands of requests on behalf of technicians when they cannot find information to complete a repair. In some cases, these are legitimate gaps in information. In other cases they are simply issues with finding already available information. In either case NASTF has created multiple solutions to provide assistance and resolution for nearly 54,000 US and Canadian members which include 238 in the state of Maine.

In 2008 NASTF and Automakers signed an agreement known as the NASTF Automotive Service Information Standards agreement that in essence extends the EPA regulations in CFR 40 1806 to all vehicle systems and further says that automakers will make all the same information and tools that they offer to their franchise dealers available to aftermarket repairers. The process includes a formal Service information request when a technician feels that there is an issue. NASTF presents the request on behalf of the technician and works through resolution with the automaker. We currently have a 91% success rate in resolving these issues. Our SIR portal is available for public review at <https://diag.net/sir>. Over the years these requests have evolved and today the majority are IT related issues that involve communication with websites, diagnostic software and vehicles. Mediation of these types of issues requires unique skill sets. NASTF staff has skills in not only the technical aspects of the process but also provides technical assistance to automakers in sorting out software issues, vehicle security issues and cyber security related problems. Many of the solutions that ensure secure and immediate access to independent technicians were pioneered and developed by NASTF in collaboration with automakers and our members. Since 2007 NASTF has credentialed professionals who need access to security information on behalf of their

customers through the patented Secure Data Release Model. The vehicle security professional registry has nearly 11,000 participants who perform over 300,000 security transactions per year in a secure and monitored environment with permission and transparency to the vehicle owner. We also have over 30,000 members who participate in our Diagnostic Professional Role which is a lightly vetted role that automakers are currently using to provide validated access to secure vehicle gateways to ensure that the vehicle connection is a live human and not a cyber attack. Other automakers have developed software that will allow vehicle owners to authorize access to their vehicle diagnostic data and events through websites and diagnostic tools. This role is provided to all NASTF members who want it at no charge. Basic NASTF membership is also free and allows access to the majority of NASTF's services, including the service information request forum. Only the vehicle security professional credential has a fee that is charged every 2 years at \$435.

In reviewing LD 2211 section 2-A. Motor Vehicle Right to Repair Commission it appears to us that it is structurally identical to the NASTF Board of Directors with the addition of a consumer member. I would like to propose that you consider an alliance with NASTF to serve all of the technical functions of monitoring and managing requests for assistance and create a commission that NASTF can provide reports to determine necessary actions within your framework if we are unable to resolve the problem. With 54,000 technicians across North America contributing, your state will be better served and you can still maintain leadership where resolution needs more pressure.

I would also like to address the do-it-yourselfer component of right to repair as it relates to NASTF. We are an association for professionals. We do not currently have DIY registration or roles in our organization because it is not in our charter or bylaws. To provide support, particularly in the security side of vehicles, that process would need to be completely revised to allow a vehicle owner specific, VIN based vehicle access to avoid bad actors attempting to access a vehicle for nefarious intentions. We could certainly build such a model but we have concerns that it would not be financially sustainable as it would require money to create, support and maintain with relatively few who would use the service. Nevertheless we have worked through what it would take and would be more than happy to present it.

In my 9 years as the director of NASTF we have reached that 91% resolution rate by identifying the right recipient of information within automakers enterprise and developing relationships. It cannot be overstated that one person can change the entire outcome with an automaker for the better or worse. On numerous occasions NASTF has presented detailed, layman's terms reports to government agencies and states with enforcement capacity. To date no effort has been made to enforce the 9% of unresolved

requests. I would caution you that volunteer committees and enforcement bodies have limited bandwidth and will only rise to resolve if they are required to. Most automakers have demonstrated they will do the right thing. That other 9% have issues that can only be resolved by the parent company receiving pressure from an enforcement agency. When NASTF has exhausted all good faith efforts, laws without enforcement do not serve those they are intended for.

Thank you again for your time today. NASTF stands by to provide any further information or assistance you need.

Donny Seyfer
NASTF
LD 2211

NASTF Testimony

Good morning,

I am Donny Seyfer, the executive officer for the National Automotive Service Task Force or NASTF. NASTF was formed in 2000 as a solution to Right to Repair concerns and as a liaison between the independent aftermarket and auto makers. NASTF is a 501 C6, not-for-profit serving professional service technicians in Service Repair, Collision and Locksmithing. Thank you for the opportunity to address you today. I would like to offer insights from my personal involvement in Right to Repair efforts for over 25 years including presenting to this body and teaching technicians in your state effective use of service information in the past. I have been a diagnostic technician, shop owner, industry volunteer and currently I serve those who repair vehicles in my current role at NASTF and on multiple industry committees.

The NASTF mission is to identify and resolve gaps in service information, tool information and availability as well as education information from auto makers. For over 25 years NASTF has resolved thousands of requests on behalf of technicians when they cannot find information to complete a repair. In some cases, these are legitimate gaps in information. In other cases they are simply issues with finding already available information. In either case NASTF has created multiple solutions to provide assistance and resolution for nearly 54,000 US and Canadian members which include 238 in the state of Maine.

In 2008 NASTF and Automakers signed an agreement known as the NASTF Automotive Service Information Standards agreement that in essence extends the EPA regulations in CFR 40 1806 to all vehicle systems and further says that automakers will make all the same information and tools that they offer to their franchise dealers available to aftermarket repairers. The process includes a formal Service information request when a technician feels that there is an issue. NASTF presents the request on behalf of the technician and works through resolution with the automaker. We currently have a 91% success rate in resolving these issues. Our SIR portal is available for public review at <https://diag.net/sir>. Over the years these requests have evolved and today the majority are IT related issues that involve communication with websites, diagnostic software and vehicles. Mediation of these types of issues requires unique skill sets. NASTF staff has skills in not only the technical aspects of the process but also provides technical assistance to automakers in sorting out software issues, vehicle security issues and cyber security related problems. Many of the solutions that ensure secure and immediate access to independent technicians were pioneered and developed by NASTF in collaboration with automakers and our members. Since 2007 NASTF has credentialed professionals who need access to security information on behalf of their customers through the patented Secure Data Release Model. The vehicle security professional registry has nearly 11,000 participants who perform over 300,000 security transactions per year in a secure and monitored environment with permission and transparency to the vehicle owner. We also have over 30,000 members who participate in our Diagnostic Professional Role which is a lightly vetted role that automakers are currently using to provide validated access to secure vehicle gateways to ensure that the vehicle connection is a live human and not a cyber attack. Other automakers have developed software that will allow vehicle owners to authorize access to their vehicle diagnostic data and events through websites and diagnostic tools. This role is provided to all NASTF members who want it at no charge. Basic NASTF membership is also free and allows access to the majority of NASTF's services, including the service information request forum. Only the vehicle security professional credential has a fee that is charged every 2 years at \$435.

In reviewing LD 2211 section 2-A. Motor Vehicle Right to Repair Commission it appears to us that it is structurally identical to the NASTF Board of Directors with the addition of a consumer member. I would like to propose that you consider an alliance

with NASTF to serve all of the technical functions of monitoring and managing requests for assistance and create a commission that NASTF can provide reports to determine necessary actions within your framework if we are unable to resolve the problem. With 54,000 technicians across North America contributing, your state will be better served and you can still maintain leadership where resolution needs more pressure.

I would also like to address the do-it-yourselfer component of right to repair as it relates to NASTF. We are an association for professionals. We do not currently have DIY registration or roles in our organization because it is not in our charter or bylaws. To provide support, particularly in the security side of vehicles, that process would need to be completely revised to allow a vehicle owner specific, VIN based vehicle access to avoid bad actors attempting to access a vehicle for nefarious intentions. We could certainly build such a model but we have concerns that it would not be financially sustainable as it would require money to create, support and maintain with relatively few who would use the service. Nevertheless we have worked through what it would take and would be more than happy to present it.

In my 9 years as the director of NASTF we have reached that 91% resolution rate by identifying the right recipient of information within automakers enterprise and developing relationships. It cannot be overstated that one person can change the entire outcome with an automaker for the better or worse. On numerous occasions NASTF has presented detailed, layman's terms reports to government agencies and states with enforcement capacity. To date no effort has been made to enforce the 9% of unresolved requests. I would caution you that volunteer committees and enforcement bodies have limited bandwidth and will only rise to resolve if they are required to. Most automakers have demonstrated they will do the right thing. That other 9% have issues that can only be resolved by the parent company receiving pressure from an enforcement agency. When NASTF has exhausted all good faith efforts, laws without enforcement do not serve those they are intended for.

Thank you again for your time today. NASTF stands by to provide any further information or assistance you need.