



CANADIAN COLLISION INDUSTRY FORUM



Vehicle Diagnostic Scanning

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September 30, 2016**

Video

Vehicle Diagnostic Scanning

Demonstration Event: September 30, 2016

- **Why ?**
- **Advanced technology in vehicles with countless modules and sensors.**
- **The need to restore vehicles to OEM specifications assuring safe operation of all vehicle systems.**
- **Diagnostic Scanning is being widely debated by industry stakeholders**
- **OEM position statements over past few months**

Vehicle Diagnostic Scanning

Demonstration Event: September 30, 2016

Purpose and Format?

- To gather information and create dialogue on the issue of diagnostic scanning
- Over 50 Industry Stakeholders attended
- Comparison between diagnostic reports from OEM (Toyota) and two aftermarket scanning options

Diagnostic Reports:

<u>DTC</u>	<u>OE</u>	<u>OE ASSISTED</u>	<u>AFTERMARKET</u>
ENGINE AND ECT			
P0335	X	X	X
P1304	X	X	
P1603	X	X	X
P1604	X	X	X
P1605	X	X	X
FOUR WHEEL DRIVE			
C1280	X		X
C1337	X	X	X
AIR CONDITONER			
B1423	X	X	X
SRS AIRBAG			
B1801	X	X	X
B1802	X	X	X
B1803	X	X	X
B1806	X	X	X
B1807	X	X	X
B1811	X	X	X
B1813	X	X	X
B1816	X	X	X
B1831	X		X
B1836	X	X	X
B1861	X	X	X
B1901	X	X	X
B1906	X	X	X
B1941	X	X	X
BLIND SPOT MONIOTR MASTER			
C1AB4	X	X	
MAIN BODY			
U0100	X	X	X
U0101	X	X	X
U0151	X	X	X
U0201	X	X	X
U0202	X	X	X
ABS/VSC/TRAC			
C1441	X	X	X
AIR CONDITIONER			
B1423	X	X	X
DRIVER DOOR MOTOR			
B2312	X	X	X
SMART KEY			
U0142	X	X	X
U0155	X	X	X
PASSENGER DOOR MOTOR			
B2312	X	X	X

Observations

Criteria	OE	OE Assisted	Aftermarket
Ease of Use	<ul style="list-style-type: none">• Some OE training required in order to operate tool and interpret data• No internet connection required.• Complete report returned within 5-7 minutes	<ul style="list-style-type: none">• Minimal training required to operate tool (OE master technician completes all work and contacts to review report).• Active internet connection required for the duration of the scanning procedure.• Complete report returned within 30-45 minutes• Easy to print and share reports.	<ul style="list-style-type: none">• Minimal training required to operate tool.• Internet connection required for updates and aftermarket databases• Bluetooth connectivity with the vehicle.• Complete report returned within 10-15 minutes• Easy to print and share reports.

Observations

Criteria	OE	OE Assisted	Aftermarket
Report Clarity and Completeness	<ul style="list-style-type: none">• Freeze frame (date/time stamps) available• Most complete data results, including calibration procedure reference.	<ul style="list-style-type: none">• Freeze frame (date/time stamps) available• Provided easiest interpretation of data including recommendations and administrative data.	<ul style="list-style-type: none">• Freeze frame (date/time stamps) available• Generated separate report for each DTC, while still providing easy interpretation of data.

Observations

Criteria	OE	OE Assisted	Aftermarket
Costs	<ul style="list-style-type: none">• Purchase of equipment• Purchase of computer hardware• Annual software subscription fee	<ul style="list-style-type: none">• Purchase of equipment• Fee per scan (pre and post)• No annual software subscription fee.	<ul style="list-style-type: none">• Purchase of equipment• Annual software subscription

What is the cost of not scanning?

Things to Consider

- **Safety**
 - Providing Repairs that Meet OE Specifications
- **Enhance Client Satisfaction**
 - Reduced Customer Return Rate (rework)?
- **Impact on Cycle time?**
 - Scheduling Efficiencies
 - Reduce Supplement Frequency
- **Cost control - varying cost/pricing structures**

More Things to Consider

- **Technician training**
 - Who is qualified to operate the scanning equipment
- **Ability to “clear” codes**
 - Once scanned, who is qualified to clear codes?
- **Reliability** of data provided?
- **Liability?**

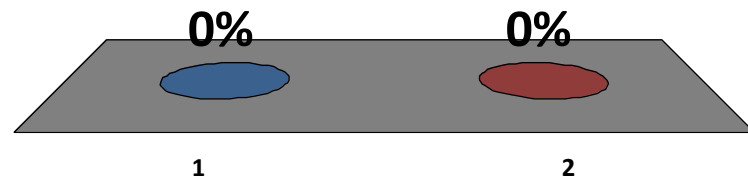
What is Next?

Does your facility currently perform pre-post scans?



big boss says:

1. YES
2. NO



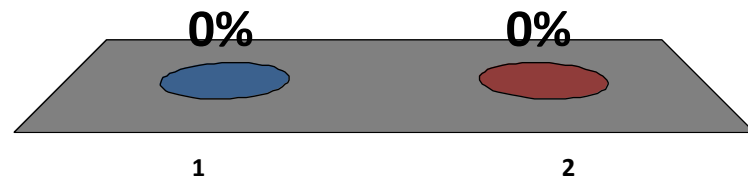
Is your facility certified by one or more
OE manufacturers to repair their vehicles?



Of your responses to what you answered:

1. YES

2. NO

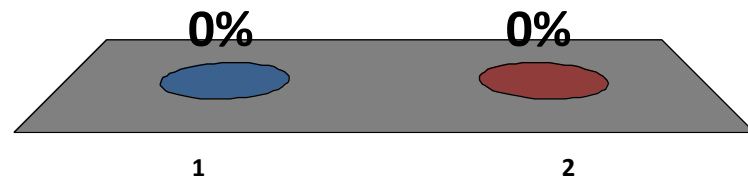


Does your facility sublet the scanning?



1. YES

2. NO

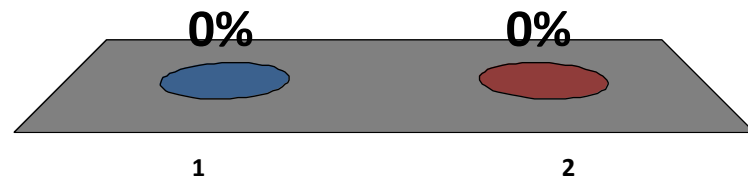


Has your facility invested in an aftermarket scan tool?



Has your facility invested in an aftermarket scan tool?

1. YES
2. NO



How relevant was this topic to your business?



1. 1 – not relevant
2. 2
3. 3
4. 4
5. 5 – very relevant