



The Honorable Gus Bilirakis  
Chairman  
Subcommittee on Commerce, Manufacturing,  
and Trade  
House Committee on Energy and Commerce  
2306 Rayburn House Office Building  
Washington, D.C. 20515

The Honorable Jan Schakowsky  
Ranking Member  
Subcommittee on Commerce, Manufacturing,  
and Trade  
House Committee on Energy and Commerce  
2408 Rayburn House Office Building  
Washington, D.C. 20515

Dear Chairman Bilirakis and Ranking Member Schakowsky,

On behalf of the **National Automotive Service Task Force (NASTF)**, we appreciate the committee's commitment to ensuring that Americans have the tools and data needed to fix their vehicles. That is a commitment we share and, in fact, is NASTF's purpose.

As you consider legislation affecting automotive right to repair, we wanted to provide background on the role NASTF plays in ensuring an equal playing field for all automotive service professionals.

### **Background on NASTF**

The National Automotive Service Task Force (NASTF) is a not-for-profit, 501(c)(6), established in 2000 to facilitate the identification and correction of gaps in the availability and accessibility of automotive service information, service training, diagnostic tools and equipment, and communications.

NASTF is the largest automotive repair trade association with 53,892 members and over 8,000 vehicle security professionals who perform over 300,000 secure transactions per year.

**NASTF is a cooperative effort among the automotive service industry, the equipment and tool industry and automobile manufacturers (OEMs).** There is no cost to participate in NASTF, which is open to professional auto service technicians, shop owners, service writers, OEM service employees or any other automotive industry professional.

**NASTF helps to ensure an equal playing field for all automotive service professionals and serves as an intermediary between the technician and OEMs.**

### **NASTF's Role in Ensuring Automotive Right to Repair**

**NASTF operates under the Automotive Service Information Standards (ASIS) agreement signed by nearly all automakers in 2008. The agreement requires automakers to offer all information and tools available to their franchise dealer to independent repairers.** It also establishes NASTF as the resource for delivery of vehicle security information related to repair and producing keys for the aftermarket.

Further, the 2013 Massachusetts Right to Repair law and the 2014 industry wide Memorandum of Understanding (the “MOU”) require automobile manufacturers (OEMs) to make available for purchase to owners and independent repair facilities, at a fair and reasonable cost, the tools and data necessary to diagnosis and repair vehicles. This must be the same diagnostic and repair information provided to dealers.

NASTF is named in the 2013 Massachusetts Repair law and the 2014 MOU as the mediator for aftermarket technicians and automakers when the above information is unavailable. When a technician encounters an issue where information is missing or a support system is broken, they can submit a request for assistance<sup>1</sup> and NASTF will contact the correct individual at the automaker for assistance. **NASTF receives an average of 140 requests per year and has a 90% resolution rate.**

The majority of automakers have very good systems in place to support repairers. NASTF assists with the occasional issue that affects everyone using the system, oftentimes independent and dealer alike. Technicians facing the same or similar problems are encouraged to add their experience to the original request. This helps automakers understand the scope of the issue, most of which are related to information technology (IT). NASTF also employs a number of specialist members who inform us of issues so that we can take them to the appropriate brand before they cause significant downtime for the impacted technicians.

NASTF is aware of additional efforts<sup>2</sup> in the industry to gather technician concerns with repair information, specifically from the Auto Care Association. We have proactively reached out to provide support and ensure the concerns collected are addressed by manufacturers through the established “service information request” process. We are disappointed that the Auto Care Association has recently declined our request to support resolving these technicians’ concerns as we are confident that we could resolve the majority of these issues with the help of our OEM partners.

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<sup>1</sup> [https://wp.nastf.org/?page\\_id=842](https://wp.nastf.org/?page_id=842)

<sup>2</sup> <https://www.autocare.org/government-relations/resources/toolkit/right-to-repair-media-kit-for-drivers-and-shops>

### **Secure Data Release Model**

NASTF also operates the Secure Data Release Model (SDRM).<sup>3</sup> This system allows automakers to share security related information and tool functions with independent repairers and locksmiths

Background checked, credentialed Vehicle Security Professionals (VSPs) using the SDRM process can purchase key and immobilizer codes, PIN numbers and special tool access from automaker websites. Each transaction is monitored and validated by NASTF.

As always, NASTF will continue to work to ensure that the tools and data needed for owners and independent repair facilities to repair vehicles is available and to solve industry-wide concerns.

Please reach out with any further questions about NASTF's work and our role in ensuring automotive right to repair.

Sincerely,

Donny Seyfer  
Executive Officer  
National Automotive Service Task Force  
[dseyfer@nastf.org](mailto:dseyfer@nastf.org)  
303-994-8643

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<sup>3</sup> [https://wp.nastf.org/?page\\_id=367](https://wp.nastf.org/?page_id=367)