

National Automotive Service Task Force (NASTF)



The Vehicle Manufacturer Service Information Matrix below provides information for each vehicle manufacturer on how to obtain service information, tools, and training materials.

This document is maintained by the National Automotive Service Task Force (NASTF). This document contains only access information for service information, tools, and training materials available from vehicle manufacturers. No attempt was made to identify non-OEM sources. Both emissions and non-emissions related information is available from the listed sources.

To report problems or corrections regarding this matrix, please go to www.nastf.org

Vehicle Manufacturer Service Information Matrix

As of 04/01/2007 (Updated Quarterly)

The latest version of this matrix can be found at <http://www.nastf.org/i4a/pages/index.cfm?pageid=3290>

The following references for each vehicle manufacturer provide the sources for accessing OEM service information, tools, and training materials. The information is listed by manufacturer rather than nameplate. For example, the Ford listings cover Ford, Lincoln, and Mercury vehicles. The auto manufacturers are listed alphabetically, but the links below allow you to scroll directly to a specific manufacturer's listings. Some small volume, specialty manufacturers (such as, Lotus or Panoz) may not be listed. Most manufacturers' service information is available via the Internet. Website links are provided. In many cases, the references also provide toll-free telephone contacts.

Company Contacts

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

ACURA

(see Honda)

ASTON MARTIN

Service Information, Tools & Training Information	Go to www.astonmartintechinfo.com
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AUDI

Diagnostic Tool	(800) 892-9650 (Equipment Solutions)
Service, Collision and Training Information	Audi has a new website for service information: www.ebahn.com/audi After May 1, 2006, the previous erWin website will no longer be available. The new ebahn website allows access to all documents for a 3-day, monthly, or yearly subscription for either a single Audi



Company Contacts Continued...

	<p>model or all Audi models.</p> <p>www.audi.dds ltd.com</p> <p>The Audi Technical Literature Ordering Center is the central location for ordering printed technical literature, such as shop manuals, parts catalogs, and certain training materials for Audi products. All information can be ordered online and is shipped to the customer. Also available by calling (800) 544-8021 -- 8.00AM to 8.00PM Eastern Standard Time, Monday through Friday.</p> <p>Collision and body information are included in Repair Manuals.</p>
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BENTLEY

Service information, tools and training information	Go to www.bentleytechinfo.com
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BMW

Diagnostic Tool	For special tool purchases and diagnostic computer purchases, call Central Letter Shop at 1-800-695-0079.
Service & Collision Information	Go to www.bmwtechinfo.com . Contains service manuals back to 1980 models, separate wiring diagrams back to 1984 models, and TSBs back to 1985 models. Collision information is included in service manuals. Website also includes training information, labor times, workshop tool information, parts catalog, wheel/tire run flat information, Pcodes and model map.

CHRYSLER/DODGE/EAGLE/JEEP/PLYMOUTH

Diagnostic & Reprogramming Tool	<p>(800) 801-5420 (SPX Corp. through Miller Special Tools Division); fax (800) 578-7375</p> <ul style="list-style-type: none"> • DRB III® Scan Tool -- includes DRB III® and Remote Personal Computer Update Kits - part numbers: CH6020A-AM and CH6020A-PCUD • Also requires CH5500 Kit for Transmission Control Modules in 1989-1995 model year vehicles • DART tool is discontinued
Service & Collision Information	<p>On-line service information as well as printed copies of service information can be purchased at www.techauthority.com. Printed copies of service information can also be purchased by calling 1-800-890-4038 (DDS LTD).</p> <p>Body repair manuals for some 1995 and all 1996 to present domestic vehicles are included on the Chrysler service website at www.techauthority.com.</p>

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Company Contacts Continued...

DAEWOO

Diagnostic Tool	Equipment Solutions (800) 347-6401
Service & Collision Information	Any Daewoo dealership. Collision and body information is included in service manuals.

FERRARI

Service Information, Tools & Training Information	Go to www.ferrariusa.com ; contact service@ferrariusa.com
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FORD/LINCOLN/MERCURY

Diagnostic Tool	Go to www.motorcraft.com , Technical Resources
Reprogramming	Go to www.motorcraft.com , Technical Resources
Service & Collision Information	Go to www.motorcraft.com , Technical Resources
Training & Training Materials	Go to www.motorcraft.com , Technical Resources
General Information	Go to www.motorcraft.com , Technical Resources

GENERAL MOTORS

BUICK, CADILLAC, CHEVROLET, GEO, GMC, HUMMER, OLDSMOBILE, & PONTIAC

Diagnostic Tool	Go to www.gmtechinfo.com or call 1-800-825-5886.
Training & Training Materials	Go to www.gmtechinfo.com or call 1-800-825-5886.
Service & Collision Information	Go to www.gmtechinfo.com or call 1-800-825-5886. Body and collision information is contained in the body manual and the collision manual.
Reprogramming Information	Go to www.gmtechinfo.com or call 1-800-825-5886.
I/M Information	Go to www.gmtechinfo.com or call 1-800-825-5886.
General Information	Go to www.gmtechinfo.com or call 1-800-825-5886.

SATURN

Diagnostic Tool	(800) 533-6127 (SPx Corp.)
Service & Collision Information	(800) 272-8876 (MSX, Inc.) Body and collision information is contained in the body manual and the collision manual.

HONDA/ACURA

Diagnostic Tool	Honda currently offers the Honda Diagnostic System for the PC (HDS software only). This tool provides the functionality required to self-troubleshoot
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Company Contacts Continued...

	<p>diagnostic systems on Honda-produced OBD II vehicles, with the exception of the Immobilizer functions.</p> <p>Honda Diagnostic System (HDS) Software Package The HDS software package covers all vehicles from 1992 to current, except for the Passport and SLX** and includes all the necessary functions to monitor, diagnose, and reprogram Honda and Acura control modules, except for Immobilizer functions. The package includes software to program the HDS Tablet and the Teradyne Pocket Tester, as well as the PC platform versions.</p> <p>**<u>Honda Passport and Acura SLX</u> To read Honda Passport and Acura SLX diagnostic codes, you will need the Vetronix Mastertech OBD II tester available directly from Vetronix at 1-800-321-4889, ext 4, or check their website at www.vetronix.com.</p>
<p>Service & Collision Information</p>	<p>Subscribe to <i>ServiceExpress</i> (Honda, or Acura, or both products) directly from the Welcome screen. Access via www.serviceexpress.honda.com.</p> <p>Note: You can also get to the <i>ServiceExpress</i> website using either of these URLs: www.techinfo.honda.com or www.techinfo.acura.com).</p> <p>The website provides access to all active service bulletins back to the early 1970`s, plus all vehicle service information back to 1990, including:</p> <ul style="list-style-type: none"> • Technical service bulletins • Campaign and recall bulletins • Technician newsletters • Body repair manuals • Service manual procedures • Wiring diagrams • Advanced diagnostic information • Mode \$06 information • Accessory installation instructions • Owner's manual • On-line parts catalogs <p>Traditional paper-bound service manuals, electrical troubleshooting manuals, and body repair manuals are available from Helm, Inc. from the <i>ServiceExpress</i> website (www.serviceexpress.honda.com). Click on the Order Paper Publications button.</p>
<p>Training materials</p>	<p>Information about ordering training information and materials is available from the Honda Service Express Web site (www.serviceexpress.honda.com). Simply select "Order Training Materials" for details.</p>
<p>Control Module Initialization</p>	<p>To initialize replacement Control Modules on Honda and Acura vehicles with Immobilizer, you will need a Honda Interface Module</p>



Company Contacts Continued...

	<p>(HIM) and PCM initialization software.</p> <p>Information regarding control module initialization is available from the <i>ServiceExpress</i> website (www.serviceexpress.honda.com), but you must be an active subscriber to purchase or rent the necessary tool and software and to obtain the required authorization code. After signing on, click the Order Diagnostic Tools button for details.</p> <p>Note: Starting with the 2006 Civic, vehicles with CAN protocol will require the latest generation Honda Interface Module (HIM).</p>
Reprogramming	<p>Reprogramming of control modules can be accomplished by using the following:</p> <p>Honda offers SAE J2534 compliant PC software for Honda and Acura vehicles to be used in conjunction with either a SAE J2534 pass-through device or Honda Interface Module (HIM).</p> <p>Information regarding control module reprogramming is available from the <i>ServiceExpress</i> website (www.serviceexpress.honda.com), but you must be an active subscriber to purchase or rent the necessary reprogramming tool and software. After signing on, click Order Diagnostic Tools button for details.</p> <p>Note: Starting with the 2006 Civic, vehicles with CAN protocol will require the latest generation Honda Interface Module (HIM).</p>

HYUNDAI

Service Publications & Collision Information	Go to "Service Information" on Hyundai's website (www.hmaservice.com). For purchase of printed publications, contact: Helm, Inc., 14310 Hamilton Avenue, Highland Park, MI, 48203, (313) 865-5000.
Diagnostic Tool & Reprogramming	For "GDS" scan tool: Contact SPX-Kent Moore, 1-800-345-2233, or www.spxkentmoore.com . For "Hi-Scan Pro" scan tool: Contact Nextech USA, 1-714-832-0100. For Diagnostic and Reprogramming software updates: Go to "Software Updates" link under DiagnosticTool Updates menu on Hyundai's website (www.hmaservice.com).
Training Materials	Go to "Technical Training" on Hyundai's website (www.hmaservice.com).
Tools & Equipment	Contact SPX-Kent Moore, 1-800-336-6687, or www.dealerequipment.com or check the "Tools & Equipment" section on Hyundai's website (www.hmaservice.com).
Special Service Tools	Contact SPX-Kent Moore, 1-800-345-2233, or www.spxkentmoore.com or check the "Tools & Equipment" section on Hyundai's website (www.hmaservice.com).

INFINITI

(see Nissan)

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ISUZU

Diagnostic Tool and Reprogramming Information	Tech 2 is the current Isuzu essential scan tool. Tech 2 is available through Isuzu Dealer Equipment (SPx) at 888-339-2464. Go to www.isuzutechinfo.com for Tech 2 and Reprogramming Information. Additionally, see Services Offered.
Services Offered	Go to www.isuzutechinfo.com . Selected "Services Offered" to inexpensively reprogram your ECM/PCM or inexpensively update your Tech 2 with Isuzu software.
Service & Collision Information	Go to www.isuzutechinfo.com . Select "IsuzuSource Store" to purchase CD-Rom based information or subscribe and login to view manuals online. Collision and body information is included in service manuals.
Training Materials	Go to www.isuzutechinfo.com and select "Training Information."
General Information	For sales related, go to www.isuzu.com . For service related, go to www.isuzutechinfo.com .

JAGUAR

Diagnostic Tool	Go to www.jaguartechno.com .
Service & Collision Information	Go to www.jaguartechno.com . Collision and body information is included in service manuals.

KIA

Diagnostic Tool	Kia University, 1-866-KIA-TOOLS (1-866-542-8665). Go to www.kiatechinfo.com .
Service & Collision Information	DDS, 1-866-KIA MANUALS (1-866-542-6268), fax 1-562-698-2788 Collision and body information is included in service manuals. Go to www.kiatechinfo.com .
Training	Kia University, Technical Training Dept. 949-470-7000 Go to www.kiatechinfo.com .
General Information	www.kia.com Go to www.kiatechinfo.com .

LAMBORGHINI

Diagnostic Tool	(781) 788-0600
Service & Collision Information	(781) 788-0600

LAND ROVER

Service & Collision Information	Go to www.landrovertchinfo.com
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	Collision and body information is included in service manuals.
Diagnostic Tool	Go to www.landroverttechinfo.com

LEXUS

(see Toyota)

MASERATI

Service Information, Tools, & Training Information	Go to www.maseratiusa.com ; contact service@maseratiusa.com
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MAZDA

Diagnostic Tool	Go to www.mazdatechinfo.com to obtain ordering information for all Mazda diagnostic tools. For all 1994-2000 models: New Generation Star (NGS) Tester; Hickok Customer Care; phone (800) 342-5080, or (216) 541-8060 or a distributor in your area. For all 1997 and newer models: Worldwide Diagnostic System (WDS); Call (800) ROTUNDA (768-8632) which is menu driven; select option 4 for assistance by a WDS sales representative.
Reprogramming	Go to www.mazdatechinfo.com for subscription information for access to Mazda Module Reprogramming.
Service & Collision Information	Go to www.mazdatechinfo.com to obtain ordering information for all service and body repair manuals available from Mazda. Collision and body information is included in the body manual.
Special Service Tools	Go to www.mazdatechinfo.com to obtain ordering information for all Mazda Special Tools or contact American Kowa Seiki customer service at (800) 824-9655. Additional Service Equipment is available by contacting Mazda Service Equipment at 1-877-768-6657.

MERCEDES-BENZ

Diagnostic Tool	Go to www.startekinfo.com . (800) FOR-MERCEDES – Manufacturer tool available now.
Service & Collision Information	Go to www.startekinfo.com . (800) FOR-MERCEDES Limited capability tools are also available for Mercedes-Benz vehicles through Assenmacher Specialty tools (800-525-2943) and Snap-on Diagnostics (800-775-0894) Collision and body information is included in service manuals.

MINI

Diagnostic Tools, Service & Collision Information, & Training Materials	Go to www.minitechinfo.com . Collision information contained in service manual. Website also includes labor times, wiring diagrams, workshop tool information, parts catalog, wheel/tire- run flat information, Pcodes, and model map.
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MITSUBISHI

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Company Contacts Continued...

Diagnostic Tool	(888) 727-6672 - 2 (SPX Corp)
Service & Collision Information	Go to www.mitsubishitechinfo.com to access the Mitsubishi Service Information Retrieval website featuring: factory service manuals back to 1992 models; Technical Information Manuals; Body Repair Manuals; TSBs, recalls, and service campaigns back to 1983 models; OBD II information; technical training modules; PCM reprogramming information; and links to vendors for factory tools and printed information/manuals.

NISSAN/INFINITI

Diagnostic Tool	(800) 662 2001 (SPX Corp. through TECH MATE)
Training Materials	Nissan/Infiniti training materials are available for purchase on the Service Information website www.nissantechinfo.com . Included are: core course student books and instructor guides; web-based training courses in PDF for download; training videos; new model student books and instructor guides for 2002 to present.
Service & Collision Information	Go to www.nissantechinfo.com for 1994 and newer model Nissan information or www.infinititechinfo.com for 1994 and newer model Infiniti information. These websites contain both emissions and non-emissions information. Printed materials can be ordered at (440) 572-0725 (Resolve Corp.) for 1999 and earlier models. Printed materials and CD-ROMs for 2000 and newer models can be ordered via the websites. Body and collision information is usually contained in the body manual. However, commencing with the 2002 model year vehicles, as a vehicle receives a major model change, the body/collision repair information will be included in the service manual.

PORSCHE

Diagnostic Tools, Service Information & Collision Information	Go to techinfo.porsche.com for both emissions and non-emissions related information and factory tools. Collision and body information is included in service manuals.
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SAAB

Diagnostic Tool	Go to www.saabtechinfo.com .
Service & Collision Information	Go to www.saabtechinfo.com . Collision and body information is included in the Workshop Information Manual.

SATURN

(see General Motors)

SCION



Company Contacts Continued...

(see Toyota)

SUBARU

Diagnostic Tool	1-866-213-4690 (SPX Kent-Moore Corp. for Subaru) or subaru.spx.com
Service & Collision Information	<p>Body and collision information is contained in the service manuals.</p> <p>For all web based electronic service information and online ordering of non-electronic service information, go to Subaru's Technical Information System (STIS) web site at techinfo.subaru.com.</p> <p>Service information available on CD, paper based manuals, as well as technical training materials, may also be ordered by calling Service Technical Information Company at (866) 428-2278 within the U.S. and (586) 783-4376 outside the U.S.</p>
Reprogramming	<p><u>Minimum System Operating Software Requirement:</u> It is recommended to use PCs or laptops with Windows® 2000 or Windows XP operating system. Windows Vista should not be used.</p> <p>A. <u>Scan Tool Reprogramming:</u> A generic diagnostic tool and software, HDS (Hitachi Diagnostic System) for aftermarket application, is available through Blue Streak Electronics (BSE). To order the HDS kit, contact BSE at the website link or telephone number below.</p> <p style="padding-left: 40px;">Blue Streak Electronics 45 Basaltic Rd Concord, ON L4K 1G5 Tel: (905) 669-4812 Fax: (905) 669-5179 Email: info@bsecorp.com Website: www.bsecorp.com/hds.php</p> <p>B. <u>J2534 Reprogramming:</u> Subaru reprogramming files using generic (non-OEM) SAE J2534 pass-thru vehicle programming device are available by contacting Service Technical Information Company toll free at 1-866-428-2278. The cost for the CD-ROM with all reprogramming files is \$75.00 plus S/H and applicable state tax. Files will be updated quarterly in CD-ROM format with all available reprogramming service information at the same above offered cost. Authorized Subaru Dealers are provided the same reprogramming information during quarterly updates.</p> <p>Subaru J2534 Reprogramming software meets the latest available J2534-1 specification.</p> <p>Current Subaru CD-ROM reprogramming information can be found in the STIS free space area under "Special Tool Information" (see item #4B). Our "Reprogramming J-2534 Files" chart does not specify the</p>



Company Contacts Continued...

	<p>CID, however; this information is included in our offered CD-ROM.</p> <p>Note: The ECM (or TCM) being reprogrammed may already contain some or all of the reprogramming files listed in the 'Reprogramming J-2534 Files' chart shown by release date.</p> <p>It is possible to damage the vehicle's ECM/TCM during the reprogramming event. Once the reprogramming process has started, it is recommended not to interrupt the process until the event is completed. If you experience any problems, please contact your scan toolmaker for further instructions.</p>
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SUZUKI

Diagnostic Tool	Through any Suzuki Dealer or SPX Kent-Moore Corporation (800) 345-2233
Service & Collision Information	Collision and body information is included in service manuals. Go to www.suzukitechinfo.com .

TOYOTA/SCION/LEXUS

Diagnostic Scantool & Special Service Tools	Call (800) 933-8335 (Owatona Tool Company, a division of SPX Corp.)
Service & Collision Repair Information	<p>For web based service information, go to the Toyota/Lexus Technical Information System (TIS) website at techinfo.toyota.com OR techinfo.lexus.com for all Toyota & Lexus vehicles. This website contains all service information back to 1990 models and TSBs back to 1987 models. The website also contains accessory & audio information, VIN decoders, maintenance schedules and collision repair information. The website offers electronic access to technical training information, access to an "on-line" Special Service Tool catalog and all information necessary to purchase service and training items not available in electronic format.</p> <p>For paper based service information, and all other service support materials not available electronically on TIS, call the Toyota Material Distribution Center at (800) 622-2033. A catalogue of available materials is available on the TIS website homepage.</p> <p>NOTE: Both collision and body information is included in the collision repair manual.</p>
Powertrain Reprogramming	<p>Beginning with some 2001 models and expanding to all models by 2007, Toyota/Scion/Lexus vehicles have flash reprogrammable powertrain ECMs.</p> <p>Reprogramming is only performed if a Technical Service Bulletin or</p>



Company Contacts Continued...

Service Campaign provides direction to do so. Flash reprogramming can be accomplished using a scantool or a PC and a "Toyota validated" J2534-1 interface.

Scantool Reprogramming: Toyota/Scion/Lexus ECMs can be reprogrammed using either the Toyota/Lexus factory scantool, or the Vetronix Mastertech scantool. The ECM reprogramming function is only available with the authentic Toyota factory scantool software which runs on either of the above mentioned scantools. Scantool software version requirements are specified in applicable Technical Service Bulletin/Service Campaign documents.

The Toyota/Lexus factory scantool and/or authentic factory software program cards can be purchased through SPX Corp. To order, call (800) 933-8335 and request P/N 01001271 for the Toyota/Lexus factory scantool including factory software program card, or P/N 01002593-005 for the "stand alone" program card. Program cards are provided with the latest production version software available at time of purchase. Program card can be used with both the factory scantool and Vetronix Mastertech.

Vehicle recalibration requires use of the following:

- Personal Computer running a Microsoft Windows 9X/2000/XP or later operating system
- Toyota Diagnostic Tester or Vetronix Mastertech Scantool
- PC Interface Cable (P/N 01001090) to transfer data from PC to scantool
- Calibration CD (00456-REPRG-001)

J2534 Reprogramming: Toyota/Scion/Lexus ECMs that can be reprogrammed with a scantool can also be reprogrammed using a PC and "Toyota validated" J2534-1 interface. Vehicle recalibration requires the use of the following:

- Toyota validated J2534 interface
- Toyota Calibration Update Wizard software (available on calibration CD)
- Personal Computer running Microsoft Windows 2000/XP or later operating system
- Calibration CD (00456-REPRG-001)

A list of Toyota validated J2534-1 interfaces is available through a link on the Toyota/Scion/Lexus TIS service information website log-in page. Go to techinfo.toyota.com or techinfo.lexus.com and follow the link entitled *Vehicle Reprogramming*. TOYOTA RECOMMENDS USING ONLY VALIDATED INTERFACES THAT APPEAR ON THIS LIST.

Obtaining Calibration CDs: Calibration CDs are compatible with the



Company Contacts Continued...

	<p>above mentioned scantools and J2534-1 interfaces. CDs contain all of the most current vehicle calibration files, applicable TSBs, Calibration Update Wizard application software, and instructions for use. Calibration CDs can be ordered through the Toyota Material Distribution Center at (800) 622-2033; order P/N 00456-REPRG-001.</p>
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VOLKSWAGEN

Diagnostic Tool	(800) 892-9650 (Equipment Solutions)
Service, Collision and Training Information	<p>VW has a new website for service information: www.ebahn.com/vw</p> <p>After May 1, 2006, the previous erWin website will no longer be available. The new ebahn website allows access to all documents for a 3-day, monthly, or yearly subscription for either a single VW model or all VW models.</p> <p>www.vw.dds ltd.com</p> <p>The Volkswagen Technical Literature Ordering Center is the central location for ordering printed technical literature, such as shop manuals, parts catalogs, and certain training materials for Volkswagen products. All information can be ordered online and is shipped to the customer. Also available by calling (800) 544-8021 -- 8.00AM to 8.00PM Eastern Standard Time, Monday through Friday.</p> <p>Collision and body information are included in Repair Manuals.</p>

VOLVO

Diagnostic Tool	<p>SPX Corporation Service Solutions 28635 Mound Road Warren, Michigan 48092-3499 1-800-345-3399 or go to www.volvotechinfo.com.</p>
Service & Collision Information	<p>Service: www.volvotechinfo.com</p> <p>Collision: www.volvotechinfo.com Collision and body information is included in service manuals</p> <p>Collision Training: www.I-CAR.com</p>