

Panel: Service Information for OBD

Standardization of OBD communication protocols, test modes and DTCs greatly improved service technician access to vehicle on board diagnostic information. Increasing complexity brought on by new OBD monitors, general "system" DTCs and distributed control systems are making vehicle diagnosis difficult. This panel discussion is intended to share the issues and challenges and to explore what changes could be made to both on board and off board diagnostics to improve the vehicle repair process for the future. Topics for discussion may include:

- How do technicians get training? How do technicians keep their tools current?
- How available is service information? How is service information presented to technicians?
- Are there differences between dealer and aftermarket service technicians?
- Turning on a warning light MIL is the first step in getting a vehicle repaired. How do technicians approach "component" versus "system" DTCs.
- How do companies develop service information – fault trees, FMEAs, expert systems, guided diagnostics, field feedback?

Moderators:

Paul Baltusis, Ford Motor Co., Ben Zwissler, Cummins Inc, Hal Zatorski, Chrysler Group LLC

