



I am pleased to testify on behalf of the Alliance of Automotive Service Providers Pennsylvania, in support of the passage of the Right to Repair Legislation in the State of Pennsylvania. AASP PA has 1100 members that operate independent automotive repair facilities performing repairs to Pennsylvania consumers. The repair facilities also perform Pennsylvania Safety Inspection in all counties and Emission Inspection in the required Emission counties. They also perform the necessary repairs that are required to bring vehicle in compliance for the inspection programs. The independent automotive repair shops are vital to Pennsylvania consumers. In today's economic climate some dealerships have closed. The Pennsylvania consumer may need to choose a local independent repair shop, that will keep their vehicles safe, reliable and in Emission compliance. Information, tools and training are vital to these repairs.

Today's automobiles are equipped with many systems that are controlled with several computers and modules. Many of the systems, tire pressure monitor, safety restraints and emissions are federally mandated, while some are conveniences options. All technicians' must have access to repair information diagnostic tools and the training to repair all of these systems in today's complex vehicles. As the vehicles continue to be even more advance and complex the repairs and consumers need to have assurance that in the future the information will continue to be available. The Pennsylvania consumer should be able to choose who will repair their vehicles.

Pennsylvania is not alone in seeking the "Right to Repair" legislation. New York, Massachusetts, Connecticut and Oregon's Independent Aftermarket have introduced similar bills in their states. All aftermarket service provider associations have been seeking this legislation. In September 2002 ASA signed a voluntary agreement with some manufacturers.

The agreement states:

The same service and training information related to vehicle repair will be made available to independent repair shops either via the Internet, or in the same manner and extent as it is made available to franchised dealerships and the same diagnostic tools

related to vehicle repair that are made available to the franchised dealers will be made available to the independent.

I have attached the voluntary agreement along with this testimony. There is also a more comprehensive agreement called Automotive Service Information Standards that has not yet been signed by all manufacturers.

Information and tools are not as difficult to access; there is also concern that the training that was addressed in the voluntary agreement has not been available. To ensure proper repairs, it is of the utmost importance that in the future, tools and information will continue to be available. Also on the information concern I have also included in the e-mail attachment of specific Requests for Information that were not resolved, which exhibit there are still gaps. We are seeking the repair information not the intellectual property.

We would like to see the "Right to Repair" legislation addressed in Pennsylvania. It will help support the concern that a consumer will have a competitive environment that promotes competition for Pennsylvania auto repair facilities. This is a global auto repair industry concern. The Canadian Government is involved in the same issues in Canada and the solution is working. Europe, there is similar legislation with full participation from all parties and that is also successful. I also hope that Pennsylvania will join this important effort that will help ensure the competitive future of the State's small repair businesses as well as provide for affordable and convenient repairs for car owners now and into the future.

Thank you for the opportunity to testify. Hopefully AASP can work together in Pennsylvania and resolve the issue.

Ron Turner

AASP Mechanical Division Director



September 20, 2002

The Honorable Byron Dorgan
Chairman
Subcommittee on Consumer Affairs, Foreign Commerce and Tourism
U.S. Senate Commerce, Science, and Transportation Committee
Washington, D.C. 20510

Dear Chairman Dorgan:

As the Subcommittee requested, our associations have discussed the issues reviewed at the Subcommittee's July 30, 2002 hearing on Customer Choice in Automotive Repair Shops (S. 2617). We believe the following commitments by automakers will provide independent repairers the necessary service information and diagnostic tools to compete and serve consumers in the marketplace.

The members of the Alliance of Automobile Manufacturers and the Association of International Automobile Manufacturers listed below fully support the following:

Automobile manufacturers hereby commit to make available, by August 31, 2003, emission and non-emission-related service information, training information, and diagnostic tools in the same manner and to the same extent as specified by California Air Resources Board (CARB) regulations for emission-related systems and components. This means that 1) the same service and training information related to vehicle repair will be made available to independent repair shops either via the Internet, or in the same manner and extent as it is made available to franchised dealerships and 2) the same diagnostic tools related to vehicle repair that are made available to the franchised dealers will be made available to the independent repair shops. These will be made available at a reasonable price consistent with the guidelines provided in CARB regulations. The service and training information and manufacturer tools will be available to independent repair shops without the need for them to return to a franchised dealership (to the extent allowed by law).

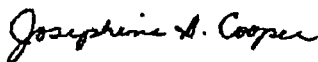
This commitment will continue the viability of the automotive service industry and preclude the need for current legislation while we work on implementation. Moreover, successful implementation will eliminate the need for future state and federal legislation.

The Honorable Byron Dorgan
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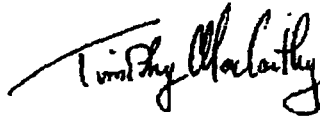
Manufacturers recognize the value of third-party providers of tools, service and training information and are committed to making available to information providers and tool companies the service and training information, tools and tool information. The National Automotive Service Task Force will continue to provide a forum for industry and aftermarket to resolve service information issues. We ask that the Subcommittee and its staff periodically review the progress being made toward the objectives above.

We believe this continues a long tradition of the independent repairer's important position in the automotive industry. It also demonstrates our mutual commitment to fair and open competition in the auto service industry and to consumer choice in seeking these services. Please feel free to call on our organizations if you have any questions.

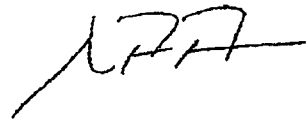
Sincerely,



Josephine S. Cooper
President & CEO
Alliance of Automobile
Manufacturers, Inc.



Timothy C. MacCarthy
President & CEO
Association of International
Automobile Manufacturers, Inc.



Dan Frohlich
Chairman
Automotive Service Association



National Automotive Service Task Force

NASTF Information Requests

[Back to Inquiry List](#)

Tracking : 389	Status : Manufacturer Contacted
State : NY	Name : Robert
Category of Request: Reprogramming	Manufacturer : 2003 Jaguar XTYPE SAJEA51C72WC57847

Inquiry

Have you checked the OEM website?	Yes
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Description of Repair unable to perform

Unable to purchase subscription for reprogramming.

Description of Information not available

Unable to purchase calibration subscription I was able to download flash program but am unable to purchase cal files when that link is selected in the diagnostics tab it will not allow a product or term to be selected.

Description of steps taken to obtain information (help/contact function on website, websites, etc

Called got put on hold.

Other Comments or Concerns

Notes

Tracking : 392	Status : Manufacturer Contacted
State : NY	Name : Gary
Category of Request: Reprogramming	Manufacturer : 2005 Hyundai Elantra KMHDN46D35U975334
Inquiry	
Have you checked the OEM website?	Yes
<u>Description of Repair unable to perform</u>	
Reprogram ECU	
<u>Description of Information not available</u>	
Tried to reprogram ECU, using J2534. When unsuccessful, contacted Drew Technolgoeis with a Degug Log. Drew Tech came back saying that there were problems with communciation that appear to be on the Hyundai's part, that ended the session with out sucessful reprogramming.	
<u>Description of steps taken to obtain information (help/contact function on website, websites, etc.)</u>	
Drew Tech communicated technical deatils, and circumstances to Hyundai; however no solution, nor timing of any soution has been given.	
<u>Other Comments or Concerns</u>	
The Hyundai use of "ROM ID Error" to describe all apparent errors does not help any level of understanding or confidence that they want to identify issues relating to reprogramming	

Tracking : 388	Status : Manufacturer Contacted
State : TX	Name : Nate
Category of Request: Driveability - Fuel, Ignition, Emission, Computer, etc.	Manufacturer : 2000 Mercedes Benz S430 WDBNG70J6YA086289

Inquiry

Have you checked the [OEM website?](#)

Description of Repair unable to perform

Unable to purchase parts.

Description of Information not available

How to purchase theft related parts.

Description of steps taken to obtain information (help/contact function on website, websites, etc.)

Recently I attempted to order a replacement ECM (engine control module) for 2000 Mercedes S430 vin WDBNG70J6YA086289. I presented the vehicle, the vehicle title, the vehicle registration, a copy of the owner driver license, a signed workorder authorizing me to perform repairs and order parts for the vehicle. The local Mercedes Benz dealer refused to sell the part, they stated that certain parts called TRP (theft related parts) have to be installed by a Mercedes Benz dealer. Please see Mercedes policy page at link below. <http://stgarage.st2930.reallyfast.biz/image/MBTRP.PDF> Another Mercedes Benz dealer said the part can be ordered, but the vehicle owner has to come to their dealership to order the part and pay for it in advance. And when the part is picked up, the vehicle has to be present at their dealership. It appears that Mercedes Benz has no consistent procedure for ordering TRP parts. One thing is for sure, this policy causes major inconveniences for Mercedes Benz vehicle owners. This policy goes against the spirit of making availability of tool, service information to the independent automotive service provider. My question is: can TRP parts be ordered by independent shops? If yes, how?

Other Comments or Concerns

Notes

Tracking : 378	Status : Manufacturer Responded - Action Pending
State : NH	Name : Mike
Category of Request: Reprogramming	Manufacturer : 2005 Hyundai Santa Fe KM8SC73EX65U876

Inquiry

Have you checked the <u>OEM website?</u>	Yes
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Description of Repair unable to perform

Difficulty in interpetating the proper tool connectino via the vehicle connector.

Description of Information not available

There is errors in the pin assignment numbers in the auxilary power connector hook ups.

Description of steps taken to obtain information (help/contact function on website, websites, etc.)

Contacted multiple references including Drew Tech and HMA service (800 number). HMA service told me to bring the vehicle to a dealer. Please reference HMA case # 4304550 take by Mike ID number 54272.

Other Comments or Concerns

I will be sending an email with a attached PDF file I have composed to illustrate the problems with the connectors.

Also, I have another open NASTF SIR for Hyundai (ref # 360)posted on December 21 2010. I have not heard anything about this request. I have used the NASTF process a few times before and have been dissapointed with the outcome. I was gravely dissapointed with the outcome in a request against Nissan (#339). I had to get results through other means outside of NASTF because I had not heard a thing in over a month. Looks like the same is true for my Hyundai request (#360). I have not given up on the process but am quickly losing faith

Tracking : 360	Status : Manufacturer Responded - Action Pending
State : NH	Name : Mike
Category of Request: Electrical - Starting, Charging, Lighting, Air Bag (SRS), Safety	Manufacturer : 2011 Hyundai Sonata 5NPEC4AC9BH036014
Inquiry	
Have you checked the <u>OEM website</u>?	Yes
<u>Description of Repair unable to perform</u>	
I need to replace the airbag module.	
<u>Description of Information not available</u>	
I cannot access the airbag variant coding information.	
<u>Description of steps taken to obtain information (help/contact function on website, websites, etc.)</u>	
I have viewed the OE service info, also contacted HMA via email with a response which said to take it to the dealer.	
<u>Other Comments or Concerns</u>	

[Back to Inquiry List](#)

Tracking : 369	Status : Manufacturer Contacted
State : MO	Name : Edward
Category of Request: OEM Special Tools Availability	Manufacturer : 2005 Honda Civic Hybrid

Inquiry

Have you checked the <u>OEM website</u>?	Yes
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Description of Repair unable to perform

Need to initialize a new PCM

Description of Information not available

HIM Module Rental Unit.

Description of steps taken to obtain information (help/contact function on website, websites, etc.)

After a week and a half of trying to get a rental HIM module and the initialization software, what I recieved was not a HIM module and there was no software with it. Honda's own information says that the software can be downloaded from your serviceexpress subscription from their website. That link does not exist. The online ordering form for the HIM module does not work. Contact form filled out...never answered. Called listed phone number for HELM and was told they just sell books...do not rent equipment. Was transferred to John Romano's voicemail for help...message left but never returned call. Called back again and left message with Bridgette Romano....said HIM Module rental would come with software and would have the salesman call me to place the order. No salesman ever called. Finally called HELM again with the part number for the HIM rental unit, ordered it and was told 7 - 10 days shipping!?!?!?!? Paid extra for 2 day air, received 11 days after this ordeal started and what I received is NOT a HIM module (despite what the paperwork says) and has no software with it. I have had a customer in a loaner vehicle for 2 weeks now waiting for what should be a simple request. Either the people at Honda and HELM are completely incompetent or this is a coordinated effort to lock out the independent repairer!

NASTF OE Training Information Matrix

February 2004

LEGEND: D=available to dealer technicians, I=available to independent technicians, S=available to corporate sponsored programs (community colleges, etc) ,
M=available to mfg channels (mfg. regional training centers, fleets), P=available to third party training developers N/A=not applicable to particular manufacturer

	COMPREHENSIVE COURSE	WORKSHOPS	CLINICS	INSTRUCTOR MATERIALS	STUDENT MATERIALS	SELF STUDY	CONTACTS	COMMENTS
ACURA	N/A	N/A	D	M, S	D,S,M,I	D,S,M,I	paula_breceda@ahm.honda.com	
ASTON MARTIN								
AUDI	D,S	N/A	D,S	S	D,I,S	D,I,S	matthew.shepanek@vw.com	
BENTLEY								
BMW	D	D	N/A	M	D,I	D,I	Jason Kozak Jason.kozak@bmwna.com	
BUICK	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	Materials are available at the online store at acdelcotechconnect.com or 1-800-825-5886 for additional information	(1) All General Motors and ACDelco materials are copyright protected.
CADILLAC	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	Materials are available at the online store at acdelcotechconnect.com or 1-800-825-5886 for additional information	(1) All General Motors and ACDelco materials are copyright protected.
CHEVROLET	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	Materials are available at the online store at acdelcotechconnect.com or 1-800-825-5886 for additional information	(1) All General Motors and ACDelco materials are copyright protected.
CHEVROLET TRUCK	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	Materials are available at the online store at acdelcotechconnect.com or 1-800-825-5886 for additional information	(1) All General Motors and ACDelco materials are copyright protected.
CHRYSLER	D,S	D,S	D,S,M	I,P,S	I,P,S	I,P,S	www.techauthority.com	
DAEWOO	UNFORTUNATELY, DAEWOO HAS BEEN FORCED TO FILE FOR CHAPTER 11 BANKRUPTCY PROTECTION AND IS NO LONGER PROVIDING TRAINING.						Lou Carbonell, (310) 884-3321, lcarbonelli@daewoos.com	
DODGE	D,S	D,S	D,S,M	I,P,S	I,P,S	I,P,S	www.techauthority.com	
DODGE TRUCK	D,S	D,S	D,S,M	I,P,S	I,P,S	I,P,S	www.techauthority.com	
FERRARI								
FORD	D, S, M	D,I, S, M, P	D, I, S, M, P	Not Available	D,I,S,M,P	D,I,S,M,P	Materials are available online at www.motorcraft.com	All Ford training materials are copyright protected
FORD TRUCK	See Ford							All Ford training materials are copyright protected
GMC	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	Materials are available at the online store at acdelcotechconnect.com or 1-800-825-5886 for additional information	(1) All General Motors and ACDelco materials are copyright protected.
GMC TRUCK	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	Materials are available at the online store at acdelcotechconnect.com or 1-800-825-5886 for additional information	(1) All General Motors and ACDelco materials are copyright protected.

HONDA	N/A	N/A	D	M, S	D,S,M,I	D,S,M,I	paula_breceda@ahm.honda.com	
HYUNDAI	D,M	D,M	N/A	N/A	D,I,P,S	D,I,P,S	www.hmaservice.com	Valuable information is available on the service website such as: shop manuals & ETMs 1986-present, regional class calendars, course descriptions, weblets, on line interactive training, Hi Scan Pro software updates. This information is free and available to anyone who visits the service website.
INFINITI	D,M,S	N/A	N/A	D,M,S,I	D,M,S,I	D,M,S	Manager Technical Training: (robert.barto@nissan-usa.com)	Infiniti training materials are available for purchase on the Service Information website www.infinitttechinfo.com This site has been available since 3/28/2003. Included are: PDFs of course student books and instructor guides; web-based training courses, training videos and CDs and 2002 model year to present student books and instructor guides.
ISUZU	S,D	N/A	N/A	S	S,D	S,D	ken.schoffstoll@isza.com	Instruction materials including self-study cd-roms are dealer only and are used for lab-based sessions at seven regional centers. Currently, these service related instructional materials are not available to independent technicians. If demand develops, cd rom programs would most likely be considered to fill the demand.
LEGEND: D=available to dealer technicians, I=available to independent technicians, S=available to corporate sponsored programs (community colleges, etc) , M=available to mfg channels (mfg. regional training centers, fleets), P=available to third party training developers								
	COMPREHENSIVE			INSTRUCTOR	STUDENT	SELF		
	COURSE	WORKSHOPS	CLINICS	MATERIALS	MATERIALS	STUDY	CONTACTS	COMMENTS
JAGUAR	D,M	D	N/A	M	D,I,M	D,I	Limited materials available online at www.helminc.com or call 1-800-782-4356; otherwise contact: Jaguar Cars Training Dept. 201-818-8040	
JEEP	D,S	D,S	D,S,M	I,P,S	I,P,S	I,P,S	www.techauthority.daimlerchrysler.com David G. Wobst Manager, Kia University 949-468-4721 dwobst@kiausa.com	
KIA	D, M	Not at this time	Not at this time	M	D, I, M, P, S	D,I,M,P,S		
LAND ROVER	D,S,M	N/A	N/A	M	D,S,M,I	N/A	www.landrovertchinfo.com	Land Rover Training materials are copyright protected. Student materials are available at www.landrovertchinfo.com .

LEXUS	D, S(1), M(2)	N/A	N/A	M, P(3), S, I(3)	D, I, S, M, P	D, I, S, M, P (4)	Consumer contact: Toyota Materials Distribution Center 800.822.2033	(1) Special "Train the Trainer" sessions only, (2) Available to fleet customers on "available seat" basis, (3) Programs created 2000 CY and later: All emissions and non-emissions instructor guides produced since 2000 are available in CD format (including all OBD & current engine control programs). Limited quantities of paper based Instructors guides are available. Programs created 1999 CY and earlier: Some course releases are available (in paper format) in limited quantities, once quantities are exhausted, availability ceases. (4) New Model Course package only (contains New Car Features [NCF] book, test, video tape). NCF is available to all parties on website. Test and videotape available in limited quantities to franchised dealers only. All content covered in video is included in New Car Feature book.
LINCOLN	See Ford						Materials are available online at www.motorcraft.com	All Ford training materials are copyright protected
LOTUS								
MAZDA	D/M	D/M	D/M	M	D/M	D/M	Michael Giblin	
MAZDA TRUCK	D/M	D/M	D/M	M	D/M	D/M	Michael Giblin	
MERCEDES-BENZ	D, M,	N/A	D,M,S	M, S	D, S, M	D,S	MBUSA will provide information on our e-commerce site, scheduled for Q1 2003 release	
MERCURY	See Ford						Materials are available online at www.motorcraft.com	All Ford training materials are copyright protected
MITSUBISHI	(1) D,S,M	(1) D,S,M	(1) D,S,M	(1) S,M	(1) D, I,S,M	(1) D,S,M	kkurata@mmsa.com	(1) All Mitsubishi Motors materials are copyright protected.
NISSAN	D,M,S	N/A	N/A	D,M,S,I	D,M,S,I	D,M,S	Manager Technical Training: (robert.barto@nissan-usa.com)	Nissan training materials are available for purchase on the Service Information website www.nissantechinfo.com This site has been available since 3/28/2003. Included are: PDFs of course student books and instructor guides; web-based training courses, training videos and CDs and 2002 model year to present student books and instructor guides.
NISSAN TRUCK	See Nissan							
OLDSMOBILE	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	Materials are available at the online store at acdelcotechconnect.com or 1-800-825-5886 for additional information	(1) All General Motors and ACDelco materials are copyright protected.
PLYMOUTH	D,S	D,S	D,S,M	I,P,S	I,P,S	I,P,S	www.techauthority.com	
PONTIAC	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	D,I,S,M,P (1)	Materials are available at the online store at acdelcotechconnect.com or 1-800-825-5886 for additional information	(1) All General Motors and ACDelco materials are copyright protected.

PORSCHE ROLLS-ROYCE	D,I,M	N/A	N/A	N/A	D, I, M	D,I,M	techinfo@porsche.com	
SAAB	D,S	N/A	N/A	S	D,S	D,S	Randy Risley Nat'l Training Manager randy.risley@saabusa.com	
SATURN	D	N/A	N/A	S	D,I,S,M,P (1)	N/A	Materials available at www.GMTECHINFO.COM	
LEGEND: D=available to dealer technicians, I=available to independent technicians, S=available to corporate sponsored programs (community colleges, etc) ,								
M=available to mfg channels (mfg. regional training centers, fleets), P=available to third party training developers								
	COMPREHENSIVE COURSE	WORKSHOPS	CLINICS	INSTRUCTOR MATERIALS	STUDENT MATERIALS	SELF STUDY	CONTACTS	COMMENTS
SUBARU	D,M	N/A	D,M	M	D,I,S,M,P(1)	D,I,S,M,P(1)	George VanWagner - Nat'l Tech Training Mgr. GWWanWagner@subaru.com	Training materials are available on Subaru of America's service information website located at http://techinfo.subaru.com or by calling 1-888-428-2278 toll free. (1) All Subaru materials are copyright protected.
SUZUKI	D	N/A	N/A	N/A	D	N/A	John Bush, Tech Trng/Info Mgr	
TOYOTA	D, S(1), M(2)	N/A	N/A	M, P(3), S, I(3)	D, I, S, M, P	D, I, S, M, P (4)	Consumer contact: Toyota Materials Distribution Center 800.622.2033	(1) Special "Train the Trainer" sessions only, (2) Available to fleet customers on "available seat" basis, (3) Programs created 2000 CY and later: All emissions and non-emissions instructor guides produced since 2000 are available in CD format (including all OBD & current engine control programs). Limited quantities of paper based instructors guides are available. Programs created 1999 CY and earlier: Some course releases are available (in paper format) in limited quantities, once quantities are exhausted, availability ceases. (4) New Model Course package only (contains New Car Features [NCF] book, test, video tape). NCF is available to all parties on website. Test and videotape available in limited quantities to franchised dealers only. All content covered in video is included in New Car Feature book.

TOYOTA TRUCK	D, S(1), M(2)	N/A	N/A	M, P(3), S, I(3)	D, I, S, M, P	D, I, S, M, P (4)	Consumer contact: Toyota Materials Distribution Center 800.622.2033	(1) Special "Train the Trainer" sessions only, (2) Available to fleet customers on "available seat" basis, (3) Programs created 2000 CY and later: All emissions and non-emissions instructor guides produced since 2000 are available in CD format (including all OBD & current engine control programs). Limited quantities of paper based instructors guides are available. Programs created 1999 CY and earlier: Some course releases are available (in paper format) in limited quantities, once quantities are exhausted, availability ceases. (4) New Model Course package only (contains New Car Features [NCF] book, test, video tape). NCF is available to all parties on website. Test and videotape available in limited quantities to franchised dealers only. All content covered in video is included in New Car Feature book.
VOLKSWAGEN	D,S	N/A	D,S	S	D,I,S	D,I,S	dennis.tabaczka@vw.com	
VOLVO	D, S	n/a	n/a	M	D, I S, M, P	D,M	Student materials can be purchased at: www.volvotechinfo.com	
DEFINITIONS:								
Comprehensive course: Includes 8 hours or more of instructor led training or education and would include classroom and 50% or more of lab and on-vehicle learning opportunities.								
Workshops: Includes instructor led training experiences of up to 8 hours of classroom type information only.								
Clinics: Includes training experiences of up to 4 hours which could include classroom and lab, or classroom and on-vehicle learning opportunities. Content is likely to be tightly focused on model, component, system, procedure, or tool use.								
Instructor materials: Includes instructor guides, curricula, tool lists, video, multi-media and other materials intended to provide assistance to educators and trainers to conduct or create education of training products.								
Student materials: Includes technical references, books, guides, aides and manuals.								
Self study: Includes educational tools and programs intended for self-paced study.								