

SUMMER 2003

INSIDER INFORMATION FORUM

Detroit Tech Week 2003 ... Advantage ETI

Weeklong information forum provides ETI members a competitive edge in the marketplace. Details of 2004 and forward models were revealed. Attendance swells with the growing awareness of worth.

They came to Detroit in record numbers, from every part of the United States — and even from Canada and Europe. Their quest was design, diagnostic and repair information on MY 2004 and 2005 U.S. vehicles. They found what they were seeking in abundance.

As a result, the automotive service industry will benefit as more productive diagnostic and repair equipment is developed. Motorists will also benefit as service providers enhance their abilities to solve problems faster.

Equipment & Tool Institute members have made this pilgrimage annually for 22 consecutive years. Each year those who participate register a higher level of value from the event. That applies to the OEs — who make their facilities available and also invest heavily in time and talent for the presentations — as well as ETI members, who are direct



OPENING NIGHT — SPX attendees enjoy opening night. L to R: Melissa Willert, Jim Kjeer, Brant Story, Bob Klose, Donna Kaspersen and Garret Miller.

benefactors as the receivers of these presentations.

A 22-Year Odyssey

Detroit Tech Week — and its counterpart, Japan Tech Week — represent an unprecedented level of cooperation between OE vehicle makers and aftermarket tool and equipment makers. The ongoing cooperation and trust attest to the fact that OEs want to ensure that their vehicles can receive proper service both during and after warranty, at the location of the vehicle owner's choice.

The heavy investment that OEs make in opening the doors of their facilities

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Annual Meeting Alert
Partnerships among manufacturers,
suppliers and service providers drive
the win-win solution



News & Views

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Detroit Tech Week

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for these meetings, as well as their commitment of time and talent for power point presentations and vehicle displays, pays off in the creation of innovative, productive equipment for the service providers.

The recognition of worth in ETI's Detroit Tech Week grows steadily. This year, despite economic conditions and the pervasive corporate cost cutting, more equipment representatives attended than prior years — a 35 percent increase over last year. They came from every section of the United States, Canada and Europe.

A Full Work Schedule

Detroit Tech Week is definitely a working session. Buses leave the headquarters hotel at dawn for the scheduled OE host facility. Upon the return to the hotel, an ETI committee immediately reviews evaluation sheets that ETI members complete on the return bus ride. A good natured, but serious admonition is, "You don't get off the bus unless you have a completed evaluation form of the day's presentations."

This year Ford and VW/Audi brought speakers and vehicles to the Crowne Plaza headquarters hotel for breakfast kick-off sessions. Ford then transported ETI members to vertical-group breakout sessions at corporate locations.

GM sessions were held at the Prov-



BURGERS & BRATS – Welcome reception at Crowne Plaza was informal. In the self-serve line from front are Jason Bartanen, I-CAR; Steve Marks, I-CAR; Don Rodemann, Actron; Phil Freshour, Actron; John Espino, Gale Banks Engineering.



SWEDEN CONTINGENT – Michelle Duggins, ETI, greets guests from Autocom Diagnostic Partners, AB in Sweden. R to L: Martin Larsson, Tobias Molin, Rick Pettersson.

ing Grounds in Milford, Mich. DaimlerChrysler sessions were held at the Auburn Hills headquarters facility. General overview sessions preceded more-detailed breakout sessions as the format for each corporation's presentations.

All attendees received a CD of the presentations offered by the manufacturer personnel. In all, 118 OEM managers and engineers addressed the ETI group.

Awards And Appreciation Banquet

At the conclusion of Detroit Tech Week, ETI attendees and vehicle manufacturer personnel traditionally assemble at an awards banquet, where mutual thanks and professional courtesies are exchanged.

This year the banquet was held at the Detroit Historical Museum amid artifacts, displays and reproductions of Detroit's rich manufacturing heritage. Dining tables set up on reproductions of the "Streets of Detroit" served as the buffet/banquet setting. Nearly 200 OE and aftermarket personnel were scheduled to attend this family-like session. ❁



BEVERAGES FIRST – Attending to thirst before sampling the buffet are (L to R) Dennis Williamson, Snap-on; Fabian DeNobrega and Anton Rajah, Blue Streak; Stephen Eichmann and Sajen Mathew, CARDONE.



Rob Wilson
Marketing Sensors Inc.

Leveraging Current Strengths To Attain the Next Level

Solid internal achievements and increasing recognition as an industry leader poise ETI for a step up to a new level of service to the aftermarket and to broadened membership.

The Institute's Detroit Tech Week was, again, a tremendous success as attendance was up 35 percent over the previous year. Tech Week drew attendees from all over the United States and from other parts of the world.

Our hosts, GM, Ford, Daimler-Chrysler and Volkswagen/Audi were truly accommodating. They provided detailed, essential information that is critical to product development activities of our members. This information transfer is evidence of the increasingly improving relationship between OEs and our members.

Detroit Tech Week will continue to grow in importance and attendance as we near promulgation of CAN-based vehicles and standardized reprogramming methods. Special recognition goes to Charlie Gorman, who put together a terrific program, and to Jim Lawrence and Michelle Duggins, who assisted Charlie with event logistics.

Leveraging Technical Success

Given our strong financial position and our standing as an aftermarket association that is making a difference, the Institute is poised to leverage these assets in a way that will con-

tinue to expand and strengthen our membership.

To accomplish this, ETI must match its technical capability with equivalent marketing resources. Accordingly, I am pleased to announce that ETI has initiated a search to fill the newly created position of marketing manager. We are working with our management group, MEMA, to identify and recruit a person who will be specifically responsible for membership recruitment and retention; program development and promotion; and outreach to other automotive aftermarket organiza-

tions worldwide.

I am also happy to report that providing this resource will come at no additional cost to the Institute. This addition is something I personally believe is critical to our continued success, and I am particularly excited with the prospect.

Annual Meeting Is Power Packed

Finally, I would like to encourage everyone to attend this year's Annual Meeting. Greg Potter and the Program Committee have put together an interesting, power-packed and challenging program. The theme is "Cooperation ... The Win-Win Solu-

tion." After the stage-setting keynote address from Tom Willis, MATCO president, other speakers and panelists will delve into details of such significant issues as EPA's Information Access Rule; the Right to Repair (a discussion of legislation and of the NASTF approaches of informing the industry of critical data); ownership and stewardship of tool and equipment information (security of scan tool data OEs provide to ETI); and crash worthiness and continuing compliance.

The popular one-on-one sessions have been expanded to accommodate the interests of our members. Several OEs and national accounts will have representatives available during the meeting for private sessions. I urge all of you to take advantage of this unique ETI opportunity.

The event will be held in New Jersey, at the Seaview Marriott Resort and Spa, Wednesday through Friday, Sept. 17-19. It's a terrific venue, offering all of the amenities we have come to expect during "The Meeting."

I look forward to seeing and meeting with all of you during this event. ❁

"... ETI has initiated a search to fill the newly created position of marketing manager."

Rob Wilson

Technical Activities ... Highlights and Update

A new vertical group, the information access rule, NASTF matrices, the TEK-NET library and Japan Tech Week are just a few of the things receiving attention from ETI committees.

Based on notes of Charlie Gorman, Technical Manager

Separate Vertical Group Proposed for OBD Diagnostics and Reprogramming

The industry is changing rapidly, and, as a result, the Equipment & Tool Institute is considering a proposal to restructure its Vertical Groups to better cope with these developments. On-board diagnostics (OBD) and Controller Area Network (CAN), as examples, will heavily impact the future.

The current Subcommittee on OBD & Protocol Interface Review would assume full vertical group status, and be renamed the OBD & Reprogramming Group.

Since its inception the subcommittee has operated as a subset of the Underhood Technology Group. The anticipated change would allow members from the Undercar Group and the Collision Repair Group to participate equally with scan tool companies in OBD and reprogramming activities, if they care to do so.

Also, the restructuring will have the net effect of changing the emphasis of the Underhood Technology Group toward a concentration on "nuts and bolts" issues (e.g., test points, settings, values, adjustments, etc.).

Information Access Rule Signed and Soon Effective

It has been a long struggle, but this summer the document known as the

EPA Information Access Rule was signed by Administrator Christine Todd Whitman before she left office. The document can be found in the Federal Register using the reference FR. No 124 Friday, June 27, 2003, pg. 38428 to 38461.

The Equipment & Tool Institute was a major advocate for the Information Rule, which mandates that the independent service market must have access to all emissions-related information and tools that are made available to the OE's car dealer network. This has the direct effect of leveling the playing field for the independent sector on emissions inspection and repair. Many indirect benefits, beyond emissions, have also accrued to the industry in the arena of information access through the prolonged negotiations.

What specifically do ETI members gain as a result of the EPA Information Access Rule?

- Emission-related scan tool information must be provided in electronic format.
- Emission-related manual information must be provided to third-party information providers in electronic format.
- Reprogramming information must be provided to the tool companies.



NASTF DISCUSSION – Keith Kreft (left) has been in ETI's lead position on formulating and updating the Equipment Information Matrix for the NASTF projects. Here, he discusses with Charlie Gorman the new Reprogramming Information matrix.

The overall benefits are highly significant. It is expected that they will receive a full airing in discussion at the Annual Meeting, Wednesday through Friday, Sept. 17-19.

ETI Active on NASTF Matrices Seen as a Way To Track Missing Information

The National Automotive Service Task Force (NASTF) is a voluntary, not-for-profit organization that identifies gaps in the availability of information needed for vehicle manufacturers to be in compliance with the spirit of information sharing with independent service providers. ETI has played a major role in the design and update of the equipment information availability matrix.

Recently, a new matrix that keeps tabs on reprogramming information has been drafted and is being circulated among the NASTF Equipment Committee members for comment and suggestions.

The NASTF matrices are used by OEM and aftermarket stakeholders alike. They provide a quick reference as to what information is available and what information still needs to be provided.

TEK-NET Library Digitized; New Access Rules Coming

The TEK-NET Library, an important ETI information resource, continues to add 21st century improvements. All files have been digitized and all repair manuals have been sent to schools, other libraries or discarded.

The next improvements will include:

- Categorize, index and review all documents received since 1998.
- Index all files on a CD powered by a database.

TEK-NET library information is currently available to all members without cost. However, certain access rules apply in special cases where the OEMs have requested them. For example, some OEMs require license agreements that include annual fees. In the near future, because of OE concerns about appropriate stewardship and security of confidential data, access may be in part based on:

- Need-to-know-requesters might be required to be engaged in the design and manufacture of scan tools.
- A license agreement either through the OEM directly or through ETI
- Product liability insurance
- Indemnification of ETI and the OEM providing the information

Japan Tech Week On U.S. Soil in 2003

Japan's vehicle makers and ETI en-

tered into an agreement in the mid-1990s to rotate the venue for Japan Tech Week between Japan and the United States (California).

In 2003, the event comes to U.S. soil. Monday through Wednesday, Nov. 17-19, the Crowne Plaza Hotel at Redondo Beach, will be headquarters for Japan Tech Week 2003. Joe's Garage in Tustin, Calif., will serve as the location for the traditional concluding banquet.

Japan Tech Week has the prospects of rising to the level of Detroit Week in value of information received. The 2002 meeting in Japan was considered a break-through event in that regard. Members are encouraged to take advantage of the opportunity to visit with technical representatives of Japan's vehicle manufacturers at the California venue.

ETI's Web site, www.etoools.org, has more details. ❁

Cool Tool & Equipment Demos Slated at AAPEX



Several leading tool and equipment companies will be demonstrating their latest cutting-edge tools and equipment at the Automotive Aftermarket Products Expo (AAPEX) in the Sands Expo Center, Tuesday and Wednesday, Nov 5 - 6, 2003.

Whether it's the latest techniques in changing and balancing high performance tires and wheels for fast and furious customers or the speediest and easiest transmission service west of the Mississippi, the AAPEX tool and equipment demonstrations are expected to be a popular feature at this year's show. All demonstrations will take place at the end of aisle 6100 in the Sands.

Companies making demonstrations include:

- Delphi Integrated Service Solutions: Delphi DS800 – Maximize the Profit Potential of Your Repair Shop Business.
- SPX: OTC Diagnostics
- McCourt Industries: How to Change the Customer Wheels of Today
- Robinair SPX: The Complete Process for Air Conditioning Service
- Pro-Tool Manufacturing: Drill Doctor DD500/750 – Why You Should Sharpen Drill Bits
- Pro-Tool Manufacturing: VersaSaw – Turns Your Power Drill Into a Power Saw
- Bright Solutions: Electro-Pro V-12 – What Good is a Battery Tester That Can't Test Discharged Batteries?
- MotorVac Technologies: Fast and Easy Transmission Fluid Service With the TransTech ATF Exchanger
- Ingersoll-Rand: Improving Productivity – Compressed Air System Design

If you are attending AAPEX, be certain to look for the many ETI member exhibitors.

OPENING REMARKS – The PowerPoint presentation by Ron McDaniel, Dealer Technical Operations, holds the auditorium crowd in attention. “Why do we do this?” he asked. “To get our cars fixed properly.”



SETTING THE AGENDA

Todd McCall set the agenda for outstanding presentations on new models like Durango, Magnum, 300LX, Viper truck and the breakout sessions that followed.



BREAKOUTS – Among the many veteran presenters at DaimlerChrysler were Al Riffenburg, whose knowledge of undercar systems always impresses. An engine cutaway prop just happened to be in the training room.

UNDERCAR GROUP – An opportunity to examine a 2004 chassis, drivetrain, suspension set-ups, unencumbered by body structures, was available to the undercar group in the laboratory and training center.



Detroit Tech

Chrysler Blends Performance Reviews With In-Depth Tech Breakout Sessions

CAN, a new specialized scan tool and the expanding importance of SIR were prominent in Daimler-Chrysler presentations. Safety systems get increased focus.

On arrival at the Auburn Hills facility, several advanced Chrysler Group vehicles, which ETI members were privileged to examine, were on display.

Highlights over the course of the day included: 1) Controller Area Network (CAN); 2) the 2004 Durango (all CAN); 3) the all new LX Platform; 4) Supplemental Inflatable Restraints (SIR); 5) Brake and suspension design innovations; 6) Collision repair considerations; and 7) a next-generation scan tool to support CAN vehicles.

‘Why Do We Do This?’

The Chrysler Group was well prepared and highly informative. Opening remarks by Ron McDaniel, Dealer Technical Operations, summed it up nicely when he asked and answered the poignant question: “Why do we do this? [the commitment of time, talent and corporate assets to Tech Week].” He answered: “To get our cars fixed properly. Fix on the first visit is our objective. We learn a lot from these exchanges with the aftermarket. Whether it’s new or whether it’s used, the easier it is for our vehicles to be worked on and repaired, the more the cars are saleable.”

That statement typifies the growing recognition by OEs that serviceability affects vehicle sales and that good equipment is a major factor in serviceability on the first visit.

CAN and The Next Generation (NGC)

Heavy emphasis was placed on the 2004 Durango. It is a totally CAN-equipped vehicle. It has bold, in-your-face grille styling with “old-fashioned hemi power.”

This session served as a first alert to tool and equipment makers who might be lagging in scan tool development that CAN is not only the future, CAN is here now!

The Chrysler Group also introduced in a presentation by Sam Bellestri the first of a family of CAN-capable tools for their dealers and others. Independents will be able to buy these through similar methods developed last year for the sale of DRBIII®.

This device will be assembled/distributed by Miller/SPX to support the Chrysler Group’s CAN vehicle’s diagnostic interface using KWP 2000, and provides SCI flash support for the Next Generation Controller (NGC). It has had a two-year gestation period.

Abundant Safety Advances

On the safety side, there are a lot of new developments:

self-sealing tires, tire pressure sensors, GPS full-screen navigation, front and rear side air cushions, and passenger sensing and classification systems.

Alison Rahm, Chrysler, described the FMVSS-208 requirement for occupant classification systems, which direct the air-bag system on how to react to varying-sized passengers in the front seat. Two types of sensing systems are employed, both which basically weigh the seated passenger. A special tool, a "load form," simulates occupants of various sizes in order to verify the proper operation of the sensors after any serious seat work — including a collision.

Ford Reveals Details Of 10-Year Planning Cycle To ETI Members

From the Escape Hybrid to the Freestyle Crossover, Ford revealed insider details of the future to ETI members.

Malcolm Barrett, Rotunda sales and marketing manager, brought the Ford presentation and new products to the Crowne Plaza headquarters hotel for an innovative, first-of-a-kind presentation. Joining him were Dave Werthmann, the man everyone must convince that their equipment is Rotunda worthy if they want to enter the Ford dealer program, and Dan Whittle, technical publications director.

A Ford highlight was the confidential presentation of Elizabeth Kao of the Cycle Planning Department, who revealed enough of the next 10 years in Ford's product planning cycle for ETI members to get a grip on what they need to be thinking about.

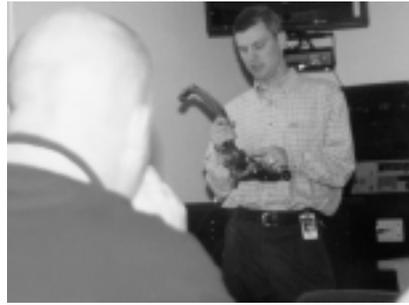
Ford has several new vehicle introductions for 2004 including the Escape Hybrid and the Ford Freestyle, a crossover vehicle. The F-Series truck gets some big-time advancements with a 5.4 liter engine.

The all new Ford Futura continues the comprehensive revitalization of the Ford car lineup. The Futura architecture will form the basis for up to 10 new products and 800,000 units of volume across the Ford, Lincoln and Mercury ranges within the next several years.

Ford is proud of its performance vehicles, like the \$130,000 GT with its 5.4 liter modular V-8. There is also the far-out Mustang Cobra, with a 4.6 liter engine and a 6-speed transmission. ETI members got a preview of these models and other insider details from Kao.

ETI has never been privileged in this way to see so far into the future on OEM product planning. It represented another signal that OEs want to be sure their products will have abundant thinking on service equipment to support their planned new products.

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SUSPENSION COMPONENTS

– Heath Ehlinger holds forged-steel knuckle from front-end suspension on the new LX model. Mike Detoto presented on rear suspension.



DIAGNOSTIC TOOL – To support the 2004 HB Durango, which is totally CAN equipped, a CAN-capable tool was developed by the Chrysler Group and will be assembled/distributed by SPX/Miller. Sam Bellestri, Dealer Technical Operations, demonstrates and explains. Bellestri said this is the first in a family of new tools being developed to support CAN vehicles.



OCCUPANT CLASSIFICATION SYSTEM –

At government behest, operation of SIR systems (airbags) are controlled by weighing devices built into passenger seats. Alison Rahm explained the two types of weighing setups; one is a based on displacement in a silicon bladder and the other on strain-gauge measurement in voltage.



INSIDE ROTUNDA –

Malcolm Barrett, Rotunda sales and marketing manager, set the stage for Ford's presenters. He also introduced Dave Werthmann, who all equipment makers must convince their products are "Rotunda worthy."



THE LONG VIEW

– Elizabeth Kao, Ford Cycle Planning, refreshes after a unique, 10-year overview presentation of Ford's product direction. Futura (CAN) and Escape (Hybrid) come up large.

TRUCK MARKET – The F-150 remains dominant in Ford's plans. Tom Green told of five different product segments for this vehicle from XL, STX, XLT, FX4 to Lariat.



MAZDA RENESIS – Larry Mooney described a 247-hp Mazda with side-port exhaust and variable dynamic intake valves.



UP THERE – Ford Model Program Manager Glen Duval goes into soaring description of the Ford GT. A 12-quart, dry-sump oil system in a 500-hp supercharged engine — and “stiff,” body-on-frame structure point to some challenges.



CRASH CENTER – The Collision Repair Group learned of new materials and methods at the Collision center in Ypsilanti. John Hughes (center, white shirt) conducts a tour of the facility sponsored by seven companies.

Mazda Insights

Larry Mooney and Mark Garcia addressed the new Mazda Renesis (which means “rebirth”) rotary engine. The high power model has 247-hp, rated at 9500 rpm. The combined transmission is a six-speed manual shift. There is no automatic transmission option, mainly because torque converters can't handle 9500 rpm.

The standard engine has 207 hp. It also has undergone a redesign to reduce emissions. Side-port exhaust is employed to ensure that no exhaust gases remain in the cylinder to dilute the mixture — marking a significant advance. The driveshaft is made of carbon fiber. An interesting design move is that the vehicle does not have a spare tire, but an air pump and a repair kit are incorporated into the trunk. The tire pressure monitoring system is a Siemens design. Sensors must be changed when wheel positions are changed. Miata and RX-8 use several of the design features described here.

Paint and Body Tech Center

Technical breakout sessions included a visit to the Ford Paint and Body Technology Center in Ypsilanti, Mich. Frank Wassilak, damageability engineering senior technical specialist, coordinated the paint and body presentations; and John Hughes, who selected the site and directs the activities of the Paint and Body Technology Center, conducted an informative tour of the 8,000-square-foot facility where painting, welding and other body repair techniques are evaluated. Several administrative and classroom spaces are also part of the facility.

Seven companies assisted in equipping the facility and are listed as sponsors. Five of these are paint companies, one is an adhesive company and the other is a frame and body aligner.

Anatomy of an Aston Martin

This breakout session was privileged to have a presentation by Andy Hopkins, Aston Martin (England), on the construction methods and the approved repair procedures for the V-12 Vanquish vehicle. Suffice to say that the Vanquish is not assembled using mass production techniques. There is a lot of aluminum-welded sheet involved, as well as adhesive bonding.

Hopkins said that if the vehicles were to be sold in the United States, Aston Martin was immediately aware it faces a major challenge in body repair. The vehicle is built around a passenger “tub,” much like a Formula race car. Each vehicle is assembled in a jig. Approved repair procedures and times have been painstakingly worked out.

Currently, 10 facilities in the world have been approved to perform Vanquish body repairs, with four located in the United States. Hopkins said the mission statement is to “Develop an aftermarket infrastructure to emulate the quality of the manufacturing methods and procedures.” This does not allow for on-site innovations, but basically means “fix it the same way we built it.”

Ford Undercar Session

The Undercar Group breakout session was conducted at

the Ford Technical Institute in Allen Park, Mich. Wheel and tire presentations included details of the tire pressure monitoring systems. Doug Tomayko and Tom Green discussed extensive alignment procedures on the Cross Trainer Ford 500 and the 2004 F-150.

GM Elects Proving Ground Site for Tech Week Presentations

Amid the high security at Milford, GM discussed CAN, Displacement On Demand, the DuraMax diesel and the Pontiac GTO. Scan tool licensees got super insider airing.

The GM portion of Tech Week was staged in an environment that put a special focus on engineering. Just the proving ground environment made every presentation take on an aura of "insider information." The presence of prototypes and concept vehicles limited photo opportunities.

Displacement On Demand

A highlight of GM's presentation was the MY 2005 Displacement On Demand (DOD) engine. It moves seamlessly for the driver, from V-8 to V-4 and back to V-8, as driving conditions require. The driver has almost no awareness that the change is taking place. DOD will show up first on the Trailblazer and Buick Rainer, a new SUV. Ron Budzisz made an impressive presentation, describing the Lifter Oil Manifold Assist (LOMA) that shuts down and reenergizes the same four cylinders. Nine DTCs support the system, with nine more on the way.

For anyone who doubts the oncoming of CAN, it was announced as a big-time feature for GM vehicles in MY 2004 and 2005.

The DuraMax diesel occupies a special spot in GM's future vehicles — as does the Parallel Hybrid Truck (PHT), which uses a 42-volt power net.

GM's undercar presentations were judged outstanding on post-session critiques.

A special breakout session for scan tool makers was held at Romulus, while vertical groups attended their breakouts at Milford.

Australia played a special role in the 2004 presentations because the Holden Manaro, marketed there, has such a heavy influence on the Pontiac GTO to be marketed here. Finally, SIR systems (air bags) are becoming more prominent, more sophisticated and more susceptible to service and calibration. In particular, the Passenger Present System Indicator (PPSI) will be a mandated safety feature in the near future (MY 2006), but many carmakers are installing it now, as part of the collision black-box information system. Some of the subsystems, which feed info to the black box brain via Class 2 connectors, will become automatic when CAN is incorporated.

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WHERE IT HAPPENED – Headquarters hotel was the Crowne Plaza, where an opening reception Ford, VW/Audi and other presentations took place.



GETTING IT TOGETHER – Making sure all data and presentation visuals are in order, Peter Stuyck (L) and Karl Heinz Kohler (R) confer on respective presentations. Stuyck discussed erWin; Kohler discussed specific diagnostic procedures.



IN APPRECIATION – Mike Cohen, VW/Audi (L), accepts an ETI logo shirt as a token of appreciation for his outstanding presentation on the Touareg SUV. John Haralamos, Robert Bosch Corp., presents the shirt.



UNDERHOOD – Charlie Gorman, ETI, makes observations while checking under the hood of Touareg with other ETI members. John Walton, Snap-on (R), is similarly interested.



RECEPTION LINE – ETI member company executives greet attendees at the Detroit Historical Museum: (R to L) John Leddy, Celette; Lorraine Carter and Larry Carter, Car-O-Liner; Judy Cunningham and Chuck Cunningham, Hennessy; Kevin Keefe, Hennessy.



LEARNING EXPERIENCE – Touring the history-tracing exhibits at the Detroit museum are (L to R) Bill Haas, ASA; Lucyna Rurek, Ford; Bill Miller, AutoXray; Rob Wilson, Sensors Inc. and ETI president.

WHAT A COUNTRY! – DaimlerChrysler's Claude Caponi, who coordinated the 2002 technical sessions and handled closing remarks this year, escorted his daughter Christina to the banquet. A measure of closeness is developing within the professional seriousness of Tech Week.



FULL HOUSE – The auditorium section of Detroit Historical Museum had a standing-room-only crowd for honors and "roasting" events.

VW/Audi Solidifies Willingness to Join The Big Three Presentations

Overview design remarks and detailed technical presentations impress ETI members. Permanent participation is now the goal.

Ray Solt, VW/Audi of North America, discussed the expanded product lineup that will keep VW/Audi moving toward its long-range goal of 1 million unit sales — which would be about four to five years down the road.

He called attention to definite high-performance features on several vehicles. Audi's participation in racing — it has won at LeMans three years in a row — is an indicator of this interest in performance. Developments like the 12-cylinder engine in the VW Phaeton, a new V-10 diesel engine, 6-speed automatic transmissions with fill-for-life, were cited as developments that equipment makers might consider to direct their planning.

Touareg Features Revealed

Mike Cohen delivered a technical presentation on the VW Touareg, which is intended to put VW squarely in the SUV market. Touareg's design recognizes that most SUV driving is done on highways, not off road. It delivers a touch of luxury, but not at the expense of serious off-road capability.

Touareg will perform in a 45-degree climb angle and a 35-degree bank. The engine uses a deep oil sump to make extreme-angle driving possible. The aluminum block engine employs two air filters, drawing air from both sides of the engine.

Brakes and suspension also have interesting SUV-type features. Brakes have an "assist" that increases pedal pressure to ensure full advantage of ABS as most drivers don't hold down the brake pedal enough. A hill incline assist keeps the vehicle from rolling backward on a hill, and a counterpart hill decline assist eliminates the need for braking when going over a rise and then descending.

On the list of technical developments was a twin turbo, V-10 diesel with an all-aluminum block and no steel liners. The cylinder facings are plasma deposited.

Drive Belts Eliminated

Really unique is the fact that there are no drive belts on the V-10 as accessories are all gear driven, including water pump, air conditioning, power steering, oil pump and alternator. All gear drives are positioned at the rear of the engine. Viewing them gives the impression of a giant Swiss watch.

Information Access and Distribution

Peter Stuyck, director of service publications for VW of America, described information access and distribution for

VW/Audi in an interesting presentation. VW has developed a system called erWin, which stands for Electronic Repair and Workshop Information. erWin shows service personnel, at lightning speed, everything they might need to know about servicing and repairing a VW or Audi. The information is supplied online and is always up to date. All minor differences between models are stored in erWin.

Review complete details on the Web at www.erWin.VW.com or www.erWin.VW.Audi.com.

A Fitting Finale: Dinner On 'The Streets of Detroit'

Vehicle OE presenters and managers join ETI attendees for the honors banquet.

Nearly 200 people attended the Detroit Tech Week grand finale banquet. It was held, as has become a custom, at a significant landmark location. This year the Detroit Historical Museum was the site.

Charlie Gorman, ETI technical manager, and ETI Program Director Greg Potter, Pro-Spot, shared masters of ceremonies duties.

ETI honored all OE coordinators and presenters in an auditorium section of the museum. Dinner was then shared amid Motor City memorabilia in a simulated "Streets of Detroit" environment.

It was a fitting finale to an outstanding Detroit Tech Week Information Forum. The entire event was definitely a planning and marketing advantage for ETI members who attended.

MCs Gorman and Potter kept the speeches lighthearted, but the seriousness and the importance of the formal Tech Week agenda were never lost. The sincere, mutual respect that vehicle manufacturers and aftermarket equipment providers share always prevails. 🌸



MASTERS OF CEREMONIES – Charlie Gorman, ETI technical manager, and Greg Potter, Pro Spot Intl., kept it light but never let the seriousness of the event slip away. Potter reminded everyone that "the station wagon lives" despite all of the SUV and crossover names. Gorman played on the theme of everything in the place being so old. "It's a museum, man!"



NOTHING LIKE A BUFFET – The wide selection of buffet servings gave John Leddy, Celette; and other attendees abundant choices in preparing plates for dinner in the historical setting.



STREETS OF DETROIT – Settling in at a simulated sidewalk dinner table are (Front) John Ostling and son Micba, DaimlerChrysler; (Rear) Rebecca Sullivan with Jim McCusker, DaimlerChrysler; Greg Potter, Pro Spot; Chris Micha, DaimlerChrysler.



HERE'S TO THE OEs – Each of the OE leaders had his chance at the microphone for thanks and return jibes. (L to R): John Elias, General Motors; Brian Lewandowski, DaimlerChrysler recognized his coworker Todd McCall for job well done; Dave Williams, Ford; Ray Solt, VW/Audi.

Annual Meeting Alert

The Win-Win Service Solution Is Found in Sector Cooperation

Partnerships among manufacturers, suppliers and service providers can make all sectors winners. Hence, "Cooperation Drives the Win-Win Solution."



"What makes successful partnerships work? Come. You may find out!" ... Greg Potter

On Wednesday, Thursday and Friday, Sept. 17-19, the Annual Meeting of the Equipment and Tool Institute will take place at the Seaview Marriott Resort & Spa, near Atlantic City, N.J.

The Meeting's theme is "Cooperation — Driving the Win-Win Solution." Individual speakers and panelists will discuss the advantages of partnering by manufacturers, suppliers and service providers.

Industry problems can usually be overcome to the benefit of all if each market sector understands and respects the perspective of the others.

Speakers And Panelists

Vice President of Programming Greg Potter and the Program Committee have arranged an outstanding array of speakers and panelists. They will air major issues in both the mechanical and the collision repair sectors of the aftermarket.

Tom Willis, president of MATCO, will deliver the keynote. Following that, the key spokesmen for NASTF, Vehicle Owner's Right to Repair and the National Information Access Rule will discuss the best way to ensure that the flow of technical information to the repair market is unabated.

Also, a panel will discuss the need to keep insider information diagnostics and scan tools from becoming so

freely available that it could come into the possession of those who would use it for illegal or unsafe purposes.

The Collision Repair Group will take its turn on the second day of the meeting with sessions concerning crash worthiness, cost-effective repairs and the whole spectrum of those ubiquitous air bags.

One-on-One Conferences

Don't miss this one! It will also feature the highly successful one-on-one conferences with vehicle makers and national accounts.

Seaview is an outstanding venue. It is near New Jersey's historical sites — including Cape May — Atlantic City and also an abundance of recreational and dining locations. The Marriott Resort and Spa has enough on-site facilities to occupy golf and tennis enthusiasts.

Register online at the ETI Web site, www.etoools.org.



ETI Annual Meeting
Wednesday—Friday, Sept. 17-19, 2003
Atlantic City, N.J.

Registration details at www.etoools.org