

# VISTA

**(Vehicle Information & Service Tool Access)** is the initiative of a national task force with the mandate of restoring full aftermarket access to O.E. service and training information and service tools. The task force consists of provincial & national trades associations under the direction of NATA, acting on behalf of aftermarket service providers across Canada.

*"Many of the vehicle manufacturers are restricting access for the Canadian aftermarket service industry simply because the release of this information and equipment runs 'contrary to the business plan of the company.'"* - ASA

All automotive repair outlets serving the motoring public in Canada require access to service information and tools and training in order to provide necessary services to vehicles in a timely and cost-efficient fashion.



**SUPPORT THE VISTA INITIATIVE  
AND UNLOCK ACCESS TO THE  
INFORMATION YOU WILL NEED  
TO STAY IN BUSINESS!**



The National Automotive Trades Association is a 59-year old federally-chartered "association of associations" formed to provide a unified voice for the Canadian Automotive Trades Industry. Most of the major provincial and regional automotive associations are NATA affiliates.

**For more information visit**

**[www.natacanada.org](http://www.natacanada.org)**

## Your Provincial / Regional Association Needs Your Support!

If we are to succeed we must  
speak with a single, strong voice.  
We must have solidarity.

**Become a member!**

Hamilton District Autobody Repair Association

P.O. Box 47594 Centre Mall,  
Hamilton, Ontario L8H 7S7

Phone 905-664-7888

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**Vehicle Information  
& Service Tool Access**



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## HISTORY

Due to a recent loophole in Canadian vehicle emission regulations, aftermarket repairers in Canada have found themselves locked out from manufacturers' diagnostic & repair information sources, training information, and cannot access some service tools.

In April, 2003 the US Environmental Protection Agency (EPA) issued its final ruling (Announcement EPA42—F-03-003) on service information availability, and made it mandatory that emissions related information and service tools are made publicly available in the US by new vehicle manufacturers.

Regulations introduced in Canada in early 2004 under the Canadian Environmental Protection Act (CEPA) contained no provision to automatically consider or implement any revisions (as they occur) to the U.S. EPA regulations. Therefore the April 2003 EPA rules have not been adopted in Canada and as a result many manufacturers are taking advantage of this and are blocking access to information and tools in Canada. Some of the tools required to initialize or re-flash replaced components cannot be obtained in Canada except by franchised dealerships.

Example: *"The DRBIII is not available to Canadian customers and it is not allowed to be shipped internationally. This is a US item only. Sorry for any inconvenience. This is Chrysler's policy."*  
- SPX Corporation, November, 2004



For a list of manufacturers' information sites and whether or not they allow access from Canada, visit:

<http://www.nastf.ca>

## THE VISTA INITIATIVE

The national task force working on the initiative known as VISTA recognizes the need to pursue parity here in Canada with EPA mandated policies in effect in the United States.

We seek service and training information and service tool access on an equal level with our Automotive Service Association (ASA) counterparts in the United States, and would be prepared to enter into an agreement with OEMs here in Canada similar to the one that exists between ASA and the new car manufacturers in the United States.



We wish to establish a voluntary agreement to provide aftermarket service providers with access to this information, in order that they may continue in their partnership with OE service provider outlets in providing the level of service the Canadian motoring public has come to enjoy and expect in the past.

*"The voluntary approach has been judged preferable due to the quicker implementation timeline that would accompany it as compared to taking the legislative approach, which could be protracted."*

- Auto Service World, 10/5/2005

**There is too much at stake for inaction...**

**Get involved!**



## What about "Right to Repair"?

The service providers represented by VISTA affiliated associations are more concerned with aforementioned needs than the issues being raised in the U.S. under the "Right to Repair" legislative effort.

To the new vehicle manufacturers, Right to Repair proponents appear to be seeking access to information that would allow aftermarket parts suppliers to acquire engineering specifications on replacement parts through legislation, versus diplomatic discussion, dialogue and agreed-to consensus.

In the United States the Right to Repair effort is being actively opposed by the ASA because it has the potential to jeopardize the agreements already in place with the OE's there.



Here in Canada there is another group claiming to represent the aftermarket repair industry that is taking the so-called "Right to Repair" legislation approach.

If Right to Repair is the direction taken in Canada, it could be a very long time before we see access issues resolved here. What if Right to Repair is not passed in the United States? What kind of aftermarket industry will we see if access issues are not cleared up in a timely fashion? The impact on all sectors of the industry could be catastrophic.

We believe the Right to Repair approach does not serve the immediate needs of the aftermarket service and repair industry in Canada.

***New vehicle information access has been cut off for a couple of years already.*** Those year-model vehicles will be hitting the aftermarket shops very soon, so we don't have a lot of time. We feel VISTA is our best chance to succeed, so we hope we can count on your support.