



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. This matrix is also available in PDF (<http://www.iatn.net/nastf/oematrix.pdf>).

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## Vehicle Manufacturer Service Information Matrix

As of 10/01/2003 (Updated Quarterly)

The latest version of this matrix can be found at <http://www.iatn.net/nastf/oematrix.html>

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 <a href="http://www.astonmartintechinfo.com">www.astonmartintechinfo.com</a>
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**AUDI**

Diagnostic Tool	(800) 892-9650 (Equipment Solutions)
Service, Collision and Training Information	<p><a href="http://erwin.audi.de">erwin.audi.de</a></p> <p><b>erWin</b> is the <b>E</b>lectronic <b>R</b>epair and <b>W</b>orkshop <b>I</b>nformation service from Audi AG for non-franchised garages, vehicle pools and other companies which repair and service Audi vehicles professionally.</p> <p><a href="http://www.audi.ddsltd.com">www.audi.ddsltd.com</a></p> <p><b>The Audi Technical Literature Ordering Center</b> is the central</p>



*Company Contacts Continued...*

	<p>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 <a href="http://www.bentleytechinfo.com">www.bentleytechinfo.com</a>
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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 <a href="http://www.bmwtechinfo.com">www.bmwtechinfo.com</a> . Contains service manuals back to 1980 models, separate wiring diagrams back to 1984 models, and TSBs back to 1985 models.

**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"> <li>• DRB III® Scan Tool -- includes DRB III® and Remote Personal Computer Update Kits - part numbers: CH6020A-AM and CH6020A-PCUD</li> <li>• Also requires CH5500 Kit for Transmission Control Modules in 1989-1995 model year vehicles</li> <li>• DART tool is discontinued</li> </ul>
Service & Collision Information	<p>On-line service information as well as printed copies of service information can be purchased at <a href="http://www.techauthority.com">www.techauthority.com</a>. 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 <a href="http://www.techauthority.com">www.techauthority.com</a>.</p>

**DAEWOO**

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

**FERRARI**

Service Information, Tools & Training Information	Go to <a href="http://www.ferrariusa.com">www.ferrariusa.com</a> ; contact <a href="mailto:service@ferrariusa.com">service@ferrariusa.com</a>
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Company Contacts Continued...

**FORD/LINCOLN/MERCURY**

Diagnostic Tool	Go to <a href="http://www.motorcraft.com">www.motorcraft.com</a> , Technical Resources
Reprogramming	Go to <a href="http://www.motorcraft.com">www.motorcraft.com</a> , Technical Resources
Service & Collision Information	Go to <a href="http://www.motorcraft.com">www.motorcraft.com</a> , Technical Resources
Training & Training Materials	Go to <a href="http://www.motorcraft.com">www.motorcraft.com</a> , Technical Resources
General Information	Go to <a href="http://www.motorcraft.com">www.motorcraft.com</a> , Technical Resources

**GENERAL MOTORS**

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

Diagnostic Tool	Go to <a href="http://www.gmtechinfo.com">www.gmtechinfo.com</a> or call 1-800-825-5886.
Training & Training Materials	Go to <a href="http://www.gmtechinfo.com">www.gmtechinfo.com</a> or call 1-800-825-5886.
Service & Collision Information	Go to <a href="http://www.gmtechinfo.com">www.gmtechinfo.com</a> or call 1-800-825-5886.  Body and collision information is contained in the body manual and the collision manual.
Reprogramming Information	Go to <a href="http://www.gmtechinfo.com">www.gmtechinfo.com</a> or call 1-800-825-5886.
I/M Information	Go to <a href="http://www.gmtechinfo.com">www.gmtechinfo.com</a> or call 1-800-825-5886.
General Information	Go to <a href="http://www.gmtechinfo.com">www.gmtechinfo.com</a> 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	For OBD II vehicles through model year 2003, the Vetronix Mastertech tool can be used. Contact Vetronix Customer Service at 1-800-321-4889 for details.  For all OBD II vehicles, including model year 2004 and after, the new HDS (Honda Diagnostic System) tester and related software updates, can be ordered from Helm, Inc., but must first subscribe to Service Express at <a href="http://www.serviceexpress.honda.com">www.serviceexpress.honda.com</a>  After signing in, click the "Order Diagnostic Tools" button for details and links to the ordering screens.
Service & Collision Information	Subscriptions to the Honda and Acura service information website are available at <a href="http://www.serviceexpress.honda.com">www.serviceexpress.honda.com</a> . This website contains all service information back to 1996 models, including body repair manuals. Starting November 2003, TSBs, Service News (and a limited but growing number of other service information documents), will be accessible back to 1990 models. Also starting November 2003, subscribers will be able to access an on-line parts catalog that



*Company Contacts Continued...*

	includes an electronic parts order submittal function.  Traditional paper-bound Service Manuals, Electrical Troubleshooting Manuals, and Body Repair Manuals are also available from Helm, Inc. from the Service Express website (click on "Order Paper Publications" button).
Training materials	Information about ordering training information and materials is available from the Service Express website (click on "Order Training Materials" button for details and links to the ordering screens.
Reprogramming	Information regarding the reprogramming of OBD II applicable vehicles is available from the Service Express website. After signing in, click the "Order Diagnostic Tools" button for details.

**HYUNDAI**

Service Publications	Contact Helm Inc., 14310 Hamilton Avenue, Highland Park, MI 48203, (313) 865-5000
Service & Collision Information	Go to Hyundai's website at <a href="http://www.hmaservice.com">www.hmaservice.com</a>  Body and collision information is contained in the body manual.
Training materials	
Tools & Equipment	Contact SPX-Kent Moore, 1-800-336-6687, or <a href="http://www.dealerequipment.com">www.dealerequipment.com</a>
Special Service Tools	Contact SPX-Kent Moore, 1-800-345-2233, or <a href="http://www.spxkentmoore.com">www.spxkentmoore.com</a>

**INFINITI**

(see Nissan)

**ISUZU**

Diagnostic Tool	Go to <a href="http://www.isuzutechinfo.com">www.isuzutechinfo.com</a>
Service & Collision Information	Go to <a href="http://www.isuzutechinfo.com">www.isuzutechinfo.com</a>  Collision and body information is included in service manuals.

**JAGUAR**

Diagnostic Tool	Go to <a href="http://www.jaguartechinfo.com">www.jaguartechinfo.com</a> .
Service & Collision Information	Go to <a href="http://www.jaguartechinfo.com">www.jaguartechinfo.com</a> .  Collision and body information is included in service manuals.

**KIA**

Diagnostic Tool	Kia University, 949-470-7112  Go to <a href="http://www.kiatechinfo.com">www.kiatechinfo.com</a>
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 <a href="http://www.kiatechinfo.com">www.kiatechinfo.com</a>



*Company Contacts Continued...*

Training	Kia University, Technical Training Dept. 949-470-7000 Go to <a href="http://www.kiatechinfo.com">www.kiatechinfo.com</a>
General Information	<a href="http://www.kia.com">www.kia.com</a> Go to <a href="http://www.kiatechinfo.com">www.kiatechinfo.com</a>

**LAMBORGHINI**

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

**LAND ROVER**

Service & Collision Information	Go to <a href="http://www.landrovertechinfo.com">www.landrovertechinfo.com</a> Collision and body information is included in service manuals.
Diagnostic Tool	Go to <a href="http://www.landrovertechinfo.com">www.landrovertechinfo.com</a>

**LEXUS**

(see Toyota)

**MASERATI**

Service Information, Tools, & Training Information	Go to <a href="http://www.maseratiusa.com">www.maseratiusa.com</a> ; contact <a href="mailto:service@maseratiusa.com">service@maseratiusa.com</a>
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**MAZDA**

Diagnostic Tool	Go to <a href="http://www.mazdatechinfo.com">www.mazdatechinfo.com</a> 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 <a href="http://www.mazdatechinfo.com">www.mazdatechinfo.com</a> for subscription information for access to Mazda Module Reprogramming.
Service & Collision Information	Go to <a href="http://www.mazdatechinfo.com">www.mazdatechinfo.com</a> to obtain ordering information for all service and body repair manuals available from Mazda. Go to FedWorld <a href="http://www.fedworld.gov/cleanair/index.htm">www.fedworld.gov/cleanair/index.htm</a> or any Mazda dealer (to find the nearest Mazda dealer, go to <a href="http://www.mazdausa.com">www.mazdausa.com</a> and enter your ZIP code). Collision and body information is included in the body manual.
Special Service Tools	Go to <a href="http://www.mazdatechinfo.com">www.mazdatechinfo.com</a> to obtain ordering information for all Mazda Special Tools or contact American Kowa Seiki customer service at (800) 824-9655 or go to any Mazda dealer (to find the nearest Mazda dealer, go to <a href="http://www.mazdausa.com">www.mazdausa.com</a> and enter your ZIP code). Additional Service Equipment is available by contacting Mazda Service Equipment at 1-877-768-6657.



Company Contacts Continued...

**MERCEDES-BENZ**

Diagnostic Tool	Go to <a href="http://www.startekinfo.com">www.startekinfo.com</a>  (800) FOR-MERCEDES – Manufacturer tool available now.
Service & Collision Information	Go to <a href="http://www.startekinfo.com">www.startekinfo.com</a>  (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 <a href="http://www.minitechinfo.com">www.minitechinfo.com</a> .
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**MITSUBISHI**

Diagnostic Tool	(888) 727-6672 - 2 (SPX Corp)
Service & Collision Information	Go to <a href="http://www.mitsubishitechinfo.com">www.mitsubishitechinfo.com</a> 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 Videos	(562) 427 7000 or go to <a href="http://www.nissantechinfo.com">www.nissantechinfo.com</a> .
Service & Collision Information	Go to <a href="http://www.nissantechinfo.com">www.nissantechinfo.com</a> for 1994 and newer model Nissan information or <a href="http://www.infinititechinfo.com">www.infinititechinfo.com</a> 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 (DDS LTD) 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.



*Company Contacts Continued...*

**PORSCHE**

Diagnostic Tools, Service Information & Collision Information	Go to <a href="http://techno.porsche.com">techno.porsche.com</a> 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 <a href="http://www.saabtechinfo.com">www.saabtechinfo.com</a> .
Service & Collision Information	Go to <a href="http://www.saabtechinfo.com">www.saabtechinfo.com</a> .  Collision and body information is included in the Workshop Information Manual.

**SATURN**

(see General Motors)

**SUBARU**

Diagnostic Tool	(800) 345-2233 (SPX Kent-Moore Corp. or <a href="http://www.spxkentmoore.com">www.spxkentmoore.com</a> )
Service & Collision Information	(866) 428-2278 (Subaru Service Publications)  Body and collision information is contained in the service manuals.  Go to <a href="http://www.subaru.com">www.subaru.com</a> , click on "home", then "technical information".

**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 <a href="http://www.suzukitechinfo.com">www.suzukitechinfo.com</a>

**TOYOTA/LEXUS**

Diagnostic Scantool & Special Service Tools	Call (800) 933-8335 (Owatona Tool Company, a division of SPX Corp.)
Service & Collision Repair Information	For web based service information, go to the Toyota/Lexus Technical Information System (TIS) website at <a href="http://techno.toyota.com">techno.toyota.com</a> OR <a href="http://techno.lexus.com">techno.lexus.com</a> 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.

Company Contacts Continued...

	<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>
<p>Powertrain Reprogramming</p>	<p>Some Toyota and Lexus vehicles have flash reprogrammable powertrain ECMs beginning with the 2001 model year. Flash reprogramming can be accomplished using either the Toyota/Lexus factory scantool, or the Vetronix Mastertech, using authentic Toyota factory scantool software, version 8.0 or later. The Toyota/Lexus factory scantool and/or software program cards can be purchased through SPX Corp. [call (800) 933-8335] by ordering P/N 01001271 for the Toyota/Lexus factory scantool with factory software program card, or P/N 01002593-005 for the factory software program card with latest software version. (Note: factory software runs on the Toyota/Lexus factory scantool and on the Vetronix Mastertech.)</p> <p>Vehicle recalibration requires use of a personal computer (PC with Windows 9X operating system), one of the above-mentioned scantools, and a calibration CD. CDs contain all of the most current vehicle calibration files, applicable TSBs, the Calibration Update Wizard application software, and instructions for use. Calibration CDs can be ordered through the Toyota Material Distribution Center at (800) 622-2033, by ordering P/N 00456-REPRG-001.</p>

**VOLKSWAGEN**

<p>Diagnostic Tool</p>	<p>(800) 892-9650 (Equipment Solutions)</p>
<p>Service, Collision and Training Information</p>	<p>erwin.volkswagen.de</p> <p><b>erWin</b> is the <b>E</b>lectronic <b>R</b>epair and <b>W</b>orkshop <b>I</b>nformation service from Volkswagen AG for non-franchised garages, vehicle pools and other companies which repair and service VW vehicles professionally.</p> <p>www.vw.ddsLtd.com</p> <p><b>The Volkswagen Technical Literature Ordering Center</b> 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>



*Company Contacts Continued...*

**VOLVO**

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

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