



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:

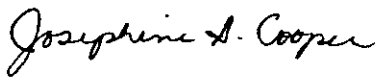
Automobile manufacturers hereby commit to make available, by August 31, 2003, emission and non-emission-related service information, training information, and diagnostic tools in the same manner and to the same extent as specified by California Air Resources Board (CARB) regulations for emission-related 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.

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

Automobile Makes:

Acura
Aston-Martin
Audi
BMW
Buick
Cadillac
Chevrolet
Chrysler
Dodge
Ford
GMC
Honda

Hyundai
Infiniti
Isuzu
Jaguar
Jeep
Kia
Land Rover
Lexus
Lincoln
Mazda
Mercedes-Benz
Mercury

Mitsubishi
Nissan
Oldsmobile
Pontiac
Saab
Saturn
Subaru
Suzuki
Toyota
Volvo
Volkswagen

HONDA

American Honda Motor Co., Inc.
1919 Torrance Boulevard
Torrance, CA 90501-2746
Phone (310) 783-2000

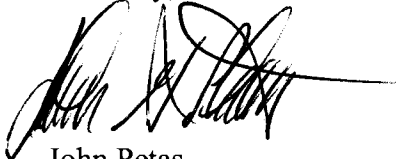
16 September 2002

To whom it may concern:

American Honda Motor Inc., Co. is committed to providing the tools and information that *both* independent repair shops and franchised dealers need to swiftly and accurately repair vehicles. To this end, we fully support the September 20, 2002, joint letter to Senator Byron Dorgan from the Automotive Service Association (ASA), Alliance of Automobile Manufacturers, and Association of International Automobile Manufacturers (AIAM).

We believe that this commitment to cooperation instead of legislation serves our interest, those of the independent repair industry, and most importantly, our mutual customers – the motoring public.

Sincerely,



John Petas
Sr. Vice President
Parts & Service Operations

VOLKSWAGEN



3800 Hamlin Road
Auburn Hills, MI 48320
Tel. (248) 340-5000

September 20, 2002

Ms. Josephine S. Cooper
President & CEO
Alliance of Automobile Manufacturers
1401 H Street NW, Suite 900
Washington, D.C. 20005

Dear Ms. Cooper:

Volkswagen and Audi are committed to providing the tools and information that both independent repair shops and franchised dealers need to swiftly and accurately repair vehicles. To this end, we fully support the September 20, 2002, joint letter to Senator Byron Dorgan from the Automotive Service Association (ASA), Alliance of Automobile Manufacturers, and Association of International Automobile Manufacturers (AIAM).

We believe that this commitment to cooperation instead of legislation serves our interest, those of the independent repair industry, and most importantly, our mutual customers – the motoring public.

Sincerely,

A handwritten signature in blue ink that reads 'Kip Kriigel'.

Kip Kriigel
Process Leader
Technical Service

BMW Group

September 20, 2002

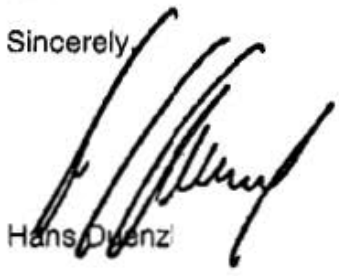
Ms. Josephine S. Cooper
President & CEO
Alliance of Automobile Manufacturers
1401 H Street, NW, Suite 900
Washington, DC 20005

Dear Ms. Cooper:

BMW Group is committed to providing the tools and information that *both* independent repair shops and franchised dealers need to swiftly and accurately repair vehicles. To this end, we fully support the September 20, 2002, joint letter to Senator Byron Dorgan from the Automotive Service Association (ASA), Alliance of Automobile Manufacturers, and Association of International Automobile Manufacturers (AIAM).

We believe that this commitment to cooperation instead of legislation serves our interest, those of the independent repair industry, and most importantly, our mutual customers – the motoring public.

Sincerely,



Hans Drenzi
Vice President, Aftersales and Engineering

Company
BMW of North America, LLC

BMW Group Company

Mailing address
PO Box 1227
Westwood, NJ
07675-1227

Office address
300 Chestnut Ridge Road
Woodcliff Lake, NJ
07677-7731

Telephone
(201) 307-4000

Fax
(201) 207-4095

Internet
bmwusa.com





**GM Service and Parts
Operations**

General Motors Corporation
30501 Van Dyke Avenue
MC: 480-204-001
Warren, MI 48090

September 23, 2002

Josephine Cooper, President
Alliance of Automobile Manufacturers
1401 H Street, N. W., Suite 900
Washington, DC 20005

Dear Ms. Cooper:

General Motors Corporation is committed to providing the tools and information that *both* independent repair shops and franchised dealers need to swiftly and accurately repair vehicles. To this end, we fully support the September 20, 2002 joint letter to Senator Byron Dorgan from the Automotive Service Association (ASA), Alliance of Automobile Manufacturers, and Association of International Automobile Manufacturers (AIAM).

We believe that this commitment to cooperation instead of legislation serves our interest, those of the independent repair industry, and most importantly, our mutual customers – the motoring public.

Sincerely,

Peter Lord
Executive Director, Service Operations

RB/mce



DAIMLERCHRYSLER

DaimlerChrysler Corporation

September 17, 2002

Ms. Josephine S. Cooper
President & CEO
Alliance of Automobile Manufacturers
1401 H Street, NW, Suite 900
Washington, DC 20005

Dear Ms. Cooper,

The Chrysler Group is committed to providing the tools and information that *both* independent repair shops and franchised dealers need to swiftly and accurately repair vehicles. To this end, we fully support the September 20, 2002, joint letter to Senator Byron Dorgan from the Automotive Service Association (ASA), Alliance of Automobile Manufacturers, and Association of International Automobile Manufacturers (AIAM).

We believe that this commitment to cooperation instead of legislation serves our interest, those of the independent repair industry, and most importantly, our mutual customers – the motoring public.

Sincerely,



Reginald R. Modlin
Director
Environmental & Energy Planning

Ford Motor Company

Frank M. Ligon
Director, Vehicle Service & Programs
Ford Customer Service Division
fligon@ford.com
Phone: 313-323-8467

Ford Motor Company
1700 Fairlane Drive
Allen Park, Michigan 48101

September 17, 2002

To whom it may concern:

Ford Motor Company is committed to providing the tools and information that both independent repair shops and franchised dealers need to swiftly and accurately repair vehicles. To this end, we fully support the September 20, 2002, joint letter to Senator Byron Dorgan from the Automotive Service Association (ASA), Alliance of Automobile Manufacturers, and Association of International Automobile Manufacturers (AIAM).

We believe that this commitment to cooperation instead of legislation serves our interest, those of the independent repair industry, and most importantly, our mutual customers - the motoring public.

Sincerely,



Frank M. Ligon

 **HYUNDAI AMERICA TECHNICAL CENTER, INC.**

A Subsidiary of
Hyundai Motor Company (Korea)

5075 Venture Drive
Ann Arbor, MI 48108

Tel: (313) 747-6600
Fax: (313) 747-6699

September 24, 2002

To whom it may concern:

Hyundai Motor America, Inc. is committed to providing the tools and information that *both* independent repair shops and franchised dealers need to swiftly and accurately repair vehicles. To this end, we fully support the September 20, 2002, joint letter to Senator Byron Dorgan from the Automotive Service Association (ASA), Alliance of Automobile Manufacturers, and Association of International Automobile Manufacturers (AIAM).

We believe that this commitment to cooperation instead of legislation serves our interest, those of the independent repair industry, and most importantly, our mutual customers – the motoring public.

Sincerely,



Alfred Gloddeck

Senior Manager – Corporate Affairs



NISSAN NORTH AMERICA, INC.

Government Affairs Office
196 Van Buren Street Suite 450
Herndon, VA 20170-5337
Main Phone: (703) 456-2550
FAX: (703) 456-2551

September 20, 2002

To whom it may concern:

Nissan North America, Inc. is committed to providing the tools and information that *both* independent repair shops and franchised dealers need to swiftly and accurately repair vehicles. To this end, we fully support the September 20, 2002, joint letter to Senator Byron Dorgan from the Automotive Service Association (ASA), Alliance of Automobile Manufacturers, and Association of International Automobile Manufacturers (AIAM).

We believe that this commitment to cooperation instead of legislation serves our interest, those of the independent repair industry, and most importantly, our mutual customers -- the motoring public.

Sincerely,

A handwritten signature in cursive script that reads "Harland Reid".

Harland Reid
Senior Director
Government Affairs
Nissan North America, Inc.

ISUZU

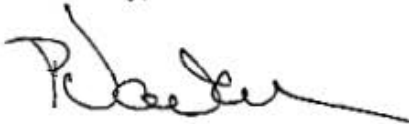
September 20, 2002

To whom it may concern:

American Isuzu Motors Inc. is committed to providing the tools and information that *both* independent repair shops and authorized dealers need to swiftly and accurately repair vehicles. To this end, we fully support the September 20, 2002, joint letter to Senator Byron Dorgan from the Automotive Service Association (ASA), Alliance of Automobile Manufacturers, and Association of International Automobile Manufacturers (AIAM).

We believe that this commitment to cooperation instead of legislation serves our interest, those of the independent repair industry, and most importantly, our mutual customers – the motoring public.

Sincerely,



Pete Vavan
Executive Manager
Service Group Operations
American Isuzu Motors Inc.

American Isuzu Motors Inc.
13340 183rd Street
Cerritos, California 90702-6007
future by recycling today

562 229-5000
562 926-3082 Fax

We're looking to the



BY APPOINTMENT TO
HER MAJESTY QUEEN ELIZABETH II
MANUFACTURERS OF DAIMLER AND JAGUAR CARS
JAGUAR CARS LIMITED COVENTRY



BY APPOINTMENT TO
HER MAJESTY QUEEN ELIZABETH
THE QUEEN MOTHER
MANUFACTURERS OF DAIMLER AND JAGUAR CARS
JAGUAR CARS LIMITED COVENTRY



BY APPOINTMENT TO
HIS ROYAL HIGHNESS THE PRINCE OF WALES
MANUFACTURERS OF DAIMLER AND JAGUAR CARS
JAGUAR CARS LIMITED COVENTRY



Jaguar Cars Limited, Browns Lane, Allesley, Coventry CV5 9DR, England
Telephone (024) 7640 2121 www.jaguar.com

Mrs J S Cooper
President and CEO
Alliance of Automobile Manufacturers
1401 H Street NW
Suite 900
Washington D.C.
20005
United States of America

20 September 2002

Dear Mrs Cooper

Jaguar Cars is committed to providing the tools and information that *both* independent repair shops and franchised dealers need to swiftly and accurately repair vehicles. To this end, we fully support the September 20, 2002, joint letter to Senator Byron Dorgan from the Automotive Service Association (ASA), Alliance of Automobile Manufacturers, and Association of International Automobile Manufacturers (AIAM).

We believe that this commitment to cooperation instead of legislation serves our interest, those of the independent repair industry, and most importantly, our mutual customers – the motoring public.

Yours sincerely

Bob Townsend
Manager Technical Service and Communications

DIRECT TELEPHONE

FAX

EMAIL



Kia Motors America, Inc.
9801 Muirlands Blvd.
P.O. Box 52410
Irvine, CA 92619-2410
(949) 470-7000

September 20, 2002

To whom it may concern:

Kia Motors America is committed to providing the tools and information that *both* independent repair shops and franchised dealers need to swiftly and accurately repair vehicles. To this end, we fully support the September 20, 2002, joint letter to Senator Byron Dorgan from the Automotive Service Association (ASA), Alliance of Automobile Manufacturers, and Association of International Automobile Manufacturers (AIAM).

We believe that this commitment to cooperation instead of legislation serves our interest, those of the independent repair industry, and most importantly, our mutual customers – the motoring public.

Sincerely,

A handwritten signature in black ink that reads "DK Pearce". The signature is written in a cursive, flowing style.

Donald K. Pearce
Vice President, Service



LAND ROVER

Mrs J S Cooper
President and CEO
Alliance of Automobile Manufacturers
1401 H Street NW
Suite 900
Washington D.C.
20005
United States of America

20 September 2002

Dear Mrs Cooper

Land Rover is committed to providing the tools and information that *both* independent repair shops and franchised dealers need to swiftly and accurately repair vehicles. To this end, we fully support the September 20, 2002, joint letter to Senator Byron Dorgan from the Automotive Service Association (ASA), Alliance of Automobile Manufacturers, and Association of International Automobile Manufacturers (AIAM).

We believe that this commitment to cooperation instead of legislation serves our interest, those of the independent repair industry, and most importantly, our mutual customers – the motoring public.

Yours sincerely

Bob Townsend
Manager Technical Service and Communications

Land Rover

Browns Lane, Allesley
Coventry CV5 9DR

Telephone 02476 402121
Facsimile 02476 202883

Registered Office: Banbury Road, Lighthome, Warwick CV35 0RG
Registered in England and Wales: Number 4019301

TOYOTA

Toyota Motor Sales, U.S.A., Inc.
16901 South Western Avenue
Irvine, CA 92614-2722
Tel: 949-460-1000
Tel: 949-7800 FAX

September 23, 2002

Ms. Josephine S. Cooper
President & CEO
Alliance of Automobile Manufacturers
1401 H Street NW, Suite 900
Washington, D.C. 20005

Dear Ms. Cooper,

Toyota Motor Sales, U.S.A., Inc., fully supports the proposed joint letter to Senator Byron Dorgan from the Automotive Service Association (ASA), Alliance of Automobile Manufacturers, and Association of International Automobile Manufacturers (AIAM).

We believe that this commitment to cooperation instead of legislation serves our interest, those of the independent repair industry, and most importantly, our mutual customers – the motoring public.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.



Robert C. Daly
Group Vice President
Toyota Customer Services

Mazda North American Operations

Jay Amestoy
Vice President
Public and Government Affairs



September 18, 2002

Mr. Steven P. Douglas
Director, Environmental Affairs
Alliance of Automobile Manufactureres
428 J Street, Suite 400
Sacramento, CA 95814-2394

Dear Mr. Douglas:

Mazda North American Operations is committed to providing the tools and information that *both* independent repair shops and franchised dealers need to swiftly and accurately repair vehicles. To this end, we fully support the September 20, 2002, joint letter to Senator Byron Dorgan from the Automotive Service Association (ASA), Alliance of Automobile Manufacturers, and Association of International Automobile Manufacturers (AIAM).

We believe that this commitment to cooperation instead of legislation serves our interest, those of the independent repair industry, and most importantly, our mutual customers – the motoring public.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jay Amestoy', with a large, sweeping flourish extending to the right.



Mercedes-Benz

Mercedes-Benz USA, LLC
Environmental & Safety Engineering Dept.

23 September 2002

Ms. Josephine S. Cooper
President & CEO
Alliance of Automobile Manufacturers
1401 H Street NW, Suite 900
Washington, D.C. 20005

Ms. Cooper,

Mercedes-Benz USA, LLC is committed to providing the tools and information that both independent repair shops and franchised dealers need to swiftly and accurately repair vehicles. To this end, we fully support the September 20, 2002, joint letter to Senator Byron Dorgan from the Automotive Service Association (ASA), Alliance of Automobile Manufacturers, and Association of International Automobile Manufacturers (AIAM).

We believe that this commitment to cooperation instead of legislation serves our interest, those of the independent repair industry, and most importantly, our mutual customers - the motoring public.

Sincerely,

Michael F. Kunz
Department Manager
Technical Information
Mercedes-Benz USA

Michael Schweizer
Department Manager
Environmental & Safety Engineering
Mercedes-Benz USA





MITSUBISHI MOTORS CORPORATION

CABLE ADDRESS:
BISHUIKO OKAZAKI

1, NAKASHINKIRI, HASHIME-CHO, OKAZAKI
AICHI PREF., JAPAN

TELEPHONE: 0564-32-5281
TELEFAX: 0564-33-1214
TELEX: 4537551 MMCOKZJ

September 20, 2002

Ms. Josephine S. Cooper
President & CEO
Alliance of Automobile Manufacturers
1401 H Street NW, Suite 900
Washington, D.C. 20005:

Mitsubishi Motors Corporation is committed to providing the tools and information that *both* independent repair shops and authorized dealers need to swiftly and accurately repair vehicles. To this end, we fully support the September 20, 2002, joint letter to Senator Byron Dorgan from the Automotive Service Association (ASA), Alliance of Automobile Manufacturers, and Association of International Automobile Manufacturers (AIAM).

We believe that this commitment to cooperation instead of legislation serves our interest, those of the independent repair industry, and most importantly, our mutual customers – the motoring public.

Sincerely Yours,

K. Watashige, General Manager
International After-Sales Dept.
Mitsubishi Motors Corporation



SAAB CARS USA, INC.

September 24, 2002

To whom it may concern:

Saab Cars USA, Inc. is committed to providing the tools and information that *both* independent repair shops and franchised dealers need to swiftly and accurately repair vehicles. To this end, we fully support the September 20, 2002, joint letter to Senator Byron Dorgan from the Automotive Service Association (ASA), Alliance of Automobile Manufacturers, and Association of International Automobile Manufacturers (AIAM).

We believe that this commitment to cooperation instead of legislation serves our interest, those of the independent repair industry, and most importantly, our mutual customers – the motoring public.

Sincerely,

Daniel L. David

Vice President, Parts & Service

FROM :

FAX NO. :

Sep. 20 2002 01:07PM P2



Subaru of America, Inc.
Subaru Plaza
PO Box 6000
Cherry Hill, NJ 08034-6000
856-488-8500
www.subaru.com

September 17, 2002

Ms. Josephine S. Cooper
President & CEO
Alliance of Automobile Manufacturers
1401 H Street NW, Suite 900
Washington, D.C. 20005

Dear Ms. Cooper:

Subaru of America, Inc. is committed to providing the tools and information that both independent repair shops and franchised dealers need to swiftly and accurately repair vehicles. To this end, we fully support the September 20, 2002, joint letter to Senator Byron Dorgan from the Automotive Service Association (ASA), Alliance of Automobile Manufacturers, and Association of International Automobile Manufacturers (AIAM).

We believe that this commitment to cooperation instead of legislation serves our interest, those of the independent repair industry, and most importantly, our mutual customers – the motoring public.

Sincerely,

James C. Sinclair
Vice President / Service

JCS/rai

cc: file



AMERICAN SUZUKI MOTOR CORPORATION
AUTOMOTIVE

To whom it may concern:

American Suzuki Motor Corporation is committed to providing the tools and information that *both* independent repair shops and franchised dealers need to swiftly and accurately repair vehicles. To this end, we fully support the September 20, 2002, joint letter to Senator Byron Dorgan from the Automotive Service Association (ASA), Alliance of Automobile Manufacturers, and Association of International Automobile Manufacturers (AIAM).

We believe that this commitment to cooperation instead of legislation serves our interest, those of the independent repair industry, and most importantly, our mutual customers – the motoring public.

Sincerely,

A handwritten signature in black ink, appearing to read 'D. W. Semer', is written over the word 'Sincerely,'.

Douglas W. Semer
Automotive Service Director



September 24, 2002

To whom it may concern:

The intent of this correspondence is to state that Volvo is committed to providing the necessary tools and service information, which will facilitate the independent repair shops and our franchised retailers to perform vehicle repairs. Therefore, we support the September 20, 2002, joint letter to Senator Byron Dorgan from the Automotive Service Association (ASA), Alliance of Automobile Manufacturers, and the Association of International Automobile Manufacturers (AIAM).

We believe that this commitment to cooperation instead of legislative initiatives will better serve our interest and the interests of all whom require the information and material.

Sincerely,

Volvo Cars of North America, LLC
Aftersales Business Unit, Technical & Regulatory

Dan Doku

Daniel E. Doku
Manager, OBDII certification & Compliance
Regulations & Compliance Department