

Frequently Asked Dealership Questions

November 3, 2006



When will the TIS techstream be shipped to dealerships?

Rollout to Lexus locations began in October 2006. Toyota rollout is expected to start in December 2006. Actual installation dates will vary by dealership. All dealers should be completed by April 1, 2007.

Will the TIS techstream system be essential?

Yes. TIS techstream is a scalable diagnostic support system. It is an essential diagnostic tool that replaces the 13 year old Diagnostic Tester. TIS techstream is necessary to support future vehicle technology and will be the only scantool with support for all 2008 model year and later vehicles.

What about my existing TIS information workstation?

The existing TIS workstation will continue to provide information and serve as the support system for the Toyota/Lexus Diagnostic Tester into the future; however, support will end in January 2008. After this date, TIS workstations will continue to provide access to TIS and other Dealer Daily resources; but, they will no longer be classified as essential and support will be the responsibility of the dealer.

Does TIS techstream support legacy vehicles?

Yes. TIS techstream will perform scantool diagnostic functions on 1989 and later Toyota, Lexus and Scion vehicles.

Will support for the current Toyota/Lexus Diagnostic Tester continue?

The Toyota/Lexus Diagnostic Tester will continue to be a valuable resource for diagnostics and reprogramming on 1989 thru 2007 model year vehicles. To ensure that all dealers have full diagnostic support during the Techstream rollout period, support for the Diagnostic Tester has been extended through April 2007. The final software release will offer full support for all 2007 and early 2008 models, including the new Tundra.

How many TIS techstream units will each dealership need?

Toyota has set a minimum standard of one TIS techstream unit for every five technicians working in the shop. In some cases, dealers may want to invest in additional systems to further improve service efficiencies and throughput.

What does the support program include?

Each TIS techstream unit is supported by a comprehensive, no-fault "Next Business Day Restore" program through 2012. A well trained customer support staff will ensure that your TIS techstream units remain up, running, and generating profits. A summary of component coverage is included below:

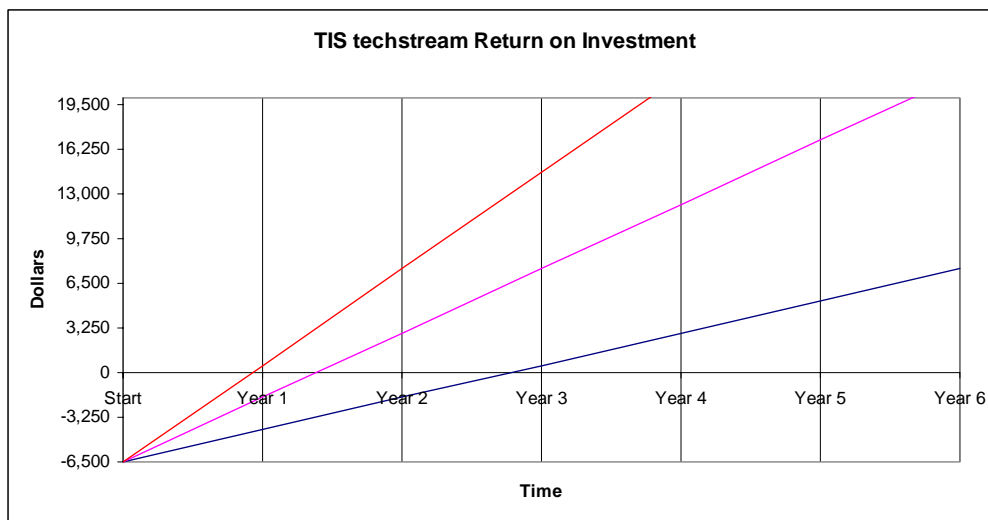
SIX-YEAR NEXT-DAY RESTORE PROGRAM	LIMITED MANUFACTURER'S WARRANTY	CONSUMABLES (NOT COVERED)
Panasonic® Toughbook CF-18 512 MB RAM Upgrade Panasonic® Toughbook CF-18 Power Adapter Snap-on® Backpack Snap-on® Docking Station DENSO Vehicle Interface Module (VIM) DLC1 Cable DLC2 Cable Cigarette-lighter Adapter Trigger Switch Cable	Accessory Case (one year) DVD Drive (one year) DLC 3 Cable (90 days)	Re-image Disk Screen Protector Stylus and Tether Screen Cleaning Cloth Backpack Fuse Kensington® Lock Pad Lock

What type of return on investment can a dealer expect with TIS techstream?

The new TIS techstream system offers dealers real-time benefits in speed, efficiency and accuracy along with a provable short-term payback, making it an important investment in service profitability.

Adding the TIS techstream system to your dealership will easily yield 12 minutes a day efficiency gain by eliminating trips away from the vehicle for service information and streamlining the vehicle reprogramming process. It is not unreasonable to expect a first-year payoff with a daily efficiency gain of just 36 minutes a day.

The chart illustrates the estimated return on investment (ROI) potential for just one TIS techstream unit, which requires an initial outlay of approximately \$6,400. The estimate assumes a flat-rate gross margin of \$45 per hour.



How does the TIS techstream connect to TIS?

TIS techstream will access the TIS website through a secure wireless connection to the dealership's existing local area network (LAN) and Dealer Daily. As part of this rollout, dealerships are required to install secure wireless network connectivity in the service area prior to TIS techstream installation.

Can the TIS techstream access TIS during a test drive?

No. The wireless range will vary depending on dealership configuration and installation methods. Technicians will not have access to the network when outside the service area. However, since the diagnostic functions are not dependent on the network, they are fully functional anywhere.

How much does a secure wireless network cost?

It will vary based upon unique dealership configurations and environments. Commercial grade secure systems start at about \$5000.

Why is secure wireless required?

Secure high-speed wireless connectivity is the enabling technology that will yield improvements in efficiency, accuracy, productivity, and profitability with TIS techstream. As advances in vehicle technology continue, diagnosis and repair has become more complex. You can expect the need for the scantool, service information, and other service resources to continue to rise in the future. All of our service resources are available at the vehicle with secure wireless connectivity to TIS techstream. This means technicians can instantly access the information they need to focus on the repair ... without leaving the service bay. Although the TIS techstream requirements are limited to the service area, wireless networking is now becoming mainstream technology. Offering wireless connectivity in the customer waiting area and use of wireless write-up in the service drive is an emerging industry trend. You may want to consider how further investments in wireless technology can improve other dealership operations.

What wireless security methods does TMS recommend?

Dealerships are responsible to build their own network and assess security needs. It is important to have the wireless network installed by a knowledgeable industry IT or DMS professional who can perform a quality installation and ensure a secure/reliable network. We recommend using the NADA sponsored Standards for Technology in Automotive Retail (STAR) Dealer Infrastructure Guide to help with this process. Visit www.starstandard.org for more information.

When does my dealership need to be wireless?

Dealerships need to be TIS techstream wireless ready by July 31, 2006 to ensure that installations of TIS techstream systems go smoothly and are not delayed. Dealerships will certify their compliance with the TIS techstream wireless requirements through a web based form at www.tistechstream.com. Access to the form requires a user log-in. Each service manager received a user name and password via letter in April. If password assistance is required, please call 800.368.6787.

Does the TIS techstream system support printing?

Yes. The TIS techstream hardware is designed to connect to the dealership's wireless network and can therefore print to existing networked printers within the dealership. The TIS techstream systems do not include printers. Each dealer is responsible to configure the TIS techstream unit(s) to print to a network addressable color printer within the service area. Consult with your IT or DMS professional to discuss the addition of printers in your service area if they are not already available.

Is there a required/recommended printer for Techstream?

The TIS techstream systems do not include printers. Each dealer is responsible to configure the TIS techstream unit(s) to print to a network addressable color printer within the service area. While we don't offer printer support, we have been successfully using the HP 6980 in pilot locations. Consult with your IT or DMS professional to discuss the addition of printers in your service area if they are not already available.

How much will the TIS techstream system cost dealerships?

The following matrix illustrates pricing for typical dealer systems. Hardware pricing includes on-site installation and orientation at the dealership.

Dealer Pricing and Support Fees

Dealership System Size	Hardware Pricing	Quarterly Site License & Support
One Unit System	\$6,400	\$249
Two Unit System	\$11,900	\$498
Three Unit System	\$17,400	\$746
Four Unit System	\$22,900	\$995
Five Unit System	\$28,400	\$1,244*
Six Unit System	\$33,900	\$1,244*

*Quarterly support fee is fixed at \$1244 for any dealer site with five or more units.

Dealer owned TIS techstream units will be covered by a comprehensive support program. Diagnostic site license and support fees are bundled and scaled to the number of TIS techstream units in the dealership. Small dealerships with only one unit will see no change in their annual diagnostic support costs. License and support fees will be billed to the dealership parts account on a quarterly basis starting in January 2007.

The quarterly site license & support fee covers the diagnostic software site license and the TIS techstream next-day restore support program for all units in your dealership. These estimates do not include costs to implement the secure wireless network connectivity within the dealership.

How will dealerships be billed for TIS techstream?

Billing will occur only after ADE receives the Certificate of Acceptance. Billing terms will be determined by the selection the Dealer made when the *TIS techstream Order Confirmation Form* was submitted.

Quarterly Site License and Support fees will be billed against the dealer's parts account. If installation occurs in the middle of the quarter, the Dealer will be billed for prorated support beginning in the month following installation.

Can I install DMS and other applications on the TIS techstream unit?

Pilot test sites are using Reynolds and ADP applications on their TIS techstream units with no reported issues. Please note that we conduct extensive software testing against our base TIS techstream configuration to ensure complete support for Toyota, Lexus and Scion vehicles. While we do not prevent dealers from installing other applications, we can not assure these non Techstream applications will not effect operation of the diagnostic functions. If a TIS techstream unit fails to operate as designed, the machine may be returned to the factory TIS techstream configuration. All dealer applications, settings and data will be lost. The dealer retains responsibility for any customization to the base TIS techstream configuration.

What should I do to prepare for the installation?

Make sure that your wireless network is completely installed and operational. We recommend that you test your network's functionality/performance prior to the arrival of the installer. You can perform this test by configuring your existing TIS workstation's wireless card, or any other wireless PC, to access TIS via your wireless network.

Your dealership is responsible to have an IT support professional, familiar with your wireless network, present at the time of the TIS techstream installation. Your IT support professional is responsible for configuration of the Techstream wireless PC security settings and connection to your wireless network. Failure to provide the Techstream installer with resources necessary to successfully connect to your network may result in revisit fees.

What is the installation process?

The process consists of six basic steps.

1. **Courtesy Call** - Prior to shipment, Approved Dealer Equipment (ADE) will call the *Techstream Business Contact* that you identified at the www.tistechstream.com website. The caller will confirm that your wireless network is operational and that dealership IT staff will be available during the estimated installation window (typically about two weeks after the call).
 2. **Techstream Unit(s) Shipped to Your Dealership** - Your Techstream order will be shipped (UPS ground) to the shipping address on the *Order Confirmation Form*. Tracking numbers and delivery confirmation e-mails will be sent to the Techstream business and IT contacts that you identified at the www.tistechstream.com website. When the Techstream systems arrive, do not open the boxes.
 3. **Fax the Pre-Installation Checklist and Dealer Network Configuration Worksheet to ADE** - Locate the *Pre-Installation Checklist* and *Dealer Network Configuration Worksheet* contained inside the plastic envelope attached to the outside of box number 1 (the largest box if you received more than one Techstream unit). Both forms must be completed and faxed to ADE at (262) 656-4983 within 24 hours of product arrival. This step must be completed to trigger an installation appointment call. Please store your unopened Techstream boxes in a secure location until your installer arrives.
 4. **Techstream Installer Calls to Schedule an Appointment** - Once ADE receives the Pre-Installation Checklist and Dealer Network Configuration Worksheet, a Techstream installer will call within two (2) business days to schedule installation. The Techstream installer will also contact the dealership's designated IT staff to review wireless connection requirements.
 5. **Installer Arrives at Your Dealership** - During the installation process, the installer will configure Techstream to your dealership's wired Local Area Network and verify performance. This is the same network that is currently connected to your dealership's TIS Workstations. Following this "hard wire" verification, your dealership's IT professional must be available to configure the TIS techstream wireless network security settings and connect it to your wireless network. Installation is not considered complete until there is an established wireless connection with TIS. A successful installation and a signed Certificate of Acceptance, triggers dealer billing.
- Installations will typically be completed within one week of product arrival assuming your dealership and IT professional are able to accommodate the installer's schedule.
6. **Post Installation Courtesy Call / Web Survey** - Three to five days after the installation, Techstream Customer Support will call the designated dealer contacts to ensure that the Techstream system operates as expected. Additionally, web surveys will be sent via email to collect feedback on the installation process. Please take time to talk to the Customer Support representative and/or complete the web survey.