FAQ Techstream 2.0

1. **How will orders be placed?**
   Using an online order collection system, an authorized dealership manager will be required to confirm the dealership's Techstream 2.0 order quantity. To assist the user during the order collection process, a step-by-step guide has been developed.

2. **When will Techstream 2.0 ship to dealerships?**
   The transition to Techstream 2.0 will commence in Q4 of 2012 and continue into Q1 of 2013.

3. **How many Techstream 2.0 units will each dealership need?**
   To establish a consistent and supportable diagnostic, maintenance, and repair service capacity at each dealership, Toyota <u>requires</u> each dealership to have one fully supported Techstream 2.0 system per every five technicians.

   Toyota <u>recommends</u> that dealerships operate at least one Techstream device for every three technicians or one Techstream per team. Dealerships can elect to achieve the recommended ratio by either purchasing additional Techstream 2.0 units, continuing to operate Techstream 1.0 units as dealer supported devices, or by building and supporting their own Techstream Lite systems.

4. **Why is the original Techstream being replaced by Techstream 2.0?**
   The Techstream 1.0 program was launched in late 2006 with a six year next business day restore program which expires in Q4 2012. After six years in a harsh work environment, extending the support program for the current hardware is not feasible. In addition, Toyota is planning to phase out the vehicle communication module utilized in Techstream 1.0. Dealerships must migrate to the new global vehicle communication standard to ensure uninterrupted diagnostic support for your dealership and customers.

5. **What is included in the Techstream 2.0?**
   The following is a list of major components included in the Techstream 2.0 package.

Major Techstream 2.0 Components
Panasonic Toughbook CF-31
Snap-on Backpack (Houses components / Provides cable management)
Drew Technologies Vehicle Interface Module
AC/DC Adapter
DLC Cable

6. Why is a Pico Oscilloscope being included with my first Techstream 2.0 unit?

As vehicle technology continues to evolve with complex sensors and communication networks, vehicle diagnosis has become more challenging. Using an oscilloscope, technicians and dealerships have seen the value of diagnosing with sensor waveform information. Standardizing the oscilloscope for all dealerships supports faster, more consistent vehicle diagnosis.

7. What is included in the PicoScope kit?

The following is a list of major components:

Major PicoScope Kit Components
4000 Series PicoScope
High Amp Current Clamp
Low Amp Current Clamp
Upgraded Lead Set

Also included is custom software with "known-good" Toyota/Lexus/Scion waveforms that will make vehicle diagnosis faster and more efficient.

8. How much will the hardware cost at launch?

Like Techstream 1.0, Techstream 2.0 will be sold to dealerships in packages that are scaled to match the size of each service department. The following chart includes pricing for various sized packages.

Techstream 2.0 Launch Package Prices								
Units in Dealership	1	2	3	4	5	6	7	8
Techstream 2.0	$3,995	$7,990	$11,985	$15,980	$19,975	$23,970	$27,965	$31,960
PicoScope	$1,050	$1,050	$1,050	$1,050	$1,050	$1,050	$1,050	$1,050
TOTAL HARDWARE	$5,045	$9,040	$13,035	$17,030	$21,025	$25,020	$29,015	$33,010

9. When will I get billed for my Techstream 2.0 units?

Invoicing will not occur until the dealership has received the Techstream 2.0 unit(s).

10. What payment options will be available?

When placing/reserving your Techstream 2.0 units using the Approved Dealer Equipment website, you will be required to select one of the three payment options:

Parts Account Billing (Default Method)
The dealer is billed directly through parts account for the total amount.

30/60/90 Parts Account Billing
The dealer is billed in one-third increments through their parts account over a three-month period. There is a two-percent surcharge with the first billing.

Lease* 24/36/48 month *Financing subject to final credit approval and terms of Lessor's preferred contract form. Financing charges apply.
A monthly invoice is issued directly to the dealer and due on the first of each month. At the end of the lease term, the dealership owns the tool. A third party will contact the dealership to determine credit approval.

11. How much will additional hardware cost after the initial rollout?

Additional Techstream 2.0 units will cost $3,995 through 2013. Additional 2-channel PicoScopes will cost $1229 while 4-channel scopes will cost $1,912 through 2013. Price is subject to change over time.

12. How does Techstream 2.0's hardware price compare to Techstream 1.0?

The $3,995 Techstream 2.0 is 27% less expensive than the $5,495 Techstream 1.0.

13. How much will the quarterly diagnostic support fee be?

Dealers will be charged $348.75 quarterly ($1,395 annually) for their first unit and $173.75 ($695 annually) for each subsequent unit. This quarterly billing pattern is the same as the current program. Pricing is subject to change over time.

Dealer Facing Diagnostic Fees	Techstream 1.0		Techstream 2.0	
	1st Unit	2nd Unit	1st Unit	2nd Unit
Quarterly	$248.75	$248.75	$348.75	$173.75
Annually	$995.00	$995.00	$1,395.00	$695.00

14. What does the quarterly diagnostic support fee include?

The quarterly diagnostic fees support your access to TIS, TIS diagnostics functions, Techstream next-day support program, Techstream software support and license fees, PC battery replacement program, and other service system updates.

15. What Techstream 2.0 components does the support program cover?

Each Techstream 2.0 unit is supported by a comprehensive, no-fault, Next Business Day Restore program through 2018. A well trained customer support staff will ensure that your units remain up, running, and generating profits. Below is a list of components and the support provided.

Techstream 2.0				PicoScope	
Six Year Next Day Restore	Limited Manufactuer's Warranty	Consumables (Not Covered)		Six Year Warranty	Limited Manufactuer's Warranty
Snap-on Toughbook CF-31	DLC 3 Cable	Re-image USB Drive		4000 Series PicoScope	Case
Snap-on Backpack	AC Input Cable	Screen Protector		High Amp Current Clamp	Leads and Probes
Vehicle Interface Module	DC Input Cable	Stylus & Tether		Low Amp Current Clamp	
AC/DC Adapter					

16. How does Techstream 2.0's cost of ownership compare to Techstream 1.0?

Techstream 2.0 provides equal or lower cost of ownership for most dealers while offering several substantial upgrades including screen size, screen brightness, battery life, larger keyboard, more memory, and a faster processor. The projected weekly cost of ownership (including hardware, software, and next business day support) will be the same for single unit stores. For 2-6 unit stores, a 13-22% reduction in weekly cost of ownership is projected.

Projected Weekly Cost of Ownership								
Units in Dealership	1	2	3	4	5	6	7	8
Techstream 1.0	$40	$38	$38	$37	$37	$34	$32	$30
Techstream 2.0	$40	$33	$31	$30	$29	$28	$28	$28
Reduction	0%	13%	18%	19%	22%	18%	13%	7%

17. What PC operating system will Techstream 2.0 use?

Units will be distributed with Microsoft Windows 7 operating system.

18. How does Techstream 2.0 PC compare to Techstream 1.0?

Specification	Techstream 1.0	Techstream 2.0	
PC Model	Toughbook CF-18	Toughbook CF-31	
Durability	Military Spec / Shop Rugged	Military Spec / Shop Rugged	
Screen Size	10.4"	13.1"	★
Screen Brightness	Daylight Visible - 500 nit	Improved Daylight Visibility (+50%) - 1100 nit	★
Processor	Single Core / 1.2 GHz	Dual Core / 2.5 GHz	★
PC RAM	2 GB	4GB	★
Keyboard Size	83% full size	100% Full Size	★
Operating System	Windows XP	Windows 7	★
Est. Battery Life	3.5-4.5 hours	8-10 hours	★

19. What if my Techstream 2.0's PC battery life diminishes with age?

Included in the quarterly support fee is a 6-year PC battery replacement program. After a test is performed to confirm the PC battery meets a pre-determined charge capacity threshold, a replacement battery will be sent free of charge. Warranty terms and conditions apply.

20. Will Techstream 2.0 support legacy vehicles?

Yes. Techstream 2.0 will perform all scantool diagnostic functions for all supported systems on 1996 and newer Toyota, Lexus and Scion vehicles via the DLC 3/J1962 connector. Techstream 1.0 can be used to support pre-1996 vehicles via DLC 1 & 2 connectors.

21. Is every dealer required to have at least one Techstream 2.0?

Yes. Every dealer must purchase at least one Techstream 2.0 unit to ensure each service location has a fully supported unit through 2018.

22. Will an installation service provider install the Techstream 2.0 unit(s) at my dealership?

No. Unlike Techstream 1.0, dealers will **not** be required to schedule installation with an installer. Installation will simply require your dealership's IT administrator to configure the unit to the dealership's secure wireless service network and registration of the Techstream software. All details will be provided in a simple quick-start guide.

23. Will the Techstream diagnostic software be new?

No. The same software currently used on Techstream 1.0 also applies to Techstream 2.0. Software enhancements will continue to be provided for improved performance and new vehicle technology support.

24. Will my Techstream 1.0 continue to work?

Yes. Dealerships may continue to use Techstream 1.0 hardware as supplemental units. If the Techstream 1.0 device fails after the migration to Techstream 2.0, service can be obtained at the dealership's expense through the Approved Dealer Equipment program at 1-800-368-6787.

25. What is the last model year that Techstream 1.0 will be able to support?

Toyota is phasing out support for the Vehicle Interface Module (VIM) utilized in Techstream 1.0. We must migrate to a new global interface module standard for future model support. While the last supported model year has not been declared, the Techstream 1.0 VIM will at least be validated through the 2014 model year.

26. What PC/network security policies should my dealership be using?
Each dealership is responsible to define its own IT security policy. At a minimum, Toyota recommends the policies outlined in the Standards for Technology in Automotive Retail (STAR) www.starstandard.org.

27. Can I use my Techstream 1.0 after Microsoft eliminates support for Windows XP?
In April 2014, Microsoft will terminate the security and operating system patches for Windows XP. The elimination of support increases the likelihood of viruses and other operating system issues. Consult with your IT administrator on your dealership's network policies.

28. What if I recently purchased a Techstream 1.0?
For units purchased on or after January 1, 2009, the current Next Business Day Restore (NBDR) program will be extended until April 2014. Dealers will continue to pay the same quarterly support fee ($248.75) as today. Units applicable for the extended warranty are fully supported and will count towards the 1:5 Techstream to Technician ratio requirement.

29. Why doesn't the Techstream Lite cable count towards a dealerships required number of Techstream units?
Techstream 2.0 and Techstream 1.0 are both fully certified and validated system that are supported by a next business day restore program. Techstream Lite offers dealerships the ability to supply their own laptop to build and support their own supplemental Techstream systems. Unlike a fully supported Techstream 2.0 unit, Toyota cannot guarantee the dealership will replace or fix a Techstream Lite unit that becomes inoperative.

30. What capability does Techstream 2.0 offer that a Techstream Lite cable will not provide?
Techstream 2.0 and Techstream Lite have the same vehicle communication capabilities. However, Techstream 2.0 includes Toyota certified equipment that has been specifically designed to operate in a harsh shop environment, connect to Toyota's network, and includes a comprehensive six year next business day restore program. The Techstream 2.0 package certification and testing process eliminates hardware variables to assure uninterrupted communication with the vehicle and the Toyota network.

Techstream Lite allows a vehicle interface cable to connect to a dealers supplied and supported generic laptop. The Techstream Lite cable only includes a limited one-year warranty for material and workmanship defects.

31. Is there a website where I can find Techstream 2.0 information?
Visit www.tistechstream.com for Techstream 2.0 program information.