EBSCO Information Services

Accessibility Conformance Report

VPAT® (Voluntary Product Accessibility Template) Version 2.0 – October 2017

Name of Product/Version: Auto Repair Source

Product Description: Powered by the automotive experts at MOTOR, *Auto Repair Source* provides the most accurate, authoritative and up-to-date service and repair information for thousands of domestic and imported vehicles. All content comes from the Original Equipment Manufacturers (OEM) and includes step-by-step repair information, diagrams, maintenance schedules, parts and labor estimates, service bulletins and recalls.

Date: July 2019

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Notes:

Evaluation Methods Used: NVDA, JAWS, WAVE

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA (No)

Section 508 as published in 2017, at http://www.Section508.gov	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, at http://mandate376.standards.eu/standard	(No)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Supports with Exceptions**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations

1.1.1 Non-text Content (Level A)
Also applies to:
2017 Section 508
• 501 (Web)(Software)
• 504.2 (Authoring Tool)
• 602.3 (Support Docs)
	Web: Does not support
	Electronic Docs: Does not support
	Software: supports
	Closed: supports
	Authoring Tool: supports
		Non-text content provided to the user does not have a text serves the equivalent purposes.
		Examples,
		    Print icon and function
		    Close 'X' function when within an expanded section
		    Numbered links to figures associated with steps
		    Figures/images, have visible captions but not read

1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Closed: supports Authoring Tool: supports	No audio or video-only features
1.2.2 Captions (Prerecorded) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Closed: supports Authoring Tool: supports	No prerecorded audio
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4 (Web) • 10.2.4 (non-web document) • 11.2.1.4 (Software) • 11.2.2.4 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Closed: supports Authoring Tool: supports	No prerecorded media

Criteria	Conformance Level	Remarks and Explanations

1.3.1 Info and Relationships (Level A)
Also applies to:
2017 Section 508
• 501 (Web)(Software)
• 504.2 (Authoring Tool)
• 602.3 (Support Docs)
	Web: Does not support
	Electronic Docs: supports
	Software: supports
	Closed: supports
	Authoring Tool: supports
		WLimited indication of info and relationships
		    No Aria roles to distinguish sections on the page
		    Limited use of headings
		    No page titles
		    Lists not indicated other than visually
		    Form controls not labeled (e.g., dropdowns, expand/collapse sections)
		    State of control not indicated (e.g., expanded)
		    Cannot use any of the dropdowns as it does not read a label and does not allow you to select any more than one item from the list.

1.3.2 Meaningful Sequence (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supported with exceptions Electronic Docs: supports Software: supports Authoring Tool: supports	Those elements on the page that can be accessed are in sequence, however there are sections that cannot be accessed easily, e.g., browsing sections
1.3.3 Sensory Characteristics (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supported with exceptions Electronic Docs: supports Software: supports Authoring Tool: supports	Most information is straight text. There are some instances where only a graphic indicates a function without a text element, e.g.,, expand and collapse section arrows.
1.4.1 Use of Color (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: supports Software: supported Authoring Tool: supported	
1.4.2 Audio Control (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Authoring Tool: supports	No audio

Criteria	Conformance Level	Remarks and Explanations

2.1.1 Keyboard (Level A)
Also applies to:
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: Does not support
	Electronic Docs: supports
	Software: supports
	Closed: supports
	Authoring Tool: supports
		Dropdowns cannot adequately be used by keyboard alone.
		Browsing sections cannot be used by keyboard

2.1.2 No Keyboard Trap (Level A)
Also applies to:
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: Does not support
	Electronic Docs: supports
	Software: supports
	Authoring Tool: supports
		User cannot access more than the first option in each dropdown on the page and thus cannot navigate to the majority of the product

2.2.1 Timing Adjustable (Level A)
Also applies to:
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: supports
	Electronic Docs: supports
	Software: supports
	Authoring Tool: supports	

2.2.2 Pause, Stop, Hide (Level A)
Also applies to:
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: supports
	Electronic Docs: supports
	Software: supports
	Authoring Tool: supports
		No blinking, moving or self-scrolling features

2.3.1 Three Flashes or Below Threshold (Level A)
Also applies to:
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: supports
	Electronic Docs: supports
	Software: supports
	Authoring Tool: supports
		No flashing features

2.4.1 Bypass Blocks (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software	Web: Does not support Electronic Docs: supports Software: supports Authoring Tool: supports	No method to allow user to skip blocks of repetitive content

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs		
2.4.2 Page Titled (Level A) Also applies to: 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Supported Electronic Docs: Software: Authoring Tool:	No \<h1\>-\<h6\> elements are present in the page.
2.4.3 Focus Order (Level A) Also applies to: 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Supported Electronic Docs: supports Software: supports Authoring Tool: supports	Site cannot be fully navigated using Tab
2.4.4 Link Purpose (In Context) (Level A) Also applies to: 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: supports Software: supports Authoring Tool: supports	
3.1.1 Language of Page (Level A) Also applies to: 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: supports with exceptions Electronic Docs: does not support Software: supports Closed: supports Authoring Tool: supports	Language of page not always indicated when viewing documents
3.2.1 On Focus (Level A) Also applies to: 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: supports with exceptions Electronic Docs: supports Software: supports Authoring Tool: supports	Focus not always able to find on page when jumping to another frame. E.g., left navigation

Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Does not support Electronic Docs: supports Software: supports Authoring Tool: supports	Does always indicate to user the results of a selection. E.g., dropdown selection on initial page, select a new vehicle, search
3.3.1 Error Identification (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Software: Closed: Authoring Tool:	
3.3.2 Labels or Instructions (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Does not support Electronic Docs: supports Software: supports Authoring Tool: supports	Does not include instructions or adequate labels, e.g. search box, does not help user with combo boxes that require an ordered selection
4.1.1 Parsing (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports with exceptions Electronic Docs: supports Software: supports Closed: supports Authoring Tool: supports	
4.1.2 Name, Role, Value (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports with exceptions Electronic Docs: supports Software: supports Closed: Authoring Tool: supports	

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Authoring Tool: supports	No video
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Authoring Tool: supports	No audio
1.4.3 Contrast (Minimum) (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Software: Authoring Tool:	Some headers in the design do not have sufficient contrast for low vision users, e.g., those that have gray background and white text, e.g,. Door module within 2015 Aston Mart V8
1.4.4 Resize text (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Closed: supports Authoring Tool: supports	
1.4.5 Images of Text (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports with exceptions Electronic Docs: supports Software: supports Closed: supports Authoring Tool: supports	Only banner image does not appropriately identify.
2.4.5 Multiple Ways (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software	Web: supports with exception Electronic Docs: supports Software: supports	Search option is available, but only after an initial selection is made via Browse.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Authoring Tool: supports	
2.4.6 Headings and Labels (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Supported Electronic Docs: Software: Authoring Tool:	Web: No <h1>-<h6> elements are present in the page.
2.4.7 Focus Visible (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports with exceptions Electronic Docs: supports Software: supports Authoring Tool: supports	Focus is not always visible throughout site. E.g., left navigation panel
3.1.2 Language of Parts (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Does not support Electronic Docs: does not support Software: supports Authoring Tool: supports	Language not indicated
3.2.3 Consistent Navigation (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: supports Electronic Docs: supports Software: supports Authoring Tool: supports	
3.2.4 Consistent Identification (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: supports Electronic Docs: supports Software: supports Authoring Tool: supports	
3.3.3 Error Suggestion (Level AA) Also applies to:	Web: supports Electronic Docs: supports	

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: supports Authoring Tool: supports	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Authoring Tool: supports	

2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with exception	
302.2 With Limited Vision	Supports with exception	
302.3 Without Perception of Color	Supports with exception	
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Does not support	User cannot access full product through keyboard
302.8 With Limited Reach and Strength	Supports	

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with exception	No other mode for content other than visual

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	supports	
602.3 Electronic Support Documentation	See [WCAG 2.0](#) section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	supports	
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	supports	
603.3 Accommodation of Communication Needs	supports	

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