



**FEDERAL CHAMBER
OF AUTOMOTIVE
INDUSTRIES**

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10th May 2017

David Salisbury
General Manager
Consumer and Small Business Strategies
Australian Competition and Consumer Commission

Dear David

Thank you for your letter of 12 April seeking additional information for the ACCCs market study into the new car retailing industry market study. As you know, the FCAI and its member companies are willing participants in the market study, and happy to provide additional information to enable the ACCC to form a considered and objective view of the nature of the new car retailing industry in Australia today.

Specifically, you asked of the FCAI and its members provide responses to specific examples arising from claims by the independent service and repair sector that they are unable to access repair and service information from car manufacturers.

The FCAI and member brands have carefully considered the examples you have provided, and I have attached these responses to this letter. Each of the matters has been considered by the affected brand, and their response has been included verbatim. As you requested, this information can be provided as a public supplementary submission to the market study.

The FCAI and member brands are committed to the effective operation of the Heads of Agreement and related Codes. As I have noted previously, this self-regulation has not yet been in operation for two years. Like all new regulations, both government-mandated and voluntary, the Agreement needs time to bed down. For self-regulation to work, it also needs the cooperation and good will of the relevant players.

I trust this information is of assistance and do not hesitate to contact me if you require any further assistance.

Yours sincerely

Tony Weber

Chief Executive

Annexure A

Table 1: Examples where the independent repair and service sector claim it has been unable to access repair and service information from car manufacturers

	Make	Model	Model Year	Problem(s) the car presented with and further problems during diagnosis/repair	Action taken to obtain information	Information required to conduct diagnosis and service/repairs	Outcome	FCAI response
1.¹	Audi	A1	2012	Mechatronic unit required replacement due to failure of the old unit.	Unknown.	Software required for coding the security module for it to work in the car.	Car taken to an Audi dealer with access to the codes.	Refer Attachment 1
2.²	Holden	Barina	2011	Car presented with engine warning light on and not running as well as usual. Mechanic used a diagnostic tool to	Manufacturer's specifications on the two emissions control sensors were not available direct from the manufacturer or from sources other than the dealer. Two new sensors were installed to provide a known good comparison.	Output range of the two emission control sensors. Software update for the ECU.	ECU software update was not available to the mechanic; the car had to be taken to a dealer, who had the ECU software update, to complete the repairs.	Refer Attachment 2

¹ Ultra Tune, supplementary submission, p. 9.

² Kmart Tyre & Auto Services, supplementary submission, p. 1.

Make	Model	Model Year	Problem(s) the car presented with and further problems during diagnosis/repair	Action taken to obtain information	Information required to conduct diagnosis and service/repairs	Outcome	FCAI response
			<p>scan the OBD and ECUs of the car.</p> <p>An ECU had logged a fault with the catalytic converter. Relevant components were free of physical damage. Live test with all sensor inputs were recorded as the car was driven. Output range from two emission control sensors appeared to be wrong.</p>	<p>New sensors showed outputs were the same as with the old sensors.</p> <p>Mechanic contacted a former colleague who shared the problem required an update of the ECU software.</p>		<p>Customer was left without the car for an additional day. Additional costs for taking the car to dealer for software update.</p>	

Make	Model	Model Year	Problem(s) the car presented with and further problems during diagnosis/repair	Action taken to obtain information	Information required to conduct diagnosis and service/repairs	Outcome	FCAI response	
3. ³	Mazda	CX-5	2013	Malfunctioning radio system.	Contacted VACC, no information available online, checked online for OEM websites, blocked from accessing US and EU technical information.	Radio and infotainment wiring diagram	Unknown.	Refer Attachment 3
				Headlight problem.	Contacted VACC, no information available online, checked online for OEM websites, blocked from accessing US and EU technical information.	HID headlight wiring diagram.	Unknown.	
				Oil light needs to be reset.	Contacted Mazda, who did not release the information.	Oil light reset information.	Car taken to dealer to be reset, cost was \$110.	
4. ⁴	Hyundai	i30	2015	Headlight issue.	Contacted VACC, no information available online, checked online	Headlight wiring diagram.	Unknown.	Refer Attachment 4

³ VACC, supplementary submission, Attachment A, pp. 1 (radio system issue) and 7 (headlight issue); and Ultra Tune, supplementary submission, p. 21 (oil light issue).

⁴ VACC, supplementary submission, Attachment A, p. 4.

Make	Model	Model Year	Problem(s) the car presented with and further problems during diagnosis/repair	Action taken to obtain information	Information required to conduct diagnosis and service/repairs	Outcome	FCAI response	
				for OEM websites, blocked from accessing US and EU technical information.				
5.⁵	Nissan	X-Trail	2016	Collision repair.	Contacted VACC, no information available online, checked online for OEM websites, blocked from accessing US and EU technical information.	Body dimension specifications.	Unknown.	Refer Attachment 5
				Battery replacement. Replacing the battery, however, causes the car's accelerator and other systems to require recalibration (idle recalibration procedure).	Contacted Nissan and sought information from other official sources. Limited information from Nissan Australia's website or email contact. Unable to access EU or US technical sites.	Idle recalibration procedure.	Found information on a website on the internet — not officially from Nissan.	
6.⁶	Mitsubishi	Triton	2014	Heating system	Contacted VACC, no	Heater core and	Unknown.	Refer Attachment 6

⁵ VACC, supplementary submission, Attachment A, p. 11 and ACCC site visit to Kmart Tyre & Auto, 22 March 2017.

Make	Model	Model Year	Problem(s) the car presented with and further problems during diagnosis/repair	Action taken to obtain information	Information required to conduct diagnosis and service/repairs	Outcome	FCAI response	
			problems.	information available online, checked online for OEM websites, blocked from accessing US and EU technical information.	dash removal procedure.			
7.⁷	Chery	J1	2013	Antilock braking system issues.	Contacted VACC, no information available, checked online for OEM website — no website available. Contacted dealer who had no listing for workshop manuals.	ABS fault codes, diagnostic information and wiring diagram.	Unknown.	Refer Attachment 7
8.⁸	Kia	Rio	2014	Issues with power distribution circuit.	Contacted VACC, no information available online, checked online for OEM websites, blocked from accessing US and EU technical information.	Power distribution wiring diagram.	Unknown.	Refer Attachment 8
9.⁹	Volkswagen	Golf	2015	Cluster failure in	Contacted Volkswagen,	Tools and	New cluster	Refer Attachment 9

⁶ VACC, supplementary submission, Attachment A, p. 13.

⁷ VACC, supplementary submission, Attachment A, p. 15.

⁸ VACC, supplementary submission, Attachment A, p. 17.

Make	Model	Model Year	Problem(s) the car presented with and further problems during diagnosis/repair	Action taken to obtain information	Information required to conduct diagnosis and service/repairs	Outcome	FCAI response	
			vehicle.	not given access to the tools and information needed to code the new cluster into the car (through a connection to Volkswagen Germany) and to update the odometer reading to be correct for the car.	information needed to code the new cluster and to update the odometer reading by connection to Volkswagen's server.	was installed. Car was towed to a Volkswagen dealer for coding of the cluster.		
10. ¹⁰	Honda	Odyssey	2015	Wiring fault.	Contacted VACC, no information available online, checked online for OEM websites, blocked from accessing US and EU technical information.	Vehicle wiring diagram and testing procedures.	Unknown.	Refer Attachment 10
11. ¹¹	Ford	Ranger	2012	Timing chain required replacement.	Timing kit purchased from Ford, but additional information not provided.	Timing parameters need to be reset via the ECU.	Additional labour costs incurred by the mechanic and time costs by the consumer.	Refer Attachment 11

⁹ Ultra Tune, supplementary submission, p. 26.

¹⁰ VACC, supplementary submission, Attachment A, p. 24.

¹¹ Ultra Tune, supplementary submission, p. 2.

Make	Model	Model Year	Problem(s) the car presented with and further problems during diagnosis/repair	Action taken to obtain information	Information required to conduct diagnosis and service/repairs	Outcome	FCAI response	
			Replacing the timing chain caused a warning light to appear.	Rechecked the installation of the timing chain to ensure warning light was not triggered by incorrect fitment.				
12. ¹²	Volkswagen	Tiguan	2014	Fan control module issue. Part was replaced. Weeks later the car returned with the same fault code.	Mechanics sought information on fixing the cause of the fault code, but were unable to determine how to do so.	Part replacement process and associated changes to computer parameters required.	Customer took car to a Volkswagen dealer, who also replaced the part and then reloaded the parameters in the car's computer so the fault code did not reappear.	Refer Attachment 12
13. ¹³	Ford	Fiesta	2012	Car towed to mechanic with a no drive fault. No communication	Attempted to access programming data.	Software/diagnostic tool required to access the ECU and to reprogram	Car was towed to a Ford dealer to install and reprogram the	Refer Attachment 13

¹² Ultra Tune, supplementary submission, p. 19.

¹³ Ultra Tune, supplementary submission, p. 20.

Make	Model	Model Year	Problem(s) the car presented with and further problems during diagnosis/repair	Action taken to obtain information	Information required to conduct diagnosis and service/repairs	Outcome	FCAI response	
			with the car's automatic transmission ECU. Automatic transmission ECU replaced, but had no software access to reprogram the ECU.		it.	new ECU.		
14. ¹⁴	Mazda	Mazda6	2015	Automatic transmission lubricant required replacement during a service.	Mechanics contacted Mazda and oil suppliers to try to determine the lubricant needed. Oil suppliers could not confidently state what lubricant was needed. Mazda was of no assistance.	Automatic transmission lubricant specifications.	Able to get lubricant after contacting multiple sources. Could not charge the additional time taken to the customer.	Refer Attachment 14
15. ¹⁵	Holden	Cruze	2011	Car presented with dash cluster not working.	Mechanics conducted research to determine process and issues with replacing the dash cluster.	Cluster recalibration and programming information. Software access.	Car was towed to the nearest Holden dealership (35km away)	Refer Attachment 15

¹⁴ Ultra Tune, supplementary submission, p. 37.

¹⁵ Emma Harper (Auto Care Ocean Grove), supplementary submission facilitated by Repco.

Make	Model	Model Year	Problem(s) the car presented with and further problems during diagnosis/repair	Action taken to obtain information	Information required to conduct diagnosis and service/repairs	Outcome	FCAI response	
						for repairs.		
				Mechanics determined that the new cluster would require programming, for which they were unable to obtain the software needed to complete the task.		Customer experienced inconvenience and costs in doing so.		
16. ¹⁶	Subaru	Impreza	2012	During a repair, it was necessary to disconnect the battery. Once the battery was reconnected, a code was required to be entered into the immobiliser to start the car.	Immobiliser system codes were not provided by the car manufacturer or a local dealer.	Immobiliser system code.	Code was obtained from a Subaru specialist 150km from the original repairer who could obtain the code from Subaru International, but not Subaru Australia. Workshop absorbed labour costs	Refer Attachment 16

¹⁶ GPC Asia Pacific, supplementary submission (April 2017), row 2.

Make	Model	Model Year	Problem(s) the car presented with and further problems during diagnosis/repair	Action taken to obtain information	Information required to conduct diagnosis and service/repairs	Outcome	FCAI response	
						and costs of towing the vehicle 150km.		
17. ¹⁷	Holden	Commodore VE	2012	Faulty engine control module (ECM), required replacement but the scan tool did not have the necessary software to activate codes for the ECM to communicate with other components.	Software and information for the scan tool were not released by the car manufacturer or a dealer.	Software to activate codes in ECM to handshake with other car components.	Work around would have been to send the ECM, Body Control Module and Security Module to a repairer in Melbourne from Maryland (150km north of Sydney) for reprogramming. Advised customer to go to a dealer for completion of the repair.	Refer Attachment 17
18. ¹⁸	Ford	Fairlane	2012	Faulty	Customer advised to go	Handshake	Customer	Refer Attachment 18

¹⁷ GPC Asia Pacific, supplementary submission (April 2017), row 9.

¹⁸ GPC Asia Pacific, supplementary submission (April 2017), row 24.

Make	Model	Model Year	Problem(s) the car presented with and further problems during diagnosis/repair	Action taken to obtain information	Information required to conduct diagnosis and service/repairs	Outcome	FCAI response	
			transmission required replacement. Unable to re-establish “handshake” from transmission control unit (TCM) in new transmission to engine control unit (ECU). Multiple scan tools used, but none could handshake between the ECU and TCM. Determined handshake could only be done by a scan tool from Ford.	to a Ford dealer.	needed between the TCM and ECU.	experienced inconvenience, two days of delays.		
19. ¹⁹	Nissan	Navara (Diesel)	2012	Faulty fuel pump, replacement	Contacted Nissan dealer for the special tool —	Special tool to replace the fuel	No work around was available.	Refer Attachment 19

¹⁹ GPC Asia Pacific, supplementary submission (April 2017), row 27.

Make	Model	Model Year	Problem(s) the car presented with and further problems during diagnosis/repair	Action taken to obtain information	Information required to conduct diagnosis and service/repairs	Outcome	FCAI response
			required. Special tool needed to replace the pump.	told it is made exclusively by Bosch for Nissan. Neither Nissan nor Bosch would sell it to the independent repairer.	pump.	Time spent looking for the tool could not be recovered. Car had to be towed to a Nissan dealer.	



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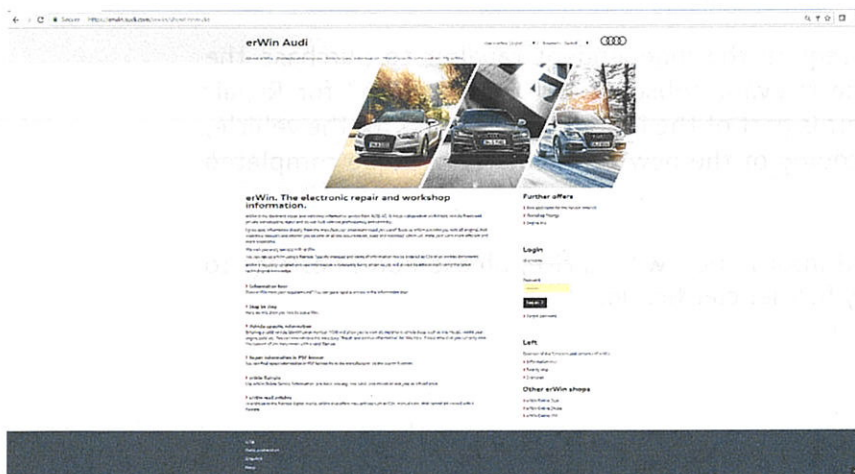
Reply to supplementary submissions and request for further information

Dear Tony,

Further to your correspondence of 26th April 2017 regarding the need to respond to the ACCC, we can confirm that AUDI AG provide a global web based solution for independent workshops, vehicle fleets and private customers.

Businesses and customers outside the authorised Audi dealer network can access Audi Technical information, available by purchasing a subscription to "erWin".

- ▶ erWin - Electronic Repair and Workshop Information System
- ▶ Website: <https://www.fc.ai.com.au/service-repair/member-service-repair> or <https://erwin.audi.com/erwin/showHome.do> (screen shot below):



The costs of the subscription are influenced by the time spent on the global website "erWin" by the user. Page 2

- 1 hour incl. printing rights: € 7.00
- 1 day incl. printing rights: € 30.00
- 7 days incl. printing rights: € 130.00
- 30 days incl. printing rights: € 310.00
- 365 days incl. printing rights: € 2,850.00

The available content is as follows:

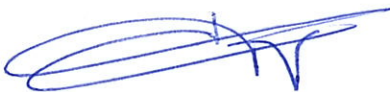
- AUDI AG repair manuals.
- Additional repair information in PDF format is available in English and some other selected languages.
- Additional information such as self-study and training programs.
- Vehicle-specific information, such as maintenance charts, vehicle data and field actions.
- Constant updated data.
- The "Offboard Diagnostic Information System" service (ODIS) - diagnostic software. This will allow the operator to perform an offboard diagnostic service on all Volkswagen branded vehicles with an EU-5 type approval via an SAEJ2534-compliant interface (diagnostic interface).
- There is also the possibility of direct access to selected repair and servicing information during a diagnostic session using the diagnostic software.

In reference to the document **Annexure A, Table 1:**

Audi A1 2012 - This would require the independent repairer to purchase the diagnostic tool (ODIS) and the relevant subscriptions from "erWin" for Repair instructions. As the Mechatronic is part of the immobiliser system for the vehicle, under the theft security, the coding of the new component has to be completed by an Audi authorised dealer

I trust the above response and information will suffice, please don't hesitate to make contact if you require any further clarification.

Kind regards,



Jerome Figuiere
General Manager Aftersales

Attachment 2 - Holden Response

Overall, we have made service repair information and diagnostics available by subscription since 2009 and we update the information as we release new models in the Australian market. Regarding the 3 vehicles cited in the letter from the ACCC, we can confirm that repair and diagnostic information is available by subscription and can be accessed online as shown in the attachment and current costs are also shown. We can also confirm that independent repairers are able to buy the tools which our Dealer network use from the supplier Bosch and in particular this includes the Diagnostic Interface Module (MDI). The costs can be obtained direct from the supplier.

We ultimately want the owners of our vehicles to be able to enjoy their Holden ownership experience and be able to maintain their car no matter where they choose to service. For this reason we certainly are more than willing to assist independent repairers seeking information. In 2012, as a result of industry feedback and in addition to making a subscription service available, we put in place a dedicated resource and email address to help repairers with questions about our procedures or troubleshoot specific issues through our engineering teams. The email address is holden.repairinfo@gm.com. We continue to improve what we offer in this area and welcome feedback from the industry on how we can improve.

Holden Service Information and Diagnostics

All Special Service Tools are available from the GM tool supplier: Bosch Automotive Service Solutions.

Prices are available on request.

All Service Information and diagnostic applications are available from the following site:

<https://www.acdelcotds.com>

Technical Delivery System


Please input your Login Name and Password below to Enter.

Login Name	<input type="text"/>
Password	<input type="password"/>

Not a registered user [click here](#)

[ACDelco Online Store](#)
[Contact Us](#)
[GM Tech Info](#)
[Purchase Key Code and/or Immobilizer](#)
[Service and Programming Information](#)

[System Requirements](#)

If you need assistance within the US or Canada please contact 1-800-825-5886,  prompt #3.

In Australia use 0011-1-800-825-5886 prompt #3.

If you have forgot your password please [click here](#).



Service Information and Diagnostic applications and pricing.





[Help](#)

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SERVICE INFORMATION SUBSCRIPTIONS

Subscription prices are in USA Dollars

[Refund Policy](#)

 General Motors Service Repair Manual Information	 General Motors Calibration and Diagnostic Software
<ul style="list-style-type: none"> • Campaigns & Bulletins from 1980 to present • Unit repair manuals from 1997 to present • Service manuals from 1996 to present • Owner manuals from 2003 to present • GM Mode 6 Data & OBD-II Diagnostic Parameters <p><i>(Does Not contain any type of software)</i></p> <p>3 Days \$20 1 Month \$150 1 Year \$1200</p> <p>Subscribe Now</p>	<ul style="list-style-type: none"> • Complete GM Service Support Package Includes: GM SI, Tis2Web - All Access, GDS 2, and Tech2Win 1 Year \$3125 Subscribe Now • Tech 2 and Service Programming Package Includes: Tech 2 diagnostic software updates, Tech 2 View, Tech 2 Snap Shot, Service Programming Software, and Tech2Win 1 Year \$1395 Subscribe Now • Service Programming Only Includes: Vehicle calibration software 2 Days \$55 3 Months \$275 1 Year \$995 Subscribe Now • Tech 2 Diagnostic Includes: Tech 2 Diagnostic software updates 1 Year \$750 Subscribe Now • GM Light Duty Global Diagnostics 2-GDS 2 Vehicles Covered 3 Days \$57 1 Month \$227 1 Year \$575 Subscribe Now • GM Medium Duty Global Diagnostics 2-GDS 2 Covers Chevrolet Medium Duty Trucks Requires Light Duty GDS 2 Subscription First 3 Days \$55 1 Month \$225 1 Year \$500 • Tech2Win Includes: Software to emulate the Tech 2 on PC 3 Days \$55 Subscribe Now • GM Vehicle Communication Interface Package Includes: Global Diagnostic System 2 and Tech2Win 1 Year \$775 Subscribe Now

[Refund Policy](#)



There are concerns lodged by independent repairers regarding access to diagnostic and repair information for 2011 Barina, 2011 Cruze and 2012 VE. This information is available in the applications listed above and screen dumps are provide below.

2011 Holden Barina Service Information




Service Information

To view a publication, enter a VIN or select year, make and model, then click 'Next'.

VIN: **Note: All VIN are 17 characters in length**

Year: 2011 Make: Holden Model: Barina

Select other options:

-  [See the newest bulletins, campaigns and preliminary information in New Bulletins](#)
-  [Find a document by its ID, bulletin or campaign # in Number Search](#)
-  [Find bulletins, campaigns and preliminary information by Year Range + Model + Keyword](#)
-  [Select and view a Unit Repair, Specialty Publication, or Transmission Technical Guide](#)
-  [Holden Legacy Service Information](#)
-  [Select and view a User Guide](#)
-  [Send us your feedback](#)
-  [Help](#)

2011 Holden Cruze Service Information









Service Information

To view a publication, enter a VIN or select year, make and model, then click 'Next'.

VIN: **Note: All VIN are 17 characters in length**

Year: 2011 Make: Holden Model: Cruze

Select other options:

-  [See the newest bulletins, campaigns and preliminary information in New Bulletins](#)
-  [Find a document by its ID, bulletin or campaign # in Number Search](#)
-  [Find bulletins, campaigns and preliminary information by Year Range + Model + Keyword](#)
-  [Select and view a Unit Repair, Specialty Publication, or Transmission Technical Guide](#)
-  [Holden Legacy Service Information](#)
-  [Select and view a User Guide](#)
-  [Send us your feedback](#)
-  [Help](#)

2012 Holden VE Service Information









Service Information

To view a publication, enter a VIN or select year, make and model, then click 'Next'.

VIN: **Note: All VIN are 17 characters in length**



Year: Make: Model:

Select other options:


-  [See the newest bulletins, campaigns and preliminary information in New Bulletins](#)
-  [Find a document by its ID, bulletin or campaign # in Number Search](#)
-  [Find bulletins, campaigns and preliminary information by Year Range + Model + Keyword](#)
-  [Select and view a Unit Repair, Specialty Publication, or Transmission Technical Guide](#)
-  [Holden Legacy Service Information](#)
-  [Select and view a User Guide](#)
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Service Diagnostics


Home [GDS2](#) [SWDL](#) [SPS](#) [SPS Info](#) [Security](#) [Snap](#) [GDS2](#)


Software Download (SWDL)




Service Programming System (SPS)




Calibration Information (SPS Info)



Security Access (Security)



Snapshot (Snap)

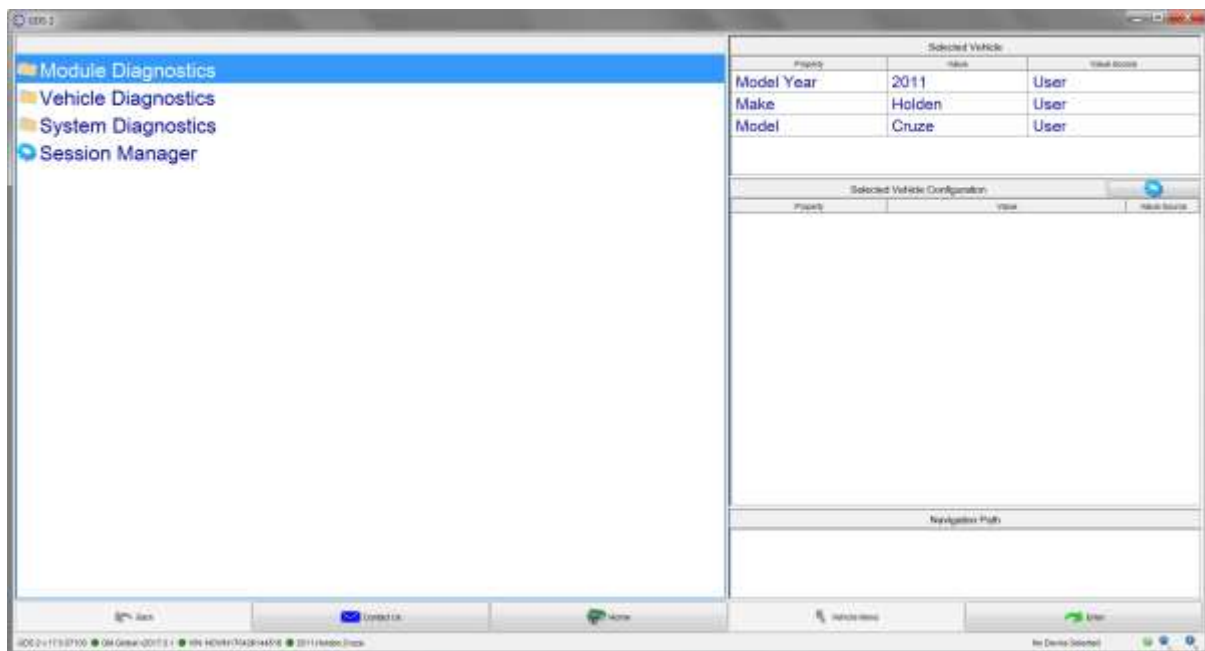


Global Diagnostic System 2 (GDS 2)

The TIS software application does not support the use of the browser's Forward and Back buttons. Errors will occur. Please only use the buttons that are displayed on the application screens and not on the toolbar.

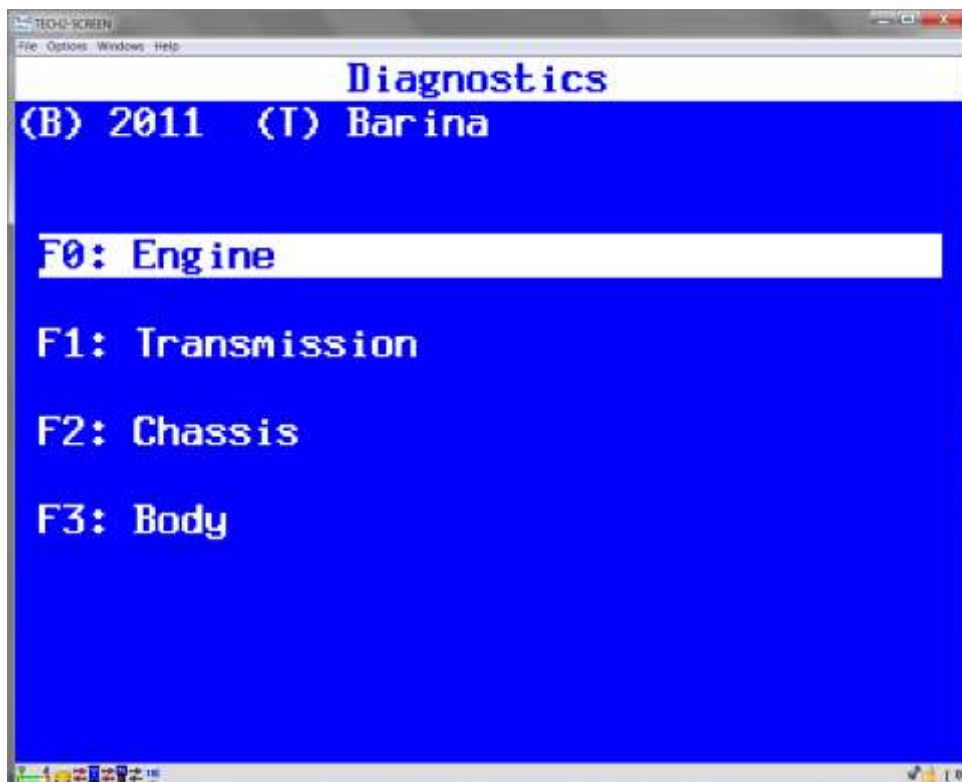
Global Diagnostic System 2 (GDS2)

2011 Cruze Global Diagnostic System 2 (GDS2)

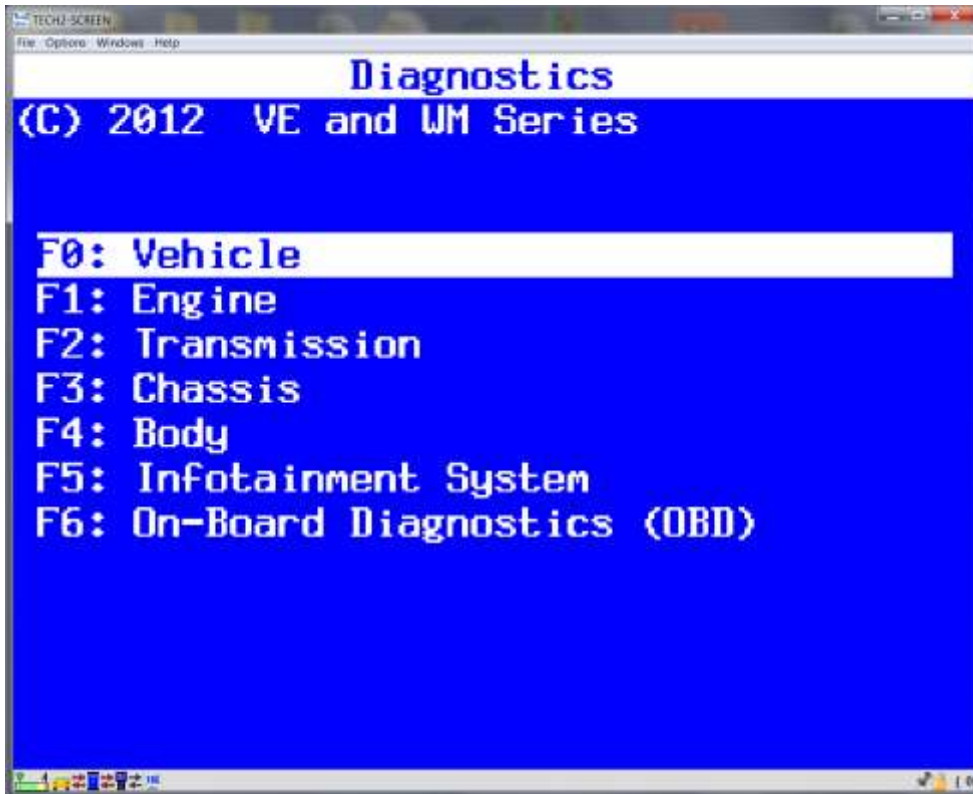


Tech 2 / Tech2WIN

2011 Barina

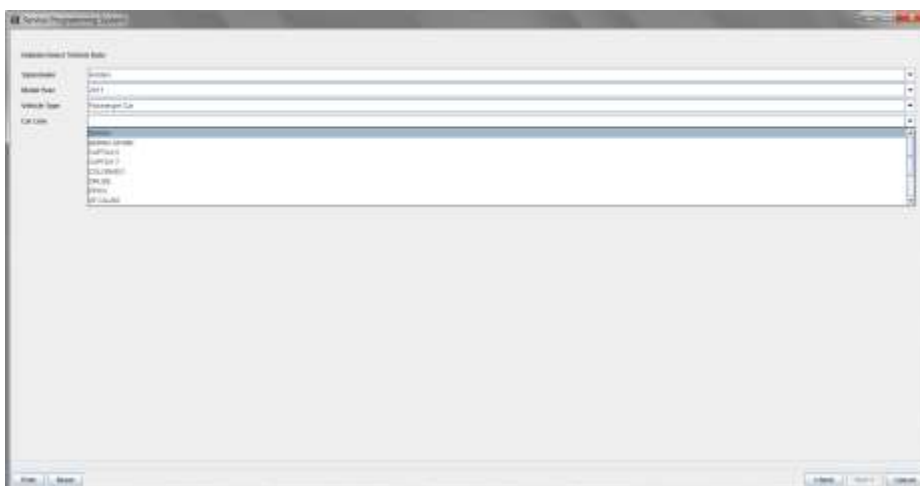


2012 VE and WM Series



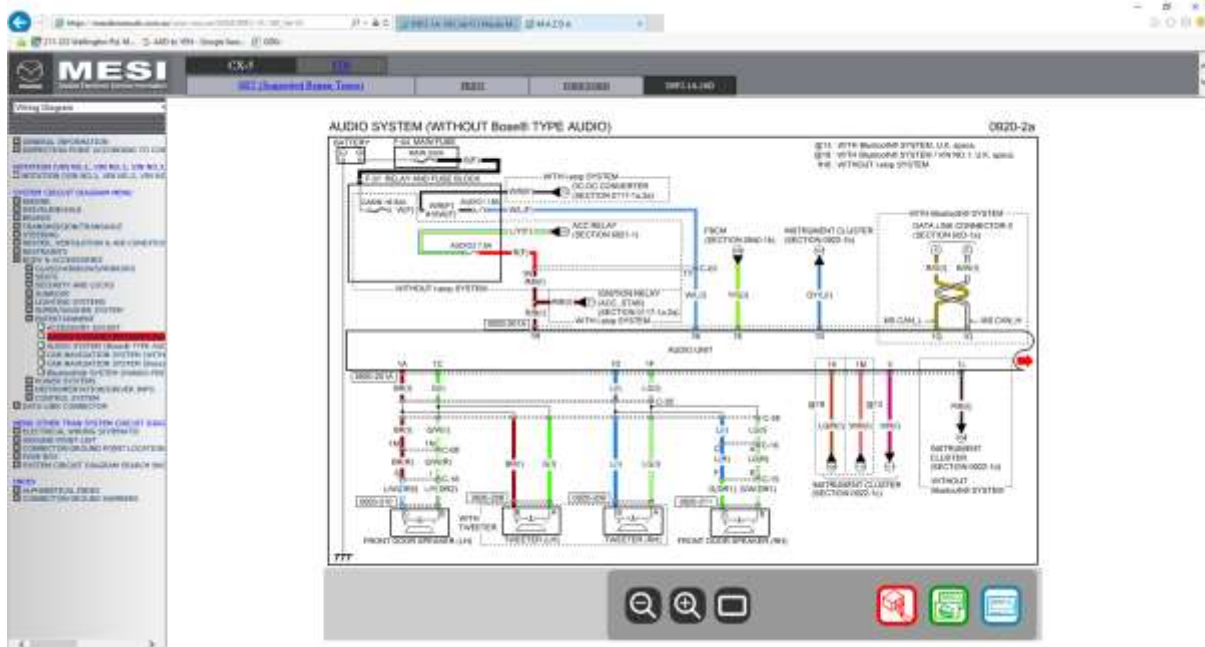
Service Programming System (SPS)

2011 Holden Barina SPS

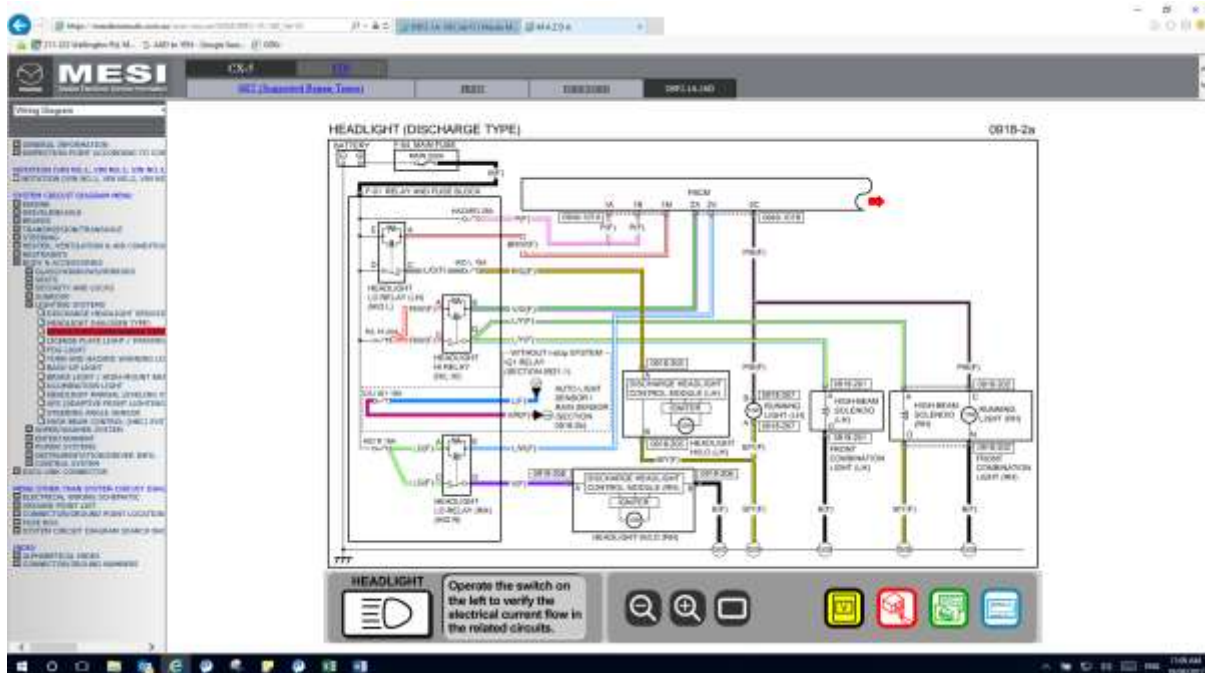


Attachment 3a

Screenshot for Mazda example (malfunctioning radio system)



Screenshot for Mazda example (headlight problem)



Owner Maintenance

CAUTION

- Using oils of viscosity besides those recommended for specific temperature ranges could result in engine damage.
- **(SKYACTIV-D 2.2)**
The specified engine oil for vehicles with the diesel engine is low-ash engine oil (ACEA C1 or JASO DL-1). When replacing the engine oil, always replace with low-ash engine oil (ACEA C1 or JASO DL-1). **If engine oil other than the specified oil is used, the Diesel Particulate Filter effective period of use will be shortened or the Diesel Particulate Filter may be damaged.**

NOTE

(SKYACTIV-G 2.0 and SKYACTIV-G 2.5)

- It is normal for all engines to consume engine oil under normal driving conditions. Engine oil consumption may be as high as 0.8 L/1000 km (1 L/800 miles). This may be as a result of evaporation, internal ventilation or burning of the lubricating oil in the working engine. Oil consumption may be higher when the engine is new due to the running-in process. Oil consumption is also dependant on engine speed and engine load. Under extreme driving conditions, oil consumption may be higher.

(SKYACTIV-D 2.2)

- Whenever the engine oil is replaced, the vehicles engine control unit needs to be reset according to the instruction in Workshop Manual as soon as possible. Otherwise the engine oil warning light may illuminate. Consult an expert repairer to reset the engine control unit, we recommend an Authorised Mazda Repairer.

Attachment 4 - Hyundai Motor Company Australia Pty Limited (HMCA)

Response to ACCC letter dated 12 April 2017 – Reply to supplementary submissions and request for further information

Example 4: where the independent repair and service sector has been unable to access repair and service information from car manufacturers.

No.	Make	Model	Model Year	Problem presented with and further problems during diagnosis / repair	Action taken to obtain information	Information required to conduct diagnosis and service / repairs	Outcome	Response
4	Hyundai	i30	2015	Headlight issue	Contacted VACC, no information available online, checked online for OEM websites, blocked from accessing US and EU technical information	Headlight wiring diagram	Unknown	Based on the component identified, no diagnostic unit is required for the service. HMCA provides access to repair and service information via its website or FCAI website. Further details below.

From VACC, supplementary submission, Attachment A, p. 4.

ACCC Question	HMCA response
Whether an independent repairer in 2017, who sought access to address the	An independent repairer in 2017, who sought access to address the

<p>reported issues with the car make/models in Annexure A, could or could not currently access the relevant repair and service information from the car manufacturer in Australia; and</p>	<p>reported issues with the Hyundai i30 2015 model would be able to access the relevant repair and service information from the manufacturer.</p> <p>Hyundai Motor Europe administers an online system called HERIOS which is the Hyundai Global Service Way Repair Information Online System for independent repairers, and other interested professional repairers wishing to repair and maintain Hyundai Models. All of the online information provided is up-to-date and displayed in a manner that will allow an independent repairer to quickly find the relevant information required such as vehicle specifications, electrical wiring diagrams, component and system repair information, maintenance information, and body repair information.</p> <p>Hyundai Motor Company Australia (HMCA) has a link from its corporate website for independent repairers to access the site:</p> <p>http://www.hyundai.com.au/owning/parts-and-servicing</p> <p>The site requires the user to register their details (name, email, country) and is a “pay per use” system requiring a credit card to access information. The following periods of use may be selected - 1 hour, 24 hours, 7 days, 30 days or 365 days. The costs are:</p> <p>One day.- AU \$ 16.50 One week : AU \$ 60.50 30 Days : AU \$ 192.50 365 Days : AU \$ 1870</p> <p>From the FCAI website (https://www.fcai.com.au/service-repair/member-service-repair) an email can be sent directly to HMCA Technical Department where HMCA may offer information free of charge (depending on the nature of the enquiry) or direct the repairer to the HERIOS site.</p>
<p>Whether a car manufacturer supplied tool (including diagnostic tools) is</p>	<p>Based on the component identified (headlight), the diagnostic unit is not</p>

required to complete the repair or service.	required to service this component
<p>If the repair and service information required in the example is currently made available by the car manufacturer to independent repairers, the FCAI should:</p> <ul style="list-style-type: none"> • Specify whether this information must be obtained by phone or email, as well as an indicative timeframe for how long it would take the car manufacturer to respond to the query; • Provide screenshots of the relevant information if it is available on the car manufacturer’s technical website; • Specify the monetary cost of obtaining the required information. 	<p>If the information is obtained via the HERIOS site, information is obtained instantaneously. If information is requested via FCAI website - which directs an email to HMCA technical department - the email is answered within 2 hours of receipt within standard business operating hours.</p> <p>See below.</p> <p>Refer above.</p>
<p>If the repair and service information required in the example is not, in 2017, made available by the car manufacturer to independent repairers, the FCAI should outline:</p> <ul style="list-style-type: none"> • On what basis is access restricted or limited (e.g. security, intellectual property or other grounds); • Which provision in the Industry Agreement on Access to Service and Repair Information, 2014, and/or the FCAI Voluntary Code of Practice for Access to Service and Repair Information for Motor Vehicles allows for this information to be restricted or limited; • Whether this information would be available for the same or equivalent model of car from the car manufacturer’s US or EU websites or operations, and if so why this information is not made available in Australia. 	<p>Not applicable</p>
<p>If a car manufacturer supplied tool (including diagnostic tools) is required in 2017 to complete the repair or service, the FCAI should:</p> <ul style="list-style-type: none"> • State whether it is available to purchase by independent repairers from the car manufacturer (and if not, detail why not); • If available, specify how it could be obtained and the cost of the tool. 	<p>Not applicable</p>

Welcome! *Global Service Way*

Please Log In

Select Language: English ▼

User ID :

Password :

This is only for independent repairers.
General users should be login from [CCC site / CCC Link](#)

Is your ID locked ?

If your ID is locked you should use the [forgot your password button](#) or contact the administrator.

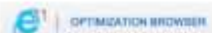
[Forgot your ID?](#)

Click the "Forgot your ID" button to have your ID shown. You will be asked to verify your name and e-mail address. You must input the same data as during the registration process.

[Forgot your password?](#)

Click the "Forgot your password" button above to have a password sent to the e-mail address which you entered during registration.

Regulation Information (For Customer)



SUPPORTED BROWSER

* Access for independent repairers BETA

[TourGuide](#)

[Registration](#)

Note

Some sections of this web site will require Adobe Shockwave, Adobe Acrobat Reader and Macromedia Flash Player. If these plugins are not installed on your computer please [Click here](#) Shockwave, [Acrobat Reader](#).

*** System Requirements**

Windows XP, Vista, 7, 8, 1GB RAM, 1024x768 video resolution, Internet Explorer 8-9, High-Speed (1M or greater) Internet connection, Full-Screen Mode (press F11 in Internet Explorer) is recommended for best viewing.

* Password must be more than 8 characters containing numeric and capital letters. It should not be same with previous password or user ID.

[Brake Manual](#)

[CT Test](#)

Brake Manual Disclaimer

Performing maintenance work on a vehicle can be dangerous. You can be seriously injured while performing some maintenance procedures. If you lack sufficient knowledge and experience or the proper tools and equipment to do the work, we recommend that the system be serviced by an authorized dealer.

Attachment 5 - Nissan

Item number	Make	Year / Model	Problem(s) the car presented with and presented with and further problems during diagnosis/repair	Action taken to obtain information	Information required to conduct diagnosis and service / repair	Outcome	Nissan Response
5	Nissan	X-Trail 2016	Collision repair.	Contacted VACC, no information available online, checked online for OEM websites, blocked from accessing US and EU technical information.	Body dimension specifications	Unknown	Nissan Australia has reviewed its records and confirmed that it has not received any requests for the information listed. If the ACCC is able to provide further details, Nissan would be happy to make further enquiries in this regard. Nissan is able to provide the requested data through the email link on the FCAI website. Cost of a body repair manual (which contains the relevant information) is dependant on the data volume and can range between \$70 to \$140. Provision can take between 3 - 5 days.

5	Nissan	X-Trail 2017	Battery replacement / Replacing the battery however causes the car's accelerator and other systems to require calibration	Contacted Nissan and sought information from other official sources. Limited information from Nissan Australia's website or email contact. Unable to access EU or US Technical sites	Idle calibration procedure	Found information on a website on the internet not officially from Nissan	Nissan Australia has reviewed its records and confirmed that it has not received any requests for this information. If the ACCC is able to provide further details, Nissan would be happy to make further enquiries in this regard. The "procedure" specified here is not complex - it simply requires following the prompts through an appropriate diagnostic tool. Although the workshop manual lists the use of the Nissan Diagnostic tool (Consult 3+), it may be possible to complete this task using generic scan tools. The Consult 3+ is not available for purchase outside the Nissan dealer network, as this tool controls all security functions within the Nissan Anti-Theft System (NATS), including programming components responsible for both access and drive authorisation functions. This can include functions such as erasing or programming keys, as well as others.
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Attachment 6 – Mitsubishi

The only item on the list relevant to Mitsubishi Motors is a matter of Heater core and dash removal procedure for Mitsubishi Triton. The information required to perform this repair is contained in the workshop manual for this model which is freely available for purchase at an authorised Mitsubishi Motors dealer. We do not publish such information on-line. Reference to on-line information in the US and EU are not relevant as both are LHD markets (Triton not sold in the USA regardless).

There is no need for any special tools to perform this repair.

Please let me know if there is anything else you require from me on this matter.

Regards,
Ashley Sanders

6.7	Mitsubishi	Triton	2014	Heating system problems.	Contacted VACC, no information available online, checked online for OEM websites, blocked from accessing US and EU technical information.	Heater core and dash removal procedure.	Unknown.
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Attachment 7 - Chery

If customers contact our dealers they will be assisted by the dealers or the dealer will seek information from Ateco as required to suit the customer needs.

Regards

Michael James

National Service Manager

Ph: +61 02 8577 8084

Mob: +61 418 164 983

Ateco Automotive

862-874 Elizabeth St, Waterloo

NSW 2017

Attachment 8 – Kia

We would like to advise that we are currently working with our Headquarters in relation to the development & implementation of this site. At this point in time, we anticipate that it will be launched during the 3rd quarter. With respect to the actual inquiry relating to the 2014 Rio (power distribution circuit) we require further specific information so we can assist with a response.

Should you have any further questions in relation to this, please don't hesitate to contact me.

Regards



The Power to Surprise

Stephen Beatie National Service Manager

Kia Motors Australia Pty Ltd

T +61 2 9701 1774 **F** +61 2 9701 1777 **E** sbeatie@kia.com.au

ALL NEW
RIO

**Reverse Camera &
Apple CarPlay™ / Android Auto™
Connectivity Across the Range**

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UNLIMITED KM
WARRANTY**

Works with
Apple CarPlay **android auto**

7 year/500,000km warranty for vehicles used for the following: rental vehicles, taxi cabs, taxis, courier vehicles, driving school vehicles, security vehicles, bus and tour vehicles. Capable Price Services: Maximum available for specified number of miles whichever occurs first. Consideration available systems for the first year, renewed yearly by completing scheduled maintenance services at Kia Dealerships (up to maximum 7 years). Terms and conditions for Warranty Capable Price Services. Apple CarPlay™ connectivity requires compatible iOS device. See apple.com/au for more details. Android Auto™ connectivity requires compatible Android device. See android.com/au/ for more details. Apple CarPlay™ is a registered trademark of Apple Inc. © 2014 Kia Motors Australia Pty Ltd. All rights reserved.

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GROUP AUSTRALIA

VOLKSWAGEN GROUP AUSTRALIA
REGENTS PARK BUSINESS CENTRE PO BOX 414 REGENTS PARK NSW 2143

Mr Tony Weber
Chief Executive
Federal Chamber of Automotive Industries
Level 1, 59 Wentworth Avenue
Canberra ACT 2604

+61-2-9695-6000

jose.diaz@volkswagen.com.au

YOUR REFERENCE
YOUR MESSAGE
OUR REFERENCE
EXTENSION NUMBER
TELEFAX
EMAIL

1 May 2017

DATE

Reply to supplementary submissions and request for further information

Dear Tony,

Further to your correspondence of 26th April 2017 regarding the need to respond to the ACCC, we can confirm that Volkswagen AG provide a global web based solution for independent workshops, vehicle fleets and private customers.

Businesses and customers outside the authorised Volkswagen dealer network can access Volkswagen Technical information, available by purchasing a subscription to "erWin".

VOLKSWAGEN GROUP AUSTRALIA
24 MUIR ROAD
CHULLORA NSW 2190
REGENTS PARK BUSINESS CENTRE
PO BOX 414 REGENTS PARK NSW 2143
PHONE +61 2 9695 6000
FAX +61 2 9742 7280
ABN 14 093 117 876

- erWin - Electronic Repair and Workshop Information System
- Website: <https://erwin.volkswagen.de/> (screen shot below):

VOLKSWAGEN

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The costs of the subscription are influenced by the time spent on the global website "erWin" by the user.

- 1 hour incl. printing rights: € 7.00
- 1 day incl. printing rights: € 30.00
- 7 days incl. printing rights: € 130.00
- 30 days incl. printing rights: € 310.00
- 365 days incl. printing rights: € 2,850.00

The available content is as follows:

- Volkswagen AG repair manuals.
- Additional repair information in PDF format is available in English and some other selected languages.
- Additional information such as self-study and training programs.
- Vehicle-specific information, such as maintenance charts, vehicle data and field actions.
- Constant updated data.
- The "Offboard Diagnostic Information System" service (ODIS) - diagnostic software. This will allow the operator to perform an offboard diagnostic service on all Volkswagen branded vehicles with an EU-5 type approval via an SAEJ2534-compliant interface (diagnostic interface).
- There is also the possibility of direct access to selected repair and servicing information during a diagnostic session using the diagnostic software.

In reference to the document **Annexure A, Table 1**:

Golf 2015 – This would require the independent repairer to purchase the diagnostic tool (ODIS) and the relevant subscriptions from "erWin".

Tiguan 2014 – Without knowing the VIN and part/s used it is difficult to understand if the correct part/s were fitted or if the vehicle was misdiagnosed.

- The information contained within Annexure **A, Table 1** is difficult to decipher and further clarity would be required.
- Volkswagen AG does not supply fault code flow charts regardless who requests this information, including authorised Volkswagen dealers.

VOLKSWAGEN

GROUP AUSTRALIA

I trust the above response and information will suffice, please don't hesitate to make contact if you require any further clarification.

Kind regards,



Mark Fowler
Director Group Aftersales



Jose Diaz
Group Technical Manager

Attachment 10 – Honda Response

Honda Australia does not restrict access to service or body repair information to third parties (independent repairers or consumers). The information is available free of charge through the Honda dealer network. The third party can contact any dealer directly by phone or in person to request the information. They should expect to receive a response from the dealer within approximately 48 hours.

The information available to third parties includes:

- DTC information
- Repair procedures
- Body repair information

Key and immobiliser code information is not available through this process as the vehicle must be connected to dealer specific equipment and be connectable to Honda Japan to code keys and immobilisers. The Honda specific diagnostic tool is not available for purchase outside Honda dealer network.

Specifically for the Honda Odyssey (2015) example provided in Annexure A of the letter, a third party could contact the local Honda dealer and request the information (wiring diagram and testing procedure) or alternatively contact Honda Australia who could also provide the information through its customer relations department.

Attachment 11 - Ford

Q11

Ford Ranger 2012 Timing chain required replacement.

Replacing the timing chain caused a warning light to appear. Timing kit purchased from Ford, but additional information not provided. Rechecked the installation of the timing chain to ensure warning light was not triggered by incorrect fitment. Timing parameters need to be reset via the ECU. Additional labour costs incurred by the mechanic and time costs by the consumer.

Answer Q11 - Applying item vii, x, xi, xii of the FCAI Code - we do not share diagnostic software or hardware with Independent Repairers.

1. Access to repair information is available through our after-market website Motorcraftservice.com
2. Diagnostic software contains emission and security access that needs to be restricted to ensure correct vehicle operation and customer protection from vehicle theft.

Regards,

Mark Cruse

Service engineering Manager

Ford Motor Company

Australia and NZ

mcruse@ford.com

+613 8301 2910

VOLKSWAGEN

GROUP AUSTRALIA

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Mr Tony Weber
Chief Executive
Federal Chamber of Automotive Industries
Level 1, 59 Wentworth Avenue
Canberra ACT 2604

+61-2-9695-6000

jose.diaz@volkswagen.com.au

YOUR REFERENCE
YOUR MESSAGE
OUR REFERENCE
EXTENSION NUMBER
TELEFAX
EMAIL

1 May 2017

DATE

Reply to supplementary submissions and request for further information

Dear Tony,

Further to your correspondence of 26th April 2017 regarding the need to respond to the ACCC, we can confirm that Volkswagen AG provide a global web based solution for independent workshops, vehicle fleets and private customers.

Businesses and customers outside the authorised Volkswagen dealer network can access Volkswagen Technical information, available by purchasing a subscription to "erWin".

VOLKSWAGEN GROUP AUSTRALIA
24 MUIR ROAD
CHULLORA NSW 2190
REGENTS PARK BUSINESS CENTRE
PO BOX 414 REGENTS PARK NSW 2143
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FAX +61 2 9742 7280
ABN 14 093 117 876

- erWin - Electronic Repair and Workshop Information System
- Website: <https://erwin.volkswagen.de/> (screen shot below):

VOLKSWAGEN

GROUP AUSTRALIA

The costs of the subscription are influenced by the time spent on the global website "erWin" by the user.

- 1 hour incl. printing rights: € 7.00
- 1 day incl. printing rights: € 30.00
- 7 days incl. printing rights: € 130.00
- 30 days incl. printing rights: € 310.00
- 365 days incl. printing rights: € 2,850.00

The available content is as follows:

- Volkswagen AG repair manuals.
- Additional repair information in PDF format is available in English and some other selected languages.
- Additional information such as self-study and training programs.
- Vehicle-specific information, such as maintenance charts, vehicle data and field actions.
- Constant updated data.
- The "Offboard Diagnostic Information System" service (ODIS) - diagnostic software. This will allow the operator to perform an offboard diagnostic service on all Volkswagen branded vehicles with an EU-5 type approval via an SAEJ2534-compliant interface (diagnostic interface).
- There is also the possibility of direct access to selected repair and servicing information during a diagnostic session using the diagnostic software.

In reference to the document **Annexure A, Table 1**:

Golf 2015 – This would require the independent repairer to purchase the diagnostic tool (ODIS) and the relevant subscriptions from "erWin".

Tiguan 2014 – Without knowing the VIN and part/s used it is difficult to understand if the correct part/s were fitted or if the vehicle was misdiagnosed.

- The information contained within Annexure **A, Table 1** is difficult to decipher and further clarity would be required.
- Volkswagen AG does not supply fault code flow charts regardless who requests this information, including authorised Volkswagen dealers.

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GROUP AUSTRALIA

I trust the above response and information will suffice, please don't hesitate to make contact if you require any further clarification.

Kind regards,



Mark Fowler
Director Group Aftersales



Jose Diaz
Group Technical Manager

Attachment 13 - Ford

Q13

Ford Fiesta 2012 Car towed to mechanic with a no drive fault. No communication with the car's automatic transmission ECU.

Automatic transmission ECU replaced, but had no software access to reprogram the ECU. Attempted to access programming data. Software/diagnostic tool required to access the ECU and to reprogram it. Car was towed to a Ford dealer to install and reprogram the new ECU.

Answer Q13 - Applying item vii, x, xi, xii of the FCAI Code - we do not share diagnostic software or hardware with Independent Repairers.

1. Access to repair information is available through our after-market website Motorcraftservice.com
2. Diagnostic software contains emission and security access that needs to be restricted to ensure correct vehicle operation and customer protection from vehicle theft.

Regards,

Mark Cruse

Service engineering Manager

Ford Motor Company

Australia and NZ

mcruse@ford.com

+613 8301 2910

Attachment 14 - Mazda Response

Make	Model	Model Year	Problem(s) the car presented with and further problems during diagnosis/repair	Action taken to obtain information	Information required to conduct diagnosis and service/repairs	Outcome	FCAI response	Supporting Information	Direct Links to public information (Requires Subscription to Mazda Portal)
Mazda	Mazda6	2015	Automatic transmission lubricant required replacement during a service.	Mechanics contacted Mazda and oil suppliers to try to determine the lubricant needed. Oil suppliers could not confidently state what lubricant was needed. Mazda was of no assistance.	Automatic transmission lubricant specifications.	Able to get lubricant after contacting multiple sources. Could not charge the additional time taken to the customer.	<p>1. Unsure of date of occurrence as no information provided. This information is provided in the glovebox of every vehicle within the Owner's Manual. Part number K020-W0-052E available to purchase from any Mazda Dealership in Australia and multiple major Oil Companies reference "Refer to Dealer" freely on their websites.</p> <p>2. Prior to November 2nd, 2016 - no record of request for information received to customersupportadmin@mazda.com.au (FCAI official link)</p> <p>3. November 2nd 2016 (onwards) - www.mazdamanuals.com.au launched providing this information through direct user link access to full workshop manual (in addition to existing Owner Manual information)</p>	<p>ATTACHMENT 5 - Relevant Owner's Manual reference showing correct Mazda fluid</p> <p>ATTACHMENT 6 - Relevant Workshop Manual screenshot showing same recommendation as Owner Manual</p>	<p>Mazda - https://mazdamanuals.com.au/wsm-secure/WSM/D9H4-1A-16H_Ver7/esicont/srvc/html/id0517h1118600.html</p> <p>Castrol - http://www.dateateck.com.au/lube/castr_au/#idNote12</p> <p>Valvoline - http://www.dateateck.com.au/lube/valv_auMS/</p> <p>Shell - http://www.shell.com.au/motorists/oils-lubricants/lubematch.html#frames=L2F1L2VuX0dCL2VxdWwbWVudC9jYXZlL21hemRhLzZlZ2pfMl81aV9za3lhY3Rpd9nXz1XzZfMmY2Z3kzWnlwOA==</p>

Attachment 15 - Holden Response

Overall, we have made service repair information and diagnostics available by subscription since 2009 and we update the information as we release new models in the Australian market. Regarding the 3 vehicles cited in the letter from the ACCC, we can confirm that repair and diagnostic information is available by subscription and can be accessed online as shown in the attachment and current costs are also shown. We can also confirm that independent repairers are able to buy the tools which our Dealer network use from the supplier Bosch and in particular this includes the Diagnostic Interface Module (MDI). The costs can be obtained direct from the supplier.

We ultimately want the owners of our vehicles to be able to enjoy their Holden ownership experience and be able to maintain their car no matter where they choose to service. For this reason we certainly are more than willing to assist independent repairers seeking information. In 2012, as a result of industry feedback and in addition to making a subscription service available, we put in place a dedicated resource and email address to help repairers with questions about our procedures or troubleshoot specific issues through our engineering teams. The email address is holden.repairinfo@gm.com. We continue to improve what we offer in this area and welcome feedback from the industry on how we can improve.

Holden Service Information and Diagnostics

All Special Service Tools are available from the GM tool supplier: Bosch Automotive Service Solutions.

Prices are available on request.

All Service Information and diagnostic applications are available from the following site:

<https://www.acdelcotds.com>

Technical Delivery System


Please input your Login Name and Password below to Enter.

Login Name	<input type="text"/>
Password	<input type="password"/>

Not a registered user [click here](#)

[ACDelco Online Store](#)
[Contact Us](#)
[GM Tech Info](#)
[Purchase Key Code and/or Immobilizer](#)
[Service and Programming Information](#)

[System Requirements](#)

If you need assistance within the US or Canada please contact 1-800-825-5886,  prompt #3.

In Australia use 0011-1-800-825-5886 prompt #3.

If you have forgot your password please [click here](#).



Service Information and Diagnostic applications and pricing.





[Help](#)

[Back to Welcome](#)

SERVICE INFORMATION SUBSCRIPTIONS

Subscription prices are in USA Dollars

[Refund Policy](#)

 General Motors Service Repair Manual Information	 General Motors Calibration and Diagnostic Software
<ul style="list-style-type: none"> • Campaigns & Bulletins from 1980 to present • Unit repair manuals from 1997 to present • Service manuals from 1996 to present • Owner manuals from 2003 to present • GM Mode 6 Data & OBD-II Diagnostic Parameters <p><i>(Does Not contain any type of software)</i></p> <p>3 Days \$20 1 Month \$150 1 Year \$1200</p> <p>Subscribe Now</p>	<ul style="list-style-type: none"> • Complete GM Service Support Package Includes: GM SI, Tis2Web - All Access, GDS 2, and Tech2Win 1 Year \$3125 Subscribe Now • Tech 2 and Service Programming Package Includes: Tech 2 diagnostic software updates, Tech 2 View, Tech 2 Snap Shot, Service Programming Software, and Tech2Win 1 Year \$1395 Subscribe Now • Service Programming Only Includes: Vehicle calibration software 2 Days \$55 3 Months \$275 1 Year \$995 Subscribe Now • Tech 2 Diagnostic Includes: Tech 2 Diagnostic software updates 1 Year \$750 Subscribe Now • GM Light Duty Global Diagnostics 2-GDS 2 Vehicles Covered 3 Days \$57 1 Month \$227 1 Year \$575 Subscribe Now • GM Medium Duty Global Diagnostics 2-GDS 2 Covers Chevrolet Medium Duty Trucks Requires Light Duty GDS 2 Subscription First 3 Days \$55 1 Month \$225 1 Year \$500 • Tech2Win Includes: Software to emulate the Tech 2 on PC 3 Days \$55 Subscribe Now • GM Vehicle Communication Interface Package Includes: Global Diagnostic System 2 and Tech2Win 1 Year \$775 Subscribe Now

[Refund Policy](#)



There are concerns lodged by independent repairers regarding access to diagnostic and repair information for 2011 Barina, 2011 Cruze and 2012 VE. This information is available in the applications listed above and screen dumps are provide below.

2011 Holden Barina Service Information

Service Information

To view a publication, enter a VIN or select year, make and model, then click 'Next'.

VIN: **Note: All VIN are 17 characters in length**

Year: Make: Model:

Select other options:

-  [See the newest bulletins, campaigns and preliminary information in New Bulletins](#)
-  [Find a document by its ID, bulletin or campaign # in Number Search](#)
-  [Find bulletins, campaigns and preliminary information by Year Range + Model + Keyword](#)
-  [Select and view a Unit Repair, Specialty Publication, or Transmission Technical Guide](#)
-  [Holden Legacy Service Information](#)
-  [Select and view a User Guide](#)
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2011 Holden Cruze Service Information









Service Information

To view a publication, enter a VIN or select year, make and model, then click 'Next'.

VIN: **Note: All VIN are 17 characters in length**

Year: Make: Model:

Select other options:

-  [See the newest bulletins, campaigns and preliminary information in New Bulletins](#)
-  [Find a document by its ID, bulletin or campaign # in Number Search](#)
-  [Find bulletins, campaigns and preliminary information by Year Range + Model + Keyword](#)
-  [Select and view a Unit Repair, Specialty Publication, or Transmission Technical Guide](#)
-  [Holden Legacy Service Information](#)
-  [Select and view a User Guide](#)
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2012 Holden VE Service Information









Service Information

To view a publication, enter a VIN or select year, make and model, then click 'Next'.

VIN: **Note: All VIN are 17 characters in length**


Year: Make: Model:


Select other options:


-  [See the newest bulletins, campaigns and preliminary information in New Bulletins](#)
-  [Find a document by its ID, bulletin or campaign # in Number Search](#)
-  [Find bulletins, campaigns and preliminary information by Year Range + Model + Keyword](#)
-  [Select and view a Unit Repair, Specialty Publication, or Transmission Technical Guide](#)
-  [Holden Legacy Service Information](#)
-  [Select and view a User Guide](#)
-  [Send us your feedback](#)
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Service Diagnostics


Home [Software](#) [GDS](#) [SPS Info](#) [Security](#) [GDS2](#)


 **Software Download (SWDL)**

 **Service Programming System (SPS)**

 **Calibration Information (SPS Info)**

 **Security Access (Security)**

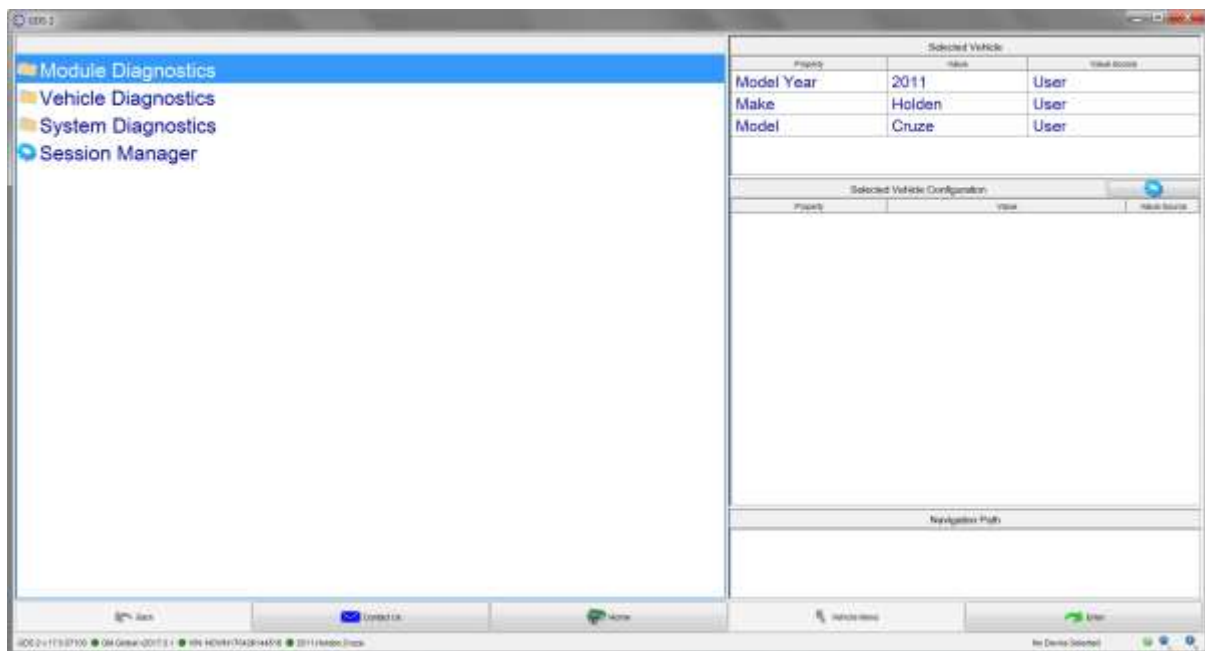
 **Snapshot (Snap)**

 **Global Diagnostic System 2 (GDS 2)**

The TIS software application does not support the use of the browser's Forward and Back buttons. Errors will occur. Please only use the buttons that are displayed on the application screens and not on the toolbar.

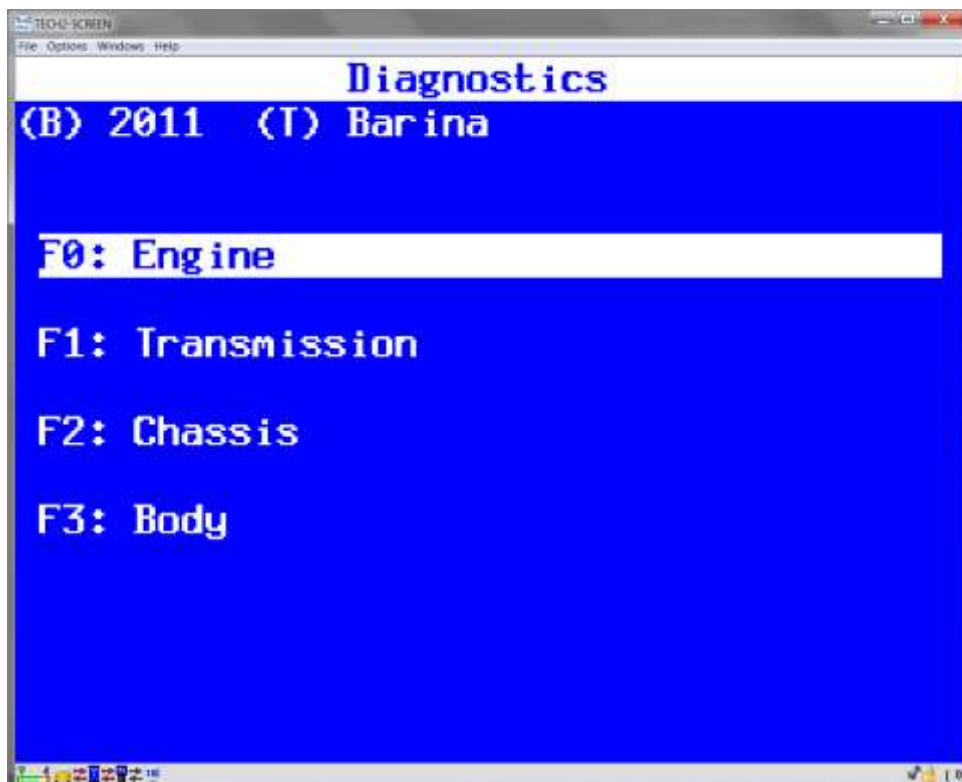
Global Diagnostic System 2 (GDS2)

2011 Cruze Global Diagnostic System 2 (GDS2)

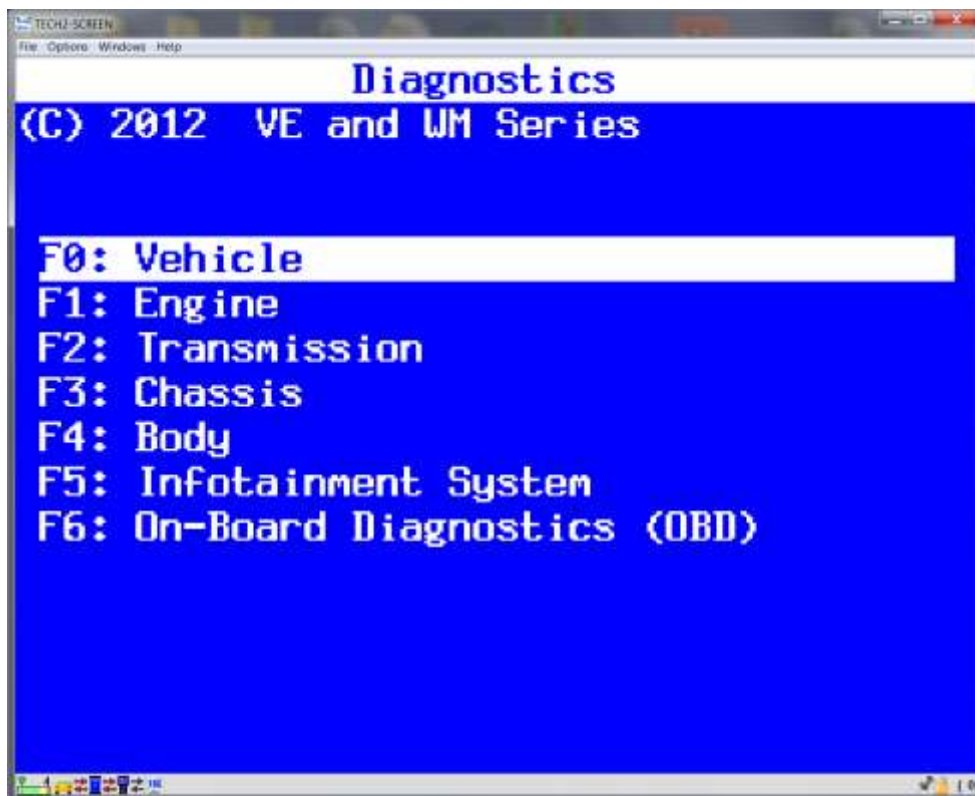


Tech 2 / Tech2WIN

2011 Barina

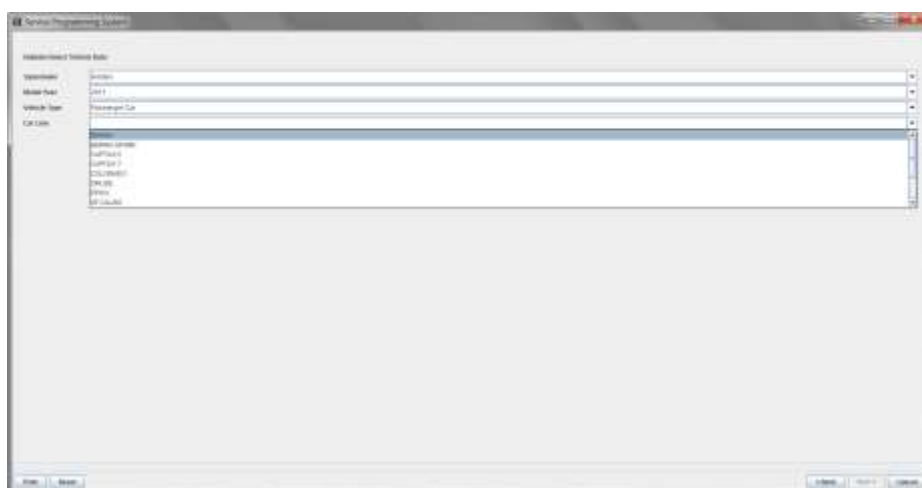


2012 VE and WM Series



Service Programming System (SPS)

2011 Holden Barina SPS



Attachment 16 – Subaru Response

As a quick overview however, based on the submission contained within ¹⁷GPC Asia Pacific, supplementary submission (April 2017), row 2:

There is no practical or technical requirement for any immobiliser reprogramming to be conducted when the battery is disconnected on this model vehicle.

Should there be any requirement for immobiliser reprogramming, the correct method is by Subaru immobiliser reprogramming software, which is contained within the Subaru diagnostic tool.

Manufacturer Diagnostic tooling and security related information is excluded from the scope of the voluntary code of practice on access to service and repair information.

Reference:

B. Terms applying to access to repair information and special tool.

2. Definitions

(h) Repair information

(x) Diagnostic service and repair information necessary to reset an immobiliser system or security related electronic modules.

If you have any additional queries, please don't hesitate to contact me directly.

Sam

Sam Hill

Service & Parts Operations Manager

Subaru (Aust) Pty Limited

4 Burbank Place Baulkham Hills NSW 2153

T +61 2 8892 9241

M +61 434 656 440

E sam.hill@subaru.com.au

subaru.com.au



Attachment 17 - Holden Response

Overall, we have made service repair information and diagnostics available by subscription since 2009 and we update the information as we release new models in the Australian market. Regarding the 3 vehicles cited in the letter from the ACCC, we can confirm that repair and diagnostic information is available by subscription and can be accessed online as shown in the attachment and current costs are also shown. We can also confirm that independent repairers are able to buy the tools which our Dealer network use from the supplier Bosch and in particular this includes the Diagnostic Interface Module (MDI). The costs can be obtained direct from the supplier.

We ultimately want the owners of our vehicles to be able to enjoy their Holden ownership experience and be able to maintain their car no matter where they choose to service. For this reason we certainly are more than willing to assist independent repairers seeking information. In 2012, as a result of industry feedback and in addition to making a subscription service available, we put in place a dedicated resource and email address to help repairers with questions about our procedures or troubleshoot specific issues through our engineering teams. The email address is holden.repairinfo@gm.com. We continue to improve what we offer in this area and welcome feedback from the industry on how we can improve.

Holden Service Information and Diagnostics

All Special Service Tools are available from the GM tool supplier: Bosch Automotive Service Solutions.

Prices are available on request.

All Service Information and diagnostic applications are available from the following site:

<https://www.acdelcotds.com>

Technical Delivery System


Please input your Login Name and Password below to Enter.

Login Name	<input type="text"/>
Password	<input type="password"/>

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Service Information and Diagnostic applications and pricing.





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SERVICE INFORMATION SUBSCRIPTIONS

Subscription prices are in USA Dollars

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 General Motors Service Repair Manual Information	 General Motors Calibration and Diagnostic Software																
<ul style="list-style-type: none"> • Campaigns & Bulletins from 1980 to present • Unit repair manuals from 1997 to present • Service manuals from 1996 to present • Owner manuals from 2003 to present • GM Mode 6 Data & OBD-II Diagnostic Parameters <p style="color: red;">(Does Not contain any type of software)</p> <p style="text-align: center;"> 3 Days \$20 1 Month \$150 1 Year \$1200 </p> <p style="text-align: center;">Subscribe Now</p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;"> <ul style="list-style-type: none"> • Complete GM Service Support Package Includes: GM SI, Tis2Web - All Access, GDS 2, and Tech2Win </td> <td style="text-align: right; vertical-align: top; padding: 5px;"> 1 Year \$3125 Subscribe Now </td> </tr> <tr> <td style="padding: 5px;"> <ul style="list-style-type: none"> • Tech 2 and Service Programming Package Includes: Tech 2 diagnostic software updates, Tech 2 View, Tech 2 Snap Shot, Service Programming Software, and Tech2Win </td> <td style="text-align: right; vertical-align: top; padding: 5px;"> 1 Year \$1395 Subscribe Now </td> </tr> <tr> <td style="padding: 5px;"> <ul style="list-style-type: none"> • Service Programming Only Includes: Vehicle calibration software </td> <td style="text-align: right; vertical-align: top; padding: 5px;"> 2 Days \$55 3 Months \$275 1 Year \$995 Subscribe Now </td> </tr> <tr> <td style="padding: 5px;"> <ul style="list-style-type: none"> • Tech 2 Diagnostic Includes: Tech 2 Diagnostic software updates </td> <td style="text-align: right; vertical-align: top; padding: 5px;"> 1 Year \$750 Subscribe Now </td> </tr> <tr> <td style="padding: 5px;"> <ul style="list-style-type: none"> • GM Light Duty Global Diagnostics 2-GDS 2 Vehicles Covered </td> <td style="text-align: right; vertical-align: top; padding: 5px;"> 3 Days \$57 1 Month \$227 1 Year \$575 Subscribe Now </td> </tr> <tr> <td style="padding: 5px;"> <ul style="list-style-type: none"> • GM Medium Duty Global Diagnostics 2-GDS 2 Covers Chevrolet Medium Duty Trucks Requires Light Duty GDS 2 Subscription First </td> <td style="text-align: right; vertical-align: top; padding: 5px;"> 3 Days \$55 1 Month \$225 1 Year \$500 </td> </tr> <tr> <td style="padding: 5px;"> <ul style="list-style-type: none"> • Tech2Win Includes: Software to emulate the Tech 2 on PC </td> <td style="text-align: right; vertical-align: top; padding: 5px;"> 3 Days \$55 Subscribe Now </td> </tr> <tr> <td style="padding: 5px;"> <ul style="list-style-type: none"> • GM Vehicle Communication Interface Package Includes: Global Diagnostic System 2 and Tech2Win </td> <td style="text-align: right; vertical-align: top; padding: 5px;"> 1 Year \$775 Subscribe Now </td> </tr> </table>	<ul style="list-style-type: none"> • Complete GM Service Support Package Includes: GM SI, Tis2Web - All Access, GDS 2, and Tech2Win 	1 Year \$3125 Subscribe Now	<ul style="list-style-type: none"> • Tech 2 and Service Programming Package Includes: Tech 2 diagnostic software updates, Tech 2 View, Tech 2 Snap Shot, Service Programming Software, and Tech2Win 	1 Year \$1395 Subscribe Now	<ul style="list-style-type: none"> • Service Programming Only Includes: Vehicle calibration software 	2 Days \$55 3 Months \$275 1 Year \$995 Subscribe Now	<ul style="list-style-type: none"> • Tech 2 Diagnostic Includes: Tech 2 Diagnostic software updates 	1 Year \$750 Subscribe Now	<ul style="list-style-type: none"> • GM Light Duty Global Diagnostics 2-GDS 2 Vehicles Covered 	3 Days \$57 1 Month \$227 1 Year \$575 Subscribe Now	<ul style="list-style-type: none"> • GM Medium Duty Global Diagnostics 2-GDS 2 Covers Chevrolet Medium Duty Trucks Requires Light Duty GDS 2 Subscription First 	3 Days \$55 1 Month \$225 1 Year \$500	<ul style="list-style-type: none"> • Tech2Win Includes: Software to emulate the Tech 2 on PC 	3 Days \$55 Subscribe Now	<ul style="list-style-type: none"> • GM Vehicle Communication Interface Package Includes: Global Diagnostic System 2 and Tech2Win 	1 Year \$775 Subscribe Now
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There are concerns lodged by independent repairers regarding access to diagnostic and repair information for 2011 Barina, 2011 Cruze and 2012 VE. This information is available in the applications listed above and screen dumps are provide below.

2011 Holden Barina Service Information

Service Information

To view a publication, enter a VIN or select year, make and model, then click 'Next'.

VIN: **Note: All VIN are 17 characters in length**

Year: Make: Model:

Select other options:

-  [See the newest bulletins, campaigns and preliminary information in New Bulletins](#)
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-  [Select and view a Unit Repair, Specialty Publication, or Transmission Technical Guide](#)
-  [Holden Legacy Service Information](#)
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2011 Holden Cruze Service Information









Service Information

To view a publication, enter a VIN or select year, make and model, then click 'Next'.

VIN: **Note: All VIN are 17 characters in length**

Year: Make: Model:

Select other options:

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-  [Find a document by its ID, bulletin or campaign # in Number Search](#)
-  [Find bulletins, campaigns and preliminary information by Year Range + Model + Keyword](#)
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2012 Holden VE Service Information









Service Information

To view a publication, enter a VIN or select year, make and model, then click 'Next'.

VIN: **Note: All VIN are 17 characters in length**


Year: Make: Model:


Select other options:


-  [See the newest bulletins, campaigns and preliminary information in New Bulletins](#)
-  [Find a document by its ID, bulletin or campaign # in Number Search](#)
-  [Find bulletins, campaigns and preliminary information by Year Range + Model + Keyword](#)
-  [Select and view a Unit Repair, Specialty Publication, or Transmission Technical Guide](#)
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Service Diagnostics


Home [Software](#) [GDS](#) [SPS Info](#) [Security](#) [GDS2](#)


 **Software Download (SWDL)**

 **Service Programming System (SPS)**

 **Calibration Information (SPS Info)**

 **Security Access (Security)**

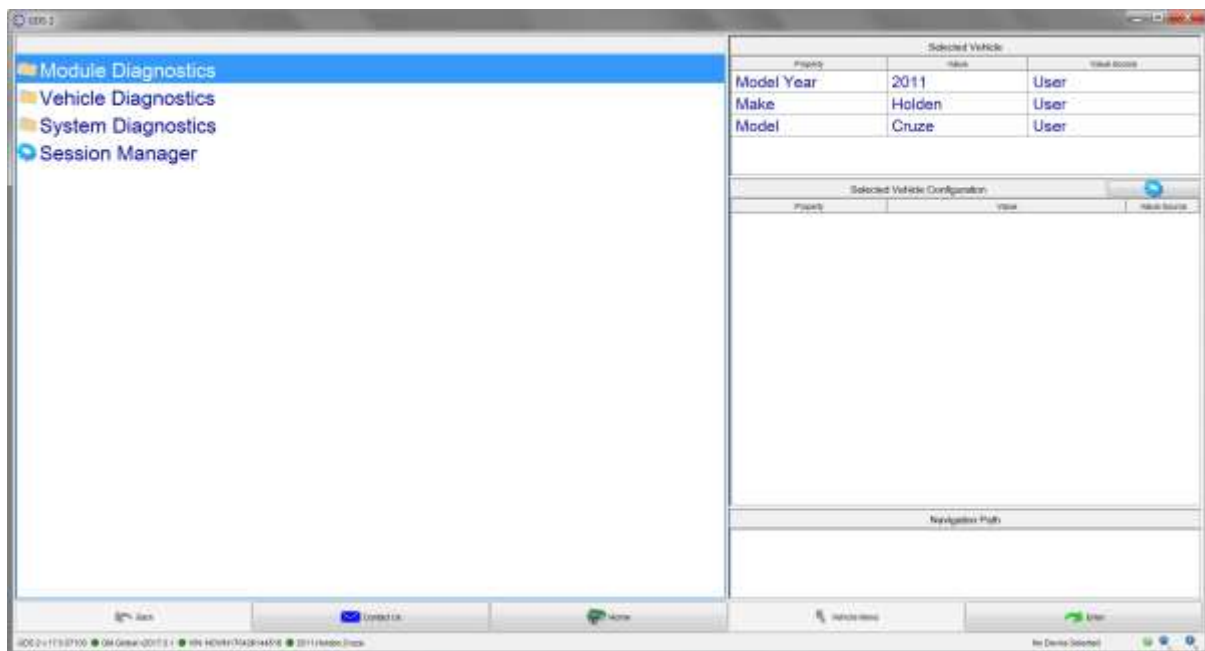
 **Snapshot (Snap)**

 **Global Diagnostic System 2 (GDS 2)**

The TIS software application does not support the use of the browser's Forward and Back buttons. Errors will occur. Please only use the buttons that are displayed on the application screens and not on the toolbar.

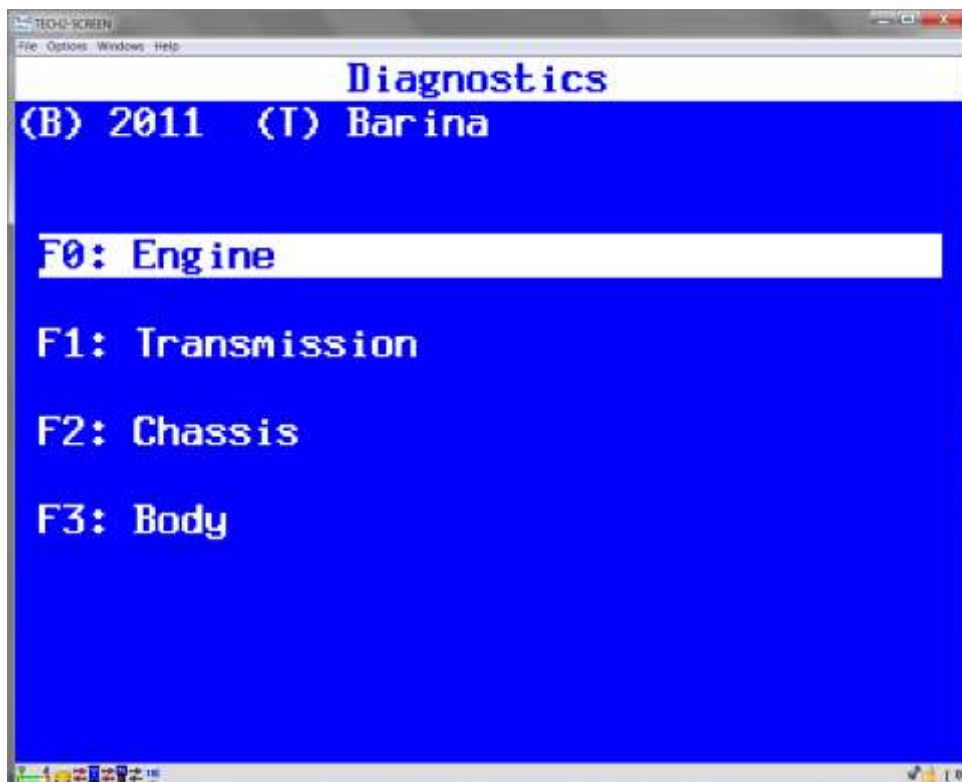
Global Diagnostic System 2 (GDS2)

2011 Cruze Global Diagnostic System 2 (GDS2)

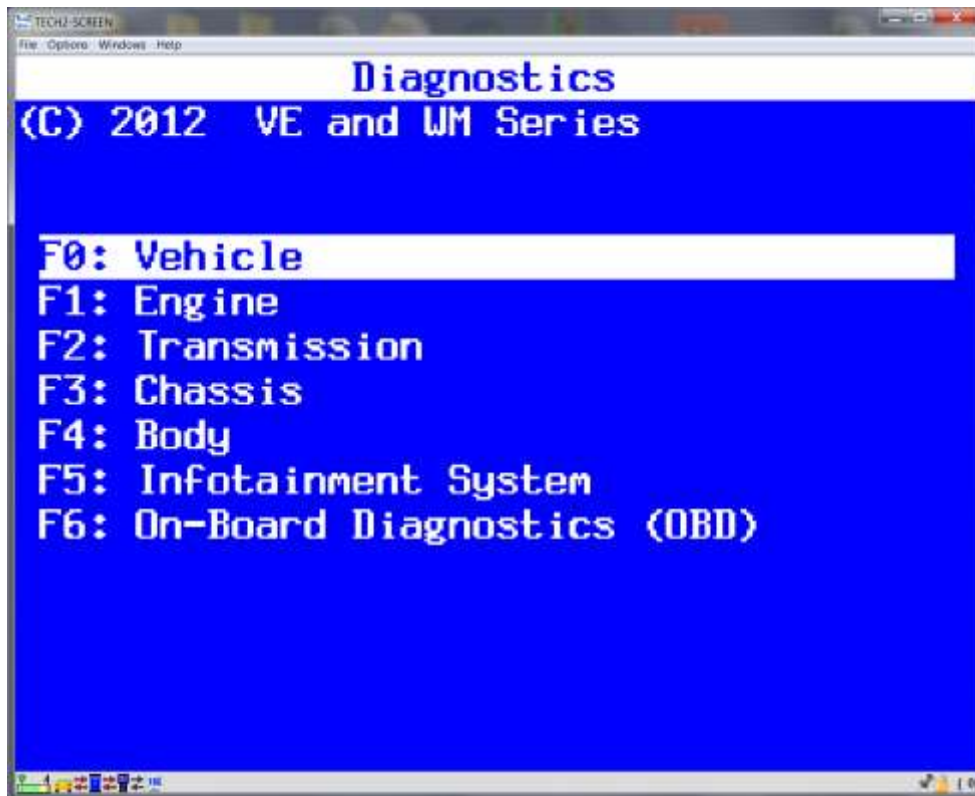


Tech 2 / Tech2WIN

2011 Barina

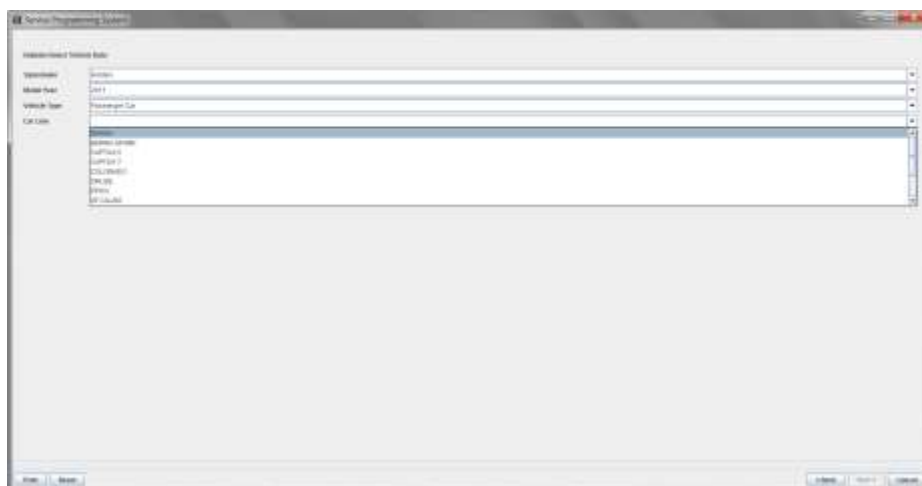


2012 VE and WM Series

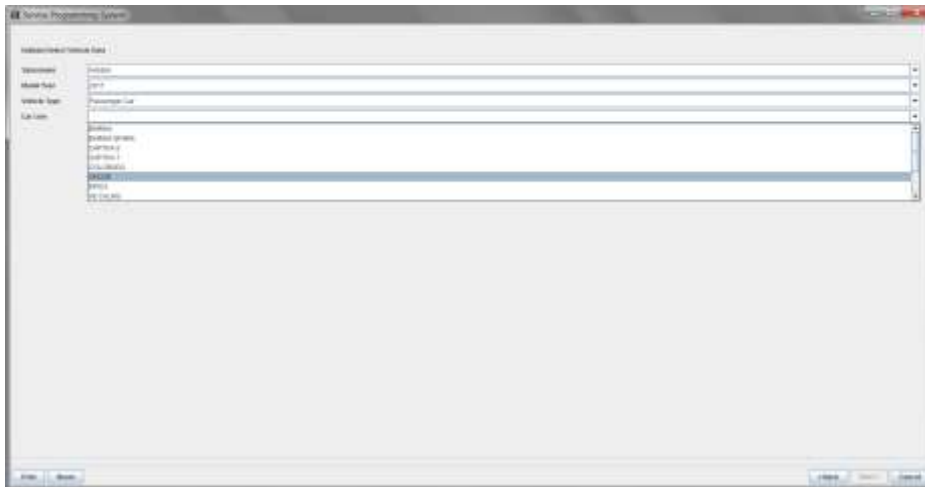


Service Programming System (SPS)

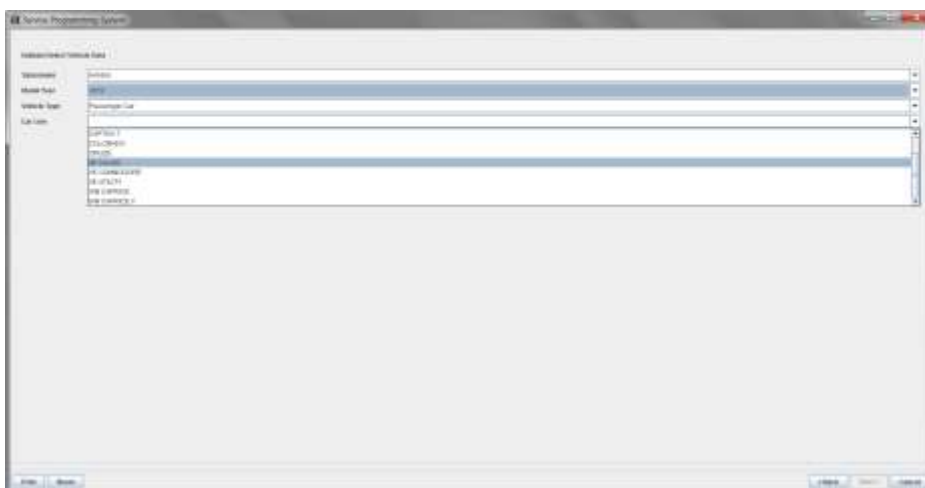
2011 Holden Barina SPS



2011 Holden Cruze SPS



2012 Holden VE Commodore



Attachment 18 – Ford Response

Q 2012 – Fairlane Transmission Replacement.

1. The ZF Transmission comes pre calibrated from ZF and does not need calibration using Ford Tools
2. If the owners transmission was overhauled then the TCM calibration is carry over and again no calibration would be needed.
3. Separately if this is an immobilisation issue (reference “handshake”); a transmission replacement does not require a “Parameter Reset” which is for the immobilisation system to allow the car to start.

In summary the IDS does not need to be used in a replacement of the ZF transmission fitted to this vehicle.

Regards,
Mark Cruse
Service Engineering Manager
Ford Motor Company
Australia and NZ
mcruse@ford.com
+613 8301 2910

Attachment 19 - Nissan Response

Item number	Make	Year / Model	Problem(s) the car presented with and presented with and further problems during diagnosis/repair	Action taken to obtain information	Information required to conduct diagnosis and service / repair	Outcome	Nissan Response
19	Nissan	Navara (diesel) 2012	Faulty fuel pump, replacement required. Special tool needed to replace the pump	Contacted Nissan dealer for the special tool - told it is made by exclusively by Bosch for Nissan. Neither Nissan nor Bosch would sell it to an independent repairer	Special tool to replace fuel pump	No work around was available. Time spent looking for the tool could not be recovered. Car had to be towed to a Nissan Dealer	Nissan Special tools are sourced and sold to Nissan Dealers by Bosch Australia. Each dealer has an account with Bosch and is free to purchase special tools as they require. Nissan Australia do not monitor or restrict the purchase of tools to its dealers, and does not restrict a dealer selling such a tool to an independent repairer Nissan Australia is unable to provide a price for the tool, as there is, to our knowledge, no retail market for this tool, and as such no RRP. The tool in question here is a simple device, and a brief internet search using the key words "D40 fuel pump lock ring remover" resulted in many locally based suppliers that have a generic device available to perform this function.