

From: Wayne Horton <euroworld@westnet.com.au>
Sent: Friday, 24 February 2017 2:36 PM
To: ACCC New Car Retailing Market Study
Cc: msmith@aaaa.com.au
Subject: Euroworld volvo access info
Attachments: FW: Volvo vida software access

Dear Sir,

I would like to bring to your attention a issue which is ongoing within my independent workshop/repair business.

As a Volvo independent repairer operating a business south of the river in Perth,Western Australia for 25 years,I am always continually trying to advance my business with the newest technology available. Information,Diagnosics and software capability is essential in servicing/repairing newer model Volvo's and as a sole Volvo repairer my business demands I have current information available to perform safely and correctly.

I found the Volvo Technical Information Shop was offering subscription to Volvo Vida (volvo's parts,software,information and Diagnostic work platform).This site i have monitored for several years and this is the first time it has been offered available to Australia.

I purchased the VIDA-Subscription and also a training site offered(Volvo Cars Performance Academy)to familiarise myself with the system upon loading etc.

Payment was \$4125.00SEK for a 30 day subscription and access to training site.

User ID's and Passwords were all sent to my emails and i was verified to access all information.

With all this, managed to load Volvo's operating system and have it fully functional.

However,requesting a software download from my local dealer as specified in Vida,they were unable to be of any assistance.As also, according to my local dealer was Volvo Australia.

Next day my system had no software access, locked out of my Admin Access and unable to do training support. I reported all this to the support site and have been told to await contact from my National Sales Company,of which am still waiting for a response.

Correspondence of this has been attached to this email.

Any other information you require about this ongoing case please don't hesitate to contact me.

Regards,
Wayne Horton
EUROWORLD
7/5 Hines Road
Oconnor W.A.

0893143246 w/hrs
0419933385 mob

From: Thursday, 23 February 2017 12:39 PM
Sent: waynehorton1a@gmail.com
To: FW: Volvo vida software access
Subject:

From: Pandey, Dheeraj [<mailto:dheeraj.pandey@volvocars.com>] **On Behalf Of** Issupp, Tissupp (T.)
Sent: Wednesday, 22 February 2017 5:54 PM
To: 'Wayne Horton'
Cc: msmith@aaaa.com.au; Issupp, Tissupp (T.); Pickett, David (J)
Subject: RE: Volvo vida software access

Hello Wayne,

We apologies for the inconvenience caused to you.

However we have send your concern to your National Sales company and they will get back to you with an update shortly.

Regards,
Dheeraj Pandey

From: Wayne Horton [<mailto:euroworld@westnet.com.au>]
Sent: 22 February 2017 11:54
To: Issupp, Tissupp (T.) <TISSUPP@volvocars.com>
Cc: msmith@aaaa.com.au
Subject: Volvo vida software access

Dear Sir,
My software has been disengaged and access to my Admin denied.
Could someone please explain?
Is there a refund coming from my purchase?
Regards,
Wayne Horton

Dear Sir,
I am a independent repairer to solely Volvo vehicles and am very gratefull you have finally allowed us Australians access to Vida via the Technical Information Shop.
I recently purchased Vida (Purchase ID 455779)and have successfully installed and operational.

However on trying to purchase Software via my local Dealer(Volvo Cars Perth)as per software ordering instructions,was informed they we unable to comply.
The Dealer contacted Volvo Australia and again I was told unable to have software.