



ACCC - New Car Retailing Industry Market Study

Supplementary Public Submission from Ultra Tune Australia Pty Ltd

PART 2

Experiences in Ultra Tune Centres accessing parts, tools and data for repairing or servicing cars

Ultra Tune Roxburgh Park – Victoria

Please note this example was included in our original submission (28/02/17), however you will see below we have added a link to the recall that Jeep would have received and chose not to share this information with us when we called for their assistance.

28/2/17

2011 Jeep Grand Cherokee 3.6ltr V6 Petrol, with only 69,000klms on the odometer, came into our centre with fuel pump issues. This car has 2 fuel pumps both located in the fuel tank for us to test which fuel pump needed replacing we would have to remove the tank, which would be a lot of hours in labour. Decided to contact Jeep for assistance and pricing on fuel pump. Fuel pump was going to cost us around \$1,100 for one! They would not give us any tips or advice on this. Upon further research on the computer it became apparent to us that this is a known fault with this particular vehicle and it is a relay wiring issue. Spoke again with Jeep no assistance given, we asked if this was a warranty issue which it is. Car is on a tow truck as we speak heading to Jeep to have this rectified, at no cost to the customer. If I had not researched this and found this known fault I may have gone ahead and done the fuel pump only to find that this did not fix the problem and I would have been thousands of dollars out of pocket. The customer was very upset with this situation.

<https://www-odi.nhtsa.dot.gov/acms/cs/jaxrs/download/doc/UCM470392/RCRIT-14V530-6412.pdf>

Ultra Tune Balcatta – Western Australia

2009 Chrysler Voyager. This vehicle had a major clutch shutter, however this only happened when the vehicle was in reverse. We could not find any information on this and spent a great deal of time researching. Only to be forced to seek outside help from contacts that I have in the industry. This was a known fault with this vehicle.

Ultra Tune Hamilton – Queensland

We have access to AutoData, OurAuto, and of course Boyces. They are fantastic for a lot of cars, but they don't have the level of detail required sometimes, especially when it comes to troubleshooting, or finding exact tech data on a particular issue.

Tech bulletins, diagnostic troubleshooting information, and repair process/precautions are very difficult once you get beyond the regular mechanical repairs that we complete. A few examples:

2007 – 2012 Ford Ranger / Mazda BT-50 – 5 Cylinder Diesel

These vehicles have warnings on our systems, and online about the variable vein oil pump. The issue is well known, and the tool needed to repair it is also made available, however the information on how to repair it, what actually causes the failure, and any other notes and warnings are not available from either Ford or Mazda, nor is the tech bulletin outlining the factory repair.

Recently we had a Ranger with a different engine that was presenting the same warnings on our systems. It took us around 1 hour of searching Google, and a wait from AutoData to confirm that the engine we were working with, was not affected by this issue.

2007 – 2010 Hyundai i30 – Steering Coupling

These vehicles have a known issue in a tiny bush, buried deep in the steering shaft. We have completed one before. With that repair, it was Google that got us on the right track. We have another one booked in today (2/3/17). Fortunately, the customer had to get some window repairs from one of our good suppliers. They noticed the issue and found out we were doing the work on Monday, and he was able to send us the official service bulletin on the repair. It's an awful copy, but it will allow us to run the repair in around half the time the original one did, as we now have detailed instructions and warnings to make sure we are not doing more damage than we are repairing.

Toyota Prius 2013 – 2016 models

George (our National Fleet Sales Manager) might be able to help out with this one too, I believe he was involved when it came up with our national fleet customer, Endeavour Fleet Management. Toyota Prius' have a hybrid battery fan to keep the batteries cool during operation. Toyota require that this be cleaned at every service. Endeavour were only made aware of the issue when their batteries started failing far earlier in life than they should have.

In this instance, Toyota Australia was unaware of the procedure. None of the logbook information stated this needed to be done, and last check, the customers were reimbursed around \$20k for repairs to a number of their cars. It was around that time that they forced to hand over the technical information on how to clean the fan.

Key Fob Coding

Obviously coding keys on some cars are a pain, but most of the time we can get around that with a scan tool. However, coding the fob itself to the car to activate the door locks can be difficult. This is almost exclusively a Google job unless you already know how to do the car that is presented. The time it takes to find this information is lost money to our business.

Mitsubishi Triton Diesels 2007 – Carbon Manifolds. Some models of these vehicles have a known issue with massive carbon build up in their manifolds. The Triton is a very expensive repair, but through Google and finding out the sale rate of some of the parts involved, and having an ex Mitsi tech on staff, we worked out what we needed to do.

Also worth noting that BT-50/Rangers (as discussed in previous email) are also known for carbon issues. To this date, we haven't been provided sufficient information to confidently complete the repair, so these are sent to other workshops to be completed.

I tried to find if I could get my Google search history, but It doesn't seem I'm able to for this computer. But Google is by far the biggest tool we use now days. While it's not a big worry here because I'm a nerd and I have time, I do fear that it will become a common avenue for information, because a lot of the information is simply not correct, and I worry for managers and staff who simply don't have the time to spend sifting through things to make sure the information is relevant to the actual car they have. Then there is the issue of the at home mechanics who simply have no idea when it comes to cars online.

We have many suppliers who we call on for help on at least a weekly basis. We are probably very lucky that this sort of thing can be done, and it's only credit to Murray and the relationships he has built over many years here in Brisbane.

Back to Google. I spend at least 1 – 2 hours a day using the data tools available to us, and Google to try and find the answers we need with some vehicles. It's certainly getting more and more difficult without the information required.

Ultra Tune Belmont – Western Australia

We recently had to decline a repair job on a 2005 Honda Civic to replace the front main oil seal as a specialised tool is required and this tool is only available to the Honda network.

2012 Suzuki Jimny. This car has come into us running very rough when it is at low revs. We cannot find any tech lines, campaigns or recall information on this and are currently at a loss as to what to do.

Ultra Tune Caloundra – Queensland

We had a 2012 Mazda cx5 in at work today (3/3/17) with an engine light coming on. It's a turbo diesel. Not sure what the issue is but it has to go to the dealer as we can't get a code definition. I have no contacts at Mazda and surprise surprise,,,, no info

When we scanned the vehicle under the Australian avenue there were no codes to be found for this issue. When we scanned it under and American market there was a code definition. But we can't get any info for the vehicle.

Ultra Tune Ballarat – Victoria

2008 Citroen C5. This vehicle needed to have the DPF fluid refilled, which we did, however we couldn't reset the light to confirm that the fluid had been refilled. We tried numerous scan tools to perform this; Bosch, Autoland, Snap On etc and had no success. Called the dealer and they told us they couldn't help other than bringing it to them. With further research we found that another workshop in town had a very expensive Autoscan scan tool that was able to perform this. We spent a lot of time trying to reset this DPF fluid light that we could not charge our customer for,

2015 BMW, this is a local Doctor who came to us due to disappointment in dealing with the local BMW dealership. We couldn't clear the service light. I called the customer to let him know that I had spoken with BMW about clearing this code and that they said that they would clear it, however we had to pay them for the service. The customer was adamant that they did not want their car going to BMW, he asked me if the service had been done and would he get supporting paperwork for this, which we told him yes, he was happy with this as he said he trusted us. When the customer came in to pick up his car, he had a band-aid with him and said "I am a Doctor and band-aids often fix the little things" he then put the band-aid over where the service light appeared and looked at us and said "there fixed"!

Ultra Tune Bayswater – Victoria

2011 Mercedes Benz Vito. Scan tool was showing a code relating to Stability Control, it was also showing the warning light on the dash for this. Our scan tools did not give us any solutions for this. After researching online for a great period of time, we were forced to send this to a Mercedes Benz specialist, which cost an additional \$110 that we should not have had to spend.

Ultra Tune Brandon Park – Victoria

2013 BMW 5 series. We had to replace the battery, for us to be able to get rid of the dashboard warning light the battery had to be programmed into the car's computer, we were unable to do this and had to send car and customer to a BMW dealership. This is very frustrating and makes us look stupid because in the customers eyes we can't even change a battery!

We come across a lot of programming issues with European built cars; Mercedes Benz, BMW's, Audi's and Volkswagens. We can do the fault finding, however have trouble finishing the job as we can't access information as to how to perform the job to fix these issues and are forced to send the cars to the dealers.

Ultra Tune Bulleen – Victoria

Last week (02/03/17) we had a 1998 Honda Prelude in our workshop and we needed the code for the Radio. Called Honda and they told us that it has to be booked in with their service centre to get this code put into the radio and that will attract a cost. We had to send our customer to a Honda dealership. This just seems so unfair that we cannot do simple things like this and I worry about the customers losing confidence in us.

Ultra Tune Nerang – Queensland

Hi Tania,

Recently we received an email from Head Office outlining the risks of servicing late model Triton Diesel vehicles due to the valve adjustment being required every 15,000km adding approx. 4.5 hours to the service.

Boyce Auto Data allows 6.8 hours for a 30,000 klm service, we quoted off this, a price of \$994.95. The customer said we were \$450 more expensive than the dealer therefore leading me to believe

the dealer is not doing the valve adjustment as there is no way they could be that cheap when the valve adjustment alone would cost \$450.

This may be of some assistance in your negotiations with dealers

Regards

Kel

Then an email response from our Queensland State Manager

Hi Kel,

I would suggest that you are right and the dealerships are possibly not quoting for valve adjustment. The other thing to consider is that your customer may have had price servicing. I know from experience that the dealerships definitely don't carry out valve adjustments if the vehicle is covered by a capped price service program. I had dealerships tell me that my valve adjustment would not be carried out on my Pajero if it had capped price servicing.

Regards,

Joel Willing

Queensland State Manager

Ultra Tune Balcatta – Western Australia

I called Volkswagen Wangara on Wednesday the 8th of March asking them for help on resetting a service light on a VW Polo 2015 year model as we don't have it and Boyce system does not have it.

There reply was, that only VW can do it and I need to take the car there and pay them \$120.

Ultra Tune Caroline Springs – Victoria

Could not get service schedule for BMW X6 even after emailing Boyce Automotive re attachment

Below is the attachment

To: Ultra Tune Caroline Springs

Re: 2013 BMW X6 E71 3.0L Diesel V6 Auto

Hi Joe,

Unfortunately the service schedule or service information is currently not available from our library in regards of the 2013 BMW X6 E71 3.0L Diesel V6 Auto.

Sorry for the inconvenience.

Kind Regards,

Boyce Support Team

Boyce's Automotive Data

Ph:+61 (0) 2 9319 7484

Fax:+61 (0) 2 9698 7346

Ultra Tune North Ryde – New South Wales

A thought that I have had this morning when a new customer has found getting a quote for a Log Book Service and tyres all too hard.

Potential clients rarely, but sometimes do not acknowledge the variations within a range of Same Brand and Model vehicles.

This client said that she wouldn't come through the door without an indication of what the costs may be.

(This situation is fraught with problems as once you mention a price, any price, that becomes gospel. Eg. The vehicle may have an Auto Service for the service they want you to quote on, yet a different year model/engine size may not and so on.) When I asked for the vehicle's details she lost interest, even though it was explained that there are up to 10 vehicle variations within one year, and four tyre combinations that may be on the vehicle. It all became too hard.

This is because when they ring the Dealer he has access to the Manufacturer's Records which detail, based on original Registration Number, what the vehicle is. All he has to do is ask for the Registration Number, look it up on the Manufacturer's Computer, and he can answer all the questions that the client has, from the screen in front of him. We should include the ability to do that ourselves as part of the ACCC's review. This information not being readily available becomes a restriction on trade when customers aren't interested in providing the required information.

Let me know if you want me to write it up differently to this, but it is something that the aftermarket should strive to get access to.

Ultra Tune Head Office – Tania Plumpton

2007 Toyota Corolla

We received a call (23/03/17) from a customer that had recently had repairs done at our Ultra Tune in Stafford City (Queensland) and was upset with an additional charge. As it turned out the repairs that were performed on her car had caused the radio to be disconnected from the power source, therefore requiring a code to use the radio again. Our centre called the customer to get the code from her, she did not know where to find it and since her husband had passed away and he took care of these things, she would not know where he had filed this information. Our centre advised the customer that they had attempted to get the code from Toyota, however they refused to give this information over the phone. The lady had to go to a Toyota dealership herself and pay \$66.00 to get this code. She (the customer) called head office to complain about the centre's incompetence in not being able to reset the radio. I explained to this customer that we have been working on submissions to the ACCC about these types of scenario's, she was disgusted that she owned the car yet had to pay for information and was forced to go to Toyota for this, since her husband (when alive) and herself have been going to Ultra Tune for over 7 years. She wished us luck with getting this awful and unfair situation changed.

I am so pleased that this customer called us and we were able to explain this to her, otherwise we would have lost this customer.