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MEMBER OF



New Car Retailing Market Study Team  
Australian Competition and Consumer Commission  
GPO Box 3131  
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31 October 2017

Dear ACCC New Car Retailing Market Study Team

Thank you for your request for information about whether Australian Automobile Association (AAA) member clubs experience difficulties providing members with roadside assistance due to the inability to access technical service and repair information. The AAA welcomes the opportunity to provide further information.

### Access to service and repair information

The AAA and member clubs strongly believe manufacturers must provide independent access to service and repair information on commercially fair and reasonable terms. With electronic systems interacting with much of a modern vehicle's operation, roadside assistance providers increasingly depend upon access to technical information from the manufacturer to diagnose and repair vehicles. Without access to this technical information, there may be more instances of roadside assistance call-outs resulting in an unnecessary tow, which will cost motorists in time and money.

### About Roadside Assistance

AAA member clubs provide roadside assistance services to thousands of motorists across the country every day. In general, club patrols mobilise over 90 per cent of vehicles they attend.

The most common type of issues AAA member clubs respond to are minor. For example, flat batteries, flat tyres, depleted fuel tanks and locked keys. If a vehicle is unable to be mobilised in a short time, that vehicle is towed to a nearby mechanical workshop for further diagnosis and repairs.

### Issues with accessing service and repair information

AAA member clubs' roadside assistance patrols have experienced issues with mobilising vehicles due to a lack of access to technical service and repair information. Some issues include the ability to recode Electronic Control Units, calibrating software, and extract and decode diagnostic trouble codes.

However, due to the nature of roadside assistance, detailed problems with accessing technical service and repair information is not generally captured and collated. If there is an issue with mobilising a vehicle on the roadside, the patrol is more likely to organise a tow, rather than spend extra time with the vehicle trying to diagnose the problem. Some clubs have noticed an increase in the number of vehicles being towed, which could suggest an increasing problem with accessing technical information.

Thank you for the opportunity to provide further input into the ACCC New Car Retailing Market Study.

Yours sincerely

A handwritten signature in black ink, appearing to read 'M. Bradley', written in a cursive style.

**Michael Bradley**  
Chief Executive