

Vehicle/Situation Specific Examples

MAZDA Assertion	Brand Response
<p><b>Mazda 6 Diesel</b></p> <ol style="list-style-type: none"> <li>1. Must be connected the factory computer via internet and have software updates for the ECM. Must be completed by the dealer – access to software update denied.</li> <li>2. Consumer requested access to the update to be provided to their repairer – access denied</li> </ol>	<p><b>Brand Response</b></p> <p>Each repair could have been completed through any independent repairer purchasing a Mazda Modular Diagnostic System (M-MDS). This would permit unhindered access to resolve both repairs, minimising the unnecessary delay of the repairers having to take it to a Dealership and then requesting that additional time for the Dealership staff to safely drive the vehicle into the workshop, connect the vehicle and complete the module setup, then return it to the repairer.</p> <p>The two examples cited have not previously been raised to the awareness of Mazda Australia and do not match with any known request for independent repairer information through the publicly available FCAI weblink (<a href="http://www.fcai.com.au/service-repair/member-service-repair">http://www.fcai.com.au/service-repair/member-service-repair</a>). This link confirms that repairers need simply email <a href="mailto:customersupport@mazda.com.au">customersupport@mazda.com.au</a> to make a request for information. This is the first time that we have become aware of any of the formal AAAA reporting instances.</p> <p>As of 2<sup>nd</sup> November 2016, this link was further upgraded to a dedicated Australian-developed portal for access to Mazda's Workshop manuals identical to that offered online to Dealerships. This portal includes full Body Repair information, Wiring Diagrams, Workshop Manuals and Technical information at <a href="http://www.mazdamanuals.com.au">www.mazdamanuals.com.au</a> for a time-based subscription.</p> <p>Both examples would simply require an independent repairer to purchase a diagnostic tool that is required of all authorised Mazda Dealerships. This diagnostic tool is publicly available to purchase through Mazda Australia and there are no restrictions or price difference placed upon purchase to any party. There have been no enquiries to purchase a Mazda diagnostic tool since the commencement of the FCAI Code of Conduct.</p>
<p><b>Mazda 3 2005</b></p> <p>Power steering module failure, needs to be connected to the factory tool via the internet to get the new module initialised. Repairer installed power steering module according to manufacturer's specifications – final step</p>	<p><b>Brand Response</b></p> <p>Regarding the "arbitrary fee" mentioned, this is not something that is set or prescribed by Mazda Australia under any direction to Dealers. The nominal time mentioned in the submission is something that any business should reasonably and fairly be able to recover as a result time and staff support provided – which is exactly what appears to have been done in this instance.</p>

required dealership involvement and payment of an unnecessary fee which was set at an arbitrary amount because the repairer wanted to get the vehicle returned to the customer.	It would be against the spirit of fair and reasonable access to information for any repairer to rely upon another repairer (Dealer or otherwise) to not provide nominal and fair recovery of time and technology invested in support of providing the information
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<b>MITSUBISHI</b>	<b>Brand Response</b>
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<b>Assertion</b>	<b>Brand Response</b>
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<b>Mitsubishi Triton Diesel</b>	
Has had issues where dealer internet updates direct to the car are the only fix (diesel injectors learned values, poor performance).	<p>From the 08MY Triton onwards:</p> <ul style="list-style-type: none"> <li>Learned values for the injectors can be saved by aftermarket scan tools or manually written down. If the information needs to be re entered, this can once again be done with the appropriate aftermarket scan tool.</li> <li>If injectors are to be replaced then the code is printed on the injector and can be manually entered.</li> <li>Selected after-market scan tools also have the ability to perform the SOLL (small quantity injection learn) which helps for any deficiency in injector condition or engine condition. This value is derived from the engine speed via the crank sensor provided to the engine ECU.</li> <li>Regarding diagnostics around learnt injector values (SOLL) and poor "performance", information is contained within the workshop manual and may relate to Diagnostic Trouble Code (DTC) procedure or symptom procedure. The workshop manual in CD form can be purchased from the Mitsubishi Dealer Network.</li> </ul>

	Mitsubishi Motors believes that it complies with the requirements of the voluntary code providing service and repair information.
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<b>Mitsubishi Rosa</b>	
Bus-passenger door actuator, (wiring diagram) unable to source wiring information, Warranty issue with module.	The Mitsubishi Rosa is a bus and not a light vehicle and so is not covered by this Agreement.

<b>JEEP</b>	
<b>Assertion</b>	<b>Brand Response</b>

<p><b>Jeep XJ Cherokee</b></p> <p>Unable to get information, wiring diagrams pertaining to engine management. Car came in not running – no fault codes. Car had to be returned to the dealer to have it diagnosed. (A faulty injector) which could also only be programmed via the dealer.</p>	<p>Fiat Chrysler Automobiles (FCA) has a technical information website that independent repairers can reference to find and use wiring diagrams, rebuild procedures, diagnostic test and so on. This information is available for a subscription fee that can be purchased for as little as one day in case repairers see few vehicles in their workshop.</p>
<p><b>Jeep Grand Cherokee</b></p> <p>I recently purchased a tool that will allow me to program many different vehicles (CarDAQ-M). I had a Jeep Grand Cherokee in the shop last month. It had a fault and the check engine light was on and fault codes for oxygen sensors. I went to the Chrysler website and purchased a subscription for 1 day. I logged in and entered the VIN number and was excited to find that the VIN was recognised. That means that this exact vehicle was supported and I was able to search for technical service bulletins, look at service information, wiring diagrams, etc. I found a TSB that addressed the exact problem that this vehicle had. Chrysler had released a new software update (calibration file) to resolve this exact problem with the oxygen sensors. Great Stuff! With my one day subscription I can download the necessary software that will interfaces the CarDAQ with the vehicles computer. I search and find the calibration file and see a warning notice on the webpage. The notice warns that once the update is performed that the immobiliser (SKIM) will need to be reprogrammed and a PIN code will be required.</p>	<p>These codes are used to program keys and modules to vehicles and therefore represent a serious security risk. We would expect that the owner of the vehicle request this "pin" from our dealerships so the necessary checks could be performed before this type of information is given. With the vehicle in an independent workshop we have no way of determining that the person requesting the pin has the owner's permission.</p>

<p>Oh, great..... So I get on the phone and speak to the nearest Chrysler dealership service manager and get the typical response 'we cannot give you that information and besides you need a special scan tool to do the programming' I explained that I had the scan tool and I was willing to purchase the code but that didn't help. No Joy.</p> <p>Very frustrating, I was so close. I had the scan tool, I had the subscription, I had the software and I had the calibration file. But I couldn't go any further because I couldn't get the code.</p>	
<p><b>Jeep</b></p> <p>A customer came into Umina with a Jeep and had a intermittent issue with the head light and we requested the electronic diagram from jeep the first person told us they can't provide that information, so we tried another dealer and was told they don't allow this but they would this time, we provided our fax number and contact and we have never received the information so we followed up but were told that guy isn't around and they can't help. So once again, we were unable to fix the problem and needed to have the customer return to the dealer.</p>	<p>Fiat Chrysler Automobiles (FCA) has a technical information website that independent repairers can reference to find and use wiring diagrams, rebuild procedures, diagnostic test and so on. This information is available for a subscription fee that can be purchased for as little as one day incase repairers see few vehicles in their workshop.</p>

<p><b>JAGUAR</b></p>	<p>Jaguar Land Rover recognises and readily acknowledges the role that independent repairers play in providing customers with alternatives to the services offered to customers by authorised Dealers. Independent repairers are able to have access to most of Jaguar Land Rover's technical information, as available to authorised Dealers, with the exception of security serial numbers and key codes. Jaguar Land Rover does, however, consider that there are clear quality advantages for customers who choose to have their Jaguar and Land Rover vehicles serviced at authorised service centres. This is</p>
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	<p>because Jaguar Land Rover and its authorised repairers invest significant amounts of time and money into training, equipment and facilities, to ensure that authorised JLR service providers can meet the high customer expectations and quality standards that are required of authorised Jaguar Land Rover service providers, as well as legislated safety standards.</p> <p>The resources invested in training by Jaguar Land Rover and its authorised service providers means that, whenever a Jaguar or Land Rover vehicle owner chooses to have their vehicle serviced at an authorised Jaguar Land Rover service centre, they know that they will receive, from an expert specifically trained in the servicing of Jaguar and Land Rover vehicles, a high quality service that meets Jaguar Land Rover's mandated standards.</p>
<p><b>Assertion</b></p> <p><b>Jaguar S Type 1999</b></p> <p>This car has four body control modules. One front, two middle &amp; one rear. We found information and could communicate and read fault codes from the BCM's and diagnosed a faulty rear body control computer. We could order the computer, however, we had to return the vehicle to the dealer to have the computer re programmed with the vehicles specifications so it would operate.</p>	<p><b>Brand Response</b></p> <ul style="list-style-type: none"> <li>• The information for servicing on Jaguar vehicles can be downloaded from our online library called TOPIX: <a href="http://topix.landrover.iltext.com/topix/vehicle/lookupForm">http://topix.landrover.iltext.com/topix/vehicle/lookupForm</a></li> <li>• The below is a screenshot of the website which shows the logins for: <ul style="list-style-type: none"> <li>○ Independent Operators</li> <li>○ JLR Retailers &amp; Staff</li> <li>○ Browsing TOPIX without registering</li> </ul> </li> <li>• Some vehicle components, when replaced may require programming and thus the use of an appropriate diagnostic unit for this purpose.</li> <li>• The recommended diagnostic unit is available from Panasonic (<a href="http://www.panasonic.com/au/">http://www.panasonic.com/au/</a>) and the connection for this unit to a Jaguar vehicle (Vehicle Communications Interface) is available from Dew Technologies (<a href="http://www.dewtech.com/technician/products/mongoose.html">http://www.dewtech.com/technician/products/mongoose.html</a>)</li> <li>• Screen shots from both websites are attached.</li> <li>• To complete the proposed repair will require software for the diagnostic unit and this is available by subscription to the online library via a link on the TOPIX website.</li> <li>• In the particular repair issue raised, provided the repairer followed the processes above, it would not have been necessary to take the vehicle back to a Jaguar Dealer, as the module programming would be completed from data within the tool and security information from the vehicle.</li> </ul>

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## R4-D1 Fully Rugged 10.1" Outdoor Display 10 Tablet

Experience the power of the R4-D1 Fully Rugged 10.1" Outdoor Display 10 Tablet. This rugged tablet is designed for use in harsh environments, featuring a 10.1" display and a rugged case that can withstand drops, shocks, and vibrations. The R4-D1 is powered by the Intel® Core™ i7-7100U processor and includes 8GB of RAM and 128GB of storage. It also features a long-lasting battery and a variety of ports for connectivity.

**Key Features:**

- 10.1" Display
- Intel® Core™ i7-7100U Processor
- 8GB RAM
- 128GB Storage
- Rugged Case
- Long-lasting Battery
- Connectivity Options

**Product Details:**

- Model: R4-D1
- SKU: R4-D1-1000000
- Price: \$1,299.00

**Additional Information:**

- Warranty: 3-Year Limited Warranty
- Support: 24/7 Technical Support
- Downloads: User Manual, Quick Start Guide

**Intel® Core™ i7-7100U Processor**

**8GB RAM**

**128GB Storage**

**Rugged Case**

**Long-lasting Battery**

**Connectivity Options**

**Additional Information:**

- Warranty: 3-Year Limited Warranty
- Support: 24/7 Technical Support
- Downloads: User Manual, Quick Start Guide

## MONGOOSEPRO®

Your J1939, OEM-specific, programming & diagnostic solution. Select the make of vehicle interface cable you need to get started! (Blindcoch options are also available for Honda and Toyota for an additional charge)



Chrysler



Ford



GM 2



Honda



Jaguar/Land Rover



Toyota 2

## VOLKSWAGEN

Volkswagen AG provide a global web based solution that provides independent workshops, vehicle fleets and private customers with an electronic repair and workshop information service. Software for diagnostic tools is also available via the following link:

	<a href="https://erwin.volkswagen.de/erwin/showHome.do">https://erwin.volkswagen.de/erwin/showHome.do</a>
<b>Assertion</b>	<b>Brand Response</b>
<b>VW Beetle 2003</b>	
Brake bleed procedure it has air in the system (not just a normal flush) is specific to this model. Had to buy a factory manual from USA to get the instructions on how to perform. Also required a scan tool. A function which our scan tool performed, however, we needed the procedure information to go with it. This car is 12 years old and the local dealership did not want to do the procedure and did not have the staff qualified to fix this model.	Procedure for brake bleeding is available in Erwin as is the software for diagnostic work.
<b>VW Golf</b>	
An example; I was servicing a Volkswagen Golf. When I contacted Volkswagen to advise them we have serviced the vehicle and to please make a note of it and could you clear the service reminder I was told that it cannot be done as it was not serviced at Volkswagen and thus there is no way of logging the service, our solution for this was to purchase quite expensive equipment to clear this service reminder an expense adding service I think you would agree. The same request came from the customer, to a dealer, and was offered a flat refusal, (no proof of service or cost to clear the reminder was discussed). The customer said, they don't own my car how can they have that power?	A service book is provided with all Volkswagen vehicles where the service can be recorded, Software for diagnostic work to clear the service light is available via Erwin, there is also a manual override of the service light. This procedure is contained in the owner's manual supplied with the vehicle.
<b>VW Caddy</b>	



<p>One example. We had to replace the ignition barrel, cylinder &amp; key on a VW Caddy, parts the dealer happily sold me, when it came time to commission the new ignition cylinder with our scan tool, the 4 digit code required was not accessible for me from the dealer. Four phone calls and the promise that the service department will get back to me never eventuated.</p>	<p>Vehicle immobilizer data is intentionally not made available, as this could potentially be used for the theft of motor vehicles. VGA treat this data with the utmost respect and confidentiality.</p>
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<p><b>FORD</b></p>	
<p><b>Assertion</b></p>	<p><b>Brand Response</b></p>
<p><b>Ford Territory Ghia</b></p> <p>Steering angle sensor failure. Whole steering column needs to be replaced. Once replaced the steering angel sensor has to be programmed to suit the vehicle. (Not just calibrated) it needs to be programmed first after it's been replaced and then calibrated. We had to return the vehicle to do the dealer to have it programmed. (They also calibrated it) We can calibrate, but cannot program it.</p>	<p>The comments mention the sensor needs to be programmed first and then calibrated. This is false; the steering angle sensor only requires to be calibrated to the straight ahead position. This can be achieved with after-market tools similar to those from Bosch.</p>
<p><b>Ford FG Falcon</b></p> <p>We had a FG falcon with an air bag issue from the crash shop that our scan tool diagnosed a faulty air bag module. Sourced a new genuine module from local Ford dealer and had to get it programmed by local dealer. Car was mobile so we drove this to the dealer. They said could we leave it with them, they took 2 days and charged us excessively to programme vehicle, client not happy and we nearly lost contract with crash</p>	<p>The Dealer took 2 days to program the airbag module for the crash repair shop. Please see the dealer about the loads in the workshop. The reason this Air Bag module requires programming is that we offer a number of vehicle configurations (e.g. with and without curtain bags, with and without seat bags). All these configurations use one of a couple of modules, so tailoring to the application is needed. This module configuration can be achieved with after-market tools similar to those from Bosch</p>

<p>shop over delays even though we told them it was at dealer being sorted. We can tow truck vehicles in the city, not sure what you would do in the country to get them to a dealer?</p>	
<p><b>Ford Focus/Ford Mondeo/Ford Transit</b>          These vehicles require special tools to replace the timing belts/chains and cannot be purchased locally through the dealer network. We are prepared to purchase the tools as a group – but they specifically stated that we cannot buy these tools. Many of our staff were trained in the Ford network and have a lot of experience in the dealer network. Without the tools, it is impossible to undertake testing or replacement.</p>	<p>Focus, Mondeo and Transit timing belt / chain replacement tools: these tools are for alignment of the camshafts, crank shaft and prior injection pumps. These tools can be fabricated easily or purchased over the internet and or ordered from our tool supplier Bosch directly.</p>
<p><b>2012 Ford Ranger</b>          With regard to companies not sharing/releasing bulletins on known faults, an example occurred on a 2012 Ford Ranger with 47000km were a coolant hose wore through on a fuel line, the local dealer made mention that they are looking out for that potential fault when THEY service the vehicle. Fixed price servicing is another issue and without going on and on, again I have examples of a not so level playing field.</p>	<p>This was a campaign and can be easily found on google or by going to the Australian recall site.</p>
<p><b>HOLDEN</b></p>	
<p><b>Assertion</b></p>	<p><b>Brand Response</b></p>
<p><b>Holden Astra TS</b>          We had a client with a TS Astra that had an engine ECU fault requiring a replacement ECU.</p>	<p>Access to program this vehicle is through the AC Delco TDS site (acdelcotds.com). Programming interface will be required e.g. MDI or Tech2</p>

<p>We purchased a new genuine ECU from our local dealer but it had to be programmed into the vehicle, our local dealer stated they could not programme the ECU for 3 days "too busy" so to get our client back on the road we had to tow truck the vehicle to a dealer in the city, pay a programming fee and tow truck the vehicle back to us. Would have been happy to pay a fee to download and unlock/programme vehicle in house to save inconvenience and possible vehicle damage whilst in tow truck operators' control.</p>	<p>Service information access location is <a href="http://gme-infotech.com">gme-infotech.com</a>.</p>
<p><b>VE Commodore</b>  Vehicle required a replacement module for reversing sensors which was purchased from Holden Dealer. Fitted module and went to reinitialise vehicle with scan tool and was asked for a PIN code which could only be obtained from the dealer for a fee.</p>	<p>This security code is supplied with the vehicle in the owner manual wallet.</p>
<p><b>XC Barina Z14xe</b>  Steering position/angle sensor code, no accessible voltage pin outs. Holden dealer needs vehicle at their shop to repair.</p>	<p>Service information for this vehicle is available at <a href="http://GME Infotech (gme-infotech.com)">GME Infotech (gme-infotech.com)</a>.</p>
<p><b>Holden Zafira</b>  No reprogrammable procedure for replacement ECU, needs to go to Holden dealer (even with G-scan) we were able to buy the parts from Holden though.</p>	<p>Access to program this vehicle is through the AC Delco TDS site (<a href="http://acdelcotds.com">acdelcotds.com</a>). Programming interface will be required e.g. MDI or Tech2</p>
<p><b>VE Commodore</b></p>	

<p>Body wiring diagrams/voltage pin outs for door actuators/interior illumination. Had a stereo staying on (supposed to switch off after door is opened) no retrievable data/specs.</p> <p>The others are a case of it's who you know. We will usually target or ask the particular Dealer which we have recently spent money with and play the "we get parts off you, could you help out card" This is a hit and miss approach.</p> <p>Sometimes you're lucky &amp; can say to the customer we were able to help you out today.</p> <p>Sometimes we have to say "sorry you need to go to nearest dealer? Which could be 250km away</p>	<p>Access to program this vehicle is through the AC Delco TDS site (<a href="http://acdelcotds.com">acdelcotds.com</a>).</p>
<p><b>Astra 2004 AH</b></p> <p>Model breaks down, I have it towed to my local garage (I'm hundreds of kilometres from a dealership) The local technician can source a new computer for me, but is unable to fit it because the computer has to be told/programmed it is being fitted to my particular optioned model (auto climate control, ABS and so on).</p> <p>I then have to have the car towed hundreds of kilometres because Holden in this case has withheld the rights to say that only a dealership has the right to fit a new part. Scan tools can communicate with this new computer, but without being "hooked into Holden's network" the part cannot be taught the programming.</p>	<p>Access to program this vehicle is through the AC Delco TDS site (<a href="http://acdelcotds.com">acdelcotds.com</a>). Programming interface will be required e.g. MDI or Tech2</p> <p>Service information access location is <a href="http://gme-infotech.com">gme-infotech.com</a>.</p>
<p><b>VE Commodore</b></p> <p>Alternator charging mapping has had an update,</p>	<p>Access to program this vehicle is through the AC Delco TDS site (<a href="http://acdelcotds.com">acdelcotds.com</a>).</p>

<p>externally the vehicle would have multiple repairs to alternators and ECU's. Without information channels open from manufacturers, updates to onboard software as issues became evident have to be returned to the dealership, most workshops own scan tools with the ability to bi-directionally communicate with vehicle electrical systems, and in the event of an update could be provided the software to correct factory issues with programming.</p>	<p>Programming interface will be required e.g. MDI or Tech2</p>
<p><b>2001 Holden Rodeo</b></p> <p>A 2001 Holden Rodeo came to our workshop. Vehicle won't start – check engine light on. Carried out diagnostic procedure to determine fault. Reconditioned fuel pump. Fitted new immobilizer and keys. Contacted local Holden Dealership to request support – Which involved Hiring a Tech and Holden's tech2 computer to carry out interface with ECU. Dealer refused to help us in any way. (Dealer had sold this vehicle 6 weeks earlier with check engine light on and told customer they fixed it). Several phone calls to ask again for help – refused. Contacted Metro Holden 75km away and they were happy to help. Sent vehicle to Adelaide at my own expensed \$350.00 and Metro Technicians carried out the task requested. Vehicle then sent back to us. Local dealer refused to help us and it was suggested by us to tow the vehicle to them for interface and they also refused this suggestion. We then asked if the customer could bring the vehicle direct to them and they also refused to</p>	<p>Access to service, diagnostic information and programming for this vehicle is available through the AC Delco TDS site, acdelcotds.com (SI under legacy publications section). Programming interface will be required e.g. MDI or Tech2</p>

help them.

**RENAULT**

**Renault Megane II 2007**

We are unable to reset the service due indicator. The manual procedure (Autotech/Autodata) doesn't work. G-scan doesn't have that special function. Unley Renault say the vehicle needs to go to them! I know the Renault is a bit obscure but we actually have it here today.

The 2007 Megane II does not require a scan tool to reset the service due indicator. It is reset using the vehicle's display reset button and the instructions on how to do this are included in the owner's manual (see attached).



Pages from Meg II  
PHII NU761-4\_ENG.P1

**Mercedes-Benz**

**Assertion**

**Mercedes Sprinter**

Unable to purchase work shop manual or specific wiring info from dealers in Adelaide. Ended up purchasing on line from states. Some of the above concerns we eventually get around but for example the Mercedes w/shop manual took 8 days. I know I don't have to tell you that's 8 days of a customer calling (2 times a day) 8 day's a bay is blocked up.

**Brand Response**

We (at head office), have not received any requests for access to our repair data, which would indicate very low demand, and in our view a single case study about a workshop manual does not indicate a systemic issue or concern.

- Access to the US or European Service & Parts Net system is unavailable in Australia, as it is only available to residents of the EU or US respectively.

**Mercedes A190**

We had a 2009 Mercedes A190 towed to the workshop from another repairer. The Steering lock was faulty and would not turn the steering wheel or start. Mercedes once sold you the new Steering lock and Green program key to program the steering lock into the vehicle. As of this year

We are currently in the process of updating our theft-relevant parts policy which will allow independent repairers to purchase theft-relevant parts provided that they work with an authorised repairer to comply with the same identification and legitimisation requirements as authorised repairers, in order to maintain the appropriate levels of vehicle security and public safety.

<p>they will not sell you the steering lock or supply the green program key. They want you to tow the vehicle to a Mercedes workshop and for them to fit and program the part. It will cost a minimum \$500 just to install the part and tow the vehicle before the cost of the part is added. Ignition Switches and keys come under this rule now too. This is costly for the client and time consuming.</p>	
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<p><b>NISSAN</b></p>	
<p><b>Assertion</b></p>	<p><b>Brand Response</b></p>
<p><b>Nissan diesel</b></p> <p>Brought a diesel particulate filter from a Nissan dealer and after fitting new filter needed to go back to dealer for force burn. One dealer charged \$110.00 incl GST another dealer charged \$280 incl GST</p>	<p>This issue seems to relate to concerns with Dealer quotation rather than supply of information. Nissan would require further details about dealer quotation to be able to add any meaningful comment. In this case, the force burn would not be needed as the Diesel Particulate Filter had been replaced. Nissan has no record of request for this information from this repairer, but would be able to provide this information had the repairer requested this via the FCAI website.</p>
<p><b>Nissan X Trail</b></p>	
<p>Power windows must sometimes be reset to ensure the anti-pinch function operates. Resetting power windows is impossible without having the process to reset them, or the location of the hidden reset button. Safety then becomes an issue as children and adults with small fingers can experience severe pinch injuries.</p>	<p>Information is available and can be supplied via the appropriate channels. There is no hidden switch and Nissan does not believe there is a safety issue. The reset process is designed to ensure the power window will travel through its full movement without inadvertently stopping part way. In the event of a legitimate fouling of the window, the anti-trap function will stall the window operation.</p>
<p><b>Nissan</b></p>	
<p>The Nissan dealer replaced a Module (I think it was an engine module) and this module needed</p>	<p>Nissan has no record of request for information. However, in this case providing software to initialise / reprogram modules is outside the scope of the Code.</p>

<p>to be programmed to the car. Nissan fitted the module and could not communicate with the module and told the customer he had to take his car to an auto electrician because he had a wiring issue.</p> <p>It did not take Steve very long to discover the problem which happened to be a blown fuse. This is really the very basics and it shocks me that any repair shop could miss such a basic cause. Anyhow Steve now has communication be he lacks access to Nissan software and therefore cannot initialise the module. When the customer was told his car would have to go back to the dealer, he got upset, because this was the last place he wanted to take his car due to their incompetency. Besides he had just forked \$350 in a tow fee, he did not want to have to pay another \$350 to take it back to the dealer.</p>	
<p><b>Nissan Patrol Diesel</b></p> <p>We were recently testing a Nissan Patrol Diesel at our Erina store and needed the manufactures vacuum reading which we requested from the dealer but they wouldn't release the information so we were unable to complete the work and had to send the customer to the manufacturer this impacts the customer and our business.</p>	<p>This is the type of information that can be supplied if the repairer makes contact with Nissan via the FCAI web site.</p>
<p><b>TOYOTA</b></p>	
<p><b>Assertion</b></p> <p>Toyota dealer refused to give repairer a copy of Automatic transmission wiring diagram so</p>	<p><b>Brand Response</b></p> <p>Toyota Australia provides detailed repair information to the aftermarket through our website <a href="http://www.toyotamanuals.com.au">www.toyotamanuals.com.au</a> on a paid subscription model (available for \$5.42/day) and is not provided</p>



repairer sent customer to Toyota Dealer to get fixed. Toyota reconditioned transmission at a cost of \$5000.00 and two weeks later fault returned. It was a faulty solenoid not found on first overhaul.  
 There are other instances of Dealers not releasing information and wanting vehicle back for repairs and special tools not available to aftermarket.  
 I know programming is a bit specialised but we have invested in training and equipment that gears us up to perform these tasks and are held back by lack of resources.

through our Dealer network. This website has been advertised extensively and currently ranks 3<sup>rd</sup> on google organic search rankings.  
 The website can also be located through the FCAI website that summarises participating manufacturer's sources of repair information to the aftermarket.  
 Each repair manual contains the part numbers of Special Service Tools that can be ordered through any Toyota Dealer (except the tool that contains vehicle security functions).  
 Other instances should be detailed to enable a response.

**Toyota Camry**

Window motors need to be 'timed' when refitted. This information is not provided by the manufacturer or the dealer.

This information is available in the repair manual through our website at [www.toyotamanuals.com.au](http://www.toyotamanuals.com.au) refer to the example below as extracted from the vehicle repair manual.

**11. Re-Initialisation – Sliding Roof**  
 Evidence of compliance: (Electronic Repair Manual Extract)

Re-initialisation of the sliding roof and components after replacement of the roof rails is highlighted in the specific section of the relevant section in Toyota & Lexus repair manuals.

**Toyota Data Subscription**

<p>We paid for access over a specific time period and basically gave up trying to download some material. Didn't have the right configuration so stuffed around and had no support we gave up. I have been having issues with accessing some of the manuals on the website, particularly the wiring diagrams.</p>	<p>Toyota's repair manual website <a href="http://www.toyotamanuals.com.au">www.toyotamanuals.com.au</a> contains a significant number of older manuals that were developed well before the latest browser releases and this can result in some compatibility issues that require significant development, however the website has recently been upgraded to accommodate Internet Explorer IE11 and we regret any inconvenience that may have occurred.</p> <p>To access the electrical wiring diagrams a 3<sup>rd</sup> party program - Adobe SVG Viewer (free download) requires installation.</p>
<p>It can be a little annoying when you pay for a subscription and cannot access the information that they advertise as having available.</p> <p>The information is there, I believe, but the design of the website and the old manual format makes it impossible to access them. I have spoken to Toyota several times about this and their response is that they are not responsible for the material that is on the website and it is controlled by a third party.</p>	<p>All of the PC requirements as well as the software requirements to effectively view repair manuals are contained in the "Systems Requirements" section and need to be acknowledged prior to agreeing to the subscription in the final payments section.</p> <p>The website also has a customer support section available for assistance.</p>
<p>The latest update by email from them yesterday is that we cannot use any computer other than Windows 7 or older 32 bit machine with Internet Explorer 8.0 installed. Now, I have no idea how they expect us to operate a secure computer system and run a web browser that was released in 2009 on our computers.</p> <p>This is a ridiculous response in my opinion and indicative of the general attitude towards this half-assed attempt at sharing information. So I would recommend that you be careful and do not purchase any more than a one day</p>	

<p>subscription.</p>	
<p><b>2011 Toyota Hiace</b></p> <p>Came from a Toyota that they fitted a new Air con compressor the bill from Toyota was more than \$2500 but the air con still did not work so Toyota told the owner that it needed a new ECU and they had to programed in but they has no ECU in Australia and the car owner had to wait for more than 4 weeks for it to come. It was one of Britz Australia vans that we do work for so was ask to have look.</p> <p>This car did not need a new ECU or the new AIR con compressor in fact it did not need any parts to the get the air con to work??</p> <p>This car had GPS tracker fitted to the can low can high wires had communication interference so I cut the GPS system and rewired it and the AIR con work again</p> <p>I did ph the Toyota and ask then why did they put a new AIR con compressor and why did they order a new ECU when it was GPS communication interference? But they did not want to say anything?</p> <p>Britz Australia did not need to take this car to Toyota but they are the only ones that can Programme a new ECU that it did not need.</p>	<p>The comment relates to diagnosis conducted on a vehicle with an unauthorised accessory fitted and does not relate to the availability of repair information to the aftermarket.</p> <p>Toyota Australia does not offer a GPS tracker as an option or an accessory on its model line-up, please refer to the installer of this product.</p>

**2012 Toyota Prado**

This is a 80,000km logbook service which includes the diff and transfer oils to be replaced. When I look up Valvoline or Castrol for the right oil specification, I am told dealer only oil.

When I call up my Toyota dealer I am told that they do not sell this oil, they only have it in bulk and the car will need to go to their service department.

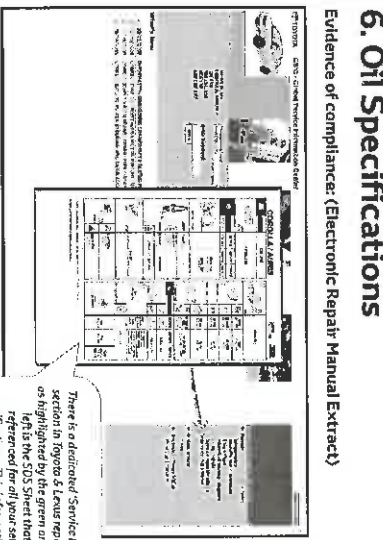
I have spent a good part of the day working out what oil to use, and it turns out that it is unlikely the dealer is actually using the correct recommended dealer oil, as I have discovered this particular dealer buys their oil in bulk from Castrol and Castrol do not sell the dealer specified oil for this car. So the plot thickens. I see this as a deception not only to the public but also to the aftermarket repairer, it is also very restrictive on the consumer's choice of repairer.

Also since upgrading the software on a few of my aftermarket scan tools, I have lost the level of ability that I use to have with my Toyota platform. It is like I have a very basic level and I can no longer carryout the diagnostic tests and reading that I had before my update. (I actually had this happen to 2 of my many aftermarket scan tools that have). There has been a fairly recent court case with a well-known Chinese scan tool manufacturer Maxisis who has been sued by some manufacturers for reverses

This information is available in the following locations:

1. Owner's manual contains detailed information on the oil specifications required for the vehicle.
2. In the specified repair manual that can be sourced from [www.toyotamanuals.com](http://www.toyotamanuals.com) as per below sample.

**6. Oil Specifications**  
Evidence of compliance: (Electronic Repair Manual Extract)



Thank to a dedicated 'Service Done Sheet' section in Parts & Accessories manuals as highlighted by the green arrow. In your 4x4's the SOS Sheet that can be referenced for oil your service oil specifications. This information can also be found in the 'Owners Manual' (print 2) under the 'Vehicle Specifications' tab.

3. Where local oil suppliers decide to not make available oils that are required for our vehicles, Toyota makes these oils available for sale through our Toyota Dealer Parts departments

<p>engineering factory scan tools. I have a feeling this may have sent shock waves throughout the Aftermarket scan tool manufactures and this may be the reason for the downgrade we are now seeing.</p>	
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<p><b>Isuzu Truck</b></p>	
<p><b>Assertion</b></p> <p>Isuzu uses factory codes that differ from generic OBD2 compliant codes, resulting in diagnostic issues when using aftermarket scan tools. Technical information from Isuzu is not available in Australia and Isuzu's overseas website uses different diagnostic codes.</p>	<p><b>Brand Response</b></p> <p>This example relates to Isuzu trucks and is not covered by the existing Agreement, the FCAI or Isuzu Utes Australia.</p>
<p>In the end I now know the code I had P0122 converts to the factory code P02E8 and this code points to the IAF position sensor, once I knew this, my job only took one hour to fix, had I know this at the beginning my job would have been done and dusted in one hour. Instead this job took 6 hours including the time spent in research and accessing the US Isuzu technical web site. Had I had the correct info on this fault code the job would have only taken 1 to 1.5 hrs but without this info it has taken 6 hours.</p>	
<p><b>2009 Isuzu NPR 200</b></p> <p>I am sure this is no surprise but Isuzu trucks will not sell me or for that matter Autodata technical information needed for the repair and diagnostics on a 2009 Isuzu NPR 200 small truck. I have accessed the US Isuzu paid site and</p>	<p>This example relates to Isuzu trucks and is not covered by the existing Agreement, the FCAI or Isuzu Utes Australia.</p>

<p>unfortunately the wiring plug to the engine ECU is different to our Australian mode. Autodata, VACC to which I have access through my MTAQ membership all have the same story – Isuzu Australia refuse to sell them technical data</p>	
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<b>VOLVO</b>	<b>Brand Response</b>
<p><b>Assertion</b></p> <p>Volvo advised an independent repairer to access a repair information portal for overseas models, to which the independent repairer already had a subscription. As it is not possible to choose and Australian address, the independent repairer had registered as a UK user and consequently their account was suspended. Even with access to the UK site, information does not cover Australian variations.</p> <p>A customer brought in their Volvo in that had the ABS light on dash, after some diagnosis it revealed that it needed a new ABS module (Anti Lock Braking system). We purchased the correct part directly from the manufacturer and installed it for the customer however the manufacturers neglected to let us know that the ABS module needed to be programmed in and we wasted hours of non billable time trying to get it to work. Finally after multiple phone calls and stuffing around we were told it need to be programmed by the dealers only. We had to re-book the customer in and drive her vehicle to the dealer who kept her car for 2 days (as they would fit us in when they could) and cost an</p>	<p><b>Case 1</b></p> <p>We acknowledge the issue as reported and advise that the Volvo process is for all requests for technical information is referred to the Volvo Cars international web site. We have become aware over recent weeks that the process to gain access to the site has changed and we are currently seeking clarification from our parent company as to the revised process and access rights for countries outside of the EU. We anticipate a response to our enquiry within weeks.</p> <p><b>Case 2</b></p> <p>All parts sold by VCA are via the franchised Dealer network and as such the repairer did not purchase the ABS module from “the manufacturer” in this instance. Presumably it was purchased from a franchised dealer, although the report is not specific in this regard. I don't believe VCA or the Dealer has any obligation to inform the purchaser of the repair process, and this matter is evidence as to the lack of knowledge independent repairers have with the technology present in all many contemporary vehicles. The allegation that the vehicle owner “felt it necessary to resume using the dealer” confirms that when repairs are undertaken using the manufacturer defined processes and with the necessary equipment there is little if any difference in price between franchised dealers and independent repairers.</p>



<p>additional \$300+ which we could not charge out to our customer and also had to provide the customer with a loan vehicle. The customer was extremely inconvenienced without a car for days and we were out of pocket around \$500.00 for the job as we tried to keep the customer happy by keeping the price as close as possible to our estimate, but in the customers eyes she felt that it is necessary to resume using the dealerships because she feels that we don't have the equipment to repair her vehicle properly. This is just one example we endure from vehicle manufacturers every single day. This costs my business and exponential amount of money each year and seriously hinders our ability to offer a fair and competitive service in my trade.</p>	
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<p><b>BMW</b></p>	
<p><b>Assertion</b></p>	<p><b>Brand Response</b></p>
<p><b>BMW 520D 2012 Diesel Auto</b></p> <p>BMW manufacturer are not providing there customers or us with the vital information as to where to find a simple engine number. I have been asked for a quote on a 68,000 klms service but I am not able to access the factory recommended service schedule</p>	<p>The BMW Group has a customer facing web portal called "OSS" or the Online Service System for BMW Service, MINI Service, BMW Motorrad Service and Rolls-Royce Motor Cars Service. The OSS portal provides non BMW workshop with access to the repair and service information. Login page: <a href="https://oss.bmw.de">https://oss.bmw.de</a></p> <p>I have gone into OSS and located, downloaded and attached a copy of the relevant information showing the engine number locations for the vehicle as defined in the enquiry – BMW 520d 2012 Diesel Auto. The engine in this vehicle is called an N47, which is shown in the attached document.</p> <p>The information is located in our platform called the "Integrated Service Technical Application" or "ISTA 3" via the Operations tab at the top of the page, then by clicking on the basic features tab.</p>

	<p>As for the service schedule, for some 15 years or so, BMW vehicles do not have a standard service schedule, we use a program called "Condition Based Servicing", using the BMW CBS servicing program means that the vehicle only has the work carried out that is actually required, it is not just a time or distance based program, it looks at the actual vehicle usage. In order to define what service items are required, the servicing workshop reviews data which is stored in the vehicle (which is accessible without any special tools or programs) and carries out the service according to information provided by the vehicle.</p> <p>Also attached are two pages from the 5 Series owners handbook which describe the Condition Based Servicing requirements.</p> <p>  Engine number location OSS ISTA.pd       ISTA home.pdf       Handbook 2.pdf       Maintenance P281.pdf </p>
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<b>LAND ROVER</b>	
<b>Assertion</b>	
<b>2013 Land Rover Discovery 3.0 Ltr Turbo Diesel</b>	<b>Brand Response</b>
<p>These vehicles do not have a hard copy log book, rather the service must be logged with Land Rover on their database, when I contacted Land Rover to advise them we have serviced the vehicle (according to the factory recommended service schedule) and to please make a note of it I was told that it cannot be done as it was not serviced at Land Rover and thus there is no way of logging the service, our solution for this is to either purchase or manufacture hard copy log books for the customer to keep for services no</p>	<p>The Online Service History (OSH) system forms part of the IT system that JLRA makes available to all authorised JLRA dealers as a condition of those dealers' membership of the JLRA franchise network and is therefore not a system that independent repairers who are not JLRA franchisees can access.</p> <p>The OSH system is designed to enable JLRA-authorized service centres to electronically record, for the benefit and convenience of the customer, all services performed on a vehicle by a JLRA-authorized service centre in a secure database which is readily accessible to both JLRA-authorized service centre staff and the vehicle owners themselves.</p> <p>By recording only services performed by JLRA-authorized service centres, consistent with (but improving upon) the manual service logbook system that preceded it, the OSH system is designed to</p>



<p>longer done by the dealer, a sub-par and unnecessary expense adding service. The log book should be controlled by the car owner and not the dealership – if the owner would like us to register that the service was completed by qualified staff, using fit for purpose parts and according to the specification, then this is what should occur.</p>	<p>give prospective second-hand vehicle purchasers confidence in the quality of the services recorded in the online logbook for a given Jaguar or Land Rover vehicle.</p> <p>It is open to Jaguar and Land Rover vehicle owners to have their vehicles serviced at any repairer or service centre of their choice, including independent repairers who are not JLRA-authorised repairers - JLRA does not impose any restrictions on vehicle owners' choice of repairer and is not aware of any JLRA-authorised dealers or service centres doing so.</p> <p>It is open to Jaguar and Land Rover vehicle owners who choose to have their vehicles serviced at an independent repairer to record those services in their own vehicle logbook and/or retain copies of receipts and invoices as records of those services for prospective purchasers to inspect should they wish to sell their vehicle in the future.</p> <p>It is also open to vehicle owners to access their own vehicle's records on the OSH system at any time should the owner need to provide an independent repairer with any details of previous services conducted by a JLRA-authorised service centre.</p> <p>It is similarly open to independent repairers themselves to innovate and offer competing electronic record-keeping systems in response to consumer demand for such add-on benefits.</p> <p>See attached   JLRA Response to ACCC correspondence - 26 SAACCC re Access to On</p>
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<b>SUZUKI</b>	
<b>Assertion</b>	<b>Brand Response</b>
Suzuki Vitara	
Suzuki Vitara has an issue with the ESP light coming on. The owner has been to several	This matter relates to Technical Service Bulletins, which are outside of the scope of the Industry Agreement.

workshops, two Suzuki dealers and an auto sparky. The dealers both came to the same diagnosis. Wow. Both dealerships technicians came to the exact same diagnostic conclusion, they must be very well trained! No, not really. There was a document released within the dealer network of a known fault within the ABS unit that causes the ABS and ESP to shut down as a result of any small voltage fluctuations. He has been quoted \$3,500.00 for the repair with a revised ABS module. I think that it is criminal that Suzuki have discovered a flaw in the control module and addressed it with an upgraded module but even when it is a design flaw the customer still has to pay for the repair of a known manufacturing fault.

**Suzuki Vitara 2008**

We recently had a 2008 Suzuki Grand Vitara that has an issue with EGR Valve, we purchased the part from local dealership and then was told that after the fact that it needed a connector set, then to have to try and get technical information that was not forthcoming from that dealership. Contacted another dealership through Repco connections and they sent to us information that should have been originally supplied with parts. The vehicle went to local dealership eventually leaving us with footing the cost for their diagnostic recording when they could have informed us originally the procedure for this vehicle. This has left us greatly out of pocket as owner paid dealership and not us.

This is something that should not have occurred.

As far as Suzuki Australia are concerned regarding access to Service and Repair Information, although we don't have a dedicated portal due to the small volume sales of our vehicles our customers are always welcome to contact us via our customer service portal with their request, and in the past we have always provided them with the necessary information they are seeking, which we have done many times in the past.

AUDI	
Assertion	Brand Response
<p><b>Audi Q5 2011</b></p> <p>We needed to drain and refill engine oil as an Audi q5 2011 with a GLB engine. Audi don't give out the fill quantity and there is no dipstick. The owner's manual says take it to Audi</p>	<p>Audi Australia and AUDI AG have made all the service/body repair information available to independent repairers via the FCAI website. The independent repairer will be charged a flatrate in order to view the Online Service Information via erWin Audi. The independent repairer can acquire these via the main navigation item "Flatrate". There are different flatrate scales available to suit their requirements: 1 hour with printing rights (screenshot only) (£7.00), 1 day with printing rights (£30.00), 7 days with printing rights (£130.00), 30 days with printing rights (£310.00) or 365 days with printing rights (£2850.00). The independent repairer can view all "Online service information" from erWin Audi during the time span they selected and, depending on their flatrate charge, also print it out. When this time is up, the independent repairer will not be under any obligation to select anything.</p> <p><a href="http://www.fc.ai.com.au/service-repair/member-service-repair">http://www.fc.ai.com.au/service-repair/member-service-repair</a></p> <p><a href="https://erwin.audi.com/erwin/showHomeAssistant.do">https://erwin.audi.com/erwin/showHomeAssistant.do</a></p>
<p><b>Audi A4 Petrol</b></p> <p>A recent example was servicing a 2014 Audi A4 Petrol, we completed the service items as per the service schedule and ticked these items off as being serviced in the service book. These vehicles have a Long Life Service reset that no generic scan tool can reset. The vehicle was returned to Audi to reset the Long Life Service and Audi refused to reset the Long Life Service Reset because they did not do the service. The</p>	<p>The information about the engine oil for an Audi Q5 2011 can be found within erWin and the vehicle is equipped with an electronic oil gauge available from the multi media display within the vehicle. This has been designed so the owner can check the oil level without lifting the bonnet.</p> <p>With regards to the Audi A4 2014, Audi Australia don't use long life service as described and the service indicator can be reset by following the repair information available from Erwin. Most repairers have access to either a generic scan tool or vagcom which allows them to reset the service indicator.</p>

customer offered to pay to have the Long Life Service reset but the Dealer still refused.

**KIA**

**Assertion**

**Kia Cerato 2006**

Ok the OEM's are blocking us from security codes and pins, but surely the customer has the legal right to this info. I suggest your proposed code should reflect that sensitive information that we the repair cannot access should be made available to our customers on their request and proof of ownership of their car.

Needing to replace a faulty ECU I began with the usual scan tool process of handshaking the ECU to the body control and immobilizer system. I then found a 6 digit pin being required.

I went to the owner's booklet and found the place for the code had been left blank. I then contacted Eagers Kia for assistance on retrieving the code I was informed that by "law" that they would never hand that over to an independent workshop.

I was then told that the only way they can give that code was to the owner. The owner would then have to show proof of purchase and show identification before this would be allowed. I passed the information over to the owners of the vehicle.

**Brand Response**

We have investigated the example provided on September 27<sup>th</sup> and wish to advise our findings relating to the matter raised by the AAAA relating to the supply of security codes and pins.

I asked our Queensland District Service and Parts Manager to investigate the concerns raised with the Dealership and he was unable to determine who specifically handled the query from the repairer or customer.

In relation to the contact made with our office, the advice provided to the customer was in line with our processes to ensure that proof of ownership is verified by one of our dealers and the codes would be released to the owner. This method is used to ensure that individuals are not able to simply supply random VIN or registration numbers to obtain vehicle immobilizer security codes and to ensure that we have taken reasonable steps to ensure the security of the data.

We agree that the registered owner has the right to obtain the required code for their vehicle from one of our dealers and at the dealers discretion a small fee may be charged for providing this information to cover administration.

To ensure clarification on the subject of handling procedures for the issue of security or immobilizer codes, we will shortly issue a notification to our Dealer network to again emphasize how such enquiries should be handled.

They rang the workshop, of which the story then changed. They were told that the vehicle would have to come to them, they would enter the code (at a cost to the customer of course) themselves and not let the owner know what the code was.

I suggested that they contact the place of purchase and try a more subtle approach. I told them to say they needed a key replaced and that they required the pin. They were given a Sydney number to call, of which they kindly told the owners, all you need to do is drive to the dealer, prove you're the owner and show ID and that number should be handed over.

Seems like a different set of rules from dealer to dealer. I believe if you purchase the vehicle, then all information of the vehicle is yours as well. Shows that this battle is far from over.

This only allows the dealer to have an unfair advantage of equally equipped workshop like ours. We are have to have a criminal check and pay a license fee to access this information which is rightfully the customers anyway.