

New Car Retailing Industry Study Repairer Submission

To whom it may concern,

As the Sole Director of an Independent Automotive Repair Centre, I wish to bring to your attention several examples that we encounter on a regular basis, that disadvantage our clients on an emotional, professional, personal or financial basis. We are registered and using the Audi and Volkswagen ERWIN portal to obtain our Factory based technical information. Despite this registration and ownership of the hardware needed, we are still unable to access the critical software updates that these modern motor vehicles sometimes require, to operate reliably and cost effectively. In some instances, it is simply to ensure that the vehicle has the most current software installed, to ensure long term reliability for the vehicle owners.

Some basic examples of these instances are as follows.

1. Engine management software updates to assist in the reduction of oil burning.
2. Audi transmission software updates to decrease shuddering & premature wear.
3. Software updates for proper function of engine & Emission systems. (Not "Dieselgate")
4. Software updates after Emission system E.G.R. cooler replacement due to failures.
5. Software updates for Engine speed control to stop drive belt failures.
6. Software synchronisation when Central Electrics computer is replaced.
7. Software updates & coding when electric steering racks are replaced due to malfunctions.
8. VW D.S.G. Transmission updates to stop shuddering & premature wear.
9. Ensuring that current factory field campaigns have been performed by an Authorised Dealer.
10. Replacement Computer, synchronisation and integration to vehicle network systems.
11. Factory Service departments use software updates as justification to enforce Dealer Servicing.

The items listed above are certainly only the tip of the iceberg of circumstances that necessitate the need for software updating capabilities. The need for cost effective access to software updating capabilities will only increase in time to come, as vehicle systems become even more complex. The need for time & cost effective repair solutions for the owners of these vehicles, could be offered by their choice of independent repairers such as ourselves, once access to factory software updates are made available. As technology evolves, this updating capability will be no different to the common need for mobile phone or Windows operating system updates.

I could offer a more detailed explanation of the points raised above if needed.

Sincerely Yours

Andrew Taylor

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