

Supplementary report
on the ability of
independent repairers
to access information
and data to repair or
service new cars:
Review of May 2017
FCAI submission

Signed:

A handwritten signature in black ink, appearing to read 'R Carter', is centered within a light gray rectangular box.

Rowan Carter – Cartech Pty Ltd

Date: 12 July 2017

Table of Contents

1. Background.....	2
2. Findings.....	3
3. Conclusion.....	6
Appendix A — Examples where the manufacturer stated information was available.....	7
Appendix B — Examples where the manufacturer’s information had not been found, in full or in part, in Cartech’s July 2017 report.....	12
Appendix C — Request for OrgID/Global User ID and requirement for a European Value Added Tax Identification.....	14
Appendix D — Extract from Volkswagen’s Erwin website about registering for GeKo access.....	15
Appendix E — Automated email response from VW in request for an OrgID/Global User ID.....	16
Appendix F — Extract of list of Volkswagen importer contacts for obtaining GeKo forms and access.....	17
Appendix G — D40 fuel pump lock ring remover extract for low pressure fuel pump.....	18
Appendix H — Nissan Navara (Diesel) 2.5L high pressure fuel pump removal tool.....	19
Appendix I — Nissan response regarding purchase of special service tool to remove high pressure fuel pump from 2.5L Nissan Navara diesel.....	20
Appendix J — Process for accessing the Holden Service Information menu for the 2011 Holden Barina.....	21
Appendix K — Extract from the Mazda CX5 owner’s manual regarding oil change requirements for the 2.2 diesel variant.....	22

1. Background

In early May 2017 Cartech was commissioned by the ACCC, as part of its market study into the new car retailing industry, to provide technical expertise in relation to assessing the availability of information to assist in the repair and/or servicing of new cars.

The purpose of this research was to provide the ACCC with technical advice from an expert with relevant experience in relation to the process a competent and experienced independent repairer, with relevant trade qualifications operating in a well-resourced workshop, would undertake to repair or service a 'new car' using twelve (12) given examples across ten (10) different cars.

Following investigation, Cartech provided its advice on these 12 examples, via a written report to the ACCC, "Report on the availability of independent repairers to access information and data to repair or service new cars" on 3 July 2017 (3 July 2017 report).

After the delivery of this report, the ACCC presented Cartech with the responses received from car manufacturers to the 12 examples Cartech investigated and analysed through its work.¹ The car manufacturers had previously responded to the ACCC as to whether the information needed to conduct the repair in the 12 given examples was available from them, and if so, how it could be obtained.²

The ACCC then further engaged Cartech to review the car manufacturers' responses and provide a further supplementary report which answered the following questions for each of the 12 examples it had analysed:

- Did your 3 July 2017 report identify the resources that the manufacturer has identified in the FCAI submission?
 - If yes:
 - Did the initial assessment find that this information could complete the repair? Yes or no?
 - If no, why couldn't it do this?
 - If yes, were there any issues you identified in accessing this information?
 - If no:
 - Why didn't you find the information (eg. not aware, not easy to locate, unable to source)?
 - In your assessment, could you undertake a repair to fix the reported issue, using the methods you described for repair in your initial report, with this information?
 - Does the information identified by the manufacturer now change your initial assessment as to whether the information is available to undertake the repair?
- If your underlying assumptions differed from those of the manufacturer in terms of the type of car or problem encountered, what was the difference in the assumptions and how did these affect your responses to the above? For instance, whether the repair or

¹ FCAI supplementary submission (10 May 2017).

² To ensure these responses were not available to Cartech to review in undertaking its investigations, the ACCC advises that it published the FCAI's response on its website in July 2017, after Cartech was engaged to review these responses.

service was required and whether the information suggested by the manufacturer was appropriate.

This supplementary report outlines Cartech's findings against these questions.

An overview of Cartech's experience and Rowan Carter's qualifications to conduct this research, as well as further detail in relation to Cartech's initial report methodology, is outlined in its 3 July 2017 report.

2. Findings

Cartech has identified that the results of its 3 July 2017 report broadly correlate with the responses from the car manufacturers in FCAI's May 2017 submission to the ACCC. However, consistent with Cartech's 3 July 2017 report, there are still a number of examples where Cartech has identified that the manufacturer's advised source of information would not be sufficient to perform the repair required to address the reported issue.

Responses to the ACCC's key questions are below.

Did Cartech find the information reported by car manufacturers in the FCAI's May 2017 submission?

In 2 of the 12 examples, the car manufacturers reported that they did not make the information required to repair the car available to independent repairers.³

- This was consistent with Cartech's findings in its 3 July 2017 report.⁴

In 1 of the 12 examples, the car manufacturer provided information that related to a different engine version of the diesel model of the car against what was assumed by Cartech in its 3 July 2017 report.⁵ As the example problem only occurred on the variant identified by Cartech, the information provided by the car manufacturer for a different variant was not able to assist in the repair.

In the remaining 9 of 12 examples, car manufacturers in the FCAI submission identified that the information relevant to completing the repair or service for each example car ('manufacturer's information') existed within the manufacturer's official channels, i.e. the car manufacturer's nominated technical website, email address or a dealer.⁶

- In 6 of these 9 examples, Cartech's 3 July 2017 report found that the information which car manufacturers claimed was available through their official channels, was available.⁷
- In 3 of these 9 examples, however, Cartech, in its 3 July report, followed the same or a similar process as outlined by the car manufacturer to attempt to obtain the information, but was unable to obtain it (e.g., the car manufacturer claimed the

³ 2012 Subaru Impreza (immobiliser), Ford Fiesta 2012 (automatic transmission).

⁴ See page 13 of Cartech's 3 July 2017 report.

⁵ 2012 Nissan Navara (Diesel) (fuel pump removal tool). Cartech assumed the diesel 2.5L YD engine was used in the example, whereas Nissan provided information for the diesel 3.0L V9X engine.

⁶ 2011 Holden Barina (ECU update), 2013 Mazda CX5 (oil light), 2013 Mazda CX5 (headlamp/radio), 2016 Nissan X-Trail (body repair), 2016 Nissan X-Trail (idle recalibration), 2014 Mitsubishi Triton (heater core), 2013 Chery J1 (ABS fault), 2015 Volkswagen Golf (instrument cluster), 2015 Mazda Mazda6 (lubricant specifications).

⁷ 2011 Holden Barina, 2013 Mazda CX5 (Headlamp & radio), 2013 Mazda CX5 (oil light reset), Nissan X-Trail 2016 (Body Repair), Nissan X-Trail 2016 (Idle calibration), 2015 Mazda Mazda6 (lubricant specifications).

information could be obtained from a dealer, however, dealers did not provide the requested information to Cartech).⁸

Was the car manufacturer's stated information sufficient to complete the repair or service required of the example car?

Appendix A provides detail of Cartech's assessment of whether the information stated by car manufacturers as being available from their official channels was sufficient to complete the repair of the reported issue. It relates only to those 10 instances where a car manufacturer stated the information was available through their official channels and detailed the steps needed to obtain it.

In summary, Appendix A identifies that:

- In 5 of the 10 examples, the car manufacturer's stated information could, in Cartech's assessment, facilitate repair of the reported issues.⁹
- In 2 of the 10 examples, the information provided by the car manufacturer would not have been sufficient to complete the repair of the car.¹⁰
- In 3 of the 10 examples, it was not possible to verify whether the car manufacturer's information would have facilitated the repair of the reported issues, as it could not be obtained, but it is likely that it would have assisted.¹¹
- In 3 of the 10 examples, the time taken to receive information to assist a possible diagnosis and/or repair took over 2 weeks, which may have impacted an independent repairer's decision to undertake the repair.¹² In a further example the time taken to receive information to assist was 5 days, which may also impact an independent repairer's decision to undertake the repair.¹³
 - Cartech notes that one of these examples is the 2012 Nissan Navara (Diesel), where two diesel engine variants were available. The initial request for information for the 3.0L version took over 19-days, and the request for information for the 2.5L version, once it was identified as the appropriate variant, took a further 4-days.

Where car manufacturers stated the information could not be obtained from them, could this be verified?

In 2 of the 12 examples, the manufacturer's response to the ACCC that the information reported as not being available to independent repairers was confirmed. In some instances, this was confirmed by the manufacturer's official distributor of the information or equipment (e.g. Brant immobiliser supplier for earlier model Subaru Impreza cars). Table 1 summarises the reasons provided by the car manufacturer for withholding this information and Cartech's 3 July 2017 findings. Table 1 relates only to those instances where a car manufacturer stated that the information was not made available by them to independent repairers.

Table 1: Examples where the manufacturer reported the information could not be obtained from them

⁸ 2014 Mitsubishi Triton (heater core), 2013 Chery J1 (ABS fault), 2015 Volkswagen Golf (instrument cluster).

⁹ 2013 Mazda CX5 (Oil reset light), Nissan X-Trail 2016 (Body Repair), Nissan X-Trail 2016 (Idle calibration), 2015 Mazda Mazda6 (oil specifications), 2011 Holden Barina (ECU).

¹⁰ 2013 Mazda CX5 (headlamp and radio). 2012 Nissan Navara (Diesel) (fuel pump removal tool).

¹¹ Mitsubishi Triton 2014 (heater core), 2013 Chery J1 (ABS fault), 2015 Volkswagen Golf (cluster programming).

¹² Nissan X-Trail 2016 (Body Repair), Nissan X-Trail 2016 (Idle calibration), Nissan Navara 2012 (Diesel) (fuel pump).

¹³ 2011 Holden Barina (ECU).

Car	Manufacturer's response to ACCC	Cartech's response to ACCC
2012 Ford Fiesta	<u>Programming of the transmission control module</u> Access to Ford's diagnostic system (IDS) is not provided to independent repairers. Ford stated that under the FCAI Code they do not share diagnostic software or hardware with Independent Repairers.	Ford and a dealer advised Cartech that access to the diagnostic system was not given to independent repairers.
2012 Subaru Impreza ¹⁴	<u>Access code for immobiliser</u> Immobiliser access code not provided to 3 rd parties, due to security reasons. Manufacturer Diagnostic tooling and security related information is excluded from the scope of the voluntary code of practice on access to service and repair information.	Subaru, Brant (maker of the immobiliser) and dealers advised Cartech of principally the same information, i.e. all security activities are only performed by dealers.

Where Cartech could not initially find the manufacturer's information, as detailed in the FCAI response, in full or in part, could it now be found and does it change Cartech's assessment?

Appendix B details Cartech's revised assessment of car manufacturers' information provided to them after the 3 July 2017 report. Appendix B relates only to those 6 instances where the manufacturer's stated information differed, in full or in part, from Cartech's 3 July 2017 findings in relation to obtaining the information needed from a manufacturer's official channels.

In summary, Appendix B identifies that of the 6 examples where the manufacturer's stated information differed from that found by Cartech in its 3 July 2017 report, in 4 examples Cartech's views have not differed from its initial assessment.¹⁵

For the other 2 examples, Cartech has used the information provided in the May 2017 FCAI response to further investigate the examples and as a result, it revises Cartech's 3 July 2017 report's findings (relating to whether it views that sufficient information would be available for an independent repairer to conduct a repair). In summary Cartech's investigations for this report found:

- Holden Barina 2011 (ECU) - Cartech contacted Holden via the email address provided in the May 2017 FCAI response, i.e. holden.repairinfo@gm.com. A response was received the following day from the 'Collision Tech Administrator', advising that they would look into it and respond shortly. The information required arrived 5-days later and Cartech views this information would be sufficient to assist in facilitating repair of the car.
- Mazda CX5 example (Oil light reset) - Cartech reviewed the given example and now expects the original problem may relate to a diesel variant. This conclusion is based on the information in the manufacturer's response [Refer to Appendix K], that the oil light may illuminate after an oil change if the engine control unit is not reset (Engine Oil Data Reset), due to a flagged diagnostic trouble code P1905:00. Cartech now

¹⁴ As detailed in the 3 July 2017 report, Cartech determined that the reported problem existed with an earlier model of this car, as the reported model did not encounter this issue.

¹⁵ Mitsubishi Triton 2014 (heater core), 2013 Chery J1 (ABS fault), 2015 Volkswagen Golf (cluster programming), Mazda CX5 2013 (headlight and radio).

views that the manufacturer's available information would be sufficient to facilitate the repair.

3. Conclusion

The results from this further response have confirmed the following:

- Most information stated by the manufacturers was generally sourced (or attempted to be sourced) by Cartech in its 3 July 2017 report.
- In some cases (usually cases in which Cartech had already identified this information as available in its 3 July 2017 report), the information provided by manufacturers would facilitate a repair. However, in others, information which was provided by manufacturers as enabling a repair would not, of itself, enable the repair.
- In some cases, in relation to information which manufacturers have said was available to independent repairers, Cartech's 3 July 2017 report or its further investigations for this report, have indicated that it was not accessible (be it due to prior identified stated refusals by a dealer to provide the information that the manufacturer claimed they would provide, or by not receiving a reply to requests for access).

Cartech repeats its statement in its 3 July 2017 report that this report should be taken as representing the result of investigations related to the 10 given cars listed (total 12 reported issues) and should not be generalised to the availability of information from the manufacturers of these cars more broadly.

Appendix A — Examples where the manufacturer stated information was available

This table only relates to those instances where a car manufacturer stated the information was available through their official channels and detailed the steps needed to obtain it.

Car	Could the manufacturer's stated information complete the repair? If not, why not?	Were there any issues identified in accessing the manufacturer's stated information?
<p>2011 Holden Barina</p>	<p><u>ECU update</u></p> <p>Yes — The information provided by the manufacturer did not initially provide sufficient information to allow Cartech to verify if the information provided by the manufacturer would enable access to the information required for the repair.</p> <p>As indicated in Cartech's 3 July 2017 report, there was conflicting information about whether the GM Tech2Win program, which is used with a personal computer, and recommended by the manufacturer in its response, could be used with the 2011 model Holden Barina in the example. The manufacturer's response did not provide clarity on Cartech's earlier investigations (see column 2) that the 2011 Holden Barina may not be compatible with Tech2Win.</p> <p>A response from an email address operated by the manufacturer after further investigation by Cartech for this report has clarified the issue (see column 2). This information would assist in completing the repair.</p>	<p>In Cartech's 3 July 2017 report, it was detailed that ACDelco, Bosch and a dealer were unable to confirm that the MDI diagnostic interface device with Tech2Win, would be suitable for the 2011 Holden Barina.</p> <p>On review of the manufacturer's response in the FCAI submission, Cartech contacted the listed email address: holden.repairinfo@gm.com for assistance.</p> <p>Through this email address, the above query was clarified, that the information from the Bosch Diagnostics US website was out-dated and that Tech2Win was an appropriate tool to use. The information was received within 5 days. Issues about the awareness and response time of this email address are discussed in Appendix B.</p>
<p>2013 Mazda CX5</p>	<p><u>Headlamp & radio problems</u></p> <p>No —The manufacturer's response stated that these diagrams were available from the Mazda Manuals website from 2 November 2016.</p> <p>Cartech's 3 July 2017 report did not find this information on the Mazda Manuals website when it searched for it using Google Chrome and Microsoft Edge (but did note that general schematics information related to the CAN-</p>	<p>Upon further investigation for this report, Cartech was able to find this information using a different older computer with Microsoft Internet Explorer 11 installed. Cartech has since been able to determine that this is because the Mazda Manuals website only operates in conjunction with Microsoft Internet Explorer 11 (this requirement was not made clear on the subscription page or the "terms of use" on Mazda Manuals, and was only made apparent after a</p>

	<p>bus was available from the Mazda Manuals site).</p> <p>As part of investigation for this report, the full wiring diagrams for the headlamp and radio were able to be located (see second column for reasons why it was able to be located in the second investigation).</p> <p>Cartech views that it is likely that this detailed wiring information could assist in the initial diagnosis stage, but Cartech is unable to confirm whether this information alone would be sufficient to complete the repair. This is because where there are communication issues between the electronic control modules (as may be the case in this reported issue) – a repairer would generally need access to a diagnosis tool (preferably one from the manufacturer, although it may be available from a formal third-party diagnostic tool). As noted in Cartech’s 3 July 2017 report, Mazda Australia advised that their diagnostic system was only available to dealers.</p>	<p>subscription was purchased and the manual link clicked).</p> <p>In order to diagnose problems with the car, access to Mazda’s M-MDS diagnostic tool appears to be required, for use in conjunction with information obtained from the website.</p>
	<p><u>Oil light reset</u></p> <p>Yes - Cartech’s views that the information provided by the manufacturer, if found, could complete the repair of this issue.</p> <p>Note: Due to a lack of detail in the initial reported example, Cartech had assumed that the vehicle variant to be considered, was a petrol rather than diesel version. The manufacturer’s response considered the diesel variant of the CX5.</p>	<p>Cartech did not initially find this information in its 3 July 2017 report, chiefly because it examined the petrol version of the CX5.</p> <p>However, upon further investigation for this report, Cartech was able to access the information from the Mazda Manuals website (as provided in the manufacturer’s response) for resetting the oil light in the diesel CX5 variant (however it could not be found for the petrol version which Cartech examined in the 3 July report).</p> <p>Cartech notes that as part of its investigation to find this information, it found that finding the diesel variant’s information without assistance was not straightforward, as it found the menu was not intuitive to locate (eg the information is under the heading ‘Engine - Control System’ rather than in ‘Servicing’ or an ‘Oil change’ menu).</p>

2016 Nissan X-Trail	<u>Body repair procedures</u> Yes — Cartech was able to obtain the workshop manual for this car, as indicated by Nissan in the FCAI response. This information was suitable for conducting the repair.	Cartech experienced a 2 week delay in getting a response from the email address listed on the FCAI website (as recommended in the FCAI response). Delivery of the workshop manual took an additional 3 days after payment.
	<u>Idle calibration procedure</u> Yes — Cartech was able to obtain the workshop manual for this car, as indicated by Nissan in the FCAI response. This information was suitable for conducting the repair.	Cartech experienced a 2 week delay in getting a response from the email address listed on the FCAI website (as recommended in the FCAI response). Delivery of the workshop manual took an additional 3 days after payment.
2014 Mitsubishi Triton	<u>Heater core and dash removal</u> Mitsubishi stated the information was in the workshop manual, which was available from Mitsubishi dealers. Likely — Cartech was unable to obtain the workshop manual from official channels, but it is assumed that the workshop manual would contain the information required to complete the repair.	The required workshop manual was not available from the Mitsubishi dealers contacted.
2013 Chery J1	<u>Diagnostic information and wiring diagrams</u> Likely — Chery stated dealers could assist with the problem. Cartech contacted several Chery dealers, none of whom would support independent repairers with repair information or diagnostic equipment. The dealers would likely have had the information required to complete the repair, but refused to supply it.	Dealers only offered to assist if the car was brought to them. Dealers further stated that the information was available online, and only accessible by dealers.
2015 Volkswagen Golf	<u>Programming the instrument cluster</u> Likely — Volkswagen stated an independent repairer could subscribe to their Offboard Diagnostic Information System (ODIS) and gain a GeKo user licence (which would enable program of an instrument cluster). If this website and subscription could give access to ODIS (and GeKo), this in Cartech's view would enable a repair to be undertaken. However, as part of	As part of investigation for this report, Cartech was unable to obtain a customer number and GeKo user licence to facilitate programming from the erWin site, particularly as it does not have a European VAT ID (a requirement of the form, noting that per Appendix C, an ABN was inserted in lieu of a VAT and an automatic response was provided, indicating that it had been passed on to erWin support). As detailed on the erWin website, to gain access to GeKo (which erWin outlines is needed to program an

	<p>investigations for this report, Cartech followed the manufacturer's suggested login and registration process detailed on the erWin website and as of 12 July 2017, VW has not responded to the registration request for ODIS, other than providing an automated email response (see Appendix E).</p> <p>On the basis that Cartech was unable to obtain access to ODIS and verify if the manufacturer's listed information was available to an Australian independent repairer (for this vehicle type or otherwise), this has therefore been rated as 'likely' to assist repair.</p>	<p>instrument cluster), Cartech would then be required to go through a further verification process to gain a GeKo user licence (Appendix D).¹⁶</p> <p>There is some lack of clarity, from the GeKo information site (on the erWin site) as to whether more detailed information would be required from Australia to gain access to GeKo (there is no Australian importer listed to gain detailed information for this (Appendix F)¹⁷).</p> <p>As Cartech could not gain access to ODIS or a GeKo licence, Cartech couldn't verify if this information would be available to an Australian independent repairer to undertake the required repair.</p>
<p>2015 Mazda Mazda6</p>	<p><u>Transmission oil specification</u></p> <p>Mazda stated that this information was available from dealers or the Mazda Manuals website.</p> <p>Yes — The information required was available from these sources.</p>	<p>The information was available for free from a dealer, or subject to usual subscription fees from Mazda Manuals.</p>
<p>2012 Nissan Navara (Diesel)</p>	<p><u>Special service tool to replace the diesel fuel pump</u></p> <p>No – the manufacturer's response stated that an independent repairer would be able to access information to obtain the tool from both an internet search and through a dealer. The suggested search was for a "D40 fuel pump lock ring remover".</p> <p>However Cartech notes that per the car's workshop manual, the tool is used for removing the low pressure pump used in the fuel tank (see Appendix G). Cartech had assumed the model referred to was the 2.5L diesel (the YD engine), which has a more</p>	<p>As noted in Cartech's 3 July 2017 report, there were two issues in obtaining information for this repair. The first, was gaining information to determine whether and what tool was required to undertake the repair. This was initially addressed through gaining access to an extract of the workshop manual from the manufacturer (received four days after the request was made in relation to the 2.5L Diesel engine).¹⁸</p> <p>In terms of gaining access to the special service tool itself, the tool was not available from the manufacturer or dealer, and not immediately available from Nissan's</p>

¹⁶ As detailed on the erWin website, "GeKo (security and component protection) is a feature, which is available to users with the online connection of the Offboard Diagnostic Information System software and allows teaching of engine immobiliser components (e.g. instrument clusters, engine control unit), keys and component protection (e.g. air conditioner, navigation, etc.) of the vehicle. See: <https://erwin.volkswagen.de/erwin/performDownloadGekoForms.do>.

¹⁷ See: <https://erwin.volkswagen.de/erwin/showImporter.do>.

¹⁸ Cartech notes that it had initially sought the workshop manual for a 3.0l V6 version of this car, for which the workshop manual extract was received after a 19-day delay. However, on receipt of the workshop manual, it became apparent that the special tool was not required for this variant, and only the 2.5l 4-cylinder diesel model. The simulation was then conducted again for the 2.5l 4-cylinder diesel model.

	<p>complicated procedure for removing the high pressure fuel pump using a special service tool (PN KV11106060 — see Appendix H). It does not appear that the 3.0L diesel model (the V9X engine) encounters the same difficulty.</p> <p>Secondly, as noted in Cartech’s 3 July 2017 report, this tool was unable to be readily sourced from the dealer (the manufacturer’s response indicates that there are no restrictions on an independent repairer purchasing from a dealer).</p> <p>NB Cartech notes that the terms of its initial engagement with the ACCC were in relation to gaining access to information to facilitate repair, which was the focus of its assessment for this reported issue (noting that the reported issue was about gaining information to access and use the tool in addition to sourcing it).</p>	<p>third-party tool supplier - Bosch Australia¹⁹ (noting that the manufacturer’s response suggested that the tool would be available for purchase through a dealer – see Appendix I - email from manufacturer suggesting this tool was no longer available).</p> <p>Cartech notes that a dealer advised that the removal of the high pressure pump on the 2.5 diesel variant could actually be performed without the special service tool referred to in the workshop manual. However, this would involve additional work, such as removal and replacement of the timing chain (see Cartech’s 3 July 2017 report at p. 108).</p>
--	--	---

¹⁹ As stated in Cartech’s 3 July 2017 report, Bosch Australia has not responded to a request about obtaining this part.

Appendix B — Examples where the manufacturer’s information had not been found, in full or in part, in Cartech’s July 2017 report

Appendix B relates only to those 6 instances where the manufacturer’s stated information differed, in full or in part, from Cartech’s 3 July 2017 findings in relation to obtaining the information needed from a manufacturer’s official channels.

Car	Why couldn’t Cartech locate this information?	Does Cartech view the manufacturer’s information would facilitate the repair being completed? Does it change Cartech’s 3 July assessment for this car?
<p>2011 Holden Barina</p>	<p><u>ECU update</u> Cartech did not find the reference to the Holden Service (SI) Information, due to no instructions regarding accessing other regions, i.e. the drop-down menu is not easily read, due to other text covering the field. Also, the need to use the Language drop-down menu again, when the system is already in English mode, was not expected (Refer to Appendix J).</p> <p>The email address for service enquiries which is outlined in the manufacturer’s response (holden.repairinfo@gm.com), is not published on the FCAI website or available elsewhere (following a Google search).</p>	<p>Cartech is of the view that having now received information about the email address nominated by Holden as a contact point for independent repairers — holden.repairinfo@gm.com the information provided through that email address would facilitate the repair of the car. However, the information took about 5 days to arrive and the email address itself was not publicised on the FCAI’s website, on the ACDelco website or, after conducting a Google search, publicised anywhere else. Without basic information about where to find this resource (especially through the channels an independent repairer would be expected to consult initially), it would be unlikely a qualified well-resourced independent repairer would be aware of it and able to take advantage of the information supplied from the service.</p>
<p>2013 Mazda CX5</p>	<p><u>Headlight and radio problems</u> Cartech was initially unable to find the wiring diagrams for the headlight and radio systems due to a browser issue (see Table 1).</p> <p><u>Oil light reset</u> Oil light reset information was not found in Mazda Manuals for the petrol variant.</p>	<p>No change to Cartech’s initial assessment. Although the wiring diagrams available from the Mazda Manuals website would be useful, this does not facilitate access to the Mazda diagnosis tool which Cartech’s initial assessment had indicated would be potentially needed for the repair.</p> <p>Cartech notes that its simulation was conducted on the assumption that it was the petrol variant, not the diesel variant of the car. On reviewing the information for the diesel variant, Cartech’s assessment is that the information is available from the Mazda Manuals website. However, the independent repairer may not be able to find this information quickly without an improved menu system,</p>

		compatible with web browsers which are installed by default on many computers.
2014 Mitsubishi Triton	<u>Heater core and dash removal</u> Cartech was unable to procure a workshop manual from a dealer.	No change to Cartech's initial assessment.
2013 Chery J1	<u>Diagnostic information and wiring diagrams</u> Dealers advised Cartech that they could not assist independent repairers with information.	No change to Cartech's initial assessment.
2015 Volkswagen Golf	<u>Programming the instrument cluster</u> Investigations through the VW's erWin website and also through contacts, indicated that gaining the required ODIS User ID and GeKo user licence would not be possible for Australian independent repairers (e.g., it indicates the need for a 'VAT ID' which is similar to an Australian ABN for European nations).	No change to Cartech's initial assessment.

Appendix C — Request for OrgID/Global User ID and requirement for a European Value Added Tax Identification

The screenshot shows a web browser window with the URL <https://www.veluxwagen.de/erin/performRequestOrgID.do>. The page title is "Request OrgID/Global User ID".

Info

Logged in as **carle**
Last searched VIN: **None**

Settings

Surface: **English**
Article: **English**

Request OrgID/Global User ID

Applying for an OrgID/GlobalUserID is subject to a charge

Consumer Professional further development facilities Department / authority

Type of consumer *

VAT ID *

Company *

Legal signature *

Contact person *

Street *

Postal code and location *

Email *

Telephone *

Fax *

Country *

All fields marked with an asterisk * are mandatory.

[Request](#) [Reset](#)

[Return to product assistant](#)

[To the start of the page](#)

Useful links: [Classic Parts Center](#) [Volkswagen Service](#) [VW job market](#)
[Legal information](#) [GTB](#) [Data protection](#)

Appendix D — Extract from Volkswagen’s Erwin website about registering for GeKo access²⁰

What is GeKo?

GeKo (security and component protection) is a feature, which is available to users with the online connection of the Offboard Diagnostic Information System software and allows teaching of engine immobiliser components (e.g. [instrument clusters](#), [engine control unit](#)), keys and component protection (e.g. [air conditioner](#), [navigation](#), etc.) of the vehicle.

What is SVM?

SVM (Software Version Management) is another feature which is provided by the online connection of the Offboard Diagnostic Information System software. This allows control unit programming with a reliable process control and correct control unit installation. The feature also provides support in coding control units.

How can you use the GeKo / SVM features?

- You must have the Offboard Diagnostic Information System software installed. For further information, please refer to the [erWin Product Assistant](#)
- For online connection, specific technical EDP requirements must be fulfilled. Furthermore, special user identification is required. For further information, please refer to the [erWin Infotour](#)
- All other companies and customers from EU member states and countries outside of the EU will receive more detailed information from their respective importers (see [list of importers](#)).

In order to obtain a "GeKo" authorisation, specific information about the applicant as well as the operation is required. You must provide the following information to Volkswagen or to the responsible importer:

- **GeKo form (request to activate a user right)**
- **An official identification document (original) must be presented by the managing director and the applicant to verify their identity. The identification document will not be withheld at any time. Upon request, the parties involved are given the option of enclosing an voluntary copy of the identification document on an extra sheet of paper (front and back side). The importer uses the copy to verify the data and destroys it immediately afterwards in accordance with legal data protection requirements. When using access data to verify an identity (e.g. the new identity card), the access number must be blacked out beforehand.**
- **Confirmation of employment (form)**
- **Extract from the commercial registry or business registration (copy)**
- **Police clearance certificate or similar document (applicant)**

The forms needed to apply for GeKo authorisation and the corresponding requirements concerning your company can be obtained from your importer (see [list of importers](#)).

²⁰ Source: <https://erwin.volkswagen.de/erwin/showOnlineServices.do>, accessed 11 July 2017.

Appendix E — Automated email response from VW in request for an OrgID/Global User ID

FW: erWin VW: Application for customer number in the section "Workshop Equipme

CARTECH - Rowan Carter <info@cartech.com.au>

Sent: Mon 10/07/2017 2:35 PM

To: Taylor, Christian

-----Original Message-----

From: no-reply@erwin-portal.com [mailto:no-reply@erwin-portal.com]

Sent: Wednesday, 5 July 2017 8:12 PM

To: info@cartech.com.au

Subject: erWin VW: Application for customer number in the section "Workshop Equipment"

Dear erWin user,

You have requested a customer number for the "Workshop equipment" area with the following data:

Type: Company
Name: Cartech
VAT number: 64006493812
Form of company: Rowan Carter
Contact: Rowan Carter
Street, no.: PO Box 1376
Postcode: 3124 Camberwell
Country: Australia
Email: info@cartech.com.au
Phone: 0419313113
Fax: 0392777314

Your request has been passed on to erWin support.

Best regards,
Your erWin team

VOLKSWAGEN AG
Domicile: Wolfsburg
Court of Registry: Amtsgericht Braunschweig Commercial register no.: 100484 Board of Management: M:

Appendix F — Extract of list of Volkswagen importer contacts for obtaining GeKo forms and access

Products and services | ▶ erWin product assistant

Volkswagen importers

Austria	
Email of the importer	▶ service-support@porsche.co.at
Homepage	▶ http://www.volkswagen.at
Support page	▶ http://www.volkswagen.at/service/
Phone number for technical queries	0662/4681-8100
Fax forms	▶ Abfrage_Formular.pdf

Belgium	
Homepage	▶ http://www.volkswagen.be/
Email of the importer	▶ nora@dieteren.be
Phone number for technical queries	0903/36 630
Fax number for technical queries	0903/99 637

Appendix H — Nissan Navara (Diesel) 2.5L high pressure fuel pump removal tool

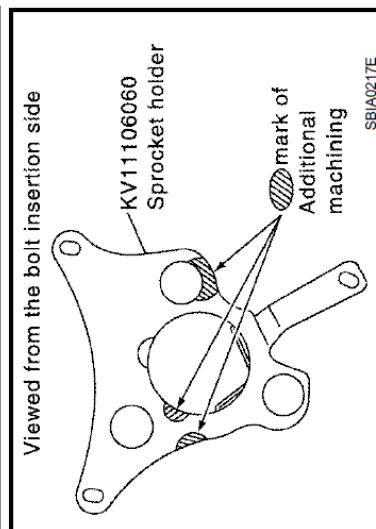
Below is the Special Service Tool referred to in the workshop manual for removing the high pressure fuel pump on the 2.5L diesel variant.

FUEL PUMP

< SERVICE INFORMATION >

- Using the sprocket holder (SST), hold fuel pump sprocket to prevent falling.
 - Rework sprocket holder (SST) to use, as shown in the figure.

[YD]



Appendix I – Nissan response regarding purchase of special service tool to remove high pressure fuel pump from 2.5L Nissan Navara diesel

From: techdata [<mailto:techdata@nissan.com.au>]
Sent: Friday, 16 June 2017 11:31 AM
To: 'CARTECH - Rowan Carter' <info@cartech.com.au>
Subject: RE: Special Tool KV11106060 - Fuel pump removal on YD25 diesel

Hello Rowan,
The tool has a list price of \$944.63 and we currently do not have stock.
If you wish to purchase this can be ordered through any Nissan Dealer Parts Department.

Nissan Techdata Team
Nissan Motor Co. (Australia) Pty. Ltd.
260-270 Frankston-Dandenong Road,
Dandenong South, Victoria, 3175, Australia

From: CARTECH - Rowan Carter [<mailto:info@cartech.com.au>]
Sent: Sunday, 4 June 2017 11:44 PM
To: techdata
Subject: Special Tool KV11106060 - Fuel pump removal on YD25 diesel

Please provide cost and availability of the subject tool KV11106060.

Used to support the timing gear when removing the diesel fuel pump on a 2.5L 2012 Navara.

Kind regards
Rowan Carter

Appendix J – Process for accessing the Holden Service Information menu for the 2011 Holden Barina

This shows the difficulty in finding the relevant information for the 2011 Holden Barina on the ACDelco website – After selecting region (Aust/NZ), the Make selection for the selected region doesn't change until the Language is reset to English. This problem is also compounded by not being able to read the Make and Language fields clearly due to a webpage formatting problem. This formatting problem was experienced with Microsoft Edge (Standard with Windows 10) and Google Chrome internet browsers.

The screenshot shows a search interface with the following elements:

- Region:** A dropdown menu set to "Regional/NZ".
- Language:** A dropdown menu set to "Language/English".
- Search Fields:** VIN, Year (2011), Make, Model, and a "Reset" button.
- Make Selection:** A dropdown menu for "Make" with a list of car brands: Chevrolet, Daewoo, GMC Truck, HUMMER, Opel, Saab, and Saturn. The "Make" dropdown is currently open, and "Chevrolet" is selected.
- Warning Message:** A red-bordered box containing the text: "Reminder: Note the SPS Warranty Claim Code on the R.O. after reprogramming any module. Codes currently range from 5-12 digits. See Bulletin 06-08-47-001 for details. MARCH RELEASE NOTE: Click here to read about the Danger Statement".

Appendix K — Extract from the Mazda CX5 owner's manual regarding oil change requirements for the 2.2 diesel variant

(SKYACTIV-D 2.2)

- Whenever the engine oil is replaced, the vehicles engine control unit needs to be reset according to the instruction in Workshop Manual as soon as possible. Otherwise the engine oil warning light may illuminate. Consult an expert repairer to reset the engine control unit, we recommend an Authorised Mazda Repairer.