

Workshop and Details	Make	Model	Year	What did the consumer bring the car in for (i.e. what sort of repair/servicing issue) Note: if the car had multiple reported issues, pick one, unless the diagnosed problems were related	What steps were taken to find out the information/data/codes/software needed to service/repair the car?	What information, data, codes or software was needed to complete the service/repair? (detail step-by-step specifics - diagnosis, repair/service steps etc)	Was information/ data/ codes/ software sought from the manufacturer? If so, what information/data could be accessed through the car manufacturer? (detail step-by-step specifics)	Was information/data/codes/software sought from a dealer? What information/data could be accessed through a dealer? (detail step-by-step specifics)	Was information/data/codes/software sought from a third party supplier? What information/data could be accessed through a third party supplier (e.g. data aggregator)? (detail step-by-step specifics)	Was this a formal approach (e.g. business to business) or was it informal (e.g. based on personal relationships)?	What information/data/codes/software was accessed through the car manufacturer, dealer or a third party supplier (e.g. data aggregator), where did they get the information/data from? (eg manufacturer or other if known)	What information/data/codes/software could be accessed through the car manufacturer, dealer or a third party supplier (e.g. data aggregator)? (detail step-by-step specifics)?	What reasons, if any, were given by the manufacturer, dealer or third party supplier (e.g. data aggregator) for why this information/data/software could not be accessed (if any screen shots, emails given, please provide).	Were workarounds used to obtain the inaccessible information/data/codes/software? What were those (detail step-by-step specifics)? How long did it take to undertake this work around? How long would it be estimated to take if a work around was not needed?	What costs did your business/ the independent mechanic incur as a result of not being able to access information/data/codes/software or using workarounds (i.e. other costs, time delays, lost business etc)	What effect did the limited access to information/data/ codes/software or using workarounds have on the consumer? (was it fixed and who by? Time and costs (if known))	If the same stated problem had occurred in the United States (under the NASTF and MOJ models), what would have been the process of an independent repairer to fix it? What would have been the outcome?
	Subaru	Impreza	2012	During the course of carrying out a repair, it was necessary to disconnect the battery.	Determined that, once battery was reconnected, a code was required to be entered into the immobiliser for the car to start.	Immobiliser system code	Immobiliser system code. Was not provided by manufacturer.	Was not provided by dealer.	After extensive research, identified a Subaru specialist in Camden (150km south Berkeley Vale, where the workshop and the customer were located) who was able to obtain the code (from Subaru International) and enter it into the vehicle.		Code was obtained by the Subaru specialist in Camden from Subaru International - not from Subaru in Australia.	N/A	Security reasons cited for not releasing code directly to repairer.	Work around was towing the customer's car 150km to Subaru specialist at cost of \$400.	To get customer's car back on the road asap and maintain customer relationship, workshop absorbed significant labour costs to offset the cost of the tow and the cost charged by the Subaru specialist in Camden.	Consumer had extended time without vehicle due to need to tow it 150km away for code entry, and then return. Costs were largely absorbed by the independent workshop as an act of goodwill.	

Other points of note
Diagnostic codes
Significant problem facing independent workshops is diagnostic codes. These are often not made available by manufacturers and, when this is the case, independent workshops must diagnose faults "the hard way" - through manual testing and method of elimination.
Significant time is incurred by this, which cannot be fairly passed on to the customer.

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	Holden	Commodore VE	2012	Faulty Engine Control Module (ECM)	Determined that ECM needed replacement but that scan tool does not have the necessary software, or information about it, to activate the codes necessary for the new ECM to communicate with the existing components (Body Control Module (BCM) and security Module (SM), ie "handshake").	Holden needs to release this software and information so that the scan tool can be updated with it. Without this, the mechanic could not complete the repair - he could have replaced the ECM but it would not have worked without the codes being activated.	The manufacturer does not make this information available.	The dealers do not make this information available.	The information needs to be available on scan tool but it is not.		The information needs to be available on scan tool but it is not.	Software to activate codes - see column G.	None available.	Only workarounds available would have been to remove the BCM and SM and send these, along with the new ECM, to a third party in Melbourne (repairer and customer based in Maryland, 150km north of Sydney) who is able to activate the codes, then have them sent back and installed in the vehicle. This would have resulted in further delay to the customer. Therefore customer advised that mechanic could not complete the repair and that they would need to take their vehicle to the OE dealer for repair.	Time spent diagnosing fault (being the failed ECM) was not recovered as the repair was not able to be performed by the mechanic.	Time spent by the customer having the problem diagnosed, only to then have to go to an OE dealer for the work to be done.	

Other points of note
Availability of parts
VW Amarok 4x4 Diesel 2012 required new universal joint in propeller shaft. No aftermarket part available. Only part available was OE - but only whole propeller shaft, not just the universal joint. If the universal joint had been available, it would have cost \$300-\$400 but the cost was \$1500.
"Capped price" service offered by OE dealers
Through his customer base, Scott has seen cases where the "capped price" service offered by OE dealers does NOT include all of the items that the manufacturer has specified in its own service schedules. eg the manufacturer specifies a list of required items for a 10,000 service and the dealer's "capped price" for the 10,000 service does not include all of the specified items, so the customer must pay more than the capped price for a warranty compliant service.
Pre delivery inspections by OE dealers
Recently, one of Scott's customers bought a new vehicle from a dealer. Scott inspected the vehicle immediately after his customer took delivery, noting that the differential oil was only half full, the tyre pressure was uneven across the 4 tyres, and that a number of pieces of trim were not properly attached - DESPITE the pre-delivery inspection having been signed off by the dealer.
Cost of servicing
VW Golf Plus 60km service includes auto transmission - replacement of oil at a cost of approximately \$900 if serviced by VW dealer. Cost of oil is \$15 per litre for average vehicle, \$25 for something like a V6 Commodore, \$90 for the VW. Special tools required to perform this task on VW.

