

Response to the ACCC's request for further information on the type and scope of barriers to accessing repair and service information and car parts, and the impacts of those barriers

Prepared by the Victorian Automobile Chamber of Commerce
February 2017



Contents

About VACC 1
Background of the Automotive Industry..... 1
Introduction..... 1
Submission Overview 2
Types of Repair and Service Information and Car Parts that Face Barriers 3
Technical Service Bulletins (TSB’s)..... 3
Service Campaigns 3
Repair and Service Information 3
Access to Diagnostic Information 3
Pass-thru Information..... 4
Recommended Manufacturer Repair Times 4
Access to Service Schedules 4
Access to Parts 5
The Impact of Barriers to Accessing Repair and Service Information 6

Contact

John Khoury
Industry Policy Adviser
Victorian Automobile Chamber of Commerce
VACC
Level 7 | 464 St Kilda Road | Melbourne Vic 3004
P: 03 9829 1153 | E: jkhoury@vacc.com.au | W: vacc.com.au

About VACC

The Victorian Automobile Chamber of Commerce (VACC) is Victoria's peak automotive industry association, representing the interests of more than 5,000 members in over 20 retail automotive sectors that employ over 50,000 Victorians.

VACC members range from new and used vehicle dealers (passenger, truck, commercial, motorcycles, recreational and farm machinery), repairers (mechanical, electrical, body and repair specialist, i.e. radiators and engines), vehicle servicing (service stations, vehicle washing, rental, windscreens), parts and component wholesale/retail and distribution and aftermarket manufacture (i.e. specialist vehicle, parts or component modification and/or manufacture), and automotive dismantlers and recyclers.

In addition to VACC, its sister organisations – the Motor Trade Associations, represent the automotive industry for their respective states.

Background of the Automotive Industry

The automotive industry makes up approximately 65,000 businesses nationally, the vast majority of which (95%) are small family-owned and operated businesses.

For the financial year ended June 2016, aggregate employment for the industry was recorded at 360,000 people. In gross domestic product (GDP), the automotive industry as a whole, accounted for approximately \$38.3 billion or 2.5% of Australia's annual GDP in current prices in 2014-15.

The industry is very competitive with small profit margins. Consumer behaviour limits capacity of industry to raise prices, and large multi-nationals (insurance companies, the oil industry, supermarkets, and vehicle manufacturers) heavily influence consumer behaviour and/or price. The cost of doing business is high due to rapid vehicle technology advances requiring high-level skills and expensive technology in the repair service process.

Introduction

VACC welcomes the opportunity to respond to the request by the Australian Competition and Consumer Commission (ACCC) for further information into the impact of the type and scope of barriers to accessing repair and service information and car parts.

The Australian auto repair industry consists of over 22,000 businesses, who employ approximately 130,000 people. In Victoria alone, there are 5,700 businesses and 34,000 people respectively. The industry is a substantial provider of services and employment to the Australian public and the national economy.

In the most recent Automotive Industry National Survey 2016-17, access to vehicle repair information was ranked as the most disruptive influence to business by the majority of respondents (57.3%). It was considered to be the most critical issue affecting day-to-day business operations, followed closely by anti-competitive business practices.

A study, conducted in November 2016, surveyed 1,025 automotive businesses, with representation from each state and territory Motor Trades Associations.

The issue of access to service and repair information is an important one. Its effect can be felt by consumers, businesses, and the broader Australian economy. It influences efficiencies, can cause delays and increases costs. It is imperative that all Australian vehicle repairer businesses have access to the most up-to-date service information and parts, ensuring a more level playing field and providing consumers with less costly and expedited repairs.

Submission Overview

The following submission has identified the following key issues:

1. Restricted access to Technical Service Bulletins and service campaigns.
2. Inconsistent access to service repair information provided by manufacturers across different markets.
3. Restricted access to Service Campaigns
4. Inconsistent quality of service information provided by manufacturers.
5. Restricted access to complex electronic software upgrades – with particular reference to electronic control units.
6. Limited access to manufacturers diagnostic and testing procedures.
7. Limited access to manufacturers recommended repair times.
8. Limited access to recommended service schedules, allowing vehicles to retain their optimum performance.
9. Restricted supply of some general parts.

Types of Repair and Service Information and Car Parts that Face Barriers

Technical Service Bulletins (TSB's)

Technical Service Bulletins (TSBs) are the recommended procedures for repairing vehicles. They are issued by a manufacturer when unanticipated problems arise regularly and in many cases, these procedures have been identified to prevent major failures on vehicles. It is therefore in the best interests of consumers to have access to this information in order to avoid future problems. To date, TSBs are only available for the authorised repair network in Australia.

As a result of legislation in international jurisdictions, the same manufacturers are required to provide TSB information more widely than the authorised repair network in Europe, the UK and USA. As yet, no explanation has been provided outlining the reason for the restriction placed on the Australian market, although some speculate it relates to the debate concerning protection of intellectual property.

Service Campaigns

Service campaigns (or silent recalls) are repairs that are generally undertaken when a vehicle is serviced or repaired at an authorised dealer. Often consumers are unaware of these repairs and ultimately pay for the service unknowingly. Only when consumers complain to their dealer do they learn that a “free fix” is available. Those who utilise independent garages, or an uninformed dealership may fail to benefit from this service. Furthermore, unlike recalls, many repairs take place reactively, after a problem occurs. As such, this information should be made available to all repairers and consumers in line with TSB procedures. It is important to note that some manufacturers require dealers to check for Service Campaigns in their service schedules.

Repair and Service Information

Repair and service information refers to all information requirements deemed necessary to complete most workshop repairs. It includes technical aspects such as component overhaul procedures, component specifications, collision repair methods and dimensions, maintenance specifications and adjustment procedures, safety instructions, wiring diagrams, diagnostic and testing procedures and fault codes.

There are currently 18 manufacturers listed on the FCAI website that are providing service and repair information in Australia. However, there is inconsistency regarding the level, depth and quality of this information. For example, significant variances in costs and waiting periods are often experienced by repairers. A manufacturer might only supply information in print form or CD, which needs to be ordered from overseas, and the delivery can take up to four weeks or more to arrive. Some manufacturers may respond in up to 24-hours once an email request has been made, while others may never respond. The easiest and most effective method of delivery is considered to be via a manufacturer portal, whereby the site is accessible 24 hours. Such a system is commonplace in overseas markets.

Access to Diagnostic Information

Access to diagnostic information, including fault codes and testing procedures, has been a critical element of repairing a vehicle since the introduction of computer controlled fuel injection systems during the late 80s to early 90s. Vehicles are becoming more complex due to improvements in electronic systems such as navigation, infotainment, and safety and security monitoring systems.

Today's cars and light trucks contain more than 50 separate Electronic Control Units (ECUs), connected through a Controller Area Network (CAN) or other networks such as Local Interconnect Networks or Flex Ray. The modern car has over 100 million lines of software code and this number is set to increase to between 200-300 million over the coming years.

Repairers are often required to reprogram or reinitialise cars when replacing electronic modules. Without access to this information, it makes it near impossible to diagnose and repair a vehicle. Environmental, security and safety concerns are often cited as reasons for withholding information. However, the same manufacturers allow this information to be available in the UK, Europe and USA.

Pass-thru Information

Pass-Thru information is a process whereby a device is used in conjunction with a computer to reprogram or update software on a vehicle. Most manufacturers have this as a requirement in their service schedules. However, with the exception of one brand, there is no mechanism for an independent repairer to perform this task in Australia. Just recently, Auto Logics, a well-known automotive scan tool provider (who provides this technology), were forced to restrict access to Australia by the manufacturers.

Reprogramming is becoming more prevalent, and simple components such as indicator switches and head light assemblies are required to be programmed to the vehicle. Again, this technology is accessible in Europe, the UK and USA, but is restricted in Australia. Manufacturers justify limiting access on the grounds of security.

Recommended Manufacturer Repair Times

Recommended manufacturer repair times are used as a guide by repairers to provide consumers an estimate on how long a repair will take and what costs they should expect. This reduces price shock for consumers and unbillable hours by repairers for complex jobs. Currently, there are a small number of manufacturers that make recommended repair times available via their online technical portals in Australia. It is commonplace for this information to be made available on technical portals in other regions such as Europe, the UK and USA.

Access to Service Schedules

Service schedules are a critical element used to ensure a vehicle remains running at its optimum. There are three key issues regarding access to this type of information.

Historically, this information was available in the owner's manual or service supplements, together with a listing of what is required at each service interval along with the recommended time. More recently, some manufacturers have restricted access to this information due to the removal of printed owner's manuals, and instead, opted to make this information available online or embedded inside the vehicle's electronic components. This in turn effects consumer choice, as vehicle owners are often forced to return to the dealer for services.

Moreover, some consumers are reluctant to have their vehicle serviced at an independent repairer – even when this is their preferred option – because the independent repairer cannot access the online service report or update the vehicle service history stored on a vehicle component such as keys, electronic control module or the instrument cluster. This barrier to information creates an unfair market advantage for dealers and limits consumer choice. It also creates delays in service times and can increase the cost of the service when consumers are required to drive long distances to reach the dealership.

Finally, some manufacturers include expensive serviceable items in a service schedule that do not need replacing according to some authorised dealers. This causes confusion in the repair industry, as well as increased servicing costs to the consumer. For example, a 2012 Toyota LandCruiser Prado KDJ150 Series 3.0L 1KD–FTV requires that the fuel pump be replaced at 150,000 kms. Unsuspecting independent repairers are likely to replace the fuel pump and charge accordingly. However, if the vehicle was taken to an authorised dealer, the owner would have been told that the replacement

was avoidable and in fact, the procedure is rarely implemented. Service schedules should be clear and transparent regarding specific service requirement.

Access to Parts

It has been revealed that particular manufacturers have restricted the supply of various parts – including electronic control modules – on the grounds of security. This type of practice is considered anti-competitive and a form of exclusive dealing, impacting both the consumer and the repairer. In addition, there have been instances whereby repairers have attempted to source general repair parts such as spark plugs, only to be told they are on backorder, creating significant delays in servicing.

The Impact of Barriers to Accessing Repair and Service Information

A survey conducted by VACC in November 2016 found that well over half (57.22%) of businesses surveyed experienced that the access to repair information to be either “very disruptive” or “moderately disruptive” to the running of their business.

The impact of access to repair information and parts on business is significant. Over time, repair workshops have noted a loss of customers (and subsequently revenue), due to their inability to carry out general repairs. Added to this, they have often had to manage customer frustrations, a direct result of longer than expected repair times and higher than expected costs – often linked to the unavailability of TSBs, software upgrade requirements, and access to service and repair information.

Attachment A – Cases of no information available reported on the MTAA report an issue portal

Entry Id	Make	Model	Year	Description of repairs your unable to perform	Description of information not available, e.g. diagnostic information, body repair procedures, general servicing and periodic maintenance procedures, access to re-initialisation of components, general repair information you would expect to find at an authorised dealer	Description of steps taken to obtain information (help/contact function on manufacturer's website, OEM repair information website, third party data providers etc.)
3	Holden	AH Astra	2005	Reinitialise indicator switch to Body Control Module	Reprogramming procedure.	Contacted VACC, no information available, checked online for OEM websites found no website available.
6	Mahindra	Pick Up	2007	Stop light circuit	Stop light wiring diagram.	Contacted VACC, no information available, checked online for OEM websites found no website available.
7	Mazda	CX5	2013	Radio system	Radio and infotainment wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
8	KIA	Cerato	2011	Repair wiring fault	CAN BUS Data communication wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
9	Suzuki	Swift	2014	Collision repair	Body dimensions.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
10	Mercedes Benz	Vito	2011	Throttle valve actuator	Testing procedure for fault code P2012-00.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.

Attachment A – Cases of no information available reported on the MTAA report an issue portal

Entry Id	Make	Model	Year	Description of repairs your unable to perform	Description of information not available, e.g. diagnostic information, body repair procedures, general servicing and periodic maintenance procedures, access to re-initialisation of components, general repair information you would expect to find at an authorised dealer	Description of steps taken to obtain information (help/contact function on manufacturer’s website, OEM repair information website, third party data providers etc.)
11	Hyundai	Elantra	2008	Collision repair	Quarter panel replacement and repair procedures.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
12	Tata	Xzenon	2014	Front wheel axle bearing	Front wheel bearing replacement procedure.	Contacted VACC, no information available, checked online for OEM websites found no website available.
13	Iveco	Daily	2006	Fuel system	Fuel system overview and pressure diagnostic procedures.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
14	Mercedes Benz	A250	2014	Wheel alignment	Wheel alignment specifications.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
15	Suzuki	Jimny	2008	Collision repair	Body repair quarter panel replacement procedures.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
16	LDV	G10	2016	Service reminder light	Service light reset procedure.	Contacted VACC, no information available, checked online for OEM websites found no website available.

Attachment A – Cases of no information available reported on the MTAA report an issue portal

Entry Id	Make	Model	Year	Description of repairs your unable to perform	Description of information not available, e.g. diagnostic information, body repair procedures, general servicing and periodic maintenance procedures, access to re-initialisation of components, general repair information you would expect to find at an authorised dealer	Description of steps taken to obtain information (help/contact function on manufacturer's website, OEM repair information website, third party data providers etc.)
17	Iveco	Daily	2005	Windscreen wiper circuit	Front wiper wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from Europe.
18	Mitsubishi	Triton	2016	Trailer fitment	ABS wiring diagram.	Contacted VACC, no information available, no Triton model listed on European OEM portal, blocked from USA.
19	Suzuki	Swift	2010	Engine removal	Engine removal and installation procedures and repair time.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
20	Cherry	J10	2013	Headlight system	Headlight wiring diagram.	Contacted VACC, no information available, checked online for OEM website found no website available, contacted dealer who had no listing for workshop manuals.
21	Kia	Carnival	2012	Collision repair	High strength steel identification and skirt replacement procedure.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
23	Hyundai	Getz	2008	Electric mirror fault	Power mirror wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.

Attachment A – Cases of no information available reported on the MTAA report an issue portal

Entry Id	Make	Model	Year	Description of repairs your unable to perform	Description of information not available, e.g. diagnostic information, body repair procedures, general servicing and periodic maintenance procedures, access to re-initialisation of components, general repair information you would expect to find at an authorised dealer	Description of steps taken to obtain information (help/contact function on manufacturer's website, OEM repair information website, third party data providers etc.)
24	Hyundai	i30	2010	Collision repair	Quarter panel replacement procedures.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
25	Alfa Romeo	156	1999	Alternator replacement	Removal and installation procedures and repair times.	Contacted VACC, no information available, checked online for OEM websites, blocked from Europe.
26	Mercedes Benz	ML250	2015	Engine electrical fault	Engine Management wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
27	Hyundai	i30	2015	Headlight circuit	Headlight wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
28	Hyundai	i20	2015	Unable to repair vehicle according to manufacturer's specification	Body repair dimensions	Contacted VACC, checked online OEM websites could not get any access to overseas websites
31	Mercedes Benz	ML320	2005	Central locking system	Central locking wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.

Attachment A – Cases of no information available reported on the MTAA report an issue portal

Entry Id	Make	Model	Year	Description of repairs your unable to perform	Description of information not available, e.g. diagnostic information, body repair procedures, general servicing and periodic maintenance procedures, access to re-initialisation of components, general repair information you would expect to find at an authorised dealer	Description of steps taken to obtain information (help/contact function on manufacturer's website, OEM repair information website, third party data providers etc.)
32	Hyundai	Elantra	2014	Collision repair	Quarter panel replacement procedures.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
33	Hyundai	iX35	2014	Collision repair	Rear Quarter panel replacement procedures.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
34	Kia	Soul	2010	Body Control Module	BCM wiring diagram, pinout and voltage specifications.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
35	Hyundai	i30	2010	Collision repair	A pillar and sill replacement procedures.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
36	Hyundai	i30	2013	Roof lining replacement	Roof trim replacement procedures.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
37	Mercedes Benz	Valente	2014	Wheel alignment	Wheel alignment specifications.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.

Attachment A – Cases of no information available reported on the MTAA report an issue portal

Entry Id	Make	Model	Year	Description of repairs your unable to perform	Description of information not available, e.g. diagnostic information, body repair procedures, general servicing and periodic maintenance procedures, access to re-initialisation of components, general repair information you would expect to find at an authorised dealer	Description of steps taken to obtain information (help/contact function on manufacturer's website, OEM repair information website, third party data providers etc.)
38	Mercedes Benz	Vito	2011	Instrument cluster and central locking system	Central locking and instrument cluster wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
39	Iveco	Daily	2009	Central locking system	Central locking wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from Europe.
40	Ssangyong	Korando	2010	Repair Faults in ABS system and SRS system, Codes C1513, B1150, B115A	Fault code testing procedures	Contacted VACC, checked online found no OEM website available.
41	Mercedes Benz	Vito	2016	Headlight	Headlight wiring diagram and component locations.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
42	Foton	Tunland	2014	Wheel alignment	Wheel alignment specifications.	Contacted VACC, no information available, checked online for OEM websites found no website available.
43	Honda	Jazz	2015	Collision repair	Rear quarter panel replacement procedure.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.

Attachment A – Cases of no information available reported on the MTAA report an issue portal

Entry Id	Make	Model	Year	Description of repairs your unable to perform	Description of information not available, e.g. diagnostic information, body repair procedures, general servicing and periodic maintenance procedures, access to re-initialisation of components, general repair information you would expect to find at an authorised dealer	Description of steps taken to obtain information (help/contact function on manufacturer's website, OEM repair information website, third party data providers etc.)
44	Mazda	Mazda3	2015	Collision repair	Centre pillar and sill panel replacement procedures.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
45	Mercedes Benz	Vito	2008	Climate control temperature sensor	Ambient air temperature sensor testing, wiring and component locations.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
46	Mercedes Benz	CLK320	2001	Collision repair	Radiator support and front rail repair procedures.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
47	Mazda	CX-5	2013	Headlight system	HID headlight wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
48	Mercedes Benz	Vito	2011	EGR Fault	EGR Cooler leak and R&R procedure.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
49	Hyundai	i30	2010	Collision repair	Quarter panel replacement procedures.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.

Attachment A – Cases of no information available reported on the MTAA report an issue portal

Entry Id	Make	Model	Year	Description of repairs your unable to perform	Description of information not available, e.g. diagnostic information, body repair procedures, general servicing and periodic maintenance procedures, access to re-initialisation of components, general repair information you would expect to find at an authorised dealer	Description of steps taken to obtain information (help/contact function on manufacturer's website, OEM repair information website, third party data providers etc.)
50	Porche	Boxter	2005	Head light wiring fault	Head light and fog light wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
51	Mercedes Benz	B180	2006	Tracing a wiring loom fault	Front SAM module and fuse box power distribution wiring.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
52	Hyundai	iLoad	2010	Collision repair	Rear quarter panel replacement procedures.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
53	Kia	Rio	2015	Collision repair	Sill panel replacement procedure.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
54	Mercedes Benz	ML500	2005	ABS system	ABS pump relay location and wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
55	Fiat	Scudo	2010	Collision repair	Sill panel replacement procedure.	Contacted VACC, no information available, checked online for OEM websites, blocked from Europe.

Attachment A – Cases of no information available reported on the MTAA report an issue portal

Entry Id	Make	Model	Year	Description of repairs your unable to perform	Description of information not available, e.g. diagnostic information, body repair procedures, general servicing and periodic maintenance procedures, access to re-initialisation of components, general repair information you would expect to find at an authorised dealer	Description of steps taken to obtain information (help/contact function on manufacturer's website, OEM repair information website, third party data providers etc.)
56	Range Rover	Sport	2012	Engine replacement	Engine removal and installation procedure.	Contacted VACC, no information available, checked online for OEM websites, unable to find required information on manufacturer's portal.
57	Mazda	CX-5	2012	Fuel system	Diesel injector seals replacement and oil pick up replacement procedure.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
58	Land Rover	Freelander	2008	Speedometer and instrument cluster	Speedometer testing, component locations and wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, unable to find required information on manufacturer's portal.
59	Mazda	Mazda3	2010	Climate control system	Climate control wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
60	Nissan	Navara	D23	Head light wiring circuit	Head light wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
61	Hyundai	i30	2014	Collision repair	Sill panel replacement and B pillar replacement procedure.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.

Attachment A – Cases of no information available reported on the MTAA report an issue portal

Entry Id	Make	Model	Year	Description of repairs your unable to perform	Description of information not available, e.g. diagnostic information, body repair procedures, general servicing and periodic maintenance procedures, access to re-initialisation of components, general repair information you would expect to find at an authorised dealer	Description of steps taken to obtain information (help/contact function on manufacturer's website, OEM repair information website, third party data providers etc.)
62	Mercedes Benz	Sprinter	2009	Park light system	Park light wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
63	Alfa Romeo	Guilietta	2015	Collision repair	Rear quarter panel replacement procedure.	Contacted VACC, no information available, checked online for OEM websites, blocked from Europe.
64	Suzuki	Swift	2006	Collision repair	Rear quarter panel replacement procedure.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
65	Mercedes Benz	C200	2015	Wheel alignment	Wheel alignment specifications.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
66	Suzuki	Vitara	2015	Collision repair	Front skirt removal procedure.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
67	Suzuki	Kizashi	2010	Audio system	Audio system wiring diagram and component locations.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.

Attachment A – Cases of no information available reported on the MTAA report an issue portal

Entry Id	Make	Model	Year	Description of repairs your unable to perform	Description of information not available, e.g. diagnostic information, body repair procedures, general servicing and periodic maintenance procedures, access to re-initialisation of components, general repair information you would expect to find at an authorised dealer	Description of steps taken to obtain information (help/contact function on manufacturer's website, OEM repair information website, third party data providers etc.)
68	Suzuki	Swift	2007	Gearbox and clutch	Gearbox and clutch removal procedure.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
69	Suzuki	Swift	2010	Collision repair	Rear quarter panel removal procedure.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
70	Iveco	Daily	2010	Transmission	Transmission shifting patterns, diagnosis information and bleeding procedure.	Contacted VACC, no information available, checked online for OEM websites, blocked from Europe.
71	Mitsubishi	Pajero	2016	Indicator lighting system	Indicator wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
72	Volvo	V40	2015	Wheel alignment	Wheel alignment specifications.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
73	Nissan	X-Trail	2016	Collision repair	Body dimension specifications.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.

Attachment A – Cases of no information available reported on the MTAA report an issue portal

Entry Id	Make	Model	Year	Description of repairs your unable to perform	Description of information not available, e.g. diagnostic information, body repair procedures, general servicing and periodic maintenance procedures, access to re-initialisation of components, general repair information you would expect to find at an authorised dealer	Description of steps taken to obtain information (help/contact function on manufacturer's website, OEM repair information website, third party data providers etc.)
74	Subaru	Impreza	2012	Engine management	Engine management wiring diagram and ECU pin out voltages.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
75	Hino	XZU24	2007	Turbo system	Turbo overhaul procedures and repair times.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
76	Iveco	Daily	2007	Engine removal	Engine removal procedures and repair times.	Contacted VACC, no information available, checked online for OEM websites, blocked from Europe.
77	Fiat	Ducato	2009	Rear lighting system	Rear lighting wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from Europe.
78	Hyundai	Getz	2009	Collision repair	Beaver panel replacement procedure.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
79	Nissan	Pulsar SSS	2016	Collision repair	Rear quarter panel repair procedure.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.

Attachment A – Cases of no information available reported on the MTAA report an issue portal

Entry Id	Make	Model	Year	Description of repairs your unable to perform	Description of information not available, e.g. diagnostic information, body repair procedures, general servicing and periodic maintenance procedures, access to re-initialisation of components, general repair information you would expect to find at an authorised dealer	Description of steps taken to obtain information (help/contact function on manufacturer's website, OEM repair information website, third party data providers etc.)
80	Hyundai	i30	2013	Collision repair	Sill panel replacement procedure.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
81	Hyundai	i30	2013	Collision repair	Quarter panel replacement procedure.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
82	Hyundai	iX35	2010	Climate control system	Climate control wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
83	Mitsubishi	Triton	2014	Heating system	Heater core & dash removal procedure.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
84	Suzuki	APV	2012	Collision repair	Quarter panel replacement procedure.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
85	Bentley	Brooklands	1993	Power distribution circuit	Power distribution wiring diagram and fuse box layout.	Contacted VACC, no information available, checked online for OEM websites, unable to find required information on manufacturer's portal.

Attachment A – Cases of no information available reported on the MTAA report an issue portal

Entry Id	Make	Model	Year	Description of repairs your unable to perform	Description of information not available, e.g. diagnostic information, body repair procedures, general servicing and periodic maintenance procedures, access to re-initialisation of components, general repair information you would expect to find at an authorised dealer	Description of steps taken to obtain information (help/contact function on manufacturer’s website, OEM repair information website, third party data providers etc.)
86	Daihatsu	Cuore	2002	Ignition system fault	Ignition wiring diagram.	Contacted VACC, no information available, checked online for OEM websites found no website available.
87	Toyota	Surf	1991	Engine management	Engine management diagnostic procedures and wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, unable to find required information on manufacturer’s portal.
88	Daihatsu	Sirion	2005	Power steering fault	Electric power steering diagnosis, testing procedures and wiring diagram.	Contacted VACC, no information available, checked online for OEM websites found no website available.
89	Kia	Sorento	2010	Engine rebuild	Engine overhaul procedures and specifications.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
90	Kia	Rio	2010	Collision repair	Body repair procedures.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
91	Renault	Trafic	2015	Fitment of trailer	Trailer module wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, unable to find required information on manufacturer’s portal.

Attachment A – Cases of no information available reported on the MTAA report an issue portal

Entry Id	Make	Model	Year	Description of repairs your unable to perform	Description of information not available, e.g. diagnostic information, body repair procedures, general servicing and periodic maintenance procedures, access to re-initialisation of components, general repair information you would expect to find at an authorised dealer	Description of steps taken to obtain information (help/contact function on manufacturer's website, OEM repair information website, third party data providers etc.)
92	Land Rover	Discovery	2015	Update service records	Access to Land Rover online scheduled servicing reporting portal.	Access denied to manufacturers online reporting portal.
93	Mercedes Benz	Sprinter	2013	Fuel system	Fuel system wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
94	Mercedes Benz	CLS350	2007	Collision repair	L/H rear quarter panel removal and installation procedure.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
95	Mercedes Benz	Sprinter	2010	Interior light	Interior lighting wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
96	Chery	J1	2013	Antilock braking system	ABS fault codes, diagnostic information and wiring diagram.	Contacted VACC, no information available, checked online for OEM website found no website available, contacted dealer who had no listing for workshop manuals.
97	Isuzu	NPR	2009	Supplement restraint system	SRS wiring diagram and diagnostic information.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.

Attachment A – Cases of no information available reported on the MTAA report an issue portal

Entry Id	Make	Model	Year	Description of repairs your unable to perform	Description of information not available, e.g. diagnostic information, body repair procedures, general servicing and periodic maintenance procedures, access to re-initialisation of components, general repair information you would expect to find at an authorised dealer	Description of steps taken to obtain information (help/contact function on manufacturer's website, OEM repair information website, third party data providers etc.)
98	Mercedes Benz	GL320	2006	Power seat and tailgate	Power seat and tailgate wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
99	Kia	Sorento	2015	Collision repair	Front skirt removal and installation procedure.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
100	Mercedes Benz	Vito	2005	Central locking system	Central locking wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
101	Honda	City	2010	Collision repair	Front skirt & radiator support panel replacement.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
102	Kia	Sportage	2013	Collision repair	Quarter panel replacement procedure.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
103	Subaru	Forester	2016	Fitment of interlock device	Starting circuit wiring diagram.	Requested information via the Subaru link on the FCAI website, no response.
104	Kia	Rondo	2007	Air conditioning system	Air conditioning system wiring diagram.	Contacted VACC, blocked from overseas Kia technical portals

Attachment A – Cases of no information available reported on the MTAA report an issue portal

Entry Id	Make	Model	Year	Description of repairs your unable to perform	Description of information not available, e.g. diagnostic information, body repair procedures, general servicing and periodic maintenance procedures, access to re-initialisation of components, general repair information you would expect to find at an authorised dealer	Description of steps taken to obtain information (help/contact function on manufacturer's website, OEM repair information website, third party data providers etc.)
105	Kia	Sorento	2015	Air conditioning system	Air conditioning refrigerant specifications.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
106	Kia	Rondo	2008	Engine cooling fans	EFI & cooling fans wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
107	Mercedes Benz	Sprinter	2006	Engine management system	Diesel EFI specs, wiring and pinout.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
108	Mercedes Benz	C220	2011	Engine management system	Diesel EFI specs, wiring and pinout.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
109	Mercedes Benz	Vito	2014	Wheel alignment	Wheel alignment specifications.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
110	Kia	Rio	2014	Power distribution circuit	Power distribution wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.

Attachment A – Cases of no information available reported on the MTAA report an issue portal

Entry Id	Make	Model	Year	Description of repairs your unable to perform	Description of information not available, e.g. diagnostic information, body repair procedures, general servicing and periodic maintenance procedures, access to re-initialisation of components, general repair information you would expect to find at an authorised dealer	Description of steps taken to obtain information (help/contact function on manufacturer's website, OEM repair information website, third party data providers etc.)
111	Iveco	Daily	2009	Lighting circuit	Lighting system wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from Europe.
112	Fiat	Abarth	2008	Instrument cluster	Instrument cluster wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from Europe.
113	Mercedes Benz	Vito	2009	Engine wiring fault circuit	Engine wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
114	Kia	Sportage	2011	Body Control Module	BCM wiring diagram, pinout and voltage specifications.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
115	Mercedes Benz	ML500	2011	Interior light circuit	Interior light wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
116	Volvo	C70	2001	Collision repair	Rear end panel repair procedure.	Contacted VACC, no information available, checked online for OEM websites, blocked from Europe.
117	International	Scout	1961	Engine repair	Mechanical repair procedures, specifications and repair times.	Contacted VACC, no information available, checked online for OEM websites, blocked from Europe.

Attachment A – Cases of no information available reported on the MTAA report an issue portal

Entry Id	Make	Model	Year	Description of repairs your unable to perform	Description of information not available, e.g. diagnostic information, body repair procedures, general servicing and periodic maintenance procedures, access to re-initialisation of components, general repair information you would expect to find at an authorised dealer	Description of steps taken to obtain information (help/contact function on manufacturer’s website, OEM repair information website, third party data providers etc.)
118	Kia	Sportage	2011	Indicator lighting system	Indicator wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
119	Fiat	Abarth	2002	Lighting circuit	Lighting system wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from Europe.
120	Mercedes Benz	ML270	2005	Central locking system	Door lock control system wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
121	Smart	City Coupe	2004	Timing chain	Timing chain removal and installation procedure.	Contacted VACC, no information available, checked online for OEM websites, blocked from Europe.
122	Iveco	Daily 50C15 LWB	2002	Clutch Replacement	Clutch removal and installation procedure.	Contacted VACC, no information available, Checked online, no OEM information available.
123	Aston Martin	DB9 Volante	2005	Timing chain	Timing chain removal and installation procedures.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.

Attachment A – Cases of no information available reported on the MTAA report an issue portal

Entry Id	Make	Model	Year	Description of repairs your unable to perform	Description of information not available, e.g. diagnostic information, body repair procedures, general servicing and periodic maintenance procedures, access to re-initialisation of components, general repair information you would expect to find at an authorised dealer	Description of steps taken to obtain information (help/contact function on manufacturer's website, OEM repair information website, third party data providers etc.)
124	Mercedes Benz	Sprinter 309 CDI MWB	2012	Injector Pump Timing	Injector pump removal and installation procedure and timing set up.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
125	Mercedes Benz	Sprinter 313 CDI LWB	2012	Injector pump	Injector pump removal and installation procedure along with timing instructions.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
126	Iveco	Daily 35S13 LWB	2007	Brakes	Brake specifications and removal and installation procedures.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
127	Smart	Fortwo Cabrio	2005	Engine cooling fans	Cooling fan wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
128	Scania	P92M	2003	Instrument cluster	Speedo wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
130	Isuzu	D-MAX LS-M (4x4)	2013	Service Auto Transmission	Oil level checking procedure.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.

Attachment A – Cases of no information available reported on the MTAA report an issue portal

Entry Id	Make	Model	Year	Description of repairs your unable to perform	Description of information not available, e.g. diagnostic information, body repair procedures, general servicing and periodic maintenance procedures, access to re-initialisation of components, general repair information you would expect to find at an authorised dealer	Description of steps taken to obtain information (help/contact function on manufacturer's website, OEM repair information website, third party data providers etc.)
131	Mercedes Benz	Vito 111CDI Compact	2008	Engine Management	Boost pressure sensor diagnostic procedure and wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
132	Mercedes Benz	ML320 CDI (4x4)	2008	Antilock Braking System	BAS solenoid wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
133	Mercedes Benz	B200	2010	Service Automatic Transmission	Service & refill procedure of the automatic transmission.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
134	BMW	116i	2013	Log Vehicle Service	Unable to record vehicle service as it is restricted to the dealer network.	N/A
135	Mercedes Benz	A250 Sport	2014	Collision repair	Body repair procedure.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
136	Proton	Suprima S GXR	2015	Service Light Reset	Procedure for resetting the service light.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.

Attachment A – Cases of no information available reported on the MTAA report an issue portal

Entry Id	Make	Model	Year	Description of repairs your unable to perform	Description of information not available, e.g. diagnostic information, body repair procedures, general servicing and periodic maintenance procedures, access to re-initialisation of components, general repair information you would expect to find at an authorised dealer	Description of steps taken to obtain information (help/contact function on manufacturer's website, OEM repair information website, third party data providers etc.)
137	Tata	Safari (4x4)	2015	Wheel Alignment	Wheel alignment specifications.	Contacted VACC, no information available, checked online for OEM websites, blocked from Europe.
138	Mercedes Benz	Vito Flexivan 113	2016	Reset Service Light	Service light reset procedure.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
139	Mercedes Benz	Vito 108CDI	2014	Electrical fault diagnosis	Relay locations and identifications.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
140	Mercedes Benz	Vito 108CDI	2011	Cooling System	Engine cooling system bleeding procedure.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
141	Mercedes Benz	CLK500 Avantgarde	2004	Wiring fault	Body wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
142	Iveco	Daily 35S13 LWB	2013	Engine overhaul	Engine rebuild specifications and overhaul procedures.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.

Attachment A – Cases of no information available reported on the MTAA report an issue portal

Entry Id	Make	Model	Year	Description of repairs your unable to perform	Description of information not available, e.g. diagnostic information, body repair procedures, general servicing and periodic maintenance procedures, access to re-initialisation of components, general repair information you would expect to find at an authorised dealer	Description of steps taken to obtain information (help/contact function on manufacturer's website, OEM repair information website, third party data providers etc.)
143	Mitsubishi	Triton GLX-R (4x4)	2014	Lighting system repair	Headlight wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
144	Mitsubishi	Triton Activ	2011	Provide customer an estimate on a repair	Manufacturer recommended repair times.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
145	Mitsubishi	Pajero GLS LWB (4x4)	2008	Engine Management Diagnosis	Fault codes and testing procedures.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
146	Mercedes Benz	A190 Elegance	2005	Mechanical repair	Specifications and overhaul procedures.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
147	Volvo	S70 2.5T	1997	Engine Management Diagnosis	Engine management wiring diagram, testing procedures and specifications.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
148	Renault	Kangoo 1.5 dCi	2012	Auto transmission overhaul	Transmission overhaul procedure and specifications.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.

Attachment A – Cases of no information available reported on the MTAA report an issue portal

Entry Id	Make	Model	Year	Description of repairs your unable to perform	Description of information not available, e.g. diagnostic information, body repair procedures, general servicing and periodic maintenance procedures, access to re-initialisation of components, general repair information you would expect to find at an authorised dealer	Description of steps taken to obtain information (help/contact function on manufacturer's website, OEM repair information website, third party data providers etc.)
149	Foton	Tunland (4x2)	2013	Reset service light	Service light reset procedure.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
150	Alfa Romeo	159 2.2 JTS Ti	2010	Engine management diagnosis	Engine management wiring diagram and testing procedures.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
151	Daihatsu	Terios DX (4x4)	1998	Provide customer an estimate on a repair	Access to manufacturer repair times.	Contacted VACC, no information available, checked online for OEM websites, no information available.
152	Mercedes Benz	C220 CDI Sports	2007	Repair fuel system	Fuel pump removal and installation procedure.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
153	Honda	Odyssey	2015	Wiring fault	Vehicle wiring diagram and testing procedures.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
154	Abarth	500 Esseesse	2016	Reset the service light on the instrument cluster	Service light reset procedure.	Contacted VACC, no information available, checked online for OEM websites, blocked from Europe.

Attachment A – Cases of no information available reported on the MTAA report an issue portal

Entry Id	Make	Model	Year	Description of repairs your unable to perform	Description of information not available, e.g. diagnostic information, body repair procedures, general servicing and periodic maintenance procedures, access to re-initialisation of components, general repair information you would expect to find at an authorised dealer	Description of steps taken to obtain information (help/contact function on manufacturer's website, OEM repair information website, third party data providers etc.)
155	Mercedes Benz	Vito 115CDI XL Crew CAB LTD ED.	2004	Diagnose and repair air-conditioning system	Air conditioning diagnostic procedures and wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, no information available.
156	Mercedes Benz	C200 Kompressor	2001	Diagnose and repair wiring fault	Vehicle wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
157	Kia	Rio	2009	Collision repair	Body repair methods.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
158	Fiat	Scudo	2008	Diagnose engine management fault	Engine management fault codes and diagnostic procedures.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
159	Alfa Romeo	159	2010	Repair faulty fuel gauge	Fuel gauge wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from Europe.
160	Mitsubishi	Triton	2013	Provide customer an estimate on a repair	Service interval requirements and time.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.

Attachment A – Cases of no information available reported on the MTAA report an issue portal

Entry Id	Make	Model	Year	Description of repairs your unable to perform	Description of information not available, e.g. diagnostic information, body repair procedures, general servicing and periodic maintenance procedures, access to re-initialisation of components, general repair information you would expect to find at an authorised dealer	Description of steps taken to obtain information (help/contact function on manufacturer’s website, OEM repair information website, third party data providers etc.)
161	Claas Tractor	Axion	2014	Diagnose and repair clutch fault	Clutch system wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, no information available.
162	LDV	910 VAN	2016	Reset service light	Service light reset procedure.	Contacted VACC, no information available, checked online for OEM websites, no information available.
163	Daihatsu	Terios	1998	Provide customer an estimate on a repair	Manufacturer recommended repair times.	Contacted VACC, no information available, checked online for OEM websites, no information available.
164	Mitsubishi	Triton	2015	Collision repair	Rear quarter panel repair method.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and requested info not available on Mitsubishi Europe website.
165	Mercedes Benz	E Class	2006	Air injection pump fault	Secondary air injection pump wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
166	Hyundai	i20	2012	Engine cooling system	Radiator cooling fan wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.

Attachment A – Cases of no information available reported on the MTAA report an issue portal

Entry Id	Make	Model	Year	Description of repairs your unable to perform	Description of information not available, e.g. diagnostic information, body repair procedures, general servicing and periodic maintenance procedures, access to re-initialisation of components, general repair information you would expect to find at an authorised dealer	Description of steps taken to obtain information (help/contact function on manufacturer's website, OEM repair information website, third party data providers etc.)
167	Holden	Commodore	2006	Reinitialise PCM	Unable to replace faulty PCM due to the restricted access to reprogramming codes.	Contacted dealer, third party scan tools blocked.
168	Land Rover	Post 2016 Models	Post 2016	J2534 protocol for "Pass thru" programming which is available in Europe and the USA.	Quote from TOPIx website. "Before buying programming subscriptions Independent Module Programming is only supported within the EU. This gives access to all non-security modules. Any subscriptions purchased outside of the EU will not be supported by Jaguar Land Rover". We feel not having access to programming data may limit our ability to provide a full diagnostic and repair service for these post 2016 vehicles.	Contacts with Land rover Australia, and the FCAI, have failed to clarify the issue. Third parties can provide equipment, but not programming files / data.
169	Subaru	Forester	2010	DPF light flashing, I tried clearing using 4 different scanners, I was told that it was not a DPF fault and that the vehicle had to be taken back to the dealer to be fixed.	Diagnostic and reset procedures.	Scanners were unable to perform task.

Attachment A – Cases of no information available reported on the MTAA report an issue portal

Entry Id	Make	Model	Year	Description of repairs your unable to perform	Description of information not available, e.g. diagnostic information, body repair procedures, general servicing and periodic maintenance procedures, access to re-initialisation of components, general repair information you would expect to find at an authorised dealer	Description of steps taken to obtain information (help/contact function on manufacturer's website, OEM repair information website, third party data providers etc.)
170	Holden	Statesman / Commodore	2007	Vehicle 1. HVAC system repair Vehicle 2. HVAC and Audio system.	Programming and reset procedures.	Contacted Holden dealer, was told only authorised Holden service centres can perform this type of reprogramming.
171	Alfa Romeo	GT JTS	2004	Repair electrical fault	Head light wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
172	Volvo	XC90	2012	Repair braking system.	Electric handbrake removal and installation procedure and adjustment.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
173	Mitsubishi	Triton	2015	Provide customer an estimate on a repair	Manufacturer recommended repair times.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
174	Volvo	XC90	2009	Engine management diagnosis	Engine management fault codes and testing procedures.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.

Attachment A – Cases of no information available reported on the MTAA report an issue portal

Entry Id	Make	Model	Year	Description of repairs your unable to perform	Description of information not available, e.g. diagnostic information, body repair procedures, general servicing and periodic maintenance procedures, access to re-initialisation of components, general repair information you would expect to find at an authorised dealer	Description of steps taken to obtain information (help/contact function on manufacturer’s website, OEM repair information website, third party data providers etc.)
175	Mercedes Benz	CLK280	2001	Window replacement	Rear quarter window replacement and adjustment procedure.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
176	Mercedes Benz	SLK55	2006	Diagnose and repair engine management fault.	Crankshaft position sensor testing procedure and wiring diagram.	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
177	Mercedes Benz	CLS	2008	Diagnose and repair engine management	Fault code listing and testing procedures	Contacted VACC, no information available, checked online for OEM websites, blocked from USA and Europe.
178	Toyota	Camry Hybrid	2013	Hybrid batteries	Cannot get cells for batteries. Only option is to buy a complete changeover from Toyota.	Tried contacting China manufacturer but there are many barriers to this option.