

# ACCESS TO VEHICLE REPAIR & MAINTENANCE INFORMATION FOR HEAVY DUTY VEHICLES

On the road to a healthy  
environment, a dynamic  
transport sector and strong  
SMEs in a competitive  
automotive aftermarket

# AFCAR



## ‘EURO VI’ Implementing Measures



**AFCAR**  
Alliance for the Freedom of Car Repair



**RIGHT TO REPAIR**



*In the EU-27, there are 38 million registered commercial and heavy duty vehicles (HDV). In a competitive service and repair market, every vehicle owner should be free to decide who works on their vehicles. Affordable choices are essential since all warranty, safety and environmental compliances must be assumed. Hence, full access to repair and maintenance information (RMI), training, spare parts, multi-brand tools is crucial. These requirements are as important for HDVs as they are for light duty vehicles and passenger cars.*



## Four Compelling Reasons to transfer the 'Access to Repair Information' Clauses from 'Euro 5/6' to 'Euro VI' Heavy Duty Vehicles.

**O**n 18th June 2009, the European Parliament and the Council took on board the political principles of access to technical information for independent operators, when they adopted Regulation N° 595/2009 for Heavy Duty Vehicles. Currently, via the Comitology procedure, the European Commission is drafting technical implementing measures. Detailed technical provisions are crucial to 'translate' agreed political principles into vehicle-specific technical requirements, e.g. for the diagnostic connector, fault codes, or for the test tools.

AFCAR calls on the European Commission and EU Member States to take this opportunity to transfer the technical details of the Euro 5/6 Regulation N° 692/2008 on access to vehicle repair and maintenance information into the Euro VI implementing measures to Regulation (EC) No 595/2009.



## The heavy-duty vehicles sector: not different from the light duty sector.

### Independents take care of Heavy Duty Vehicles.

The heavy duty sector is identical in many ways to the car sector; both have:

- **authorised and independent workshops,**
- **roadside assistance and repair organisations,**
- **individual and business customers,**
- **fleet maintenance repairers.**

As volume of vehicles in the heavy duty sector is lower it follows that repair shops are more thinly distributed. Also, there is a significant number of fleet operators who carry out their own repair and maintenance work. These fleets are often composed of multiple brands. Thus they require multi-brand repairers located in the vicinity to ensure that all vehicles can be maintained and repaired whenever and wherever necessary.

### Detailed technical RMI provisions to ensure a competitive transport sector.

Europe's economy is inextricably dependent on mobility. Road transport is a key vertebra in the backbone of a strong and dynamic EU. Commercial vehicles are a vital link between producers and businesses, bringing goods and services to consumers.

HDV breakdowns are costly for the vehicle and for its load. Repairers are expected to deliver high speed repairs wherever the vehicle is located.

To avoid unnecessary breakdowns commercial vehicles must be regularly serviced and repaired anywhere in Europe. Therefore, the availability of detailed technical information is critical for the livelihood of transport companies.

# MFCA

## 'Open reparability' to meet environmental challenges.

The independent market supports the Commission's initiatives to reduce emissions of commercial vehicles with the obvious health improvements for the environment.

In order to ensure that heavy duty vehicles conform to EU emission standards throughout their entire life-cycle, they require regular inspection, servicing and repair. Many new contracts have a carbon footprint clause which demands that fleet companies can demonstrate their green credentials.

Thus detailed technical provisions are essential to maintain the functionality, safety and environmental compliance of vehicles. It is crucial that independent market operators have unrestricted access to the on-board-diagnostic (OBD) systems and all technical information, replacement parts, tools and test equipment necessary to accurately diagnose, service and repair vehicles. This is also important for carrying out remedial work associated with periodic inspection and testing.

## There is just one specific feature to HDV:

### Multi-Stage Built Type-Approval.

In majority, a heavy duty vehicle is built in its entirety by one manufacturer. However, there are instances where a number of separate manufacturers are involved in constructing the complete vehicle (known as a "multi-stage" build). In these cases, different manufacturers are involved in separate stages of the type-approval (e.g. the engine, chassis, cabin, cargo or load area).

## For a sound SME landscape in Europe.

70% to 80% of all fleet owners are small and medium-sized entrepreneurs (SMEs) with small fleets often composed of a variety of brands (craftsmen, delivery vans, for catering services, bakery etc.). Only 20% to 30% of fleet owners are big companies acting Europe-wide.

In opposition to a large part of these fleet customers, the vast majority of SMEs mostly buys vehicles, but calculable repair services are not within a product package but bought separately from independent repairers. Thus, both simple and also unscheduled repair services of a large part of the HDV sector are ordered separately or only if necessary.

Therefore, all these owners of duty or commercial vehicles need competitive local and Europe-wide repair services from independent operators. These are offered by aftermarket operators who, being themselves SMEs, form the backbone of Europe's independent and multi-brand repair market. They help to keep jobs in the EU, in contrast to the recent trend of outsourcing in global vehicle manufacturing.



## ■ Did you know?

*In Germany ADAC, the roadside assistance and rescue service responded to 110.000 truck call-outs in 2009. In the United Kingdom RAC Commercial Assistance (RACCA) responded to 36.000 call-outs. They perform roadside repairs covering the electronics, tyres, brakes or engines of heavy duty trucks.*

*Electronic systems' problems are the biggest cause of breakdowns. To quickly diagnose and get the truck, bus or coach back to the road, roadside rescuers have to use mobile multi-make diagnostic tools. Therefore enhanced OBD information is needed in the Euro VI technical legislation.*



## Conclusion

Procedures for repairing and maintaining heavy duty vehicles are basically identical to those for the light duty sector. However it is accepted that there is one feature that is unique to commercial vehicles and the complexity particularly regarding the electronics, can be much greater than that of passenger cars. With this ever increasing complexity it is essential that independent operators have access to robust detailed

technical information, OBD-data, spare parts, multi-brand tools. This will ensure that heavy duty vehicles are then correctly serviced and maintained everywhere in Europe and in the event of breakdown are quickly back on the road. Everything is dependent on timely availability of in-depth, reliable, affordable and up-to-date technical information for all independent operators.

**Therefore, AFCAR calls upon the European Commission and EU Member States to transfer the detailed technical provisions of Regulation N° 692/2008 into the implementing measures to Regulation N° 595/2009 and in particular:**

- Keeping substance and structure of the Euro 5/6 provisions.
- Inclusion of the list of OBD information for the provision of multibrand diagnostic tools and test equipment (including the validation of independently produced VCIs).
- Adaptation to technical modalities, e.g. reference to different standards where necessary (e.g. RP1210 or DoIP for reprogramming).
- Availability of repair and maintenance information for trailers.
- Improvement of provisions on access to RMI (taking into account the experience of CEN and the Security Forum and remedying to practical problems which occurred in the market since the entry into force of the Euro 5/6 legislation).
- Reference to future CEN standard, once adopted.
- Update of description of technical information according to latest experiences (e.g. recall information and electronic service handbook).

### AFCAR Members:

#### AIRC

Association Internationale des Réparateurs en Carrosserie

#### CECRA

European Association of Motor Trade and Repairs

#### EGEA

European Garage Equipment Association

#### FIA

Fédération Internationale de l'Automobile

#### FIGIEFA

European Federation of Independent Automotive Aftermarket Distributors

#### FIRM

International Federation of Engine Remanufacturers

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