

From the Secretary-General

Hello Again!

I would like to take this opportunity to extend my sincere thanks to the team from FNO / NARC for doing such a great job organizing and hosting our 2010 RCAR Conference in Oslo!



Hard to believe that this was my third Conference as Secretary-General! As always, I enjoyed seeing you again to discuss issues of mutual interest. I especially appreciated the opportunity of meeting a number of delegates and partners who were making their very first appearance at an RCAR Conference, including those from new member Samsung. Welcome to the RCAR family!

Once again, judging from the number of quality submissions received, as listed to the right, the current edition of the Newsletter should prove interesting, informative, and valuable to all.

In this edition, you will find an offering from CZ on the opening of their new research facility; our first-ever submission from new member Samsung on the increased risk of EVs to pedestrians; an article from AZT on child safety; news from JKC on a recent visit by East Asian insurers; 3 articles from IIHS: the Top Safety Picks for 2011, the costs of bumper mismatch, and aftermarket parts; an offering from ICBC on their new Learning Centre; 2 submissions from CESVI ARGENTINA on the safest cars of 2010, and art made from wrecked car parts; three articles from CESVIMAP: repair of industrial vehicles, a new university offering, and the second CESVIMAP lecture series; an entry on university collaboration from KART/KIDI; an article from CESVI BRASIL on reducing accidents; 2 submissions from CESVI MEXICO: Road Safety Event, and Automotive Repair Expo 2011; quarterly news from MRC Malaysia; 3 pieces from Thatcham: whiplash support, their visit from 'Great Wall,' and WITkit; plus an offering from KTI on non-professional v. professional repair. Our final entry is a reprint of an article from **Collision Repair Magazine** highlighting the impact research undertaken by RCAR members ICBC and MPI has had on manufacturing improvements.

Once again, my sincere thanks to all who contributed! Your participation is always greatly appreciated! I hope you enjoy the Newsletter!

Wilf Bedard

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From Centro Zaragoza:

***CENTRO ZARAGOZA INAUGURATES ITS FACILITIES AT
TECHNOPARK-MOTORLAND (ALCAÑIZ-TERUEL SPAIN)***



The New CZ Facility at Technopark -- Motorland

Last 11 November, CENTRO ZARAGOZA (CZ) inaugurated and presented its new facilities, situated in the Motor Technology Park of Aragon –Technopark” – Motorland (Alcañiz-Teruel), to the insurance sector.

This event was directed by Jose Manuel Carcaño, Director General of CZ, who introduced the various people taking part: José Vila, President de CZ; Amor Pascual, Mayor of Alcañiz; Pedro Seixas, President of the APS (Associação Portuguesa de Seguradores); Mirenchu del Valle, Secretary General of UNESPA (Business Association for the Insurance Sector of Spain); Arturo Aliaga, Regional Minister of Industry, Trade and Tourism of the Government of Aragon (Spain); and Javier Fernandez, Government Representative in Aragon (Spain).

This was followed by a tour of the facilities (workshops, laboratories and research areas), where a real-impact test was performed on an –impact simulator,” creating a great deal of interest among those present. The day’s programme ended with a cocktail.

The event was attended by top executives and representatives from a large number of insurance companies and institutions from the insurance sector, from the vehicle after-sale sector, and from different organizations that form part of the business fabric of Aragon, as well as by the media.

The event created a significant amount of media attention, both on the part of Internet-based media (websites and newsletters specializing in the insurance, the motor/workshop and the road safety sector), as well as international media.



(from left) CZ President Jose Vila, CZ Director-General Jose Carcano, Alcaniz Mayor Amor Pasqual
Regional Industry Minister Arturo Aliaga, Spanish Government Delegate Javier Fernandez
APS President Pedro Seixas, UNESPA Secretary-General Mirenchu del Valle

The new CZ facilities in Alcañiz will complement the current ones in Pedrola, with a serviced surface area of 13,332 sq.m. and a built-on surface area of 7,170 sq.m., of which 1,300 sq.m. will be used for laboratories. These facilities will be ideal for housing innovative equipment to research vehicle and road safety, including an impact simulator to test assemblies and systems, and an anthropomorphic form launcher for tests according to the new community directive.



Attendees Observing Impact Test at the New Facility

More specifically, last November 2010, the course “Industrial Vehicle Painting” for was presented on behalf of “Du Pont Ibérica,” a leading paint coatings company. CZ’s new facilities have allowed the students to practice with industrial vehicles, as well as with the equipment and processes specific to this type of vehicle.

Training, development of R&D&I in the automobile sector, and the promotion of new initiatives to improve road safety, will all be strengthened with the creation of this second CZ facility.

From Samsung:

INCREASED RISK TO PEDESTRIANS OF EVs and HEVs



Public Road Test at Low Speed



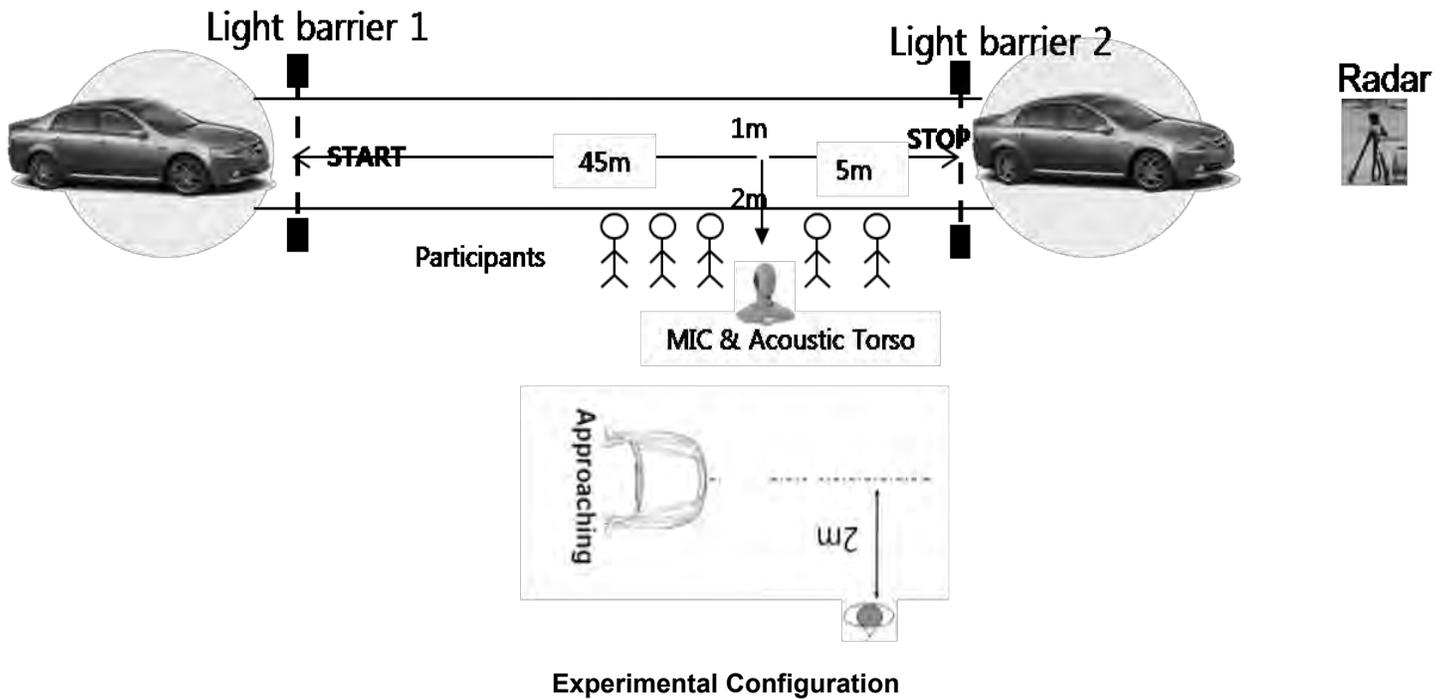
Test in Underground Parking Lot

Electric and hybrid vehicles have several advantages over vehicles with an IC (internal combustion) engine. First, they are eco-friendly vehicles because of their low CO₂ emissions. Second, their noise emissions are very low compared with those of conventional IC engine vehicles.

The increasing use of quiet vehicles such as electric vehicles and hybrid vehicles has resulted in a new type of problem. During the last decades, vehicle manufacturers were required to reduce vehicle exterior noise, usually called pass-by noise, because of legislation requiring reduced exterior noise levels, since vehicle exterior noise is considered one of major sources of environmental noise, and can be quite annoying. Exterior noise is composed of several components including power-train noise, exhaust noise, induction noise, tire noise, and wind noise. Vehicles using electric motors instead of IC engines are much quieter than internal combustion engine vehicles, due to the removal of power-train noise, exhaust noise, and induction noise.

However, the increasing number of quiet vehicles, such as all-electric and hybrid electric vehicles (HEVs) can negatively affect pedestrian safety. A safety problem may arise when these vehicles are driven at low speeds because this is when an HEV is more likely to operate on its electric motor system alone, resulting in minimal engine sound, and when other auditory cues from tires and wind noise may be diminished.

Recently, Samsung investigated the auditory recognition distance of several types of vehicles, including two types of IC engine vehicle (diesel, gasoline), fully-electric vehicles, and hybrid vehicles, under several low speed driving condition scenarios on public roadways.



Based on the results, we compared the relationship between braking distance and auditory recognition distance to find the pedestrian accident probability according to vehicle speeds and vehicle types. It was shown that there is a clear difference in the auditory recognition of a vehicle based on the engine noise and motor noise at low speeds. Probabilities of pedestrian crashes involving EVs and HEVs were found to be higher than for IC (diesel/gasoline) engine-powered vehicles.

We also studied the auditory recognition distance in underground parking lots involving vehicles under engine/motor idle. Most people could not perceive when a stationary vehicle started to move in the case of EVs and HEVs.

It is concluded that emission of a minimum sound level for EVs and HEVs is necessary to prevent pedestrian crashes, especially for visual-impaired persons when the vehicles are under low speed driving conditions and trying to move forward/backward under idle.

For more information, contact the Samsung Traffic Safety Research Institute.

From AZT:

AZT VIDEO ADDRESSES CHILD SAFETY IN VEHICLES



(from left: AZT Project Leader Carsten Reinkemeyer, Moderator Willi Weitzel, Actress Rosanna

Only half of all children in Germany aged 6 and above are secured properly when riding in a car in inner-city traffic – an alarming figure that calls for action.

Often the problem is not a general lack of safety awareness; more common is diffuse knowledge in combination with creeping loss of attention paid to a daily routine. Children aged 6 and above were especially found to be at risk. With a new approach, AZT decided to directly address the children who, in this age group, mostly occupy the child seat by themselves, and handle the fastening of the seat-belts without the help of adults.

Together with the anchorman of a popular German TV show for children, AZT has produced a video demonstrating the necessity of using seat belts and the key issues involved in proper handling. The video will be sent to all 36,000 schools in Germany, and to police. It can be downloaded from the Internet using the following link: [http:// www.m4-tv.com/willi weitzel.html](http://www.m4-tv.com/willi_weitzel.html)

From JKC:

EAST ASIAN INSURERS VISIT JKC



East Asian Insurers at the Jiken Research Centre

In November 2010, the Non-Life Insurance Institute of Japan and the General Insurance Association of Japan jointly held the “38th Insurance School (Non-Life) of Japan” in Tokyo, which was attended by 34 representatives from insurance companies, financial authorities and insurance associations located in 13 East Asian regions.

On November 11, the group visited Jiken Center as a part of this seminar, toured our facility and observed collision tests. Having received an explanation of the significant role we play in the motor vehicle industry from our staff, they acknowledged the necessity of similar research institutes in their home regions to promote the healthy development of their insurance industries.



The Group Observing Collision Testing

For more information, contact Kazuhiro Ishikawa (kazuhiro.ishikawa@jikencenter.co.jp)

From IIHS:

TOP SAFETY PICK AWARD WINNERS FOR 2011

Sixty-six vehicles earn IIHS's *TOP SAFETY PICK* award for 2011. This is a huge increase from the 27 winners in last year's initial round. The new winners include 40 cars, 25 SUVs, and a minivan. *TOP SAFETY PICK* recognizes vehicles that do the best job of protecting people in front, side, rollover, and rear crashes. Winners also must have available electronic stability control to reduce the risk of crashing in the first place.

Last year IIHS toughened the award criteria by requiring a good rating in a roof strength test to assess protection in a rollover crash. This sharply narrowed the initial field of 2010 winners. Then automakers quickly began improving roof strength, so for 2011 every major automaker has at least one winning model. Front-runners are Hyundai/Kia and Volkswagen/Audi, each with 9 winners. Next with 8 awards apiece are General Motors, Ford/Lincoln, and Toyota/Lexus/Scion. Subaru is the only manufacturer with a winner in all the vehicle classes in which it competes.

Ford is one of the automakers working to improve roof strength. For 2011 Ford rolled out a new design for its popular midsize SUV, the Explorer, which never had earned *TOP SAFETY PICK*. Ford also upgraded the roofs of 2 other midsize SUVs and 2 midsize cars that had missed the initial round of 2010 winners because they lacked the required roof strength.

The addition of a roof strength criterion recognizes the importance of good protection in rollover crashes, which kill more than 8,000 people on US roads each year. Vehicles that earn good ratings from IIHS have roofs more than twice as strong as current US safety rules require.



Roof Crush Test Result

ALL 66 WINNERS

Large cars

Buick LaCrosse, Regal
 BMW 5 series
 Cadillac CTS
 Ford Taurus
 Hyundai Genesis
 Infiniti M
 Lincoln MKS
 Mercedes E class sedan
 Mercedes E class coupe
 Toyota Avalon
 Volvo S80

Large SUV

Volkswagen Touareg

Midsized SUVs

Audi Q5
 Cadillac SRX
 Chevrolet Equinox
 Dodge Journey
 Ford Explorer, Flex
 GMC Terrain
 Hyundai Santa Fe
 Jeep Grand Cherokee
 Kia Sorento
 Lexus RX
 Lincoln MKT

Midsized cars

Audi A3, A4
 Chevrolet Malibu
 Chrysler 200
 Dodge Avenger
 Ford Fusion
 Hyundai Sonata
 Kia Optima
 Lincoln MKZ
 Mercedes C class
 Subaru Legacy, Outback
 Volkswagen Jetta sedan
 Volkswagen Jetta SportWagen
 Volvo C30

Small SUVs

Mercedes GLK
 Subaru Tribeca
 Toyota Highlander, Venza
 Volvo XC60, XC90

Small cars

Honda Element
 Hyundai Tucson
 Jeep Patriot
 Kia Sportage
 Subaru Forester
 Volkswagen Tiguan

Chevrolet Cruze
 Honda Civic
 Kia Forte, Soul
 Mitsubishi Lancer
 Nissan Cube
 Scion tC, xB
 Subaru Impreza
 Toyota Corolla
 Volkswagen Golf, GTI

Minicar

Ford Fiesta

Minivan

Toyota Sienna



BUMPER MISMATCH COSTS CONSUMERS FOR REPAIRS



Photo Illustrating Mismatch of Car Bumper with SUV

The bumpers on cars are designed to match up with each other in collisions, but a long-standing gap in US regulations exempts SUVs from the same rules. These vehicles as well as pickup trucks and minivans often have bumpers that are flimsier and higher off the ground than the bumpers on cars. SUVs and pickups may not even have bumpers at all.

New IIHS crash tests demonstrate the consequences of bumper mismatch. In fender-benders with SUVs, cars often end up with excessive damage to hoods, engine cooling systems, fenders, bumper covers, and safety equipment like lights. SUVs don't come out unscathed either, often needing extensive work.

IIHS conducted 10 mph front-into-rear crash tests involving 7 pairs of 2010-11 models (a small car and small SUV from the same manufacturer). The idea was that automakers should at the least pay attention to bumper compatibility across their own fleets. The crash test results show that many don't pay enough attention. In these tests, an SUV going 10 mph (16 kph) struck the back of its paired car, which was stopped. Then the configuration was reversed. Results of these impacts varied widely, from a total of \$850 damage to one vehicle to \$6,015 damage to another. In some cases, the damage included major leaks from broken radiators and cooling fans. If these collisions had happened on the road, the motorists wouldn't have been able to drive away.

DAMAGE REPAIR COSTS IN 10 MPH FRONT-INTO-REAR CRASH TESTS

SUV INTO CAR	SUV damage	Car damage	Total damage
Honda CR-V into Honda Civic	\$1,721	\$1,274	\$2,995
Toyota RAV4 into Toyota Corolla	\$1,434	\$2,327	\$3,761
Hyundai Tucson into Kia Forte	\$850	\$3,223	\$4,073
Volkswagen Tiguan into Volkswagen Golf	\$2,329	\$2,058	\$4,387
Jeep Patriot into Dodge Caliber	\$1,415	\$3,095	\$4,510
Ford Escape into Ford Focus	\$1,470	\$3,386	\$4,856
Nissan Rogue into Nissan Sentra	\$2,884	\$4,560	\$7,444

CAR INTO SUV	Car damage	SUV damage	Total damage
Kia Forte into Hyundai Tucson	\$1,510	\$2,091	\$3,601
Dodge Caliber into Jeep Patriot	\$2,559	\$1,338	\$3,897
Honda Civic into Honda CR-V	\$4,921	\$1,053	\$5,974
Volkswagen Golf into Volkswagen Tiguan	\$4,555	\$1,872	\$6,427
Nissan Sentra into Nissan Rogue	\$5,114	\$1,428	\$6,542
Ford Focus into Ford Escape	\$5,203	\$2,208	\$7,411
Toyota Corolla into Toyota RAV4	\$3,852	\$6,015	\$9,867

Note: The Ford Escape and Focus, Hyundai Tucson, and Volkswagen Golf and Tiguan are 2011 models. All other cars and SUVs are 2010s. Repair costs reflect November 2010 parts and labor prices.

The problem is that mismatched bumpers bypass each other when vehicles collide, and the resulting crash energy then crumples the vehicle body. That's what happened when the Nissan Rogue struck the back of the Nissan Sentra. The impact crumpled the car's bumper cover, trunk lid, and rear body. The Rogue ended up with a crushed and leaking radiator that kept this SUV from being driven after the test. This result was typical. Of the 7 car-SUV pairs IIHS tested, not one is a model of compatibility. This is why IIHS is renewing its request to the US government to extend bumper rules to SUVs and pickup trucks.

AFTERMARKET PARTS CAN BE ENGINEERED LIKE ORIGINALS



Tests Show That Aftermarket Parts Can Perform as Well as Original

Aftermarket parts cost less than ones from suppliers other than the original vehicle manufacturers, but debate has swirled for years over whether these components are comparable to the originals. For things like fenders, grilles, and bumper covers, the issues are mainly cosmetic because these parts are irrelevant to crash safety. But some parts provide structural strength. Neglecting to build them to the same specifications as the originals could affect how much damage occurs in a crash or how well occupants are protected. New IIHS tests point to the need for such parts to be certified as good copies of the originals.

The Certified Automotive Parts Association (CAPA) has released a certification standard for aftermarket bumpers. The aim is to ensure that the copies match the dimensions, material, and construction of automaker-supplied bumpers. IIHS agreed to help demonstrate CAPA's new standard by testing a vehicle fitted with an aftermarket bumper beam that conforms to CAPA's requirements and 2 other vehicles with beams that don't conform.

Engineers crash tested a 2008 Dodge Ram 1500 pickup fitted with an aftermarket bumper that meets CAPA's standard in a 5 mph (8 kph) full frontal test plus a 40 mph (64 kph) offset frontal test. Results were nearly identical to tests with original bumpers. This indicates that aftermarket parts can be reverse-engineered without compromising safety. An aftermarket bumper that meets CAPA's new standard should perform as well as the original.

IIHS also crash tested a 2009 Toyota Camry with an aftermarket bumper that CAPA tests showed to be stronger than the original. Estimated repair costs were similar to costs with the original bumper, but the failure modes were quite different. The Toyota bumper buckled at its center, damaging the bumper cover as the outer edges of the bumper pivoted forward. The aftermarket bumper didn't buckle, and as a result crushed the ends of the bumper support structure.

Aftermarket bumpers need to perform exactly the same as original bumpers because even small changes can skew airbag sensors and alter vehicle damage patterns in crashes. A low-speed test of a 2005 Ford F-150 with an aftermarket bumper that doesn't meet CAPA's standard had lower estimated repair costs than a test with a bumper supplied by a dealer, but this doesn't mean the aftermarket bumper is preferable. To ensure crashworthiness, it needs to perform the same as the original.

From ICBC:

COLLISION REPAIR LEARNING CENTRE



ICBC's Material Damage Research and Training Centre has a renewed focus and a new name.

The facility, which was recently renamed **Collision Repair Learning Centre (CRLC)**, will continue to deliver high-quality technical training to the collision repair industry and ICBC employees, and conduct research aimed at ensuring safe and economic repairs to damaged vehicles.

Moving forward, more focus will be dedicated to working with the industry to identify and develop curriculum to equip collision repair partners with up-to-date skills and knowledge to support changing automotive technology, ensuring customers continue to receive safe, high-quality repairs that improve their overall experience with ICBC. This includes developing online learning paths aimed at customer service personnel and collision damage estimators new to the industry. CRLC also began offering I-CAR courses this year as part of this shift to emphasize training. These courses will help keep the collision repair industry and ICBC staff up-to-date with the latest automotive technology, trends, repair methods, and complement the existing suite of CRLC-developed, hands-on technical upgrade courses offered through the facility.

While delivering training and providing support to the industry and ICBC staff is a key function of CRLC, ongoing research on emerging repair methods and issues related to changing automotive design and new technology is also being conducted. CRLC recently began research on the storage of personal information in on-board GPS, computers and other electronic storage devices that many of today's vehicles are equipped with. Research is specifically focused on the implications of selling or disposing of vehicles that have personal information stored on these devices based on privacy legislation, and who is responsible for protecting this information. We would like to hear from any of you that have researched this topic and what laws or protocols your country has about storing, removing and protecting personal information.

Other activities for the upcoming year include CRLC's continued due diligence in the approval and use of aftermarket parts on customers' vehicles. ICBC discontinued the use of non-CAPA certified sheet metal and structural related aftermarket parts last year. This year, CRLC will review new aftermarket part certification programs and test procedures. This work will support the recent RCAR working group looking at aftermarket parts.

From CESVI ARGENTINA:

THE SAFEST CARS OF 2010



 El auto más
seguro de 2010

www.automasseguro.com.ar

For the fourth consecutive year, CESVI ARGENTINA has selected the safest cars that were offered for sale during 2010, based on basic-version price. This enables the public to make an informed decision when it is time to buy a car based on safety, which we feel is a necessity, not a privilege, even in a record sales year.

Also awarded was the Golden Car award, which offered the best combination of security and cost in all segments, and the Award for Excellence in safety, for the car that achieved the highest safety ratings, without taking into account the cost of the vehicle.

The winners for 2010:

SMALL CAR CATEGORY and GOLDEN CAR IN 2010 SECURITY

Hyundai i10

MEDIUM CAR CATEGORY

Seat Ibiza

MEDIUM/LARGE CATEGORY

Chevrolet Cruze

SUV/CROSSOVER CATEGORY

Peugeot 3008

EXCELLENCE IN SAFETY 2010

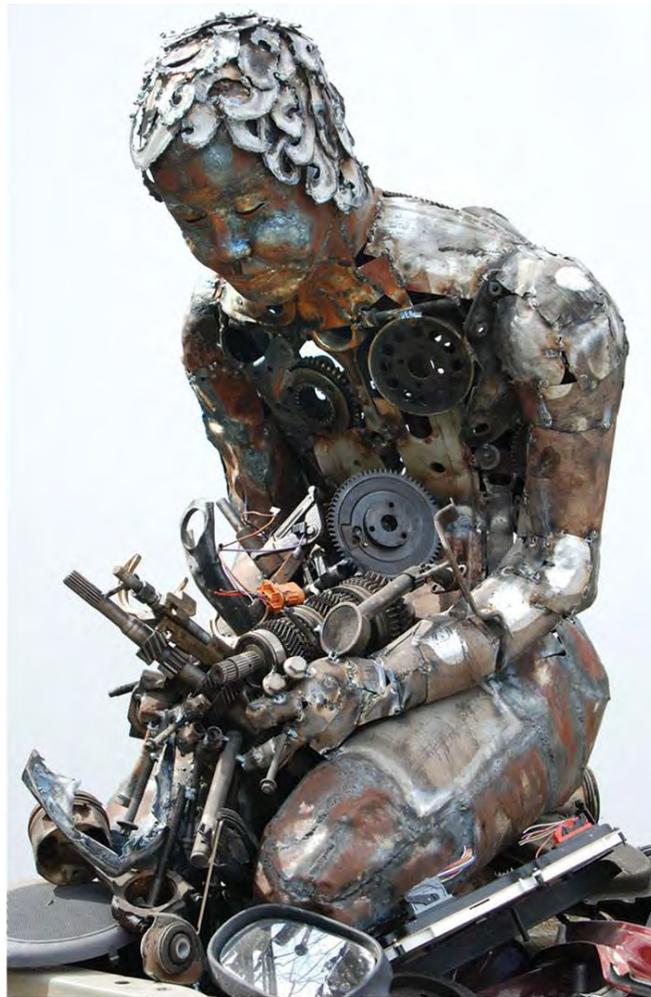
BMW Serie 5

MAPFRE AWARD FOR INNOVACIÓN

Mercedes-Benz Sprinter

To download this information and images of the safest cars, go to: www.automasseguro.com.ar

SOMOS PARTE



www.somos-parte.com.ar

CESVI ARGENTINA, with the support of the National Agency for Road Safety, recently opened an art exhibit entitled "SOMOS PARTE" (We are Part). What makes this art unique is that it consists of entirely of sculptures made from the remains of wrecked motor vehicles.

CESVI ARGENTINA is constantly searching for new ways of communicating the complexity of road safety in Argentina. This time, art was the resource used. As explained by Fabian Pons, General Manager of CESVI ARGENTINA: "We needed a new way of communicating traffic safety. Here, we found artists who recorded with creativity and sensitivity the message of transformation. We can talk about car crashes, accidents, loss of lives, broken families, all that is unspeakable in the form of statistics, but art can *relate*. The artists have achieved something that we were looking in terms of a new way. We know perfectly well that we are all part of the problem. The invitation here is to understand and act, because we are also part of the solution."

From CESVIMAP

REPAIR AND APPRAISAL FOR INDUSTRIAL VEHICLES: A NEW CESVIMAP BOOK



CESVIMAP has published its first work specializing in industrial vehicles, which focuses on the repair and evaluation of damage. The results of more than a decade of research on trucks and buses have been put into this work; this research has been possible due to Cevsimap's specialized facilities for heavy and large vehicles.

The effort put in by vehicle body workers, mechanics, painters, engineers and editorial staff is now available in the form of the first MAPFRE Centre for Road Traffic Experimentation and Safety publication devoted to the industrial vehicle. Direct work on these vehicles has brought detailed knowledge of the processes involved and their peculiarities, and there is also analysis of damage types, equipment and products, and data compilation on times.

The book, 283 pages in length and in full colour, is aimed at repair shop technicians, insurance companies, appraisal bureaus, claims processors, and so on; at all those who need know-how on trucks and buses. It explains the basic repair methods for vehicle bodies, and the mechanical and structural elements of these types of vehicles. It gives details of the methodology for evaluation: replacement operations, paintwork processes, the checks required, materials, and so on. It describes the processes and elements involved in the structuring of an industrial vehicle claims appraisal, given the differences existing compared with normal vehicles.

Thousands of hours of analysis of more than 200 trucks, buses and their bodywork, and how to repair them and paint them, are reflected in this book. Companies in the sector have also collaborated: vehicle body builders, manufacturers and vehicle distributors, installations, equipment, tools, and product companies -- meaning that the latest developments in the world of trucks and buses have been incorporated. The CESVIMAP industrial vehicle repair shop served as the setting for the graphic illustrations.

ONLINE SPECIALIST IN AUTOMOBILE CLAIMS APPRAISAL: A NEW UNIVERSITY DEGREE UNDER THE CESVIMAP CHAIR

UNIVERSIDAD CATÓLICA DE ÁVILA
CÁTEDRA CESVIMAP

Título Universitario
Especialista en Peritación de Automóviles

80% on line

525 horas, 21 ECTS (adaptados al plan Bolonia)

Homologado por Apcas*

Apcas

CESVIMAP premieres a **new university degree** under the aegis of the CESVIMAP Chair at the *Universidad Católica de Ávila: –Automobile Appraisal Specialist–*. The course is 525 hours long (21 ECTS adapted to the Bologna Process) which is recognized by APCAS, the National Association of Insurance Appraisers and Breakdown Commissars.

This training is aimed at engineers, graduates in automotive studies, managers, professionals in the sector, and others wishing to work in the evaluation of automobile damage. It teaches the know-how needed in order to master vehicle repair techniques, appraisal methodology, and computerized evaluation systems. The programme also prepares students on legal and judicial aspects, since part of the professional development will be carried out in the courts, bringing to bear specific scientific and technical experience and knowledge.

Training models are 80% online, to adapt to students' time availability, so the training is accessible from anywhere in the world and at any time. Tutorials with teachers and coordinators are essential for students. This online segment is complemented by 20% classroom attendance, carried out in the CESVIMAP facilities in Avila, over a two-week period.

This second university degree program joins the one already in existence: Automobile After-Sales Specialist, which is into its second edition.

2nd CESVIMAP LECTURE SERIES: THE VALUE OF AFTER SALES, UNDER DEBATE



The Lecture Series in Progress

Within the scope of the CESVIMAP Business Chair, signed in 2009 with the *Universidad Católica de Ávila*, one of the particular objectives is to make knowledge more widely available, and this is why, for the second year running, a series of lectures has been organized. The 2nd CESVIMAP Lecture Series is devoted to the situation of automobile after-sales, and the challenges which this sector is facing.

During the first session, held last October, specialists from all spheres of the automobile market took part: manufacturers, dealerships, independent repair shops, repair multi-centres, consumers, and university analysts.

Regulation 461/2010 on the Distribution of vehicles and its influence on after-sales and on repair was one of the hot points under debate. Despite the fact that many aspects are still to be finalized, the application of this Regulation works in the consumer's favour, increasing competition between dealership repair shops and independent repair shops. Present at the round table were the Consumer Association FACUA, the Alava Association of Automotive Business Owners, representing independent repair shops, the Federation of Associations of Automotive Dealerships, representing the dealerships, and the regional government, the *Junta de Castilla y León*, representing administration.

Peugeot explained its strategy as a manufacturer and presented its vision of the future, in which it will be vital to offer quality service to ensure client loyalty.

Feu Vert explained its approach as a chain of automobile centres focusing on sales and spare part installation in large shopping centres, with scrupulous respect for environmental legislation.

Midas insisted on client-friendly activity, from its perspective of service and convenient location, pointing to the need to pay attention both to the internal team (the workers) and to the user, to strengthen the brand.

Pedro Mas, lecturer at the *Universidad Católica de Ávila*, spoke about the guarantees which the manufacturer must offer, and their different control methods.

The Vice-Chancellor of the *Universidad Católica de Ávila* attended the opening act of the lectures, and he also presented the certificates for the CESVIMAP degrees awarded for the first edition of the university degree in Automotive After-Sales Specialist/Expert.

The second session will be held on April 5th, 2011, where the debate will be about the challenges facing after-sales in automation. Among those participating are FITSA, Renault, SEAT, MAPFRE Asistencia, Michelin, Lidera Soluciones, Talleres Atiliano y Antonio (CESVIMAP TQ Oro holder) and the publishers Tecnicpublicaciones.

From KART/KIDI:

UNIVERSITY COLLABORATION



Left to right : ByungGon Cho(Manager of training, KART), ByungHo Kim(Director, KART), SangTae Choi(Senior Managing Director, KIDI), Ho Kang(Vice Chairman, KIDI), YoungGoo Kang(CEO, KIDI), HyunChung Lee(President, SM University), Prof. Shin(Professor, SM University), Student1, Student2, Prof. Son(Professor, SM University), JinHo Park(Manager of Planning & Research, KART)

The CEO of KART/KIDI & the President of SangMyung University signed a Memorandum of Understanding to strengthen their cooperative relationship on November 8, 2010. The main purpose of this signing was to provide for training to students on basic automobile & claim handling knowledge in the KART facility.

KART has developed a new training program for students who want employment in the insurance claim sector. Under the terms of the agreement, KART has already carried out one training course on December 15 to 17 for 16 SangMyung University students who will be graduating shortly, and who are interested in working at insurance companies as claim engineers or other similar positions. As well, the students who have completed the training at KART will participate in the internship program in the claims department of a motor insurance company, which will assist them in obtaining real claims handling experience.

Insurance companies will benefit from recruiting students who are better prepared. We expect that this initiative will become the best practice for training preliminary claim engineers by combining theoretical education in university, automobile technology, and claims handling skills, based upon the actual & practical training they receive from KART, as well as the internship program with the insurance company.

KART plans to hold new training courses for students each year, and is looking to contact other universities or colleges that are interested in providing training on claims handling skills.

From CESVI BRAZIL:

CESVI MEETS AUTHORITIES IN SUPPORT OF TRAFFIC SAFETY



CESVI BRAZIL Director Jose Ramalho Addresses the Seminar

In November, the Movement 'Chega de Acidentes' (Enough of Accidents), an initiative of CESVI BRAZIL, which aims to gather and mobilize various segments of society for the elaboration and implementation of a National Plan for Road Safety, hosted the event 'Decade of Action for Safety Road - Ground Zero.'

Never before in the same seminar did so many organizations and government agencies discuss the country's needs in order to meet UN recommendations for traffic accident reduction over the next ten years. The event was attended by about 200 guests who attended 18 succinct presentations related to the event theme.

Among the speakers, officials, and experts were Alfredo Peres da Silva, Director of the National Department; Otaliba Libânio Neto, Ministry of Health; Antônio Galvão Alvares de Abreu, of the St. Paul Department of Transportation; Ailton Brasiliense, President of the ANTP (National Association of Public Transport); Mr Hugo Leal, Vice-President of the Parliamentary Front for Transit Insurance; Carlos Eduardo Lemos de Souza Cruz, Vice-President of Anfavea (National Association of Automobile Manufacturers); Eduardo Macabelli, Chief Operating Officer of CET- SP (Traffic Engineering Company); Moacyr Duarte, CEO of ABCR (Brazilian Association of Highway Concessionaires); Ricardo Xavier, CEO of Leading Insurer/DPVAT, among others.

"We look to the various entities involved with this issue for action to promote road safety. The challenge for 2011 is to develop targets for reduction of traffic accidents. In the media, an accident is treated as an accident. But it is the responsibility of the driver. We already know what to do, now we need to establish how," revealed José Ramalho, Director of CESVI at the opening of the event.

The event attracted national media attention, gaining air time on the main television and radio stations, helping to consolidate CESVI BRAZIL as a prime promoter of traffic safety, and reaffirming its relevance to the insurance industry and the country.



From CESVI Mexico:

ROAD SAFETY EVENT



Participants and Media at the Event

On November 16th, 2010, Cesvi Mexico hosted a meeting as part of a week of activities in commemoration of World Day of Victims of Traffic Accidents, established by the World Health Organization and the Pan American Health Organization.

At their facilities, Cesvi Mexico convened the major players in road safety and accident prevention, including the federal government, state media, and Red Cross representatives, to draw attention to this problem, which has been already qualified as "pandemic" by the WHO, as evidenced by 24 000 deaths annually in Mexico alone.

Included as part of the Program were:

- A study on the twelve most common driving errors in Mexico, based on observation of 2,500 drivers who were evaluated by the Research Center;
- An analysis of the biomechanics of impacts produced after a motorcycle accident, arising from crash tests performed with a pair of Honda CG125 Cargo Motorcycle 2007 and 2010 models, ridden by dummies with and without helmets;
- Statistics on the number of accidents in the country and the State of Mexico, by officials of the ministries of corresponding Health Departments.

In addition, CESVI Mexico conducted a pair of live crash tests with a Nissan Tsuru 2011 to RCAR standards. In the first, the dummy was placed in the rear with a seat belt, while in the second test, the dummy was placed in the front, and not buckled in, to illustrate to the audience and the press how dangerous a crash can be, even at low speed, when seat belts are not used.



Crash Test in Progress

On Sunday November 21st, the exact date set by the UN, CESVI Mexico set up a booth at the Avenida Reforma, a prominent location in Mexico City, accompanied by insurers and government agencies, to raise awareness on the part of the public of the issue of road safety culture, and to participate in launching hundreds of balloons as a tribute to the victims of traffic accidents.



CESVI Mexico CEO Angel Martinez

In response to the activities and information presented, the media devoted their best advertising space to publicizing the issue of road safety over the next two weeks, reaching even the highest-rated nightly newscasts nationwide. (See related stories on our video channel <http://www.youtube.com/cesvity>).

For more information please contact Miguel Guzmán Negrete: mguzman@cesvimexico.com.mx

AUTOMOTIVE REPAIR EXPO 2011



We are pleased to inform all members of RCAR that the 9th edition of the Automotive Repair Expo 2011 (ERA 2011, as spelled in Spanish) will be held on March 17 and 18, 2011 at the Palacio de los Deportes in Mexico City.

Unique in its kind in Latin America and consolidated as one of the few international forums focused on automotive repair units, ERA 2011 showcases paint companies, bodyshop suppliers, automotive refinishing, and all the tooling needed for professional, high-technology repair.

As in the previous edition, Expo Reparación Automotriz 2011 will feature the participation of international companies from various countries such as Italy, Spain, and the United States, who know that this is virtually the only exhibition of its kind dedicated to auto repair in Latin America.

Angel Martinez, CEO of CESVI Mexico, commented that the manufacturers, distributors, and suppliers of tools and auto repair services in Mexico who take part will see more than 7,000 people during the two days of activities, any of whom could sign trade agreements with exhibitors.

For one part of the show, BASF Mexicana has confirmed the attendance of noted automotive designer Chip Foose, who will be signing autographs and taking pictures with his Mexican fans.

In addition, for this ninth consecutive Repair Expo, “CESVI Man Challenge” will be presented for the first time. It will be a test of skills and knowledge that will allow bodyshop technicians and professional painters, part of the staff of Collision Centers affiliated with CESVI Mexico's training program, to demonstrate their experience with the best repair processes and materials. Organizers hope this event will generate a lot of participation.

With all this, ERA 2011 promises to be a great event, to which all RCAR members are invited. For more event details, visit: <http://www.exporeparacionautomotriz.com>.

For more information, contact Erika Caballero Romero, ecaballero@cesvimexico.com.mx.

FROM MRC MALAYSIA:



MRC Malaysia organized its Annual Insurance Claims Managers' Dialogue at the Equatorial Hotel, Kuala Lumpur on Tuesday October 5, 2010. Mr. Khaeruddin Sudharmin, Managing Director and CEO of MRC Malaysia, opened the Dialogue and thanked all Principal Officers, Chief Executives, representatives and delegates from the Central Bank of Malaysia, Ministry of Transport, General Insurance Association of Malaysia, Malaysian Takaful Association, Federation of Automobile Workshop Owners Association, Malaysian Automotive Association, Association of Malaysian Loss Adjusters, and all other industry stakeholders.

The Dialogue concluded with the presentation of the *Annual Claims Monitor*, highlighting national claims reports, trends and statistics for the year 2009. Human Resource Development plans to meet the challenges of the collision repair industry were also presented.

Among other speakers were:



Diana Lee
MRC Malaysia



David Loh
Proton



Kong Wai Kong
FAWOAM



Yeoh Fei Bien
Motobizness



Rosfariza Khalib
SIRIM Malaysia



Paint consumables on display with participation from 3M, Mirka, & Sime Kansai Paint



MRC lead Automobile Industry Technical Advisory Board (AITAB) meeting held after the Annual Insurance Claims Managers' Dialogue

MRC MALAYSIA

NEWS FROM KUALA LUMPUR

MRC Malaysia organized its 2nd Vehicle Damage Assessor (VDA) program at Thatcham's training centre at Nuneaton in November 2010, after the successful pilot program in June 2010.

With the success of these two training programs, MRC Malaysia is working on organizing more new skills training programs for the collision repair industry workforce in Malaysia, with the cooperation of Thatcham UK in 2011.

It is of utmost importance that everyone involved in the collision repair industry be given the skills and knowledge to ensure that an accident vehicle is repaired properly and a safe car put back on the road.



Other training programs were also being mapped out with vehicle manufacturers, paint companies, and vehicle repair equipment suppliers to bring all stakeholders together on a single platform for mutual recognition, cooperation, & benefit.



MRC Malaysia participated in the Opening Ceremony and Special Preview of Kuala Lumpur International Motorshow 2010 at Putra World Trade Centre on December 2, 2010.

Concurrent with the event was the 3rd Kuala Lumpur International Automotive Conference 2010 followed by a special luncheon with former Prime Minister of Malaysia, Tun Dr. Mahathir Mohamad.

MRC's latest in-house training facility, complete with Promethean interactive whiteboard, can accommodate up to 25 participants at one session.

Skills development training programs have since been conducted to support the vehicle repair industry, and to build capacity with a competent & well-trained workforce



From Thatcham:

WHIPLASH SUPPORT



Thatcham recently supported the British Osteopathic Association's campaign to alert British motorists about the importance of sitting correctly in vehicles, and how failure to wear seatbelts correctly or adjust head restraints to the right height puts people at greater risk of sustaining serious injuries in the event of an accident.

On Monday 11th October, Matthew Avery was interviewed on live radio broadcasts across the country, delivering technical expertise following our continuing extensive whiplash research. The publicity generated 146 radio broadcasts, amounting to more than 12 hours of coverage.

GREAT WALL VISIT THATCHAM



The Chinese motor company 'Great Wall' visited Thatcham on 11th October to meet our Vehicle Security Department and also look briefly at the work we do here. Great Wall is one of the few privately owned Chinese car manufacturers, now China's largest SUV maker, who entered the European market in 2006 selling small vans. IM Group, the UK based importer and distributor for Subaru, Isuzu and Daihatsu, now plan to launch the Great Wall brand into the UK in the first quarter of 2011. The company has designed and built all of the models destined for the European market specifically to meet EU approval standards. Thatcham's Vehicle Security Department is keen to assist them in meeting the tough vehicle security standards both here and in Sweden. Thatcham staff will visit Great Wall in China to carry out preliminary assessments of their vehicles at their plant near Beijing.

WITkit PRESENTED TO AXA CHIEFS



WITkit is Thatcham's Whiplash Injury Assessment software which produces a tolerated percentage assessment of any rear impact whiplash claim. Now trialled by UK insurers for 18 months experience shows that identification of very low and very high probability injuries is producing significant operational impact in the claims arena. One of these insurers AXA Insurance has recently evaluated WITkit within its European Operations.

Peter Roberts and Matthew Avery attended the AXA Global Whiplash Conference in Paris together with the AXA Thatcham Board member. The Head of Claims for AXA Global chaired the conference which discussed strategies for dealing with the increasing cost of fraud. AXA are now reviewing using WITkit in other countries in Europe other than the UK.

For more information on any of these articles please contact Andrew Miller, Thatcham's Director of Research at andrew.miller@thatcham.org

From KTI:

NON-PROFESSIONAL v. PROFESSIONAL REPAIR: PERFORMANCE OF A SIDE-STRUCTURE OF A CAR (VW PASSAT)

The fair repair' research project looks at how nonprofessional repair influences the behaviour of the car structure in a subsequent crash.

KTI, with the support of OEM VW, tested the side structure of an actual VW Passat, MY 2005. With a side impact at 50 km/h (following Euro NCAP), it was shown that nonprofessional repair of damage that was suffered prior to subsequent repair in the same side-impact scenario had a negative influence on the behaviour of the compartment. In this case, the non-professional repair was completed with false' repair methods and equipment such as welding machines.

It is evident that the safety of such a vehicle after the nonprofessional repair is not on the same high level as would be the case with an original, unrepaired vehicle, or one that had been professionally repaired. We undertook the same scenario with a second car and a professional repair.



Original VW Passat Undergoing Test

In the next step, we will test the same scenario on a second VW Passat MY 2005 with a professional repair.



Second VW Passat Undergoing Test

From The Secretary-General:

INSURANCE INDUSTRY HAS BIG IMPACT ON VEHICLE DESIGN AND COLLISION REPAIRS

Research Council for Automobile Repairs (RCAR) Encourages Manufacturing Improvements

*(For some time, we have been talking about the need to raise the RCAR profile globally. The following article, which highlights the contributions made by Canadian RCAR Members ICBC and MPI to mitigate costs associated with motor vehicle ownership is reprinted with the kind permission of **Collision Repair Magazine**, a publication dedicated to serving the business interests of the collision repair industry in Canada. With a circulation of 60,000, articles of this nature should definitely help raise the RCAR profile. -- Wilf Bedard)*

When designing a car, the manufacturer may consider styling, comfort, price and other factors that affect marketability, without necessarily considering ongoing operating costs. Since insurance is one of the largest expenses in operating a car, an international industry group says it makes sense for insurers to have more input into vehicle design.

“A manufacturer might design with fuel economy in mind, but probably not with how theft resistant the vehicle is, or how expensive it is to repair if damaged in an accident,” says Wilf Bedard, Secretary-General of the Research Council for Automobile Repairs (RCAR), an international network of automotive research centres with 25 members in 19 countries. “RCAR is working to make sure manufacturers place more importance on vehicle reparability, security, safety and damage resistance.”

In existence since the 1970s and supported by many of the leading insurance companies in the world, RCAR has achieved a number of victories. For example, lobbying and action by RCAR members instigated consumers to demand more theft-proof vehicles. The result is that virtually all new cars are equipped with immobilizers and theft rates have plummeted.

Similarly, RCAR members working to prevent whiplash have been directly responsible for most of the head restraint improvements that have occurred in the last five years. The Insurance Corporation of British Columbia (ICBC), in particular, has been a leader in the area.

“In the past, manufacturers have not necessarily been happy to hear from RCAR as we asked them to keep insurance costs in mind,” says Bedard. “But our credibility is such that auto companies are now providing vehicles so that our members may conduct crash tests, then pass along data and recommendations to the manufacturers.”

RCAR member companies spend more than \$300 billion per year repairing or replacing cars. Bedard, who is a former Vice-President of Manitoba Public Insurance (retired in 2009), says RCAR is conducting ongoing work of particular interest to the collision repair industry—particularly around reparability.

–RCAR’s working group on reparability has published high-level recommendations on best design practices for reparability and limitation of damage. For example, there are recommendations around the use of ultra high strength steels and how that affects repairs, and how alternative materials like aluminum and composites affect the working environment for repair technicians.” (The recommendations are available for free download on the RCAR website – www.rcar.org)

–Cooperation between car manufacturers and the insurance industry is a real win-win,” adds Denis Pinette, Technical Services Manager at Manitoba Public Insurance. –Improving damageability and reparability give the automobile manufacturer a strong economic selling point. At the same time, the insurer and the policy holder pay less for insurance, and the vehicle repair industry is able to carry out needed repairs.”



(from left: Denis Pinette, Manager, Technical Services, MPI; Wilf Bedard, RCAR Secretary-General; Ted Hlynsky, Vice-President, Claims Control & Safety Operations, MPI; Ray Kroll, Director, Estimating Services, MPI)

Manitoba Public Insurance is one of only two Canadian RCAR members—along with ICBC—and has been a key player in RCAR for many years. Its support for the organization was amply demonstrated when it encouraged Bedard to run for the elected role of Secretary General, while still working as a vice-president at Manitoba Public Insurance.

–Manitoba Public Insurance derives a huge benefit from its membership in RCAR,” says Ted Hlynsky, Manitoba Public Insurance Vice-President of Claims Control & Safety Operations. –In Manitoba, we were able to build on the research of other members and develop our own anti-theft program, which has resulted in significantly lower premiums for our customers. We have really benefited from the work of larger insurance groups.”

Manitoba Public Insurance has been an active participant on RCAR's reparability working group. The Manitoba Public Insurance research group worked with engineers at the University of Manitoba and is currently working with private Winnipeg labs to conduct materials analysis and tensile strength tests on various high strength steels and joining methods. Its findings are included in the working group recommendations.

The group is now working to expand its online recommendations to include guidance on how to mitigate the effects of storm damage. Among other things, it will test polycarbonate roofs against hail damage (versus the traditional metal), and figure out how to make lower chassis more waterproof.

RCAR also has active working groups making recommendations on bumper test procedures, head restraints, and passenger safety through the use of electronic stability control and collision avoidance systems.

"It's difficult for one insurance agency to affect vehicle manufacturers and regulators," says Darcy Gorchynski, Director of Material Damage Services at ICBC. "But by working together, RCAR members have a powerful voice to influence regulators and manufacturers to make vehicles safer, less damageable and more cost effective to repair."

"Car design factors that directly affect insurance claims cost include the ability to avoid a crash, the ability to protect the occupants, and the amount of damage in a collision," says Bedard. "Other factors are the ease of repairing damage, the price of parts, and resistance to theft and storm damage. These variable features of a car's design can have a major impact on the profitability of insurance portfolios."

"If we can contain the cost of insurance by influencing the design of vehicles so that cars become safer, less damageable and more cost effective to repair, our customers obviously benefit," adds Hlynsky. "Through our membership in RCAR, Manitoba Public Insurance is able to influence vehicle design and repair cost at a global level, with local impact for Manitoba drivers."

Website Report



www.rcar.org Research Council for Automobile Repairs

The total number of 'visits' to the RCAR Website ranged from 1,416 in October to 1,280 in November, while the number of 'total pages views' during that same period ranged from 4,121 in October to 3,201 in November. The average time spent on site remained relatively constant, ranging from 2 minutes 21 seconds in October to 2 minutes 9 seconds in November.

On the Move:

A New CEO for KIDI



Mr. Young Goo Kang

Mr. Young Goo Kang was appointed the new CEO of KIDI in July, 2010. Prior to assuming his new position, he served as Deputy Governor, Insurance Division in the Financial Supervisory Service (FSS) area.

Mr. Kang began his career as an examiner at the Insurance Supervisory Board in 1982, and has worked for 28 years in Financial Supervisory Service (FSS).

The RCAR Network:

AXA-Winterthur Switzerland	www.winterthur.com
AZT Germany	www.allianz-azt.de
Centro Zaragoza Spain	www.centro-zaragoza.com
Cesvimap Spain	www.cesvimap.com
Cesvi Argentina	www.cesvi.com.ar
Cesvi Brazil	www.cesvibrasil.com.br
Cesvi Colombia	www.cesvicolombia.com
Cesvi France	www.cesvifrance.fr
Cesvi Mexico	www.cesvimexico.com.mx
CESTAR Italy	www.cestar.it
FNH Norway	www.fnh.no
Folksam Auto Sweden	www.folksamauto.com
IAG Australia	www.iagresearch.com.au
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JKC Japan	www.jikencenter.co.jp
KART Korea	www.kidi.co.kr
KTI Germany	www.k-t-i.de
LVK Finland	www.liikennevakuutuskeskus.fi
MPI Canada	www.mpi.mb.ca
MRC Malaysia	www.e-mrc.com.my
Samsung Korea	www.samsung.com
State Farm USA	www.statefarm.usa
Tech-Cor USA	www.tech-cor.com
Thatcham UK	www.thatcham.org

Dates for your Diary:

Automotive Repair Expo 2011, Palacio de los Deportes, Mexico City, March 17-18, 2011, hosted by CESVI Mexico. Details, contact Erica Caballero Romero at ecaballero@cesvimexico.com.mx, or www.exporeparacionautomotriz.com

Annual RCAR Conference, Fiesta Americana Merida Hotel, Merida, Mexico, Oct 23-28 2011, hosted by CESVI Mexico. Details, contact Angel Martinez at amartinez@cesvimexico.com.mx, or www.cesvimexico.com.mx

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