

June 2013

From the Secretary-General

Hello!

Hard to believe that our next Annual Conference is just a few months away! Scheduled for September 22-27 at the Grand Hyatt in beautiful Kuala Lumpur, this year's event will be hosted by MRC Malaysia. In early May, I visited our Conference Host to make sure everything was going according to plan. From what I could see, MRC Malaysia is doing everything possible to ensure that the 2013 RCAR Annual Conference is a complete success.



I am pleased to report that the current edition of the Newsletter, as usual, contains a wide variety of articles submitted by our members which I hope you will find highly interesting and informative. In this issue, you will find a submission from Generalicar Italy on video cameras in vehicles; news from CESVI Brasil on their new online courses and surveys; a trio of features from CESVIMAP on certification of shops in Turkey, the CESVIMAP chair lecture series, and motorcycle repair; an article from JKC on their educational seminars for Japanese insurers; two items from Centro Zaragoza on a vehicle identification course and an award received for their ecam study; an interesting piece on camera-based driver assistance systems and windshield repair; three offerings from IIHS on small SUV crash test results, the Volvo City Safety System, and motorcycle ABS; three more from Thatcham on their AEB promotion at the 2013 Fleetworld show, their presentation to the UK government on whiplash, and their 1000th apprentice; a series of articles from MRC on their annual collision repair industry forum, CEO breakfast talk, a media snippet, and a sneak peek at the 2013 RCAR conference invitation; three offerings from IAG on car headlights, the New Zealand collision repair conference, and luxury cars and collisions; a pair of articles from State Farm on their new driving behavior app and webbing while driving; two items of interest from Cesvi Mexico on paint line approval and road safety; two more from KART on repair cost studies for imported vehicles and a recent JKC visit; a report from Samsung on their participation at the 23rd Annual ESV Conference in Seoul; and finally, a submission from CESVI Colombia on their repair shop improvement tool.

If you need to contact me for any reason, please use one of the following e-mail addresses:

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In closing, I hope you enjoy this latest Newsletter!

Wilf Bedard

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From Generalicar Italy:

Video Cameras on Vehicles – Already a Reality!

Generalicar would like to show you the results of some studies carried out in recent months by the Observatory for New Technologies in the field of telematic devices. In particular, we have tested the first black boxes on the market equipped with a camera. Below, we will analyse the positive and negative aspects of this situation.



The DVR CVWL-C143 was developed as a means of self-defence for car drivers against possible fraud in the case of an accident. In fact, recently, countries such as China and Russia have shown a very rapid diffusion of devices which were quite similar to the one which was tested.

This product is considered a 'white-box' -- it is assembled without belonging to a specific brand.

The most interesting characteristics were:

- The presence of an internal accelerometer;
- A double video camera for outside and inside views of the car;
- A moderate price (€ 99 on eBay; about € 50 on the website of the importer).

The white box includes the following:

- A DVR;
- The kit necessary to fix it to the windscreen;
- A feeding cable from the 12 V socket of the cigarette lighter;
- An outer GPS antenna.

In order to be able to record, the DVR needs a micro SD memory card of class 6 or upper, up to 32 GB, which is not provided with the device. If the DVR is connected to the cigarette lighter socket, it turns on and off automatically together with the control panel. The GPS signal is received very quickly, provided that the antenna is connected before the DVR is on. The DVR records images in .avi format, with 640x480 pixel resolution for both cameras, and a frame rate of 30 frames per second. Such characteristics produce very heavy files (one minute of film corresponds to about 60-100 MB), which makes any transmission of these files to an operations centre via GPRS very expensive.

Based on our tests, we can say that the quality of images is good enough for the intended purpose. In light (no matter what weather conditions), it is possible to identify clearly all the vehicles which are visible through the windscreen, although it is sometimes difficult to see with the same degree of clarity through the back window. If the DVR is correctly installed, the perspective of the internal camera is such that it will allow identification of any possible objects that may bump the car laterally.



In the dark, from the frontal camera it is possible to see all that is illuminated by the car lights and by street lights. Only if the car passes under a street lamp is the illumination enough to allow one to see what is happening inside.

In order to reproduce videos on a PC (or Macintosh) you have to take the card from the DVR and put it into a micro SD card reader. The only way to access the data is to switch on the ADR X2 player (which is present in the memory), whose functioning may be compared to what happens when you transfer music files onto an iPod by means of iTunes software. The fact that the memory of the ADR X2 multimedia player can be transferred by means of the micro SD card and installed on any PC is very interesting, as this means that it is not necessary to have an internet connection or to buy any particular licensed programs.

Unlike the providers of black boxes, in the case of an impact, the DVR 'CVWL-C143' does not produce a .pdf file report indicating the source and direction of the impact. The evidence of a possible accident is obtained only by analysis of the video file recorded on the micro SD card.

The window (5) contextualizes the GPS coordinates, showing them on a map taken from Google

Maps. In normal conditions, the map is moved and centred from time to time in the coordinates indicated in (3). It is also possible to use the Street View modality of Google Maps, in which case the map will not move, but the cursor will. The diagram of the accelerations (7) shows the detections of the internal accelerometer synchronised with the film.



Thanks to the tests carried out at Generalicar, it was possible to determine that the maximum value measured by the accelerometer is 2 g; therefore the device can have at most an “on/off” function with regard to a crash, but cannot accurately show the evolution of acceleration along the three axes.

The features and the quality of the accelerations were investigated with frontal, rear, and lateral crash tests between cars on a rigid trolley.



As it was possible to measure only a limited range of values, in the 10 crash tests carried out, the variance between the acceleration peak detected by Generalicar devices and the one shown by the DVR was 60% on average. Only in one case out of ten did the DVR not detect the impact. It should also be pointed out that the windscreen fixing structure is not a completely rigid body, as the screws have some play. This influences the accelerations actually ‘felt’ by the DVR.

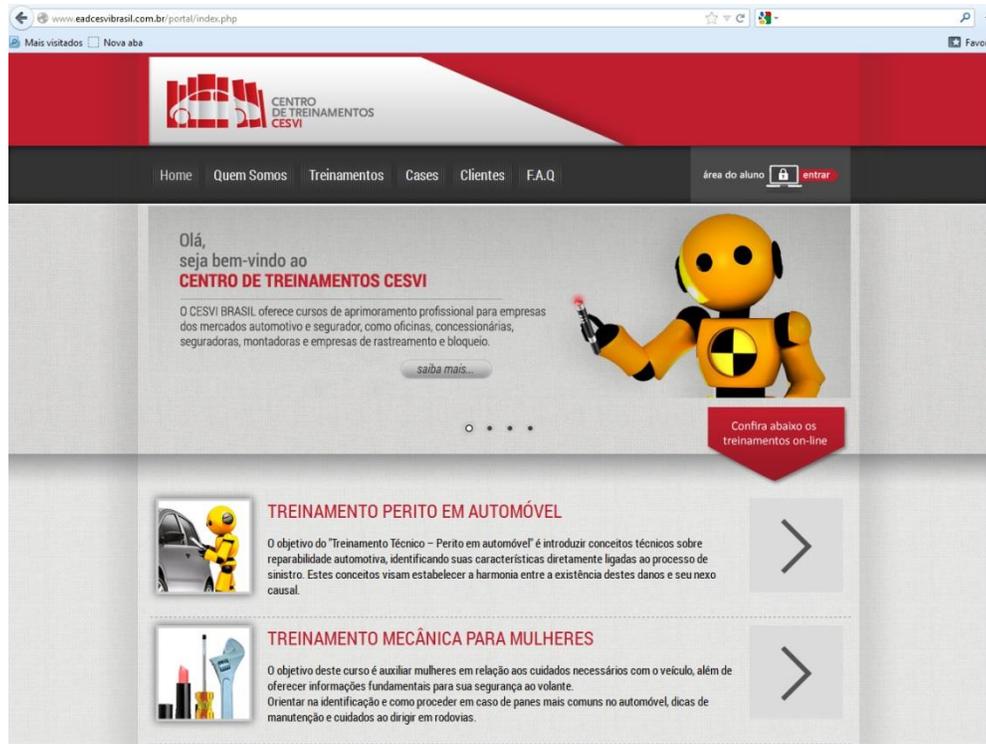
The dynamics of the impact in the videos recorded were very clear in the case of frontal and lateral crashes, but the result was poor if you wanted to understand what happened in the rear part of the vehicle with the internal camera.

All things considered, the performance/cost ratio was found to be quite good, although there is room for improvement. As an instrument of self defence for the car driver, it can be considered a good compromise.

From CESVI Brasil:

CESVI Brasil Re-Releases E-Learning Courses & New Surveys

New opportunities for attending courses – now online. And surveys related to the presence of a very important safety system in Brazilian vehicles. These are some of the relevant works developed by CESVI BRASIL over the last few months.



E-Learning Training

Since April, CESVI BRASIL has offered a new channel for courses and development of professionals from automobile and insurance industries. CESVI Training Center (www.eadcesvibrasil.com.br) is a website whose goal is to provide online training for people who don't have time to leave their place of work, or who live in distant parts of the country.

CESVI Training Center brings a complete calendar, presenting courses such as basic maintenance and safety driving for women, training for insurance experts, and methods and instruments for measuring.

Through e-learning, professionals can learn at their own pace, with flexibility in terms of time, as well as access from any computer.



All About ABS

Once again, CESVI BRASIL has presented the results of its annual survey about the presence of ABS (antilock braking system) in all the vehicles for sale in the Brazilian market. This time was even more special, because next year, the use of ABS in all new cars will be compulsory in Brazil. As such, this report shows the situation just before this obligation comes into force.

And the situation is this: currently, almost 40% of all cars produced in Brazil are offered without ABS. Not so with foreign “imported” cars: 91% of these have the system installed. And 70% of the imports even have the ESP system (Electronic Stability Program).

Of particular note about this study is that CESVI expanded the focus of the research, and also presented survey results on motorcycles that use ABS – a really new concept in Brazil, where few motorcycles have such advanced safety systems.

From CESVIMAP:

CESVIMAP Certifies the Quality of Workshops in Turkey

**The Genel Servis Workshops in the Cities of Bursa and Izmir
Obtain the TQ Silver Rating**



A Genel Servis Workshop

The Genel Servis repair shop network, one of the automobile repair suppliers in Turkey, has requested certification of its repair centres from MAPFRE's Centre for Experimentation and Road Safety (CESVIMAP).

Genel Servis has six centres in Turkey, with 145 employees who perform an average of 12,000 repairs per year. After the audit done by CESVIMAP, two Genel Servis repair shops, in Bursa and Izmir, were successful in obtaining the TQ Silver rating, which distinguishes them as reference repair shops in the Turkish market.

CESVIMAP grants the “CESVIMAP TQ Rated Repair Shops” certificate after an exhaustive analysis of the means available in the repair shops (facilities, equipment, tools and products), the personnel (the job profiles and current technical qualifications of each worker and repair shops area manager are evaluated), and the processes and systems: the repair and painting processes, as well as management, organization and customer service systems are all verified.

The inspection is carried out by specialized CESVIMAP personnel who go to the repair shops to certify that they meet all of the fundamental requirements when carrying out their activity, in accordance with all of the quality standards. They also certify that these repair shops have the means and knowledge necessary for undertaking high quality repairs in bodywork and painting, and that they have professional customer service and work organization systems. In addition, the CESVIMAP professionals check that the repair shops use appropriate protective systems to guarantee health and safety during operations.



Representatives from Genel Sevis and CESVIMAP at the Certification Ceremony

The Tenth Seminar Day in the CESVIMAP Chair Lecture Series, Live-Streamed for the First Time

**Followers from the United States, Sweden, and Costa Rica
Connect via Smartphones and Tablets**



(L-R) Miguel Angel Garcia Moreto, Juan Laborda, Jose Manuel Garcia Conde, & Ramon Lago Alvarez

For the first time, a seminar day in the CESVIMAP Chair Lecture Series at the *Universidad Católica de Ávila* has been live-streamed. This was the 10th session, which brought together experts from the repair and automotive sectors to debate how to improve repair shops and dealerships in order to increase their profitability.

87% of the connections via live-streaming were from Spain, but followers also connected from the United States, Sweden, and Costa Rica -- mainly from computers, but also from smart phones and tablets.

José Manuel García Conde, the Deputy Manager of CESVIMAP, spoke at this 10th Seminar Day, stating that, in order to maintain repair shop profitability, purchase management must be in line with the number of repairs, and drawing attention to the fact that bodywork and paint repair shops have both individuals and insurance companies as clients. In addition, repair cost must tally with the repair cost schedules or computerized evaluation systems, bearing in mind efficiency in time use.

Juan Laborda, lecturer at the Universidad Carlos II and a partner in Razona, the Bureau for Economic and Financial Studies, also took part in this session, in which he described the current economic context. In his opinion, improvement in competitiveness must accompany increased investment and innovation in productive processes.

Following that, **Miguel Ángel García Moreto**, the Director of Grupo M Automoción, presented his ideas on what criteria should be applied in order to improve dealership profitability. Given the age of vehicles on Spanish roads (in 2007, 43% of cars were less than five years old, but this percentage has since gone down to 13%), most cars which are repaired are over 5 years old. Invoiced revenue has therefore gone down, as have profit margins (due to lower income per new vehicle, fiercer competition over discounts for this type of vehicle, greater ratio of second hand vehicles to new vehicles, and so on.) As a result, he explained, adjustments have to be made, by avoiding the accumulation of stock and offering greater flexibility regarding opening times.

Ramón Lago Álvarez, Director of Lidera Soluciones, also took part in this series' seminar day, and he spoke about some keys to controlling productivity with IT tools. Valuations, time management, spare parts, and ratios can all be managed with Spiga+, a piece of software which provides managers and heads of repair shops with real-time data on the productivity and profitability of the business, to improve repair shop yield.

“Motorcycle Repair” – A New CESVIMAP Title



CESVIMAP has published a new book designed for motorcycling enthusiasts: “Motorcycle Repair”, a work which takes you deeper into the technical elements relating to motorbikes.

This book, which goes into detail about how to repair these vehicles, has been prepared on the basis of research and tests carried out at CESVIMAP on various motorbikes, with 30 years of experience to draw on. The explanation of the methods of work used, the repair processes, and the valuation systems is clear, easy-to-understand, and accessible for any user, whether or not they are familiar with motorcycles.

This work is a training complement of great use for different professional groups related to the world of motorcycles: sales representatives, repair shop technicians (painters, bodywork technicians and mechanics), after-sale professionals, insurance people (appraisers, delegated sales representatives, claims processors, and roadside assistance personnel) and, logically, for all other enthusiasts who wish to delve deeper into technical aspects relating to their motorcycles.

The book begins by explaining the different types of motorcycles (road motorbikes, mixed used bikes, mopeds, etc.), and then goes into greater detail about the various forms of identification and about the description of the vehicle components. It offers details about the damage that motorbikes may suffer (when stationary, when in movement, fires, etc.). It also offers a breakdown of the methods for measuring the elements damaged in the event of an accident and their repair, including plastic components, fuel tanks, chassis, and others.

Find more information on our YouTube channel, <http://www.youtube.com/cesvimap>, in our Twitter profiles, [@cesvimapsocialm](#), [@revistacesvimap](#) and [@aulaCesvimap](#), and at the hashtag **#CESVIMAP**.

From JKC:

JKC Provides Educational Seminars to Japanese Insurance People



Dr. Adrian Lund of IIHS Speaking at the May 15 Seminar

Recently, the Jiken Center (JKC) decided to has begun emphasizing providing educational seminars for the purpose of disseminating information and knowledge on current concerned topics related to the auto insurance industry.

From January through May of 2013, JKC hosted five special seminars, some of which in cooperation with Japanese insurance industry organizations such as the General Insurance Association of Japan and the General Insurance Rating Organization of Japan.

The main subjects of the seminars were:

1. Effective educational tools and texts for insurance auto claims adjusters;
2. Auto insurance group rating schemes in Europe;
3. Recent trends of electronic car theft methods and effective avoidance technologies;
4. Collection of auto claims data and its comprehensive analysis; and
5. Improvement of Damageability and Reparability.

For two seminars, RCAR members were kind enough to participate and provide impressive presentations.

On April 22 2013 at the JKC facility, Mr. Dennis Means, Managing Director of Thatcham (Thailand) Ltd., and Mr. Tony Pryor, Manager of Vehicle Group Rating of Nissan Motor [GB] made presentations about the group rating schemes in the UK. People from both the insurance claims and underwriting departments attended this seminar.

Also, on May 15 2013, Dr. Adrian Lund, President of IIHS, and Mr. David Zuby, Chief Research Officer of IIHS, made presentations about their history as well as recent activity at the office building of the General Insurance Association of Japan. Many people from auto insurance companies and insurance industry-related organizations attended this seminar.



Q & A Session at the May 15 Seminar



From Centro Zaragoza:

Government Sub-Delegate Closes Vehicle ID Course for State Security Corps & Forces at CZ



Closing Ceremony Presided Over by Government Sub-Delegate

The 8th Course on “Vehicle Identification Techniques” (“T.I.V.”) was closed on 11 April. This four-day course was delivered at the facilities of CENTRO ZARAGOZA (CZ) in Pedrola to members of the Judicial and Scientific Police Units of the National Police Corps and the Civil Guard.

The “T.I.V.” is a course designed by CZ for the Judicial and Scientific Police Units of the State Security Corps and Forces, covering the following topics:

- Overview of illegal vehicle traffic in the country: crime figures
- International vehicle identification regulation
- Vehicle identification: vehicle falsifying practices
- Documentation and its processing

The subject matter was delivered entirely by technical staff from CZ, specialists in illegal vehicle traffic and identification of stolen and manipulated vehicles.

The closing event was attended by the Government’s Sub-delegate in Zaragoza, Angel Val; the Area Coordinator Commissioner and Head of regulations and reports of the Secretary of State for Safety of the Ministry of the Interior, Eusterio Perez Gago; the Head of Police of Aragon, José Villar; Lieutenant Colonel and Head of Operations in Aragon of the Civil Guard, Francisco Javier Blanco; and the Director General of CZ, Jose Manuel Carcaño.

UNESPA Presents Award to ECAM Study Conducted by CZ & Fesvial



The Spanish Business Insurance Association “UNESPA” announced the winning projects of the III Road Safety Awards in Madrid on 23 April last. The event was co-chaired by the Director Generals of Traffic and of Insurance, Maria Segui and Flavia Rodriguez Ponga, respectively. It was also attended by some of the members of the Jury, including the Special Public Prosecutor for Road Safety, Bartolome Vargas, and the president of UNESPA, Pilar Gonzalez de Frutos.

The “ECAM” Study (Study on Driving and Road Safety in drivers over the age of 65) presented by CENTRO ZARAGOZA (CZ) and FESVIAL received First Prize, endowed with 80,000 Euros. Today’s society in many respects is not designed for older people, and traffic is no exception. Those over age 65 currently represent 17% of the total population (INE) in Spain, and since 2010 have become the age bracket with the most fatalities due to road accidents (DGT). In Europe, the mortality rate for drivers over the age of 75 is approaching five times that of the general population (EC), and their injury rate is twice as high as the others.

In view of this, CZ and FESVIAL proposed the ECAM project, to analyse in depth the accident rate and characteristics of drivers over the age of 65 from a multi-disciplinary perspective (psychology, medicine, sociology and engineering) to propose improvements that will increase their safety.

This general objective will be achieved by reaching the following specific objective:

- Analyzing the main characteristics of accidents in which drivers over the age of 65 are involved;
- Studying the impairment of psychophysiological capacities related to driving vehicles and their possible association with the accident rate;
- Knowing the main limitations perceived by actual over-65 drivers;
- Determining the main factors that come together in accidents of this group, through in-depth reconstruction of accidents;
- Fostering alternatives to the problems of this group and studying, by simulating traffic situations, how their accident frequency could be reduced by modifying the road environment, the vehicle, and or their driving habits;
- Proposing recommendations to improve road safety and mobility of drivers over the age of 65.



Camera-Based Driver Assistance Systems & Windshield Chip Repair

Increasing Use of Camera-Based Driver Assistance Systems

Following customers' needs and preferences concerning car-comfort and car-safety, an increasing number of driver assistance systems (DAS) are being applied in modern state-of-the-art cars. DAS differ in their technique (camera-based, non-camera-based, radar-based) and their function (variance of included features). This article focuses on camera-based DAS being plugged to a car's front-window/windshield (at the inside rear view mirror). Non-camera-based systems are also being considered, whereas radar-based systems are not dealt with in this article. Although many DAS, especially camera-based, seem to be similar to each other, their functional features vary:

- Autonomous Emergency Breaking (AEB) e.g. "City Emergency Braking" Volkswagen UP
- Lane Departure Warning (LDW, passive) & Lane Keeping Assist (active)
- Automatic Road Sign Detection

In addition to the above-mentioned camera-based DAS, other non-camera-based DAS and sensors are being plugged into a car's front-window/windshield, especially combined rain-light-sensors which automatically control safety-related windscreen wiper functions. As opposed to camera-based DAS, combined rain-lights-sensors are 'optoelectronic' units.

German National Law Regarding Repair of Windshields

Repairing windshields has been regulated by German national law since 1986. Chip Stone Repair is not allowed within the driver's field of view (figure 1 illustrates the restricted area).

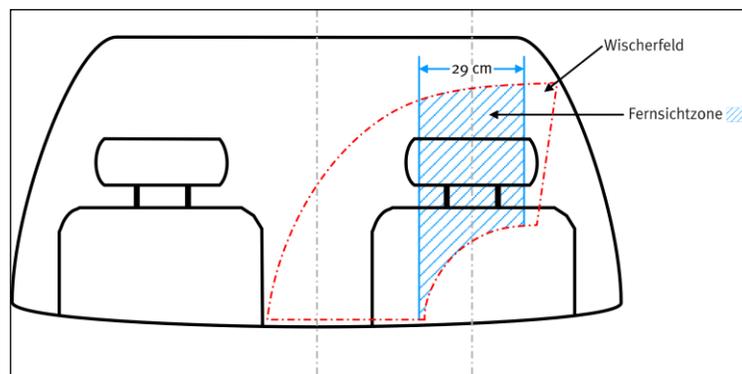


Figure 1: Driver's Field of View (blue-shaded area)

When the German national law was set up in 1986, DAS were not available in late 1980s state-of-the-art cars. Neither were combined rain- and light-sensors (optoelectronic systems), nor camera-based DAS (AEB, LDW, Lane Keeping Assist, Automatic Road Sign Detection). Thus, Stone Chip Repair in a windshield's sensor area is not regulated by German law – there is 'a lack of law'.

Driver assistance systems in the area of the front-window/windshield were introduced to passenger cars during the 1990s, beginning with combined rain-light-sensors. Technological progress on the one hand, combined with decreasing prices on the other hand (due to economies of scale in production) were the main factors for the increasing prevalence of driver assistance systems. Available in luxury and upper-middle-class cars for several years, camera-based driver assistance systems can now be ordered on nearly every car, at least as an optional extra available at extra cost. (e.g. Audi A1, Audi A3, BMW 1 series, BMW 3 series, Ford Fiesta, Ford Focus, Mercedes A-Class, Mercedes B-Class, Opel Astra, VW Up, VW Golf). Chart 1 shows Germany's top 20 new licensed cars (2010, 2011, 2012) available with DAS.

	2010	2011	2012	summary	AEB	lane departure warning	lane assist	traffic sign assist
VW Golf, Golf Plus, Jetta	251.078	258.059	240.702	749.839	x	x		x
VW Polo	96.945	90.720	76.507	264.172				
VW Passat	66.496	103.507	89.333	259.336	x	x	x	x
Opel Astra	72.685	86.579	66.981	226.245	x	x		x
Mercedes C-Klasse	71.871	79.820	69.052	220.743	x	x	x	
BMW 3er	67.643	62.280	62.506	192.429	x	x	x	x
Opel Corsa	65.304	70.152	55.747	191.203				
Audi A4	59.863	59.056	57.633	176.552	x	x	x	
Mercedes E-Klasse	67.409	61.371	45.841	174.621	x	x	x	x
BMW 1er	55.353	52.881	59.241	167.475	x	x		
Audi A3	63.466	53.801	45.999	163.266	x			x
Ford Focus	53.720	61.157	47.936	162.813	x	x	x	x
Ford Fiesta	51.598	53.940	50.874	156.412	x	x		x
VW Touran	45.684	55.416	53.257	154.357		x		x
BMW 5er	46.014	59.756	48.107	153.877	x	x	x	x
VW Tiguan	38.687	45.662	55.615	139.964		x		x
Skoda Fabia	48.609	47.579	40.740	136.928				
Skoda Octavia	42.946	46.571	46.318	135.835				x
Audi A6/A7	30.079	46.076	52.710	128.865	x	x	x	x
Mercedes A-Klasse	51.579	43.542	31.973	127.094	x	x	x	
Mercedes B-Klasse	37.526	30.053	59.420	126.999	x	x	x	

Table 1: Germany's Top 20 New Licensed Cars (2010-2012)

In addition to the 'lack in German national law' considering Stone Chip Repair in a windshield's sensor area, there are no corresponding car-manufacturer regulations regarding Stone Chip Repair in a windshield's sensor area.

KTI Study & Tests

KTI tested the influence of Stone Chip Repair on camera-based DAS functioning.

Step 1: Different kinds of Stone Chips have been implemented to a windshield in the area of camera field of view. Pictures 1 shows Stone Chips in a BMW 5 series (F10).



Picture 1: Two Different Kinds of Stone Chips

Step 2: KTI tested DAS functioning (with damaged windshields) on a defined test track (picture 2).



Picture 2: Test Drive

Step 3: KTI applied professional Stone Chip repair with a standard injector system to the damaged area (picture 3).



Picture 3: Stone Chip Repair

Step 4: KTI tested DAS functioning again, with repaired windshields, on the same defined test track (see Picture 2).

Conclusion

KTI cannot support Stone Chip Repair in relevant areas of a windshield's camera field of view. Even after a professional Stone Chip Repair, functionality of LDW and Lane Keeping Assist was significantly restricted. False signals had been sent, as well as no signals, from the necessary points. Traffic sign assist worked relatively well, because the camera data was combined with GPS data.

Outlook

KTI is continuing its Glass R&D activities. In this regard, KTI is testing differences in original equipment manufacturer (OEM) and non-OEM windshields concerning wear behaviour and Stone Chip Resistance. We will keep you up-to-date on our findings.

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From IIHS:

Redesigned Subaru Forester Aces Tough New IIHS Crash Test

The 2014 Subaru Forester is the first vehicle to ace every aspect of the challenging small overlap front crash test conducted by the Insurance Institute for Highway Safety (IIHS). The Forester, the only one of 13 small SUVs to earn a 'good' rating in the test, and the 2013 Mitsubishi Outlander Sport, which earns 'acceptable,' are the latest vehicles to qualify for the Institute's top honor, **TOP SAFETY PICK+**. Each of the other 11 SUVs earned either a 'poor' or 'marginal' rating.

IIHS added the small overlap test to its vehicle safety evaluations last year. It replicates what happens when the front corner of a vehicle strikes another vehicle or an object like a tree or a utility pole. In the test, 25 percent of a vehicle's front end on the driver's side strikes a 5-foot-tall rigid barrier at 40 mph. A 50th percentile male Hybrid III dummy is belted in the driver seat.

In a 2009 IIHS study of vehicles with good ratings for frontal crash protection, small overlap crashes accounted for nearly a quarter of the frontal crashes involving serious or fatal injury to front seat occupants. In many vehicles, the impact of a 25 percent overlap misses the primary structures designed to manage crash energy. That increases the risk of severe damage or collapse of the occupant compartment structure. Also, vehicles tend to rotate sideways during this type of collision, which can move the driver's head away from the protection of the frontal airbag.

The Forester and the Outlander Sport bring the number of **TOP SAFETY PICK+** winners to 20. The award is based on performance in the small overlap test, as well as in the moderate overlap, front, side, rollover, and rear tests.

"With the redesigned Forester, Subaru's engineers set out to do well in our new test, and they succeeded," says Joe Nolan, IIHS vice president for vehicle research. "This is exactly how we hoped manufacturers would respond to improve protection for people in these kinds of serious frontal crashes."

For more information, go to www.iihs.org or email publications@iihs.org.

Small SUV ratings in small overlap frontal crash test

	Overall	Structure	Restraints & Kinematics	Dummy Injury Measures			
				Head & neck	Chest	Hip & thigh	Lower leg & foot
TSP+ 2014 Subaru Forester	G	G	G	G	G	G	G
TSP+ Mitsubishi Outlander Sport	A	A	A	G	G	G	G
BMW X1	M	P	G	G	G	G	P
Nissan Rogue	M	P	A	G	G	G	M
Mazda CX-5	M	P	M	G	G	G	A
Honda CR-V	M	P	M	G	G	G	M
Jeep Wrangler 2-door	M	A	A	G	G	P	P
Volkswagen Tiguan	M	M	A	G	G	P	G
Hyundai Tucson	P	P	P	G	G	G	M
Kia Sportage	P	P	P	G	G	G	M
Buick Encore	P	P	P	G	G	A	P
Jeep Patriot	P	P	P	G	G	A	P
Ford Escape	P	P	M	G	G	P	A

G Good
 A Acceptable
 M Marginal
 P Poor

More Good News About Crash Avoidance: Volvo's City Safety Prevents Front-to-Rear Crashes



The Volvo City Safety System

One advanced technology continues to be a standout at preventing crashes. Forward collision avoidance systems with autonomous braking that can stop drivers from rear-ending another vehicle or slow them down enough to lessen the impact are making a measurable difference in insurance claims. A new analysis by the Highway Loss Data Institute (HLDI) provides fresh evidence that City Safety, Volvo's low-speed collision avoidance system, is helping S60 and XC60 owners avert fender benders and minor injuries on congested roads.

HLDI first quantified City Safety's real-world benefits on U.S. roads in 2011. Back then, HLDI found a 27 percent reduction in the frequency of property damage liability claims for XC60 SUVs with the feature, compared with all other midsize luxury SUVs combined. A similar study by Swedish insurer Volvia/If and Volvo published in 2012 found a comparable 23 percent reduction in front-to-rear crashes for XC60s with City Safety in Sweden, compared with other Volvo models without the feature.

The new HLDI analysis updates estimated benefits for XC60s, and offers an initial look at insurance loss data for S60 sedans. It shows that claims under property damage liability coverage, the insurance that pays for damage to vehicles struck by an at-fault driver, were filed 16 percent less often for S60s than other midsize luxury cars. For the XC60, property damage liability claims were filed 15 percent less often than for other midsize luxury SUVs.

Although the estimated benefits in the current analysis are not as large as in the previous research, the data still show that drivers are far less likely to be in a crash in a Volvo with City Safety than in a vehicle without it. Moreover, about half of property damage liability claims involve rear-end crashes, so the 15 to 16 percent reduction likely represents about 30 percent of front-into-rear collisions.

In addition, the effect appears robust, as the S60 shows a similar reduction in property damage liability claims. Analysts compared claims data for S60s and XC60s with other 2011-12 midsize luxury cars and 2009-12 midsize luxury SUVs. HLDI also compared the results with Volvo models that don't have standard City Safety. The analysis controlled for a variety of geographic and demographic factors that can affect claims.

Last year, HLDI also reported promising results for optional forward collision avoidance systems that work at higher speeds on Acura, Mercedes-Benz and Volvo models.

“Consistent with prior results, this study shows that forward collision systems are working,” says Matthew Moore, HLDI vice president and director of the study. “These features are preventing common, everyday crashes caused by inattentive drivers or drivers who don't react quickly enough to emergency situations.”

For more information, go to www.iihs.org or email publications@iihs.org.

New Research Adds to Evidence That Motorcycle ABS Prevents Crashes



As antilock brakes become available on more and more motorcycles, the technology continues to prove its worth in preventing motorcycle crashes and fatalities.

Motorcycles with antilock braking systems (ABS) are 31 percent less likely to be involved in fatal crashes than those same motorcycles without ABS, a recent IIHS analysis shows. Meanwhile a new Highway Loss Data Institute (HLDI) study shows a 20 percent reduction in the rate of collision claims with ABS, and a 28 percent reduction in the frequency of claims for rider injuries. HLDI analysis also found that ABS had an even bigger effect in conjunction with combined braking systems (CBS), which integrate a motorcycle's front and rear brake controls. The two technologies together reduced collision claims frequency by about a third.

IIHS and HLDI first reported significant reductions in crashes and fatalities with motorcycle ABS in 2008 and again in 2010. The findings prompted IIHS to urge the U.S. federal government to make ABS mandatory on all motorcycles. Now that several more years' worth of data are confirming the benefits, IIHS and HLDI are formally petitioning the National Highway Traffic Safety Administration for an ABS requirement. In the European Union, motorcycles with an engine displacement of more than 125 cc will be required to have ABS beginning in 2016.

For more information, go to www.iihs.org or email publications@iihs.org

**INSURANCE INSTITUTE
FOR HIGHWAY SAFETY**

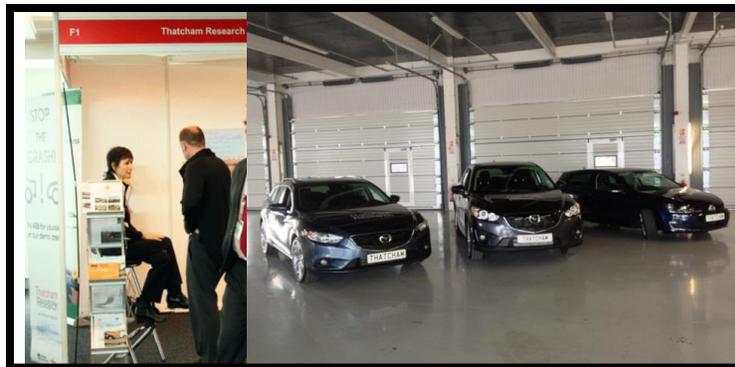
From Thatcham:

AEB Promotion at the 2013 Fleetworld Show

On 24th May the Thatcham team attended the Fleetworld Show and demonstrated the latest low-speed AEB technology to visitors. The show was held at the Silverstone Racing Circuit in central England and was a showcase event for vehicle manufacturers, and a conference for the broader supply base.

Low-speed AEB technology has been incentivized in the UK by motor insurers. A lower advisory group rating is awarded to new model variants which have this technology fitted as standard. This provides an approximate 10% reduction in premium cost for vehicle owners. This reduced cost of ownership has also created a competitive position for vehicle manufacturers, who are now adopting the technology into new models being launched in 2013, such as the new Golf (V). The technology has proven to be effective at reducing frequency of low-speed crashes up to 20Kmh. This has the potential to significantly reduce accident damage claims and personal injury claims in front into rear accident scenarios – termed ‘whiplash’ injury in the UK. The Euro NCAP will be adopting an assessment test for this type of vehicle capability into 2014 ratings and is building the protocol for this on the work done by the AEB research group, which is used by UK insurers within their test to assess effectiveness for group rating.

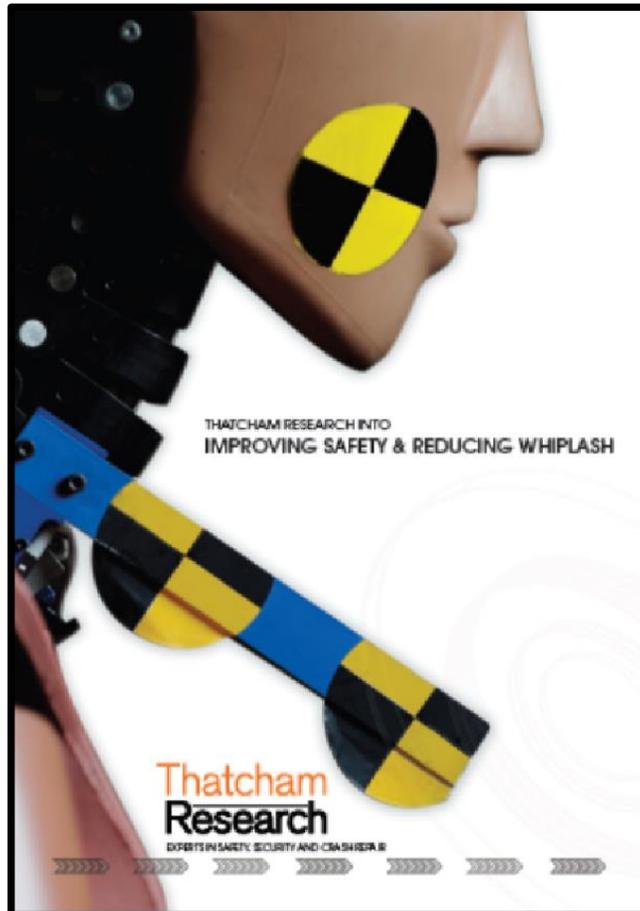
Given the significant benefit to claims reduction which low-speed AEB systems brings one of Thatcham’s key strategic objectives is to promote the adoption of vehicles into the UK car park which have these. In the UK fleet sales make up approximately 50% of all new car sales. The influence of fleet purchases is thus a highly effective way of meeting this objective. Thatcham had a small stand, pictured below and an external demonstration area. The team demo’d the latest technology, providing live demos for those wishing to experience how the technology works at low speeds to avoid a crash completely.



Thatcham Exhibition Stand and Vehicles at the Fleetworld Show

For more information, contact Matthew Avery at matthew.avery@thatcham.org.

Thattham Presents to UK Government on Whiplash



Thattham's Report to the UK Government Insurance Summit

On 25th March, Thattham presented its research on whiplash injury and claims reduction at the UK Government Insurance Summit. The summit is a bi-annual meeting of senior Government ministers, Chief Executives of UK motor insurers, and their trade bodies, and was instituted in early 2012 in response to rising public concern regarding sharp increases in the cost of motor insurance.

The summit reviewed two main areas of concern: the cost of insurance for young (novice) drivers, and the rapidly-increasing whiplash claim costs experienced by insurers, which are blamed as a significant driver of increased premium costs.

The motor insurers presented a number of claims which illustrated their significant problems in providing lower premium pricing for young drivers, and their proposals for the adoption of a graduated licensing scheme. The Government will consider the adoption of graduated licensing and will publish a draft legislative proposal later in 2013.

The summit reviewed data around the whiplash claims phenomenon in the UK, which has seen claims rise exponentially over the last 10 years to a peak of over 700 thousand in 2012, against a backdrop of reduced road use and falling Killed and Seriously Injured (KSI) rates. Peter Shaw of Thatcham presented Thatcham's research, detailing our collaborative work within RCAR and the International Insurance Whiplash Prevention Group (IIWPG) to research and develop a suitable assessment test for seats which would promote best-practice. Peter outlined the consequent reduction in claims rates (and injuries) recorded in countries which do not have the UK's dysfunctional legal system, which is blamed with allowing the abusive claims culture we have.

He then moved on to explain the potential impact which low-speed AEB systems can have on whiplash claims rates, Thatcham's work with international research partners within the AEB group and Euro NCAP, and the recent role of the insurers in promoting the technology within the group rating system. Finally, Peter outlined our collaborative work to create the whiplash injury probability calculator 'WITkit' and its potential for future regulatory action in providing additional appropriate data.

A summary document was left with participants (enclosed cover photograph). More recently Thatcham was asked to provide written and oral evidence to the UK Parliament's all-party Transport Select Committee which opened an enquiry into whiplash. This Standing Parliamentary Committee reviews new Government and societal initiatives and makes recommendations to Government. Andrew Miller presented oral evidence on 29th June. The Committee will hear further evidence over the next few months before publishing its findings and recommendations later in 2013.

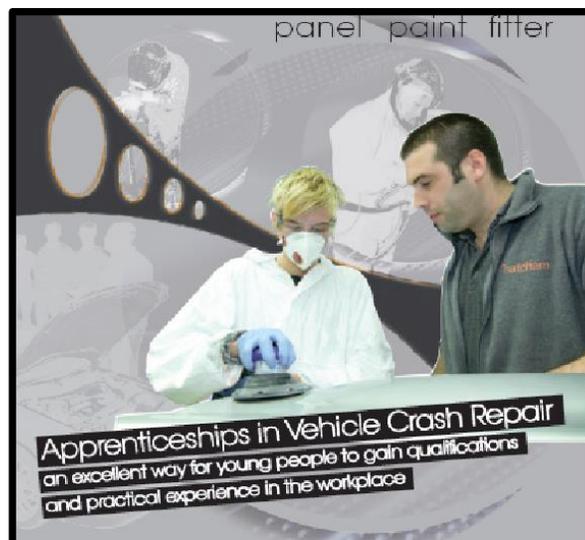
For more information, contact Peter Shaw at peter.shaw@thatcham.org.

Thatcham Announces Its 1000th Apprentice

Thatcham Automotive Academy has enrolled its 1,000th Apprentice since the creation of its Apprenticeship Program in 2004, as employers look to ensure that workforce skills maintain pace with technology advances. The academy's position as one of the leading automotive apprentice training institutes has made it a first-choice option for many employers.

Recent years have seen an increase in vehicle complexity driven by higher occupant and pedestrian safety standards, and by the need to reduce CO2 emissions. As a result, cars need to be stronger, lighter, and more intelligently-designed than ever before. The challenges are compounded by the introduction of driver-assist systems such as Autonomous Emergency Braking (AEB) systems, radar-assisted cruise control, and hybrid electrical powertrains. All of these factors mean that a modern vehicle technician has to have an in-depth understanding of several different disciplines, which can only be gained through high-quality training.

As the only facility in the UK with an on-site vehicle research centre and Euro NCAP-approved vehicle crash laboratory, Thatcham has a unique ability to show trainees the full impact of a crash and how an efficient, focused repair procedure can help to restore a crashed car to showroom levels of safety. Thatcham works closely with employers to assist them in finding enthusiastic and motivated apprentices, and provides a very high level of support for both parties while learners are at the academy, as well as after they have returned to their workplace. The sixth annual National Apprenticeship Week took place from 11-15th March 2013. The week was designed to highlight apprenticeships and the positive impact they have on individuals, businesses, and the economy.



Thatcham's Apprenticeship Scheme is Highly Regarded in the UK

For more information contact Andrew Miller at andrew.miller@thatcham.org.

Thatcham

From MRC:

Annual Collision Repair Industry Forum



On Wednesday, 17th April, 2013, MRC Malaysia organized its Annual Collision Repair Industry Forum at the Novotel Hotel in the heart of Kuala Lumpur city. This highly anticipated industry Forum started with the Opening and Welcome Address by MRC Malaysia General Manager, Ms Diana Lee Geok Chin on behalf of CEO/MD Khaeruddin Sudharmin.

The 2012 Claims Monitor reports were presented, and interesting claims trends were seen from the data generated via MRC's databank, the Claims Processing Centre (CPC). The **2012 Insurer's Award** for the best insurer in automotive claims management services was once again, won by AIG Malaysia Insurance Berhad, who also won the award in 2011.

The program for the morning continued with a presentation on *Abbreviated Injury Scale (AIS) Overview and Current Initiatives* by Malaysian Institute of Road Safety Research (MIROS) and thereafter an introduction to *A.D.A.M. – Knowledge- Based Medical Information Portal* by MSCL Holdings which is a great and useful tool to supplement bodily injury claims processing.

In continuing MRC's efforts to contain the cost of motor claims, MRC will be working with selected insurers to conduct a study on Bodily Injury Claims Settlements with the support of MIROS. This project would start with a pilot study and data collection to be completed by August 2013.



CEO Breakfast Talk



As a run-up to the 2013 RCAR Conference in Kuala Lumpur, Malaysia, MRC Malaysia organized a CEO's BREAKFAST TALK with some of the captains of the insurance industry at the Grand Hyatt Hotel, located within the PETRONAS Twin Towers area in Kuala Lumpur's city center. This newly-opened 5-star hotel will be the very hotel where the 2013 RCAR Conference will be held.

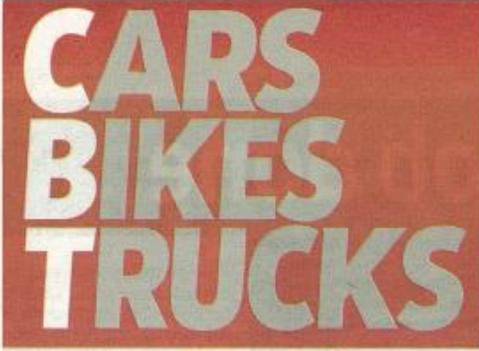


The Breakfast Talk started with the Welcome Address by the Managing Director/CEO of MRC Malaysia, Adjunct Professor Khaeruddin Sudharmin. Professor Khaeruddin then introduced RCAR Secretary General Mr. Wilf Bedard to the guests.

Mr. Bedard then shared his findings on “*RCAR Research contribution towards reducing insurance costs by improving automotive damageability, reparability, safety & security*”. This private and exclusive event concluded with a press conference and interview with an automotive magazine.



Media Snippet



NEW SUNDAY TIMES

MAY 26, 2013

Working for safety

"HASSLE". That's the first word that usually comes to mind when motorists think of insurance, but insurance companies are not there to simply play on your fears and take your hard earned money, says Motorada Research Consortium Malaysia (MRC).

For motorists, the hazards of accidents and theft are very real, and many insurance companies go the extra mile to help mitigate the risks and costs for vehicle owners.

Currently, the government and insurance governing bodies are working together to ensure that insurance money is put to good use.

To further that cause, MRC is tying up with the Research Council for Automobile Repairs (RCAR) to host a conference on Sept 22-27 to enlighten RCAR global members about how automobile research centres can help minimise accidents, injuries and risk.

To be held at the Grand Hyatt Hotel Kuala Lumpur, the conference will see the participation of RCAR delegates from 25 centres in 19 countries around the globe as well as local representatives. RCAR is an international organi-



Wilf Bedard (left) and Khaeruddin Sudharmin.

RCAR secretary Wilf Bedard said: "We are dealing with a far more advanced motor vehicle engagement with people these days and regulators, such as governments, want to ensure that their people are safe and protected through insurance."

He added that the car manufacturer's job is to build cars and they do not regulate anything. Their role is simply to provide vehicles as tools for society to make lives easier.

"However, these tools can cause harm to us and others, and manufacturers have less of a commitment to safety after the sale of a car, which is where insurance companies step in."

Bedard said that insurance companies today want to do more than just write a cheque for repairs or medical bills, they also want to reduce the risk of accidents. This is why they fund research into the areas that will mitigate the cost to the motoring public.

RCAR works closely with the That-cham test centre in the United Kingdom which provide a unique range of products and services to the insurance and motor repair industries.

By ADAM AUBREY

Invitation to the 2013 Annual RCAR Conference

Invitation

RCAR

MALAYSIA 2013
RESEARCH COUNCIL FOR AUTOMOBILE REPAIRS 2013 GRAND HYATT, KUALA LUMPUR



Dear RCAR Members

WE ARE PLEASED TO INVITE YOU TO THE ANNUAL RCAR CONFERENCE 2012
THIS YEAR'S MEETING WILL BE HELD FROM
SUNDAY, SEPTEMBER 22 TO FRIDAY, SEPTEMBER 27
AT THE GRAND HYATT KUALA LUMPUR, MALAYSIA

WE LOOK FORWARD TO SEEING YOU ALL IN KUALA LUMPUR.
BEST REGARDS,
ADJUNCT PROFESSOR KHAERUDDIN SUDHARMIN



From IAG:

IAG Study Finds Car Headlights Are Off on the Way Home

IAG Has Warned Drivers Not to Rely on Automatic Headlights – and Reminded Those Without the Technology to Make Sure they Light Up at Night or Dusk

IAG Research Centre found that the number of crashes doubles between 3pm and 6pm in the winter months compared to the daily average - and dark-coloured cars are involved in 10 per cent more collisions than light-coloured vehicles.

In April, with daylight savings about to end, IAG conducted research into peak-hour traffic after sunset on one of Sydney's busiest roads. It found 14 per cent of cars did not have their headlights on. Toyota cars were over-represented among those vehicles with their headlights off.

Toyotas represented 34 per cent of the cars without their headlights on, even though Toyotas account for 20 per cent of all new cars sold in Australia.

In many new cars, the speedometer is illuminated even when the headlights are off. An increasing number of new vehicles are equipped with instrument clusters that are backlit both day and night. Drivers may assume that the headlights are on when the instruments are illuminated but this is not always the case.

The increase in vehicles with automatic headlights prompted IAG Research Centre to test a range of automatic headlight systems. The study found there was big variation in the activation times. Among the eight popular new and used cars tested, there was 39 minutes between the first and last automatic headlights to activate at dusk.

Results of automatic headlight activation times at dusk are as follows:

Time (EST)	Lux (lx)	Vehicle
5.22 pm	5700	2009 Mercedes-Benz CLC200K
5.24 pm	5300	2011 Mazda CX-7
5.31 pm	4300	2011 Volkswagen Golf
5.32 pm	4200	2011 Audi TTS
5.45 pm	2300	2012 Ford G6
5.46 pm	2200	2011 Kia Sportage
5.52 pm	1300	2012 Holden Commodore
5.59 pm	600	2007 Hyundai Tucson



The time between the first and last automatic headlights to activate was 39 minutes

A video of the automatic headlight study can be seen here:

<http://video.news.com.au/2369942303/Auto-headlamps-reliability-tested>

New Zealand Collision Repairers Conference



The Collision Repairers Association of New Zealand celebrated its centenary in April 2013 with a conference in Auckland attended by nearly 400 delegates.

Having started as an association of motor vehicle body builders one hundred years ago, members have seen huge changes and challenges in their industry.

Robert McDonald was invited to present on behalf of IAG-NZ, which is the largest general insurer in New Zealand. Robert identified the key challenges that repairers currently face to maintain crash safety performance in the course of repairs as follows:

- Specializing by make/type/material/severity
- Acquiring correct tools and equipment
- Staff training and skills
- Alignment with car makers or dealers
- Keeping up-to-date technically
- Accessing body repair manuals and methods

Luxury Cars More Likely to be in a Collision



IAG Research has found that luxury cars are more likely to be involved in accident insurance claims than other vehicles. The research was conducted for the 12 months ending March 2013 and was based on a collision-exposure average for all vehicles manufactured between 2003 and 2013.

The figures show luxury sedans had a 29 per cent higher collision frequency during the past 12 months compared to all other vehicle types. Luxury SUVs had a 27 per cent higher collision frequency. Commercial vans – like those used by couriers - followed third on the list with a 15 per cent higher than normal frequency, while pick-up utilities (-27 per cent) and trucks (-37 per cent) were found to be the least likely to be involved in collisions.

Robert McDonald, Head of IAG Research, said the findings came down to driver behaviour, as well as higher-end cars having more components to break and more complicated paint finishes, making them more susceptible to insurance claims.

Conversely, commercial vans are traditionally among the slowest vehicles on Australian roads; however McDonald pointed out that a greater exposure on the road and typical driving habits contributed to their higher frequency of collisions.

Trucks under six tonnes were found to have the lowest frequency of collisions of all vehicle types. People movers (14 per cent higher frequency) and convertibles (12 per cent higher frequency) were also notable mentions on the list.

Read the full article here:

<http://news.drive.com.au/drive/motor-news/study-luxury-drivers-crash-more-often-20130419-2i4pp.html>

From State Farm:

***State Farm App Quantifies Driving Behaviors
Even On the First Trip***



Typically, using a smartphone while driving is the last thing anyone would want to do in the interest of safe driving. But State Farm created a free smartphone application called Driver Feedback™ that offers a self-assessment tool to quantify driving behaviors. The application is available on both Android® and iPhone® smartphones. A driver simply downloads the application, places the phone in the car's cup-holder facing forward, clicks the record button, and then begins driving – the system will do the rest. The application uses the smartphone's accelerometer to measure acceleration, braking, and cornering behaviors. It also uses GPS to draw the route of the drive, flagging any events with a color code for severity.

To avoid creating distraction for the driver, real-time feedback is not used. Instead, post-drive feedback using the event map allows the driver to associate specific driving events and severity with driving behaviors. Driving scores and data on the device are not collected, and only reside on the individual user's device.

National Highway Traffic Safety Administration research results (NHTSA Report DOT HS 811 091) point to a variety of driving behaviors associated with higher crash risk – hard acceleration, hard deceleration, and hard turns. NHTSA results supported the development of driver monitoring systems for teens and older drivers.

State Farm began the project by defining driver feedback in general as the capture, interpretation, and meaningful presentation of driving data for the purpose of improving driving behavior. Next, the company designed and conducted driver behavior experiments on a closed circuit track.

These test drives provided input for research-based algorithms to output an overall score, selected events, and severity. Independent scores for acceleration, braking, and cornering behaviors are also included. Multiple field tests led to refined scoring models, which are accurate to the trip level.

State Farm believes the Driver Feedback application is a particularly useful and objective tool for parents teaching teens how to drive. It offers teen drivers and their parents access to useful, unbiased driving feedback, which can facilitate constructive conversations about safe driving.

Driver Feedback is just one tool available at <http://teendriving.statefarm.com> , a comprehensive website filled with free tools, tips, and resources designed to help teens and their parents throughout the learning-to-drive process.

State Farm Identifies Increase in Webbing While Driving



Distracted driving has become the subject of increasing debate over the last ten years. In the United States, both the National Highway Traffic Safety Administration and the National Transportation Safety Board have voiced concerns over perceived increases in risk due to driver distraction.

Almost everyone agrees that texting while driving should be banned. Texting is associated with both manual and visual distraction and glances away from the road for more than two seconds are associated with increased crash risk (Visual-Manual NHTSA Driver Distraction Guidelines for In-Vehicle Electronic Devices, National Highway Traffic Safety Administration, Docket No. NHTSA-2010-0053).

State Farm has identified another disturbing trend. The rapid adoption of smartphones has led to an increase in webbing-while-driving; which includes web browsing and the use of social networks such as Facebook and Twitter.

In August of 2009 and 2010 and in July of 2011 and 2012, State Farm used an outside panel vendor to conduct an online survey of U.S. consumers ages 18+. Survey responses were received from consumers who identified themselves as having some insurance and financial responsibility for their household. Only responses from consumers who had a valid driver's license, owned a cell phone, and reported driving between 1 and 80 hours per week were used when reporting the findings of behavior-based questions. Driving was defined as any time the car was en route to a destination, including being stopped in traffic or at a stoplight.

For drivers 18-29:

- Drivers who reported that they sometimes or frequently had accessed the internet while on a cell phone while driving increased from 29 percent in 2009 to 48 percent in 2012.
- Drivers who reported that they had sometimes or frequently read social media networks while driving increased from 21 percent in 2009 to 48 percent in 2012.
- Drivers who reported that they sometimes or frequently updated social networks while driving increased from 20 percent in 2009 to 30 percent in 2012.

For all drivers, the data showed:

- Those who reported that they sometimes or frequently had accessed the internet while on a cell phone while driving increased from 13 percent in 2009 to 21 percent in 2012.
- Those who reported that they had sometimes or frequently read social media networks while driving increased from 9 percent in 2009 to 15 percent in 2012.
- Those who reported that they sometimes or frequently updated social networks while driving increased from 9 percent in 2009 to 13 percent in 2012.

Ironically, the study showed that use of texting while driving was remaining flat or decreasing in some instances:

- For drivers 18-29, 71 percent said they had sometimes or frequently engaged in texting while driving in 2009. That number dropped to 68 percent in 2012.
- For all drivers this number stayed relatively flat, coming in at 31 percent in 2009 compared to 34 percent in 2012.

Smartphone ownership among survey respondents increased from 53 percent in 2011, when State Farm first asked about smartphone ownership, to 61 percent in 2012.

State Farm continues to monitor developments the critical safety issue of distracted driving.



From Cesvi Mexico:

Approval of Paint Lines

With more than 15 years of experience in car repair, Cesvi México has consolidated its leadership and reputation as a professional research center that links manufacturers of equipment, tools, supplies, and paints with end users.

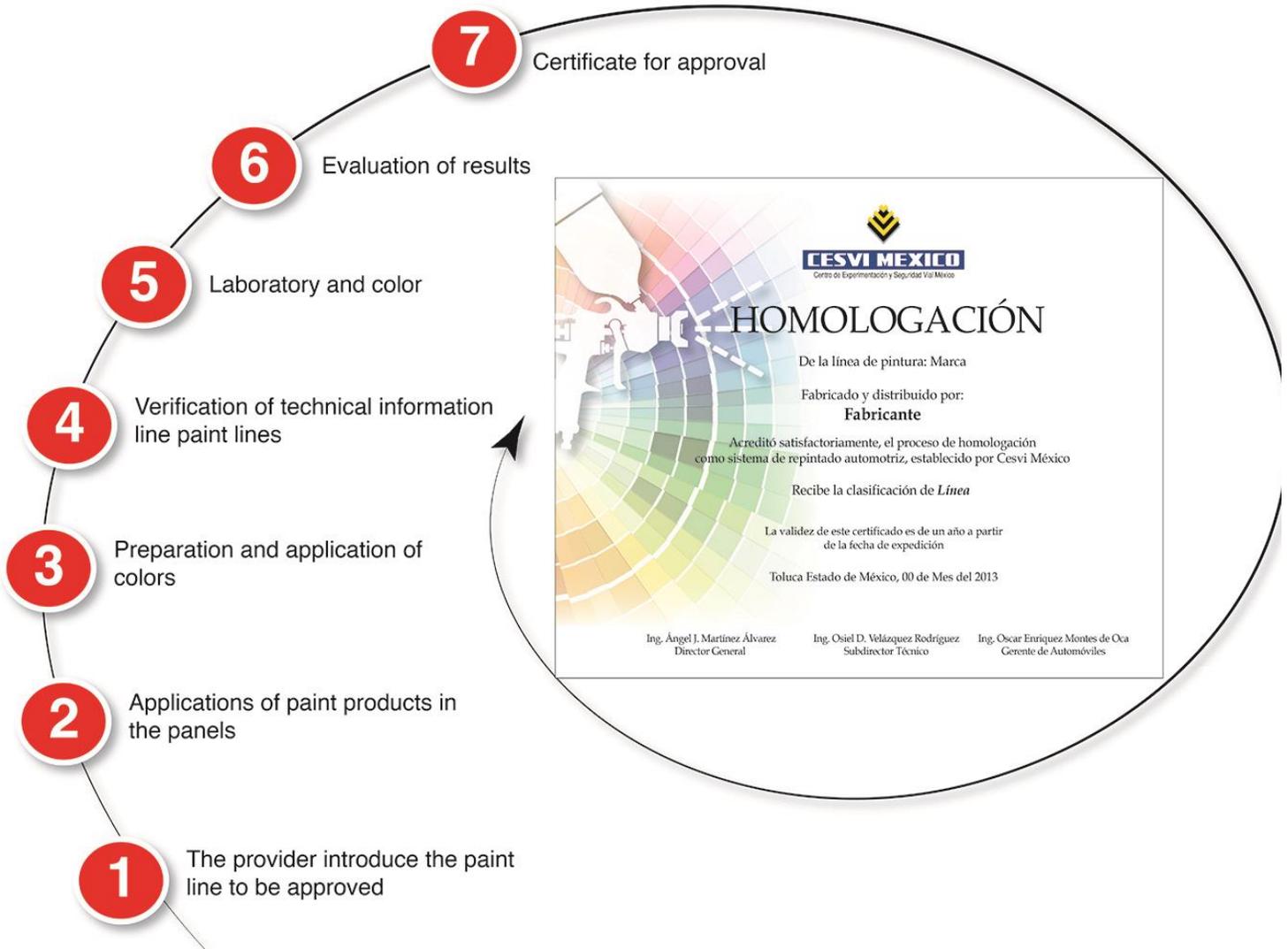
So, being committed to quality and continuous improvement, it was only natural that Cesvi México develop a program of approval for top paint lines and waterborne automotive paints, with the ultimate goal being to corroborate what the manufacturer states and classify the range of existing refinish products in the Mexican market for users to have the certainty they need in the materials they use.

The paint line approval process includes laboratory testing in accordance with ASTM parameters such as a saline chamber test (Norma ASTM D117), performance in corrosive environments, and an accelerated aging test chamber in QUV (Norma ASTM G53), among others. The test results are then compared against standards set by Cesvi México to determine compliance with the same.

In addition to testing, it is verified that the paint line has the necessary technical support for the application of its products, such as safety data sheets and product catalogs, colors, and color search software, among other tools.

Upon completion of the testing and verification performed, technical support determines whether the paint line meets the specifications to determine whether to issue the necessary approval document, valid for one year in México.

Painting approval process



It is important to note that the paint line approval process began three years ago, and in that time has proven to be an excellent technical sales strategy, because it boosts the reputation for quality of the product, giving all manufacturers the opportunity to improve their products if they do not meet the parameters established for compliance with the approval provisions.

Cesvi Mexico Intensifies Work on Road Safety



Ángel Martínez Álvarez, CEO of Cesvi México with officials of Toluca Municipality, México State

Cesvi México has introduced a working model to promote training in road safety for delivery companies in Mexico, for the participation of transport companies, municipalities, the Center for Experimentation and Road Safety, and any other municipal authorities who may be interested.

This is due to the high number of accidents that directly or indirectly involve drivers of these units necessitates the promotion of road safety with transport companies and their drivers.

Accordingly, Cesvi México has launched a working model to promote training as a result of the interest generated by various Mexican trucking companies in determining the best ways of driving, and to contribute to reducing traffic accidents and avoiding human and material losses.

Cesvi México acknowledges that this level of joint participation is only possible by considering the interests of all three parties involved: municipal governments, transport Companies, and the agency trainers, who will be called upon to reproduce this model that, in the future, is expected to generate increasingly specialized courses and conferences in accident prevention as part of the commemoration of International Road Safety Week.

As part of its social commitment to the community, Cesvi México also participates with local authorities in different areas of México in activities and conferences related to accident prevention.



From KART:**Repair Cost Comparison Studies on Imported Vehicles**

In Korea, with the growth of sales of imported vehicles over the last decade, the high repair cost associated with imported vehicles has been a troublesome issue for Korean insurers. Accordingly, KART decided to implement an RCAR structural test on the major imported models to analyze damageability and reparability.

- **Tested models : Benz C200(1.8), Honda Accord(3.5), Volkswagen Golf TDI(2.0)**

On comparing the ratio of repair cost to each car price for the 3 imported models, the average ratio was found to be 32.3%, compared to the ratio of most domestic vehicles being under 10%.

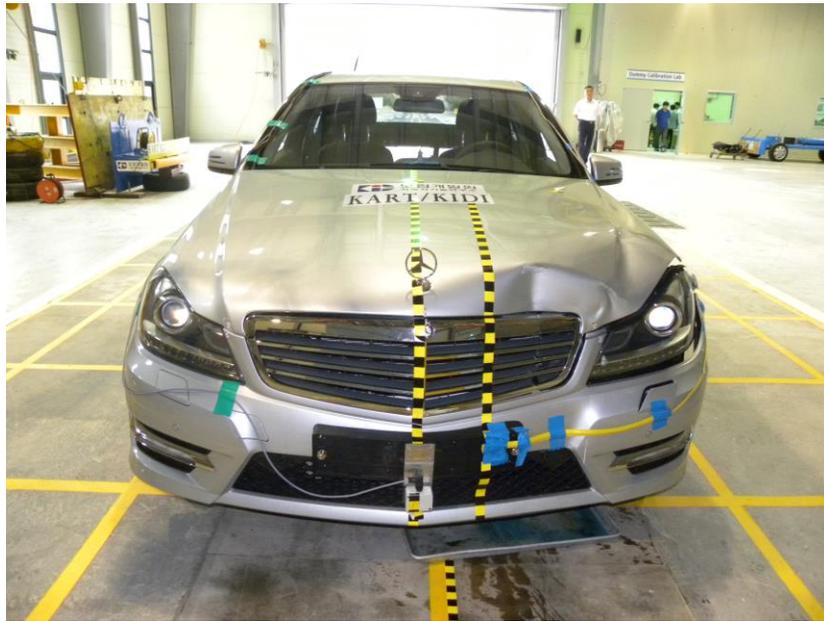
<Currency: 10 Thousand KRW, 1US\$=1150KRW>

		Benz C200	Honda Accord	Volkswagen Golf	AVG
Repair cost	Front	1,327	1,205	511	1,014
	Rear	350	189	315	285
	Sum(A)	1,677	1,394	826	1,299
Car price(B)		4,620	4,120	3,310	4,017
Ratio(A/B)		36.3	33.8	25.0	32.3

The Repair cost of the Benz C200 was the highest, followed by the Honda Accord and Volkswagen Golf. Damage characteristics for the imported vehicles are as follows.

Benz C200

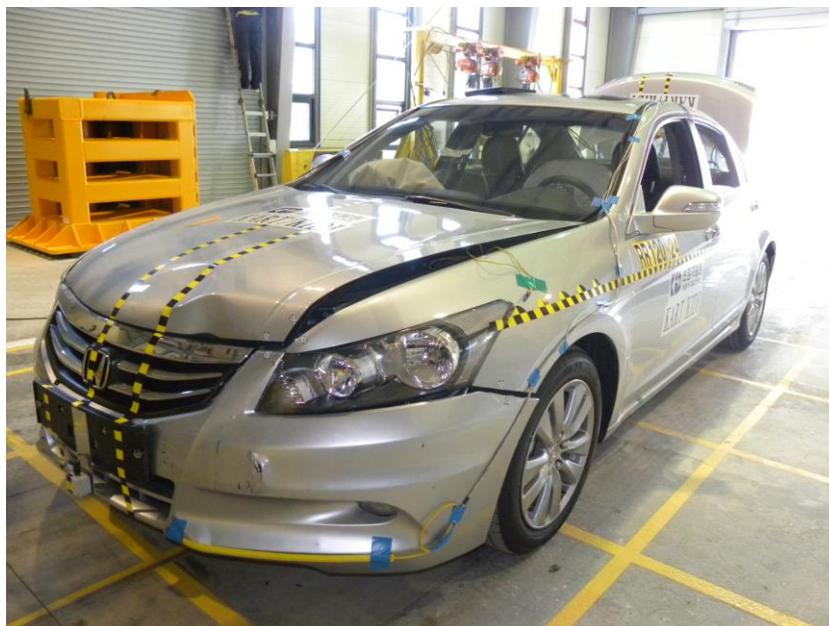
Although the Benz C200 has a crash box in the front, there is not enough space between the bumper and front panel to absorb impact energy effectively. As such, damage was extended to the radiator and condenser. Parts prices were also relatively higher than the other two models, all of which combined to increase the overall repair cost.



Benz C200

Honda Accord

The Honda Accord also had a crash box designed to absorb front impact energy but, deployment of its unique airbag increased the frontal repair cost. On the positive side, rear damage was the best among tested vehicles.



Honda Accord

Volkswagen Golf

The Volkswagen Golf had both front and rear crash boxes. Damage to the front was the best among tested vehicles, while rear bumper, back panel and rear fender were in the middle among the three vehicles tested.



Volkswagen Golf

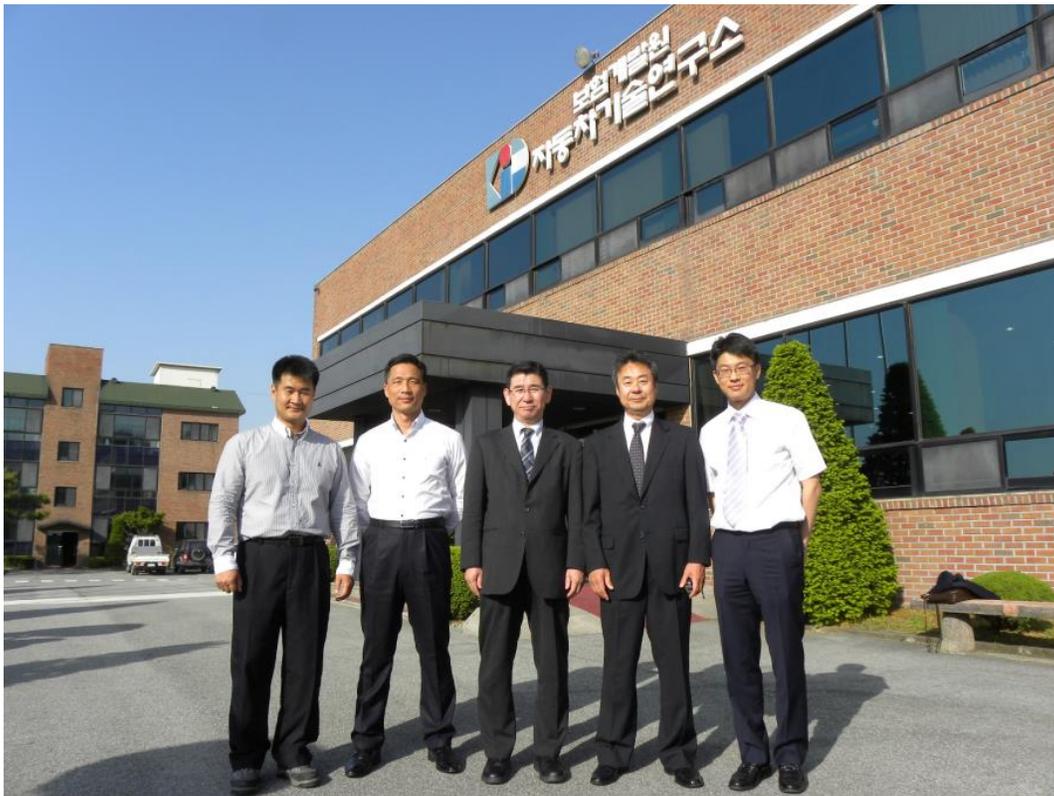
Research results were broadcast over TV media in January 2013, generating considerable interest and concern from the general public. As the number of imported vehicles continues to rise, the issue of high repair cost of imported vehicles will remain controversial. As such, KART will continue to research imported vehicles to curb their high repair costs in various ways.

Jiken Center Visit to KART

Officials from the Jiken Center (JKC) visited KART in May 2013. Koichi Osumi, the Director and General Manager of JKC, along with Takaaki Ishizaki, visited KART to discuss items of mutual interest involving the two organizations.

The participants exchanged information on the latest activities and repair time developments, and discussed the schedule of joint research projects taking place this year.

In addition, officials from KART were pleased to give the visitors from JKC a tour of their new training facility, as well as KART's crash test facilities.



(L to R: Sangwoo Shim, Jonghoon Lim, Takaaki Ishizaki, Koichi Osumi, Seungsu Kang)



From Samsung:

Samsung Participation at the 23rd International ESV Conference in Seoul, Korea



Samsung Traffic Safety Research Institute (STMRI) presented “Thoracic Injury Characteristics of the Elderly in Real Crash Data Analysis” at the 23rd International Technical Conference on the Enhanced Safety of Vehicles (ESV) held in Seoul, Korea. In the presentation, it was proposed that seat belts and airbags should be designed to mitigate thoracic injuries of elderly (65+) drivers because their rib cages are more vulnerable than those of other age groups in motor vehicle crashes, and because the elderly population has grown significantly throughout the world.

The research project, “Enhanced Safety and Convenience for the Elderly,” funded by the Korea Ministry of Land, Infrastructure, and Transport was carried out by Korea Automobile Testing & Research Institute (KATRI) as principal investigator, Hyundai Motor Company, and a number of universities over four years since 2008. Samsung took part in Task 3, “The injury characteristics of the elderly in real car accidents” by analyzing real-world crash data based on claims (2000-2008), conducting in-depth study, and reconstructing 3-dimensional injury models computationally.

The ESV International Technical Conference is held every two years by the United States Department of Transportation, National Highway Traffic Safety Administration (NHTSA) in cooperation with participating ESV member countries. This year, the Republic of Korea hosted the conference in beautiful Seoul, May 27-30 2013. Over 1,000 people gathered over the four-day program, which showcased emerging real-world technologies to advance vehicle safety. Among RCAR members, IIHS, Thatcham, Folksam, and Samsung shared their works on automotive safety. ESV attendees were also able to join a technical tour program to visit Samsung Digital City PR Center, the crash test facilities at KATRI, and the Asan Plant of Hyundai Motor Company.

**SAMSUNG FIRE & MARINE
INSURANCE**



AUTOMOTIVE REPAIR RESEARCH CENTER

From CESVI Colombia :

CESVI “Tool for the Improvement of Repair Shops in Colombia”



PCT Analysis in Progress

Until the late twentieth century, Colombian insurers lacked a standard evaluation for their collaborating workshops. As a result, evaluations were conducted separately and independently, with each private evaluation using different methods, generating no value to the workshop and very little to insurers.

In 2000, CESVI Colombia created an evaluation method with a number of attributes, which took into account the needs of each of its ten shareholder insurers, and generated added value to the workshop evaluation process. As a result, the evolution of the market tool became an academic case study of improvement in an industry, focused on profitability, productivity, and efficiency.

Initially, the idea was to show the insurance companies the reality of the workshop, which is reflected in the ability to ensure that, once repaired, vehicles continue to retain their qualities in terms of esthetics, as well as active and passive safety features, and, in so doing, to fully complete the obligation between the insurance company and the insured.

Thus was born the PCT Classification Plan Works, a process-based model responsible for evaluating five areas: bodywork, straightening, painting, mechanics, and management. Each area is measured on seven parameters: infrastructure, processes, equipment, materials, safety, knowledge, and training.

According to the results, and in accordance with the percentages of compliance with the attributes evaluated, workshops are ranked from top to bottom with the letters A through E. In parallel, a plan of action is presented, to carry out the process of improving all areas of the workshop.

CESVI Colombia conducted around 500 evaluations per year, with results that make clear the effectiveness of the model. Suffice it to mention that, in 2001, only 1% of the workshops evaluated categorized as A, compared to 24% as E. By 2012, 43% were A, compared to only 2% E.



A Typical Workshop

EVOLUTION GREEN

To keep pace with the rapid changes experienced by the automotive industry in recent times, each year CESVI Colombia adds new evaluation criteria or recognitions.

To this end, in 2009 and 2011 respectively, the PCT began evaluating collision centers' heavy vehicles and motorcycles. In 2012, due to the high performance of some of the workshops evaluated, we created the Stamp A Plus, which recognizes excellence and has compliance levels of at least 95%.



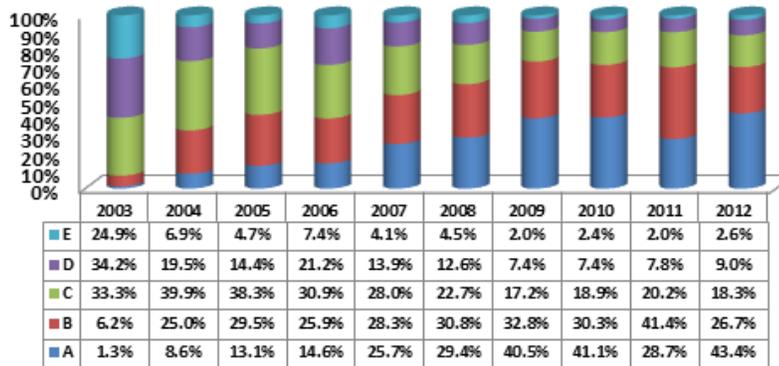
And, in keeping with environmental policies in Colombia, in 2011 we began evaluating workshops' environmental management plans, including aspects of generation, collection, transportation, and disposal of waste generated. When the result exceeds 80%, CESVI Colombia recognizes the performance with the 'Green Seal' Award.

Beginning in 2008, CESVI Colombia started to export the model to other countries in the region, such as Panama, Ecuador, the Dominican Republic, Chile, and Uruguay.

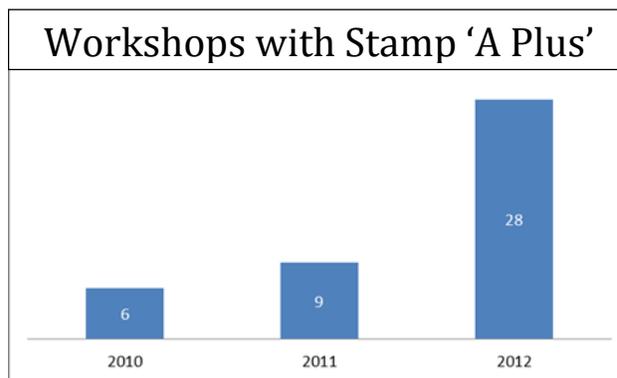


Repair Underway at a Typical Workshop

Colombian workshops evolution



*Lightweight Workshops



*Lightweight Workshops



*Lightweight Workshops

The RCAR Network:

AXA-Winterhur Switzerland	www.winterhur.com
AZT Germany	www.allianz-azt.de
Centro Zaragoza Spain	www.centro-zaragoza.com
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Important Notice:

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The RCAR Newsletter

Publisher: Wilf Bedard

Editor: Larry Roberts

Technical Coordinator:

Alida Meyer

Website Report



www.rcar.org Research Council for Automobile Repairs

The total number of 'visits' to the RCAR Website ranged from 1,635 in January 2013, to 1,410 in March, to 1,531 in May, while the number of 'total home page views' during that same period ranged from 1,414 in January, to 1,195 in March, to 1,368 in May.

Dates for your Diary

Sep 22-27 2013: RCAR 2013 Annual Conference, Grand Hyatt, Kuala Lumpur, Malaysia