

## 19 Summary and Conclusion

Commission Regulation (EC) No 1400/2002 from 31st July 2002 on the application of Article 81(3) of the Treaty to categories of vertical agreements and concerted practices in the motor vehicle sector (“the Regulation”) entered into force on 1st October 2002. The Regulation sets out rules under which restrictive agreements caught by the ban laid down in Article 81(1), meet the conditions for an exemption pursuant to Article 81(3). Such rules are deemed to be observed throughout the European Union by suppliers of motor vehicles and spare parts in their contractual and day-to-day business relationship with their downstream partners or buyers.

As with the Block Exemption Regulation (EEC) No 1475/1995, the Commission has undertaken to monitor the operation of the new Regulation on a regular basis. One major element, which has to be monitored, relates to the access of technical repair information for independent operators. In order to protect effective competition in the market for repair and maintenance services, and to prevent fore-closure of independent repairers, motor vehicle manufacturers must allow all interested independent operators to have full access to all technical information, diagnostic and other equipment, tools, including all relevant software, and training required for the repair and maintenance of motor vehicles. Independent operators who must be allowed such access include in particular independent repairers, manufacturers of repair equipment or tools, publishers of technical information, automobile clubs, roadside assistance operators, operators offering inspection and testing services and operators offering training for repairers.

In particular, the conditions of access must not discriminate between authorised and independent operators, access must be granted upon request and without undue delay, and the price charged for the information should not discourage access to it, by failing to take into account the extent, to which the independent operator uses it. A supplier of motor vehicles should be required to grant independent operators access to technical information on new motor vehicles at the same time as such access is granted to its authorised repairers and must not oblige independent operators to purchase more than the information necessary to carry out the work in question. Suppliers should be obliged to grant access to the technical information necessary for re-programming electronic devices in a motor vehicle. It is, however, legitimate and proper for them to withhold access to technical information, which might allow a third party to bypass or disarm on-board anti-theft devices, to recalibrate electronic devices or to tamper with devices, which for instance limit the speed of a motor vehicle, unless protection against theft, re-calibration or tampering can be attained by other less restrictive means. Intellectual property rights and rights regarding know-how including those, which relate to the above-mentioned devices, must be exercised in a manner which avoids any type of abuse.

This study was conducted in order to examine whether and how the motor vehicle manufacturers have implemented the provisions of the new Regulation relating the access to technical information. Besides desk research and the consulting of different aftermarket

representatives, a suitable questionnaire was also developed. This questionnaire asked for both general information, relevant for all 'involved operators', and also target-group oriented information with regard to the different possible requirements of individual independent operators.

In order to obtain a full description of the relevant measures and systems put in place, the questionnaire was addressed to 9 major car manufacturers (BMW, DaimlerChrysler, Fiat, Ford, GM, PSA, Renault, Toyota, Volkswagen) and all major truck manufacturers (DAF, DaimlerChrysler, Iveco, MAN, Renault, Scania, Volvo) to cover the situation in Germany, Italy, France, UK, the Netherlands, Ireland, Denmark and Poland.

The main evaluation on how measures have been taken by the manufacturers to grant independent operators effective access to all relevant repair information, or whether such access is not granted in the respect of certain information, is made in chapters 15/16 (passenger car manufacturer) and chapters 17/18 (truck manufacturer), but the following paragraphs give an overview and some further conclusions with respect to the different groups of operators:

Access to technical repair information is provided via Internet-based systems, CD/DVD's, paper or a combination of these media. Nearly all motor vehicle manufacturers cover 100 % of their models produced within the last 10 years concerning technical information. For an effective and economic access independent repairers require all information on a single medium. Especially for Fiat/Alfa, Renault (Passenger Cars and Trucks), Scania and Peugeot the information is spread among different media, causing additional efforts and costs to obtain the relevant information.

Only an Internet-based system can solve the requirement for immediate access to technical repair information. From an independent operator's point of view the registration, on such a website should be possible without any further costs and the information itself, should be charged when the independent operator requires access to the database. Due to at least several days of delivery time, instant access is not possible with CD and/or paper based systems.<sup>35</sup> Only a few passenger car manufacturers and no truck manufacturer designed their information systems accordingly.

To purchase the required information at a reasonable price, access should only be granted to the information, which is necessary to carry out the work in question. Pay-per-view cost models or the option to subscribe for a short period of time are capable of satisfying this demand, but the website should enable the user to find all relevant information instantly.

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<sup>35</sup> To a certain extent paper-on-demand systems or CD's with separate license keys could also provide immediate access.

The difficulty of getting the relevant document on different information systems is one major problem independent operators are faced with. Due to different structures, layouts and qualities of the systems, which are offered by the motor vehicle manufacturers, it is exhausting and often impossible to find the required information.

A standardised structure and layout would clearly benefit independent operators. For emission-related information a technical specification based on a meta data concept was already developed in the OASIS project. A group of manufacturers and aftermarket representatives elaborated a certain standard, which is capable of using the existing manufacturers' databases in combination with a standardised website layout, but the specification does not specify the structure of the information itself<sup>36</sup> and it is not intended that manufacturers should change the structure of the technical information they produce, except to ensure that it is available as discrete information packages.

The OASIS standard could be implemented in two different ways:

1. Motor vehicle manufacturers adapt the OASIS specification to their digital information systems.
2. A third party (e.g. an independent publisher) runs a centralised technical information server, which processes the queries of the independent operators to the required information packages on the manufacturer's databases through a standardised interface.

Both methods would mark a distinct step forward in providing effective access to technical repair information and could also help to solve a second major issue concerning manufacturer specific vocabulary.

Due to the fact that vehicle manufacturers generally have their own vocabulary or dictionaries, they use different terms for identical components or systems. If the user does not know the correct manufacturer specific terms, it will become difficult to obtain any appropriate results. For this reason, a standardised vocabulary is necessary. If all manufacturers would use such vocabulary, or if an automatic electronic converter translates the standard terms to the manufacturers vocabulary and vice versa, the search capabilities would be improved significantly. So far such standardised vocabulary is available for emission-related information (OBD) in French and English only [ISO/TS 15031-2].

Sufficient vehicle identification is also an important requirement. Since vehicles are delivered in different configurations and variants it is absolutely necessary that a given vehicle can be identified adequately in order to obtain the relevant documents and to be able to define the necessary spare parts. Whereas all manufacturers provide identification by a selective list

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<sup>36</sup> Except to define a set of preferred electronic formats (e.g. XML, HTML, PDF) for online delivery.

identification by the vehicle identification number (VIN) is not possible in any case. This of course hampers the process of obtaining the required information and identifying the necessary spare parts.

To further the difficulties in finding the relevant information, some vehicle manufacturers are withholding important documents such as service information, body repair information, diagnostic or emission related information which is often missing. No manufacturer delivers the same information at the same time on common faults or recall campaigns to the independent operators as to the authorised network.

Another major problem is the price of the technical information itself. Due to inadequately designed information systems and/or insufficient cost models, independent operators are not able to purchase technical repair information at a price, at which repairs can be conducted under competitive conditions. With respect to average repair costs, the current prices reduce the margins of an independent repairer significantly. Only those repair shops that are specialised on certain brands and who are, from that point of view, comparable to franchised workshops are able to afford these prices. Besides the requirement to obtain the necessary information at a reduced price, there is also a demand for multi-brand technical information as provided by independent publishers and it must be ensured that independent publishers have access to technical repair information under competitive conditions.

The new Block Exemption Regulation calls for the supply of fair and indiscriminate information for independent publishers. Whereas the answers provided by the passenger car manufacturers show satisfactory measures to supply independent publishers, this is contradicted by statements from representatives of publishing companies. According to them there are several vehicle manufacturers which have stopped to supply information to publishers at the end of October 2003 and have still not presented conditions or terms to continue. This means in fact a worsening of the situation for the independent publishers.

The answers from the truck manufacturers, regarding their policy with independent publishers, show that no specific information and conditions are available, although there has not been any significant demand from publishing companies.

For an increasing number of repairs special diagnostic tools are needed. Passenger Car manufacturers offer different diagnostic tools for independent operators. Due to the high prices, it is unlikely that a multi-brand workshop will purchase different manufacturer specific tools. Therefore, those tools are only useful for independent repair shops, which specialise in a specific brand or for independent diagnostic tool manufacturers, who want to implement the functionalities in their multi-brand tools, and it has to be ensured that diagnostic tool manufacturers get sufficient information to produce adequate universal tools.

Therefore, all motor vehicle manufacturers have been asked for the arrangements enabling diagnostic tool manufacturers to produce devices with the same functions as manufacturer specific tools. Only a few passenger car manufacturers, but no truck manufacturer, deliver special information, and the information that is provided to diagnostic tool manufacturers, is

mostly insufficient to produce multi-brand diagnostic tools. In particular, protocol information and information which would enable the tool manufacturers to install test and diagnosis procedures on their products are missing. Moreover, the situation has even worsened with the new Block Exemption Regulation and independent manufacturers are referenced to the technical information systems for the independent repairers.

Even with manufacturer specific tools an independent operator on his own premises cannot perform certain repairs. In contrast to the Regulation, which stipulates that suppliers should be obliged to grant access to the technical information necessary for re-programming electronic devices in a motor vehicle, several manufacturers do not grant such access and certain repairs could not be performed.

At first sight, the situation of independent operators has improved with the introduction of the new BER and the motor vehicle manufacturers have implemented the provisions of the new Regulation relating to the access to technical information. However, the unattractive price models and the bad usability of the information systems in particular prohibit access to technical repair information. With certain repairs also the inexistence of adequate multi-brand scan tools and limited possibilities in repairing electronical systems make it difficult to work under competitive conditions. For those groups (independent tool manufacturers or publishers) who try to improve the environment independent operators are working in, the situation has even declined.

**20 Literature**

- [OAS03] OASIS Sub Committee Use Cases and Requirements  
Autorepair Requirements Specification – SC1-D2  
Version 6.0  
Brussels, 10-01-2003

## 21 Appendix

### 21.1 Contact Points – Passenger Car Manufacturers

#### Denmark

BMW	<p>BMW Online Service System (OSS)  <a href="http://www.bmw-service.de">www.bmw-service.de</a>          Email: <a href="mailto:service-medien.oss@bmw.de">service-medien.oss@bmw.de</a></p> <p>Aftersales Assistance Portal (ASAP)  <a href="http://www.parts.bmwgroup.com">www.parts.bmwgroup.com</a>  <a href="http://www.aftersales.bmwgroup.com">www.aftersales.bmwgroup.com</a></p>
Citroën	<p>Documentation on DVD-Rom:  <a href="http://lasertec.Citroën.com">http://lasertec.Citroën.com</a></p> <p>CITROËN DANEMARK A/S          Mr. Jens JOERGENSEN          Sydhavnsgade 16          DK – 2450 Kobenhavn SV          (45)°36 18 02 76 ou (45) 36 18 02 21</p>
Fiat/Alfa	<p>Authorised Network –          Fiat internal contact:          Carsten Ptak +4543228849          or          Frank Goth +4543228874</p>
Ford	<p><a href="http://www.etis.ford.com">www.etis.ford.com</a></p> <p>Technical Hotline:          Small Car +49/221-94700-711          Large Car +49/221-94700-722          import Car +49/221-94700-733</p>
Jaguar	<p><a href="http://www.jaguartechinfo.com">http://www.jaguartechinfo.com</a></p>
Mercedes-Benz	<p>DaimlerChrysler Danmark AS          Tommy Smed          Tel. 33785594          eMail: <a href="mailto:Tommy.Smed@daimlerchrysler.com">Tommy.Smed@daimlerchrysler.com</a></p>
Opel	<p>IMT's Placing Orders for EPC, TIS 2000, Technical Video's, DVD's and Glove Box Literature –</p> <p>A. Process for Independent Motor Traders (IMT's) and Others</p> <ol style="list-style-type: none"> <li>1. IMT's and others can order the "non-network version" through the GME Customer Assistance Centre (CAC), located in the U.K.</li> <li>2. IMT's and Others wishing to use the service should be advised by their respective National Sales Company, (NSC) to call the relevant number as shown in the attached table and be prepared to quote a valid credit card number.</li> </ol> <p>Denmark + 44 1582 694801</p>

For new accession markets, NSC's will centrally handle IMT's and others

requests for Technical Information.

3. Full credit card payment will be required at time of order.
4. Once an order has been received-- Order form will be e-mailed to Portica GmbH who will dispatch the information. - Copy of order form will be faxed/e-mailed to the IMT's and Others placing the order - E-mail confirmation of credit card payment sent to owner of the credit card (if e-mail address provided) -

B. Process For Diagnostic Tools and Special Tools Orders - Information and hardware can be ordered via SPX.

Address:  
 SPX Europe GmbH  
 Porschestrasse 4,  
 D-63512 Hainburg  
 Phone: +49/6182/9590  
 Fax: +49/6182/959229  
 spxEurope@servicesolutions.spx.com

Peugeot <http://public.infotec.peugeot.com>  
[webmaster-infotec@peugeot.com](mailto:webmaster-infotec@peugeot.com)

Renault [www.infotech.renault.com](http://www.infotech.renault.com)  
[webmaster.infotech@renault.com](mailto:webmaster.infotech@renault.com)

Smart - N/A -

Toyota Toyota Danmark A/S  
 Dynamovej 10  
 2730 Herlev. 44850400  
[www.toyota.dk](http://www.toyota.dk)  
[toyota@toyota.dk](mailto:toyota@toyota.dk)

Volvo Customer Service site: <http://vcc.volvocars.se/customerservice/>

We show their links to contact names in each major EU market.  
 We are currently developing a webshop for direct sales of information products.  
 When that webshop is fully functional we will issue a link on the same Customer Service site to this webshop. As the launch of this webshop is eminent within June 2004, we will not update the market contacts for the new EU countries for now./

See for Webshop the following address:  
<https://www.volvocarstechinfo.ford.com/vss>

To see all available products for independent operators a user ID must be created with a valid VAT number.

VW General address for applications is:  
[www.erwin.volkswagen.de](http://www.erwin.volkswagen.de)  
 Hotline +49-1805-5126000  
[support@erwin-hotline.de](mailto:support@erwin-hotline.de)  
 Every Importer has an own homepage with a link to the general address.  
 Denmark: [www.volkswagen.dk](http://www.volkswagen.dk)

## France

BMW	<p>BMW Online Service System (OSS)  <a href="http://www.bmw-service.de">www.bmw-service.de</a>  <a href="mailto:service-medien.oss@bmw.de">service-medien.oss@bmw.de</a></p> <p>Aftersales Assistance Portal (ASAP)  <a href="http://www.parts.bmwgroup.com">www.parts.bmwgroup.com</a>  <a href="http://www.aftersales.bmwgroup.com">www.aftersales.bmwgroup.com</a></p>
Citroën	Documentation on DVD-Rom : <a href="http://lasertec.Citroën.com">http://lasertec.Citroën.com</a>
Fiat/Alfa	<p>Authorised Network          Fiat internal contact:          Pierre-Martin BOS +33(0)130167285  <a href="mailto:pierremartin.bos@fiat.com">pierremartin.bos@fiat.com</a></p>
Ford	<p><a href="http://www.etis.ford.com">www.etis.ford.com</a></p> <p>Technical Hotline:          Small Car +49/221-94700-711          Large Car +49/221-94700-722          Import Car +49/221-94700-733</p>
Jaguar	<a href="http://www.jaguartechno.com">http://www.jaguartechno.com</a>
Mercedes-Benz	<p>DaimlerChrysler          Monsieur Michaël DERGUINI          Tel. 01.39.23.55.84          eMail: <a href="mailto:michael.derguini@daimlerchrysler.com">michael.derguini@daimlerchrysler.com</a></p>
Opel	<p>IMT's Placing Orders for EPC, TIS 2000, Technical Video's, DVD's and Glove Box Literature –</p> <p>A. Process for Independent Motor Traders (IMT's) and Others          IMT's and Others can order the "non-network version" through the GME Customer Assistance Centre (CAC), located in the U.K.          IMT's and Others wishing to use the service should be advised by their respective National Sales Company, (NSC) to call the relevant number as shown in the attached table and be prepared to quote a valid credit card number.</p> <p>France + 44 1582 694805</p> <p>For new accession markets, NSC's will centrally handle IMT's and others requests for Technical Information.</p> <p>Full credit card payment will be required at time of order.          Once an order has been received-- Order form will be e-mailed to Portica GmbH who will dispatch the information. - Copy of order form will be faxed/e-mailed to the IMT's and Others placing the order - E-mail confirmation of credit card payment sent to owner of the credit card (if e-mail address provided) -</p> <p>B. Process For Diagnostic Tools and Special Tools Orders - Information and hardware can be ordered via SPX.</p> <p>Address:          SPX Europe GmbH          Porschestrasse 4,          D-63512 Hainburg</p>

	Phone: +49/6182/9590 Fax: +49/6182/959229 spxEurope@servicesolutions.spx.com
Peugeot	<a href="http://public.infotec.peugeot.com">http://public.infotec.peugeot.com</a> <a href="mailto:webmaster-infotec@peugeot.com">webmaster-infotec@peugeot.com</a>
Renault	<a href="http://www.infotech.renault.com">www.infotech.renault.com</a> <a href="mailto:webmaster.infotech@renault.com">webmaster.infotech@renault.com</a>
Smart	DaimlerChrysler Monsieur Michaël DERGUINI Tel. 01.39.23.55.84 eMail: michael.derguini@daimlerchrysler.com
Toyota	Jean-Francois grimaud +33 1 47 10 81 00 <a href="mailto:jean-francois.grimaud@toyota-Europe.com">jean-francois.grimaud@toyota-Europe.com</a>
Volvo	Customer Service site: <a href="http://vcc.volvocars.se/customerservice/">http://vcc.volvocars.se/customerservice/</a>  We show their links to contact names in each major EU market. We are currently developing a webshop for direct sales of information products. When that webshop is fully functional we will issue a link on the same Customer Service site to this webshop. As the launch of this webshop is eminent within June 2004, we will not update the market contacts for the new EU countries for now./  See for Webshop the following address: <a href="https://www.volvocarstechinfo.ford.com/vss">https://www.volvocarstechinfo.ford.com/vss</a>  To see all available products for independent operators a user ID must be created with a valid VAT number.
VW	General address for applications is: <a href="http://www.erwin.volkswagen.de">www.erwin.volkswagen.de</a> Hotline +49-1805-5126000 <a href="mailto:support@erwin-hotline.de">support@erwin-hotline.de</a> Every Importer has an own homepage with a link to the general address. Homepages importer: France: <a href="http://www.volkswagen.fr">www.volkswagen.fr</a>

## Germany

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Citroën	Documentation on DVD-Rom: <a href="http://lasertec.Citroën.com">http://lasertec.Citroën.com</a> -  CITROËN DEUTSCHLAND AG Mr. Fred SIHLER André-Citroën-Strasse 2 D-51170 Köln

	(49) 22 03 44 310
Fiat/Alfa	<p>Authorised Network  Fiat internal contact:  Klaus Schühle  +497131107282  email: klaus.schuehle@fiat.com</p>
Ford	<p>www.etis.ford.com</p> <p>Technical Hotline:  Small Car +49/221-94700-711  Large Car +49/221-94700-722  Import Car +49/221-94700-733</p>
Jaguar	<a href="http://www.jaguartechinfo.com">http://www.jaguartechinfo.com</a>
Mercedes-Benz	<p>DaimlerChrysler AG  Herr August Schlagbauer  Tel. 0711-17-83170  eMail: august.schlagbauer@daimlerchrysler.com</p>
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Peugeot	<p><a href="http://public.infotec.peugeot.com">http://public.infotec.peugeot.com</a>  webmaster-infotec@peugeot.com</p>
Renault	<a href="http://www.infotech.renault.com">www.infotech.renault.com</a>

	webmaster.infotech@renault.com
Smart	DaimlerChrysler AG Mr. August Schlagbauer Tel. 0711-17-83170 eMail: august.schlagbauer@daimlerchrysler.com
Toyota	Either via Toyota repairer Via Internet Webshop Access <a href="http://www.toyota.de">www.toyota.de</a> , > Kundenservice > Serviceliteratur
Volvo	Customer Service site: <a href="http://vcc.volvocars.se/customerservice/">http://vcc.volvocars.se/customerservice/</a>  We show their links to contact names in each major EU market. We are currently developing a webshop for direct sales of information products. When that webshop is fully functional we will issue a link on the same Customer Service site to this webshop. As the launch of this webshop is eminent within June 2004, we will not update the market contacts for the new EU countries for now./  See for Webshop the following address: <a href="https://www.volvocarstechinfo.ford.com/vss">https://www.volvocarstechinfo.ford.com/vss</a>  To see all available products for independent operators a user ID must be created with a valid VAT number.
VW	General address for applications is: <a href="http://www.erwin.volkswagen.de">www.erwin.volkswagen.de</a> Hotline +49-1805-5126000 <a href="mailto:support@erwin-hotline.de">support@erwin-hotline.de</a> Every Importer has an own homepage with a link to the general address. Homepages importer: Germany: <a href="http://www.volkswagen.de">www.volkswagen.de</a>

## Ireland

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Citroën	Documentation on DVD-Rom: <a href="http://lasertec.Citroën.com">http://lasertec.Citroën.com</a> -  GALLIC Distributors ltd CITROËN After sales Mr Pat BYRNE Gowan House NAAS ROAD DUBLIN 12 IRELAND (3531) 409 24 43

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Jaguar	<a href="http://www.jaguartechno.com">http://www.jaguartechno.com</a>
Mercedes-Benz	<p>Motor Distributors Ltd  Naas Road, Dublin 12  Ireland  Mr. Tom Dalton  Tel. 01 - 4094444  eMail: tom.dalton@mdl.ie</p>
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Peugeot	<p><a href="http://public.infotec.peugeot.com">http://public.infotec.peugeot.com</a>  webmaster-infotec@peugeot.com</p>
Renault	<p>www.infotech.renault.com  webmaster.infotech@renault.com</p>
Smart	DaimlerChrysler UK Ltd

Lee Passmoor  
 Tel: +44 (0)1908 301500  
 Smart.tech@daimlerchrysler.co.uk

- Toyota** All our authorised repairers are issued with lists of workshop manuals, including part Nos. in the event that they or others wish to order workshop manuals. In this way a local independent repairer can order repair information through his local authorised repairer. For details of contact with Toyota Ireland please refer to 1.5.7.2.: Contact with our technical dept. can be made in a number of ways; By phone 353-1-4190200 (Main switchboard), most common route. Technical Dept. 353-1-4190341, the call would then be passed to available technical staff. Through our website [www.Toyota.ie](http://www.Toyota.ie) via our Customer Service Centre who will then refer the query to Technical dept.
- Volvo** Customer Service site: <http://vcc.volvocars.se/customerservice/>
- We show their links to contact names in each major EU market. We are currently developing a webshop for direct sales of information products. When that webshop is fully functional we will issue a link on the same Customer Service site to this webshop. As the launch of this webshop is eminent within June 2004, we will not update the market contacts for the new EU countries for now./
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<https://www.volvocarstechinfo.ford.com/vss>
- To see all available products for independent operators a user ID must be created with a valid VAT number.
- VW** General address for applications is:  
[www.erwin.volkswagen.de](http://www.erwin.volkswagen.de)  
 Hotline +49-1805-5126000  
[support@erwin-hotline.de](mailto:support@erwin-hotline.de)  
 Every Importer has an own homepage with a link to the general address.  
 Homepages importer: Ireland: [www.volkswagen.ie](http://www.volkswagen.ie)

## Italy

- BMW** BMW Online Service System (OSS)  
[www.bmw-service.de](http://www.bmw-service.de)  
[service-medien.oss@bmw.de](mailto:service-medien.oss@bmw.de)
- Aftersales Assistance Portal (ASAP)  
[www.parts.bmwgroup.com](http://www.parts.bmwgroup.com)  
[www.aftersales.bmwgroup.com](http://www.aftersales.bmwgroup.com)
- Citroën** Documentation on DVD-Rom: <http://lasertec.Citroën.com>
- CITROËN ITALIA SPA  
 Mr. Nicola LUCCI  
 Via Gattamelata 41  
 20149 MILANO  
 (39) 02 39 76 22 11
- Fiat/Alfa** Authorised Network  
 Fiat internal contact:

	Gilli Loredana, +390119860682, eMail: loredana.gilli@fiat.com
Ford	www.etis.ford.com  Technical Hotline: Small Car +49/221-94700-711 Large Car +49/221-94700-722 Import Car +49/221-94700-733
Jaguar	http://www.jaguartechno.com
Mercedes-Benz	DaimlerChrysler Italia S.p.A. Sig. K. W. Baumann / G. Lippi Tel. 06.90809512 eMail: gianluca.lippi@daimlerchrysler.it
Opel	<p>IMT's Placing Orders for EPC, TIS 2000, Technical Video's, DVD's and Glove Box Literature –</p> <p>A. Process for Independent Motor Traders (IMTs) and Others  IMTs and Others can order the "non-network version" through the GME Customer Assistance Centre (CAC), located in the U.K.  IMTs and Others wishing to use the service should be advised by their respective National Sales Company, (NSC) to call the relevant number as shown in the attached table and be prepared to quote a valid credit card number.</p> <p>Italy + 44 1582 694807</p> <p>For new accession markets, NSC's will centrally handle IMT's and others requests for Technical Information.</p> <p>Full credit card payment will be required at time of order.  Once an order has been received-- Order form will be e-mailed to Portica GmbH who will dispatch the information. - Copy of order form will be faxed/e-mailed to the IMTs and Others placing the order - E-mail confirmation of credit card payment sent to owner of the credit card (if e-mail address provided) -</p> <p>B. Process For Diagnostic Tools and Special Tools Orders - Information and hardware can be ordered via SPX.</p> <p>Address:  SPX Europe GmbH  Porschestraße 4,  D-63512 Hainburg  Phone: +49/6182/9590  Fax: +49/6182/959229  spxEurope@servicesolutions.spx.com</p>
Peugeot	http://public.infotec.peugeot.com webmaster-infotec@peugeot.com
Renault	www.infotech.renault.com webmaster.infotech@renault.com
Smart	DaimlerChrysler Italia S.p.A. Sig. K. W. Baumann / G. Lippi Tel. 06.90809512

eMail: gianluca.lippi@daimlerchrysler.it

- Toyota      Jacopo D'Andria  
 +39.06.60230.472  
 jacopo.d'.andria@toyota-Europe.com
- Volvo      Customer Service site: <http://vcc.volvocars.se/customerservice/>
- We show their links to contact names in each major EU market.  
 We are currently developing a webshop for direct sales of information products.  
 When that webshop is fully functional we will issue a link on the same Customer Service site to this webshop. As the launch of this webshop is eminent within June 2004, we will not update the market contacts for the new EU countries for now./
- See for Webshop the following address:  
<https://www.volvocarstechinfo.ford.com/vss>
- To see all available products for independent operators a user ID must be created with a valid VAT number.
- VW      General address for applications is:  
[www.erwin.volkswagen.de](http://www.erwin.volkswagen.de) Hotline +49-1805-5126000  
[support@erwin-hotline.de](mailto:support@erwin-hotline.de)  
 Every Importer has an own homepage with a link to the general address.  
 Homepages importer: Italy: [www.volkswagen-italia.it](http://www.volkswagen-italia.it)

## Netherlands

- BMW      BMW Online Service System (OSS)  
[www.bmw-service.de](http://www.bmw-service.de)  
[service-medien.oss@bmw.de](mailto:service-medien.oss@bmw.de)
- Aftersales Assistance Portal (ASAP)  
[www.parts.bmwgroup.com](http://www.parts.bmwgroup.com)  
[www.aftersales.bmwgroup.com](http://www.aftersales.bmwgroup.com)
- Citroën      Documentation on DVD-Rom: <http://lasertec.Citroën.com> -
- CITROËN NEDERLAND BV  
 Mr Niek RENES  
 Stadionplein 26-30  
 Postbus 75895  
 1070 AW AMSTERDAM  
 (31) 20 570 14 11
- Fiat/Alfa      Authorised Network - Fiat internal contact:  
 Mark Mooy  
 tel. 0031228591538  
[mark.mooy@fiat.com](mailto:mark.mooy@fiat.com)
- Ford      [www.etis.ford.com](http://www.etis.ford.com)
- Technical Hotline:  
 Small Car 0221-94700-711  
 Large Car +49/221-94700-722

	Import Car +49/221-94700-733
Jaguar	<a href="http://www.jaguartechno.com">http://www.jaguartechno.com</a>
Mercedes-Benz	DaimlerChrysler Nederland B.V. Dhr Arjaan Griffioen Tel. 033-2473251 eMail: <a href="mailto:arjaan.griffioen@daimlerchrysler.com">arjaan.griffioen@daimlerchrysler.com</a>
Opel	<p>IMT's Placing Orders for EPC, TIS 2000, Technical Video's, DVD's and Glove Box Literature –</p> <p>A. Process for Independent Motor Traders (IMTs) and Others IMTs and Others can order the "non-network version" through the GME Customer Assistance Centre (CAC), located in the U.K. IMTs and Others wishing to use the service should be advised by their respective National Sales Company, (NSC) to call the relevant number as shown in the attached table and be prepared to quote a valid credit card number.</p> <p>Netherlands + 44 1582 694809</p> <p>For new accession markets, NSC's will centrally handle IMT's and others requests for Technical Information.</p> <p>Full credit card payment will be required at time of order. Once an order has been received-- Order form will be e-mailed to Portica GmbH who will dispatch the information. - Copy of order form will be faxed/e-mailed to the IMTs and Others placing the order - E-mail confirmation of credit card payment sent to owner of the credit card (if e-mail address provided) -</p> <p>B. Process For Diagnostic Tools and Special Tools Orders - Information and hardware can be ordered via SPX.</p> <p>Address: SPX Europe GmbH Porschestrasse 4, D-63512 Hainburg Phone: +49/6182/9590 Fax: +49/6182/959229 <a href="mailto:spxEurope@servicesolutions.spx.com">spxEurope@servicesolutions.spx.com</a></p>
Peugeot	<a href="http://public.infotec.peugeot.com">http://public.infotec.peugeot.com</a> <a href="mailto:webmaster-infotec@peugeot.com">webmaster-infotec@peugeot.com</a>
Renault	<a href="http://www.infotech.renault.com">www.infotech.renault.com</a> <a href="mailto:webmaster.infotech@renault.com">webmaster.infotech@renault.com</a>
Smart	DaimlerChrysler Nederland B.V. Dhr Arjaan Griffioen Tel. 033-2473251 eMail: <a href="mailto:arjaan.griffioen@daimlerchrysler.com">arjaan.griffioen@daimlerchrysler.com</a>
Toyota	technical dept. +31 162 585855 <a href="mailto:techniek@toyota.nl">techniek@toyota.nl</a>
Volvo	Customer Service site: <a href="http://vcc.volvocars.se/customerservice/">http://vcc.volvocars.se/customerservice/</a>

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We are currently developing a webshop for direct sales of information products.

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See for Webshop the following address:  
<https://www.volvocarstechinfo.ford.com/vss>

To see all available products for independent operators a user ID must be created with a valid VAT number.

VW General address for applications is:  
[www.erwin.volkswagen.de](http://www.erwin.volkswagen.de)  
 Hotline +49-1805-5126000  
[support@erwin-hotline.de](mailto:support@erwin-hotline.de)  
 Every Importer has an own homepage with a link to the general address.  
 Homepages importer: Netherlands: [www.volkswagen.nl](http://www.volkswagen.nl)

## Poland

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[service-medien.oss@bmw.de](mailto:service-medien.oss@bmw.de)

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[www.parts.bmwgroup.com](http://www.parts.bmwgroup.com)  
[www.aftersales.bmwgroup.com](http://www.aftersales.bmwgroup.com)

Citroën Documentation on DVD-Rom : <http://lasertec.Citroën.com> -  
 CITROËN POLSKA  
 Mr. Marek KALWA  
 al. Krakowska 206,  
 02-219 Warszawa  
 Polska  
 (00) 48 22 436 25 63

Fiat/Alfa Authorised Network - Fiat internal contact:  
 Jerzy Szabelski  
 +48 33 813 58 34  
[jerzy.szabelski@fiat.pl](mailto:jerzy.szabelski@fiat.pl)

Ford [www.etis.ford.com](http://www.etis.ford.com)  
 Technical Hotline:  
 Small Car +49/221-94700-711  
 Large Car +49/221-94700-722  
 Import Car +49/221-94700-733

Jaguar <http://www.jaguartechno.com>

Mercedes-Benz DaimlerChrysler Automotive Polska Sp. z o.o.  
 Marcin Mazurowski  
 tel +48 22 721 4534  
 email: [marcin.mazurowski@daimlerchrysler.com](mailto:marcin.mazurowski@daimlerchrysler.com)

Opel IMT's Placing Orders for EPC, TIS 2000, Technical Video's, DVD's and Glove Box

## Literature –

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B. Process For Diagnostic Tools and Special Tools Orders - Information and hardware can be ordered via SPX.

## Address:

SPX Europe GmbH  
 Porschestrasse 4,  
 D-63512 Hainburg  
 Phone: +49/6182/9590  
 Fax: +49/6182/959229  
[spxEurope@servicesolutions.spx.com](mailto:spxEurope@servicesolutions.spx.com)

Peugeot	<a href="http://public.infotec.peugeot.com">http://public.infotec.peugeot.com</a> <a href="mailto:webmaster-infotec@peugeot.com">webmaster-infotec@peugeot.com</a>
Renault	<a href="http://www.infotech.renault.com">www.infotech.renault.com</a> <a href="mailto:webmaster.infotech@renault.com">webmaster.infotech@renault.com</a>
Smart	DaimlerChrysler Automotive Polska Sp. z o.o. Marcin Mazurowski tel +48 22 721 4534 email: <a href="mailto:marcin.mazurowski@daimlerchrysler.com">marcin.mazurowski@daimlerchrysler.com</a>
Toyota	General phone number is +48 22 449 05 00. But publications has to be ordered by independent at Authorised Repairers.
Volvo	Customer Service site: <a href="http://vcc.volvocars.se/customerservice/">http://vcc.volvocars.se/customerservice/</a>

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[www.aftersales.bmwgroup.com](http://www.aftersales.bmwgroup.com)

Citroën Documentation on DVD-Rom : <http://lasertec.Citroën.com> -  
 CITROËN UK Ltd  
 Mr. Arne WILLERSLEV  
 221 Bath Road  
 SLOUGH SL1 4 BA  
 Berkshire  
 (44) 17 53 84 30 38

Fiat/Alfa Authorised Network

Ford [www.etis.ford.com](http://www.etis.ford.com)  
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 Import Car +49/221-94700-733

Jaguar <http://www.jaguartechno.com>

Mercedes-Benz DaimlerChrysler UK Ltd  
 Lee Passmoor  
 +44 (0)1908 301500  
[MBPC@DaimlerChrysler.co.uk](mailto:MBPC@DaimlerChrysler.co.uk)

Opel IMT's Placing Orders for EPC, TIS 2000, Technical Video's, DVD's and Glove Box Literature –  
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UK + 44 1582 694814

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Address:  
 SPX Europe GmbH  
 Porschestraße 4,  
 D-63512 Hainburg  
 Phone: +49/6182/9590  
 Fax: +49/6182/959229  
[spxEurope@servicesolutions.spx.com](mailto:spxEurope@servicesolutions.spx.com)

Peugeot	<a href="http://public.infotec.peugeot.com">http://public.infotec.peugeot.com</a> <a href="mailto:webmaster-infotec@peugeot.com">webmaster-infotec@peugeot.com</a>
Renault	<a href="http://www.infotech.renault.com">www.infotech.renault.com</a> email : <a href="mailto:webmaster.infotech@renault.com">webmaster.infotech@renault.com</a>
Smart	DaimlerChrysler UK Ltd Lee Passmoor Tel: +44 (0)1908 301500 <a href="mailto:Smart.tech@daimlerchrysler.co.uk">Smart.tech@daimlerchrysler.co.uk</a>
Toyota	0906 6640061
Volvo	Customer Service site: <a href="http://vcc.volvocars.se/customerservice/">http://vcc.volvocars.se/customerservice/</a>

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VW	General address for applications is: <a href="http://www.erwin.volkswagen.de">www.erwin.volkswagen.de</a> Hotline +49-1805-5126000 <a href="mailto:support@erwin-hotline.de">support@erwin-hotline.de</a> Every Importer has an own homepage with a link to the general address. Homepages importer: United Kingdom: <a href="http://www.volkswagen.co.uk">www.volkswagen.co.uk</a> UK + 44 1582 694814
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## 21.2 Contact Points – Truck Manufacturers

### Denmark

DAF	DAF Dealer Systems HelpDesk +31-40-214-4884 DAF.Dealersystems.helpdesk@DAF tracks.com / www.daftrucks.com
Iveco	
MAN	Jereon Lagarde Phone 0049 89 1580-01
Mercedes-Benz	DaimlerChrysler Danmark AS Tommy Smed Tel. 33785594 Tommy.Smed@daimlerchrysler.com
Renault Truck	Hubert Giraud (+33.4.72.96.99.37) ber@renault-trucks.com
Scania	Peter Mose - peter.mose@scania.dk
Volvo Truck	vios@volvo.com

### France

DAF	DAF Dealer Systems HelpDesk +31-40-214-4884 DAF.Dealersystems.helpdesk@DAF tracks.com / www.daftrucks.com
Iveco	
MAN	Jereon Lagarde Phone 0049 89 1580-01
Mercedes-Benz	DaimlerChrysler France Monsieur Michaël DERGUINI Tel. 01.39.23.55.84 michael.derguini@daimlerchrysler.com
Renault Truck	Hubert Giraud (+33.4.72.96.99.37) ber@renault-trucks.com
Scania	Claude Eme - claude.eme@scania.com
Volvo Truck	vios@volvo.com

### Germany

DAF	DAF Dealer Systems HelpDesk +31-40-214-4884
-----	--

DAF.Dealersystems.helpdesk@DAF tracks.com / www.daftrucks.com

Iveco

MAN Jereon Lagarde Phone 0049 89 1580-01

Mercedes-Benz DaimlerChrysler AG  
Herr August Schlagbauer  
Tel. 0711-17-83170  
august.schlagbauer@daimlerchrysler.com

Renault Truck Hubert Giraud (+33.4.72.96.99.37) ber@renault-trucks.com

Scania Jörg Franzke - joerg.franzke@scania.de

Volvo Truck vios@volvo.com

## Ireland

DAF DAF Dealer Systems HelpDesk  
+31-40-214-4884  
DAF.Dealersystems.helpdesk@DAF tracks.com / www.daftrucks.com

Iveco

MAN Jereon Lagarde Phone 0049 89 1580-01

Mercedes-Benz Motor Distributors Ltd  
Naas Road  
Dublin 12  
Ireland  
Mr. David Farrell  
Tel. 01 - 4094444  
david.farrell@mdl.ie

Renault Truck Hubert Giraud (+33.4.72.96.99.37) ber@renault-trucks.com

Scania Michael Cuddy - michael.cuddy@westwardscania.com

Volvo Truck vios@volvo.com

## Italy

DAF DAF Dealer Systems HelpDesk  
+31-40-214-4884  
DAF.Dealersystems.helpdesk@DAF tracks.com / www.daftrucks.com

Iveco

MAN	Jereon Lagarde Phone 0049 89 1580-01
Mercedes-Benz	DaimlerChrysler Italia S.p.A. Sig. K. W. Baumann / G. Lippi Tel. 06.90809512 gianluca.lippi@daimlerchrysler.it
Renault Truck	Hubert Giraud (+33.4.72.96.99.37) ber@renault-trucks.com
Scania	Franco Giuliani - formazone.tecnica@scania.it
Volvo Truck	vios@volvo.com

## Netherlands

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Iveco	
MAN	Jereon Lagarde Phone 0049 89 1580-01
Mercedes-Benz	DaimlerChrysler Nederland B.V. Dhr Arjaan Griffioen Tel. 033-2473251 arjaan.griffioen@daimlerchrysler.com
Renault Truck	Hubert Giraud (+33.4.72.96.99.37) ber@renault-trucks.com
Scania	Wim Poot - wim.poot@beers.nl
Volvo Truck	vios@volvo.com

## Poland

DAF	DAF Dealer Systems HelpDesk +31-40-214-4884 DAF.Dealersystems.helpdesk@DAF tracks.com / www.daftrucks.com
Iveco	
MAN	Jereon Lagarde Phone 0049 89 1580-01
Mercedes-Benz	DaimlerChrysler Automotive Polska Sp. z o.o. Marcin Mazurowski tel +48 22 721 4534 marcin.mazurowski@daimlerchrysler.com

Renault Truck     Hubert Giraud (+33.4.72.96.99.37) ber@renault-trucks.com  
Scania             Maciej Lewandowski - maciej.lewandowski@scania.pl  
Volvo Truck        vios@volvo.com

## United Kingdom

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                      +31-40-214-4884  
                      DAF.Dealersystems.helpdesk@DAF tracks.com / www.daftrucks.com

Iveco

MAN                Jereon Lagarde Phone 0049 89 1580-01

Mercedes-Benz    DaimlerChrysler UK Ltd  
                      Lee Passmoor  
                      +44 (0)1908 301500  
                      MBPC@DaimlerChrysler.co.uk

Renault Truck     Hubert Giraud (+33.4.72.96.99.37) ber@renault-trucks.com

Scania             Les Rooney - les.rooney@scania.co.uk

Volvo Truck        vios@volvo.com