



# AVRO

## NEWS



**FUSE BOX**

**DESIGN FAULT**

**LOLER POWER**

**REGULATIONS**

**AVRO AGM**

**EILIS RETIRES**

**GERMAN TOW**

**SHOW**

**TRIBUTE TO**

**DERMOT ROE &**

**TUG WILSON**

**AVRO**

**WELCOMES A**

**NEW MEMBER**

**HAVE A GO**

**AT OUR AVRO**

**PUZZLES**

# MANCHESTER BREAKDOWN SERVICES

**24 Hour Roadside Assistance** Tel: 0161273 2000



## Nationwide Breakdown Coverage

- Bus & Coach Specialists
- Heavy Recovery
- Off Road Recovery
- Fleet Maintenance
- Service Vans
- Storage / Workshops

admin@manchesterbreakdown.co.uk www.manchesterbreakdown.co.uk

 @ManchesterBreakdownServicesLTD

 @MCRBreakdown

# Recoveryvehicles.com



www.recoveryvehicles.com  
mike@recoveryvehicles.com

**T: 01438 840690**

**M: 07984 457561**



THE CHOICE OF PROFESSIONALS • NEW VEHICLES IN BUILD NOW AND BUILT TO ORDER



# Welcome

TO THIS ISSUE OF AVRO NEWS



AVRO'S AGM Pg. 16



Learner Drivers! Pg. 10

## COVER STORIES

Eilis Murray handed the reins of AVRO President over to Mr Stephen Smith

Page 18

What would you like to see featured in the next issue of this magazine?

Send us your thoughts...

jazzy@avrouk.com  
017885 72850

## IN THIS ISSUE

- 04. Fuse Box Design Fault Problem Job: Mercedes 212 f32
- 06. Vehicle Safety recalls
- 08. LOLER Power Regulations
- 09. Invaluable news for fleet available in new e-book, for free
- 10. Moving on! Learner drivers on motorways
- 12. What heavy disabled vehicles can we recover?
- 14. Heavy Duty recovery unit cover
- 15. Employment Appeal
- 16. AVRO'S AGM Event
- 18. Eilis retires as AVRO President
- 20. Why should you switch to cloud communications?
- 21. German Tow Show
- 22. Manchetts Recovery, finalists SME Cambridge Business Awards
- 24. New crew cab for GM Recovery
- 25. New MV twin deck for TC Salvage
- 26. Goodbye Dermot, you will be missed
- 27. Bizarre crash leaves car left balancing
- 28. AVRO'S new member
- 30. AVRO's Word-search and Sudoku
- 32. Map of AVRO Regions
- 33. Meet the members
- 34. Answers to puzzles

## CONTACTS

### Editor/ Designer:

Jazzy Bura  
jazzy@avrouk.com / 01788 572850

### Advertising contact:

Sara Needham & Jazzy Bura & Mandy Gostling  
sara@avrouk.com / jazzy@avrouk.com / mandy@avrouk.com / 01788 572850

### Avro contact details:

AVRO House, 1 Bath Street, Rugby CV21 3JF  
Tel: 01788 572850 Fax:01788 567320  
Email: jazzy@avrouk.com  
Web: www.avrouk.com

Avro news keeps you up to date with news, features and comments. Your letters comments and story leads are always welcome. Contact the editor at the address above. Every care is taken over the accuracy of material, but the publishers cannot be held responsible for any errors or omissions. Views and opinions of contributors are not necessarily those of the publishers who cannot accept responsibility for such contributions.

© Avro Limited



## SIGN UP FOR YOUR FREE COPY OF AVRO NEWS

Call Jazzy Bura today on 01788 572850 or email jazzy@avrouk.com. There is no better time than NOW to sign up and keep in the know about the latest news, coverage, products, industry, and legislation!



# FUSE BOX DESIGN FAULT PROBLEM JOB: MERCEDES 212 f32

Old f32 fault causes it to shut off without the command from rear 'SAM'

Aftermarket vehicle diagnostics company, Autologic has revealed the fix for a common problem affecting Mercedes 212, 207, 204 and 218 from production period 12/2011 to 03/2012.

**A** customer reported various symptoms affecting their Mercedes-Benz 212, including warning lights on in the instrument cluster. Autologic say symptoms can vary depending on the model range of the vehicle.

A spokesperson said: "The warning lights could come on, some models might have various broken functions including the wiper washers, and for some models it can even result in the engine not being able to start, or not allowing you to select a gear.

"We have found that re-cycling the ignition may fix the issue temporarily."

## Fixing the fault:

Carrying out a full vehicle scan will show most control units with numerous CAN communication faults including faults with ESP, engine, transmission, ignition switch, rear SAM, SRS, xenon headlights, multi function camera and parktronic.

Autologic say the common theme across all models are the codes in the rear SAM and SRS.

In the rear SAM you will have a few rear light codes, and the following:

● A19600 (B219600) [Stored] the power supply of circuit 30g is < 7.5 V.

● A19700 (B219700) [Stored] The power supply of circuit 30g is < 8.5 V.

● A19116 (B219116) [Stored] The power supply of circuit 30g is outside the valid range. The limit value for electrical voltage has not been attained.

● A14B72 (B214B72) [Stored] The output for switch 'Quiescent current ON' has a malfunction. The actuator does not close.

These codes indicate the premature closing of the 30G relay in the f32 fuse box – the jump point fuse box under the bonnet.

The other sign of this being the cause are the codes in SRS airbag:

● A10F (B210F) [Stored] Event: Input 'circuit 30' has a malfunction.

● 9C1A (B1C1A) [Stored] NECK-PRO head restraint 'front passenger' has an open circuit.

● 9C14 (B1C14) [Stored] NECK-PRO head restraint 'driver' has an open circuit.



In all cases, these codes will be stored in the SRS module if the 30G feed is shut off prematurely.

The cause of the problem is a defective no-load current relay in the engine compartment pre-fuse box F32.

## What is 30G?

30G is a 12 volt permanent live circuit which is shut down after six hours after vehicle is locked.

The result of which means that 60 per cent of control units receive a hard reset (power off and then on again at vehicle restart), this has the effect of less vehicle problems.

The rear SAM checks after 75 minutes and will find a drain of >50mA3 – it will then give a five-minute warning to the other control units to shut down.

After the other control units have shut down, it will then shut circuit 30G by triggering the shut off a control relay in F32 without waiting six hours.

If the voltages/quiescent current is within spec, the rear SAM will go back to sleep.

The system will always try to ensure



Problem affects Mercedes 212, 207, 204 and 218 from production period 12/2011 to 03/2012

the vehicle is able to start.

The battery sensor has a diagnostic facility to help diagnosis of current drain faults.

It's important to disconnect the battery to replace the f32 fuse box but ensure the battery sensor is removed in the correct way to avoid further issues.

## Disconnecting the battery

Unplug the electrical plug from the sensor (B95 red and blue wires) and unbolt the negative terminal.

To connect the new battery sensor, connect the negative terminal at 6nm and reconnect the electrical plug to the battery sensor clear codes. Electrical connection for B95 red +30 from battery positive blue/white LIN wire to rear SAM notes on jump starting/battery sensor maintenance operations.

When disconnecting the battery be aware that the wrong sequence can cause arcing and contact bounce. This will cause a LIN communication error, putting the battery sensor (B95) into a passive state and at this point it will stop sending information to rear SAM. ECO start stop will also stop working.

No steps are required for initial start-up of B95 battery control module.



Location of the F32 under the bonnet.

Once the battery is correctly disconnected, the modified f32 fuse box can be replaced with a new part from Mercedes-Benz.

The old f32 has a design fault and will shut off without the command from rear SAM.

The battery will then be put back on line after the replacement. Clear codes as necessary and road test the vehicle on job completion.

For further information about Autologic, visit [garagewire.com](http://garagewire.com)



# Vehicle Safety recalls:

## April 2018

These are vehicles, parts or accessories recalled by manufacturers for a safety reason during April 2018.

Driver & Vehicle Standards Agency



DVSA reference number	Make and model	Issue
R/2018/035	Jaguar: XE, XF, E-PACE, F-PACE and F-TYPE (All 2.0L Petrol Engine only)	Fuel may leak
R/2018/036	Land Rover: Range Rover, Range Rover Sport, Range Rover Evoque, Range Rover Velar, Discovery Sport, All New Discovery (All 2.0L Petrol Engines)	Fuel may leak
R/2018/038	Fiat: Ducato	Intercooler sleeve may detach from the throttle body, causing a loss of engine power
R/2018/050	Toyota: Lexus RC-F, Lexus GS-F and Lexus LC500	Fuel may leak
R/2018/058	Jaguar: E-PACE	Front brake flexi hose brackets may not be to specification
R/2018/059	Land Rover: Range Rover Velar	Air conditioning may fail to de-mist interior windows
R/2018/068	Chrysler: Chrysler 300C, Jeep Wrangler	Passenger airbag may not deploy correctly
R/2018/080	Ferrari: 488 GTB, 488 Spider	Dash warning light may fail to warn driver when brake discs are worn and cause damage to discs
R/2018/081	Jeep: Wrangler	Brake lamp switch may malfunction
R/2018/086	Audi: A4, A5	Aluminium trim may partly detach from loudspeaker trim in doors and cause injury to occupants
R/2018/087	Mazda: Mazda2, Mazda3, CX-3	Software error can cause engine to fail
R/2018/089	Peugeot: 3008	Tightening torque of towbar fixing may be to wrong specification
R/2018/090	DAF: LF Models	Pinion nut may loosen, which could affect steering
R/2018/091	Nissan: Qashqai	Body control module may fail to warn driver of indicator light malfunction
R/2018/093	Tesla: Model S	Loss of power steering assistance
R/2018/094	Renault: Clio IV, Captur	Dipped headlight may fail to light the road ahead to sufficient level
R/2018/095	Fiat: Fullback	Door locks may malfunction and allow doors to open unintentionally
R/2018/099	BMW: X3, X4	Restricted fuel supply could cause engine to stall
R/2018/103	Hyundai: IONIQ	Coolant may leak into electric power control unit
R/2018/104	Hyundai: Santa Fe	Steering wheel may detach
R/2018/105	Mercedes-Benz Bus: Evobus Citaro Euro 6	Fuel return line may leak
R/2018/106	Vauxhall: Insignia B	Windscreen may not be installed correctly
R/2018/108	Vauxhall: Crossland X	Fastening nut of the rear axle hub may work loose
R/2018/110	Porsche: Panamera	Accelerator pedal may be installed incorrectly
R/2018/111	Audi: A8	The retaining clip in the active head restraint assembly may not be installed
R/2018/112	Wrightbus: StreetLite DF and WF	Wiring to electrical looms may become damaged, which could affect power supply to cooling fans and cause the engine to overheat
RCT/2018/001	Timberwolf: TW 230DHB Woodchipper	Trailer chassis may crack
RM/2018/012	Polaris: Slingshot 3-Wheel Motorcycle	Seat base frame may be defective
RM/2018/013	Suzuki: GSX-S125	Ignition switch fault could cause engine to stop during use
RM/2018/014	Indian Motorcycles: All 2018 111ci Motorcycles produced before 08/01/2018	Right hand switch cube does not meet quality standards
RM/2018/015	Piaggio: Beverley 350 (with ABS)	Risk of fuel leakage from top of the fuel tank
RM/2018/016	Piaggio: MP3 300 LT, MP3 500 MT, Gilera Fuoco 500 lt	Risk of fuel leakage from top of the fuel tank
RM/2018/017	Piaggio: X EVO 125	Risk of fuel leakage from top of the fuel tank
RSPV/2018/002	Polaris: RZR XP 1000, XP4 1000	Heat shield upgrade required

[www.m8recovery.com](http://www.m8recovery.com)

tel: 0141 883 0888 : [info@m8recovery.com](mailto:info@m8recovery.com)



**M8**  
RECOVERY



**Scotland's Largest Private & Commercial  
Vehicle Recovery Service**



# LOLER PUWER REGULATIONS

## Power Regulations

In the UK there are two pieces of legislation which address the use of work equipment and lifting operations. These are Lifting Operations and Lifting Equipment Regulations 1998 and the Provision and Use of Work Equipment Regulations 1998. These are statutory Health and Safety requirements and emanate from EEC regulations.

The standards are known in Northern Ireland as the Lifting Operations and Lifting Equipment Regulations (NI) 1999 and the Provision and Use of Work Equipment Regulations (NI) 1999.

In the Republic of Ireland these standards are known as the Safety and Health at Work General Applications) Regulations.

No matter where, the content is basically the same, namely all work equipment must be subjected to annual inspection and in some cases six monthly inspection.

All lifting equipment is subject to annual inspection and insofar as the recovery industry is concerned this relates to spectacle lifts, underlifts, overbooms, lorry loader cranes. Remember however that if it does not fall under LOLER Regulations then they will certainly be governed by PUWER Regulations. Some items must be inspected on a six monthly basis as stated above. Indeed anything which a person stands under or is carried on falls into this category. Accessory items for lorry loader cranes for example are typical of this. The rule is anything under the hook must be inspected. This includes lifting chains, web straps, endless loop straps, shackles, snatch blocks etc. This is fairly self explanatory.

However, we are frequently quizzed about tilt and slide bodies and winches. It is a misled belief that when a tilt and slide body is used to facilitate winching a vehicle onto the platform it is a winching operation and does not fall within LOLER



**Recovery Industry Engineering Standards**  
[www.riesuk.com](http://www.riesuk.com)

# PAS 43

&  
**ALL other Accreditation Services**  
**LOLER / PUWER & PSSR Inspections**  
for all  
**UK & ROI Vehicle Recovery Operators**

**Come to the Industry Experts**

**Contact us for a Cost Effective Quote**

Office Hours : 01945 589822 & 01788 567320  
Mobiles : 07800 913040 - 07951 797012 - 07773 390498  
Email – [inspectionsries@aol.com](mailto:inspectionsries@aol.com)

**Supporting The Vehicle Recovery Industry**



regulations. Firstly all RIES inspections are to both LOLER and PUWER requirements.

However let's consider this operation a little closer. A winching operation is considered to become a lifting operation if failure of any piece of equipment would cause the casualty to move of its own accord and cause damage or injury.

I am sure that everyone would agree that if you have a vehicle half way up a body and there is equipment failure such as a rope breaking or a towing eye failing then there is potential danger to property and persons. Indeed the HSE have in one of my dealings with them stated that a pull up an incline of more than three degrees is a lifting

operation. (I have emailed the HSE for clarity on this and will publish when I get a reply).

In a similar fashion the tilt and slide body MUST fall under LOLER regulations as it firstly lowers the load at the scene but more importantly raises or lifts the load at base thereby performing a lifting operation.

I trust this clarifies the issue. However remember as stated beforehand if it is not covered by LOLER it is certainly covered under PUWER regulations.

David Holmes  
MD RIES







Proudly passing **100%** of our work to our valued VRO Network for 20 years

Tel: 01206 771700  
Visit: [www.call-assist.co.uk](http://www.call-assist.co.uk)

## Invaluable news for fleets available in new e-book, for free

Fleet Matters  
Bringing you fleet news that matters

A commercial fleet of vehicles is an expensive responsibility. Staying aware of the latest fleet news, regulations, advice and future changes is invaluable. That's why fleet managers across the UK turn to Fleet Matters: the regular, free online e-book containing valuable advice on the latest issues that could affect your business.

Brought to you by The Fuelcard People, Fleet Matters scan all news to find the most important topics for fleets. It then summarises the key issues, providing clear advice on any necessary action fleets managers should take.

### Valuable guidance for fleets of all sizes

Fleet Matters provide valuable guidance for every size and type of fleet, including sole traders with single vehicles. It offers information

of relevance to both private and public sectors and is equally useful to owned, leased, 'grey' and mixed fleets. A single edition covers five important, current topics individually. Each section concludes with a clear, concise 'Action Point' showing how fleet managers should address the issue.

### Five topics you can't afford to miss

This latest edition of Fleet Matters covers specific recent news concerning how to improve the cost-efficiency of your fleet, how to prepare for the effects of Brexit, preventing driver burnout, advice for future-proofing your fleet, and important new legislation that will soon come into effect.

Fleet Matters readers can digest each topic's key points easily, along with best practice advice, all within

a compact format. Some information may be familiar, but most readers find something new and valuable in every edition. Fleet Matters is just straightforward facts and advice to aid managers in running their fleet more effectively. The latest edition is available online, free, at [www.fleet-matters.co.uk](http://www.fleet-matters.co.uk)

Group Marketing Manager, Steve Clarke, says, "The Fuelcard People works with a variety of fleets every day, from public sector transport managers with hundreds of mixed vehicles to private sector fleets with just a van or two. Our insight into the issues, from legislation to market pressures, derives from talking with fleets all the time. The breadth and depth of expertise built over many years enables us to offer guidance of real value."

Article courtesy of  
Fuel Card Services

# MOVING ON LEARNER DRIVERS

## ON MOTORWAYS:

### What lorry and coach drivers need to know

**F** From Monday 4 June 2018, you'll start to see learner drivers having motorway driving lessons in England, Scotland and Wales.

As professional drivers and operators, you rely on the motorway network to help transport goods or passengers across Great Britain. So, I want to explain how the rules work, the benefits for learner drivers, and how this will ultimately benefit you.

#### How the rules work:

Any motorway lessons learner drivers take will be voluntary. They must be with an approved driving instructor – so there'll be no learners driving up the M1 with mum or dad in the passenger seat.

The car they're driving must have dual-

controls and must display L plates. Driving instructors will only take learner drivers on the motorway when they have the right skills and experience to drive in a high-speed environment. They already practise driving on dual carriageways, so this will be a natural progression.

Driving instructors are highly-skilled and spend their lives training people to drive safely. They'll be sitting next to their pupil in their driving school car - so for their own safety, they're very unlikely to take anyone who is not ready onto the motorway.

#### What motorway lessons include:

During motorway lessons, learner drivers will be trained on:

- how to join and leave the motorway, overtake and use lanes correctly
- using smart motorways correctly
- driving at high speed in motorway conditions
- motorway-specific traffic signs
- what to do if a vehicle breaks down on a motorway

We think it's much safer for learners to be accompanied by a professional driving instructor the first time they go on a motorway, rather than just to drive onto the motorway for the first time after they pass their test without any prior experience.

Motorway driving lessons will help prepare learners for a lifetime of safe driving and will:







as you transport goods and passengers across Great Britain.

### How you can help

We need you to treat learners how you'd like to be treated. Be patient and considerate of them, and remember what The Highway Code says.

### Rule 217

Learners and inexperienced drivers may not be so skilful at anticipating and responding to events. Be particularly patient with learner drivers and young drivers.

We know you do this already, but if everyone follows this advice, we can make a big difference and help make this change a success and make our motorways safer.

So to help us spread the word, you can share or retweet content from The Highway Code on Facebook or Twitter.

We'll be sharing lots of motorway rules over the coming days, and if you share them, we can get them in front of lots of drivers who might not have had the benefit of motorway lessons.

- give them broader driving experience before taking their driving test
- give them more practice driving on a variety of roads and at higher speeds
- improve their confidence to drive on the motorway unsupervised after passing their driving test

That last point is particularly important. Research with new drivers has shown that some avoid using motorways because they lack confidence to use them. This means they spend more time driving on rural roads.

In fact, 80% of all young driver deaths happen on rural roads (just 4% are on motorways). These can be more challenging because of sharp bends, hidden dips, blind summits and concealed entrances.

But this isn't just about building learner drivers' confidence. It will also have benefits for everyone travelling on the motorway.

**Improving road safety and keeping Great Britain moving**  
**We know it's frustrating and unsafe when drivers:**

- hog the middle lane
- sit in your blind spot
- tailgate
- overtake and then cut back in too quickly

We hope that by teaching the next generation of drivers good lane discipline and how to interact with all vehicles – including lorries and coaches - we can make the motorways safer and more efficient for everyone.

We also hope it will contribute to a reduction in the number of young drivers being killed on rural roads.

Road casualties devastate families and communities. Collisions also cost the economy an estimated £16.3 billion a year, and they add pressure on the NHS and our emergency services.

Fewer collisions will help to keep the road network moving, and save you time and money

# What heavy disabled vehicles can we recover

This is a question frequently posed to AVRO Head Office, the following information is what we have managed to glean from various sources based on scenarios.

Now we are fully aware of the current changes to plating and testing and AVRO actively pose your questions to DVSA and these are some of the responses although different departments have varying opinions it is fairly obvious that a road recovery vehicle wish list is to have its own legislation, however they have been trying to find specific C&U rules that could apply to as they describe it, a Road recovery vehicle which would allow us operate our heavy recovery vehicles both in and out of STGO with a legal requirement of a road worthiness certificate annually could be a solution.

If you have any questions or solutions to these observations please e mail Head Office and we will have it reviewed and where possible obtain an answer.

**We are obliged to emphasise that the information given is the view of amongst others, DVSA, AVRO and technical agencies that have tried to answer our queries and is not intended to be an interpretation of the law, only a court of law is able to give a legal definitive interpretation.**

Please find relevant information from STGO under the heading road recovery vehicles

## 6. Road recovery vehicles

A road recovery vehicle is one that's specially designed, built or adapted to recover

broken-down vehicles. It must be fitted with a crane, winch or other lifting system specifically designed to recover vehicles. 3 categories of vehicle are allowed under STGO:

- locomotives are vehicles with an unladen weight heavier than 7,370 kgs not built to carry a load
- an N3 motor vehicle is a vehicle built to carry goods with a maximum mass heavier than 12,000 kgs
- a combination of an N3 motor vehicle and an O4 trailer is a trailer with a maximum weight heavier than 10,000 kgs

Where a vehicle or vehicle / trailer combination is broken, recovery can be carried out using a drawbar or 'lift and tow' method. It can't be carried or towed any further than is necessary in order to clear the road it obstructs - for example, to the nearest motorway services. At this point the broken-down vehicle must be either fixed or transported onwards under C&U rules, which may involve separating the towing vehicle and trailer, and/or unloading any load that is carried.

### 6.1 Maximum weights

- gross 36,000 kgs on 3 axles
- gross 50,000 kgs on 4 axles
- gross 80,000 kgs on 6 or more axles
- maximum axle weight of 12,500 kgs
- maximum axle group weight 25,000 kgs

a road recovery vehicle must not, when towing a broken-down vehicle, exceed the maximum train weight specified on the plate fixed to it under regulation 66 of C&U Regs

### 6.2 Speed limits

While carrying or towing a broken-down vehicle:

- motorway: 40 mph
- dual carriageway: 30 mph
- other roads: 30 mph

### 6.3 Width

The maximum width can't be greater than that imposed by regulation 8 of C&U Regs of 2.55 metres. Though a trailer up to 3 metres in width can be used when its use would be the only safe method of recovering a broken-down

vehicle.

### 6.4 Length

The maximum length of a road recovery vehicle is 18.75 metres but there is no restriction on the combined length when towing a broken-down vehicle or combination

**Is it legal to tow a 44 tonne articulated vehicle past or from a place of safety to a destination several miles away when the vehicle could be split?**

A road recovery vehicle may tow or carry a disabled vehicle-combination to a destination as instructed by the owner or driver or to a destination of repair (e.g. operating centre or maintenance provider) this will be as close as possible to the breakdown or accident, any further movement of the vehicle combination will





be by full lift(carry) of the combination or towing part of the combination normally the tractor unit to a place of repair. Except if by the use of a recovery vehicle using a drawbar or lift-and-tow method, this effect's the vehicle-combination, the vehicle-combination must not be carried or towed any further than is necessary to clear any road obstruction and to facilitate use by other road users.

**Please see STGO Regulation below.**

Please ensure all other aspects of other regulations are complied with.

The Road Vehicles (Authorisation of Special Types)(General) Order 2003 Road Recovery Vehicles Schedule 4, Part 4, Conditions Relating to Use

7.—(1) Except as stated in sub-paragraph (2), a road recovery vehicle may carry or tow a disabled vehicle or vehicle-combination when conveying it to a destination in accordance with the instructions of the owner or driver of the vehicle or when conveying it to an appropriate destination for repair.

(2) Where a recovery of a disabled vehicle or vehicle-combination is effected by using a drawbar or lift and-

tow method, the road recovery vehicle must not carry or tow the disabled vehicle or vehicle combination any further than is reasonably necessary in order to clear any road obstructed by it and to facilitate the use of roads by other persons.

Is there an exemption on towing an empty articulated vehicle with a gross weight including the recovery vehicle of less than 44 tonnes to cover the extra length under the C & U Regulations?

The overall Length, regulation 7, in C&U Regulations, does not apply to an articulated vehicle when being towed by a recovery vehicle (see paragraph below), Regulation 7.

Please see C&U regulation below. Please ensure all other aspects of other regulations are complied with.

The Road Vehicles (Construction and Use) Regulations 1986 Part 11-Construction, Equipment and Maintenance of Vehicles A-Dimensions and Manoeuvrability

Regulation 7. Length.

Paragraph 3 (SI 317) Items 1, 1A, 3, 3A and 3B of the table do not apply to- (b) a combination consisting of a broken down vehicle (including an articulated vehicle) being drawn by a motor vehicle in consequence of a breakdown. References to the 'table' refer to table 1 of Regulation 7. The above paragraphs apply to Vehicle Combinations.

Paragraph 8 (SI 317) Where a broken down articulated vehicle is being towed by a motor vehicle in consequence of a breakdown-

(a) Paragraph (5) shall have effect in relation to the combination of vehicles as if sub-paragraph (b) were omitted, and (b) for the purposes of paragraph (4) and of paragraph (5) as so modified,



the articulated vehicle shall be regarded as a single trailer.

The statement below is of concern to us as manufacturers as it is saying that instead of one truck to do all operators will need to have a separate unit to cope with lighter trucks that fall inside the C&U regs therefore the recovery vehicle will need plating and testing to carry this load, a great concern when 90% of heavy recovery units only have Road worthiness Certificates and no ministry plates.

**“Vehicles used as an RRV under STGO and claiming the P & T exemption would only be able to use those vehicles if when carrying out recovery work they had to go above C&U weights and dimensions and/ or Authorised Weights Regulations limits and therefore could not comply with the detail of that legislation. Accordingly if a light vehicle, say a solo tractor unit or light rigid were the casualty then an exempt RRV could not recover it.”**

**“This would seem to align with the operation of some abnormal load tractor units. As you'll be aware, some of these are Plated & Tested and Special Types Plated**

**to give their operators the flexibility to carry both 'light' and 'heavy' loads. It's widely accepted that these vehicles must comply with the relevant legislation for operation under either C&U or STGO; including the Plating & Testing requirements.”**



# Heavy duty Recovery unit cover

**You've just purchased a new flagship integrated heavy duty recovery unit equipped with top recovery boom and heavy under-lift. Should you arrange comprehensive cover under your motor trade road risks policy - or is there a better way?**

Comprehensive cover under the motor section of your Motor Trade policy may be one option. But there is another way to arrange cover that may offer better protection - and may save you money too.

Vehicles such as mobile cranes and large recovery trucks primarily constructed to operate as a 'tool of trade', yet are driven on the carriageway, do of course require motor insurance to meet the requirements of the Road Traffic Acts. Third-party only cover (TPO cover) satisfies that requirement - and costs significantly less than Comprehensive cover.

But you do of course still need to cover the vehicle itself; that's where an Engineering Plant 'All Risks' policy can help. Given we're potentially talking about

substantial six-figure sums, if your recovery unit is ever badly damaged, having that specialist sudden unforeseen damage cover with a specialist insurer may one day prove invaluable.

On a related note, it's important to consider about how long might it take to get the vehicle back on the road and fully operational in the event of loss or significant damage. If your heavy duty recovery unit was to be written off or stolen, what might be the impact on your business were it to take several months to get a comparable vehicle back on

the road? Is there a significant business interruption risk that needs to be considered and insured against?

Insuring heavy duty recovery units is a specialist business. If you need help with insurance-related issues, or would like a quote for your business, contact Towergate Insurance's Specialist Motor team on 0344 346 0917.



**BOLEYN**   
NATIONWIDE RECOVERY  
AND FLEET SERVICE SOLUTIONS

**WE WANT YOU  
TO JOIN OUR  
TEAM!**

Due to continued expansion Boleyn Recovery are seeking experienced Recovery and workshop technicians.

Accommodation supplied

Industry specific training provided in Boleyn's in house training suite and promotion opportunities offered to further develop your career



*Trading since 1959*

*Boleyn is an established commercial recovery operator specialist. Our customers are national fleet managers, local haulage, plant recycling and PSV operators. Get in touch by phone or email*

**0845 64 247 64 | 0795 72 684 10 | [info@boleynrecovery.com](mailto:info@boleynrecovery.com)**



# EMPLOYMENT APPEAL

## Tribunal confirms that Addison Lee Couriers are workers...

The Claimant had to notify the company when he was taking a break or going home and when he planned to take holiday.

Addison Lee argued that its drivers were self-employed, that whilst they leased their cars from an associated company they were free to obtain them elsewhere. They also argued that the drivers could choose when to work. There was a contract which referred to them being self-employed contractors.

The ET held the Claimant was a worker and that they should be paid for the period in which they are logged on to the Company's internal driver porter system. There was a contractual obligation on the driver to provide personal services by virtue of the fact that he had to have DBS clearance. The vehicle that he hired could not be used for other commercial or income related purposes; essentially, he could not work for other organisations at the same time, nor did he market his services to the world. Employment Appeal Tribunal Addison Lee appealed the decision, which affected some 4,000 drivers and who would

- That the ET had erred in law in finding there was sufficient mutuality of obligation to give rise to a worker contract.

- That the ET's multi-factorial assessment that the Claimant was a worker was perverse.

Back in September 2017, we reported that the Central London Employment Tribunal held that Mr Gascoigne, a driver working for the taxi and courier company, Addison Lee was in fact a worker and not self-employed.

The Claimant argued that he worked personally for the Company and that drivers used branded vehicles which they had to hire/lease through an Addison Lee associated Company. The Claimant logged on to a hand-held computer which the Company used to allocate jobs. Once logged on he was undertaking to accept jobs given to him and if he failed to do so had to provide an explanation. The Claimant had no control over the fares that were agreed and had to undertake a set amount of work per week or incur a service charge. He also had to adhere to standards set by

well placed for future deliveries and that if he refused a job, he could get into a "tricky situation". They also pointed to the fact that there was no negotiation over the "self-employed" contract which he was required to sign.

They appealed on the following grounds:

The EAT dismissed the appeal and upheld that the Claimant was a worker and was therefore entitled to holiday pay.

They held that the finding that there was sufficient mutuality of obligation was a finding of fact and not an error in law and was satisfied that there was mutuality of obligation when the Claimant was logged onto the system. The fact that he could choose when to log did not change the fact that when they were logged on there they had to accept jobs that were offered which created a contractual relationship.

The EAT also held that the assessment of the Claimant's status was not perverse and determined that there was no basis to challenge the ET's assessment of the contract or the reality of the relationship between the parties; the fact their contracts stated they were self-employed; did not accurately reflect the relationship.

The EAT gave consideration to the fact that at the ET the Claimant had claimed that his location was tightly contracted so that he was

well placed for future deliveries and that if he refused a job, he could get into a "tricky situation". They also pointed to the fact that there was no negotiation over the "self-employed" contract which he was required to sign.

### Comment

Yet again, this is an example of the Tribunals willingness to address employment status and is further confirmation that it is somewhat difficult to properly determine self employed status; this is particularly so in the haulage and bus/coach sectors, where you have to maintain sufficient control over your drivers to comply with O Licence obligations and undertakings.

It is essential for Operators to establish the employment status of all individuals providing services purportedly on a self-employed basis, not only for tax purposes but to ensure that they are fully aware of potential liabilities in employment law terms.

If you require advice on true self-employment, please do not hesitate to contact the Employment Team at Backhouse Jones.

**BACKHOUSE**  
solicitors JONES



Any thing you need?

From clothing and personal safety to lighting, tools and winching

Call RED  
01608 223 200

**RED**  
Recovery Equipment Direct  
www.red-bhw.com

Everything you need. Every time you need it.

# AVRO'S AGM



The AVRO AGM took place at Hinckley island Hotel and prior to the AGM an open air workshop was carried out in the rear car park where members were able to review some of the latest vehicles on our roads and explore first hand, different recovery methods, despite a chilly wind which saw many attendees collect their coats from the Hotel and return to the demonstration we all found it very informative and it bought back fond memories when the hotel car park would be full of the latest innovations from the recovery industry with manufacturers and even the likes of motor trade software trying to do away with faxes and get

us to purchase these new fangled mdt's for our trucks, how times have marched on but many felt this venue provided a real personable view of our industry and was sorely missed.

Our thanks must go to the AVRO member who arranged the transportation of the vehicles to and from demonstration area.





# Michael Bublé

## AVRO'S AGM Tribute



# EILIS RETIRES AS AVRO PRESIDENT



At the recent AGM held at Hinckley on Saturday 16th June 2018, Eilis Murray handed the reins of AVRO President over to Mr Stephen Smith so that she can enjoy her retirement with her husband, Tom.

In 2008, Eilis became the representative for AVRO Region 15 which represents the recovery operators of Ireland attending regular meetings on their behalf in the UK. With her dedication and commitment, it did not take long for her colleagues on the Council to recognize her potential and she

was subsequently elected by the National Council as the first Lady President of AVRO in 2009.

Her skills were immediately set to work as she focused on improving AVRO's financial stability, budget controls and overall management to create a strong Association. This led to her remaining in the Chair until 2015 when she handed the title over to Steve Shinnick until he stepped down in 2017.

It was at this point that the National Council managed to persuade Eilis to commit another 12 months to the role of AVRO President after her sterling work previously.

Eilis will remain as a Council Member for AVRO Region 15 until their AGM in November and will also continue her advice and assistance with regards to finance.

Eilis will certainly be a hard act to follow and AVRO National Council would like to wish her all the best in her retirement.





# A MASSIVE WELCOME TO AVRO'S NEW PRESIDENT STEPHEN SMITH

I was humbled to learn that I was to be the next AVRO President. I want to thank all those who voted for me and congratulations to Mick Pulesten and Ken Wills, the two Vice Presidents.

It is indeed a great honour to be following in the footsteps of some of the greatest industry titans.

Already, the pressure is on to continue the great work of my predecessors; I know, too well, what challenges are in our midst;

To name a few more recent issues: type approval, ROLS, PAS43, roadworthiness testing, roadside safety & smart motorways, LEZ's and lack of skilled technicians.

But historically - the longest standing gripes are; the industry's requirement for more support from work providers over pay conditions and the competition from sub standard operators - have bugged us for a generation.

These core issues are pretty much the same arguments that my dad was coming out with over 30 years ago.

I've always observed that every new President has an opportunity to put their own stamp on the focus of the Association during their tenure.

With that said, I'm working on a business plan that I will be presenting to AVRO National Council for approval at our meeting on 3rd July.

I want to focus on:

- Membership- greater numbers with greater benefits means a bigger voice
- Partnerships - forging new partnerships, work more with existing partners and re-introducing old friends creates a stronger network
- Business growth - continue to

develop business opportunities to create a strong revenue stream to benefit members.

•Public relations - AVRO have led the industry conversation, so we should let everyone know about it! Including those 'outside' our industry.

I believe, that building on these four pillars will strengthen our position and our members voice so we remain at the head of the conversation. A united voice with our partners.

Once AVRO agree on the business plan, we should also be measured. Therefore, I hope to publish our objectives over the next month or so.

At the end of the term we can be judged. I hope this creates true transparency and a measure of our success (or dare I say it, our failures also).

So, I've put my foot in it, I've started on my journey as AVRO President with a big introduction and some big ideas. It ain't going to be easy so I will choose to take the advice of the great Winston Churchill.

"If you're going through hell, keep going"



Stephen shares warm words with Eilis as she stands down as president, ready to enjoy her retirement!



# Why should you switch to cloud communications

Traditional phone systems no longer match the needs of today's modern business

0300 303 3361



## Expand your opportunities

By freeing you from the constraints of a physical location and a fixed workforce, Cloud Communications enable you to expand your opportunities.

## Stay ahead with the latest technology

By ensuring you're always upgraded to the latest technology, Cloud Communications help you stay competitive and at the forefront of business communications developments.

## Ensure seamless experiences

You can now integrate multiple communications and collaboration services until a single solution, enabling you to deliver the seamless experiences that your employees and your customers increasingly expect.

## Reduce your risks

Cloud Communications feature the built-in resilience and security you need to significantly reduce the risks of damaging downtime.

## Work smarter, anywhere

Enabling access to all the information and tools your employees need - anywhere and significantly improve your people's productivity.

## Free up time

Because your service provider manages and maintains your Cloud Communications solution, you are free to focus on adding more value to your business.

bringing you new and exciting courses...

## Mental Health Logistics Training Forum

**AWARE Series**

<b>WINDSOR</b>	<b>MILTON KEYNES</b>	<b>MANCHESTER</b>
Tues 10th July	Wed 11th July	Thurs 12th July

The course raises awareness about Mental Health disorders and related issues, explores the reasons, signs, symptoms and risks associated with these and finds ways to identify positive measures to help prevent and improve health and wellbeing.

**Topics include:**

- Impact on Individual
- Relevance to Company
- Common Disorders
- Signs & Symptoms
- Coping Mechanisms
- Coping & Safety
- Accident Rates & Coping
- Consideration of Workplace Issue
- Preventative Measures
- Employee Wellbeing Strategies
- Impact of a positive Mental Health Culture

**FREE TO ATTEND**

Please contact [gary.tucker@ntplimited.co.uk](mailto:gary.tucker@ntplimited.co.uk)

All attendees will receive a certificate in Mental Health.

Go above and beyond

Sponsored by **CMG** and **NETWORK**

Please note that the new SURVIVE Best Practice Guidelines v4/18 is now available to download from:

<http://www.survivegroup.org/pages/publications/best-practice-guidelines>



# German Tow Show

Images taken by Davy Holmes and Brian at the German Tow Show in Kassel from 7th to 9th June 2018. They include: (No4) the World Power 40 tin rotator, at (No5) a enormous 90 ton crane from Palfinger with an extendable fly jib. It can lift 1300kg at 30 metres. The novelty one is a 450kg metre crane fitted to a "Trabby".





# Manchetts Recovery

## finalists in SME Cambridgeshire Business Awards 2018 for service excellence.

“Customer service is ensured through our process of continued contact with our team out on the road day and night, from job deployment to arrival at scene, solutions and close of job. There isn't a moment our control room team don't know what's going on out there. You don't join Manchetts if you want a 9 to 5 mundane –you can't exactly drift off and not be noticed. Manchetts Rescue and Recovery is a well-oiled team of passionate people who care about what they do from the minute they start work.

Our team of drivers and operators receive IVR (The institute of vehicle recovery) training this internationally recognised organisation works alongside government agencies, the Health and Safety Executive, Highways England plus many other professional bodies to focus on the reduction of roadside injuries and fatalities through excellence in training and safety procedures, and aims to provide a safer environment for those working within the roadside assistance and vehicle recovery sector. Our management also provide local hands on training for the team supporting the Cambridgeshire fire brigade with heavy vehicle rescue and recovery training.

Our social media platforms are regularly receiving great feedback from the general public which we pass on to our team and contractors who in turn produce commendations for our staff, we believe it's important for them to be recognised for great customer service. The company ethos is to give back to the community where we can and get involved. It may be a school prom, or carnival that a Manchetts recovery truck is required for or donations to support local causes like the recent auction of promises for the local surgery to raise funds for equipment.

We are only as good as our team and our written reviews and testimonials through Google, Facebook and Twitter show continued momentum. Recently we received an in-depth review describing just how scary it is out there on the M11 after midnight and how our 23-year-old Lady driver came to the rescue.”

- Amanda Manchett



## Business Awards 2018

### FINALIST

Manchetts Rescue & Recovery are moving into Cambridge on Ely Road Waterbeach. The continued growth of the company has resulted in the new premises of half an acre which will offer 375m<sup>2</sup> of heated undercover vehicle storage.

Sean Manchett took the decision to open an additional site in order to improve response times for the A14 and A10 thus improving efficiency. Manchetts business in Burwell has been established for over 55 years and now with extensive car and commercial workshops that provide a complete solution for recovery customers. Sean said, 'we will be an additional facility for the emergency services, and, with the onset of the developing road networks in the area this will mean a much more efficient and effective service, minimising road closures and delays and ensuring that distressed motorists get to safety in the shortest possible time.'

Specialising in heavy, damage free recovery, the site will be equipped with specialist equipment such as a rotator crane, dual car recovery lorries and HGV, bus and coach recovery vehicles.

Manchetts Rescue and Recovery provide 24/7 all vehicle breakdown solutions across Cambridgeshire and Suffolk and also boast the brightest green and yellow livery in East Anglia.

They have a fleet of over fifty commercial and light Recovery Vehicles, ranging from

service vans and car recovery vehicles to heavy duty low loaders, crane rotator recovery vehicles and specialist off road winching units. They service police and fire department contracts in Suffolk and Cambridgeshire as well as facilitating nationwide recovery, the AA, RAC, Greenflag, Britannia Rescue and all the major insurance backed organisations.

**Contact their 24hr service for advice or rescue.  
01223 918050**



**COMPLETE RECOVERY SOLUTIONS  
AND LOCAL FULLY EQUIPPED  
HGV WORKSHOPS AVAILABLE**

**24hr assistance  
01223 918050**

**[www.manchetts.co.uk](http://www.manchetts.co.uk)**



“

This sums up our job at the best of times and the situations our team find themselves in is often just expected, our customer service is a 24hr job which we believe the success of Manchetts Rescue and Recovery is built on.

”

# Thank you Stacy, you are an asset to the Recovery Industry!



*Dear sir/ madam,*

I write to you after just being rescued by the amazing Stacy (night of 22nd Feb 2018 to midnight/ 1am).

Unfortunately I broke down on the M11 North before the A11 exit (the super-fast big lorry scary dark bit). I know this stretch and probably as the M11 goes is not the greatest stretch so I coasted/ limped to the safest part available to me with protection for me to stand away from the vehicle.

I have to admit it, it was a bit scary. Never broke down on the motorway before, those big frikin lorries are very fast up close and don't always stay in lane. There was no power to illuminate any lights for most of my duration (under 1hr). Pitch black, although I had a torch, high viz and my car well maintained, had a portable emergency warning light on.

When Stacy arrived I felt so relieved as trying to maintain warmth was proving difficult and was now minus 3 or thereabouts. Stacy was polite and courteous at all times. The lights illuminated the area and I am not joking when I say that at this point I know that I am not going to die or at least my life chances are now being raised (ambulance service 25yrs).

Of course I did not know the 'rescue operative' at this point. When Stacy introduced herself and assured me that the cab was warm and that she would sort it all out, well I just so thankful and was in awe as she just cracked on with the job and got stuck in. To add my safety to her was paramount of which I never really had to think about before as I normally do that bit.

On this occasion and on further reflection the conditions probably had an impact on me (tired, disorientated & shivering, 14 hr shift), Stacy may have picked this up and I am glad I listened to her, I don't think there was an option anyway! So I did what I was told. I went on to tell her I could not wait to chat to my daughter about her. My daughter is learning about 'extraordinary women'. I am going to tell her that daddy was rescued by 'supercool' Stacy in the morning.

So a very big thank you to Stacy. What an asset to your company and role model for girls and woman alike. Breaking stereotypes is awesome and my little boy will also learn about Stacy. Despite having a rough day and ending this way I am delighted that I met Stacy and we were able just to chat about stuff, this lifted the spirits.

Stacy could be a Paramedic no problem but for now I think she loves her job and is very good at it. Please also thank the lady that inspired her to join your team. Thank you Stacy!

Best wishes,

*Tom Lynch MBE*

Girton Cambridge  
(now finally warmed up and alive)



# NEW CREW CAB FOR G M RECOVERY



## NEW CREW CAB FOR G M RECOVERY

G M Recovery of Gorton, Manchester have recently taken delivery of this new MAN TGL 12.250 crew cab from MV Commercial. The vehicle fitted with a 12 foot, 5t capacity steel slidebed with 2t capacity second car lift was available as a stock unit which immediately fulfilled their needs due to an increase in workload over the last few months in and around the Manchester area.

John Leach, MD of GM Recovery had viewed the truck at MV Commercial's Haydock depot and was impressed with the build quality and the high level of equipment fitted as standard. Briefly, the MAN 12t GVW crew cab came with a factory fitted PTO and sunvisor and MAN's new 12 speed semi auto gearbox and the equipment benefitted from hydraulic winch, radio remote control for bed and winch, wrecker kit, full LED lighting, LED beacon flyer and LED beacon fitted to cab roof, tow attachment, 2 stainless steel tool lockers, amber strobe lights to front and rear and 12 & 24v jump sockets with jump cables. The fact that the truck was built and ready to go was a large factor in John's decision making together with the

local back up provided by MV's Haydock depot and MAN's 3 year, 300,000km warranty. With MV Commercial also taking part exchanges, this made the job of replacing an ageing crew cab so much easier for John.

John was also concerned about the possible introduction of a Low Emission

Zone in and around Manchester and wanted to modernise his vehicle fleet to pre-empt any future legislation.

If you are interested in a vehicle like this or would like any details of the range of Recovery vehicles at MV Commercial, please call 01506 440042.





# NEW MV TWIN DECK FOR T C SALVAGE

When Tony Cooper, the owner of T C Salvage in South Elmsall, West Yorkshire was looking for a new truck, he had noticed the adverts in the trade magazines and decided to give MV Commercial a chance.

Not having seen one of their trucks before, Tony was keen to have a look at one and a viewing was arranged at Tony's yard. This proved to be very fruitful as the truck, a MAN TGL 12.220 fitted with a 24-foot steel slidebed with lie flat top deck and second car lift was just what Tony was looking for. It was ideal for the type of work that T C Salvage carry out on a daily basis,

namely the collection of accident damaged cars on behalf of a number of insurance companies. The new truck would have the flexibility to collect up to three vehicles at a time, helping reduce their operating costs and with the looming possibility of new Low Emission Zones springing up across many of the UK's towns and cities, the Euro 6 MAN would avoid any future penalties.

The MV truck also impressed with its high level of standard equipment which included stainless steel tool locker, wrecker kit, jump sockets with leads, LED beacon on the cab roof, radio remote control

for the main deck and winch, fully galvanised subframe, tow attachment and full LED lighting. The competitive price and the fact that they had physical stock availability meant that Tony was happy to place his order with MV. Since delivery, Tony's driver Barry (seen here on the left taking delivery of the keys from David Youdan of MV) has been walking around with arguably the biggest grin seen in many years.

If you are interested in a vehicle like this or would like any details of the range of Recovery vehicles at MV Commercial, please call 01506 44004.



# Goodbye Dermot

*You'll be missed*

It is with great sadness that we announce the sudden passing of Dermot Roe of County Wicklow Ireland on 1st June 2018.

Dermot was a great supporter of AVRO and the Benevolent Fund taking part in the Great Escape in 2016 then the Scrapheap Challenge in 2017 as well as the recent 10,000 mile rally which took place in March to Russia. He was game for anything!

Dermot went by many names (Doctor Roe, James Bond 007, Ted Roe, the Mad Taxi Man, Roe or simply Dermot). He was the life and soul of any party and certainly left an impact on everyone who met him.

He was Eamon Kelly's best friend.

He was known the length & breath of

Ireland & the UK. I would even say in parts of Europe as well. He got a great "send off" on Tuesday the church was packed. At the Mass Eric (another one of the "Russian 5") sang 2 of his favourite songs. Eamon brought up his famous hat that travelled everywhere with him and Junior (M8) brought up his black & white patent leather shoes that were also part of his wardrobe. They were then placed on the altar. These items were very much part of Dermot's life !!

When they were leaving Kilmacanogue on the 18th March for Russia it was snowing plus there was lots of snow on the ground and it was extremely cold then Dermot rocks up in a white linen suit and his black & white patent leather shoes hat on his head and that

was him ready for minus 16 degrees in Russia! At the Russian border when he was asked his name he told them it was James Bond 007. That led to him being interrogated for 4 hours. The Russians could not make head nor tail of him so they must have thought that he was no threat to Mr Putin so they let him in ha!!

The stories are endless plus the videos and photos. He was one of a kind; I would go so far as to say he was "Unique" there will never be another Dermot Roe!

MAY HE REST IN PEACE OUR DEAR FRIEND.



*Thank you  
for your  
support  
to AVRO  
over the  
years*

The 10,000 mile rally that Dermot took part in earlier this year to raise money for the AVRO Benevolent Fund



# Bizarre crash leaves car left balancing on top of another

## Police left confused on arrival to find cars perfectly stacked



Pictures of a Dacia Duster balancing on top of a Suzuki have emerged online.

It's reported that the driver of the Dacia Duster was airlifted to hospital with significant spinal and head injuries.

A third car was involved in the road traffic collision which happened earlier this week in Newport but no-one else was injured.

Photographer Andrew Morgan Evans, 35, from Newport, passed the crash scene on his way home from shopping.

He said: "It was bizarre to see – it's not something you see every day, it's quite surreal seeing a car on top of another car and resting so neatly."

Article courtesy of

**GARAGEWIRE**

## *We say another sad farewell*

It is with much sadness that we announce the passing of Michael "Tug" Wilson, a former AVRO Engineer who passed away on Sunday 10th June 2018. Tug's funeral took place on 25th June 2018 at Hastings Crematorium.

Tug had a long and distinguished career serving with the armed forces before joining AVRO and retired from the army as warrant officer serving with the REME. Tug regularly attended the

Sergeant's Mess annual reunion held at REME Bordon.

Tug's younger son Matthew read the following to the congregation .... "We're told old soldiers never die, they only fade away. But that is in mortal self, by physical decay, in memory and vivid recollection there's no sign of truth in that old often repeated military rhyme. While we who now remain, can still bring those old

friends to mind, they will not "fade away" to us, who are now left behind, the opposite is true because of past times that we shared, and so it will endure while there are those of us who care"....

Tony.

# AVRO Welcomes a New Member, AUTO SERVICES PERTH

Auto Services Perth Limited is a family run, commercial garage situated on Inveralmond Industrial Estate, Perth. The garage was established in 1981 by Stephen Crozier, who is now Company Director. and his late father, working out of a small industrial unit in Perth town centre. The company has expanded over the years, moving very heavily into the vehicle recovery business which Stephen's son Mark has now taken charge of. Stephen's father died several years ago but did work within the garage till he was 79 years old and took a great interest in the company till his death. Stephen was the adventurous partner and was always keen to grow the business and expand into new areas. They moved into their current purpose-built depot in 2009 but are already looking to move to new, larger premises.

Perth in Scotland is known as the gateway to the Highlands and all the major roads North, South, East and West meet on the outskirts of Perth so roads are very busy and vehicle breakdowns are inevitable. Perth and the surrounding areas are also prone to hard winters with heavy snow fall and very cold weather conditions so road accidents, as well as frozen diesel and flat batteries are also

normal problems of the weather and dealt with on a day to day basis by the company.

They currently operate 11 recovery vehicles which can cater for motorbikes, cars, vans and all commercial vehicles. They work for all the major recovery companies, most of the main dealers within the Perth area as well as the Police.

Their vehicles include:

- 1 Iveco Daily ANS Service Van
- 1 Mercedes Sprinter 4x4 for Mercedes-Benz Service 24H
- 1 Isuzu D-Max 4x4 with Front Mounted Winch
- 2 Fiat Ducato 3.5T Transporters
- 2 Iveco Daily 7T Crewcab Slidebeds
- 2 Iveco Eurocargo 14T SLA Slidebeds
- 1 Mercedes Atego 13.5T SLA Slidebed
- 1 Iveco Stralis 18T Accident Unit with 26T/m Crane
- 1 Iveco Stralis 6x4 Unit Coupled to Landoll Sliding Axle Trailer
- 1 MAN Tractor Unit
- 1 Scania 164 Wrecker

They have ISO 9001 / PAS 43 certification for vehicle repairs and vehicle recovery and also hold a National and International Operators Licence (O-Licence) so are authorised to move vehicles



which are being repatriated.

They currently employ 44 employees which includes 16 recovery drivers working a shift system and 3 staff who coordinate and organise the recoveries to ensure that the customers are dealt with within an acceptable time scale and kept fully informed of ETAs and progress during this time.

*Mark Crozier stated,*

“Light Recovery is the main staple of our recovery business and volumes have been increasing dramatically due to an increase in traffic and contact gains. Rates are not great but with volume we see that it can actually pay off.

Heavy Recovery is a totally different story and we have our own views on how this should be carried out. We try to do as much of the recovery work on our low loader. This means that there are no prop-shaft or driveshaft removals and the technicians can get clear of the scene quicker and safer than with an underlift. In the event of an artic breakdown we have a 2nd unit that can attend and tow the trailer away. We still have a wrecker

but try to use that for the heavy winching jobs where vehicles get stuck (not uncommon with the narrow roads around us).”

“With the recent tragedies of operators being struck and killed on the roads, I would advise other operators to think about using our strategy. Most of our Frontline Breakdown Vehicles are Left Hand Drive and purposely designed that all the controls are on the Nearside of the vehicle. We have used this strategy to reduce the risk to our technicians working on the roadside as they have no reason to put themselves anywhere near the live lane of oncoming traffic. We can't eliminate the risk but we can try our best to make sure our drivers have the safest working procedures possible.”

The vehicle repair workshops which can cater for cars, vans and trucks and are open from 07:00 to midnight Monday to Friday and from 09:00 to 16:00hrs on a Saturday. The garage is an authorised repairer for IVECO, MERCEDES, FIAT, ISUZU and GREAT WALL but is also capable of carrying out service and repairs to all makes. They are also authorised to carry





out MOT testing on Class 4, 5L and 7 and tachograph installation and calibration. They work alongside many of the major fleet maintenance providers including LEX, HITACHI ARI and ALPHABET.

The parts department is open from 07:00 to 20:00hrs Monday to Friday and 09:00 to 12:00hrs on a Saturday where they hold a large stock of regularly required parts, however parts for most vehicles can be obtained for the next day.

Their body shop (which is situated within the same industrial estate) is capable of carrying out most accident repairs.

They also have another depot in Perth where they have Isuzu sales along with a vehicle rental business where they can hire out cars, 4X4s and various sizes of vans at competitive rates.

For further information visit their website at [www.autoservicesperthltd.co.uk](http://www.autoservicesperthltd.co.uk)



# Recovery Industry



## Road

How many words can you find?

Answers can be found on page 26



<http://tools.atozteacherstuff.com/word-search-maker/wordsearch.php>

MOTORWAY  
INTERCHANGE  
TRAFFICLIGHTS  
BYPASS  
TOLL  
FOOTPATH  
LANE  
TRAFFIC  
CONGESTION  
PEDESTRIAN

BOULEVARD  
CROSSROADS  
AVENUE  
ROUTE  
CROSSING  
BRIDGE  
INTERSECTION  
SIGNS  
ROUNDAABOUT  
CYCLIST

MOTORBIKE  
LORRY  
DETOUR  
ROADSIDE  
RESIDENTIAL  
SCENIC  
BUSY  
RUSHHOUR  
DUSTY  
SOUTHBOUND

NORTHBOUND  
EASTBOUND  
WESTBOUND



# SUDOKU

Fill in the missing numbers.

6	4			1				
					9	2		
			6		4	7	3	
	7		4	2				
2	3		5		1		7	8
				8	6		5	
	5	2	1		8			
		4	9					
				3			1	4

		3	2			7		
					7	6		4
5	4		9					6
3			6					9
	6			8				5
	5					7		3
9						2		3
	8		4	5				
		4				1	5	

## Your AVRO National Council



**Stephen Smith**  
AVRO President  
Region 10  
itsmesmithy@gmail.com



**Mick Puleston**  
AVRO Vice President  
Region 11  
mickpuleston@a1recovery.org



**Ken Wills**  
AVRO Vice President  
Region 12  
Ken.wills@me.com



**Graham Steedman**  
AVRO Business  
Consultant  
graham@avrouk.com



**John Leach**  
Region 4  
john.leach@gmrecovery.co.uk



**John Rogers**  
Region 5  
j.com@monstermail.org



**Eric Hammond**  
Region 6  
eric@fillongleygarage.com



**Ian Matthews**  
Region 7  
lynwoodrecovery@yahoo.co.uk

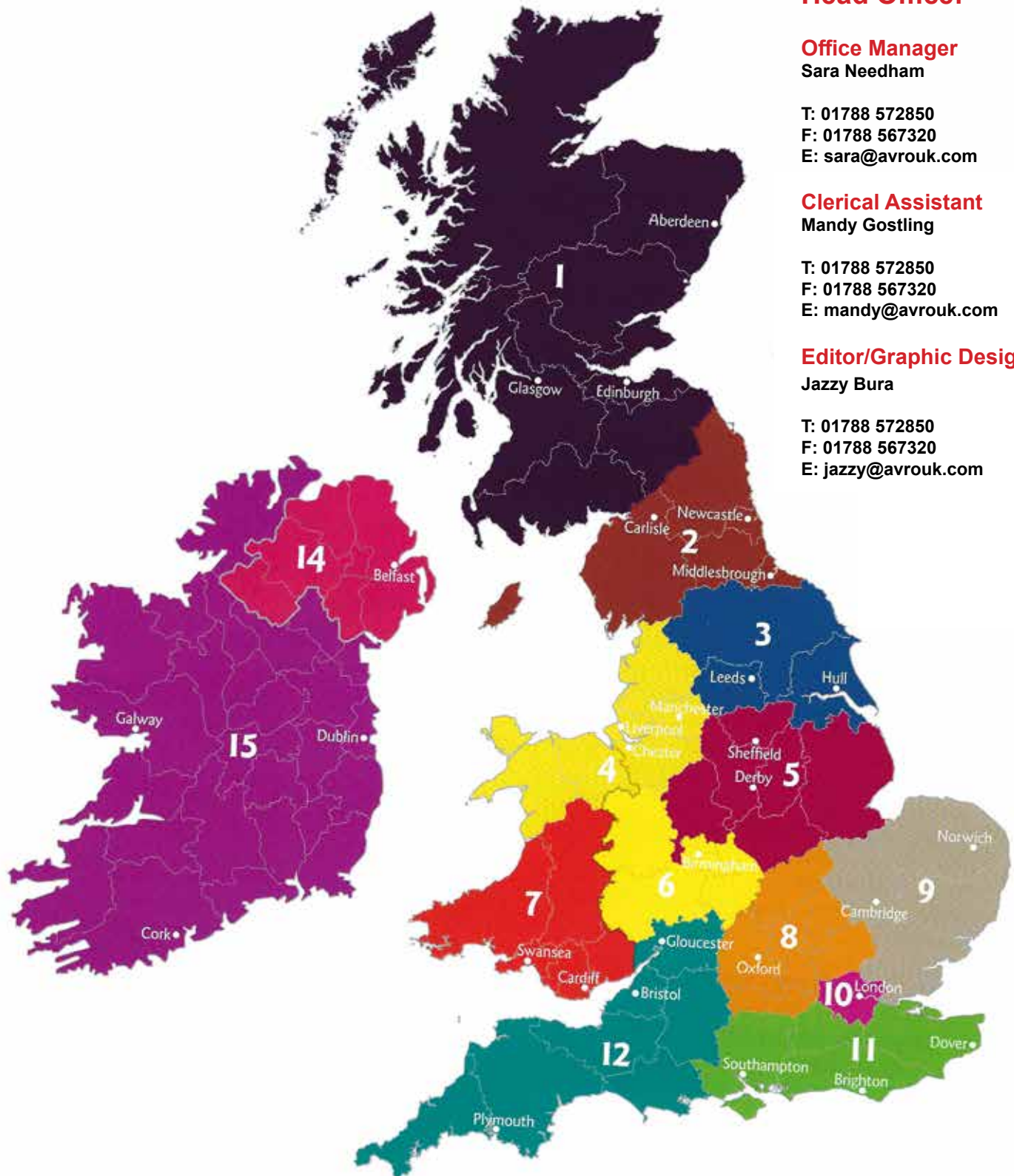


**Craig Alexander**  
Region 9  
craig@norfolkrecovery.com



**Ellis Crean**  
Region 15  
Ellis@kfg.ie

# MAP OF AVRO REGIONS



## Head Office:

**Office Manager**  
Sara Needham

T: 01788 572850  
F: 01788 567320  
E: sara@avrouk.com

**Clerical Assistant**  
Mandy Gostling

T: 01788 572850  
F: 01788 567320  
E: mandy@avrouk.com

**Editor/Graphic Designer**  
Jazzy Bura

T: 01788 572850  
F: 01788 567320  
E: jazzy@avrouk.com



# MEET THE AVRO Members

**NORFOLK  
RECOVERY**



Norwich: 01603 787999  
www.norfolkrecovery.com

**CORNWALL COMMERCIALS**  
24 HOUR OFF ROAD RECOVERY SPECIALISTS

WE RECOVER ALL TYPES OF VEHICLES ON OR OFF-ROAD THROUGHOUT THE SOUTH WEST

Our two depots at Brighton Cross, Truro and Halsan Road, Liskeard provide an efficient solution to all your recovery needs.

- CAMPER VAN & CARAVAN RECOVERY
- ACCIDENTS ● SOFT GROUND RECOVERY
- BEACH AND CLIFF RECOVERY
- HEAVY WINCHING
- HISTORIC VEHICLE MOVES
- REPATRIATION TRANSPORT

Tel: 01726 883883  
Fax: 01726 883820

CONTACT US TODAY

Email: cornwallcommercials@gmail.com

**A1 RECOVERY LTD**



24 Hour recovery for cars, all commercials, caravans, motorcycles. PAS 43, ISO 9001, Sector 17B. Car & commercial workshop, servicing & MOT's. Storage

**Tel: 02392 244720**


A One Stop, Manned, Responsive, 24hr Unit  
100-142, Forest Road, Alton, Hants. RG24 0AG - www.a1recovery.org

Farnworth Road, Fillongley, Coventry, Warwickshire CV7 8DY

**Fillongley Garage**  
eric@fillongleygarage.com



T: 01676 540636 (24hr Control)  
M: 07989 543276  
F: 01676 542867



Basildon - Thurrock - Saffron

**ASHLEY WOOD  
Recovery**

A complete range of Breakdown Assistance & Recovery Vehicles are on call to deal with any type of breakdown or accident.

**24 Hour Control  
01258 452595**

Basildon - Thurrock - Saffron

**BURNSIDE GARAGE LTD.**  
COLERAINE




24 Hour Car & Commercial Recovery, Repairs, Automatic Transmission Rebuilders & Bosch Car Service Centre

BOSCH Service  
APPROVED CODE  
THE MOTOR OIL

Units 2 & 3, 24 Ballyrashane Road, Coleraine, BT52 3NL  
www.burnsidegarage.org.uk - info@burnsidegarage.co.uk  
0844 414 2471 - From ROI Tel: 048 7032 0723

Do you have editorial? And want it in our next issue? Contact Jazzy today on 01788 57 2850



**UNITY**  
UNITY RECOVERY SERVICE LIMITED

24/7 Recovery & Roadside Assistance Car & Commercial

John G. Rogers Director  
Mobile: 07973 886 478

101-105 Edgchill Road, Leicester, LE4 9ED  
Telephone: 0156 276 6326  
Email: j.com@monstermail.org

Book this space and feature in our next issue

**MANCHETTS**  
RECOVERY SOLUTIONS



COMPLETE RECOVERY SOLUTIONS AND LOCAL FULLY EQUIPPED HGV WORKSHOPS AVAILABLE

24hr assistance  
**01223 918050**

www.manchettts.co.uk



**MILLFORD GARAGE**  
STOCKWELL ROAD, LLANION PARK, PEMBROKE DOCK, PEMBROKESHIRE, SA72 6TO

LIGHT & HEAVY RECOVERY  
CAR & COMMERCIAL REPAIRS  
24HR BREAKDOWN & RECOVERY  
CLASSES 4,5 & 7 MOT TESTING STATION

T: 01646 684599  
F: 01646 622886



TO ADVERTISE  
YOUR COMPANY  
Call Jazzy on 017885 72850  
or email on  
jazzy@avrouk.com

**STAG LANE MOTORS**  
ISLE OF WIGHT 24 HOUR RECOVERY, REPAIRS, SERVICES & MOT



Family run, professional expertise that you can trust. Established in 1964, our business has been going strong for over half a century.

Stag Lane, Newport, Isle of Wight PO30 5TR  
T: 01983 522443 F: 01983 825408 staglanemotors@btconnect.com  
www.staglane-motors.co.uk

# Did you know AVRO

## are on FACEBOOK & TWITTER?



Like and follow our page on  
Facebook...

### AVRO Ltd

...and while your at it why not...

Follow us on Twitter!

### @AVROLtd

*We look forward to networking with you.*

There is  
no better  
time than  
now to click  
that follow  
button...



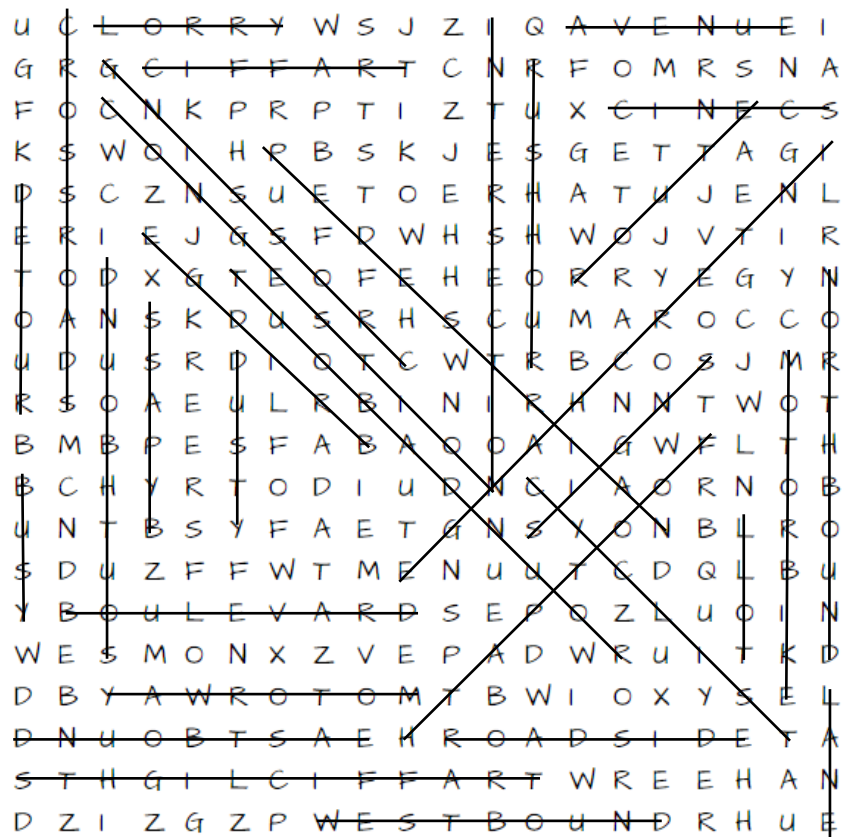
[www.avro.com](http://www.avro.com)



### Answers P.g. 22

6	4	7	3	1	2	9	8	5
5	1	3	8	7	9	2	4	6
9	2	8	6	5	4	7	3	1
8	7	5	4	2	3	1	6	9
2	3	6	5	9	1	4	7	8
4	9	1	7	8	6	3	5	2
3	5	2	1	4	8	6	9	7
1	8	4	9	6	7	5	2	3
7	6	9	2	3	5	8	1	4

6	9	3	2	1	4	7	8	5
1	2	8	5	7	6	3	4	9
5	4	7	9	3	8	2	1	6
3	7	1	6	2	5	4	9	8
4	6	2	3	8	9	1	5	7
8	5	9	1	4	7	6	2	3
9	1	5	7	6	2	8	3	4
2	8	6	4	5	3	9	7	1
7	3	4	8	9	1	5	6	2





# BENEVOLENT FUND



Don't know where to turn in times of stress?

Hopefully the majority of us will never know that feeling of sheer despair and frustration. The AVRO Benevolent Fund is here to help should you ever need it.

It was set up by the founder members of AVRO to help fellow recovery operators, their families and employees should they require any assistance.

No one should ever feel they are alone as we are always here to offer help.

**Tel: 01676 540636**

**Email: [eric@fillongleygarage.com](mailto:eric@fillongleygarage.com)**



**NEW  
DEPOT  
NOW OPEN  
IN LUTON**



# **RICHFORD**

**MOTOR SERVICES LTD**

## **24hr Control Centre - 01773 835192**

- Registered PAS 43 operator • MOT testing centre class 4 & 7
- ISO 9001 Certification • HGV roadside assistance • NHSS 17 and 17b certified
  - Full workshop repairs and diagnostics equipment
  - All operatives hold IVR ID and ADR license
- Full accident repairs centre for cars and commercials

## **DEPOT LOCATIONS**

**HEAD OFFICE**  
Dunsford Road  
Alfreton  
Derbyshire  
DE55 7RH  
T: 01773 835192

**COSSALL DEPOT**  
Unit 3B & 4  
Soloman Road  
Cossall, Notts  
DE7 5UE  
T: 01159 444 944

**HUTHWAITE DEPOT**  
Fulwood Road  
Fulwood Road South  
Huthwaite  
Sutton-in-Ashfield  
NG17 2JZ  
T: 01623 556 868

**TUXFORD DEPOT**  
Lodge Lane Ind Estate  
Lodge Lane  
Tuxford  
Newark  
Notts  
NG22 0NL  
T: 01777 872 177

**LEICESTER DEPOT**  
33 Chartwell Drive  
Wigston  
Leicester  
Leicestershire  
LE18 2FL  
T: 01162 885 820

**SOUTH YORKSHIRE  
DEPOT**  
12 Farfield Park  
Manvers  
Barnsley  
South Yorkshire  
S63 5DB  
T: 01709 872 140

**STOKE DEPOT**  
Govan Road  
Fenton Ind Est  
Stoke-On-Trent  
ST4 2RS  
T: 01782 844840



**sales@richfordmotors.com**  
**www.richfordmotors.com**

