



AVRO News

Association of Vehicle Recovery Operators

Issue 46

July 2017

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The AVRO Scrap Heap Challenge

This is a tale of 12 cars, 35 people, 9 countries, 3 support vehicles and 2,500km. The Scrap Heap Challenge 2017 has just finished and was yet again another tremendous success. The brain child of Eamon & Eilis Kelly of Kelly Towing (Region 15) in Ireland, organised a return visit to Budapest where our intrepid drivers would endeavour to bring a number of old Eastern European cars all the way to Hinckley in the UK arriving for the 40th Anniversary of AVRO. Like last year the event was held in aid of the AVRO Benevolent Fund and did not fail to provide all with the trip of a lifetime.

Many of the drivers were returning participants from last year. You would have thought having gone through the trials and tribulations of keeping cars in convoy with all the mechanical challenges they provided previously, people would think twice about signing up again. Not a chance, everyone new and old arrived enthusiastic for the challenge that lay ahead.

On arrival, the teams enjoyed a rest day which included a cruise on The Danube which had been sponsored by Miklos, whom yet again came to our assistance in sourcing all the cars. The following morning another treat in store, this time sponsored by Kelly's



Recovery, a tour of the city on Segways, great fun! Then the cars arrived bringing with them the excitement of who would get what car and the anticipation of the journey ahead. Following a raffle for your chariot of choice, quick check by the mechanics on board we were all set for the off the following morning.

Day one 398km, a nice easy start with a leisurely drive taking in the countryside from Hungary to Poland ending up in Krakow. No motorways involved in this leg as we climbed up and down hilly roads with plenty of bends to see how our cars handled. Well if it all went smoothly it wouldn't be a challenge, right? Overheating, jump starts, tow ropes, even a swap over of our first car were all experienced and that was before lunch! Krakow itself also proved to be challenging with arriving at rush hour, hectic traffic coupled with overheating cars and four different SAT Navs sending us in all directions. As the convoy split up at traffic lights it was every team for itself and so ended day one as we limped tired and thirsty into our first pit stop. Krakow was enjoyed by all and many also had the chance to check out Auschwitz and salt mines before we took to the road again.

The following couple of days were extremely hot, hitting temperatures along the road of 44.7, luckily for us all the aircon was working, well only for those that had windows that actually opened that is!! With the heat brought more mechanical emergencies and we buried the first of our cars whose fate to stay in Europe was well and truly sealed. M8 had already got a car permanently on tow but luckily we had a spare car which with a lot of TLC saw it to the end. 523km Our little cars endured through to Dresden. Before leaving for Kassel the following morning, open heart surgery was performed on one of the Wartburgs involving a piece of exhaust, silicone and cable ties, ingenious and it held all the way to Hinckley. The miracles that can be performed with gaff tape and cable ties is truly amazing.

Onwards across Germany, another 403km to Kassel and then onto Ghent in Belgium. The weather has gone polar opposite now with sheet rain and strong winds. One of the Fiat 126's had some issues along this stretch but yet again with all the experience on board it was up and going for the following morning. Luring ahead of us was as we fondly refer to as Spaghetti Junction at Antwerp. This caused no end of issues last year due to the sheer size in terms of lanes and traffic all converging. Of course, we hit it again at rush hour so it did not fail to disappoint. Hours were spent crawling through our little cars hidden in between massive artic trucks. Overheating became an issue for most of us as it claimed our second victim—another car bites the dust.

A decision was made to extract some of the cars in danger of being left on the side of the road, so with a lot of manoeuvring, weaving bus and emergency lanes, push starts plus a lot of smiling and waving, the lead car and trailer brilliantly got air moving through the cars again. For us a small lesson in 101 advanced driving. Also, another first, a radio grab passed at 100km in traffic from the jeep to one of the little cars, definitely not to be taken on by the faint hearted. It's hard to describe now what it's actually like to keep so many cars in convoy in huge amounts of traffic. Certainly not an easy task and where the two-way radios really come into their own. The day ended in Ghent with a small send off for our little Skoda who was laid to rest there.



We were coming to the end of our journey, spirits were still high though as the final 10 cars, plus one in the trailer made their way to the Eurotunnel for our last leg to Hinckley. Heavy rain and poor visibility sent us on our way. The convoy moved beautifully through with the only concern being many warnings regarding trouble close to the tunnel with migrants. Lady luck was on our side though and we knew shortly we would be back in good ol' Blighty and whatever happened then could be sorted with one phone call. Of course, getting us all on the train proved to be another stressful time due to overheating yet again in queues. But hey once you have a support vehicle who can push you up the queue, why worry?

We all made it arriving in Hinckley in style all in fancy dress by late afternoon. Many people were there to welcome us as the trip was ending with a dinner celebrating AVRO's 40th anniversary that evening. A wonderful evening of good food, company, entertainment and another fabulous auction sealed the end of The Scrap Heap Challenge 2017. Another event beautifully executed. So much preparation, thought and work goes into these challenges. Without all this, the team who took part, the support people who gave of their time, sponsors who assisted us, an event of this magnitude just wouldn't be possible. It certainly sums up the trip with the expression "There's no I in Team".

AVRO Council Members

President: Eilis Crean, KFG Ltd, Region 15

Vice Presidents: John Leach, GM Recovery Ltd, Region 4 and Ken Wills, Cornwall Commercials, Region 12

AVRO Development Director: Stephen Smith, Boleyn Recovery, Region 10

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Christmas party

AVRO and AVRO BENEVOLENT FUND and people from the RECOVERY INDUSTRY are holding a Christmas party / get together with auction and Dinner Dance on the 25th November 2017 at the Tullamore Court Hotel, Co. Offaly. Hotel deals are in place (see below).

Please book early as spaces are limited.

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Accommodation Rates:

Friday 24th, Saturday 25th & Sunday 26th November:

Single B & B: €270 per person

Double / Twin B & B: €340 per room

Friday 24th & Saturday 25th November:

Single B & B: €190 per person

Double / Twin B & B: €240 per room

Saturday 25th November:

Single B & B: €95 per person

Double / Twin B & B: €120 per room

Chair Covers (included in menu price):

White with Red Sash to match AVRO colours



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Recovery Industry Engineering Standards

www.riesuk.com

Full Accreditation Services by Industry Experts

All LOLER / PUWER & PSSR inspections for all UK & ROI Vehicle Recovery Operators

Contact us for a Cost Effective Quote

Office Hours: 01945 589822 & 01788 567320

Mobiles: 07800 913040 - 07951 797012 - 07773 390498

Email: inspectionsries@aol.com

Supporting the Vehicle Recovery Industry



Truckfest dates

Truckfest Scotland

Royal Highland Centre, Ingliston
Saturday 5th and Sunday 6th August

Truckfest East

Norfolk Showground
Saturday 19th and Sunday 20th August

Truckfest South East

Hop Farm
Saturday 2nd and Sunday 3rd September

Truckfest North West

Cheshire Showground
Saturday 16th and Sunday 17th September

www.truckfest.co.uk



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Khan considers per-mile road charging scheme for London

London mayor Sadiq Khan is considering introducing a single per mile charging system for all London drivers as part of plans for the future of transport in the capital.

The mayor has pledged to make the entire London transport system zero emission by 2050 and is considering replacing the congestion charge and all other charges with an Integrated per mile road charge to create a 'single, unified scheme'.

More 'car-free days' in central London, town centres and high streets are also on the cards, as is a roll-out of 'vehicle free zones' and the introduction of 'filtered permeability' - where certain traffic is physically prevented from using specific streets.

The plans are key planks of the London mayor's draft transport strategy, which was released recently and sets out a bold vision with environmental, congestion and sustainability concerns front and centre.

The mayor argues that car parking should also be reduced 'with car-free development becoming the starting point for all development in well-served places'.

Transport for London aims to cut daily car journeys by 3 million and aims for 80% of Londoners' trips to be on foot, by cycle or by using public transport by 2041.

Central to the strategy is the argument that 'a shift from car use to these more space-efficient means of travel also provides the only long-term solution to the congestion challenges that threaten London's status as an efficient, well-functioning city'.

Mr Khan said: 'We simply cannot afford to take the same old approach to travel as our growing population puts increasing pressure on our network.

'Only by focusing on active travel, providing efficient zero-emission transport and reducing our dependency on cars, can we improve the health of Londoners, support economic growth, deliver homes and jobs, and make our city an even better place to live.'

The strategy states: 'In the longer term, a different model for the way Londoners pay for their roads may be needed in order to meet the target of an 80% sustainable mode share'.

It argues that the world has moved on from the camera-based congestion charge set up.

'In a rapidly changing technological context, it is worth considering whether road use should be paid for in a way that better accounts for the impact and context of individual journeys.

'This would mean that some journeys would cost more (at busier times of day or in more congested areas or in more polluting vehicles), while others would cost less (shorter journeys in low-emission vehicles in quieter areas outside peak hours).

'An integrated 'per mile' charge could replace pre-existing schemes (Congestion Charge, Low Emission Zone, Ultra Low Emission Zone (ULEZ), Silvertown charge) with a single, unified scheme which takes into account both congestion and emissions objectives.'

The mayor aims for all taxis and Private Hire Vehicles (PHVs) to be zero emission capable by 2033, for all buses to be zero emission by 2037, for all new road vehicles driven in London to be zero emission by 2040, and for London's entire transport system to be zero emission by 2050.

The consultation on the plans run until 2 October.



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*** New member benefit ***


in Partnership with **AVRO**

Celebrating 40 Years of **AVRO**

£1000

OFF ANY COMMUNICATIONS SYSTEM

PLUS

FREE SUPERFAST BROADBAND ----- FOR 12 MONTHS

FREE UK, LOCAL, NATIONAL & MOBILE CALLS ---- FOR 12 MONTHS

FREE BUSINESS LINE RENTAL ----- FOR 6 MONTHS

You will shortly be receiving an email from Anthony Hamilton, Communications Analyst, with full details regarding the offer and more about Lily Comms.

In the meantime, you can contact Anthony using the details below.

anthonyh@lilycomms.co.uk 01274 214614

SOE patron Beverley Bell receives CBE in Queen's Birthday Honours

Former Senior Traffic Commissioner for Great Britain and SOE Patron, Beverley Bell, has been awarded for her service to the road transport industry with a CBE.

Appointed as the Senior Traffic Commissioner in 2011, Beverley took up her role as SOE Patron in 2016, and has influenced the sector significantly through both roles.

When reacting to the announcement, Beverley said: "I am surprised and delighted in equal measure to be honoured in this way. I feel it is reward, not just for me, but for my fellow Traffic Commissioners and all the staff working on our behalf."

Beverley was appointed Traffic Commissioner for the North West of England in 2000, and has been an honorary fellow of SOE since 2010, having previously worked as a solicitor, specialising in criminal and transport law.

"Our job is to regulate and promote in what is generally a fabulous industry. Now I have finished in my role as Senior Traffic Commissioner, I will be concentrating on working with the industry steering group, working on behalf of, and further improving the image of the

transport sector," said Beverley.

Ian Chisholm, Chief Executive of SOE, said: "Beverley fully deserves to be recognised for her tireless work in road transport and, having worked with her for over a year, I have seen first-hand how devoted she is to this industry's progression."

Published on June 16, the Queen's Birthday Honours list recognises more than 1,000 people for engagement in public service.



The new General Data Protection Regulation

Businesses have been urged to prepare for the introduction of the new General Data Protection Regulation (GDPR), which will impose new requirements on all organisations that collect, store and process individuals' personal information, with significant financial penalties for non-compliance.

The new GDPR places an increased emphasis on accountability and transparency, and businesses should ensure that they have up-to-date records relating to the personal data that they hold, including where the data came from and who it has been shared with.

Businesses are also advised to review any privacy notices they have in place and, where necessary, make sure that these are amended in time for the implementation of the new GDPR, which comes into effect in May 2018.

Organisations must also identify their 'lawful basis' for processing activity within the GDPR, record this

and update their privacy notices accordingly. The GDPR will modify some individuals' rights, depending on the lawful basis. If you use consent as your lawful basis for processing, clients will have a greater right to have their data deleted, if they so wish.

Businesses must also ensure that adequate security systems are in place to protect data, and to detect, report and investigate any breaches.

Commenting on the new GDPR, David Riches from the British Chambers of Commerce (BCC), said: 'Businesses need to be proactive about ensuring they are ready for the new data protection regulations when they come into force [in May 2018] and not leave preparations until the eleventh hour'.



FORWARD THINKING ADVICE
LEADING THE WAY - PERSONALLY

Vehicle operator survey: you may be asked to take part

DVSA would like to know the vehicle operator community's views to help us identify areas for improvement.

We're already doing this by meeting you face-to-face, publishing blogs and sending emails.

However, from time to time, we also survey a representative sample of operators to ask for your views.

You may get a call

This year, we've asked an independent research company, BMG Research, to help us gather that information.

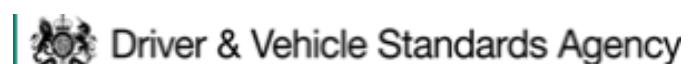
So over the next few weeks you may get a call asking you to take part in a short telephone interview.

This is your chance to let us know how we've done in areas ranging from communication to enforcement.

A chance to make a difference

Hearing your views will help make us better at helping to support your business.

If BMG Research do contact you, we would encourage you to take part - this is your chance to make a difference.



**Association of Vehicle Recovery Operators
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AVRO's new member service ... Licence Check! Saving you time and money

AVRO now has a driving licence verification service which will **save you time**, replace the burden of collecting paper records from your drivers and also support your corporate responsibilities as an employer under Duty of Care & Health & Safety legislation.

The Service

The AVRO licence check electronic service programme uses the latest technology to allow you to check your employee's UK driving licence details, status and credentials using the DVLA record. It is a **fully secure** service which allows AVRO access to provide full driver and licence reports.

Consent

To comply with the Data Protection Act, an employee must consent to their licence details being checked. AVRO licence check obtains this permission by issuing a D796 Driver Mandate Consent Document or by obtaining e-consent from the employee or driver. Once received consent is **valid for up to 3 years** providing he/she remains within your employ or control and does not withdraw their consent, meaning that you can recheck the licence as often as required.

The Process

Once consent has been granted and the Consent Document has been submitted, the AVRO licence check service is able to access the DVLA "LIVE" database via a dedicated secure Government Gateway connection. Licence information is then made available, **in real time**, to your customer portal account.

The licence results will;

- Verify that the driver is licensed to drive
- Verify the current endorsement status and penalty points (if any)
- Confirm all category entitlements, including start and end dates
- Provide warnings and Immediate Actions in case of expiries, revoked and disqualified drivers
- And more

The cost

You are simply charged for how many licence checks you intend to make, e.g. if you have 36 drivers and wish to check them once a year, you will be charged for 36 credits (1 credit = 1 check). You may of course purchase more credits at any time if your number of drivers or checks increase. Typically clients check their drivers at least twice a year.

From £4.25 per check*

Call 01788 572850 to find out how simple and cost effective it is for compliance and peace of mind

* Price for AVRO members, price excludes VAT. Non-member price is £5.50 + VAT per check.



With great sadness we regret to announce Neil Cownie of Baldoukie Motors in Region 1 passed away on Saturday 22nd July

Our thoughts are with his family at this sad time



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AVRO members welcome at The Emergency Services Show

All AVRO members are welcome at this year's Emergency Services Show, taking place in Hall 5 at the NEC from 20th to 21st September. This event is a great opportunity to meet with all the emergency services and allied organisations and to access the latest knowledge, training, technology and kit to help prepare for future incidents. Register now for free entry at: www.emergencyuk.com

Attracting over 6,500 visitors and 400 exhibitors, The Emergency Services Show brings emergency and rescue services expertise together through unrivalled networking, a programme of free seminars, live demonstrations and an indoor and outdoor exhibition showcasing the latest products, services and training. There will also be over 50 companies exhibiting at The Emergency Services Show for the first time.

All the Latest Equipment

Exhibitors include leading names in rescue equipment, protective clothing and uniforms, vehicles, high visibility livery, lightbars, scene lighting, vehicle equipment and accessories including:

Beeswift, Bristol Uniforms, Ilasco/Keela, Scott Safety, Orafol, Wolf Safety, Niton999, Rig Equipment and RSG Engineering. Visitors will be able to see and handle the latest kit and discuss needs with all suppliers.

The Collaboration Zone

In The Collaboration Zone, the networking hub of the show shared with more than 80 voluntary groups, charities and NGOs. Blue light services will also be available to discuss co-response, current trends and share ideas. Additional organisations

exhibiting in The Collaboration Zone include JESIP, National Operational Guidance Programme (NOG), National Chemical Emergency Centre, Government Decontamination Service, Leicestershire Fire & Rescue Service and West Midlands Fire Service.

West Midlands Fire Service (WMFS), in partnership with various vehicle manufacturers, will provide visitors with specialist information on the latest rescue tool equipment, new vehicle technology, high strength steel, airbags, SRS, hybrid and full electric vehicles and road safety.



Extrication Challenge

WMFS will be running a realistic and exciting Extrication Challenge at the show this year. The Challenge will provide an arena for some of the UK's best rescue personnel to come together and develop their proficiency levels in all areas of road traffic collision rescue but specifically in incident command and control, safety and scene assessment, extrication, professional pre-hospital care and expert use of rescue equipment.

Supported and judged by the United Kingdom Rescue Organisation (UKRO), the RTC scenarios will include a



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car on its wheels, a car on its side and a car on its roof. Vehicles will have heavy and complex damage (simulating a significant RTC) along with a 'live' casualty trapped inside. There will also be other vehicles or props making the scenarios more realistic. Spectators will have the opportunity to get close up to the action, just a few metres from the simulation.

First Aid & Trauma Challenge

WMFS will also hold its annual First Aid and Trauma Challenge at the show. This will be the first time the event has been hosted outside of a brigade venue and an exciting new exciting dimension has also been introduced to make the scenarios more realistic and interactive. Competing teams will experience visual and audio from an actual incident that has been set up and filmed specifically for the scenario in an Educational Immersive Tent. To add authenticity to the trauma scenarios, West Midlands Fire Service Casualty Simulation Group will be providing casualties with realistic make-up and prosthetics.

Cutting Tool Demonstration

UKRO will also be running a demonstration of space creation and practical cutting techniques, giving visitors a good basic understanding of how cutting and spreading tools work on vehicles. The demonstration will cover correct operator positioning, the principles of cutting, tackling door hinges and how to use small tools in confined internal spaces. Attendees will also receive guidance on how to avoid some of the most common mistakes operators make when using cutters, spreaders and combi tools.

Road Safety Theatre Seminars

Collaborative and efficient working will be key themes across all the seminar programmes, where the Federation of Vehicle Recovery Associations will be talking about the expertise, knowledge and resources of road recovery firms and how they can assist the emergency services at the scene of a road traffic collision.

The Air Ambulance Association will present on how the roll out of All Lanes Running Highways impacts on all emergency services, rescue and recovery organisations, from egress and exit to an RTC or incident to landing an air ambulance.

Devon & Somerset FRS will present a new motorbike and road safety educational toolkit. An experienced Community First Responder will highlight the dangers within a car that can impact how rescuers respond to incidents

Seminar attendees can also find out more about the fully integrated control room operated by North West Fire Control, while Kent Fire & Rescue Service will share details of its Collaborative PPE Project.

Getting There

The NEC is linked to Birmingham International Station and Birmingham Airport and is directly accessible from the M42 and UK motorway network. Parking at the venue and entry to the exhibition and seminars are all free.

To register visit www.emergencyuk.com



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*** New member benefit ***

AVRO chooses The Fuelcard People for big diesel savings, service and security

AVRO has chosen The Fuelcard People as its strategic fuel cards partner to help members reduce their vehicle running costs. AVRO Head Office said: "Members will benefit from significant savings, both from lower fuel costs and a reduced administrative workload. There should be more to fuel cards than simply discount fuel and we selected The Fuelcard People as offering our members the best combination of savings, service and security."

AVRO members will benefit from fixed weekly pricing for petrol, diesel or both, notified by their choice of email or fax. This price, typically up to 5p per litre cheaper than the national average pump price, and over 10p when filling up on the motorways, will apply nationwide. A further benefit is that the single, weekly invoice means that members can have up to two weeks of free credit before their direct debit payment. Importantly the cards will also be issued free of charge, for 12 months helping make the move to 'The Fuelcard People' simple and cost effective, and then at a discounted rate of £6 per card per annum.

Rachel Pearson, Major Accounts Manager of Fuelcard Services the parent company of The Fuelcard People, said: "An AVRO member does not have to drive around to find the best deal on fuel, because they already have it. Depending upon

which of our range of fuel cards they have chosen, there will be up to 7,600 filling stations nationwide where they can refuel."

Our fuel cards are accepted at BP, Esso, Shell, Texaco, Total, Gulf, Morrisons, Co-op, MOTO motorway filling areas as well as on the Diesel Direct, UK Fuels and Allstar networks.

Members will also welcome The Fuelcard People's attitude to customer service. "The Fuelcard People does not push members towards any particular fuel card," said AVRO Head Office, "but helps each one to choose the most appropriate one for their needs. Then, if a member has a query, they do not have to explain who they are to an anonymous call centre worker, because they always talk to the same account manager, who knows their business. Differences like that matter."

AVRO members are able to access their account details 24/7 via the internet, including transactions, which are yet to be invoiced, and are able to download information directly into their standard business packages. Access is security-protected part of a suite of leading-edge security features available with every fuel card in The Fuelcard People's extensive range.

Applying for a card could not be simpler, either go to AVRO website (www.avrouk.com) and follow the links for Fuel Cards, or call Rachel on **0844 808 2097**.



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Updated guidance: Categorisation of roadworthiness defects

The DVSA have recently updated the Categorisation of defects guide.

It's primarily used by DVSA enforcement examiners or authorised police constables and provides guidance on the action to take when roadworthiness defects are found during vehicle inspections.

They recommend that vehicle owners, operators and drivers use this guide to become more aware of DVSA's inspection standards and possible defects. This will help you to ensure your vehicles are used in a safe condition.

The updates include:

- Changes to emissions control system checks
- The withdrawal of delayed prohibition action for incorrect tyre load index
- Various document formatting fixes

They've made these changes ahead of the start of roadside emissions controls checks in August



Driver & Vehicle Standards Agency

Government launches plan to tackle air quality in the UK

On 26 July 2017 the Department for Environment Food and Rural Affairs (Defra), along with the Department for Transport (DfT), announced its plan to help reduce roadside nitrogen dioxide concentrations.

Clean air is one of the most basic requirements for us to live and work in.

Part of the plan includes 3 new consultation from DfT on higher road safety, operator safety and environmental standards for vehicles.

Two of the consultations include proposals to give DVSA's market surveillance unit more power to fine manufacturers who use devices to cheat emissions tests. The other consultation includes a proposal to remove the MOT exemption for electric vans.

DVSA recently announced new roadside emissions checks for cheat devices on lorries, which will also help to improve air quality.



Driver & Vehicle Standards Agency



**Association of Vehicle Recovery Operators
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Steve Holland - Retires - Friday 7th July 2017

As some of you will be aware, Steve, the LV= Britannia Rescue Network Relationship Manager retired on the 7th July 2017.

Steve has been an integral part of Britannia Rescue for over 34 years, starting in the same year as the company was founded. Although we are all sad to see Steve go, I think that you will all agree that he has more than served his time with both Britannia Rescue and within the industry!

Although Steve has undertaken many different roles within the organisation, most of you will know him from his many years dealing with the Agent network. Steve created the Confederation of Britannia Rescue Agent (COBRA) network and has continuously recognised the vital role that the Agent network contributes to the service that we provide to our customer.

Many of you will know Steve personally and we are sure that you will all join us in congratulating Steve

on his years of service and wishing him the best for his retirement.

Steve's knowledge and dedication will be greatly missed but please be assured that he will not be leaving the industry totally and will be attending the 2017 Tow Show as a guest of LV= Britannia Rescue and also hopefully representing LV= Britannia Rescue at some of the industry working groups. This will hopefully give you a chance to speak with him if you haven't already been able to do so.

Please be assured that the rest of the LV= Britannia Rescue Network Team structure remains in place and if you have any queries please feel free to contact myself or your Regional Network Manager to discuss this further.

Yours sincerely

Mike Hawcroft

Network Manager Britannia Rescue DDI: 01484 441561

Vehicle safety recalls

| DVSA Reference number | Make and model | Issue |
|-----------------------|-----------------------------------------------------------------------|---------------------------------------------------------------------------|
| R/2017/010 | Toyota: Verso & Avensis | Airbag may not deploy |
| R/2017/039 | Nissan: Patrol & X-Trail | Airbag may fail |
| R/2017/096 | Mercedes-Benz: A Class, B Class, C Class, E Class, GLC, CLA & G-Class | Starting current limiter may overload |
| R/2017/107 | Ford: Kuga | Heated washer jets may overheat |
| R/2017/118 | Toyota: Yaris | Front driver airbag inflator may rupture |
| R/2017/119 | Mercedes-Benz Bus: Citaro | Passenger anti-trap mechanism may fail when pneumatic doors are depowered |
| R/2017/129 | Mercedes-Benz: Actros & Atego | Vehicle safety system may incorrectly diagnose an imminent crash |
| R/2017/130 | Mercedes-Benz: Actros & Atego | Steering wheel may come loose |
| R/2017/133 | Toyota: Land Cruiser | EGR flange could corrode and crack |
| R/2017/138 | Land Rover: Range Rover & Range Rover Sport | Passenger seat belt locking retractor may not function correctly |
| R/2017/142 | Isuzu: Artic Truck | Steering rack/steering column connector may detach |
| R/2017/143 | Jaguar: XE, XF & F-Pace | Fuel hose may leak |



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Vehicle safety recalls

| DVSA Reference number | Make and model | Issue |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| R/2017/145 | Land Rover: Range Rover & Range Rover Sport | Fuel hose may leak |
| R/2017/146 | Mercedes-Benz: G-Class | Steering column coupling may not be tight |
| R/2017/153 | Land Rover: Discovery Sport (petrol & diesel) & Range Rover Evoque (diesel) | Locking ring may be incorrectly assembled |
| R/2017/157 | Mercedes-Benz: SLC/SLK (172) | Brakes may overheat creating a risk of smoke and/or fire |
| R/2017/158 | Vauxhall: Zafira C | 3rd Seat row seats and 2nd seat row shoulder belts may be insecure |
| R/2017/159 | Mercedes-Benz: C-Class & E-Class | Electric power steering motor defective |
| R/2017/160 | Mercedes-Benz: CLA & GLA | Left and right window airbags may fail to deploy as intended |
| R/2017/161 | Mercedes-Benz: CLA & GLA | Left window airbag may not deploy as intended |
| R/2017/162 | Mercedes-Benz: CLA & GLA | Right window airbag may fail to deploy as intended |
| R/2017/163 | Mazda: Mazda3 (BL), Mazda5 (CW), Mazda6 (GH), Mazda6 Est (GH & GJ), Mazda CX-3 (DK) & Mazda CX-5 (KE) | Tailgate may drop down without warning |
| R/2017/164 | Fiat: Tipo HB/SW | Driver airbag may fail to deploy |
| R/2017/165 | Fiat: Fiorino | Driver airbag may fail to deploy |
| R/2017/167 | BMW: 7-Series LWB | Front brake efficiency may be reduced |
| R/2017/170 | Jaguar: F-Type | One or both front indicators may fail |
| R/2017/171 | BMW: X1 | Front passenger airbag may not deploy correctly |
| R/2017/175 | Scania Truck: P, G, R & S | Steering column may not have been secured |
| R/2017/176 | Citroen: C4 Cactus | Bumper trim bonding may not be to specification |
| R/2017/177 | Mercedes-Benz: A-Class, B-Class, E-Class CLA & GLA | Airbag may not deploy correctly |
| R/2017/179 | Mercedes-Benz: A-Class, B-Class, CLA & GLA | Vacuum line brake booster may break |
| R/2017/184 | Peugeot: Traveller & Expert 4 | Air conditioning compressor support mountings may not be to specification |
| R/2017/185 | Citroen: Spacetourer & Dispatch IV | Air conditioning compressor support mountings may not be to specification |
| R/2017/188 | Volvo Car: XC90 | Rear passenger seat belt pre tensioner may not be to specification |
| RCOMP/2017/004 | Segway Inc. Off Board Charger for Personal Transporter | Charger may be incorrectly wired |
| RCOMP/2017/005 | Sargent Electrical Services Ltd: EC155 | Printed circuit board may overheat |
| RCOMP/2017/008 | Belron: Autoglass Windscreen | Windscreen may not be correctly fitted |
| RM/2017/014 | Ducati: Multistrada 1200 Enduro | Suspension may fail |
| RM/2017/016 | Betamotor: ALP 4.0 / M4 | Front suspension forks may crack |
| RM/2017/018 | Moto Guzzi: V7 & V9 | Fretting between ABS and secondary brake may cause loss of braking system |
| RSPV/2017/006 | Auto-Trail: Vline (610, 635, 636), Imala (620, 720, 715, 625, 730, 615 & 734), Tribute (T-615, T-620, T-720, T-715, T-736 & T-726), Tribute (680, 699 & 670) | Printed circuit board may overheat |
| RSPV/ 2017/ 007 | CAN-AM: RT Spyder Roadster | Headlights may produce excessive glare |



From: Mike Wilson
Chief Highways Engineer
Safety, Engineering & Standards
2/01K Temple Quay House
2 The Square, Temple Quay
Bristol, BS1 6HA

Phone: 0300 470 4288

14th July 2017

Dear Operational Partner,

EMERGENCY AREAS

I'm writing to you to inform you of progress we have made in our review of Emergency Areas, and some changes we are trialling as a result.

As part of our commitment to continuous improvement we have reviewed the conspicuity of Emergency Areas on our smart motorways. Over the summer we are running a trial programme on the M3 to improve visibility of Emergency Areas and the signs used to advise drivers of their presence on our motorways.

One of the ways we are doing this is introducing high-visibility orange surfacing to further enhance their visibility. We will also be introducing additional notification signs to better inform drivers of Emergency Areas, and adding a stop line so customers can position their vehicles for easier recovery. This work has been fully informed by customer feedback and engagement with our partners and stakeholders.

The first of these new look Emergency Areas will be operational on the North and Southbound carriageways at Junction 4 of the M3, near Camberley.

In order to support our work we would be grateful if you would share this information with your members and customers to ensure they are fully informed about the positive changes we are making.

If you have any questions about the alterations we are making then please don't hesitate to contact me.

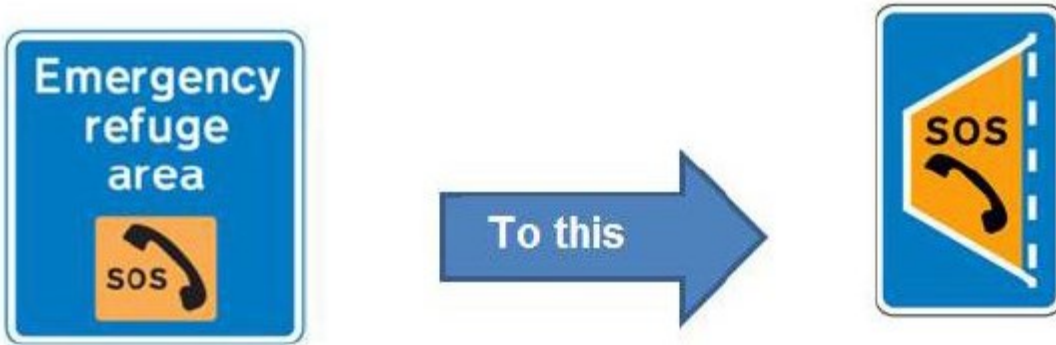
Yours sincerely,

A handwritten signature in black ink that reads "Mike Wilson".

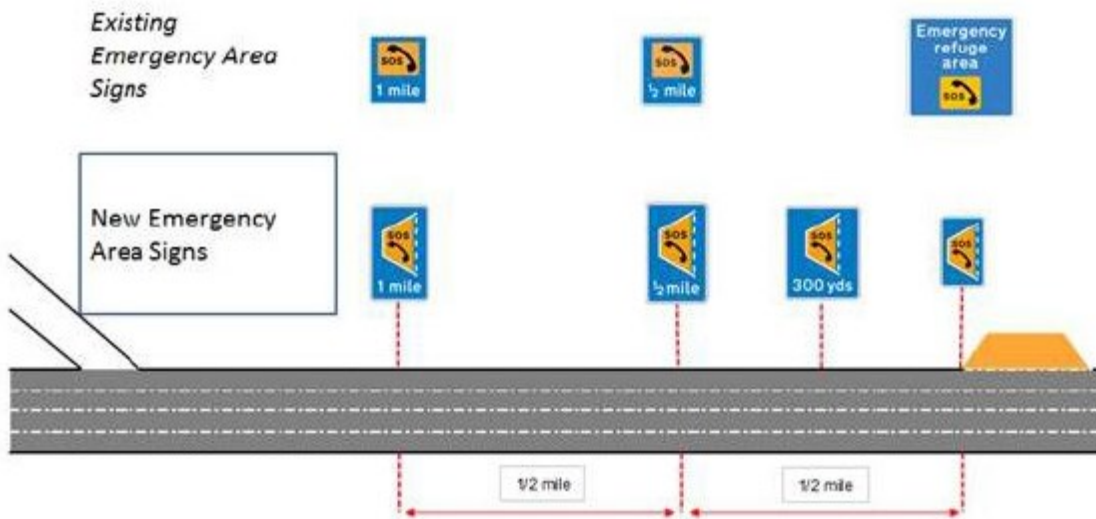
Mike Wilson
Chief Highway Engineer

What's changing?

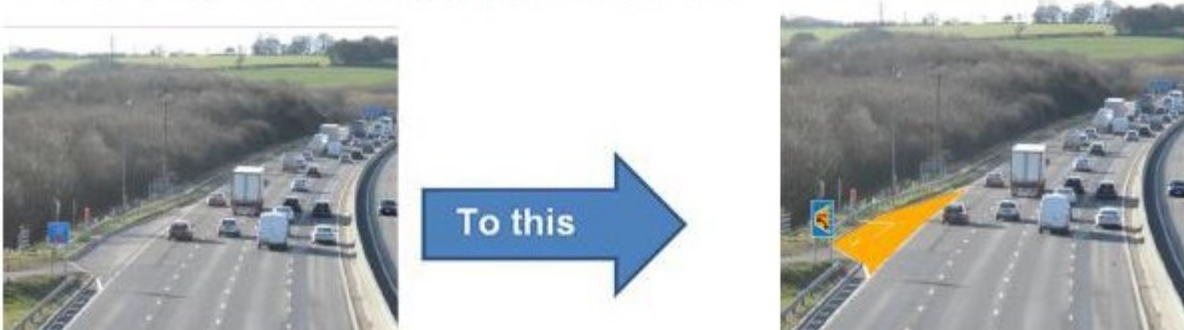
In our trial, we are changing the sign signifying an entrance to our Emergency Areas from this:



So the indicative layout of our trial Emergency Areas is as follows:



This will change the look of Emergency Areas from this:



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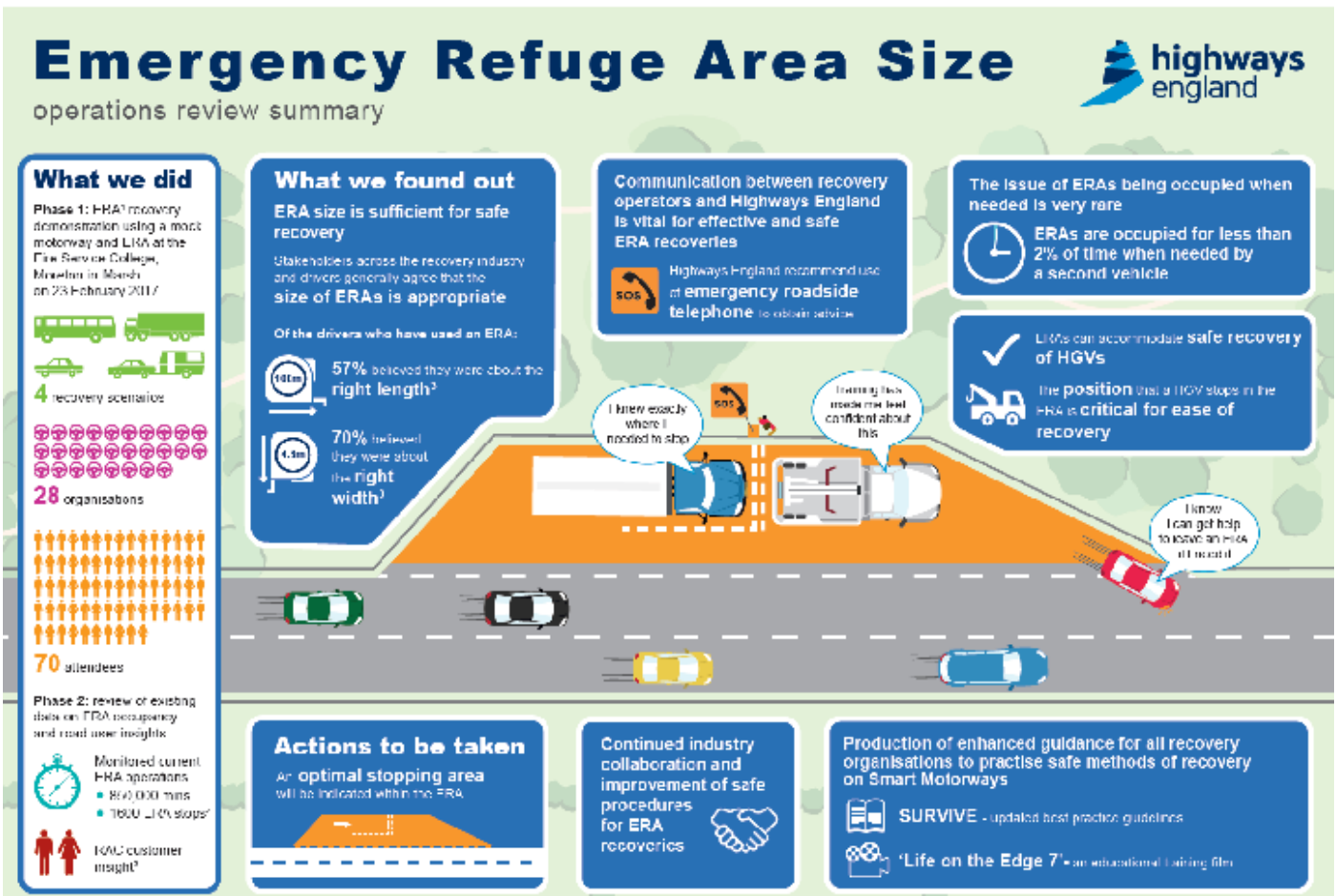
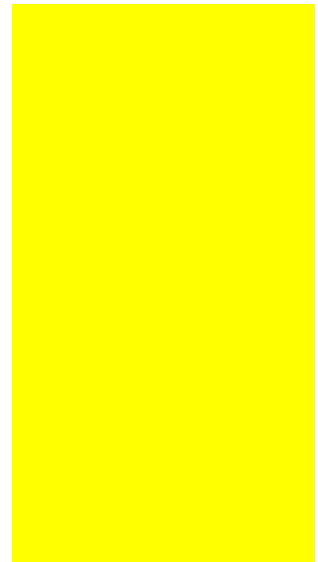


Association of Vehicle Recovery Operators

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Edinburgh Truck Show

5–6 August 2017. If you are interested or want to go through the PRDC please ring or email with the name of the company and registration of the vehicle you want to take. Email addresses are stan@gallears.com 07747 663431, or margaretgallears@btinternet.com 07786 500343.



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