



AVRO News

Association of Vehicle Recovery Operators

Issue 49

October 2017

Slow down move over

Please pin this to your notice board to make customers aware.

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BROKEN DOWN ? VULNERABLE ?



The services coming to help are
vulnerable as well!

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the side of the road

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Petition to create a law for road side safety when recovering vehicles

So, we've had some great news. The government have now accepted our slow down move over Petition. Let's get them 100,000 signatures. Together we can smash this and get a safer environment for everyone working on the roads, whether it be recovery, roadworks or any job that involves you being on the roadside. We need as many people to sign this as possible so please share/spread the word to family, friends and loved ones. Thanks in advance for your help. The

petition is live and active now, just go to <https://petition.parliament.uk/petitions/202302>. Together we CAN do this!

At 10,000 signatures, government will respond to this petition.

At 100,000 signatures, this petition will be considered for debate in Parliament

Taken from a facebook post by Matt Westie

Welcome to our new members in Region 1:

Ewan Macrae West End Garage Ltd, Portree, Skye

Recovery 24-7, Port Askaig, Islay



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Celebrates 40 years service**

The Professional Recovery Sector at the Emergency Services Show

Judging by the questions at the end of the presentation, the audience at the Emergency Services Show seminar quickly grasped how the recovery industry could support the blue-light services.

Jon Beech and I had accepted an invitation to present a seminar about the changes to the recovery sector over recent years and to speak about the type of work professional operators are capable of doing.

We explained that the recovery sector has come a long way and had worked hard to shake off its previous negative image. This improvement had been achieved by coming together, enhancing the training, inspection and regulation, and by improving the overall professionalism of the industry.

Over the course of the twenty-minute seminar we set out examples of the extreme conditions in which heavy recovery had already helped rescue trapped drivers and recover vehicles in 'impossible' situations.

Using the example of the Heavy Rescue Partnership, we presented on Flood and Support logistics, Roadside & Entrapment, and Specialist Engineering Support. We discussed the type of work and the capabilities under each of the categories.

Jon talked in detail about the challenges and response at Nechells in Birmingham where a number of people sadly were killed by a collapsed wall and a large amount of metal. He covered how the professional heavy recovery sector worked to support multi-agency statutory services and was able to bring both specialist knowledge and equipment to bear to enable the emergency services to access the victims.

One of the questions in the final Q & A was about helping to move bariatric patients. A good question as it enabled us to highlight how the professional recovery specialist can solve problems that may at first sight seem nothing to do with our industry, but where we can add huge value to the emergency services.

The professional recovery sector has so much to offer and events like the Emergency Services Show are ideal occasions to showcase our specialisms. We should take every opportunity to shout about an industry that has worked very hard to bring in important improvements.

Robert Ffello FCILT
Chair, Heavy Rescue Partnership Charity

Jon Beech
Director Heavy Rescue Operations Ltd



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All employers have automatic enrolment duties - don't ignore it. It's the law

The estimates demonstrate how automatic enrolment has and will continue to reverse the decline in workplace saving. In 2012, 55% of staff were saving into a workplace pension and by 2016 that figure had increased to 78%.

In addition, a recent Mori poll commissioned by DWP also showed 83% of staff are pleased they are saving into a workplace pension and a similar number welcome an increase in contributions.

Start-up businesses

From October 2017, anyone thinking of taking on staff for the first time should start planning for their automatic enrolment responsibilities. As soon as they take on staff they will have workplace pensions duties. Planning for automatic enrolment should be carried out alongside all the other tasks associated with running a business – for example setting up PAYE.

If an employer has eligible staff to put into a pension scheme, they will need to identify a provider and they should leave plenty of time to do this. They should also ensure their chosen payroll solution is compatible with their scheme so that staff receive the pensions they are entitled to on time.

Within five months of taking on staff, employers must complete a declaration of compliance to tell TPR what they have done to meet their duties.

Employers and their advisers should be aware that meeting their duties late or failing to set up a scheme as soon as they employ eligible staff, will not save them money. This is because contributions will need to be backdated to the date they first employed staff.

On-going duties

Automatic enrolment is not a one off-task – employers also have on-going duties. This means they must continue to assess staff and keep records.

Every three years, employers must automatically enrol staff who initially opted out back into a workplace pension. They must then complete a redeclaration of compliance within five months of the anniversary of their staging date. Between now and the end of the year, 12,000 employers are due to complete their re-declaration of compliance.

Research shows that 96% of employers surveyed said they were confident they are successfully meeting their on-going duties. They also said that automatic enrolment was easier than they expected.

Increases in contributions

By law, on 6 April 2018, all employers are required to increase their contributions into their staff's automatic enrolment pension to at least of 2%. Staff contributions will also increase so that their contributions make up the shortfall needed to bring the total minimum contribution up to 5%.

Contribution levels will rise again on 6 April 2019, with employers paying a minimum of 3% towards the pension, and the total minimum contribution reaching 8% - with staff making up the 5% difference.

The table below shows the minimum contributions employers who set up a defined contribution scheme for automatic enrolment must pay, and the date when they must increase. This is calculated based on earnings between £5,824 to £43,000 per year (£486 to £3,583 per month, or £112 to £827 per week), and including certain elements of pay.



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Date effective	Employer minimum contribution	Staff contribution	Total minimum contribution
Until 5 April 2018	1%	1%	2%
6 April 2018 to 5 April 2019	2%	3%	5%
6 April 2019 onwards	3%	5%	8%

Compliance and enforcement

While compliance with the law remains high, there are a small minority of employers who fail to meet their duties. TPR will take action to ensure staff receive the pensions they are entitled to.

Our quarterly compliance and enforcement bulletin shows where we have used our powers, and the rolling list of employers who have paid an escalating penalty notice but remain non-compliant. The list features both small and multinational companies, with county court judgments secured by TPR for fines up to £52,500. TPR will consider taking additional enforcement action against employers who remain non-compliant, including prosecution in appropriate cases in accordance with TPR’s published prosecution policy.

For information and guidance on what employers need to do to meet their duties, and by when, visit www.tpr.gov.uk/employers.



By Darren Ryder, Director of Automatic Enrolment, The Pensions Regulator

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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

Highways England's latest advice for recovery operators on smart motorways

Dear vehicle recovery industry partner,

Earlier in September 2017, at the Tow Show, we were able to present our updated guidance for recovering vehicles from a smart motorway at our Highways England stand and in an address to representatives of your industry.

After receiving your feedback at the event I am now happy to share all the material with you through our new web-page which can be found here:

<http://roads.highways.gov.uk/advice-for-recovery-operators-on-highways-englands-smart-motorway-network/>

The film and material we have produced intended to guide you in safer recovery practices, is a direct result of our learning from over 20 years of operating controlled and smart motorways, together with collaborative work we have done together, such as a recent joint exercise at the Fire Service training college in Gloucestershire.

Perhaps the most important piece of this advice that we gave at the Tow Show and one which we emphasise in every encounter with you and your colleagues is the message that vehicle recovery operators are never expected to work in a live lane on the motorway.

We think it is vital to communicate as widely as possible with your colleagues to ensure that recovery from our network can be made as safe as possible. Highways England will support you by setting signs and signals to improve your safety and allocating traffic officers or calling on police resource if required to ensure that you should never have to attempt to recover a vehicle which has broken down or had an accident in a live lane.

Further the film and guidance outlines ways to maximise safety during recovery when a vehicle is in an Emergency or SOS Area adjacent to the motorway, particularly when re-entering the carriageway from an emergency area, by encouraging you to get in touch with our Regional Control Centre via the emergency phones in situ or by calling 0300 123 5000.

The guidance has been reviewed by leading industry representatives and we are confident that the advice it contains does not place any extra burden on yourselves as recovery professionals and instead provides you with better information to carry out your duties more safely on our network.

Once shared with your colleagues, I would welcome your feedback on both the film and printed guidance.

If you have any further requirements then I would advise you to get in touch either with myself or our Contact Centre on 0300 123 5000 or TOSprocedures@highwaysengland.co.uk

Yours faithfully,

Andrew Eade
Team Leader, Incident Management Requirements Team
Safety, Engineering and Standards
Highways England
Web: <http://www.highways.gov.uk>



Important news for fleets available for free in new online e-book

Managing a fleet can leave you little time to read important news. That's why fleet managers look forward to Fleet Matters: the regular, free online e-book containing timely advice on key issues that could affect your business.

The Fleet Matters series of e-books from The Fuelcard People sifts through the constant torrent of news to find the most important topics for fleets. It then summarises the key issues, providing clear advice on any necessary action that should be taken.

The latest edition of Fleet Matters covers specific recent news concerning the need to get moving with sustainability now to save later, ways to improve the efficiency of your fleet operations, a summary of the recent key trends for fleets, a plan for growing your fleet post-Brexit, and how to keep your drivers safe.

Fleet Matters gives invaluable guidance for every size and type of fleet, including owner-drivers 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. Every edition covers five important and current topics individually. Each section concludes with a clear, concise 'Action Point' showing how fleet managers should address the issue.

Steve Clark, group marketing manager, said, "Our long experience in helping with vehicle

management allows us quickly to identify the news that will most affect commercial road users. 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."

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 carries no advertising or promotional content, 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.



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Operating theatre blankets hit the road

A manufacturer of lifesaving blankets used by the NHS and emergency services is making inroads into the vehicle recovery sector.

Orvecare has developed the Orve+wrap thermal blanket in response to a gap in the market for a method of raising a patient's core temperature without needing a secondary heat source.

Within the NHS, it is being used in the country's biggest orthopaedic hospital, the Royal National, to warm patients before surgery.



That cosy feeling: Leanne Lyons tests an Orve+wrap thermal blanket with Nick Curtin, left, and Tony Codd

As an advanced healthcare product, Orve+wrap is a 6-layer laminate that raises and maintains core temperature to give patients better chances of recovery. It has been through 15 stages of development.

Orvecare started out in Hull 4 years ago and is part of Orvec International, which has 41 staff in the Humber city.

The blanket is one of the firm's in-house research and development team's range of products for patient care and comfort, mainly for the UK market and also exported to Finland and Norway.

Orve+wrap is proving ideal for life-threatening situations, such as road accidents, and is being supplied to Gallows Road Recovery, of Barnetby, North

Lincolnshire's oldest established car and lorry rescue service.

Tony Codd, business development executive, said: "The blankets are very versatile. Now we have our first motor vehicle recovery client we hope that others will also want to improve the services they offer stranded motorists or at accident scenes."

Nick Curtin, managing director of Gallows Road Recovery, said: "We work with most leading motoring organisations and when we saw Orve+wrap in use by the emergency services we realised it would also be an excellent product for us.

"People are advised to stand away from their vehicle until the recovery team arrives and can very often get wet and cold during this time.

"Our staff can now offer warmth and protection from inclement weather whilst we safely recover their vehicle."

UK customers include St John Ambulance, London Ambulance Service, Kent Search and Rescue, Bolton Mountain Rescue and veterinary wholesalers as well as the NHS.

Orvecare managing director Kevin Stamp added: "There are many situations where keeping someone warm can be a matter of life or death.

"Fortunately, an East Riding scout group coming down Snowdon this summer had an Orve+wrap blanket with them, which proved invaluable in an emergency for a woman who was in a hypothermic state with an open knee fracture after falling.

"Her foil blanket was doing no good, but the Orve+wrap blanket warmed her up until rescuers came."





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This is how the small/family vehicle recovery operator sees themselves

A study conducted over time by Recovery Industry Engineering Standards

The government describes small businesses as the employment engines of the country.

There is therefore absolutely no doubt that the small family business is the backbone of the vehicle recovery industry and has to be preserved

Customers of all types, national, major, medium, minor and private, ALL depend on it.

According to the UK's Companies Act 2006, a small company is defined as one that does not have a turnover of more than £6.5 million, a balance sheet total of more than £3.26 million and does not employ more than 50 staff members.

This description will encompass more than **95%** of all UK and ROI vehicle recovery operators with the largest number of these employing less than 10 staff members and many with less than 5.

1. **Small is beautiful:** Being smaller in scale had distinct advantages particularly as it is considerably less reliant on bureaucracy.
2. **Flexibility:** Small businesses have less bureaucracy. This enables them to respond to requests more quickly than big companies that have to jump through the procedures and processes they have made for themselves. Small businesses can manoeuvre where big businesses lack the flexibility to respond quickly due to command chains and management structures. Vehicle recovery is constantly changing and companies have to respond rapidly. This is achieved easier in a small, well controlled company.
3. **Personal:** Small businesses can be personal in ways that big ones cannot. This allows for far better relationships between the company and its customers. Large companies need to spend massive amounts of money attempting to create this

same level of personal engagement and frequently fail to achieve it.

4. **Commitment:** When a business is run by a small number of people or just one self-employed individual, there is more commitment to do things right. These levels of commitment can be maintained easier and are not diluted by staff numbers, and/or altered by an indifferent mind set.
5. **Independence:** Less bureaucracy means more independence. Small business people embrace independence and the increased levels of control and customer satisfaction it brings.
6. **Best for service:** It's impossible to satisfy everyone all of the time. Super companies try to please the majority, but do they achieve the customer satisfaction levels they would like? Small business however, can concentrate on their customers and provide them with exactly what they need
A high quality of service, available at all times and at a reasonable cost.
7. **Local contributions:** Small businesses typically circulate more of their revenue back into their local community. This makes the local economy more resilient, and assists with the overall economy of the country.
8. **Diversity:** Small businesses outnumber large ones on a massive scale. This promotes more competition, resulting in better working practices and more innovation.
9. **Easier start up:** Lower start-up costs, potential for part time working, greater efficiency. Using local talent.
10. **Direct approach:** People running small family businesses are much more involved with their customer and his needs. This enables them to provide the levels of service required.
11. **Sustainability:** The smaller business does not have the same environmental impact. They



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This is how the small/family vehicle recovery operator sees themselves cont'd

service their local area first, reducing driving and vehicle use. They are exceptionally aware of their costs on a day to day basis and are much less likely to have wasteful practices. They provide “on call” services which may be run from home, again reducing wasteful practices.

12. Staff: The one that poses the majority of problems for companies, the reasons for which are widely known.

The small family business is just that. Father / son / cousins / friends, with in depth knowledge of the business and its goals. Prepared to go that “extra mile” to provide that bit more for the customer.

Staff recruitment is generally easier as “word of mouth” is an accepted practice.

Staff retention follows on from a good working relationship with others and helps with customer satisfaction

Staff development then follows with increased levels of competency from practical experience, information and instruction.

All leading to a small business, staffed by committed, well qualified, happy individuals.

Unlike some larger organisations!!

Conclusion: So to ensure continued success, small business owners should use these advantages to the full. When expansion is possible, a thorough grounding as described will ensure that the

importance of the company/customer relationship is maintained.

Future: If you have concerns or suggestions which may lead to benefits not only for your own organisation but may impact on the industry in general, feel free to contact your RIES assessor and he will report it, anonymously if required, to the necessary association or forum. The more issues which are raised and discussed, the better it will be.

Your voice is important to the wellbeing of the recovery industry

Do not be afraid to use it.

RIES are available for assistance and advice.

www.riesuk.com



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Training from Backhouse Jones

Backhouse Jones are giving AVRO members a **10% discount** on their HR and employment training (see below). Just say you are an AVRO member when you book.

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FoVRA call for action to protect hard-shoulder recoveries

FoVRA, as the largest representative body of recovery operators, is very concerned that the situation is both out of control and putting lives unreasonably at risk. We will be recommending that operators stop responding to calls to recover vehicles on major roads until the Work Providers or the Highways England provides suitable protection for the recovery personnel.

We have recently seen the deaths of three of our recovery colleagues killed whilst attending roadside/hard-shoulder recoveries. The impact on their families is greater than words can express and everyone in the recovery industry will feel their loss.

There have in the past been calls for the protection of recovery vehicles working on the hard-shoulders of major roads but although there is much talk nothing ever happens.

There is a need for protection of the recovery scene such as happens on the European mainland where an extra vehicle protects the adjoining lane to indicate the need for traffic to move across and to protect the immediate vicinity of the recovery.

In the UK Work Providers and Highways England talk about Health and Safety, nevertheless, they are happy to pay the absolute minimum to have a casualty vehicle removed from the road network but not take steps to safeguard the recovery scene and help to ensure the Health and Safety of the working technician. The recovery operator safeguards the immediate environment but the wider road usage in the area is outside their control.

Recovery Contracts are for the collection of vehicles from the road network and there is no payment, provision or authorisation for any wider ranging protective measures that would safeguard personnel against a high-speed collision from another vehicle over which they have absolutely no control.

If Work Providers or Government Agencies want to continue this service they must provide appropriate protection to recovery personnel and FoVRA feels that it is quite reasonable to continue to refuse to attend until reasonable safeguards are in place to protect the lives of those attending any recovery on a major road.

FoVRA Committee

Registered No 09137760



Key messages from The Pensions Regulator

Are you sure you've completed all your automatic enrolment duties? Don't risk a fine - as an employer, it's your responsibility to ensure your Declaration of Compliance is submitted.

There are two dates you need to be aware of - your staging date (the date your duties start) and your Declaration of Compliance deadline (the date by which you need to tell The Pensions Regulator what you've done to comply with the law).

Some employers who declared their compliance late have told TPR that they thought this task was being done by someone else. If someone else is completing these duties on your behalf, it remains your responsibility as an employer to ensure your Declaration of Compliance is submitted on time.

You risk a fine if you don't complete and submit this on time. TPR has a declaration of compliance checklist to help you.

Have you recently employed your first member of staff? Don't forget you have automatic enrolment duties.

If you have recently employed someone for the first time, then you may have already received a letter from TPR about automatic enrolment. Don't ignore it - you have legal duties to meet.

TPR has online information that will help you - take 5 minutes to complete TPR's duties checker to find out what tasks you need to complete and by when.

Are you thinking about starting a new business and taking on a member of staff? Don't forget you have automatic enrolment duties.

If you are starting a new business and taking on a member of staff then as well as setting up a PAYE scheme and deciding what to pay, you'll need to assess them to see if you need to put them into a workplace pension scheme. This is called automatic enrolment and is a legal duty.

Don't stick your head in the sand - you risk a fine. You should start preparing early to work out what you'll need to do. TPR has produced a short video in their 'James Explains' series to help you.

Automatic enrolment is an ongoing process - it does not end on your staging date.

If you've already automatically enrolled your staff, don't forget that you'll have continuing duties - TPR carries out spot checks around the country, so make sure you know what you need to do and are up to date with your ongoing duties.

TPR has information and guidance to help you understand your ongoing duties.



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Vehicle Safety Recalls—September 2017

DVSA Reference number	Make and model	Issue
R/2017/144	Mitsubishi: iMiEV	Vehicle may roll backwards
R/2017/147	Mercedes-Benz: S-Class, C-Class, GLC, E-Class Coupe	Left front seat belt pre-tensioner may not meet specification meaning the seatbelt lock function may not work
R/2017/155	Mercedes-Benz Truck: Unimog	Battery line has not been routed correctly, which could produce a short circuit, resulting in engine failure or fire
R/2017/169	Vauxhall: Adam	Sunroof glass may detach
R/2017/211	Mercedes-Benz Truck: Actros, Arocs	Offside front spring(s) retaining bolts may not be tightened to specification
R/2017/213	Mercedes-Benz Truck: Actros, Antos, Arocs	Steering shaft may not be to specification
R/2017/214	Mercedes-Benz: E-Class & S-Class with AMG Engines	Oil leak from turbocharger feed pipe
R/2017/219	Mercedes-Benz Truck: Actros, Antos, Econic	Steering shaft may not be to specification
R/2017/221	Mitsubishi: Fuso Canter	Fuel may leak
R/2017/233	Mercedes-Benz: S-Class	Some occupant safety systems, such as automatically unlocking doors, may malfunction in the event of a collision
R/2017/234	Toyota: Hilux	Wrong driver airbag inflator is fitted
R/2017/244	BMW: Various high-end models	Front seat fixing mechanism may be insecure
R/2017/245	Mercedes-Benz: Smart ForTwo, Smart ForFour	Front seat fixing mechanism may be insecure
R/2017/254	SsangYong: Rodius, Turismo	Front lower ball joint may fail, which could affect steering and cause wheel failure
R/2017/262	Citroen: Spacetourer, Dispatch IV	Starter motor supply wiring harness may become damaged
RCOMP/2017/009	Renthal: Clip-on Handlebars	Handlebars may become loose/insecure
RM/2017/026	Honda: CRF450R	Gearbox may fail
RM/2017/027	Lexmoto: Hawk, Falcon	Brakes may fail
RSPV/2017/011	Polaris: Scrambler 1000	Throttle may stick
RSPV/2017/012	Kawasaki: KVF300CC, KVF300CD, KVF300CF, KVF300CG, KVF300CH	Fuel may leak from fuel tap when operated
RSPV/2017/013	Kawasaki: KVF300CF, KVF300CG, KVF300CH	Carburettor float may stick causing a fuel leak



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