



# AVRO News

*Association of Vehicle Recovery Operators*

**Issue 48**

**September 2017**

## **Recovery industry survey from FoVRA is now live - PLEASE TAKE PART**

The new industry survey has just been released by FoVRA. The results from this are hoping to be announced at the forthcoming Tow Show at Telford International Centre. It is important for all operators' to take part as this information will be vital to FoVRA's attempts to improve things for the industry.

### **Inside this issue:**

Recovery industry survey	1
Specialised Heavy Vehicles: Exemptions from Annual Testing	2
Tough new "real world" emissions test to be introduced	3
Christmas party	4
The Fuelcard People	5
Lily Communications	5
Owner of recovery firm suspended over mobile phone offences	6
IGA advice re "maybe fit" notes	7
Delay to M60/M62 smart motorway project	8
Towing and recovery of vehicles with electro-hydraulically steered tag axle	9
RIES	9
Free seminar	10
Severn tolls to be cut	11
Better co-ordination to stop illegal waste carriers	12
Working with operators to improve compliance	13
Drivers' hours: changes to fines for commercial drivers	13
GDPR Data Protection	14
Vehicle Safety Recall	15
New Member Benefit	16

The Survey can be found at:

Direct google link

<https://goo.gl/forms/hfARVv393bWyXNyZ2>

Twitter

[https://twitter.com/4\\_The\\_Operator/status/909179240783982592](https://twitter.com/4_The_Operator/status/909179240783982592)

FB

<https://www.facebook.com/Federation-of-Vehicle-Recovery-Associations-1637014299691542/>

Video on our own YouTube channel

<https://www.youtube.com/watch?v=TzP7Lk1diYw>



## Specialised Heavy Vehicles: Exemptions From Annual Testing Government Response to Consultation—September 2017

The following has been taken from page 10 of the Consultation.

### Breakdown vehicles

39. Breakdown vehicles are motor vehicles with permanently mounted apparatus designed for raising one disabled vehicle partly from the ground and drawing that vehicle when so raised; and, which are not equipped to carry any load other than articles required in connection with that apparatus or for repairing disabled vehicles. This is the most abundant of all the vehicle categories considered in this consultation.

40. There was particularly strong support for the annual roadworthiness testing of these vehicles, as breakdown vehicles are generally based on a normal HGV chassis and are in regular use on the road. However, one trade association thought that modifications that enable these vehicles to fulfil their roles could pose difficulties for testing in ATFs, and some respondents suggested that breakdown vehicles operating under the special types legislation should remain exempt. Our decision to retain the exemption for s44 (special type) vehicles will mean that those larger breakdown vehicles operating under this regime continue to be exempt from testing. Operators of unusual or modified designs need to ensure that they choose a suitable ATF that is able to accommodate their particular vehicle.

41. The exemption from testing will be removed for breakdown vehicles that are based on an HGV chassis. This will also address the current discrepancy between breakdown vehicles and 'light' breakdown vehicles and recovery vehicles, which currently need to be tested.

The changes will be implemented through amendments to the Goods Vehicles (Plating and Testing) Regulations 1988. The legal changes will take effect from 20 May 2018.

To view the full consultation document please go to:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/644428/specialised-heavy-vehicles-exemptions-from-annual-testing-government-response-to-consultation.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/644428/specialised-heavy-vehicles-exemptions-from-annual-testing-government-response-to-consultation.pdf)

---

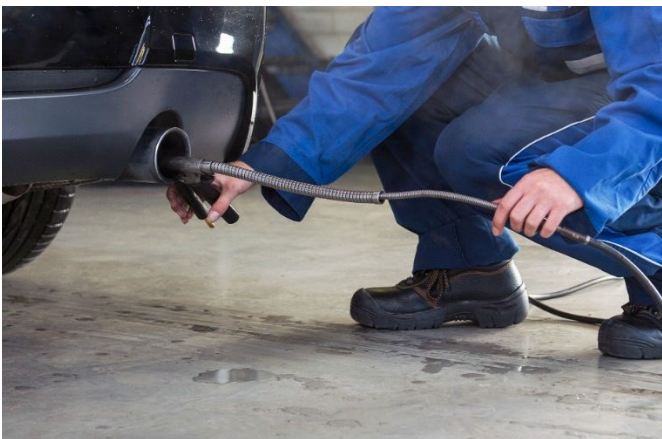


**Association of Vehicle Recovery Operators  
Celebrates 40 years service**

## Tough new “real world” emissions test to be introduced

*Strict standards come into force in the biggest overhaul of emissions rules in generations.*

New models of diesel and petrol cars will have to pass a strict new emissions test before they are allowed on Britain’s roads from this month.



Under the old test, vehicles were tested in the lab on a rolling road but now they will have a 90-minute real world driving test.

The limits are being introduced under European-wide reforms that the British government has led the way in calling for.

Transport minister, Paul Maynard said: “We are taking strong action to clean up our air and these tough new emissions standards will reduce dangerous pollutants.

“This will ensure all vehicles meet rigorous standards when driven on our roads - and we are going even further tightening requirements again in 2020.”

### Slash emissions

The government’s diesel testing programme last year found that today’s Euro 6 diesel cars were emitting

six times more nitrogen dioxide in the real world than in the lab.

Under the reforms, now they will have to slash those emissions by two thirds.

The new test is also designed to stop car manufacturers cheating on the emissions test.

During the 90-minute test vehicles will have emissions testing equipment attached to the exhaust pipe, and they must pass before they are approved to go on sale in Britain.

The Department for Transport (DfT) has also recently set up a market surveillance unit, which tests a random sample of vehicles already on the road to make sure they meet emissions standards.

### DPF detection

GW understands that the department is continuing to work on new methods of DPF (Diesel Particulate Filter) detection for use during the MOT.

In a statement obtained by GW, a DfT spokesperson said: “Alternative methods of detecting the presence of particulate filters are under development and we are examining their suitability for use in an MOT.

“Further research is required to ensure potential methods accurately determine a pass or fail.”

*Article courtesy of Garage Wire  
www.garagewire.co.uk*



**Association of Vehicle Recovery Operators  
Celebrates 40 years service**

## 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.

Contacts are:  
 EILIS 0872503722, eilis@kfg.ie  
 DEREK 0868515159  
 SARA 0044 1788 572850  
 EAMON 0877711551



### *Accommodation Rates:*

#### *Friday 24<sup>th</sup>, Saturday 25<sup>th</sup> & Sunday 26<sup>th</sup> November:*

*Single B & B: €270 per person*

*Double / Twin B & B: €340 per room*

#### *Friday 24<sup>th</sup> & Saturday 25<sup>th</sup> November:*

*Single B & B: €190 per person*

*Double / Twin B & B: €240 per room*

#### *Saturday 25<sup>th</sup> 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*



**Association of Vehicle Recovery Operators  
 Celebrates 40 years service**



as one of our members,  
find out more about cutting fuel costs

# CUT

## diesel and petrol costs with our fuel card partner

**0844 808 2097**

[www.discountfuelcards.co.uk/avro](http://www.discountfuelcards.co.uk/avro)

Having the right fuel card means no more security fears. It means huge savings in refuelling administration and management. Above all else, it means real savings on your refuelling costs.

Forget the price on the pump. Save on diesel and petrol costs every time you refuel. You just need the right fuel card, from The Fuelcard People.

Save up to 5p on pump prices, whichever of our commercial rate fuel cards you choose. Save up to 10p per litre on the motorways. Save nationwide. Forget about transaction charges, network fees and surcharges. Save every time, because the low fixed price is all you pay.

**Plus you can cut your admin time and security concerns too.**



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](mailto:anthonyh@lilycomms.co.uk)

**01274 214614**

## Owner of recovery firm suspended over mobile phone offences

A driver has been suspended from professional driving by a Deputy Traffic Commissioner after he was caught using his mobile phone on two separate occasions - one just days after new penalties had been introduced for the offence.



Martin Burnell, 46, of Tyzack Road, High Wycombe, had his professional LGV driving licence suspended for 12 weeks, following a conduct hearing before Marica Davis, the Deputy Traffic Commissioner for the East of England.

The industry regulator warned Burnell that the pattern of offending could not continue.

Giving evidence to the Deputy Commissioner, Burnell said he could offer no real explanation for the offending and added he no longer answered the phone whilst driving, having learnt his lesson.

He explained that for the second offence, on March 2, 2017, he had a Bluetooth kit but was temporarily using a phone which did not pair with the Bluetooth device.

He answered the phone just to tell the caller he would return the call. Burnell said that as a business owner, it was obviously his livelihood and he needed the phone for his job.

However, the Deputy Commissioner strongly challenged his justification. "It's not obvious to me at all," she said. "Your livelihood depends on having a licence. Even if it was an emergency you couldn't deal with it whilst behind the wheel of a vehicle.

"What you should have done was pull over, when it was safe to do so, turn the ignition off and then say 'I missed the call, how can I help you?'"

Taking into account the absence of any other adverse driving history and the lack of further offences, Davis concluded that the minimum period of suspension for two mobile phone offences in a commercial vehicle - 12 weeks - should be applied.

His LGV licence was suspended with immediate effect on the day of the hearing (July 3, 2017) at the Office of the Traffic Commissioner in Cambridge.

The Senior Traffic Commissioner for Great Britain has issued statutory guidance and directions on vocational driver conduct.

The document explains the standards which professional drivers are expected to meet, as well as the starting points that commissioners use when considering whether to take against a driver's vocational licence.

A leaflet offering further advice to professional drivers and their employers is also available from Department for Transport's Think campaign.

*Article courtesy of Commercial Fleet  
www.commercialfleet.org*

# Commercial Fleet

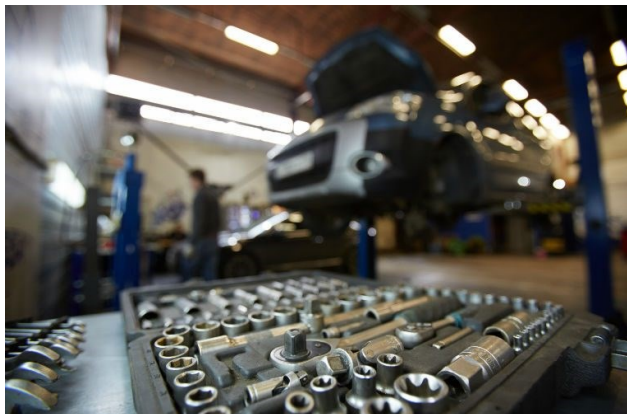


**Association of Vehicle Recovery Operators  
Celebrates 40 years service**

## IGA advice: where you stand when an employee provides a “maybe fit” note

*Everything you need to know about sick notes - now referred to as fit notes*

The Independent Garage Association (IGA) has published advice it gave to a member whose employee provided a “maybe fit” note.



### IGA member asks ...

*“We have an employee who has provided us with a fit note saying that she maybe fit for work subject to adjustments.*

*“The adjustments being varying the hours of her working day.*

*“We are not sure we can accommodate this, so what does it mean?”*

*“Does the company have to agree to these adjustments and, if not, what can we do?”*

### IGA responds ...

Where a “maybe fit” note is provided by an employee, inevitably it will follow with some form of suggested amendments by the GP.

It is not a legal requirement to comply with the GP’s suggestions, however, it would still be prudent to meet with the employee to discuss the adjustments and whether they can be facilitated or not.

Where they can be facilitated, then the employee would return to work and have those adjustments put in place.

Any such adjustments would only last for the period that the fit note covers.

### Fit notes explained

*Previously a sick note simply stated whether a doctor believed that a person should or should not be in work.*

*However changes in 2010 and further updates in 2012 now mean that the new medical statement either indicates that a person is not fit for work, or that they might be fit for work under certain circumstances.*

*The doctor is also able to suggest changes that would assist a return to work.*

*There is no requirement for the GP to write anything apart from that the person is not fit for work and how long the person is “signed off” for, and in most cases the patient and employer will see no change in the information that the medical statement gives.*

If the employee is signed as maybe fit for one month, then the adjustments would only be needed for a month.

At the end of that period, arguably the employee should then be fully fit to return to their normal duties, unless they go back to their GP and receive a further “maybe fit” note.

The note itself would specify whether or not the employee needs to be reassessed by the GP, but in most cases the answer is no.

On the other hand, where the company cannot put in place the suggested adjustments, provided these are for objective reasons then legally the employee would remain on full time sickness absence until they are fully fit to return to their role.

Unless there is a contractual sick pay policy in place, the employee therefore would continue to receive statutory sick pay.

*Article courtesy of Garage Wire  
www.garagewire.co.uk*



## Delay to M60/M62 Smart Motorway project

The smart motorway project on the M60 and M62 around Manchester has been delayed with the original December completion date being pushed back until next summer.



ITV News reports that Highways England has admitted that the M60 project delayed until the summer and the M62 work will not be finished until December, explaining that the project had taken longer than expected “due to its complexity, keeping lanes open for drivers in the day and other issues relocating unexpected utility pipes and extra maintenance work.”

Jon Stokes, senior project manager at Highways England, told the channel, “We will be able to begin a phased opening of the new smart motorway scheme this autumn - benefiting the 180,000 drivers who use the route every day.

“When the smart motorway is complete, drivers will be able to travel in an extra lane on the M62 and variable speed limits will keep traffic moving at a steady speed - tackling the stop/start conditions and tailbacks caused by sudden braking.

“Nearly 600 people are currently working to complete the project and we will open each section along the route as soon as possible.”

**SMART**  
**Highways**  
INCORPORATING TEC

Highways AWARDS Highways Traffex Seeing is believing **TransportNetworkJobs**



**AVRO will be exhibiting on stand B45 in Hall 2 at the forthcoming Tow Show on 27th and 28th September at Telford International Centre**



**Association of Vehicle Recovery Operators Celebrates 40 years service**



## Towing and recovery of vehicles with electro-hydraulically steered tag axle

**Note:** If the battery voltage of the towed vehicle is low, there is a risk that EST will not be able to be adjusted without connecting jump leads.

Switch off the voltage to lock the tag axle in its current position.

If the **yellow** system warning light is on:

- The tag axle is centred automatically when the yellow warning light is on.
- Switch off the voltage to lock the tag axle in the centred position.

If the **red** system warning light is on:

- The tag axle is self-steering or locked in the central position.
- In the case of a serious system fault, the tag axle may need to be centred manually.
  - \* Centre the tag axle manually or tow the vehicle straight ahead until the tag axle is centred. The voltage needs to be on when centring is being performed.
  - \* Switch off the voltage to lock the tag axle in the centred position.



**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**

## Free seminar



Join Backhouse Jones as we host a series of Protect and Prepare seminars in conjunction with government and police specialists.

**27th September**  
Western Traffic Area  
(including South Wales)  
09:00 - 12:30

**10th October**  
West Midlands  
Traffic Area  
09:00 - 12:30

**Cost: FREE**

**How to book:**

To book your place, please contact Chloe West  
chloe.west@backhouses.co.uk

\*pre booking essential.

**11th October**  
North Eastern  
Traffic Area  
09:00 - 12:30

**20th October**  
North Western  
Traffic Area  
09:00 - 12:30



**BACKHOUSE  
JONES**

Tel: +44 (0) 1254 828 300  
www.backhousejones.co.uk



**Association of Vehicle Recovery Operators  
Celebrates 40 years service**

## Severn tolls to be cut as Highways England takes over crossings

Tolls for drivers using the Severn Crossings will be cut from January ahead of the complete abolition of charges at the end of next year.

The move results from the return of the crossings to public ownership on 8 January next year. They will be managed by Highways England and VAT will no longer be charged.



From that date:

- cars will pay £5.60 instead of £6.70
- small buses or vans will pay £11.20 down from £13.40
- lorries and coaches will pay £16.70 instead of £20

The TAG rate for regular travellers will also be cut.

The UK Government said this will be the first time the tolls have decreased since their introduction in 1966. It added that the normal annual inflation increase, which would be due on 1 January, will not be applied.

Alun Cairns, Secretary of State for Wales, said: “For so many years, the tolls on both Severn Crossings have been seen as an economic and symbolic barrier to Wales’ future prosperity.

“our decision to reduce the tolls - before abolishing them altogether - will cut costs for businesses, for commuters and tourists alike - helping boost jobs and trade in Wales and across the South-West.

“This is yet another strong indicator that Wales is open for business and of the UK Government’s commitment to making the right decisions for Wales’ future as part of a strong United Kingdom.”

The Government estimates that abolishing the tolls will boost the economy of South Wales by around £100m a year, while regular motorists could save over £1,400 per year.

The UK Government has also published its response to the consultation on its proposals to reduce the Severn Crossings tolls.

It said that in view of the responses received, it is confirming that it will not press ahead with having the tolls but instead commit to abolishing them entirely at the end of 2018.

**Highways**  
PART OF TRANSPORT NETWORK

SMART Highways AWARDS Traffex Seeingsbelieving TransportNetworkJobs



**Association of Vehicle Recovery Operators  
Celebrates 40 years service**

## Better co-ordination to stop illegal waste carriers

The Environment Agency and DVSA will share intelligence and carry out operations to stop illegal waste carriers and improve road safety.



The Environment Agency and DVSA have agreed on steps to stop illegal waste carriers and improve road safety in England.

Sir James Bevan, Environment Agency Chief Executive, and Gareth Llewellyn, DVSA Chief Executive, signed an agreement on 12th September 2017 in London.

### How being a waste carrier works

Companies must register as a waste carrier (<https://www.gov.uk/waste-carrier-or-broker-registration>) if they:

- transport waste
- buy, sell or dispose of waste

However, some carriers operate illegally without the necessary licence, and don't dispose of waste legally.

Companies who use a waste carrier must check they're registered to dispose of waste (<https://environment.data.gov.uk/public-register/view/search-waste-carriers-brokers>), and not allow the waste carrier to dispose of their waste illegally.

Every year waste crime costs taxpayers and businesses £1 billion. The Environment Agency

spent almost £15 million stopping illegal waste activity between April 2015 and March 2016.

### What the agreement will do

The Environment Agency and DVSA will share intelligence and carry out joint operations in England to:

- stop waste being illegally transported
- target unsafe drivers and vehicles

The agreement will see:

- DVSA staff working within Environment Agency teams, making sure enforcement action is coordinated and effective
- information and intelligence shared between the 2 agencies, increasing the effectiveness of roadside enforcement activity on waste industry vehicles
- enforcement teams provided with up-to-date and relevant intelligence about waste industry operators

This will all help to:

- identify high-risk or illegal goods vehicle operators who are involved in the transport of waste
- reduce the number of seriously and serially non-compliant waste industry vehicles on England's roads

### Report unsafe operators

You can report any information you have about unsafe vehicle operators to DVSA.

### DVSA intelligence team

Email [intelligenceunit@dvsa.gov.uk](mailto:intelligenceunit@dvsa.gov.uk)

Telephone 0300 123 9000

Report vehicle operators or lorry, bus and coach drivers breaking safety rules and laws.

Monday to Friday, 7:30am to 6pm.



**Association of Vehicle Recovery Operators  
Celebrates 40 years service**

## Working with operators to improve compliance

Every day our enforcement staff are out on Britain's roads stopping dangerous and unsafe drivers and vehicles.

Usually this means pulling them over as part of our roadside checks and issuing fixed penalties and prohibitions to dangerous drivers and operators. But, we're always looking at other ways that we can work with the industry to improve compliance.



### Continuous targeted enforcement

We continually monitor operator compliance so we can focus on operators who are serially non-compliant, posing the greatest risk to road safety.

To protect you from these unsafe drivers and vehicles, serially non-compliant operators will be selected for increased targeting by our enforcement staff.

If an operator is selected for increased targeting, we invite them to a meeting with us to discuss the issues we have and make suggestions on what they need to do to increase their compliance.

If they decide to work with us, we'll give them a period of time to improve and our enforcement activities won't be as disruptive.

If an operator chooses not to work with us we'll increase the number of times we target their vehicles - this could mean stopping the operator's vehicles several times a day. This is very disruptive, and costs operators lots of time and money and could mean they miss timed delivery slots. This could also damage the operator's reputation if they're missing delivery slots and their vehicles are turning up late.



Driver & Vehicle Standards Agency

## Drivers' hours: changes to fines for commercial drivers

DVSA traffic examiners are going to be given new powers to issue on-the-spot fines for any drivers hours offences committed in the last 28 days.



Traffic examiners will be able to issue fines for up to 5 drivers' hours offences in a single check.

We'll let you know when this will happen nearer the time.

Also, from 1 November 2017, traffic examiners will issue fines of up to £300 to drivers who spend their full weekly rest break in their vehicle, in places where it causes a problem.



Driver & Vehicle Standards Agency



**Association of Vehicle Recovery Operators  
Celebrates 40 years service**

## GDPR DATA PROTECTION

To remind all recovery operators who store data such as information transmitted to them by the motor-ing assistance providers or Police contracts etc there is a requirement to have an auditable system in place for the new regulations that will be implemented on the 25<sup>th</sup> May 2018.

This new piece of legislation is called GDPR (General data protection requirements) it is essentially a law and failing to comply carries a hefty fine in certain circumstances.

Through the Automotive network services industry forum which is attended by all of the clubs , work providers, Associations and interested parties they are putting together a Questionnaire tick box type of document that will have subject headings to assist you in checking whether you have suitable systems in place in order to comply with this new piece of legislation which will become law for all businesses.

There will be questions such as, how do you dispose of old PCs PDA, phones, laptops and is that documented and is the memory deleted and the list goes on to the point where if you are holding a customer's details they will have the right to request that you delete their details from your system.

In an attempt to reduce extra audits from all of your work providers if we have a common document of questions that are answered in support of your in house checks that can be issued to our customers this will benefit all of us.

Most companies who are PAS 43 compliant will have the majority of systems in place already but they will probably need to combine that information to make it easily accessible to provide prompt answers on a single document rather than reams of written procedures on what you have checked and when, this would probably reduce the option of a full audit from 3<sup>rd</sup> parties on a regular basis and yet another cost to our business.

As with all things the onus will still sit with the business's owner who must ensure compliance.

**AVRO will be exhibiting on stand B45 in Hall 2 at the forthcoming Tow Show on 27th and 28th September at Telford International Centre**

## Vehicle Safety Recalls—August 2017

DVSA Reference number	Make and model	Issue
R/2017/151	Polaris: RZR 170	Risk of fire
RSPV/2017/010	Polaris: RZR 170	Fuel tank may crack / risk of fire
R/2017/232	Mercedes-Benz: Sprinter & Vito	Vehicle safety systems may malfunction
R/2017/233	Mercedes-Benz: S-Class (222)	Some occupant safety systems may malfunction in the event of a collision
R/2017/234	Toyota: Hilux	Wrong driver airbag inflator is fitted
RM/2017/024	Husqvarna: FC, FE, FX, TC, TE & TX	Brakes may fail
RM/2017/025	Kawasaki: KLE300CH	Rear brake light may fail
R/2017/235	Maserati: Ghibli, Levante, Quattroporte	Possible short circuit of driver seat wiring
R/2017/236	Maserati: Levante	Unexpected loss of engine power
R/2017/237	SEAT: Ibiza	Possible steering malfunction
R/2017/238	Ford: Kuga	B-pillar trim insulation could catch fire in the event of a collision
R/2017/239	Mercedes-Benz: Citaro	Short-circuit may cause electrics to fail
R/2017/241	Ford: Kuga, Focus, CMAX	Side and/or knee airbag may fail to deploy in a collision
R/2017/242	Mercedes-Benz: Actros, Antos, Arocs & Eonic	Screw/bolt in the range group catch bolts of gearshift system may come loose, causing gearshift system failure
RSPV/2017/011	Polaris: Scrambler 1000	Throttle may stick
RM/2017/026	Honda: CRF450R	Gearbox may fail
R/2017/243	Nissan: Micra	Engine may shut down without warning and fail to restart
RM/2017/027	Lexmoto: Hawk 125 XGJ, Falcon 125 XGJ	Brakes may fail
R/2017/244	BMW: 6-Series Gran Coupe, Convertible & Coupe, 4-Series Convertible & M4 Convertible	Front seat fixing mechanism may be insecure
R/2017/245	Mercedes-Benz: Smart ForTwo, Smart ForFour	Handbrake failure
RM/2017/028	BMW: K21 (R Nine T)	Reduced rear wheel guidance
R/2017/246	Mercedes-Benz: Vito	Missing spot welds could impair crashworthiness of vehicle
R/2017/247	Mercedes Benz: Arocs, Actros, Antos & Atego	Unpredictable braking performance
R/2017/248	Mercedes-Benz: V-Class	Missing spot welds could impair crashworthiness of vehicle
R/2017/249	Mercedes-Benz Arocs	Rear axles may fail
R/2017/250	Hyundai: Santa Fe	Bonnet may open unexpectedly
R/2017/251	Toyota: LC100, LC200 & Lexus IS200	Driver and/or front passenger airbag may fail to deploy as intended



*Association of Vehicle Recovery  
Operators*

---

1 Bath Street  
Rugby  
Warwickshire  
CV21 3QH

Phone: 01788 572850  
Fax: 01788 567320  
E-mail: sara@avrouk.com

---

Do you know of any  
companies that would make

great AVRO members?

If so, please send their  
contact details to Head

Office.



## **PRESS RELEASE**

### **NEW MEMBER BENEFIT**

#### **AVRO – APEX**

AVRO in collaboration with APEX Networks are offering a new member benefit for anyone interested in their RMS recovery management software product. Any AVRO member that purchases an Apex RMS software licence will have the benefit of the system for an initial period of 3-months before having to pay the system licence fee.

#### **How to claim the incentive:**

To claim the incentive you, the member contact AVRO Head Office quoting “AVRO-APEX Incentive Scheme”. The enquiry will then be forwarded directly to Apex Networks who will follow it up without delay. \*

Practical assistance and training will be provided to set up your new system. On site handholding to help with the transfer of data from your existing software system, or help with setting up a new company is also available.

\* please note that the offer does not apply to orders already received directly by Apex

---