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August 2024

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MAGAZINE

The voice of
the UK collision
repair industry

Bodyshop profile

Ripon-based Turners
Accident Repair Group

10 minutes with...

Teagan Whiteman
from Fix Auto Newport

MATERIAL MATTERS

Bodyshop takes a deep dive
into the impact advanced
materials are having on repairs

INSIDE: BODYSHOP AWARDS FINALISTS NAMED
AS THATCHAM RESEARCH HOSTS VDA AND
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EDITOR'S LETTER

As you'll quickly discover when you flick through the pages of this issue of *Bodyshop Magazine*, we've been on the road quite a bit over the past month. I hate to name-drop, but we're talking about Coventry, Ripon, Birmingham, the West Country and South Wales, plus three trips to Thatcham, two of which were for the *Bodyshop Awards 2024* practical assessments.

One topic kept coming up the more people we spoke to – drastically reduced work volumes. One group boss told us “we're down 20% across all sites”, while a single-site independent mentioned a “drop of nearly 30%”. These are worrying numbers so in the next issue we will be looking at the forecasts through to the end of the year, ways to counter the dip, and opportunities for diversification that might offset some of the lost revenue.

Until then, I hope you enjoy this issue which is packed with updates about the *Bodyshop Awards*, including our official jury day and the hands-on assessments for the VDA of the Year and Advanced Technologies Technician of the Year. We've been blown away by the number and quality of entries this year, especially in the technical categories where the apprentices and many of the technicians have scored higher than in any of the 28 years we've been running the repair sector's most-coveted Awards. I can't wait to announce the winners on stage on 19 September. It's going to be huge.



/simonwait



simon@bodyshopmag.com

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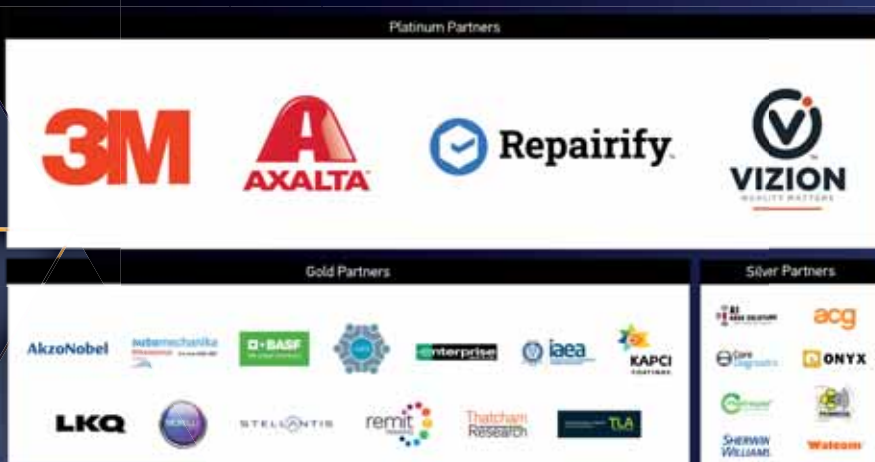
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IMI names its 24 finalists for Skills Competition nationals

The IMI Skills Competition finalists for 2024 have been announced following regional qualifying events in Body Repair, Refinishing, Light Vehicle Technology, and Heavy Vehicle Technology. The 24 finalists will compete in the national finals from 18-22 November.

Eligible winners – who must not be older than 22 in the year of the competition – will then have an opportunity to represent Squad UK in EuroSkills 2025 in Denmark and WorldSkills International 2026 in China.

IMI Skills Competition 2024 finalists:

Refinishing: Kyle Davin, Love Your Car; Lewis

Patterson, Agnew Preparation Centre; Ben Robertson, G&H Auto Repairs; Victoria Steele, Sinclair Bodyshop; Teagan Whiteman, Fix Auto Newport; Ben Williams, Manor Garage.

Body Repair: Belal Al Haka, FMG Repair Services; Aaron Cooper, Steer Automotive Group; Nathan Hoe, Steer Automotive Group; Jordan Lingham, Sinclair Bodyshop; Owen Thomas, Bprolls; Joe Wilton, SDM Paint Works.

Heavy Vehicle Technology: Conor Blades, Scania GB; Harry Brown, Fife Council; Matthew Hatton, Intercounty Truck and Van Wellingborough; Toby Hull, TruckEast Norwich; Callum Stewart, Tayside Contracts; Mihale Zeke, Watts Truck and Van Cardiff.

Light Vehicle Technology: Adam Culverhouse, Sytner BMW Leicester; Matthew Ford, Monmouth MOT Centre; Charlie Taff Lavill, Volkskraft; Robert Maskell, Ford; Karl Wilson, SG Petch; Harry Tully, Vosper Ford Exeter.



Copart Chelmsford expansion

Copart UK is increasing capacity by 25% in the South East with a new operation centre in Chelmsford. The new 30-acre site joins existing facilities in Colchester, Rochford, Sandwich, Sandy, and Wisbech. It forms part of the company's ongoing strategy of expansion which will see further announcements around land acquisition, further development of existing sites and increases to products and services.

FMGRS announces new technology leader

FMG Repair Services has appointed Michael Massey as its head of technical capability and innovation. Massey will lead initiatives to future-proof the business, heading up its environmental sustainability programme and championing technological advancements for products, processes and repair methods used in FMGRS bodyshops.

Massey brings a huge wealth of technical expertise, having most recently worked at 3M as a senior engineer and the technical leader in the development of new products. He is also an ambassador for School of Thought, a former winner of *Bodyshop Magazine's* 30 Under 30: Rising Stars, and a current member of the *Bodyshop Awards* judging panel.

Massey said: "FMG Repair Services is a forward-thinking business with a very clear vision to make a difference in the future of the automotive industry. I look forward to supporting the great work that's already been done and leading initiatives to ensure that FMGRS remains at the forefront of the industry."



Marshall group appointments

Marshall Motor Group has announced two senior appointments to its leadership team. Matt Southall has been appointed as strategy and technology director to lead digital transformation and strengthen the commercial focus, while David Johnson RICS has joined as property director to oversee one of the largest commercial footprints in the UK automotive retail space.



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Fix Auto Penzance ups wheel refurb services

Fix Auto Penzance has upgraded its alloy wheel refurbishment capabilities by investing in a state-of-the-art laser-guided diamond-tipped cutting machine. Owner Stuart Cameron bought the DCR Pro machine from Portsmouth-based DCR Systems after seeing the technology in action at the network's National Conference in May.

Cameron said: "We have been developing our alloy wheel refurbishment proposition for the past four years. That has included developing and fabricating our own conveyor belt-like process. At the heart of our system, we used the first DCR diamond-cutting machine which we were happy with.

"It wasn't until I saw the brand-new DCR Pro unit during our conference that I realised just how efficient it is and how it would improve our own capabilities. It takes our efficiencies and capacities to a whole new level. It is incredibly user-friendly which will enable us to easily train others within the bodyshop team."



Stellantis partners with Digital INKK on data

Stellantis and Digital INNK have announced a new partnership that will offer dealerships more accurate repair pricing data. The AI-powered Digital INNK ViSN platform connects Stellantis dealers and repairers with fleets through an SaaS platform to increase the accuracy of repair quotes by automatically populating jobs with the correct OEM-agreed rates. This will speed up key-to-key times by reducing queries and challenges.

Darren Pengelly, head of retail and retention at Stellantis, said: "We always welcome ways to make things easier for our retailers and customers to do business and we're pleased to see the progress that companies such as Digital INNK are making towards a more customer-centric approach in the fleet market."

Mohammed Imran, chief operating officer at Digital INNK, said: "The popularity of ViSN is growing at pace. The technology provides a much better experience for drivers, fleet operators and repairers, while our commercial model presents a significant cost saving".



FLP is Made in Britain: official

Automotive and industrial paint manufacturer FLP Group has become an accredited member of the Made in Britain organisation which brings together British manufacturers to guarantee products are produced in Britain.

Doncaster-based FLP Group joined the group to ensure that its automotive repair products will all display the Made in Britain trademark.



GSF opens new Manchester and London branches

GSF Car Parts has announced the opening of new branches in Openshaw and Crayford. The Openshaw branch, located in East Manchester, spans 4,000-sqft. It achieved a record-breaking opening day for sales, setting a new benchmark for the network.

The branch currently operates with four delivery vans, with an additional van on the way due to the opening day's success, along with two bikes for quick deliveries.

The new Crayford branch, spanning nearly

9,000 sqft, enhances access to south east London. Surrounding branches often face high traffic congestion, resulting in longer delivery times. This new location allows deliveries to be completed in under half an hour, offering greater convenience for both trade customers and the public utilising GSF's click-and-collect service.

The branch is equipped with four vans and four bikes to ensure efficient parts movement and an electric charging point is to be installed soon.



Moped van driver scam

A new "crash for cash" scam targeting van drivers has been identified by UK motor insurer Ageas. It has warned of moped riders deliberately positioning their vehicles behind reversing vans to initiate a collision and then claiming damage and injury. The scam was first reported last summer in London with mopeds driven deliberately into vehicles pulling out from side roads.



Nissan invests in EV skills

A major investment in skills in the North East supported by Nissan will create a new generation of electric vehicle and battery technicians. North East mayor Kim McGuinness and the North East Combined Authority will approve MADE NE (Manufacturing, Automation, Digitalisation, Electrification North East), which will see the development of training facilities over two sites in Sunderland.

Government confirms Apprenticeship Levy reform

The new Labour government has confirmed that the Apprenticeship Levy will be reformed after it announced a new Skills England Bill during the King's Speech in July. One of 35 bills announced, it will see Skills England take over various functions around talent development from the Institute for Apprenticeships and Technical Education.

The announcement has been welcomed by the National Franchised Dealers Association (NFDA). Sue Robinson, chief executive, said: "One of the key 'asks' outlined in NFDA's 2024 General Election manifesto was to overhaul the flawed Apprenticeship Levy so we are pleased to see the



announcement of the Skills England Bill. This bill aims to reform the Apprenticeship Levy, fulfilling a Labour manifesto pledge.

"With the sector under pressure to attract and retain talent, we urge government to move quickly to ensure effective policy can be implemented to support the industry in its attempts to recruit the next generation of the workforce."



the automotive sector, but recruiter Easy2Recruit said ramping up apprenticeships will take time and the aftermarket will need to look more widely to fill staffing shortages.

CEO and founder Ambi Singh said: "With the automotive sector facing ever-growing staff shortages alongside many other industries, the government's speed in launching Skills England so soon should be lauded. But this is no quick fix; we cannot expect this new organisation to be able to immediately correct decades of drift on the skills front."

Skills England will be set up in phases over the next year; its role will be to pinpoint the training for which apprenticeship levy funding will be available. Once set up, Skills England will also work alongside the Migration Advisory Committee to identify where skills are required to cut down on the need to bring in overseas workers.

Skills England 'no quick fix' for staff shortages

The launch of Skills England by the Labour government has been hailed as a positive move by



SMART insurance claims increase by more than a quarter

AutoProtect Group has released information stating that SMART insurance claims have increased by more than a quarter. Analysis of its successful claims has seen its overall number of SMART payouts increase by 25.1% during the cost-of-living crisis, reflecting an increase in SMART sales.

Alasdair Thompson, chief data officer, said: "Almost half of all motorists suffered minor damage to their car last year, and half of those suffered from multiple incidents, according to independent research we had undertaken. Now we know for certain that increasing numbers are claiming on our SMART cover successfully."

Only 22% of people surveyed knew about

Drivers pay rather than claim

New data from Quotezone has found that more than half of drivers have never made a claim on their motor insurance, with drivers increasingly opting to pay for minor repairs themselves to protect their no-claims bonus and keep premiums down. Quotezone found that nearly a quarter of motorists admitted to paying for minor repairs themselves.



SMART insurance and that it could mitigate the cost of repairing minor cosmetic damage. Thompson concluded: "More people are buying our SMART insurance, and more are claiming. The potential good outcomes for customers introduced to SMART insurance by their dealer are evident."



Aftermarket facing further supply chain disruption

The UK vehicle repair sector could face further supply disruption this summer with long delays expected at the Port of Dover. Delays of more than two hours are expected in the coming weeks due to new EU border checks, the Paris Olympics, and increased tourism.

The repair sector has already faced significant disruption to supply following the pandemic and new relations between the UK and EU. Doug Bannister, chief executive, Port of Dover, said: "Much like at airports, where processing time can be around two hours, the Port of Dover will see processing times that mirror this. We have the added challenge of having to implement our infrastructure works required by France and the EU to support the EU's new Entry/Exit system due to go live in October."



Ben highlights its summer money worries support

Automotive industry charity Ben is highlighting the support it offers those in the industry struggling with money worries. According to its research, 70% of workers in the sector worry about money. This is up from 60% last year, with debt increasing from 19% to 22%, and those unable to budget effectively up from 14% to 26%.

As such, Ben's helpline has managed nearly 16,000 enquiries and administered more than 600 financial grants for those struggling with money in the past year. In addition, it has also provided hundreds of automotive individuals with financial information, advice and guidance, while also supporting them with the wider impact on their mental health and emotional well-being.

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Rear damage accounts for 30% of claims

A new study has found that damage to the rear of cars accounts for nearly a third of motor claims. According to an analysis carried out by the Insurance Institute for Highway Safety (IIHS), just under 30% of claims in 2022 were for contact to the rear of vehicles, for example when reversing, with average repair costs at £3,100.

It said that as more ADAS features become mainstream, the frequency of these repairs could fall dramatically. David Aylor, vice-president of Active Safety for the IIHS, said: "Reversing crashes happen frequently and can result in significant damage, which is often expensive. Our research has shown that these types of systems can reduce backing crashes by 80%."

This figure was based on tests of eight small SUVs with the Ford Escape, Honda CR-V, Mitsubishi Outlander and Subaru Forester ranking highest in tests.



Prasco trebles range of cooling system parts

Prasco UK now boasts the largest range of individual part numbers for cooling systems in the UK after trebling its portfolio in the past 12 months. After receiving its latest shipment from the company's manufacturing plant in Italy, it now offers more than 4,000 individual part numbers from its distribution hub in Doncaster.

Its catalogue encompasses compressors, condensers, intercoolers, receiver driers/evaporators and radiators for a range of makes and models of cars from Ford, BMW, Audi, Vauxhall, VW and most Jaguar Land Rover models, and Teslas.

Parts are available at up to 70% cheaper than OEM equivalents, with a next-day delivery for orders placed before 5:30pm. Kelvyn Waugh, managing director of Prasco UK, said: "We have long been asked to supply cooling systems and it was an area we needed to invest in. Today, we hold four times the products we did a year ago".



Revive! signs with Assurant

Revive! Auto Innovations has signed a new five-year deal to offer cosmetic insurance from Assurant to more than 3,000 dealerships.

Available products will cover bodywork scratches and dents as well as alloy wheel damage. The announcement comes on the back of a period of significant growth for the Rugby-based company, which now operates a network of 50 franchisees.



AI road enforcement safety trial extended

A nationwide trial using artificial intelligence to detect drivers not wearing their seatbelts or using their phones is set to be extended. National Highways and 10 police forces will continue testing the mobile technology that uses AI to process images of motorists committing either offence while behind the wheel.

The 10 police forces are Durham, Greater Manchester, Humberside, Staffordshire, West

Mercia, Northamptonshire, Wiltshire, Norfolk, Thames Valley, and Sussex, with the trial extended until next March.

This comes after Department for Transport data revealed that 400,000 drivers a year still use a mobile phone while driving, with drivers four times more likely to be involved in a crash while on their phones.

RAC road safety spokesman Rod Dennis said: "Despite the penalties for using a handheld phone having doubled... it's clear far too many drivers are still prepared to put lives at risk by engaging in this dangerous practice."



Dip in CV output

The SMMT has reported that UK commercial vehicle manufacturing fell 2.9% in the first six months of 2024. It found that 56,956 vans, trucks, taxis, buses and coaches were produced from January to June.

Despite the year-on-year decline, including a 2% drop in output in June, overall levels remain high at 31.3% above the pre-pandemic five-year average.



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Axalta partners with CESVIMAP on sustainability

Axalta has announced a new partnership with CESVIMAP R&D Centre to give the global paint manufacturer's refinish customers access to CESVIMAP's Move2Green sustainability programme, which offers an online self-assessment questionnaire to evaluate the current environmental impact of bodyshops.

The partnership will initially launch in the Europe, Middle East and Africa region for Axalta customers in the UK, Ireland, and Benelux, with expansion plans for additional countries in the near future.

Once an auditor analyses the data, Axalta customers will receive a detailed roadmap with actionable steps to improve their sustainability initiatives as well as the Move2Green certification to promote their commitment to reducing their environmental footprint.

As a global refinish paint manufacturing partner of CESVIMAP and the Move2Green programme, Axalta continues to provide sustainability resources and expertise to customers as part of its own BELEAF initiative.

By analysing a bodyshop's energy efficiency, water resource management, waste management, responsible consumption, carbon footprint, sustainable mobility, and general actions, CESVIMAP provides a detailed action plan to increase the use of sustainable business practices.

Car subscription service grows European base

:Dribe, the car subscription service, has reported a growing interest from car distributors across Europe. The Danish car subscription service offers car distributors in the UK, Benelux, France, and Germany an opportunity to integrate subscriptions into their operations.

:Dribe CEO Jesper Hill-Kjærsgaard said: "We are incredibly happy with the numerous inquiries from car distributors in Europe. The high level of interest only confirms an international market need for flexible car access. This is also supported by research, such as a study from McKinsey & Company, which shows that one in three European

car customers is open to trying a vehicle subscription in the future."

The Greek car distributor Kosmocar was :Dribe's first international franchisee. Kosmocar's implementation of the subscription model has since led to a steadily growing customer base and nearly 10,000 downloads of the app.



Stellantis bolsters SUSTAINera RECYCLE lubricant range

Stellantis has introduced a premium and sustainable lubricant, in line with its commitment to environmental responsibility. Available in Europe, Quartz EV3R 10W-40 enriches the SUSTAINera RECYCLE product range launched in June.

Quartz EV3R 10W-40 is the first sustainable lubricant in the market made from premium regenerated base oils. A product of the long-standing

strategic partnership between TotalEnergies Lubrificants and Stellantis, the regenerated oil ties in with the sustainability commitments of both companies.

A regenerated oil is a waste oil that has undergone a refining process to restore its qualities and performance. Quartz EV3R 10W-40 meets the performance requirements of many other car manufacturers and offers the same performance as an equivalent based on virgin oils. The oil has a carbon footprint up to 50% lower than the previous generation of Quartz 7000 10W-40.



Uniparts appoints Emile Fremont

Uniparts OEM Canada has appointed Emile Fremont as its new senior management consultant.

Fremont brings with him more than 30 years of experience in the collision repair industry and will be responsible for assessing industry trends, identifying market opportunities, and maximising national relationships.



Cricket legend backs repairer

An automotive crash repair business in India has received backing from former national cricket captain Sachin Tendulkar. The former international cricketer-turned-entrepreneur has joined XRS International, a distributor of sustainable solutions for the global automotive repair market.

Founded in 2023, XRS specialises in technology to support rapid, environmentally friendly alloy wheel repairs.



DATES FOR YOUR DIARY

Due to circumstances beyond our control, event dates may change without notice. Please check the relevant event websites and www.bodyshopmag.com/events-diary for updates and cancellations. All listings are for UK events unless noted otherwise.

AUGUST

Automechanika Kuala Lumpur 2024 (Malaysia)

■ 1-3 August

Kuala Lumpur Convention Centre, Jalan Pinang, Kuala Lumpur, Wilayah Persekutuan 50088

Automechanika Kuala Lumpur is the leading automotive aftermarket trade fair in the south east Asian region. The 2023 event saw a 13% jump in exhibitor numbers and a 46% leap to 10,267 visitors from around the region. It was Automechanika Kuala Lumpur's return after a hiatus and the event heralded a revived sense of business vitality from the automotive industry at the Kuala Lumpur Convention Centre.

■ Registration: See website
<https://automechanika-kualalumpur.hk.messefrankfurt.com/kualalumpur/en.html>

The British Motor Show 2024

■ 15-18 August

Farnborough International Exhibition and Conference Centre, Etps Road, Farnborough, GU14 6FD

The British Motor Show returns to Farnborough International Expo Centre in Hampshire in 2024 with more cars, a bigger and more action-packed fun family weekend, and even more entertainment. It will also display the latest and greatest new cars, with VMs and dealers showcasing their newest models.

■ Tickets: See website
<https://www.thebritishmotorshow.live/>

INDASA Experience Roadshow (Colchester)

■ 22 August

INDASA Abrasives UK, Viking Works, Greenstead Road, Colchester, Essex CO1 2ST

The final stop on the 2024 INDASA Experience Roadshow will be held at INDASA Abrasives UK's Colchester headquarters and academy on 22 August. The training day includes in-depth product knowledge, behind-the-scenes access to big brand experts, food and refreshments, free merchandise and product samples, plus the chance to win high-value prizes.

■ Registration: See website

<https://7tpx98oq0xc.typeform.com/to/PeRvjakx?typeform-source=www.bodyshopmag.com>

Silverstone Festival 2024

■ 23-25 August

Silverstone Circuit, Towcester, Northants NN12 8TN

The Silverstone Festival will be staged over the end-of-summer bank holiday weekend and will offer fun-fuelled entertainment for all the family. Staged at the home of British motorsport, the festival will feature an unrivalled bill of crowd-pleasing historic motor racing on the world-famous Grand Prix circuit, as well as huge displays of much-loved classic cars.

■ Tickets: See website
<https://www.silverstone.co.uk/events/silverstone-festival>

Salon Privé Week 2024

■ 28-31 August

Blenheim Palace, Woodstock, Oxfordshire OX20 1UL

Salon Privé Week 2024 will take place 28-31 August on the South Lawn at Blenheim Palace. Billed as the "ultimate end-of-summer party", each day shares the same electric atmosphere and sense of occasion, whether you're looking to get up-close to the action of the Concours 2024 or to be surrounded by glamour and champagne.

■ Tickets: See website
<https://www.salonpriveconcours.com>

Concours of Elegance 2024

■ 31 August - 1 September

Hampton Court Palace, Hampton Court Way, East Molesey, KT8 9AU

This three-day automotive extravaganza, now firmly established as Europe's finest concours event, and one of the top three globally, will return to the grounds of Hampton Court Palace from 30 August to 1 September with a display of 70 automotive rarities. The event's 13th edition aims to build on the success of the 2023 show, which included a landmark Le Mans centenary celebration.

■ Tickets: See website
<http://www.concoursOfElegance.co.uk/>

SEPTEMBER

Cenex Expo 2024

■ 4-5 September

UTAC Millbrook, Station Lane, Bedford MK45 2JQ

Building on the legacy of what was previously known as Cenex-LCV & Cenex-CAM, the first Cenex Expo aims to stimulate ideas and showcase technology, bringing together the people who will deliver the net zero and connected automated mobility future.

■ Tickets: See website
<https://cenex-expo.com/>

NBRA Greener Bodyshop Awards

■ 10 September

Coventry Building Society Arena, Judds Lane, Coventry, Warwickshire CV6 6GE

The National Body Repair Association's next Greener Bodyshop Awards, which showcase the collision repair industry's commitment to sustainability and environmental responsibility, will take place at the Coventry Building Society Arena on 10 September 2024.

■ Tickets: See website
<https://nbra.org.uk/nbra-returns-with-greener-bodyshop-awards-2024/>

Automechanika Frankfurt 2024 (Germany)

■ 10-14 September

Fairground of Messe Frankfurt, Frankfurt am Main, Hesse 60327

Automechanika Frankfurt is an international meeting place for the automotive industry – including dealerships, trade, maintenance and the accident repair sector – and provides a major platform for business and technological knowledge transfer. Its multiple halls of aftermarket exhibitors and networking opportunities are second to none.

■ Tickets: See website
<https://automechanika.messefrankfurt.com/frankfurt/en.html>

WorldSkills Lyon 2024 (France)

10-15 September
Eurexpo Lyon Exhibition and Convention Centre, Boulevard de l'Europe, Chassieu, Lyon 69680

1,500 competitors from more than 65 countries and regions around the world will gather in Lyon to compete in 62 skills – including Autobody Repair and Car Painting, Automobile Technology and Heavy Truck Maintenance. WorldSkills Lyon 2024 will give these young competitors the opportunity to showcase their skills and share their passion. Running alongside WorldSkills Lyon on 11-12 September, the WorldSkills Conference will discuss initiatives and debate challenges around Technical and Vocational Education and Training (TVET).

■ Tickets: See website
<https://worldskills2024.com/en/home-page/>

BODYSHOP AWARDS & EXPO 2024

19 September
Hilton Birmingham Metropole, Pendigo Way, Marston Green, Birmingham B40 1PP

The 28th edition of the *Bodyshop Awards* and 8th staging of #bodyshopmag's 30 Under 30: Rising Stars will take place together with the reimagined *Bodyshop Expo* on Thursday, 19 September 2024. The all-day event for the UK crash repair industry will return to the Hilton Birmingham Metropole in the grounds of the NEC.

■ Tickets: See website
<https://www.bodyshopmag.com/bodyshop-awards-2024/ticketing/>



bodyshop AWARDS & EXPO 2024
COLLISION INTELLIGENCE

30 under 30
2024

THURSDAY, 19 SEPTEMBER 2024
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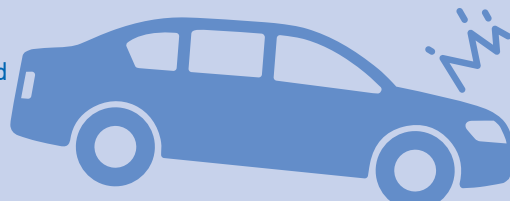


BY THE NUMBERS
TRENDING TOPICS IN THE AUTOMOTIVE AFTERMARKET

10%

Lapses in concentration caused by distractions inside and outside the vehicle can lead to low-speed crashes, often before a car has left the owner's property. In the past three-and-a-half years, **one-in-10 single-vehicle low-speed crashes** have involved drivers **hitting or scraping a wall**. Motorists have also **clipped a kerb (7%) or hit a bollard (7%), tree (5%), barrier (4%), lamp post (2%), gate (2%), fence (2%), garage (2%), or pothole (2%)**. The level of damage caused by these self-inflicted crashes range from scuffed wheel arches to broken bumpers and smashed windcreens.

[SOURCE: AA Accident Assist]



£163.4bn

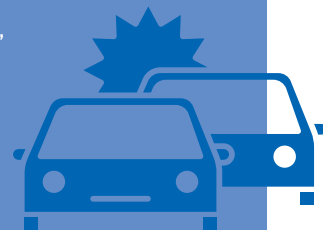
The global collision repair market has grown steadily in recent years and will continue this year from **US\$202.76 billion** in 2023 to **US\$210.85 billion (£163.38bn)** in 2024, at a compound annual growth rate of **4.0%**. The growth has been attributed to the growing prevalence of vehicles on the road, an uptick in the number of accidents, heightened demand for vehicle customisation, technological advancements resulting in more intricate vehicles, and an "increase in disposable income, leading to a greater willingness to invest in vehicle repairs".

[SOURCE: Research and Markets]

20

Professional drivers in the UK are driving fewer miles prior to a collision, suggesting the need for an increased focus on safety among British fleets. The total distance per collision driven by truck, van and taxi operators in the UK decreased by almost one-fifth **(19.12%) in 2023**, from **920,000 miles to 740,000 miles**. For a large British company running a fleet of 1,000 heavy goods vehicles, each driving **75,000 miles per year**, the 2023 data could represent an additional **20 collisions** annually.

[SOURCE: Geotab]



+90%

The number of convictions in England and Wales for drivers using a hand-held mobile phone at the wheel has reached a seven year high, with **13,332** drivers found guilty of the offence in 2023 compared to **6,990 drivers in 2022**. The jump represents a **90%** increase and follows a tightening of the law surrounding the use of hand-held devices. The Ministry of Justice data also showed **732,758** drivers were in the dock for all motoring related offences with **672,901** being found guilty – a conviction rate of **92%**.

[SOURCE: The AA]



4.2%

With redundancies being announced across a wide range of industries, analysis of government data has revealed the automotive sector is showing signs of resiliency with one of the lowest redundancy rates of any UK industry over the past year. The Wholesale, Retail & Repair of Motor Vehicles sector ranks third, with a redundancy rate of **4.2%**, behind Professional, Scientific & Technical **(2.7%)** and Human Health & Social Work **(2.7%)**. Accommodation & Food Services and Financial, Insurance & Real Estate are joint fourth on **6%**.

[SOURCE: money.co.uk]



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10 MINUTES WITH...

Teagan Whiteman

Bodyshop editor Simon Wait catches up with **Teagan Whiteman**, 18, apprentice paint technician at Fix Auto Newport, to hear about her journey into the industry and find out what reaching the national finals of the IMI Skills Competition means to the youngster from Gwent.

Q How are things going for you work-wise?

I'm doing really well at the moment, thanks, because I have the best support system around me. I'm just starting my third year in Accident Repair: Vehicle Refinishing; recently I received my Level 2 diploma. I started working in Fix Auto Newport in October 2022, shortly after I left full time education. When starting out I didn't know a single thing about the refinishing process so I am extremely proud of how far I've come in such a short space of time.

Q What did you want to be when you were at school?

I was never really sure, I was just certain that university was never going to be for me.

Q So how did you end up fixing and painting cars?

It was set in stone that I wanted to earn while I learned and get qualified in a trade which would allow me to go anywhere in the world. While studying design technology I was given the opportunity to take part in the "Green Power Race", which included building and designing a race car that we'd race on some of the well-known tracks. That sparked my interest in vehicle repair.

Q Tell us a bit about the team at Fix Auto Newport?

I'm extremely fortunate to have the best team around me and I'll never be able to express the gratitude I have for every single person I work alongside. I've never had a day here when I haven't felt fully supported. I know if I'm ever unsure, every one of my colleagues would stop what they're doing to help me.

Q Have you faced any challenges being a woman in the accident repair industry?

From my first day here I was made welcome and I've never felt as if I didn't belong. I'm extremely fortunate as I know others may not have had the same experience that I have, but I was told on my first day that there would never be a time when I would be made to feel uncomfortable in work, and they meant every word of it. We need more females in our trade. It's not just a man's world anymore and I'm glad that as a society we're moving forward.

Q What do you love about your job?

I love the physicality of the job. I love getting my hands dirty – there's never a boring day.

Q What's the apprenticeship programme like at Coleg Gwent?

I'd recommend an apprenticeship with Coleg Gwent to anyone who is considering it – the tutors are so helpful and informative and they've well and truly changed my life for the better.

Q Tell us a bit about the IMI Skills Competition and what it feels like to get through to the UK national finals?

It has been one of the best experiences I've had. It was so much fun getting to work alongside some amazing young people from the trade and really get a taste for the different ways the job is done. It's given me so many opportunities and I'm so glad I got to be a part of it. I couldn't be prouder of myself and the rest of the competitors who took part. Every one of them is a winner.

Q What would be your dream motor?

If money was no object I would love to have an Audi RS3 in Nardo Grey.

Q What advice would you give to other young women considering a career in a bodyshop?

I'd tell any woman thinking about getting into the motor trade to just go for it. It may seem daunting but I promise you it will be the best decision you ever make.

Q So what's next for Teagan Whiteman?

Next for me is to complete my Level 3 and in a few years hopefully work myself up the ladder and get to travel for work. After that I'd love to either manage a workshop or start my own business. But for now, I love being a part of the Fix Auto team.



Photos courtesy of Fix Auto UK



bodyshop
MAGAZINE
**AWARDS &
EXPO 2024**
COLLISION INTELLIGENCE



POWERED BY ASTECH

ADVANCED TECHNOLOGIES TECHNICIAN OF THE YEAR 2024

Bodyshop Magazine



Repairify

Thatcham Research

By **SIMONWAIT**

Rapidly advancing vehicle technology means passenger cars and LCVs are becoming increasingly complex when it comes to a post-accident repair. In response to this, *Bodyshop Magazine* has continued to push the boundaries of its newest technical category and, with the help of Thatcham Research and Repairify, we've stepped up both the qualifying and assessment standard for this year's award.

Once again, the hands-on practical assessments for the **Powered by asTech – Bodyshop Thatcham Advanced Technologies Technician of the Year** were held at the impressive Thatcham Research Automotive Academy over two days at the end of July.

And once again, the standard of entries from across the UK increased significantly while the demand placed on the competitors was turned up several notches by Thatcham Research examiners Scott Loran and Phil Wilkes.

"*Bodyshop Magazine* is looking for the best Advanced Technologies Technician in the UK so we at Thatcham Research have pushed it to another level of difficulty

to find that person," said Loran. And the competitors agreed, with one commenting: "Wow, that was intense," after the morning session on day one of the two-day competition.

Wilkes added: "We've deliberately made it more difficult across both the online quiz and the assessment, and what we've seen is the knowledge, skills and confidence of the competitors has really come through. Their approaches to the tasks might have been different, but they all know their stuff and they all came through in a close competition."

The four candidates, who were required to hold Level 3 qualifications in both EV and ADAS and who were the top scorers in the online exam, underwent strict assessment involving two complex task scenarios which covered ADAS fault-finding and calibration, and safe work on an EV.

Bodyshop Magazine thanks asTech – Driven by Repairify for supporting this category, and Thatcham Research for designing the tasks, opening up its facilities for the assessments and providing two very experienced judges.

FINALISTS:

ADVANCED TECHNOLOGIES TECHNICIAN OF THE YEAR 2024

- Paris Asquith | Steer Automotive Group | Sleaford
- Matthew Coulson | DLG Auto Services | Aylesbury
- Tom Fry | Devonshire Motors ARC | Barnstaple
- Andy Goldsmith-Ryan | Devonshire Motors ARC | Barnstaple

THE ADVANCED TECHNOLOGIES TECHNICIAN OF THE YEAR WINNER WILL BE UNVEILED LIVE ON STAGE AT THE **BODYSHOP AWARDS AND EXPO 2024** ON THURSDAY, 19 SEPTEMBER 2024.

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POWERED BY IAEA

**BODYSHOP THATCHAM
VDA OF THE
YEAR 2024**

Bodyshop Magazine



**Thatcham
Research**

The role of the vehicle damage assessor has never been more vital to the success of a bodyshop, with technology often adding to the complexity of cars and placing VDAs at the forefront of safe and accurate repair specification and methodology.

Last month at the Thatcham Research Automotive Academy, the finalists in *Bodyshop Magazine's Powered by IAEA – Bodyshop Thatcham VDA of the Year* competition were put through their paces by four judges from the Institute of Automotive Engineer Assessors, who had previously narrowed down dozens of entries to the four finalists using a process of online testing and telephone interviews.

The assessments and the vehicles are updated each year to ensure the candidates are tested on the very latest models and methods, which makes Thatcham Research the ideal facility for the practical sessions.

Lead judge Les Minton said: "The competitors were marked against safe and appropriate repair and cost accuracy, in comparison to a benchmark agreed by the four IAEA judges. The tasks included underpinning knowledge questions, a tag packet quote for cosmetic minor damage;

a full vehicle assessment including collecting the data, doing statutory checks, researching the methods on eScribe, and costing the job on Audatex; another full vehicle assessment including collecting the data, doing statutory checks, consulting methods supplied in paper book format; and an image assessment using Thatcham eScribe methods, times and paint costs."

In addition to Minton, the judging panel included three-time *Bodyshop Awards* winner Jason Russell, Matthew Taylor and Gary Hunt.

Bodyshop Magazine is extremely grateful to the judges and to the IAEA – the only professional body for the vehicle damage assessor – as well as to Thatcham Research for opening up its facilities for these practical assessments.

**FINALISTS:
VDA OF THE YEAR 2024**

- Jamie Brown | Direct Line Group | Southampton
- Tom Fry | Devonshire Motors | Barnstaple
- Andy Goldsmith-Ryan | Devonshire Motors | Barnstaple
- Mel Johnston | Solus ARC | Warrington

THE VDA OF THE YEAR WINNER WILL BE UNVEILED LIVE ON STAGE AT THE **BODYSHOP AWARDS & EXPO 2024** ON THURSDAY, 19 SEPTEMBER 2024



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CELEBRATE WITH ALL THE WINNERS WHO WILL BE UNVEILED DURING THE **BODYSHOP AWARDS & EXPO 2024** ON THURSDAY, 19 SEPTEMBER AT THE HILTON BIRMINGHAM METROPOLE, NEC, BIRMINGHAM



AWARDS & EXPO 2024

COLLISION INTELLIGENCE

EYES ON THE PRIZE

Bodyshop Magazine is excited to announce all the *Bodyshop Awards 2024* finalists who will be celebrated on stage when the winners are announced at the Hilton Birmingham Metropole on Thursday, 19 September.

With many hundreds of awards submissions this year, it was a difficult job for our independent judging panel of industry experts (*see opposite*), who rose to the challenge on jury day in July at Eyebox in Coventry.

Bodyshop editor Simon Wait said: “A massive thank you to our judges, all our event partners and supporters, and everyone who took the time to submit an entry for themselves or nominate someone else this year – and the very best of luck to all the finalists.

“In the coming days – the 9th of August to be exact – *Bodyshop Magazine* will be announcing our 30 Under 30: Rising Stars for this year, and each and every one of them will be celebrated live on stage during the

Bodyshop Awards on the 19th of September.

“*Bodyshop Magazine’s* 30 Under 30 is a group of young people who always receive great support from our fantastic industry and we are expecting the body repair sector to turn out in force to cheer them on loudly in September, when we celebrate this amazing talent that is the lifeblood and future of our industry,” he added.

To find out more about each of this year’s 30 Under 30 winners, don’t miss the special magazine supplement which will be published together with the next issue of *Bodyshop Magazine* on 1 September, as well as being widely available online at www.bodyshopmag.com.

Bodyshop Magazine thanks all partners involved in the *Bodyshop Awards* this year – especially 3M, Axalta, Repairify, Vizion Network, the IAEA, Remit Training and Thatcham Research – who have all been central to us staging the collision repair sector’s longest-standing and only independently tested awards programme.

MEET ALL OUR *BODYSHOP* AWARDS 2024 FINALISTS

BODYSHOP MANAGER OF THE YEAR

(in alphabetical order)

- Aarron Cook | Page Automotive Southampton
- Ashleigh Cox | Foray Motor Group Yeovil
- Lesley Knisz | Fix Auto Liverpool South
- Ashley Rowe | Wyndon Motors Coventry

SMALL BODYSHOP OF THE YEAR

(in alphabetical order)

- Autocraft Express | Shrewsbury
- Car Fix Solutions | Evesham
- Smartxpress Paint & Body | Blackpool

MEDIUM BODYSHOP OF THE YEAR

(in alphabetical order)

- Cooper Barnes Automotive | Linton
- Doseley Motors Body & Paint Centre | Telford
- Fix Auto Slough | Slough
- Fix Auto Swansea West | Swansea

LARGE BODYSHOP OF THE YEAR

(in alphabetical order)

- CarComm Coachworks | Ashford
- Chartwell | Derby
- Cougar Accident Repair | Luton
- Fix Auto Leicester | Leicester

BODYSHOP GROUP OF THE YEAR

(in alphabetical order)

- Activate Accident Repair
- Drive Motor Retail
- Fix Auto Owned Sites
- Halo ARC
- Motofix Group

ENVIRONMENTAL TRAILBLAZER AWARD

(in alphabetical order)

- Autocraft Telford
- CarComm Coachworks
- Direct Line Group

SUPPLY CHAIN PARTNER OF THE YEAR

(in alphabetical order)

- Morelli Group
- R+R Coatings – MULTI-MIX
- Walcom UK
- Wrights Quality & Safety Solutions

TECHNICAL TRAINING PROVIDER

OF THE YEAR

(in alphabetical order)

- Barnfield College
- Eyebox Training and Conference Centre
- RWC Training
- Thatcham Research

VEHICLE MANUFACTURER OF THE YEAR

(in alphabetical order)

- Stellantis
- Toyota
- Volkswagen Group

WORK PROVIDER OF THE YEAR

(in alphabetical order)

- Admiral
- AXA Insurance
- Enterprise Mobility
- LV= General Insurance

PANEL APPRENTICE OF THE YEAR 2024

(in alphabetical order)

- Belal Al Haka | FMG Repair Services | Cardiff
- Daniel Emm | Foray Motor Group | Andover
- Alyssa Head | FMG Repair Services | Chelmsford
- Albie Rowlett | Solus ARC | Finchley

PAINT APPRENTICE OF THE YEAR 2024

(in alphabetical order)

- Mark Barrett | Autocraft Group | Telford
- Skye Coombs | DLG | Aylesbury
- Jack Fisher | Brian Robson Coachworks | St Albans
- David Lindert | Steer Automotive Group | Romford
- Shakira Purchase | Foray Motor Group | Yeovil

PANEL TECHNICIAN OF THE YEAR 2024

(in alphabetical order)

- Oliver Bates | Chartwell | Derby
- Luke Finch | Solus ARC | Park Royal
- Ben Rook | Devonshire Motors | Barnstaple
- John Rottenbury | Foray Motor Group | Yeovil



PAINT TECHNICIAN OF THE YEAR 2024

(in alphabetical order)

- Kevin Clothier | Foray Motor Group | Yeovil
- Harvey Mears | Autocraft Group | Telford
- Grace Richards | Dick Lovett | Swindon

VDA OF THE YEAR 2024

(in alphabetical order)

- Jamie Brown | Direct Line Group | Southampton
- Tom Fry | Devonshire Motors | Barnstaple
- Andy Goldsmith-Ryan | Devonshire Motors | Barnstaple
- Mel Johnston | Solus ARC| Warrington

ADVANCED TECHNOLOGIES TECHNICIAN OF THE YEAR 2024

(in alphabetical order)

- Paris Asquith | Steer Automotive Group | Sleaford
- Matthew Coulson | DLG Auto Services | Aylesbury
- Tom Fry | Devonshire Motors | Barnstaple
- Andy Goldsmith-Ryan | Devonshire Motors, Barnstaple

HERE'S A FUN FACT ...

It's a little-known detail about the *Bodyshop Awards* that the editor and staff at *Bodyshop Magazine* have absolutely no say in who are chosen as the finalists and winners in the body repair sector's most coveted prize-giving and recognition programme.

Voting is conducted completely independently by a rotating panel of industry experts who come from a broad cross-section of the accident repair supply chain.

This year, the panellists met up for a full day of lively discussion and debate at the Eyebox Training and Conference Centre in Coventry in July. The *Bodyshop Awards* 2024 jury members this year are:

- Ian Dalgarno | 3M
- Michael Golding | LV=
- Angela Henry | M&M Fix Auto Stoke
- Jason Hopkins | Axalta
- Andrew Marsh | Independent engineer
- Michael Massey | FMG Repair Services
- Chris McKie | Vizion Network
- Ruth Moring-Beale | Morelli Group
- Dave Sargeant | Gemini ARC

The process for deciding the technician, apprentice and VDA categories is equally impartial but more involved.

In the Powered by asTech – *Bodyshop*

Thatcham Advanced Technologies Technician of the Year category, all the contestants completed an online test, after which the top four went through to the practical stage which was held at Thatcham Research over two days in late July.

The Powered by IAEA – *Bodyshop* Thatcham VDA of the Year competition also included an online exam, which was followed by telephone interviews and further hands-on testing at the Thatcham Research Automotive Academy in mid-July.

In June, the finalists in the four Powered by Vizion – *Bodyshop* Remit Panel and Paint Technician and Apprentice categories, all of whom had earlier finished top in separate online exams, underwent yet more rigorous practical testing over three days at Remit Training in Derby.

Judging for all the technician, apprentice and VDA categories is down to the instructors at Thatcham Research, Remit Training and the Institute of Automotive Engineer Assessors, and we at *Bodyshop Magazine* are very grateful to them for their time and their expertise.

Bodyshop Magazine would like to thank Prasco UK, 3M and Axalta, for their generous assistance with panels, consumables and paint, and Remit Training, Thatcham Research, and the IAEA for hosting and judging the hands-on technical assessments.

THE *Turners* PRIZE

By **ALANFELDBERG**

Size matters in today's UK vehicle repair market. Fluctuating volumes, new technologies and capacity challenges for work providers are all contributing to a period of substantial consolidation, with large groups getting larger and smaller sites starting to feel the squeeze.

Responding to these market dynamics, Turners Accident Repair Group recently opened a new 20,000-sqft facility in Ripon. The launch expanded its footprint to six sites spread across Doncaster, Leeds, Selby, Sheffield and now Ripon, increasing weekly capacity to 180 jobs with skills and tooling to handle EVs and aluminium.

Further growth is anticipated for the group, which has been operating successfully in the north of England since 1969. It is actively looking at two additional areas and while reluctant to predict how far its expansion strategy will go, Turners is clearly an organisation turning today's challenges into opportunities.

Here, managing director Tom Turner, director of HR Dawn Swales, and bodyshop manager Craig Mills answer the key questions:

WHY IS GROWTH IMPORTANT?

Turner said: "We wanted to open another site to expand our footprint, grow the business and secure our future. Obviously the bigger you are the more potential

you have to secure work from insurers because, from their perspective, it is more stable working with larger repair groups. The smaller you are the harder it is, and in the world now with so many growing companies, if you're not trying to secure a seat at the table you're going to find it increasingly difficult.

"When we looked at another site we had an option to move towards Manchester, further north or further south, but we spoke to insurers and they said Harrogate and Ripon were big problem areas for them in terms of capacity, so we knew there was a demand here," he added.

WHAT ARE THE BENEFITS OF MULTI-SITE OPERATION?

Apart from holding greater sway with insurers, a key advantage of a group operation is flexibility. This is true both in terms of managing spikes and dips in volume, and handling new technologies.

Turner explained: "Every job we get goes to a central deployment centre and from there it will be triaged to where it's best suited based on a combination of postcodes and volume. We monitor this every couple of days so it's very flexible. We've even had cases where one site has been so busy we've sent jobs right past it to another one which has more capacity."

When it comes to investments, a



group's ability to spread the burden and share the reward is obvious.

Turner continued: "What you can do with a multi-site, which is what we've done, is spread the investment by picking certain sites to do certain things and then sending all jobs there."

WHY NEW-BUILD OVER ACQUISITION?

Turners' approach goes against the grain, with most groups going down the acquisition route. However, acquisitions are harder to come by now. Last year was a bumper year for bodyshops and that has pushed up short-term valuations, with no guarantees that they'll remain there longer term.

He said: "We've never taken over a bodyshop. In general, we stay clear of it because often there is an unreal expectation



EVERYONE WHO WORKS
HERE IS HERE FOR A
REASON AND IT'S SO
IMPORTANT TO MAKE
SURE THEY FEEL VALUED

around what a single-site bodyshop is worth. Many are so owner-driven. The owner does everything from estimating to workshop management, site management and front of house. They're happy to work 90 hours a week to make the business work.

"We couldn't ask someone to do that. We'd have to put a structure in place and when you've done that and hired those four extra people you realise the business is no longer profitable."

Furthermore, Turners has already opened greenfield sites and now has a template in place clearly setting out roles and timelines. This can be duplicated and applied to any new build.

WHAT ABOUT SKILLS?

The obvious benefit of acquisition is the skills that come into the business. In today's

fiercely competitive market, finding talent is often cited as the greatest challenge.

SO HOW HAS TURNERS MADE IT WORK?

In simple terms, it has a flourishing reputation for taking care of its people and providing a rewarding work environment, and that has been enough to attract new talent.

Swales said: "We are a family-run business and that is very important to us. We try to get to every site as often as possible, not just when there is a problem, and talk to everyone about anything, not just work. We are personable and don't micro-manage. Everyone who works here is here for a reason and it's so important to make sure they feel valued."

Of course, there are many business leaders who say similar things. But >>>



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 @ 50C



Anti-Scratch
 Technology



Long
 Open Time



XPRESS605



5 Minute Cure
 @ 60C



No
 Gloss Drop



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The only clear coat range you need





▶▶▶

Ripon's launch in May provided telling evidence of Turners enviable reputation in the wider industry, with new bodyshop manager Mills leaving a job he'd held for more than 30 years to take up the new challenge.

He said: "When they approached me it was a very difficult decision. But Turners has a fantastic reputation in the industry for being a family-run business, and I spoke to someone I knew who was already working with them and they had nothing but good things to say.

"The management team knows everyone by name, they visit all the sites regularly and are so supportive. They know the most important thing in the business is their people so in the end it was a no-brainer for me. I'm looking forward to the next chapter of my working life now and seeing what can be achieved here."

SO WHAT IS NEXT?

Continued growth is part of the strategy, but in such a variable sector the group is taking the adaptable approach.

Turner said: "We don't have a specific

site ambition. We'd like to open one or two a year for the next few years and are actively looking for more sites in two areas, but it's open-ended. We might have an opportunity to grow the business massively that we can't turn down, or we might not get any opportunities.

"I'm always wary of people saying they're going to open a certain number of sites in a set time. You should do what is right at the time and things change. If you have a target and won't deviate from it, it's not good business sense."

This flexibility has underpinned the company's success and enabled it to navigate a changing landscape for more than 50 years. Throughout that time though, it has retained the identity that sets it apart and stands it in good stead going forward.

Swales concluded: "I've been in the industry a long time and I've seen people come and go. You do sit back and wonder what will happen, but as long as we're true to what we do, work well with insurers and do our job to the best of our ability, and make sure our teams are OK, we will ride any storm."





TOO **HIGH-TECH** TO HANDLE?

Today's passenger vehicles are more technologically advanced than ever before, with advanced materials, construction methods, and technology that would have seemed pure science fiction only a few decades ago. But what is the impact of these trends on their repairability and long-term obsolescence? And what are manufacturers doing to assist those in the repair industry? **Bob Malkowski** investigates.

Obsolescence *n.* [ob-suh-less-uhns] is defined as "the process of becoming antiquated, outdated, old-fashioned, no longer in general use, or no longer useful". Defining obsolescence in the automotive world is a much more difficult task, after all, it's entirely possible to drive a car built more than half a century ago on modern roads without issue.

But at what point does it become difficult – or impossible – to repair and maintain a car to manufacturer specifications? What are the factors contributing to long-term repair and serviceability, and how is the industry addressing those factors?

Andrew Marsh is an automotive engineer with decades of experience in vehicle manufacturing, design and development. When asked if modern cars are moving closer to becoming a disposable item, he said: "I think there's

a lot of commercial direction that is heading towards single-use vehicles. The new manufacturers emerging, dealing primarily with battery electric vehicles, the technology is massively immature. This is the equivalent of developing a whole century or more of transport ideas in a very short space of time."

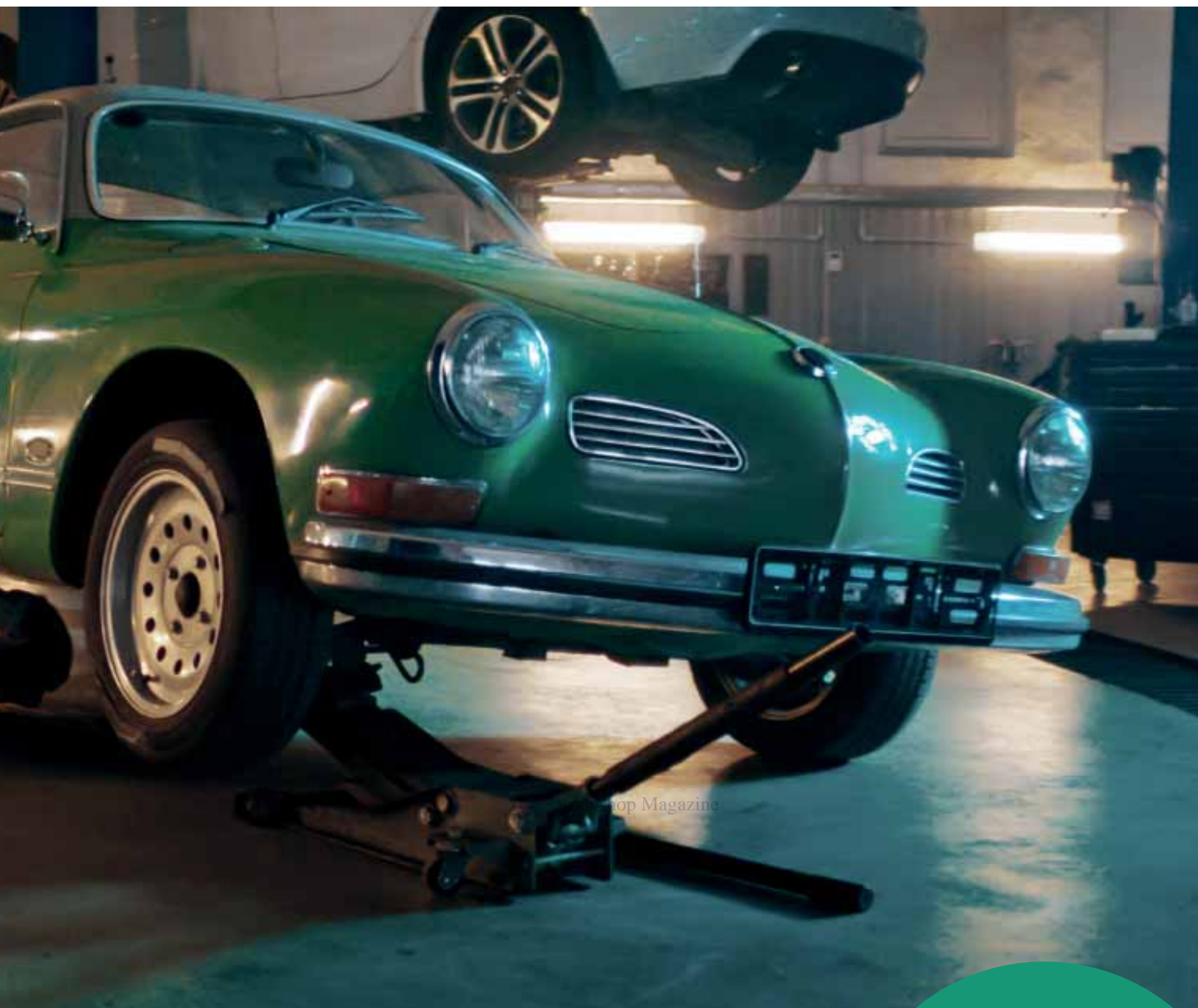
Bodyshop asked the same question to Paul Glover, network manager for Stellantis UK's accident repair programme. "I'll answer that one straight off the bat. Absolutely not," he said. "The reason is that it doesn't fit with our corporate social responsibility and environmental policy. You'll see that if you look at the Dare Forward 2030 commitment."

Dare Forward 2030 is Stellantis' "three-pillar plan" presented in March 2022, which outlines the company's ambitions and corporate goals. Among

those goals, Stellantis has committed to becoming carbon net zero by 2038, emphasising the "4Rs", as Glover explained: "Repair, reuse, remanufacture, recycle. You know, everything we do is about the vehicle, maintaining that vehicle."

Construction and design

Car construction and design methods have changed dramatically in recent years with mixed materials and advanced electronic systems posing unique challenges to repairers. Chris Brightmore, CEO of prestige repair specialists Chartwell, said of the repairability of modern cars: "There are cars out there that you would question whether there's been any thought towards repairability in the design of the build. But I think it's a long stretch to say that all cars are built to be thrown away. Manufacturers are looking at the



repairability of cars more than ever. There's an end-of-life issue to all of this; you can't just keep building cars and throwing them away."

But how does the use of multi-materials and construction methods impact repairers? Brightmore added: "The multi-material thing, it feels a little bit old hat now. It's no longer that this is a steel car or aluminium car, it's that you'll find that some aluminium, some steel, some carbon, some composite, everything, sort of a jumble. It's how it's constructed together that is probably the biggest issue. The jointing methods, you might be welding at one point in the car, and bonding on the other parts of the car."

Repair data

With such complex construction and design practices, how easy is it to access the correct repair data? How would repair

professionals know the correct repair methods and processes? It's a question *Bodyshop* posed to both the OEMs and the repairers. Stellantis' Glover pointed towards the vehicle manufacturer's online service portal, Service Box: "[In terms of access to repair data] Service Box answers all of that. You can subscribe by brand into Service Box or there's a publicly available option where you can pay by the hour to access that."

As a manufacturer-approved repairer, Chartwell's Brightmore said: "We generally don't struggle for any manufacturer data. We get the training, we get the support, we get the information, we get access to it ... and we pay handsomely for it."

But what if you're not a manufacturer-approved repairer? What if the data you need is behind a paywall? Manufacturer repair data is often only available to those able and willing to pay for it.

Additionally, the sheer volume of

THERE ARE CARS OUT THERE THAT YOU WOULD QUESTION WHETHER THERE'S BEEN ANY THOUGHT TOWARDS REPAIRABILITY IN THE DESIGN OF THE BUILD

repair data and training necessary to properly repair today's cars can be overwhelming, as Marsh explains: "Five years ago a vehicle would have somewhere around 100 repair documents covering the whole vehicle. Now with battery electrification we have passed 600 documents, and some have passed 1,000." ▶▶

THERE APPEARS TO BE AN ISSUE IN OBTAINING RELIABLE, CONSISTENT REPAIR DATA FROM CHINESE MANUFACTURERS, BUT FEW WERE PREPARED TO GO ON THE RECORD TO SAY SO



▶▶▶

Parts availability

At some point, every vehicle will rely upon a supply of replacement parts to continue and extend its service life. However, the availability and sourcing of repair parts is a contentious and highly debated subject.

Marsh holds clear views on where the manufacturer's priorities lie regarding replacement parts: "I do not believe recent entrants to the car manufacturing world are serious about maintaining their products beyond 10-12 years after the start of production," he said. "Established manufacturers have been rolling back their product support, deleting parts at an earlier point after a model finishes production."

However, this is not a viewpoint unanimously shared among repairers and manufacturers, as Stellantis' Glover explained: "We've just invested tens of millions in a new parts distribution hub and we have special heritage divisions for some of the Stellantis brands. If there's a manufacturer that respects the heritage of the family of brands it looks after, it's Stellantis."

Lou Lawes, general manager at Chartwell, explained the approach of prestige manufacturers in supporting their vehicles: "We've seen some of those manufacturers realise the value of keeping the vehicles on the road. Most people with the kind of [prestige] vehicles

we repair want to keep them as original as possible. I think Ferrari's always been really good at that, they really want to keep the cars on the road as long as possible. Some of the other manufacturers are now joining the club."

Brightmore agreed: "They're all very active in total loss programmes. They want to support parts packages; there is definitely a desire not to lose a registration or a VIN number."

Emergent brands

If the mainstream manufacturers are offering good product support, then what about the emergent brands coming from China? More than 50 new BEVs have hit the UK market this year alone, many of those coming from relatively new Chinese manufacturers.

There appears to be an issue in obtaining reliable, consistent repair data from Chinese manufacturers, but few were prepared to go on the record to say so. *Bodyshop* invited a prominent Chinese-owned manufacturer to take part in this article, but they declined to comment.

Marsh explained the history so far of obtaining repair data from Chinese motor manufacturers: "Around the time of the arrival of the first wave of vehicles from China, some manufacturers indicated not only would repair information be available, but it would also be free.

However, the arrangements have not been straightforward.

"MG Motor initially required paying money into a bank account in China and then emailing a person for access. This has now been revised to paying a European bank. Other companies, such as GWM, have not even apparently switched the repair information on and is now chargeable, once it becomes available," he added.

This inconsistent approach to repair information poses serious issues for the repair and insurance industries alike.

Future hopes

We live in an era where sustainability is more important than ever. As a result, it's comforting and refreshing to hear that OEMs and repairers are both committed to maintaining and extending the useful life of existing vehicles.

The open availability of repair data will undoubtedly be a crucial part of long-term reparability and sustainability. Equally, vehicles in the parc will rely upon a long-term supply of repair and service parts to prevent cars from becoming prematurely obsolete.

It is perhaps too early to comment on whether emergent brands will step up to these challenges, but the lack of repair data and open communication between Chinese brands and the repair industry must surely raise concerns.



Plastic surgery

Today's cars contain a considerable number of plastic parts, and we're not talking about just bumpers. As Peter McAninch, managing director of Plastrepair EU explains, plastic parts are considerably more numerous than you might expect.

"Bumpers, headlights, engine bay parts which are becoming more difficult to obtain like air boxes, fuse boxes, these kinds of things," he said. "There's so much more in a car that you can't even see, like wheelhouse liners. You know, you see cars, the bumper gets ripped off, it damages the wheelhouse liner."

So what advantages can be gained by repairing those plastic parts rather than replacing them? And are the training, documentation and repair guidelines currently in place appropriate considering the advanced plastic repair technology now available?

SUSTAINABILITY

Producing replacement parts and then delivering those parts to repairers has a significant environmental impact. Some sources suggest that the manufacture of 32 new replacement bumpers creates one tonne of CO2 emissions.

Sustainability also extends to sustainable business practices, with McAninch making a solid economic

argument: ^{Bodyshop Magazine} "Think cashflow for an independent repairer – so you changed 10 [bumpers] in a week, you're £5,000 down, that's 20 grand in a month. You might wait 30 days until you get that 20 grand back. [But by repairing rather than replacing bumpers] as a technician you're selling labour hours, you're making profit in your labour hours. It's a no-brainer."

Another advantage offered in repair-over-replace when it comes to plastic parts is a dramatic reduction in repair turnaround. By repairing a part, the technician does not have to spend time sourcing a replacement part or waiting for that part to arrive. This could be a key factor in some repair situations when replacement parts are back ordered or simply not available.

REPAIR

Previous plastic repair methods posed several potential problems, as Lee Caswell, director at Cornerstone Technologies, explained: "Using incorrect filler in thermoplastic bumpers could result in pedestrian injury, because if it snaps or fractures it leaves a sharp edge. The other negative is if people don't know what they're doing and put a load of filler in, then your ADAS function will definitely be inhibited".

Modern repair methods are much more advanced according to Caswell. "What's changing is the technology of plastic repairs, the tooling has changed," he said. "We've been using injection welding for seven to eight years, which is still not commonly known as a repair method. The most common methods are hot-air welding and nitrogen welding but there's also injection welding or extrusion, which is something that we've been doing for quite some time."

Unfortunately, there seems to be conflicting, confusing and inappropriate repair information and standards surrounding plastic repairs. McAninch said: "OEM repair standards place restrictions on what you can repair in plastic due to the method of repair. But when you actually start to break down the method statement of repair, the method statement of repair is against an archaic repair method which involves filler."

Both Caswell and McAninch emphasised that the key requirement before considering repair is safety, and the repairs should only be conducted if the repair meets safety guidelines. However, if the repair guidelines are archaic and based upon outmoded repair practices, surely there's a need for updated documentation and standards.



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MATERIAL FACTS: DRIVING DOWN PRODUCTION COSTS

Bodyshop Magazine

Anyone expecting to discover revolutionary new materials and processes for the automotive industry during the recent Advanced Materials Show, which incorporated the Battery Cells & Systems and Vehicle Electrification expos, would have been largely disappointed, writes *Bob Malkowski*.

A keynote presentation on consumer feelings towards EVs, by Alex Holmes and Serena Xiao from Simpson Carpenter, set out what was to be a familiar theme throughout the show: the automotive industry's focus is on reducing costs in manufacturing and subsequently passing those on to the consumer.

Holmes explained the results of the research into what motivates today's EV buyers: "The number one reason why consumers will get an electric vehicle isn't because it is better for the environment ... 47% of all car owners said it's because they're cheap to run."

Xiao then expanded on the current perceived barriers to EV take up: "We found that the top barrier for people to make this switch is because it's too expensive to purchase or lease [a battery electric car]."

Further conference speeches all emphasised the focus of automotive manufacturers in attracting new buyers to

the EV segment. This has led to a general focus on reducing the cost of existing materials and components, rather than seeking out more expensive cutting-edge materials and technologies.

Bodyshop spoke with several OEM suppliers exhibiting at the show; most confirmed the current focus is to optimise existing materials and construction methods to reduce cost.

However, this focus on manufacturing optimisation is shifting design towards modular assemblies which are not designed to be repaired and instead

replaced outright. This could have huge implications for the repair industry.

The main takeaway from the show was that the technology and materials used in modern cars are likely to remain the same for the foreseeable future. For example, lithium-ion battery tech is tipped to prevail for the next decade due to cost and ubiquity.

For the repair industry, however, be prepared for repair costs to increase thanks to the focus on modular, non-repairable design and construction methods.

PLASMA PRIMING

Advanced Materials Show event partners Plasmamatreat demonstrated its Openair-Plasma technology, which uses compressed air and high voltage. The chemical-free process can be used for cleaning and pre-treating a range of materials.

Of potential interest to the refinishing industry is the Plasmamatreat PT-5000N, which is a compact, portable, hand-held plasma "gun". Plasmamatreat claims that it can be used to replace the use of primers and light surface treatment before bonding or coating and prepare the surface before painting.

Primarily aimed at manufacturing facilities there seems no obvious reason why the PT-5000N couldn't also be used in bodyshops for the preparation of new body panels.



Labour's 2030 vision: *A wake-up call for bodyshops*

By JAMESLETT | TECHNICAL EDITOR | AUTODATA

Bodyshop Magazine

Throughout its campaign trail, the Labour Party announced a commitment to bring back the 2030 target for electric vehicle (EV) sales. However, the most recent King's Speech failed to address key commitments to EV growth, leading to uncertainty over how this deadline will be met. Research published in July by AlixPartners revealed that the UK is set to significantly miss the current 2035 EV sales targets; it's clear that more needs to be done.

While most of the conversation centres around charging points, battery range and cost, there is one core element that is being forgotten: do we have enough people to service and repair EVs? Without innovation and training, bodyshops risk falling behind and losing business as more EVs hit the roads.

But the responsibility cannot rest solely on workshops to make this change. Cross-industry collaboration will be vital to equip technicians with the skills to perform EV repairs and maintenance safely and effectively.

Other groups within the industry, such as software providers, can assist bodyshops in this EV revolution by providing

information on the specific instructions that are required for each vehicle model, this helps to manage capacity and streamline processes.

Before 2030, we must ensure each part of the automotive ecosystem is ready. With the amount of upskilling and preparation needed, bodyshops not immediately expecting to work on EVs should still begin planning and learning as much as possible now.

CURRENT ROADBLOCKS

EV repairs pose several challenges for technicians. Unlike traditional petrol and diesel vehicles, EVs feature high-voltage electrical systems and complex battery management. Implementing these sophisticated charging systems will require updated certifications and new sets of skills on how to diagnose faults and issues, a process which varies greatly from the diagnostics for internal combustion engines.

These skills and certifications come with two issues for bodyshops. First up, it is expensive to train and invest in these skills, putting workshops off investing.

However, it is much more expensive to take on new technicians and train them up to your processes, so upskilling current staff should be the norm before hiring new ones with the current skills.

Secondly, there's the time element; bodyshops and garages are notoriously time-poor, with a constant stream of cars entering and leaving the workshop. However, the business opportunity must be considered against the time commitment. While you may need to shift people's working patterns to accommodate training, the long-term benefits of being able to work on EVs rather than turn them away far outweigh the stress of covering people's shifts on a few occasions.

The cost of equipping workshops with EV-related equipment is another central roadblock. The same AlixPartners research revealed that only 44% of new UK light vehicle sales are expected to be zero-emission battery electric vehicles (BEVs) by 2030. Because of this figure, technicians remain uncertain of the EV demand and are left with the difficult decision of purchasing these specialised tools and undertaking upskilling without an immediate



guaranteed return on what would be a significant investment.

ATTRACTING NEW TALENT

Bodyshop technicians are ageing, and not enough young people are entering to fill this gap. We are also witnessing a declining workforce, with many technicians leaving the profession. The Institute of the Motor Industry (IMI) predicts a shortfall of 160,000 workers by 2031.

To attract new talent, we must combat the misconception that the automotive industry consists only of all-male mechanics tightening bolts by highlighting the extraordinary breadth of roles available in today's automotive environment. Technological innovations mean the industry is going through the largest transformation in history.

Artificial Intelligence, for example, will not only enable autonomous vehicles to become mainstream but will also transform most aspects of the auto-manufacturing process, from research and design to project management and business support software.

Subsequently, the automotive

THE LONG-TERM BENEFITS OF BEING ABLE TO WORK ON EVS RATHER THAN TURN THEM AWAY FAR OUTWEIGH THE STRESS OF COVERING PEOPLE'S SHIFTS ON A FEW OCCASIONS

workforce requires a larger variety of talent with a broader range of skills than it did even just 10 years ago. These roles can range from AI experts to scientists developing future generations of EV batteries.

COLLABORATIVE SOLUTIONS

To support the nationwide transition, we all need to work together to equip garages with the tools, talent, and training to be able to thrive. This collective support can be from large manufacturers and industry bodies, all the way through

to technicians and drivers themselves.

This includes advocating for apprenticeship programmes, providing a direct pathway for young people into the industry and arming them from the get-go to work on EVs. We have already seen efforts to attract apprentices to the automotive industry grow, with job postings increasing significantly. Advertising for apprentices in automotive retail has also continued to grow since 2020. According to statistics published by the IMI in June 2023, job postings increased by more than double compared to 2021.

Further to this, incentives and grants help to encourage more independent workshops to invest in the necessary tools and training programmes. Manufacturers can also play a crucial role. By providing accessible technical information and offering training programmes, they can help bridge these gaps in knowledge.

Whether the deadline is 2030 or 2035, as we move closer, we need strong collaboration so garages, bodyshops, technicians and drivers can remain confident in meeting the demands of a greener future.

Roadshow hits new heights

By **SIMONWAIT**

The third stop on the INDASA Experience Roadshow 2024 – at the Thatcham Research Automotive Academy in July – has been hailed a huge success by attendees and organisers, as the series of technical training events builds up to its grand finale at INDASA UK's Colchester HQ on 22 August.

"Thatcham for me has been the pinnacle; it really shows to me how far this event has come. Having the Roadshow get the most prestigious training centre in the UK on board while having our group technical manager being part of the day was unbelievable," said UK technical team lead Will Callaghan, referring to the flying visit from Portugal by INDASA's Humberto Placido and the valuable product application insights he provided.

"Now with the final visit to Colchester at our own training centre we are really going to go all out for our guests. From the agenda, goodie bags and the prizes, this really isn't one to miss. Everything for this final event of 2024 is going to definitely be taken to the next level," he said.

In addition to escribe and ecademy presentations and an EV shutdown demo by Thatcham, the INDASA team and event partners Repairify, DeVilbiss and Static Solutions gave hands-on product tutorials which showcased their latest bodyshop tools and equipment. And on top of what was a packed day of learning, repairer Ross Cameron outlined the many savings and benefits available to members of his Auto Body Fixers online directory.

Attending technician Matthew Sowinski from Classic Restomod won a DV1S spray gun, courtesy of DeVilbiss, while Barry Price of Multi-Tech Coachworks won a PRO X sander kit bundle provided by INDASA. All the other technicians went home with lots of new knowledge and goodie bags packed with full-size products.

Dean Lander, head of repair sector services at Thatcham Research, told *Bodyshop Magazine*: "For us this was very much an experimental event and given our strong relationship with INDASA it was one we were keen to explore. It was a great day, providing an opportunity to collaborate with key suppliers into the industry and welcome some from the industry who may have never had the opportunity to experience Thatcham Research close up. Engagement in our escribe and ecademy demos was great to see and feedback post-event has been extremely pleasing."

Momentum now builds towards the last stop on the INDASA Experience Roadshow 2024, in Colchester.

INDASA's Faye Tindall said: "We've already started preparing some surprises for our final stop, which we'll be hosting at our INDASA Academy. Naturally, we want the finale to be bigger and better than ever, so we'll have more goodies, more brands, and more training. This is the last opportunity to network with like-minded professionals and walk away with full-size products and a wealth of knowledge – and it's all completely free."



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Material evolution:

Impact on the collision repair industry

The evolution of materials used in the automotive industry brings with it a range of challenges. Understanding those new materials and the benefits and drawbacks they bring, is essential for today's repair technicians and the industry as a whole.

Mario Dimovski takes a deep dive into new materials such as composites, polymers and polypropylene, and the innovations, implications and technology behind them.

Bodyshop Magazine

The automotive industry is rapidly evolving, especially regarding materials used in vehicle manufacturing. Innovations in light composites, carbon fibre, biodegradable polymers, and the expanded use of polypropylene are transforming how vehicles are made, offering significant benefits in weight reduction, strength, sustainability, and cost-effectiveness. These advancements not only enhance vehicle performance but also impact the collision repair sector by necessitating the development of new tools, materials, and training to handle and repair these innovative materials.

Innovation and technology are also playing a role in 3D printing, allowing for new advanced materials such as plastics and metals to be used in the 3D printing of parts that OEMs are starting to adopt in their manufacturing process.

Advanced plastics

Advanced plastics have expanded the possibilities in automotive manufacturing due to their high performance in withstanding temperatures and mechanical stresses. These plastics are now used in a wide range of automotive components, from under-bonnet parts to interior fixtures.

Benefits of advanced plastics:

- **Weight reduction:** Lighter materials improve fuel efficiency and reduce emissions.
- **Cost-effectiveness:** Generally, less expensive than metals, reducing manufacturing costs.
- **Durability and performance:** Enhanced properties allow plastics to replace heavier materials without compromising performance.

Polypropylene

Polypropylene, once primarily used for bumper covers, is now increasingly utilised in most external body parts and trims due to its cost, durability, and flexibility. However, this rise in usage has led to a significant increase in plastic waste, presenting both challenges and opportunities for the collision repair industry.

Advantages of polypropylene:

- **Versatility:** Suitable for various external body parts and trims.
- **Cost-effective:** Less expensive than many other materials.
- **Durability:** Resistant to impact and environmental factors.

Environmental implications:

- **Plastic waste:** The increased use of

polypropylene in vehicles has resulted in more plastic waste ending up in landfills.

- **Repair opportunities:** The prevalence of polypropylene parts opens new opportunities for repair rather than replacement, reducing waste and promoting sustainability.

Carbon fibre

Carbon fibre, known for its exceptional strength-to-weight ratio, is a preferred material in high-end sports cars, as well as mainstream vehicles for components where weight savings are critical, such as body panels and chassis parts.

Advantages of carbon fibre:

Superior strength: Stronger than steel while significantly lighter.

- **Enhanced performance:** Reduces vehicle weight, improving acceleration, braking, and handling.
- **Energy efficiency:** Lighter vehicles consume less fuel, aligning with sustainability goals.

Biodegradable polymers

Biodegradable polymers, derived from renewable resources like corn starch and cellulose, offer an eco-friendly alternative to conventional plastics. These materials



The evolution of materials ... is reshaping the industry and the repair sector. By embracing change, repairers can improve efficiency, reduce costs, and enhance sustainability

Bodyshop Magazine

are designed to break down more easily, reducing plastic waste and its long-term environmental impact.

Environmental and performance considerations:

- **Sustainability:** Contributes to reducing plastic waste and supports a more sustainable vehicle lifecycle.
- **Cost and durability:** Continuous research is improving their performance, and production costs are becoming more competitive.

3D printing

3D printing technology is revolutionising both the manufacturing and repair processes in the automotive industry. By allowing for the use of advanced materials, including new types of plastics and metals, 3D printing offers several benefits that are being increasingly adopted by OEMs.

Advantages of 3D printing in automotive manufacturing:

- **Customisation:** Allows for the production of customised parts tailored to specific vehicle models.
- **Material efficiency:** Reduces waste by using only the necessary amount of material.
- **Speed and flexibility:** Speeds up the

prototyping and production process, allowing for rapid design changes.

Impact on the collision repair sector:

- **On-demand parts:** Enables the on-demand production of replacement parts, reducing inventory costs and lead times.
- **Advanced repairs:** Facilitates repairs by producing complex parts that may be difficult to source or manufacture using traditional methods.
- **Material variety:** Expands the range of materials that can be used in repairs, including high-strength plastics and lightweight metals.

Integration of new materials in manufacturing

Operational efficiency

The use of advanced materials often results in more efficient manufacturing processes, with components made from light composites requiring fewer production steps and less energy compared to traditional materials.

Supply chain and cost implications

Innovative materials simplify the supply chain by reducing the number of components needed and streamlining assembly processes. Although advanced

materials like carbon fibre are initially more expensive, their long-term benefits often outweigh the upfront investment.

Future prospects and challenges

Continued innovation: Researchers are exploring new materials, including nanomaterials and smart materials that can change properties in response to external stimuli, promising even greater advancements in design and performance.

Balancing cost and performance: A key challenge is balancing the cost and performance of new materials. While advanced materials offer significant benefits, their higher costs can be a barrier to widespread adoption. However, as production techniques improve, these costs are expected to decrease.

Sustainability goals: The automotive industry's focus on sustainability will drive the adoption of biodegradable polymers and other eco-friendly materials, helping reduce the environmental impact of vehicles and supporting broader sustainability goals.

Impact on the collision repair sector: The adoption of advanced materials in automotive manufacturing has significant implications for the collision repair sector, necessitating adaptations in training, equipment, and repair methodologies.

Tools and training: Technicians will need specialised training to handle and repair advanced materials like carbon fibre, high-performance plastics, and polypropylene. Bodyshops must invest in new equipment to work with these materials.

Repair versus replace: Stronger, lighter materials and the increased use of polypropylene may lead to a shift from replacing damaged parts to repairing them.

Cost and efficiency: While advanced materials can be more complex and expensive to repair, their overall durability and weight reduction could lower the frequency and severity of repairs.

Sustainability: Biodegradable polymers and other eco-friendly materials will promote more sustainable repair practices, as these materials are easier to recycle and dispose of.

Conclusion

The evolution of materials in automotive manufacturing is reshaping the industry and the collision repair sector. The need to develop new tools and materials, and upskill the future workforce, is critical to handling and repairing these materials effectively. By embracing these changes, bodyshops can improve efficiency, reduce costs, and enhance sustainability.

FORD EXPLORER BEV

■ Ford bought 600,000 units of the Volkswagen Group MEB “kit” over a total of six years – this is the first application.

■ Delayed by almost a year due to development issues – which allowed better battery chemistry and range.

■ Started production 4 June 2024 in the Ford Cologne plant – where Fiesta B479 was last built.

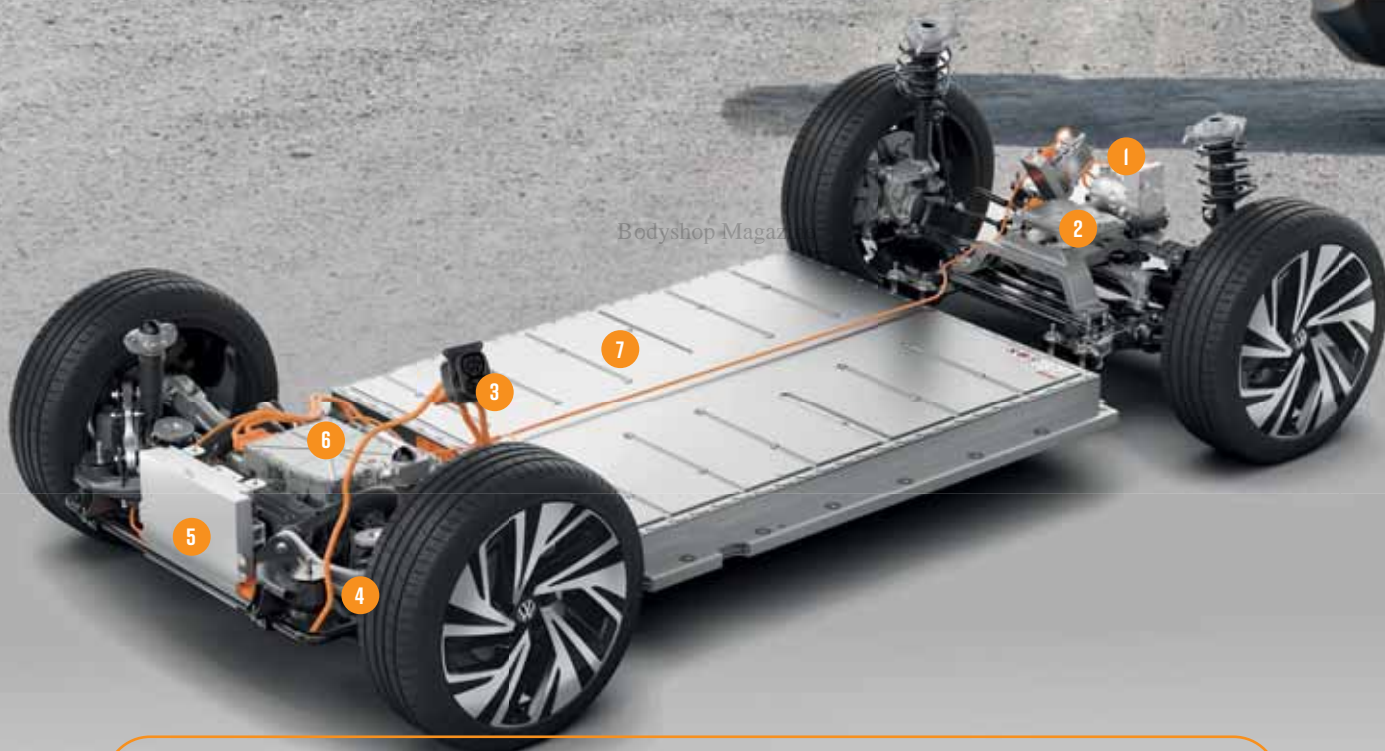
■ Heat pump and ADAS upgrades are available as options.

■ Unladen weight – 2,090-2,179 kg.

Rear quarter glass – 1 piece.

Rear chassis leg – two allowable section lines.

With thanks to **Andrew Marsh** for his technical expertise.



1 AC compressor. R1234yf refrigerant as standard, or R744 refrigerant for heat pump option.

2 Front motor and power controller – 4wd only: 109 PS. Total combined system power: 340 PS.

3 Charge port, rear quarter panel.

4 Multi-link rear suspension.

5 On-board charger module.

6 Rear drive motor and power controller.
 • Rear wheel drive: 170 PS (55 kWh battery).
 • Rear-wheel drive and four-wheel drive: 286 PS (82 kWh battery).

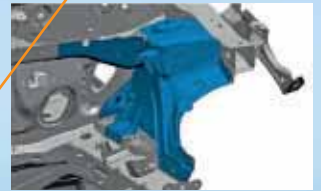
7 Liquid cooled nickel-manganese-cobalt (NMC) battery pack:
 • 55 kWh (52 kWh available), rear-wheel drive, 358 kg.
 • 82 kWh (77 kWh available), rear-wheel drive, 491 kg.
 • 82 kWh (79 kWh available), four-wheel drive, 491 kg.



Front upper longitudinal outer fits under the A pillar outer – left. The upper longitudinal inner bridges the strut tower – right. Note: Front wing brackets are removed in these views.



Front strut tower is made from multiple panels, all of which can be replaced.



Sill has an outer reinforcement (shown) and an inner reinforcement.

Front chassis is much shorter than usual. Full leg can be replaced as well.



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Windscreen CMOS camera.

Front bumper camera.



Ultrasonic sensors x6.

Front RADAR module.

Door mirror camera.

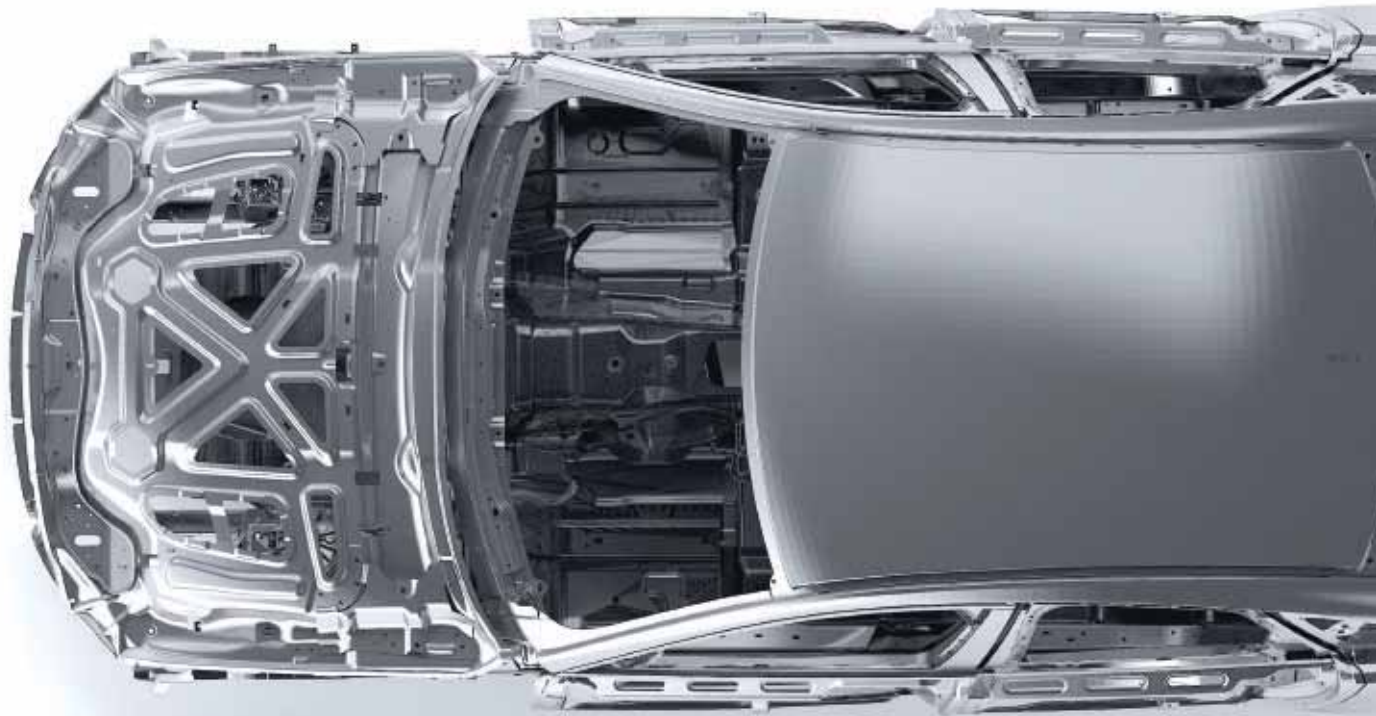
No storage under the bonnet.

Reversing camera.



Ultrasonic sensors x6.

Rear RADAR module.



Bodyshop Magazine

The *curious* case of a disappearing Jaguar

By **ANDREW MARSH FIMI**

Let's start by saying "be careful about what you wish for".

Jaguar established a deeply engrained image – now called "brand" – based on beautiful cars, discussions about the future as WW2 bombs fell, five wins at Le Mans and fabled trips at speeds of 150 mph or more across Europe. This was achieved for half a century with enough engineers to run a small part of Mercedes-Benz passenger car experimental workshops, on a budget not far off the same companies' works canteen.

Blessed with not one but a string of highly talented designers, Jaguar strode onwards. The acquisition by Ford allowed it to join Lincoln, Aston Martin and Volvo in what became the Premier Automotive Group (PAG). The process enabled Jaguar to revolutionise quality, to engineer things in ways previously only dreamed of and to win at Le Mans, with TWR, two more times.

The long game

PAG laid at huge expense many of the tools the next owner, Tata Motors, would benefit from. Ford lost so much money at Jaguar it exceeded at the time the GDP of some African states. Two defining Jaguar models



That is how one takes a seven-model range to one model, and move the entire brand away from one of its most famous features – internal combustion engines



from the PAG era – X-Type based on a Ford platform and S-Type sharing even more with the Lincoln Town Car – should have enabled Jaguar to become what it really wanted to be, an equal of Lexus, BMW and Mercedes-Benz.

The X-Type lost money in every year, in every possible way, but the production quality from Halewood was great. The S-Type was commercially more successful and was judged by customers to be a proper Jaguar, even though it was a reworked Ford. Both cars suffered from retro styling which had a short shelf life. The legendary build issues of the Jaguar XJ-S coupe were resolved with the retooled, re-engineered XK8 X100, and XJ X350 was the first Jaguar aluminium intensive body production programme.

The world, meanwhile, wanted luxury SUVs – something Jaguar had not done previously.

Second generation product under PAG saw the XK8 aluminium intensive body programme, again at a planned low build rate. The S-Type was replaced with XF X200, where engineering swerved from all steel, steel with aluminium bits to all aluminium before settling on a steel shell

with aluminium closures. Meanwhile, XJ X350 went from “retro geezer” styling to X351 – a design that looks fresher now than when first launched.

Throughout, Land Rover decided to take command of last or near-last place in JD Power quality surveys, while Jaguar was frequently near the top of the listings. This did not translate to Jaguar sales success.

The revival, again

Tata Motors executed several moves after the purchase from Ford, aimed at eliminating Ford sourced parts to reduce costs, especially for the body due to licence fees per panel. The major investments continued:

- Jaguar XE X760, aluminium intensive body, new Ingenium engines built at the i54 JLR plant – in effect new from the ground up. Built at Solihull for one year and then Castle Bromwich.
- Jaguar XF X250, in effect a longer wheel base XE, also built at Castle Bromwich.
- Jaguar XJ X352, was planned to become a BEV for 2020, but was axed a few months before production could start.
- Jaguar F-Type X152, based on the last XK8 X150 with shorter overall length

and mix of Ingenium as well as Ford/JLR engines. Annual volume capped at 7,000 units.

- Jaguar E-Pace, using Range Rover Evoque L538 platform, built in Austria rather than Halewood.
- Jaguar F-Pace X761, aluminium intensive shell, based on the X760/X250 platform, sister to Range Rover Velar, built in Solihull.
- Jaguar I-Pace, the one and only JLR pure electric vehicle, built in Austria.

What could possibly go wrong? Land Rover individual model ranges out-sold the entire Jaguar line-up.

The final solution?

JLR build larger vehicles which require rather more power than mere cars to move, and so a “cunning plan” was revealed to excited investors in 2023:

- Move Jaguar to an electric only brand (which had been planned since 2019 or so).
- Re-equip Castle Bromwich as a BEV plant, which then required removal of XE, XF and F-Type.
- The contracts with Magna Steyr in Austria were coming to a close, so remove E- and I-Pace.
- To keep customers happy, all plants would continue to build at normal – for 2023 – rates until May 2024, with the stock banked.
- The first of the new models would be revealed at the end of 2024 to be delivered during 2025 and then further models arrive every 12 month or so-ish. Not exactly a flood.

That is how one takes a seven-model range to one model, and move the entire brand away from one of its most famous features – internal combustion engines. JLR has to mitigate carbon footprint taxation, which in Europe is done by buying credits from Tesla. There is a significant incentive to build BEVs for JLR, to enable more profitable ICE cars to be sold. And yes, there will be pure electric Land Rover/Range Rover models, but in addition to rather than instead of ICE power.

It still does not answer the painfully obvious. In 2019 it was obvious Plan B had to be available, with internal combustion engine electrified powertrains for Jaguar as well as Land Rover/Range Rover.

Will this “cunning plan” be worthy of Baldrick, or a triumph? We all hope it will be the latter.



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**AWARDS &
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**30
under
30
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Thursday, 19 September 2024
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For full details, scan the QR code to download our *Bodyshop* Awards 2024 Partnership Guide or contact Suzie Scott on suzie@bodyshopmag.com.



SPIES HECKER

Perfect primer

Spies Hecker has launched its newest primer surfacer, Permasolid UV-TEC Primer Surfacer 9003. This 1K primer surfacer offers fast drying, thorough curing, high adhesion and elevated corrosion protection. Permasolid UV-TEC Primer Surfacer 9003 lowers potential health risks and environmental impact as it doesn't contain CMR (carcinogenic, mutagenic and reprotoxic) chemicals and reduces waste drastically. The primer surfacer is currently available in 1-litre cans. Spies Hecker recommends curing with the IRT UV SmartCure UV-LED lamp by Hedson, or any lamps with comparable specifications.

■ www.spieshecker.co.uk



HENKEL

High-temp adhesive

LOCTITE 402 is a fast-setting instant adhesive which can withstand extreme operating temperatures up to 135°C. It is particularly suitable for applications where components are exposed to high temperatures. LOCTITE 402 has been introduced in industrial processes that formerly involved the spot welding of components, necessitating additional grinding, filling, and refinishing to achieve a smooth surface. LOCTITE 402 could be useful in refinishing where repairs are to be made before painting and high-temperature curing.

■ www.henkel-adhesives.com



FLP GROUP

Matting marvel

FLP Group has introduced a new 2K Matting Agent called ULTI-MATT in its Final Systems ULTIMATE Repair System. ULTI-MATT is a versatile product that provides the ability to create your own gloss level. It has been specially designed for ULTIMATE 2K HS Clearcoat, ULTIMATE 2K HS DTM Clearcoat and ULTIMATE 2K HS DTM Colour. ULTI-MATT is space-saving, removing the need to carry a separate matt clearcoat or satin clearcoat. ULTI-MATT 2K Matting Agent is mixed with your clearcoat to get the finish required.

■ www.flpgroup.co.uk



PROXL

Prime candidate

ProXL has added a fast-curing high-build UV primer to its expanding aerosol range. Containing no hazardous isocyanates, the UV-curing primer filler aerosol is safe to use and cost-effective, making it ideal for small repairs. Its rapid curing time of just 60 seconds dramatically reduces preparation work and increases productivity in the booth. As a result, the average SMART repair costs approximately five pence. It features an extremely low odour when sprayed and after curing leaves no sticky residue.

■ <https://proxl.com>



THINKCAR UK

Steady charge

The new Thinktool EVP802 EV cell balancer delivers a steady charge to an EV battery during any off-car diagnostic work. It is an EV pack modular equaliser designed to provide stable high-voltage and low-voltage power supplies. The portable EV cell balancer comes with a seven-inch screen interface, and can be connected via TCP/IP or USB for data transfer. Charge/discharge data is accessed through histograms and data tables. The EVP802 supports up to two modules at once, meaning technicians can work with a maximum of 12 batteries simultaneously on each channel.

■ www.thinkcar.uk



Magazine

SPIES HECKER

Substantial surfacer

Spies Hecker has launched a new larger 3.5-litre tin for its Permasolid Speed-TEC HS Wet-on-Wet Speed Surfacer 5550, following customer demand. Part of the Speed-TEC System, Permasolid Speed-TEC HS Wet-on-Wet Speed Surfacer 5550 draws on temperature and ambient humidity to accelerate the drying process. Permasolid Speed-TEC HS Wet-on-Wet Speed Surfacer 5550 can be overcoated after just five minutes of air-drying time, delivers high stability on vertical surfaces and ensures a good topcoat finish.

■ www.spieshecker.co.uk



JURATEK

Braking news

Juratek has revealed its latest range expansion, adding 21 new part numbers to enhance its offering of aftermarket braking solutions. The new-to-range references from Juratek include 14 callipers, four brake hoses, two brake discs and one wheel cylinder. Notable additions include brake discs to cover Land Rover Discovery, Range Rover and Range Rover Sport. Additionally, new fitments cover Mercedes-Benz C Class, CLS, E Class, GLC, and others including Nissan, Renault, Opel, Vauxhall and Audi.

■ www.juratek.com



FIRST LINE

Range expansion

First Line has revealed its latest new-to-range updates with 56 additions, including 24 steering and suspension parts, 15 drive shafts, five friction components, four filters, three within its cooling range, two cables and wheel bearings, and a clutch. Notable additions include a suspension arm lower front left-hand for the Skoda Enyaq iV e, and VW ID.4 e and ID.5 e. There are also new additions in the categories of engine mounts, steering rack ends, wheel bearings, brake cables and filters.

■ www.firstlineltd.com



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BODYSHOP MAGAZINE MEDIA GUIDE





UNITED WE STAND

BY **TIMKELLY** | @MOTORCLAIMGURU

For as long as I have been involved in the industry the most common trope I hear is: “If you cannot do the job for that price, we will send the work elsewhere.” This creates a divide between your business and an imaginary one. But who is creating the divide? And why?

If there is an industry that needs to get its act together, working collectively and for a united purpose, it is this one. This industry needs to be working together for the benefit of everyone rather than the few.

I observe in despair when sections of the industry turn inwards for their own gain creating a false image to the general public. This is a very dangerous thing and not something the repair industry should take part in or be accepting of. We need to show this sector in the best light.

BAD PUBLICITY

Browsing the web, you come across people who are full of their own self-importance and making stupid statements. One such example occurred recently on Instagram: “EXPOSED bodyshop scammers” or “bodyshops relying on old school blaggery”. Most marketing is reliant on advising how bad the industry is, rather than how professional and competent we are.

I have previously written about the dangers and the illusion of seeing others in the industry as competitors. For more on that, scan the QR code on the right.

There's good work carried out in our industry at all price points, and bodyshops will often refer work to those better suited to the repair at hand. These divisions are not only at the lower end of the industry, but everywhere, and thought should be given as to why.

DIVIDE AND CONQUER

So where did this atmosphere of unhealthy competition and division come from? In my opinion, this behaviour has been driven by the insurance industry from the beginning. Division and competition are used as a tool to try to control repair costs when dealing and negotiating with repairers.

That old trope – “If you cannot do the job for that price, we will send the work elsewhere” – has largely disappeared now, mainly due to the other business “down the road” going bust. This is why we have seen an increase in insurers using tactics such as “increased excess” or advising that “we will only pay what we would pay to our own repairers” in their contracts. See the other QR code at the end of this article for more on this.

Both are extremely questionable behaviours, relating to “unfair commercial trading practices under section 8 of the 2002 Enterprise Act” and “unfair terms and conditions in Consumer Contracts Act”.

Again, we have the creation of divisions to steer consumer behaviour.

UNITY

At the other end of the spectrum, we have the industry seeing a lot of consolidation with bodyshops or networks being bought. Should we see this as a threat, or should we be grateful that investors are now seeing the industry as somewhere that shows potential? I think it's the latter.


I also think that these large bodyshop and repair groups should be championing independent repairers and “one-man band” operators. Independent repairers are very much a part of the same industry that these large investors have bought into

Each part of the industry has its place, and each has the potential to be successful. We need to start speaking with other repairers and work together to change public perception of the industry.

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Sandal BMW Elevates Efficiency with Todd Engineering

In an impressive upgrade towards operational excellence, Sandal BMW has introduced two Poseidon spray booths and a bespoke paint mixing room, expertly installed by Todd Engineering. These state-of-the-art booths feature full downdraught systems, Eco+ Energy Saver technology, and Hydracure for superior curing and energy efficiency.

The new facilities also include a separate gun wash room and a comprehensive paint mixing room equipped with shelving units, cupboards, and an extraction bench, enhancing functionality and workflow.

Reuben Abbott, Bodyshop Manager at Sandal BMW, shared his satisfaction: "Huge thanks to Todd Engineering. The booths are fantastic, and the installation couldn't have gone smoother. We remained operational throughout the transition to the new BMW ColorSystem, thanks to Todd Engineering's meticulous planning and excellent product."

"We've been operational with our booths and PMR for a month now and we're delighted with every aspect. Ultimately, I cannot recommend Todd Engineering enough to any of my industry colleagues."

This major upgrade at Sandal BMW showcases Todd Engineering's dedication to delivering advanced, eco-friendly solutions that enhance operational efficiency and quality. The Poseidon booths, with features like full downdraught systems and Hydracure as standard, are setting new standards in the industry, with Sandal BMW leading the way in innovation and sustainability.

Todd Engineering is committed to advancing the automotive refinishing industry through continual improvements in efficiency and energy cost reduction.



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