



Welcome to Stockholm

Our hosts, Folksam, welcome RCAR Members to Stockholm, Sweden, for the 2002 RCAR Conference.

Sweden is a big country measuring 1,572 km (977 miles) from south to north. The most northern point (Trieriksroset) is almost as far away from Malmö in the south as Rome is. Sweden is Europe's fifth largest country occupying some 450,000 sq.km (174,000 sq. miles). With just 9 million inhabitants there is plenty of space with an average of 20 people per sq.km. (approximately 50 per sq. mile). More than half of Sweden is covered by forests and the country has lots of water. There are more than 100,000 lakes and a 2,700 km (1,680 mile) long coastline.



The city of Stockholm was founded in the middle of the 13th century and has been the country's capital since 1436. Suburbs included, it is home to just over one and a half million people. Stockholm is built on fourteen rocky islands at the eastern end of Lake Mälaren, where the large lake narrows before its waters pour into the Baltic Sea and the archipelago of literally tens of thousands of islands. The view in the picture on the left is of Ridderholms Church.

Folksam's mission is founded on the concept that its insurance policyholders should have the greatest influence over its activities. Folksam is a mutual insurance company, owned by its policyholders. They influence the management of insurance, premiums and damage claims. This influence is largely exerted through popular organisations and trade unions to which Folksam has close ties. The basis of Folksam's existence is to provide value to its customers. Folksam has a full range of individual insurance and savings alternatives which offer security for the family, health and property at every stage of life.

Facts About Folksam

Folksam has more than 17 million insurance contracts and insures 1.8 million family homes. It insures every fourth car on the road and employs approximately 3,600 people.

The picture on the right shows Folksam's Head Office at Skantull in Stockholm where 1,000 people work.



Special points of interest:

- *Welcome to the RCAR 2002 Conference.*
- *Profile of Folksam.*
- *RCAR Conference Technical Programme.*
- *Forthcoming Events*

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Folksam—The People



T Andersson
President & Chief Executive Officer
Chairman of Folksam Auto's Board of Directors



T Norderheim
Executive Vice President, Head of Corporate Services
Member of Folksam Auto's Board of Directors



K Wirén
Head of Non-Life Insurance
Member of Folksam Auto's Board of Directors



B Garpland
Master of Law, Claims Manager, Head of Claims
Member of Folksam Auto's Board of Directors
Previously he worked as local claims manager in the west of Sweden and as market area manager south west.



Inger Annwall
Information Officer Assistant
Corporate Communications
Inger is responsible for the Partners' Programme

Folksam's Road Traffic Safety Research



Anders Kullgren



Maria Krafft



Anders Ydenius

Anders Kullgren, 39, is Associate Professor at Chalmers University of Technology, has a PhD from the Karolinska Institute, and is Head of Road Traffic Safety Research at Folksam. He has been working with road traffic safety research at Folksam since 1988. The main research areas are car model safety ratings, in depth investigations using crash recorders, so-called "black boxes", and whiplash injuries.

Maria Krafft, 37, PhD, is Assistant Head of Road Traffic Safety Research at Folksam. Her main research areas are the analysis of real life collisions, especially whiplash injuries and injuries to children. She finished her PhD thesis in 1998 at the Faculty of Medicine at the Karolinska Institute in Stockholm.

Anders Ydenius, 39, is a PhD research student in the area of vehicle road side impacts. Working areas are administration investigation and analysis of vehicles in real world crashes equipped with crash recorders. He has been working at Folksam's research department since 1995. He has a Master of Science degree in Vehicle Engineering from the Royal Institute of Technology with automotive engineering as a specialty.

Folksam's Department for Vehicle Technic (FDVT)

Annual claims costs for vehicle collisions, theft and towing amount to 1.2 billion SEK (US\$120 million). Eight technical local head officers direct the activities of ninety claim inspectors at nine offices.



LARS CARLSSON



HANS E. ERIKSSON

Lars Carlsson, 46, is Head of FDVT. He previously worked with the Volkswagen Group as a body technician and at Folksam as a claims inspector.

Hans Eriksson, 57, works with Folksam Auto and shares the responsibility for training claim inspectors and the development and testing of new repair methods. He previously worked as an environmental consultant for auto shops in Stockholm.

Folksam Auto AB



Folksam's Workshop and Research Centre in Växjö

Folksam Auto was formed in 1964 and is a wholly owned subsidiary of Folksam. The business is divided into mechanical, body and paint. There is a research and training department and a dismantling shop where parts are dismantled, overhauled and stored. Folksam Auto are a founding member of the Research Council for Automobile Repairs (RCAR).

Organisational goals are as follows:

- to work with loss prevention.
- to limit repair costs firstly by the development of repair techniques and secondly by the distribution of originally used parts for repairs to vehicles.
- to further improve the competence of claim inspectors at Folksam.
- to influence the competence of the motor trade in a positive way.



Egon Bergman

Egon Berman, Managing Director of Folksam Auto AB, is a professional auto engineer who attended the Technical College at Växjö. He worked for the Volvo Corporation from 1973 to 1989 and took up his post as Managing Director of Folksam Auto in 1989. He is a regular attendee at RCAR annual conferences and has presented a number of papers on a variety of technical issues.

Bernt Jonasson is Manager of repair development and training. His early training and experience was as an auto body technician. He is also responsible, together with the Swedish Federation of Glazing Contractors, for the training of glass technicians in Sweden.



Bernt Jonasson

RCAR 2002—Technical Programme

Monday 23 September 2002

Session 1 – 09.00-10.30 hrs

09.00	Welcome and opening remarks by the Conference Chairman	Egon Bergman
09.15	Steering Committee's Report by Chairman	Ken Roberts
09.30	Secretary General's Report for 2002 and Budget for 2003	Michael Smith
09.45	CESVIMAP Activities 2001-2002	CESVIMAP
10.00	Activities in Norway	BSK
10.15	KART Research Activities 2001-2002	KART
10.30	Break for Refreshments (½ hour)	

Session 2 – 11.00-12.30 hrs

11.00	Developing a Transport Safety Strategy	Claes Tingvall
11.15	Emerging Issues	VIC
11.30	CESVI Colombia Activities 2002	CESVI Colombia
11.45	Centro Zaragoza Activities 2002	Centro Zaragoza
12.00	Insurance Australia Group (IAG)	NRMA
12.15	CESVI Mexico Activities during 2001/02	CESVI Mexico
12.30	Break for Lunch (1¼ hours)	

Session 3 – 13.45-15.00 hrs

13.45	How Young/Inexperienced Drivers Affect Insurance	CESVIMAP
14.00	Road Safety Campaign for Students: "Growing Up Safely"	CESVI Argentina
14.15	Vehicle Visibility Index for Safety and Vehicle Damage (30 minutes)	NRMA
14.45	Motor Vehicle Fires – Risk to Occupants and Rescuers	AZT
15.00	Break for Refreshments (½ hour)	

Session 4 – 15.30-16.30 hrs

15.30	Reverse Acceleration Sled Installation at Thatcham	Thatcham
15.45	The Protective Helmet	Centro Zaragoza
16.00	High Speed Crash Tests Update	IIHS
16.30	Spare	

End of Day 1

Tuesday 24 September

Session 5 – 09.00-11.00 hrs

09.00	Low Speed Crash Tests and Insurance Losses	IIHS
09.15	New Standards for Crash Tests	CESVIMAP
09.30	Research on Crash Characteristics by Repair Methods for Front Side Members	JKC
09.45	New Crash Testing Standards - WP	AZT
10.00	New Crash Testing Standards - WP	CESVI France
10.15	Research on the Damage-Checking Methods for Front Suspensions Results	JKC
10.30	Break for Refreshments (½ hour)	

RCAR 2002—Technical Programme

Tuesday 24 September (continued)

Session 6 – 11.00-12.30 hrs

11.00	Discussion on New Crash Standard and the Way Forward (30 minutes)	All Delegates
11.30	Study of the Quality of Windshields	VIC
11.45	Low Speed Crash Programme and Airbag Deployment	NRMA
12.00	Injury Mechanism and Vehicle Damageability Prediction Model Development	Tech-Cor
12.15	Spare	
12.30	Break for Lunch (1¼ hours)	

Session 7 – 13.45-15.00 hrs

13.45	Whiplash Research	Thattham
14.00	Advanced Head Restraints and Whiplash Injuries	IIHS
14.15	Update on Work of International Insurance Whiplash Prevention Group (IIWPG)	Thattham/AZT/IIHS
14.30	Repairing Fire Damaged Vehicles	MPI
14.45	New Painting Process to Reduce Costs	CESTAR
15.00	Break for Refreshments (½ hour)	

Session 8 – 15.30-16.30 hrs

15.30	Plastic Repairs in Sweden After 10 Years of Practice	Folksam
15.45	Hybrid Vehicle Repair Project	State Farm
16.00	Methods in Repairing Cars with Frame Built Body	Länsförsäkringar
16.15	Weld Bonding in Sectioning Structural Members	MPI
16.30	Development of Vehicle Repair Review Process	State Farm
16.45	Win Cabas Damage Calculation System, 3D Development	Consulting AB

End of Day 2

Wednesday 25 September

Visit to Volvo Traffic Safety Laboratory in Gothenborg and Autolive in Vårgårda

07.30	Bus departs from Sheraton to Stockholm Central Station
08.10	Depart from Stockholm Central Station by Train X2000
11.22	Arrive Gothenborg
11.35	Depart Gothenborg by bus
12.00	Visit Volvo Traffic Safety Laboratory
14.00	Lunch
15.15	Depart Volvo by bus for Vårgårda
16.15	Visit to Autoliv
18.30	Depart Autoliv by bus
19.00	Arrive Herrljunga Railway Station
19.18	Depart Herrljunga by train
21.55	Arrive Stockholm Central Station

RCAR 2002—Technical Programme

Wednesday 25 September (continued)

- 22.00 Depart for Sheraton by bus
22.15 Arrive at Sheraton

Refreshments will be available during the journey to and from Gothenborg.

Thursday 26 September 2002

Visit to Folksam

- 08.30 Bus departs from Sheraton for Folksam
09.00 Road traffic safety research
12.00 Lunch at Folksam
13.00 Social Programme

(Note: The visit is hosted by Anders Kullgren, Maria Krafft and Anders Ydenius)

Friday 27 September 2002

Session 9 – 09.00-1230

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|-------|--|-----------------|
| 09.00 | Parts Accreditation in the UK | Thatcham |
| 09.15 | Competition in Spare Parts Prices | VAT |
| 09.30 | Development of a Value Added Network for Collision Replacement Parts | Tech-Cor |
| 09.45 | Real Cost of Non-Original Parts | VAT |
| 10.00 | Vehicle Theft Update | VIC |
| 10.15 | Latest Theft Methods and Effective Counter Measures | AZT |
| 10.30 | Break for Refreshments (½ hour) | |

Session 10 – 11.00-12.30 hrs

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|-------|--|-----------------------|
| 11.00 | Research Results and Anti-Theft of Cars Classification Plan | KART |
| 11.15 | Advise Results Interpretation of Workshop Classification Plan | CESVI Colombia |
| 11.30 | Comparative Cost of Alternative Replacement Parts in Mexico | CESVI Mexico |
| 11.45 | Europe: Same Currency – Same Costs | CESTAR |
| 12.00 | Folksam Approach to Controlling Claims Costs Regarding Vehicle Damages | Folksam |
| 12.30 | Break for Lunch (1¼ hours) | |

Session 11 – 13.45-14.30

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|-------|--|--|
| 13.45 | Status of Child Passenger Safety Project (Hand Out Only) | State Farm |
| 13.45 | Argentina's car theft situation | CESVI Argentina |
| 14.00 | Special Steels – an RCAR Discussion | Led by VAT, CESVI France & CESVIMAP |
| 14.30 | RCAR Matters (30 minutes) | |
| 15.00 | RCAR 2003 Sydney, Australia | NRMA |

End of Technical Programme RCAR 2002

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The RCAR Network

Of the 24 RCAR Centres in 17 countries, 19 have web sites. Addresses are to be found on www.rcar.org. However, for convenience, web sites are also listed below.

AZT	www.allianz-azt.de
Centro Zaragoza	www.centro-zaragoza.com
Cesvimap	www.cesvimap.com
Cesvi Argentina	www.cesvi.com.ar
Cesvi Brasil	www.cesvibrasil.br
Cesvi Colombia	www.cesvicolombia.com
Cesvi Mexico	www.cesvimexico.com.mx
Folksam Auto	www.folksamauto.com
ICBC	www.icbc.com
IIHS	www.highwaysafety.org
JKC	www.jikencenter.co.jp
KART	www.kidi.co.kr
KTI	www.k-t-i.de
Lansforsakringar	www.lansforsakringar.se
MPI	www.mpi.mb.ca
NRMA	www.nrma.com.au
State Farm	www.statefarm.com
Tech-Cor	www.tech-cor.com
Thatcham	www.thatcham.org

Dates For Your Diary

Annual RCAR Conference 2002 is to be held in Stockholm, Sweden. 22-27 September 2002, and will be hosted by Folksam Auto.

46th Annual Conference of the Association for the Advancement of Automotive Medicine (AAAM) Tempe, Arizona, 29 September to 2 October 2002
Details: <http://www.carcrash.org>

46th STAPP Car Crash Conference is to be held at Sawgrass Marriot Resort, Ponte Vedra, Florida. 11-13 November 2002.
Details: <http://www.stapp.org>

NACE 2002 is to be held in Dallas, Texas, 5-8 December 2002.
Details: <http://www.naceexpo.com>

SAE 2003 World Congress is to be held in Detroit, Michigan, 3-6 March 2003
Details: <http://www.sae.org>

18th International Technical Conference on the Enhanced Safety of Vehicles (ESV) is to be held in Nagoya, Japan, 19-22 May 2003.
Details: <http://www.esv2003.com>

From The Secretary General

Welcome to the conference edition of the RCAR Newsletter, and welcome to the Annual Conference in Stockholm. This year I am delighted to say that 21 of our 24 centres are attending. KTI, CESVI Brasil and ICBC are not with us because these centres are either undergoing changes in the management of their centre or are involved in restructuring. We very much hope they will join us next year and they will certainly receive a full account of our activities in Stockholm.

This edition of the Newsletter follows the format of our previous conference newsletters. Following a brief introduction to Sweden and Stockholm, some of the key people we will meet in our time in Stockholm are featured. Folksam is a founding member of RCAR and was the first insurance vehicle repair research centre to be established. In a sense, therefore, we have returned to the place where it all started in the 1960s. Folksam enjoy a global reputation for their work in traffic safety research. Their strength is based on the calibre of people in their organisation, their willingness to work with others, both within Sweden and abroad, and the vision of their management team. Certainly as far as European insurers are concerned Folksam has led the way for some time now in traffic safety research. In this respect it is good to welcome on your behalf Claes Tingvall, a former Folksam researcher, who will present to the conference on Monday and to note that we shall focus on Folksam's road traffic safety research with the current research team (see Page 3) on Thursday morning.

The conference Technical Programme is on Pages 5-7. I believe it reflects interests well in terms of material damage, anti-theft security and traffic safety. There is a geographic challenge of holding the conference in Stockholm with such a concentration of automotive research and manufacturing on the other (western) side of the country. This is addressed on Wednesday when, during a long and I am sure extremely interesting day, key visits will be made to the Volvo Safety Laboratory and Autoliv Research in the Gothenborg area. During the conference three topics of current interest will be discussed in a little more detail. These cover our work on a New Crash Standard and way forward, an update of the work of the International Insurance Whiplash Group (IIWPG) and a new item on the final afternoon, suggested by VAT, on the repair of special steels in automobile structures.

I should also like to stress that by including the Technical Programme in this newsletter we also provide a permanent and public record of our discussion topics. This newsletter is put onto the RCAR web site and, with an average of 18,000 hits a month, our affairs are very much in the public domain. As the requests for papers grows from a wider public we must remember that the copyright of papers and presentational material remains vested in the initiating centre. Requests for further information, therefore, should be made directly to the centre, clearly stating the audience the material is intended for. Please use the Members page on the RCAR web site (www.rcar.org) for communication details, or see opposite.

To return to our hosts, Folksam, I would like to thank them for stepping in at short notice to set up this year's conference. All of us gain a great deal of value from the conference and the networking opportunity it presents. I very much hope you enjoy your visit to Sweden.

Best wishes,
Michael Smith