



# RCAR

Research Council for Automobile Repairs

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# Newsletter

[www.rcar.org](http://www.rcar.org)

September 2003

## Welcome to Sydney

Our hosts, Insurance Australia Group, welcome RCAR Members to Sydney, Australia for the 2003 RCAR Conference being held at the Westin Hotel from 21 to 26 September.

The Commonwealth of Australia consists of six states (New South Wales, Victoria, Queensland, South Australia, Western Australia and Tasmania) and one Territory (Northern Territory). Sydney is Australia's largest city and state capital of New South Wales.



### Sydney Circular Quay at Night

The area of Sydney is 1580 square kilometres which is the same as London and more than double New York's 780 square kilometres. There are 1.4 million dwellings in Sydney and the population is now more than 3 million.

For the second consecutive year Sydney has been voted the world's best city by the international "Travel & Leisure Magazine". It scored an 87 per cent approval rating among travellers and tourist industry workers. It was ahead of Florence (83.3%), Rome (82.8%), and San Francisco (82.2%).

#### Special points of interest:

- *Welcome to the RCAR 2003 Conference.*
- *Profile of IAG.*
- *RCAR Conference Technical Programme*
- *Forthcoming Events*

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## Welcome to Sydney

Australia has a rich artistic heritage and a vibrant contemporary art scene. Aboriginal rock carvings and paintings date back at least 30,000 years. European settlers began to produce distinctively Australian art forms towards the end of the 19th century. Australia's mid-20th century artists were world figures (Sidney Nolan, Arthur Boyd, the writer Patrick White) and its modern practitioners have excelled in painting (Brett Whiteley, Fred Williams), literature (Peter Carey, Thomas Keneally, David Malouf), opera (Joan Sutherland), film (Peter Weir, Bruce Beresford, George Miller, Gillian Armstrong), acting (Russell Crowe, Mel Gibson, Brian Brown, Nicole Kidman, Hugh Jackman, Judy Davis) comedy (Barry Humphries), dance (Graeme Murphy, Paul Mercurio) and popular music (INXS, AC/DC, Midnight Oil, Silverchair and, yes, Kylie Minogue). Modern Aboriginal art has undergone a revival in the last decade or two as Aboriginal artists have explored ways to both preserve their ancient values and share them with a wider community.

As many of you know, Sydney was originally settled in 1788 by a British fleet of seven ships which contained mainly convicts.

### Destination Facts

You may find the following facts about Australia useful during your visit.

<b>Full country name:</b>	Commonwealth of Australia
<b>Area:</b>	7,682,300 sq km
<b>Population:</b>	19.5 million
<b>Capital city:</b>	Canberra (pop: 313,000)
<b>People:</b>	94% European descent, 4% Asian, 1.5% Aboriginal
<b>Languages:</b>	English, Aboriginal languages (plus numerous other European, Arabic and Asian languages)
<b>Religion:</b>	75% Christian, 1% Muslim, 1% Buddhist, 0.5% Jewish
<b>Government:</b>	Independent member of the British Commonwealth
<b>Prime Minister:</b>	John Howard
<b>Time:</b>	There are three time zones but Sydney is on Eastern Standard Time which is UTC plus 10 hours
<b>Electricity:</b>	220-240V
<b>Mobile Telephones:</b>	Mainly GSM system (same as Europe) some CDMA
<b>Television System:</b>	PAL (Europe)
<b>Weights &amp; measures:</b>	Metric system
<b>Weather:</b>	September is Spring in Sydney and the common Temperature should be 20-26 deg C. (68-79 deg F) During the 2000 Olympics, however, there were some days of 32 –34 deg C. Humidity should be low in September.

Sport is a major Australian religion and there have been many famous Australian sportspeople in international sports such as tennis, athletics, swimming, cycling, motor racing and football (soccer). Speaking of football, apart from soccer, which has a limited following, there are three other codes of football played in Australia. These are Rugby League (dominant in New South Wales and Queensland), AFL, which is a uniquely Australian sport similar to Gaelic football and mainly played in Victoria, and Rugby Union. The Rugby Union World Cup will take place in Sydney just after the RCAR conference and will include teams from Great Britain, France, South Africa, New Zealand, Canada, USA and Australia.

## Insurance Australia Group



Insurance Australia Group Limited (IAG) is Australasia's leading general insurance group. It owns some of the region's most respected insurance brands including NRMA Insurance, SGIO, SGIC, CGU and Swann Insurance in Australia, and State Insurance, Circle and NZI in New Zealand. The Group also offers retirement financial products and services under the ClearView Retirement Solutions brand. Insurance Australia Group has over 10,000 employees and Gross Written Premium of more than A\$3 billion.

### Some of IAG's Executive Team



**Tony Coleman**  
Chief Risk Officer  
& Group Actuary



**Michael Hawker**  
Chief Executive Officer



**Sam Mostyn**  
Group Executive  
Culture & Reputation



**Rick Jackson**  
Chief Operating Officer, IMA



**Ian Brown**  
Deputy Chief Executive Officer



**George Venardos**  
Chief Financial Officer

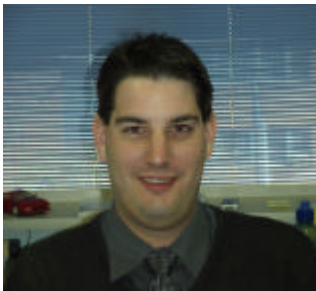
### Group Development

From its beginnings as a motor vehicle insurer in New South Wales and the Australian Capital Territory in 1925, IAG has become a fully diversified insurance group operating in every Australian state and territory and in New Zealand. In July 2000, the insurance arm of the NRMA Group demutualised and became an independent and separate company. In the following month, that company listed on the Australian Stock Exchange as NRMA Insurance Group Limited. In November 2001, shareholders of NRMA Insurance Group Limited approved a change in name of the holding company name to better reflect its size, diversity, geographical distribution and its aspirations. On 15 January 2002, NRMA Insurance Group Limited changed its name to Insurance Australia Group Limited. In January 2003 the acquisition of CGU and NZI was finalised, cementing IAG's position as Australasia's leading general insurance group.

## IAG Technical Research Centre, Artarmon



### Technical Research Centre Management Staff



**Adam Macbeth**  
Mechanical Engineer



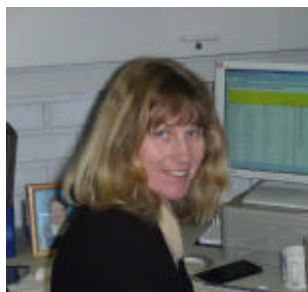
**Robert McDonald**  
Head of Industry Research



**Mike Seidl**  
Manager Security Research



**Kym Hassett**  
PA and Office Manager



**Peggy Wobith**  
Senior Research Analyst



**Anthony Boddy**  
Parts Research Manager



**Con Marinos**  
Information Manager

## RCAR 2003— Technical Programme

### Monday 22 September 2003

#### Session 1 – 11.00-12.30 hrs

11.00	Welcome and opening remarks by the Conference Chairman	<b>Robert McDonald</b>
11.15	Steering Committee's Report by Chairman	<b>Ken Roberts</b>
11.30	Secretary General's Report for 2003 and Budget for 2004	<b>Michael Smith</b>
11.45	Results of Review of RCAR Conference	<b>Michael Smith</b>
12.00	Research Activities 2002/03	<b>KART</b>
12.15	Institutional Video Centro Zaragoza	<b>Centro Zaragoza</b>
12.30	Break for Lunch (1¼ hour)	

#### Session 2 – 13.45-15.15 hrs

13.45	Activities 2002/03	<b>CESVI Colombia</b>
14.00	Activities 2002/03	<b>CESTAR</b>
14.15	Activities 2002/03	<b>CESVI Mexico</b>
14.30	New CESVIMAP Dismantling Plant	<b>CESVIMAP</b>
14.45	IAG Parts Research	<b>IAG</b>
15.00	Certified Spare Parts	<b>Centro Zaragoza</b>

### End of Day 1

### Tuesday 23 September

#### Session 3 – 09.30-11.00 hrs

09.30	Tuning: Special Preparation for Cars	<b>CESVIMAP</b>
09.45	Communicating New Repair Technologies	<b>State Farm</b>
10.00	High Strength Steels: Aspects of Repair	<b>Thatcham</b>
10.15	Special Steels	<b>CESVI France</b>
10.30	Repair of Advanced High Strength Steels – Update	<b>VAT</b>
10.45	Approach to Car Manufacturers on Checking Methods of Discharge Headlamp Control Units	<b>JKC</b>
11.00	Break for Refreshments (½ hour)	

#### Session 4 – 11.30-12.30 hrs

11.30	Methods of Repairing Aluminium Vehicles	<b>Länsförsäkringar</b>
11.45	Bumper Repair: Tests Evaluation, Product Costs	<b>CESTAR</b>
12.00	Weld Bonding in Structural Applications	<b>MPI</b>
12.15	Paint Time Tables	<b>CESVI Brasil</b>
12.30	Break for Lunch (1¼ hours)	

## RCAR 2003— Technical Programme

### Tuesday 23 September (continued)

#### Session 5 – 13.45-15.15 hrs

13.45	Plastic Painting Process – Flamage	CESVI Brasil
14.00	Repair of Headlight Fixtures	CESVI France
14.15	Actuarial Research into Meteorological Phenomena	IAG
14.30	Vehicle Rating	IBC
14.45	Technical Index for Total Loss (ITDT)	CESVI Argentina
15.00	Health Risks in Rodent Infested Vehicles	MPI
15.15	Presentation by Holden (sponsored by IAG)	Holden
15.30	Holden Model Viewing with drinks	Holden

**End of Day 2**

### Wednesday 24 September

#### Session 6 – 09.30-11.00

09.30	Evaluation of Cars' Damageability	CESVI Brasil
09.45	Dangerous Intersection Study	State Farm
10.00	Impacts	CESVI Brasil
10.15	Development of the Reproduction Technique of Nose Dive	JKC
10.30	Mobile Phone In Damage Assessing	VAT
10.45	Glass Claims	Länsförsäkringar
11.00	Break for Refreshments (½ hour)	

#### Session 7 – 11.30-12.30

11.30	Pedestrian Protection versus Low Speed Crash Performance	Thattham
11.45	New MIPS (Multi-Directional Impact Protection System) Helmet For Motor Cycle Riders	Länsförsäkringar
12.00	Road Safety Guide: Integral Organisation of Transport Industry to Prevent Traffic Accidents	CESVI Mexico
12.15	IIHS Side Impact Testing	IIHS
12.30	Break for Lunch (1¼ hours)	

#### Session 8 – 13.45-15.15

13.45	Outcomes for Low Speed Rear Impacts: Vehicle Damage and Injury	ICBC
14.00	Whiplash Update: Good Seat Design	Thattham
14.15	Dynamic Testing for Whiplash Prevention	IIHS
14.30	International Whiplash Prevention Group (IIWPG) Update	IIHS
14.45	Windshield Testing – Progress Report	IBC
15.00	Reversing Visibility Programme Results and Public Release	IAG

**End of Day 3**

## RCAR 2003— Technical Programme

### Friday 26 September

#### Session 9 – 09.30-11.00

09.30	Low Speed Tests and Repair Costs in the USA	<b>IIHS</b>
09.45	Comparison of RCAR Crash Test Right/Left	<b>AZT</b>
10.00	Update of Bumper Tests/Bumper Compatibility	<b>IIHS</b>
10.15	Report of Crash Test Working Group	<b>AZT</b>
10.30	Evolution of RCAR Standard	<b>CESVI France</b>
10.45	Inter Certification System for RCAR Members for Low Speed Crash Tests, Vehicle Security and Head Restraint Performance (General Topic)	<b>KART</b>
11.00	Break for Refreshments (½ hour)	

#### Session 10 – 11.30-12.30 hrs

11.30	Datadot in Australia and Its Role In Reducing Professional Car Theft (IAG sponsored)	<b>Datadot</b>
11.45	Sofia System: A Tool to Help Fight Against Auto Theft	<b>CESVI Argentina</b>
12.00	Auto Theft: An Update and New Fraud Initiative	<b>IBC</b>
12.15	Argentina 200/03: Devaluation and Theft	<b>CESVI Argentina</b>
12.30	Break for Lunch (1¼ hours)	

#### Session 11 – 13.45-15.45

13.45	National Motor Vehicle Theft Reduction	<b>NMVTR</b>
14.00	New Vehicle Security (General Topic)	<b>Thatcham</b>
14.15	Car Theft in Korea	<b>KART</b>
14.30	Recall Claims: Benefits to Allianz by Use of AZT Experts	<b>AZT</b>
15.00	Prevention of Exposure to Isocyanates in Body Repairs: Final Report	<b>Folksam</b>
15.15	RCAR Matters (30 minutes)	
15.45	RCAR 2004 – Berlin, Germany	<b>AZT</b>

### End of Technical Programme RCAR 2003

## The RCAR Conference—What Members Think

The findings of the 2003 Members' Survey of the RCAR Conference will be presented by the Secretary General on the first morning of the Sydney meeting. The main points are as follows.

The current conference format is considered correct but could be improved by ensuring that presentation topics are relevant, of interest and have something new to say. Statistical and other detailed information should be given out separately and not presented verbally. The recently introduced discussion topics are popular but outline presentations and information should be provided ahead of the conference. Members' presentations are clear but understanding is a problem for those who do not have English as their first language. It was suggested that presentations be sent out before the conference to help in this area.

There is general agreement on the duration, frequency and balance of the conference. Whilst it is felt that vehicle manufacturers and key suppliers should be encouraged to take part, "commercial" presentations should be avoided. Any changes should be evolutionary.

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## The RCAR Network

Of the 24 RCAR Centres in 17 countries, 21 have web sites. Addresses are to be found on [www.rcar.org](http://www.rcar.org). However, for convenience, web sites are also listed below.

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

## Dates For Your Diary

**47th Annual Conference of the Association for the Advancement of Automotive Medicine (AAAM)** Lisbon, Portugal, 22-24 September 2003  
Details: <http://www.carcrash.org>

**47th STAPP Car Crash Conference** is to be held at San Diego, California. 27-29 October 2003.  
Details: <http://www.stapp.org>.

**NACE 2003** is to be held in Orlando, Florida. 4-7 December 2003.  
Details: <http://www.naceexpo.com>

**SAE 2004 World Congress** is to be held in Detroit, Michigan, 8-11 March 2004.  
Details: <http://www.sae.org>

**Annual RCAR Conference 2004** is to be held in Berlin, Germany, 5-11 September 2004 and will be hosted by Allianz.

**4th International Symposium on Safety of Commercial Vehicles** will be held 20-21 October 2004.  
Details: [angelika.hech@dekra.com](mailto:angelika.hech@dekra.com)

## From The Secretary General

A very warm welcome to the annual conference in Sydney and to the conference edition of the RCAR Newsletter. We are joined this year by 22 of our 24 research centres. KTI, Germany, and Tech-Cor, USA, are not able to be with us but we hope to be able to welcome them to the 2004 meeting in Berlin.

This year our hosts are Insurance Australia Group (IAG) and whilst most Members will be familiar with NRMA and the individual companies that make up the group, the creation of such a large force is relatively recent. A short resumé of the development of the group, together with some of the IAG team, is at Page 3. The newsletter also introduces some of Robert McDonald's team at the IAG Technical Centre at Artarmon, Sydney. We hope to see most of them at the conference. Robert has organised the conference with the very enthusiastic assistance of Kym Hassett, who we thank very much for all the hard work she has put in on our behalf.

The Technical Programme is also shown at Pages 5-7. The programme reflects the major thrust of research directed at controlling the costs of motor insurance claims. Thus material damage, vehicle security and theft and vehicle safety are present in a balanced programme of topics. Again key discussion areas such as low speed crash testing, high strength steels, and our work on head and neck injury, are included among the 60 conference presentations.

I believe we have imaginative programme and an exciting location. I have no doubt that it will be a very worthwhile, and indeed unique experience as no other conference concentrates on the main issues that confront us in achieving value for our insurers and their customers. I hope you enjoy your visit to Australia and I look forward very much to seeing you at the conference in Sydney.

Best wishes,

Michael Smith

## RCAR Web Site Activity Levels

**Activity for the first 7 months of 2003 has been as follows:**

	Hits	Visits	Files Accessed
<b>January</b>	30,702	1,422	22,535
<b>February</b>	38,918	1,591	27,981
<b>March</b>	40,825	1,748	29,270
<b>April</b>	40,553	1,695	28,263
<b>May</b>	51,772	1,976	28,402
<b>June</b>	40,858	1,793	27,294
<b>July</b>	36,059	1,676	26,170