

Volkswagen makes various changes to independent aftermarket

The Right to Repair (R2R) Campaign reports that Volkswagen (VW) has made several changes in relation to the independent aftermarket.



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In a submission to the Competition Commission, VW stated that it would commit to ensuring that warranties will remain in place if service, maintenance or repair work is performed by independent third parties.

Along with that, it committed to making tools and equipment, as well as the technical literature required for servicing and repair of VW vehicles, available from approved dealers.

Lastly, it stated that VW is prepared to consider training for independent service providers. Spokesperson for R2R SA, Gunther Schmitz, says: "We understand that the Competition Commission is still busy with finalising the Code of Conduct and due to the complexity of the topic many stakeholder engagements are required. In the meantime, the submission by VW shows that some vehicle manufacturers are open to allowing the same competitive environment as is standard in Europe and will benefit the South African consumer."



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Schmitz highlights that the R2R campaign aims to allow consumers to select where their vehicles are serviced, maintained and repaired at competitive prices in the workshop of their choice.

“There is a need for a fair and competitive regulatory environment that enables freedom of choice for consumers and gives aftermarket small medium enterprises a chance to stay in business. The South African legislature needs to follow international Right to Repair trends which promote South Africa’s existing consumer and competition laws.”

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