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# Africa

**AMR 2026 WOWS WITH INNOVATION**  
**HOW WORKSHOPS CAN RETAIN CUSTOMERS**  
**WILL BOTSWANA COMPETITION CASE AFFECT SA INDUSTRY?**



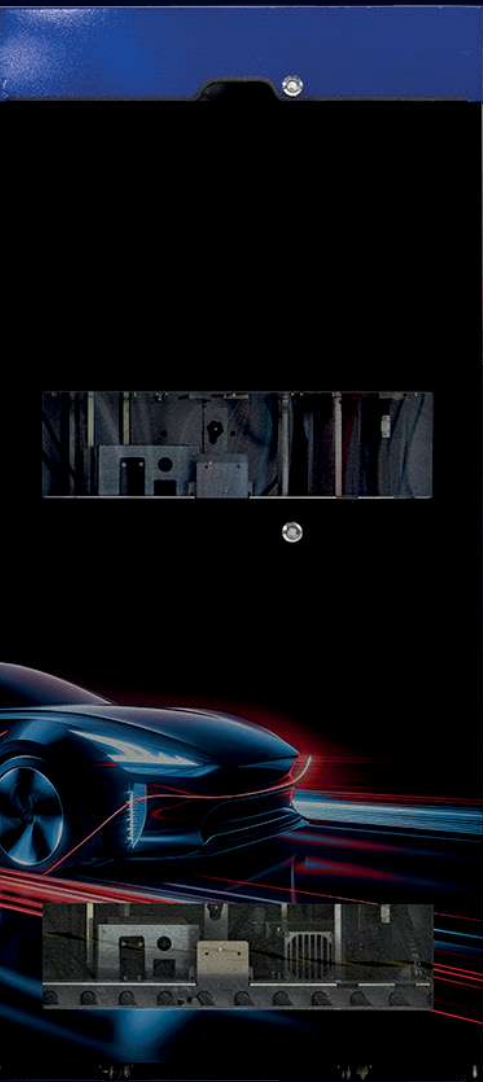
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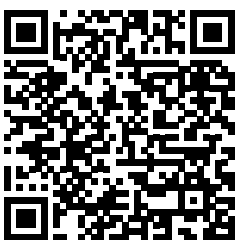
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## 8 GOEBERHA HOSTS AUTOMECHANIKA BREAKFAST.

Gqeberha, widely regarded as the engine room of South Africa's vehicle manufacturing, welcomed the Automechanika Johannesburg CEO Breakfast for the first time, signalling a notable moment for the country's leading production centre.



## 16 CAR ADVERTS PUSH PERFORMANCE AS SPEEDING DEATHS REMAINS HIGH, STUDY WARNS.

A review of vehicle advertising by the Insurance Institute for Highway Safety (IIHS) suggests that car makers are increasingly selling the thrill of performance at the very moment the human cost of speeding continues to climb.



## 19 BASF COATINGS ADVANCES AUTOMATED PAINT REPAIR FOR MODERN BODY SHOPS.

BASF Coatings is reinforcing its position in robotics-driven automotive refinish by bringing together its specialist knowledge in coatings, digital colour management and paint application processes.



## REGULARS

07 My Turn

08 Local News

14 International News

38 Products in Focus





## COVER

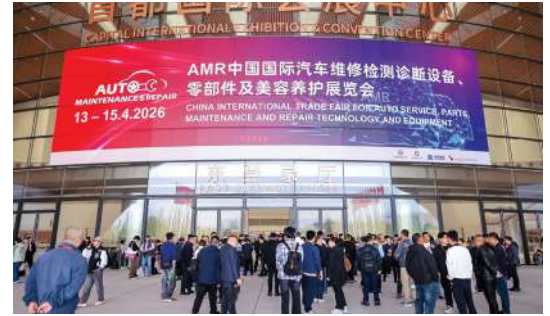
Repairers globally are investing heavily in training because the economics leave little alternative. Shops increasingly require technicians who understand diagnostics, calibration, lightweight materials, battery safety procedures, and OEM repair methodology alongside traditional panel repair skills.

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## 20 AMR 2026 PRESENTS ROADMAP FOR INNOVATION AND DEVELOPMENT.

The 74th edition of Auto Maintenance and Repair Expo (AMR) was held at the Capital International Exhibition & Convention Center (CIECC) in Beijing, China from 13 to 15 April.



## 24 BEYOND THE WARRANTY WINDOW.

For dealership service departments, the pattern is familiar. As soon as warranties and maintenance plans expire, many vehicle owners drift towards independent workshops in search of lower prices and greater flexibility.



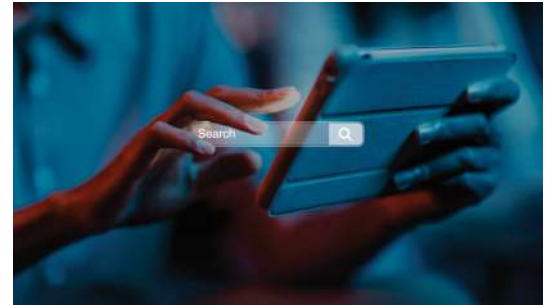
## 26 BOTSWANA COMPETITION TRIBUNAL CASE.

The Botswana Competition and Consumer Authority (CCA) has brought a significant competition matter before the Competition and Consumer Tribunal in Gaborone.



## 28 HOW YOUR COLLISION REPAIR BUSINESS CAN STAY VISIBLE IN THE AGE OF AI SEARCH.

Artificial intelligence is rapidly reshaping the way consumers search for information online.



# COLUMNS

30 From the USA with Stacey Phillips Ronak

34 From the UK with Heather Grant

36 Journeys into the industry with Chris Viljoen



## TOGETHER, WE DRIVE EXCELLENCE.

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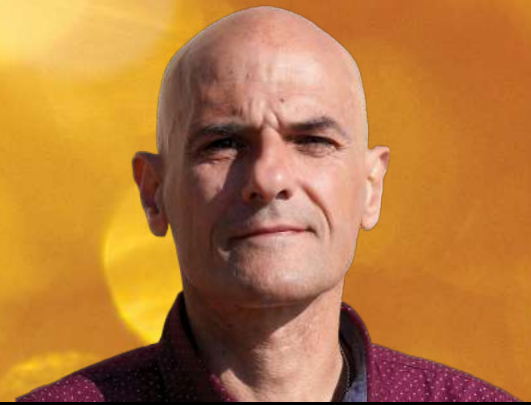


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# MY TURN

BY RIAAN VAN ZYL



There was a time when collision repair businesses measured success through throughput, paint hours, and panel replacement volumes. In 2026, those metrics still matter, but they are no longer enough.

The reality confronting repairers today, both in South Africa and globally, is simple: vehicle technology has fundamentally changed faster than many business models have adapted.

Across global markets, collision repairers are experiencing the same pressure points — increasingly sophisticated vehicles, rising repair costs, growing insurer scrutiny, and customers who expect faster turnaround despite greater complexity. The global collision repair market continues to grow, but growth itself is no longer the challenge. Profitably managing complexity is.

The biggest shift is not electric vehicles. It is intelligence.

Advanced driver assistance systems (ADAS) have quietly transformed what used to be “minor damage” into highly technical repairs. Industry estimates suggest that the overwhelming majority of repairs in 2026 now require some form of scanning, calibration, programming, or sensor validation. Even a seemingly straightforward bumper replacement

increasingly becomes an electronic repair procedure.

This reality is already being felt locally.

South African industry conversations throughout the past two months have repeatedly returned to the same themes: skills shortages, technician development, repair complexity, and the urgent need for industry collaboration. The message from local stakeholders is becoming increasingly clear: future competitiveness will depend less on who owns the largest workshop and more on who builds the strongest technical capability.

The skills challenge deserves particular attention.

Repairers globally are investing heavily in training because the economics leave little alternative. Shops increasingly require technicians who understand diagnostics, calibration, lightweight materials, battery safety procedures, and OEM repair methodology alongside traditional panel repair skills. In South Africa, where technical skills shortages already create pressure, this challenge becomes even more pronounced.

Meanwhile, cost pressures continue to squeeze everyone.

The fuel price crises is wrecking havoc,

global supply chains remain volatile, parts pricing remains unpredictable, and electronics-heavy repairs continue pushing severity costs upward. Insurers want cost control, while customers want affordability. Repairers are expected to deliver both while simultaneously investing in new tooling, certifications, and equipment. That balancing act is becoming increasingly difficult.

Yet within these challenges lies opportunity.

Repair businesses that embrace OEM procedures, invest in technical capability, digitise workflows, and reposition themselves as technology businesses rather than purely repair businesses will likely emerge stronger. The collision repair industry has always evolved — from steel to aluminium, from mechanical to electronic, from analogue measuring systems to digital diagnostics.

What feels different now is the speed. The question facing the industry is no longer whether repair complexity will arrive. It already has.

The real question is: who is prepared for what comes next?

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## Gqeberha Hosts Automechanika Breakfast



**Gqeberha, widely regarded as the engine room of South Africa's vehicle manufacturing, welcomed the Automechanika Johannesburg CEO Breakfast for the first time, signalling a notable moment for the country's leading production centre.**

Hosted at the Bluewater Bay Sunrise Hotel on 7 May, the debut breakfast in Gqeberha gathered senior executives, policymakers, economists and key industry players to debate the outlook for South Africa's automotive sector and the broader aftermarket value chain. The location was intentional, with the city offering a direct view of the constraints and opportunities shaping local manufacturing.

Backed by the Coega Development Corporation (CDC) and Nedbank, the gathering forms part of Automechanika Johannesburg's ongoing industry engagement in the run-up to the 2026 trade fair.

Proceedings opened with remarks from Dr Mpumelelo Mabula of the CDC, followed by insights from Dr Paulina Mamogobo of naamsa | The Automotive Business Council, Nedbank economist Crystal Huntley and Bobby Ramagwede, Chief Executive Officer of the Automobile Association of South Africa.

Referencing naamsa market indicators, Dr Mamogobo pointed to improving domestic sales and the growing potential of trade across the continent. "Africa presents a firm growth opportunity through the Africa Continental Free Trade Area (AfCFTA)," she said. She also noted a marked change in buying patterns: "Imported vehicles now account for 68.5 per cent of total domestic new vehicle sales in Q1 2026," a statistic that highlights both the depth of import penetration and the need to strengthen South Africa's competitiveness.

Huntley offered a broader view of consumers and the economy, explaining that households started 2026 on stronger ground before renewed geopolitical uncertainty began to surface. She cautioned that emerging headwinds could soften demand. "Higher fuel prices and tighter financing conditions will temper discretionary income and reduce consumer confidence, resulting in more cautious spending," she said.

Ramagwede spoke directly to the pressure points affecting both the industry and motorists. "When you introduce cheaper cars, consumers will buy cheaper cars," he said, summing up the competitive reality facing vehicles made locally, including those produced

in and around Gqeberha. He argued for clear, coordinated shifts across policy and implementation. "There are some fundamental policy and action shifts that need to be implemented if you want to see this province, this city, this country do well at the game of making and distributing cars." He added that the sector needs a stronger culture of follow-through, alongside more effective public policy execution.

Taking the CEO Breakfast to Gqeberha acknowledges that the realities of the automotive value chain are best examined where production happens. Delegates also visited the Coega Special Economic Zone in Nelson Mandela Bay, reinforcing the region's importance to South Africa's industrial strategy and export aspirations.

"Our goal with the CEO Breakfast series is to provide a high-level space where industry leaders can confront the real issues facing the automotive value chain and find practical ways to move forward," said Michael Dehn, Managing Director at Messe Frankfurt South Africa.

"This first session in Gqeberha worked well because it let us assess the market through the perspective of one of South Africa's most significant manufacturing centres. There is a clear need for strategies that respond to global trade pressures while building local resilience, and we are keen to carry this energy into our main event in October," he added.

Takatso Sello, senior manager: Manufacturing at Nedbank, said the turnout underscored the sector's resilience. "Despite extremely challenging weather conditions, industry stakeholders still showed up ready to engage, collaborate and focus on the future of the sector," he said.

Automechanika Johannesburg will be held from 27 to 29 October 2026 at the Gallagher Convention Centre in Midrand.

[For information on exhibiting at Automechanika Johannesburg 2026, visit the Automechanika South Africa website or contact Tracy Gounden at \[tracy.gounden@za.messefrankfurt.com\]\(mailto:tracy.gounden@za.messefrankfurt.com\).](#)

# Stellantis Galvanises Its Circular Economy Footprint In Middle East And Africa



**For car makers, the circular economy is shifting from a compliance obligation into a competitive capability.**

The aim is straightforward: keep vehicles, components and materials in use for longer, reduce reliance on virgin resources, and offer customers lower-cost, quality-assured alternatives in the aftermarket.

In the Middle East and Africa, Stellantis is rolling out this approach through SUSTAINera, its dedicated circular economy business. The programme industrialises the “4Rs” of remanufacturing, repair, reuse and recycling, helping extend the life of vehicles and parts while cutting waste. A key milestone is the group’s first vehicle dismantling centre in the region, opened in Casablanca, Morocco, to help build a more structured and traceable end-of-life vehicle ecosystem.

Designed as an industrial operation rather than a small-scale breaker’s yard,

the Casablanca facility sources vehicles via insurance channels, auctions and regulated end-of-life routes. It dismantles cars, selects fully functional original components for resale, and collects remaining materials for recycling. Stellantis says reusable families include high-voltage traction batteries, and that parts are distributed through its aftersales network, partner repairers and logistics hubs, as well as digital platforms. At full capacity, the site is intended to dismantle up to 10,000 vehicles a year and support around 150 direct and indirect jobs, with an investment of about €1.6 million.

Across the industry, the direction of travel is similar, but the emphasis differs. Renault has made circularity a site-level strategy through its Flins “Refactory”, combining vehicle refurbishment, parts remanufacturing and end-of-life processing in one ecosystem. BMW on the other hand focuses strongly upstream, embedding “design for

circularity” and a “secondary first” approach that aims to increase recycled content while making future vehicles easier to dismantle and recycle.

Volkswagen Group has concentrated on batteries and critical materials, running a battery recycling pilot in Salzgitter designed for closed-loop recovery of metals such as lithium, nickel and cobalt, alongside second-life use where batteries remain fit for purpose. The other German giant, Mercedes-Benz, has invested in its own battery recycling factory in Kuppenheim, using an integrated mechanical and hydrometallurgical process with a stated recovery rate above 96% for key battery materials.

Toyota Motor Europe is building capability around end-of-life processing through its Toyota Circular Factory concept, starting in the UK to validate parts for reuse, assess components like batteries for remanufacture, and recover metals and plastics for recycling.

## Hyundai's Youth Learnership Draws Unprecedented Interest



**Hyundai Automotive South Africa has captured the attention of young job seekers nationwide, with a record 33 000 applications submitted for its Youth Employment Service (YES) learnership programme.**

The sheer scale of the response underscores both the urgency of youth unemployment and the company's growing reputation as an employer of choice.

About 5 000 applications were lodged within the first hour of entries opening, reflecting the strong demand for workplace opportunities. Human Resources Director Christine Masinga noted that the surge demonstrates Hyundai's connection with younger South Africans.

"We received a remarkable 21 058 applications from Gauteng, 9 161 from KwaZulu-Natal and 2 845 from the Western Cape. This surge not only reflects our reputation as one of the leading automotive players but our commitment to empowering the next generation with meaningful workplace opportunities," Christine says.

The 12 month programme, which begins today, is open to candidates aged 18 to 34 and offers placements across Sales, IT, HR, Marketing, Aftersales, and national dealerships. On average, 150 participants are taken on each year, with around 30% securing permanent employment afterwards. Hyundai's internal 2025/2026 data also shows the brand resonates strongly with younger buyers, particularly in entry level and crossover SUV segments.

Recruitment was driven by a digital first strategy, with Human Resource Business Partner Tshiamo Sedikane emphasising the role of social platforms and targeted campaigns in reaching applicants. "Our approach meets young people where they are, using social platforms and targeted campaigns to create accessibility and a more human connection than traditional recruitment."

# Fuel Price Rises Squeeze Independent Workshops As Motorists Delay Repairs

**Soaring fuel costs in South Africa, driven in large part by persistent increases in diesel, are adding fresh pressure to independent automotive workshops.**

Many of these garages are small enterprises trying to stay afloat in an already difficult economy.

Dewald Ranft, Chair of the Motor Industry Workshop Association (MIWA), says the knock-on effects of higher pump prices are increasingly visible in day-to-day workshop activity nationwide. "Independent workshops tend to feel it first when households tighten their belts," Ranft says. "When fuel prices climb, motorists focus on necessities and routine servicing is often pushed back. That can undermine vehicle roadworthiness and may contribute to the country's high levels of crashes and fatalities."

He adds that MIWA members are already noticing fewer bookings, especially for preventative work and repairs that are not seen as urgent. "We are simply seeing fewer vehicles in for attention. It might feel like a saving in the short term, but skipping servicing can allow small problems to become major, expensive failures later," he says.

The slowdown is not only a short-term dip in turnover. With many independents operating on narrow margins, a prolonged fall in customer numbers could threaten the survival of some businesses. "These are largely small and medium-sized businesses that support local economies," Ranft says. "If this pattern continues, more workshops may close their doors, with job losses to follow, something South Africa can ill afford," he explains.

Tighter household budgets are also shaping choices about parts and insurance work. Ranft notes that more motorists are struggling to pay insurance excesses, which can mean vital repairs are postponed or abandoned altogether. "That decision does not stop at the individual driver," he says. "It affects workshops, parts suppliers and, ultimately, safety on the road when essential work is delayed," says Ranft.

The months ahead remain uncertain. Further fuel price rises are expected in May, along with possible changes to the fuel levy.

"Any additional increases will intensify the strain on consumers and on small operators," Ranft warns. "It becomes a vicious cycle: less disposable income means fewer visits to the workshop, which then undermines business sustainability."

Ranft believes some level of government support could offer meaningful relief. "Steps to reduce the cost burden at the pump would help stimulate demand across the automotive aftermarket," he says. "There should also be consideration of targeted concessions for small businesses to help them through this period."

Even so, Ranft stresses that the independent repair sector is resilient, while cautioning that it cannot absorb rising costs and falling demand forever.

"Independent workshops are resourceful and deeply committed to the communities they serve," he says. "But without some relief and more stable input costs, the pressure on these businesses will keep building."



Dewald Ranft.

## Collaboration Is Driving The Next Wave Of Automotive Skills In South Africa



Louis van Huyssteen.

**Partnership-led skills development is no longer a nice-to-have. It is a requirement for building the workforce South Africa needs. That was the key takeaway from the Retail Motor Industry Organisation (RMI) after attending the 5th HRDC-SA Summit 2026 on 16 and 17 April.**

The Human Resource Development Council of South Africa (HRDC-SA) is chaired by the Deputy President and administered by the Minister of Higher Education and Training. As a national advisory body, it plays a central role in shaping human resource development by aligning skills planning with the country's economic priorities and transformation goals.

At the summit, the RMI and its partners hosted exhibition stands that attracted significant interest, including visits from Deputy President Paul Mashatile and Higher Education and Training Minister

Buti Manamela. Both leaders engaged with industry representatives to better understand how joint initiatives are strengthening automotive training and workplace readiness.

The organisation also acknowledged MerSETA's continued involvement, specifically recognising Acting CEO Naphtaly Mokgotsane for supporting partnerships that reinforce the country's broader skills ecosystem.

RMI National Training Director Louis van Huyssteen stressed that the sector's ability to develop competent artisans depends on active coordination between employers, training providers and quality assurance bodies.

"Skills development in our sector cannot happen in isolation. It requires strong, aligned partnerships between industry, training institutions, and quality assurance bodies. Each plays a vital role, and without this collaboration, the system

simply cannot function effectively," he said.

RMI staff were supported at the summit by a range of stakeholders, including MerSETA representatives, the College of Cape Town, and technical specialists who showcased how each contributor helps create training that is more responsive to industry needs.

A recurring theme was the importance of Technical and Vocational Education and Training (TVET) colleges working closely with RMI-accredited employers. These relationships are essential to ensure apprentices gain meaningful workplace exposure, while employers and colleges alike must keep pace with the tools and technologies now standard in modern repair and maintenance environments.

Vehicle diagnostics, for example, is a major element of the Occupational Certificate: Automotive Motor Mechanic curriculum. With vehicles becoming more complex and software-driven, access to trusted diagnostic platforms such as HaynesPro is increasingly important for preparing learners to operate confidently in today's workshops.

Van Huyssteen also highlighted MerSETA's pivotal role in supporting occupational training, working alongside the Department of Higher Education and Training, the National Artisan Moderation Body, and the Quality Council for Trades and Occupations to strengthen workplace learning and ensure credible assessment routes.

Innovation featured strongly at the summit too, including the growing use of virtual reality solutions for training. Through collaboration between MerSETA and industry partners, VR labs are being introduced to give young people immersive, practical exposure to modern learning environments.

"These innovations are not just enhancing how we train. They are helping to attract and prepare a new generation of artisans for a rapidly evolving automotive landscape," van Huyssteen said.

# HURRICANE EQUIPMENT

The Hurricane Industrial Truck Spray Booth 20m B2055 is a high-performance refinishing solution designed to meet the demands of modern commercial vehicle workshops. Built for trucks, buses, trailers and specialist vehicles, it combines impressive capacity with efficient operation, helping businesses deliver outstanding results while maintaining productivity.

With its spacious 20-metre design, the B2055 provides technicians with the room needed to work comfortably around large vehicles. The generous internal dimensions improve accessibility, streamline workflow and support a more efficient painting process. Whether handling fleet maintenance or accident repairs, operators can complete jobs with confidence and precision.

A key feature of the Hurricane Industrial Truck Spray Booth is its advanced airflow system. Engineered to create optimal painting conditions, it promotes consistent air movement throughout the booth, helping to reduce contamination and support even paint application across large surfaces. This contributes to a high-quality finish that meets the expectations of both operators and customers.

The B2055 is also designed with efficiency in mind. Its heating and ventilation systems are optimised to deliver strong performance while helping to manage energy consumption. Faster drying times and reliable operating conditions can increase throughput, allowing workshops to complete more work without compromising quality.



Constructed from durable, high-quality materials, the booth is built to withstand the demands of daily industrial use. Its robust design ensures long-term reliability and dependable performance, making it a valuable investment for commercial vehicle refinishing operations.

For businesses seeking a spray booth that combines scale, performance and efficiency, the Hurricane Industrial

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## Tesla's Latest Patent Targets A Tiny Part With A Big Impact

(19) **United States**  
 (12) **Patent Application Publication** (10) **Pub. No.:** US 2026/0110320 A1  
 Yu et al. (43) **Pub. Date:** Apr. 23, 2026

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(54) **LOW-PROFILE RATTLE MITIGATION TRIM CLIP** (52) **U.S. CL. CPC** ..... F16B 21/076 (2013.01); B60R 13/0206 (2013.01)

(71) **Applicant:** Tesla, Inc., Austin, TX (US)

(72) **Inventors:** Yongquan Yu, Kyle, TX (US); Aditya Suresh Murthy, Dublin, CA (US); Anesh Kalyanda, San Jose, CA (US); Xuan Yi Lim, San Jose, CA (US); Hugo Ivan Toledo Mendoza, Fremont, CA (US)

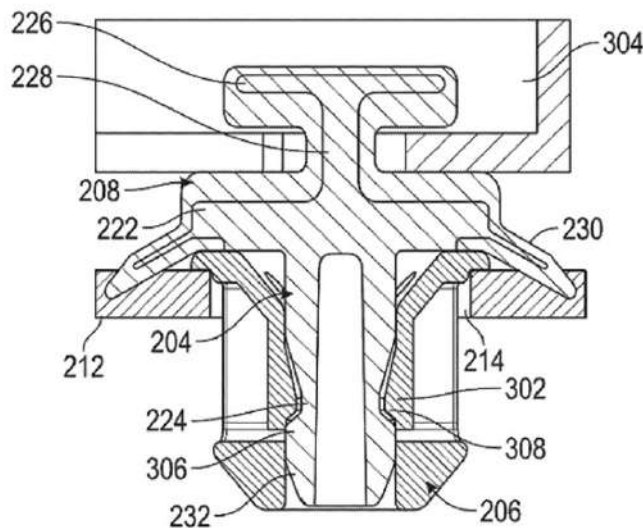
(57) **ABSTRACT**

Examples relate to vehicle trim attachment systems. A trim clip includes a pin, a grommet, and an overmold. An internal snap feature connects the pin and grommet, enabling a compact design. The overmold, made of a soft material like thermoplastic elastomer, covers portions of the assembled pin and grommet to isolate vibrations and mitigate rattle. This configuration allows for a low-profile trim clip that addresses space constraints in vehicle interiors while providing secure attachment and noise reduction. The design facilitates easier installation and clip reuse, and offers improved performance compared to traditional trim clips with external snap features.

(21) **Appl. No.:** 18918726  
 (22) **Filed:** Oct. 17, 2024

**Publication Classification**

(51) **Int. Cl. F16B 21/07** (2006.01)  
**B60R 13/02** (2006.01)



### Tesla has set its sights on one of the least glamorous components in a car: the trim clip.

In a newly published patent application, the company outlines a redesigned fastening system intended to reduce the rattles, buzzes and vibration that can creep into a vehicle cabin over time. The filing, published as US 2026/0110320 A1 on 23 April, focuses on improving the small clips that secure interior and other trim panels to the body structure.

Conventional clips are usually moulded as single-use plastic parts. After repeated vibration, temperature changes and servicing, they can loosen and begin to transmit road noise and minor panel movement directly into the passenger compartment. Tesla's proposal takes a different approach by pairing rigid structural elements with a softer damping material, aiming to keep panels secure

while isolating unwanted movement.

According to reports on the patent and the patent summary itself, the design combines a pin and a grommet made from glass-fibre-reinforced nylon with an overmoulded layer of thermoplastic elastomer, or TPE. That softer outer layer is intended to spread load more evenly and act as a barrier against vibration passing from the body into the trim. The result is a low-profile clip designed not only to hold firmly, but also to contribute to a calmer, more refined cabin environment.

A new Tesla patent aims to fix a common automotive item for a more peaceful ride, revolutionizing its design to remove vibrations and noise during normal operation.

Detailed in US 2026/0110320 A1 and published on April 23, the patent re-engineers the humble trim clip—the

small plastic fastener that secures interior panels to the vehicle's body structure. Traditional clips are single-piece plastic parts designed for one-time installation.

Over time, they loosen, rattle, and transmit road noise, suspension vibrations, and minor panel buzz directly into the passenger compartment. Tesla's new design turns that ordinary item into a reusable, two-material vibration-damping system built for long-term silence.

Another important detail is packaging. The patent describes an internal snap feature that allows the clip to remain compact, which could help it fit into tighter spaces than more traditional fasteners. That matters as vehicle interiors become more densely packaged and manufacturers look for ways to reduce part size without sacrificing retention strength or ease of assembly.

For drivers, the real value lies in noise, vibration and harshness, commonly shortened to NVH. Electric vehicles, lacking the constant background sound of an internal combustion engine, tend to expose smaller noises more clearly. That makes squeaks, creaks and trim buzz more noticeable, which in turn raises the importance of seemingly minor components such as clips and fasteners.

The engineering figures included in coverage of the filing suggest Tesla has tried to balance ease of installation with strong retention. Reports cite insertion and pull-out forces for both the grommet and the pin, with the grommet holding more firmly to the sheet metal than the pin does to the grommet. In practice, that could allow technicians to remove trim for repairs and then reattach it without replacing the entire fastening system each time.

If the concept makes it into production, the benefit may be felt less as a headline feature and more as an overall impression of quality. A quieter cabin, fewer recurring trim noises and better long-term serviceability all help shape how solid a vehicle feels. For Tesla, the patent is a reminder that improving the ownership experience is not only about batteries, software or autonomy. Sometimes it comes down to rethinking the smallest parts in the car.

# Brembo Pushes Brake-By-Wire Into The Mainstream

**Brembo says its Sensify braking platform has entered series production with an unnamed global carmaker, a notable step for a technology long discussed as part of the move towards software-defined vehicles.**

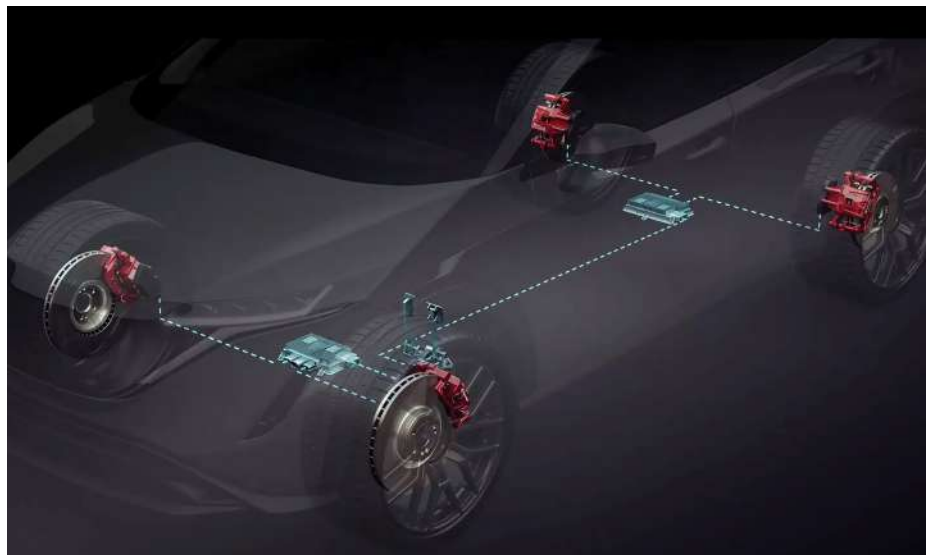
The Italian supplier says the system will be fitted across the full vehicle programme, suggesting the hardware and software are now ready for high-volume use rather than limited trials. The company also says it has signed further agreements that could see the system installed in hundreds of thousands of vehicles each year.

The significance reaches beyond one supplier contract. Carmakers are redesigning vehicles around centralised software, advanced driver assistance and increasing levels of automation. In that environment, braking systems that can be controlled digitally, monitored continuously and tuned wheel by wheel are becoming more attractive than older layouts built around hydraulic circuits alone.

Put simply, a brake-by-wire system replaces much of the traditional mechanical and hydraulic connection between the brake pedal and the brakes with electronics, sensors, control software and actuators. When the driver presses the pedal, the request is interpreted electronically and the system decides how much braking force to apply at each wheel. In some current designs, hydraulics still play a supporting role. In more advanced layouts such as fluid-free electromechanical systems, the aim is to reduce or remove hydraulic circuits altogether.

The appeal is precision. Because the system can manage each wheel independently, it can adjust braking force more quickly and more accurately in response to grip, speed, steering input and vehicle balance. That can help improve stability in emergency manoeuvres, on wet or uneven roads and during complex interventions by safety systems. Modern brake-by-wire designs also rely on redundancy and fail-safe architecture, because braking remains one of the most safety-critical functions in any vehicle.

Brembo is positioning Sensify as a fluid-



free, wheel-level intelligent braking platform that can support everything from advanced assistance features to future autonomous applications. The company says the system removes hydraulic circuits and centralised actuation, allowing braking forces to be modulated continuously at each corner of the car. That approach is intended to improve control while making the braking system easier to integrate into software-led vehicle architectures.

Electric and hybrid vehicles are helping to accelerate adoption. These vehicles already blend regenerative braking with conventional friction braking, and that handover is much easier to manage when software is coordinating the process. Brake-by-wire can therefore support smoother transitions, better energy recovery and more consistent pedal feel, while also fitting naturally with over-the-air software updates and the broader shift to software-defined platforms.

The wider industry is moving in the same direction. Recent reporting has highlighted growing interest in by-wire systems across steering and braking, especially in electric models and premium vehicles. Suppliers including ZF, Bosch, Continental and others are investing heavily in the category as manufacturers look for architectures that better support automated functions, cleaner packaging and software-based control.

Examples elsewhere in the market show



how quickly by-wire thinking is spreading. Steer-by-wire systems are appearing in selected production vehicles, while brake-by-wire is becoming increasingly common in hybrids and battery-electric cars where digital control brings clear efficiency and integration benefits. That does not mean hydraulic brakes will disappear overnight, but it does suggest that the long-standing mechanical template for vehicle control is being steadily rewritten.

For Brembo, the production launch is both a commercial milestone and a signal about where vehicle engineering is heading next. If Sensify performs as promised at scale, it could strengthen the case for braking systems that are defined as much by code as by hardware. For the wider industry, it is another sign that the future of stopping a car may depend less on brake fluid and more on computing power.



## Car Adverts Push Performance As Speeding Deaths Remains High, Study Warns



**A review of vehicle advertising by the Insurance Institute for Highway Safety (IIHS) suggests that car makers are increasingly selling the thrill of performance at the very moment the human cost of speeding continues to climb.**

Across television campaigns aired in 2018, 2020 and 2022, performance cues such as speed, power, traction, braking and cornering featured in 43% of adverts. Mentions or visuals linked to speed appeared far more often than explicit safety messaging, which showed up in only a small share of campaigns.

IIHS president David Harkey said glossy scenes of cars being driven hard, even when labelled as professional stunts on closed roads, can still imply that similar behaviour is within reach of everyday motorists. That matters, he noted, because speed remains a persistent factor in fatal crashes in the United States.

### **LOOSE STANDARDS CLEAR SIGNALS**

Speed has long been celebrated in American car culture, from hot rod nostalgia to blockbuster action films. Adverts, however, are built to persuade, and the IIHS argues that repeated images of rapid acceleration, dramatic drifting and fast cornering can shift what feels 'normal' on public roads.

Safety groups have raised similar concerns for decades. A high profile Super Bowl advert in 1990 drew criticism for glamorising risky behaviour, and later reviews found that performance remained a dominant marketing motif. The new study suggests the trend has strengthened, not softened.

The researchers point to tighter controls overseas. In the United Kingdom, advertising rules bar messages that encourage dangerous driving and restrict claims about power or acceleration unless they are clearly linked to safety, for example swerving to avoid a collision.

In the US, the guardrails are largely set by broadcasters rather than regulators.

The IIHS says many policies discourage 'risky behaviour' without defining it, or highlight seat belts and other precautions while failing to address speed, leaving advertisers room to imply that fast driving is acceptable.

Lead author Amber Woods said this sort of marketing can blur the perceived danger of speeding in the public mind, in contrast to the widespread stigma attached to drink driving. When repeated often, she argued, the imagery can make aggressive driving look routine.

### **HOW THE ADVERTS WERE ASSESSED**

The team compiled more than 1,500 television adverts from 2018, 2020 and 2022, plus over 1,000 online and social media promotions from 2020 and 2022. Trained coders identified dominant themes from a defined list, and the results were weighted using advertising spend to reflect how frequently viewers were likely to see each message.

Traction was one of the most common performance cues, often illustrated by cars throwing up dust on dirt tracks or powering over rocks and beaches. Yet fewer than one in ten of those traction-focused adverts also framed the feature as a way to prevent crashes in wet or icy conditions, the study found.

### **SAFETY FADES AS PERFORMANCE RISES**

From 2018 to 2022, the share of adverts centred on speed increased, while safety-focused promotions became rarer. Pick-up adverts leaned heavily on performance overall, while sedans were most likely to lean into explicit speed imagery. The IIHS cautions that these messages can influence all drivers, not only the people shopping for a particular model.

Harkey urged car makers and broadcasters to treat unsafe speed in the same way they treat drink driving or failing to wear a seat belt. Without clearer standards, the institute argues, adverts will continue to celebrate fast driving while the roads continue to pay the price.

# BASF Coatings Advances Automated Paint Repair For Modern Body Shops

**BASF Coatings is reinforcing its position in robotics-driven automotive refinish by bringing together its specialist knowledge in coatings, digital colour management and paint application processes. Working closely with vehicle manufacturers and automation partners, the company is helping to guide the development of automated paint application for body shops.**

Drawing on its expertise in repair procedures and connected digital systems, BASF Coatings supports customers as they introduce robotics-based solutions designed to improve consistency, increase scalability and prepare repair operations for future demands.

As automation becomes more important in collision repair, BASF Coatings is collaborating with robotics suppliers, pilot customers and wider industry partners to provide validated process expertise and practical support for introducing robotic systems into repair environments. Its contribution goes beyond testing, with the company also helping to shape future application standards, scalable operating frameworks and the practical use of robotics in day-to-day body shop activity.

Although BASF Coatings does not manufacture robotic hardware, it brings value through its strong understanding of coatings technology, paint application methods and system integration within automotive refinish.

## **ROBOTICS AS THE NEXT STEP IN CONNECTED REFINISH**

The company views robotics as a logical extension of its connected digital refinish process. Through the Refinity ecosystem, body shops already benefit from digital tools for colour scanning, colour matching, paint mixing and workflow management, all of which support more efficient and reliable repair work. Robotics adds a further layer by linking digital process control directly with the physical application of paint.

Chen Liu, Global Head of Technology Automotive Refinish Coatings, said robotics creates a connection between



digital colour management and physical application within one integrated process. He explained that the true point of difference is not the robot itself, but the way BASF combines coatings expertise, process knowledge and application capability to achieve dependable quality in real body shop conditions. He added that this combination is helping to establish scalable and repeatable standards that are likely to influence the future of automotive refinish.

## **IMPROVING EFFICIENCY AND CONSISTENCY**

Early uses of robotics are mainly centred on standardised applications of primer, basecoat and clearcoat across complete vehicle parts. In these scenarios, repeatability, throughput and material efficiency are the main priorities. As the technology develops further, wider use in

areas such as blending and interior paint work is expected.

Roar Solberg, Vice President Automotive Refinish Coatings EMEA, said robotics represents an important future direction for the sector and that BASF aims to help customers approach this changing landscape with confidence. He said the company's role is to provide guidance, validation and close cooperation so that customers can make well-informed decisions about repair processes suited to the future.

By uniting coatings expertise with digital workflows and practical application knowledge, BASF Coatings is contributing to the development of more efficient, more consistent and better-prepared repair operations around the world.



## BASF Coatings Recognised For Sustainable Breakthrough In Automotive Painting



**BASF Coatings has received the Sustainability Award in Automotive 2026 for its Overspray Free Application process, a new approach to two-tone vehicle painting that improves efficiency while reducing environmental impact.**

The company was honoured in the Technology: Operations and Supply Chain category, which celebrates practical innovations that bring measurable sustainability benefits to industrial production. The award is presented jointly by the ATZ/MTZ Group of Springer Nature and the consultancy Arthur D. Little.

The Overspray Free Application process, known as OFLA, is a wet-on-wet painting method developed for two-tone vehicles. It uses digitally controlled paint jets to apply the contrast colour with precision, creating a clean paint line without the need for masking. This is made possible by BASF Coatings' ColorSharp decorative paint technology,

which has been specifically developed for overspray-free use. Its carefully adjusted flow and levelling properties support crisp, accurate paint edges and help prevent the imperfections often seen with traditional spray-applied basecoats.

Because the paint is applied only where it is required, the process achieves full transfer efficiency and removes overspray altogether. For vehicle manufacturers, this offers a number of advantages, including lower energy use, reduced carbon emissions, less waste from masking materials and lower paint consumption, while still maintaining reliable quality in large-scale production.

Alvin Lao, Head of Global Sustainability for Automotive OEM Coatings at BASF Coatings, said the award highlights the importance of combining paint innovation with process development to improve the environmental performance of automotive production. He added that the recognition confirms OFLA as a solution that delivers both operational and

sustainability benefits for manufacturers.

The development of OFLA has been supported by collaboration across the automotive supply chain. BASF Coatings contributed its paint and process expertise, Renault provided manufacturing know-how, and Dürr supplied advanced application and automation technology. The process is already being used in series production at Renault's Maubeuge plant.

According to BASF Coatings, the results achieved at the site include an energy saving of around 25 per cent, equivalent to approximately 1.7 gigawatt hours per year, and a reduction of roughly 300 tonnes of carbon dioxide annually. The company also reports that the method removes about 300 grams of paint-contaminated masking waste per vehicle and saves around 200 grams of paint per car by avoiding the additional basecoat and clearcoat stage required in conventional two-tone painting methods.

# The Science Inside Modern Tyre Tread Compounds

Advanced chemistry. Smarter performance. Safer journeys.

**NATURAL & SYNTHETIC RUBBER**  
The flexible foundation that allows the tyre to deform and grip the road.

**CARBON BLACK**  
Improves strength, abrasion resistance and heat endurance. It's also what gives tyres their black colour.

**SILICA**  
Enhances wet grip and reduces rolling resistance for better fuel efficiency.

**SILANE COUPLING AGENTS**  
Chemically link silica to the rubber for improved performance and durability.

**ADDITIVES & OILS**  
Fine-tune flexibility, workability and ageing resistance.

**THE BALANCING ACT**  
Tyre compounds are a compromise between grip, wear, rolling resistance and efficiency.

**MORE GRIP**  
Softer compounds mould to the road for maximum traction but wear faster and can increase rolling resistance.

**MORE EFFICIENCY**  
Harder compounds last longer and reduce rolling resistance but may reduce grip, especially in wet or cold conditions.

**TEMPERATURE MATTERS**  
Compounds are engineered to perform within specific temperature windows.

**SUMMER TYRES**  
Stiffer compounds stay stable at high temperatures for precise handling and durability.

**WINTER TYRES**  
Softer, silica-rich compounds remain flexible in cold conditions for better grip and safety.

**MOTORSPORT TYRES**  
Specialist compounds designed to reach peak grip in very narrow temperature ranges.

**MICROSCOPIC PERFORMANCE, REAL-WORLD SAFETY**  
Every journey relies on millions of tiny interactions between tyre and road. Advanced compound science keeps you connected, whatever the conditions.

**A modern tyre is far more than a ring of rubber. Beneath the tread pattern lies a highly engineered chemical compound designed to balance grip, durability, fuel efficiency and safety. Tyre tread compounds are among the most sophisticated materials used in automotive engineering, with manufacturers constantly refining their formulas to improve performance in changing road and weather conditions.**

At the heart of every tread compound is rubber, usually a blend of natural and synthetic polymers such as styrene butadiene rubber and butadiene rubber. These materials provide flexibility and resilience, allowing the tyre to deform slightly and maintain contact with the road surface. However, rubber alone would wear out quickly and offer limited grip. To strengthen it, manufacturers add reinforcing fillers such as carbon black and silica.

Carbon black has been used in tyres for more than a century. It improves abrasion

resistance, increases strength and helps tyres withstand heat generated during driving. It is also the reason most tyres are black. Carbon black particles reinforce the rubber matrix at a microscopic level, making the tread more durable under repeated stress.

Silica has become increasingly important in modern tyre compounds, especially in premium and low rolling resistance tyres. Unlike carbon black, silica improves wet weather grip while also reducing rolling resistance, which can improve fuel economy or electric vehicle range. Engineers often combine silica with chemical bonding agents called silanes, helping the silica integrate effectively into the rubber structure.

The key challenge in tyre chemistry is balancing competing characteristics. Softer compounds generally offer more grip because they conform more effectively to microscopic irregularities in the road surface. However, softer rubber wears faster and can increase

rolling resistance. Harder compounds last longer and improve efficiency but may sacrifice traction, particularly in wet or cold conditions.

Temperature also plays a major role. Tyre compounds are designed to operate within specific thermal windows. Summer tyres use compounds that remain stable at high temperatures, while winter tyres contain softer materials and higher silica content to stay flexible in cold weather. Motorsport compounds push this science even further, with Formula One tyres engineered to reach peak grip within extremely narrow temperature ranges.

Ultimately, tyre tread compounds represent a careful compromise between chemistry, physics and real world driving demands. Every journey depends on these invisible scientific advances, ensuring that a few square inches of rubber can safely connect a vehicle to the road.

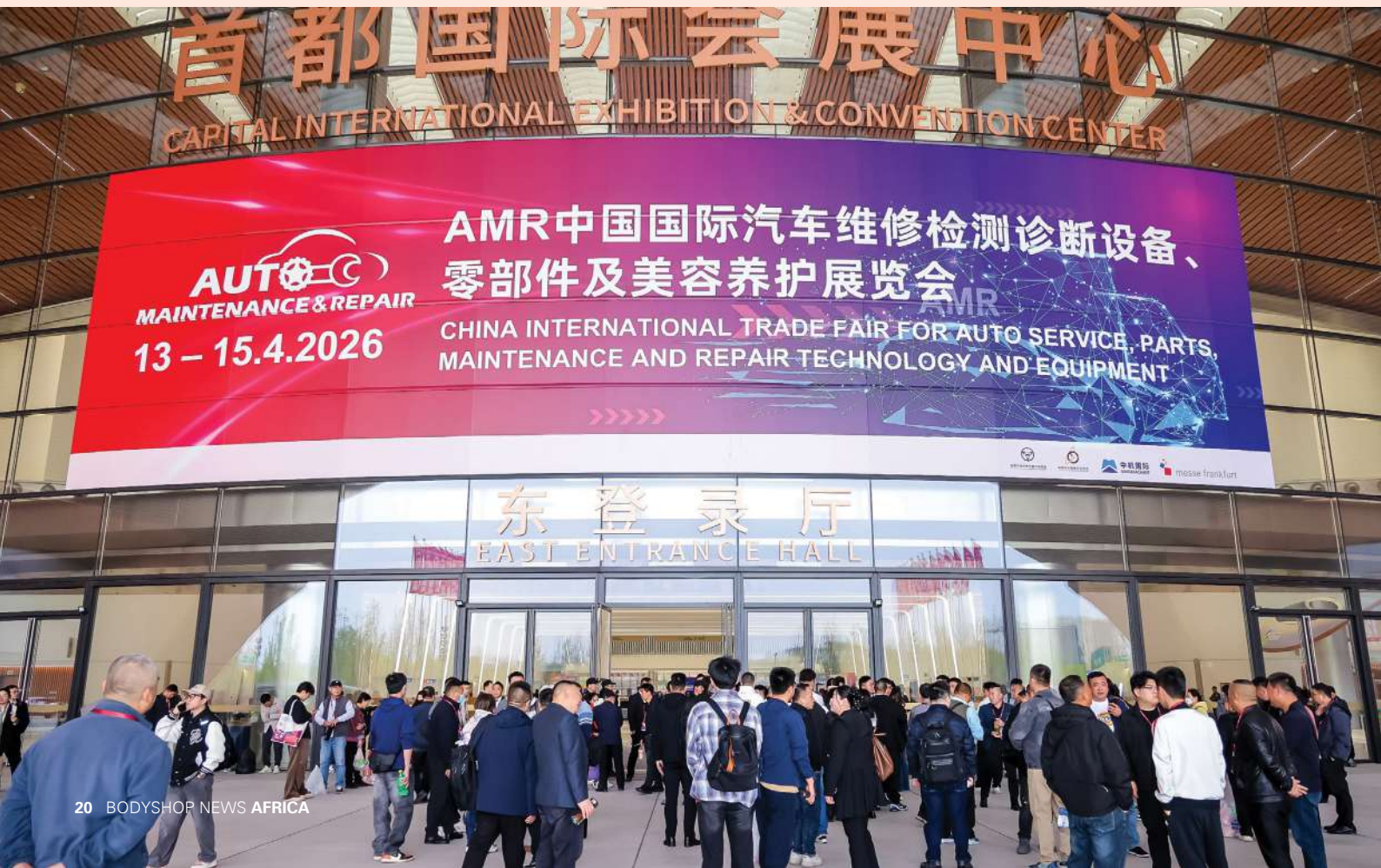
# AMR 2026 Presents Roadmap For Innovation And Development

The 74th edition of Auto Maintenance and Repair Expo (AMR) was held at the Capital International Exhibition & Convention Center (CIECC) in Beijing, China from 13 to 15 April. More than 49,000 visitors from 68 countries and regions attended the event, which featured 1,385 exhibitors covering 80,000 square metres of exhibition space. *BodyShop News* Publisher *Michel Malik* was there.

The three-day show brought together the latest products and solutions from sectors including Diagnostics & Repair, Body & Paint, Car Wash & Care, Tyres & Wheels, Parts & Components, and more. The Diagnostics & Repair zone in particular was the core sector of the show, and it saw exhibitor numbers increase by over 30 per cent.

This year, the fair highlighted industry trends through an expanded showcase and a variety of fringe events, offering a platform for industry players to share views and ideas under one roof.

Organisers expanded two special zones to highlight the latest developments. Among these, the AMR Training Workshop Zone addressed emerging





topics in the transition to AI, electrification and digitisation through product demos. For example, Shandong Dexi New Energy Vehicle brought cell testing and replacement equipment for NEV battery packs, while Mirka China demonstrated robotic polishing and finishing solutions. The Jin Liuhe Numerical Intelligent Sheet Metal Spray Course also presented its digitised solution for used-car restoration and sheet metal painting.

AMR hosted 49 concurrent events covering commercial vehicles and road transport equipment, advanced maintenance and repair solutions, and talent competitions.

One highlight – the Seminar on the Safe Application of Artificial Intelligence in the Automotive Industry – brought experts together to share in-depth insights on how AI can support the transformation of vehicles from a method of transportation to an “alternative living space”, as well as how OEMs can deploy cloud-based AI models to “provide personalised





smart cockpit functions” for end-users.

There were also three competitions:

- The 3rd Automobile Paint Finishing Vocational Skills Competition
- Automobile Wrapping Film Creative Skills Competition 2026,
- The 2nd Automotive Maintenance Case Competition Grand Finals and Automotive Maintenance Digital Exchange Forum

These events allowed emerging talent to compete alongside professionals, promoting training through competition, while allowing both the participants and their audiences to see many products in action. For example, Mariso Corporation brought Sagola to the show and sponsored the products used at the 3rd Automobile Paint Finishing Vocational Skills Competition.

# Beyond The Warranty Window: How Dealership Workshops Can Retain Customers And Build Long-Term Loyalty

For dealership service departments, the pattern is familiar. As soon as warranties and maintenance plans expire, many vehicle owners drift towards independent workshops in search of lower prices and greater flexibility.



According to Tendani Nevhudogwa, Regional Aftersales Manager of BYD South Africa, this migration is not unavoidable. He believes OEM dealer networks can remain relevant long after the initial ownership period by building a structured multi-brand servicing strategy that combines competitive pricing with professional standards and customer-focused service.

In his view, aftersales should not be treated as a purely operational function. Instead, it should be recognised as a long-term relationship channel capable

of strengthening loyalty and introducing future customers to the dealership environment well before they consider purchasing another vehicle.

Nevhudogwa sees the issue as both operational and strategic. On one hand, dealerships must keep workshop utilisation healthy in an increasingly competitive market. On the other, they must maintain meaningful contact with customers once the protection of service plans and warranties comes to an end. While OEMs naturally dominate the early ownership years, that advantage weakens once motorists begin paying directly for maintenance and repairs. At that stage, convenience, trust, transparency and value become the deciding factors influencing where customers spend their money and which brands they remain connected to.

He suggests beginning with practical, high-frequency maintenance work that can be efficiently standardised across different makes and models. This includes inspections, diagnostics, brake servicing, suspension checks, tyres, batteries, fluid replacements and light

mechanical repairs. These services, he argues, provide an accessible entry point for motorists unfamiliar with dealership workshops outside the warranty environment.

To encourage first-time visits, Nevhudogwa proposes introductory discounts ranging between 30 and 50 per cent, followed by smaller offers of around 10 to 29 per cent aimed at retaining repeat customers or increasing workshop activity during quieter periods. The objective is not to compete solely on price, but to demonstrate consistent value through transparent quotations, dependable turnaround times and a customer experience aligned with the standards associated with the OEM brand.

Maintaining service quality for existing BYD customers remains essential. Nevhudogwa recommends clearly separating OEM work from multi-brand activity through dedicated workshop bays, disciplined booking systems and carefully managed technician allocation. Additional work from non-BYD customers should be directed into



unused capacity and off-peak operating periods to ensure that core customers continue receiving priority attention.

Where greater capacity is required, he believes apprenticeships and structured technical development programmes offer a practical and affordable solution. Expanding workshop capability in this way allows dealerships to support growth without compromising profitability or service quality.

From an operational perspective, the success of a multi-brand model depends on disciplined execution. Reliable diagnostics, access to technical data, skilled technicians and dependable supplier relationships all become critical components. Nevhudogwa notes that South Africa's independent aftermarket has already produced technicians with broad multi-brand experience, creating a strong foundation for dealerships looking to expand their workshop offering.

His recommendation is to adopt a phased approach. Dealerships should begin with straightforward maintenance and diagnostic work before gradually expanding into more complex repairs as systems, skills and quality controls mature.

Importantly, Nevhudogwa cautions against turning the workshop into an overt sales environment. Customers quickly recognise when a service interaction becomes a sales pitch,

**“The workshop can become an organic pathway from service customer to future vehicle buyer without forcing the relationship.”**

which can undermine trust. Instead, he advocates for a customer-led experience centred on professionalism and convenience: efficient reception processes, clean facilities, clear communication, digital booking systems and transparent progress updates.

When customers feel valued and well supported, interest in the dealership's products and brand often develops naturally. In this way, the workshop can become an organic pathway from service customer to future vehicle buyer without forcing the relationship.

The model is not without risk. Expanding into multi-brand servicing introduces additional liability considerations, possible tension with OEM priorities and the danger of diverting focus away from core customers. To manage this, Nevhudogwa recommends a tightly controlled pilot programme with clearly defined parameters. Dealerships should specify which repairs fall within scope, ensure work is matched to proven technical competence and maintain strict documentation and customer approval

procedures. More complex or high-risk repairs should only be introduced once operational confidence has been established.

Ultimately, he believes the initiative should strengthen the OEM business rather than dilute it.

During a proposed 90-day pilot phase, Nevhudogwa would focus on several key indicators: workshop utilisation, incremental labour revenue, customer satisfaction levels and turnaround times for existing BYD customers. Repeat visits from multi-brand customers would provide a particularly important measure of success, alongside secondary indicators such as qualified leads, service-generated enquiries and test-drive activity.

Equally important, however, is ensuring the experiment causes no damage to the existing operation. If customer satisfaction declines, workshop bottlenecks increase or profitability weakens, he argues that the programme should be paused and redesigned before any broader rollout takes place.

# Botswana Competition Tribunal Case

Against Insurers And Parts Portal Bound To Affect SA Collision Repair And Insurance Industries





# COMPETITION & CONSUMER AUTHORITY

**The Botswana Competition and Consumer Authority (CCA) has brought a significant competition matter before the Competition and Consumer Tribunal in Gaborone, alleging that several practices within Botswana's motor vehicle repair and insurance sector may contravene the Competition Act.**

The case, registered as CCT/A/01/2023, involves Botswana Insurance Company Limited, Hollard Insurance Company of Botswana, Old Mutual Short-Term Insurance Botswana Limited, and Parts Portal (Pty) Ltd, trading as Autobodys Revolve. According to the Authority, the conduct under scrutiny may breach a number of provisions of the Competition Act relating to anti-competitive behaviour.

The Authority contends that the insurance companies have engaged in practices that interfere with the independence of auto body repairers and potentially harm competition within the market. Among the concerns raised are allegations that insurers have dictated labour costs charged by repairers, imposed fixed mark-ups on the procurement of spare parts, and required repair businesses to obtain spare parts exclusively through Parts Portal.

In addition, the Authority is seeking orders that would reverse any decisions to cease dealing with repairers who previously lodged complaints with the Competition and Consumer Authority. It is also requesting that fines be imposed should the Tribunal find that the respondents contravened the Competition Act.

The CCA argues that these practices may have wider consequences for consumers and the industry as a whole. It maintains that restricting the independence of repairers could reduce competition, increase vehicle repair costs and limit consumer choice in the marketplace.

The matter has now been placed before the Competition and Consumer Tribunal for determination. An interlocutory hearing has been scheduled for 28 August 2026, where preliminary issues in the case are expected to be considered before the substantive hearing proceeds.

The case is likely to attract considerable attention from stakeholders in Botswana's insurance, automotive repair and consumer protection sectors, given its potential implications for market competition and industry practices.

## POTENTIAL REGIONAL IMPLICATIONS FOR SOUTH AFRICA

While the matter before Botswana's Competition and Consumer Tribunal is focused on practices within Botswana's motor insurance and collision repair sectors, the outcome could have implications that extend beyond the country's borders. Given the close economic ties between Botswana and South Africa, as well as the presence of insurance groups that operate across multiple Southern African markets, the Tribunal's eventual findings are likely to be closely watched by stakeholders throughout the region.

South Africa's insurance and collision repair industry has long grappled with many of the same issues that are central to this case, including insurer influence over repair costs, preferred supplier arrangements, parts procurement systems, and the balance between cost control and repairer independence. Should the Tribunal determine that the practices under review are anti-competitive, the decision could encourage greater scrutiny of similar arrangements elsewhere in the region.

The case may also prompt industry associations, regulators, competition authorities and independent repairers in South Africa to revisit existing business models and relationships within the automotive repair ecosystem. Even though the Tribunal's jurisdiction is limited to Botswana, a significant ruling could contribute to broader discussions about competition, consumer choice, and fair market conduct across Southern Africa.

For multinational insurers operating in both countries, any precedent established by the Botswana proceedings may influence future policy decisions and operational practices. As a result, the case has the potential to become more than a domestic competition dispute. It could emerge as an important regional reference point for how competition law is applied within the motor insurance and collision repair sectors.

Although it would be premature to predict the Tribunal's final determination, there is little doubt that the proceedings will be followed with keen interest by participants in South Africa's insurance and autobody repair industries, where many of the same commercial dynamics are already the subject of ongoing debate.

Search



# How Your Collision Repair Business Can Stay Visible In The Age Of AI Search

**A**rtificial intelligence is rapidly reshaping the way consumers search for information online.

Instead of scrolling through pages of links, many users are now receiving direct answers from tools such as Google AI Overviews, ChatGPT and Claude.

For businesses, this means online visibility is no longer just about website traffic. Increasingly, success depends on whether a company is cited, mentioned or recommended by AI-driven search systems.

Industry experts say traditional search engine optimisation still matters, but the focus is shifting. AI platforms often gather information from multiple websites and present a single summarised response to the user. As a result, businesses need to structure their content in ways that make it easier for AI systems to understand and quote.

Research suggests AI-generated search results are becoming more common across the web, particularly for complex or instructional queries. Studies also show these systems tend to favour concise, well-structured information with clear authority signals.

One increasingly important strategy is creating content in short, digestible sections. AI systems appear to prioritise information that can easily be extracted and summarised. Question-and-answer formats are also proving effective because they align naturally with conversational search queries.

Structured data remains another important tool. By using schema markup such as "LocalBusiness" or "FAQ", companies can provide search engines and AI systems with additional

context about their services, locations and expertise. Some marketers are also experimenting with newer tools such as llms.txt files, which are designed to help large language models navigate websites more effectively. While adoption is still evolving, AI-focused optimisation is becoming a growing area of interest across the digital marketing industry.

Online reputation is also playing a larger role. AI assistants frequently reference highly rated businesses when answering local or service-related questions. Positive customer reviews, updated business profiles and consistent information across online directories can all improve visibility.

At the same time, experts warn against abandoning traditional SEO principles. Quality content, healthy websites and accurate listings remain essential foundations. AI systems still rely heavily on information already published across the internet, meaning trustworthy and authoritative content continues to matter.

Recent updates to Google's AI search features also indicate a stronger focus on citations and source transparency. The company has begun expanding inline links and highlighting community discussions and expert perspectives within AI-generated answers.

Despite rapid advances in AI search, specialists caution that these systems are not flawless. AI-generated responses can occasionally contain inaccuracies or "hallucinations", making it important for businesses to monitor how they are represented online and ensure their information remains accurate and up to date.

# FROM THE DESK OF

SAMBRA

## Young Leaders Helping Shape The Future Of South Africa's Motor Body Repair Industry

**As South Africa marks Youth Month, the South African Motor Body Repairers' Association (SAMBRA), an association of the Retail Motor Industry Organisation (RMI), is highlighting a new generation of leaders helping to drive innovation, transformation and sustainability in the motor body repair sector.**

Although the industry is often seen as traditional, young professionals are increasingly showing that its future lies in the combination of technology, skills development and effective leadership.

SAMBRA National Director Juan Hanekom is just 32, while several members serving on regional committees and the National Executive Committee are also under 35. These include Thinus Botha of MacGyver Commercial in Polokwane, Alewyn Muller of Northern Cape Panelbeaters in Kimberley and Kevin De Gouveia of Classic Autobody.

Hanekom says the growing presence of younger leaders reflects the industry's commitment to succession planning and creating opportunities for emerging talent. He adds that one of the sector's greatest strengths is the willingness of experienced professionals to mentor younger people entering the field.

"Youth Month gives us the opportunity to recognise young leaders who are already making a meaningful contribution and helping position the industry for the future," he says.

Hanekom believes leadership is rooted in listening and collaboration. In his view, it is not about being the loudest voice, but about ensuring the right people are heard, the right decisions are taken and those decisions lead to meaningful action.

For 25-year-old Alewyn Muller, Executive Operations Manager at Northern Cape Panelbeaters, the industry has always been part of his life. Founded by his grandfather in 1972, the business



Thinus Botha.

represents both a family legacy and an opportunity for growth. Since joining in 2020, Muller has worked through a range of roles before taking on executive responsibilities. He now serves as Vice Chair for the Northern Cape and Free State region and also sits on SAMBRA's Digital Transformation Forum.

Muller says there is a common misconception that joining a family business means opportunities are simply handed to you. In his case, he was expected to earn every step and learn every part of the business before moving into leadership. One of his biggest challenges has been introducing digital processes into a company that had operated successfully for decades using traditional systems. He says younger professionals can help businesses adopt new technologies while still respecting the knowledge and experience of earlier generations.

For Thinus Botha, a member of the SAMBRA National Executive Committee and a Business Management graduate from North-West University, the appeal of

the industry lies in its constant evolution. He notes that the sector is no longer only about repairing vehicles. Advances in vehicle technology, artificial intelligence, automation and changing repair methods are reshaping the industry rapidly.

Botha says success at a young age has required resilience, adaptability and a willingness to keep learning. He believes mentorship remains one of the most important factors in developing future leaders and stresses that skills development and transformation are essential for building sustainable businesses.

Hanekom says attracting young talent is critical to the long-term sustainability of the sector. Beyond technical repair work, he points to careers in operations, management, technology, training, customer service and entrepreneurship.

The message from these young leaders is clear: work hard, stay humble, keep learning and value mentorship. As the industry evolves, they are showing that its future is already in capable hands.



# FROM THE USA

WITH STACEY PHILLIPS RONAK

## Topical Industry Issues Addressed During Collision Industry Conference

During the April Collision Industry Conference (CIC) in North Carolina, committee chairs brought to light topical issues facing collision repairers. From estimating and repair planning to business operations, repair procedures and legislation, attendees had an opportunity to gain insight into current and future industry challenges and opportunities.

### NEW CONSUMER ADVOCACY TASK FORCE

CIC Chair Dan Risley, VP of Quality Repair & Market Development for CCC Intelligent Solutions, announced a new CIC Consumer Advocacy Task Force focused on tackling the critical issues in consumer advocacy and advanced driver-assistance system calibration.

Risley said the task force was created to advocate for consumers by identifying gaps and challenges with ADAS repairs along with raising awareness and understanding among the CIC body of possible solutions or work products.

“It is our belief that without an industry-wide knowledge definition, critical safety procedures are inconsistently executed



Sean Carey.

and not independently verifiable, creating preventable risk to the public,” said Taskforce Chair Sean Carey, President of SCG Management Consultants.

There are 11 members of the task force including Carey as Chairman, five past CIC chairs and five current CIC committee co-chairs.

The committee plans to establish and define the “problem statement” and provide recommendations for potential solutions the industry can adopt to enable safe and accurate ADAS repairs and calibration. Carey, along with committee members and co-Chair Lou DiLisio, President of Automotive Industry Consulting, will provide feedback about the task force’s work during the July CIC event. In November, the task force plans to share the initial definition and work product for consideration.

### BUSINESS OPERATIONS AND MANAGEMENT

Jeff Burton, Vice President of Strategic Accounts at Quality Collision Group, led a panel discussion focused on how companies can accelerate growth by strategically collaborating with vendors, suppliers and manufacturers to expand capacity, improve efficiency and unlock new opportunities. Burton co-chairs the Business Operations & Management Committee with Amber Alley, Manager of Barsotti’s Body & Fender.

The co-chairs said that scaling requires more than great products – it depends on partnerships. They recommended that shops seek external support for growth strategies, production consultation, product awareness and inventory, and financial analysis. Amber and Burton advised executing change efficiency, implementing best-practice benchmarking and opportunities to apply key performance indicators.

Panellists included John Ascheman, Performance and Training Manager at 3M; Kena Dacus, Owner of Dacus Auto Body; Ben Bowman, Owner of Cliff’s

Body Repair; and Greg Decker, President of California Color Source.

What stood out most from the panel, according to Burton, was how naturally the conversation flowed. “Even with different perspectives, there were clear common challenges and shared opportunities,” he said. “It reinforced that real growth in our industry happens when repairers, vendors, suppliers and manufacturers work together toward mutually beneficial solutions.”



Danny Gredinberg.

### COMPONENT CLASSIFICATION

A presentation on Component Classification in Repair Planning was given by Danny Gredinberg, Chair of the Estimating & Repair Planning Committee and Administrator of the Database Enhancement Gateway.

Gredinberg talked about the critical pillars of collision repair including body, paint, structural, complex mechanical and the rising necessity of diagnostics and calibrations. He pointed out the technical skill sets required to correctly capture the labour classification based on the actual repair being performed, advising shops to always reference the Procedure Pages (P-Pages), labour notes and OEM procedure requirements.

Gredinberg also said that labour override adjustments are appropriate and to never assume an operation is included.

By never assuming an alternate labour operation is included in the component classification, Gredinberg said that when the repairer bills for that operation, it can be billed at a different rate than what the component classification says.

He used the example of a radiator support, which may be classified as 'body', and includes the mechanical components (radiator and condenser). "Don't assume that radiator and condenser is a body operation. It could be considered a 'mechanical' classification based on a manual override correction," he said.

Frame replacement may be classified as a frame or structural part, but Gredinberg said that many of the attached components are mechanical. "Never assume that it all falls under one category as it may be appropriate to manually adjust the operation time to account for which components are being classified for the correct rate and billing purposes," he said.

### THE INDUSTRY EXPERIMENT PODCAST

Aaron Schulenburg, Executive Director of the Society of Collision Repair Specialists, invited Brian Herron, CEO of Opus IVS, to share insight as part of The Industry Experiment podcast.

Herron talked about the ADAS MAP, calibration documentation that supports insurer alignment, and the evolving role of identification technology in collision repair. During the podcast, they explored industry questions around calibration accuracy, pricing dynamics, repairer perspectives, End-User License Agreement (EULA) expectations, and the



From left: Scott VanHulle, Mark Fincher, Raj Pofale.

balance between support tool results and OEM procedures.

The discussion also addressed the proposed merger with Repairify that prompted CIC 'open mic' conversation in January, and what it could mean for the future of the diagnostics ecosystem.

### AI AND PHOTO ESTIMATING

An AI and photo estimating panel discussion was held with Mark Fincher, Vice President of Product Management at CCC Intelligent Solutions; Raj Pofale, CEO of Claim Genius; and Scott VanHulle, Manager Repairability Technical Support and OEM Technical Relations at I-CAR.

The panellists examined the role of AI and preliminary photo-based estimating

in collision repair, focusing on where the technology adds value and where it falls short. Fincher, Pofale and VanHulle discussed benefits such as faster intake, improved customer communication and estimator productivity, while addressing key limitations including hidden damage, photo quality dependence and missed OEM repair procedures. The discussion also emphasised the responsible use of photo estimates as preliminary triage tools supported by human validation and teardown-based estimating to ensure repair quality, safety and accountability.

### AUTO BODY FILLER CONSIDERATIONS

Repair Process and Procedures Committee Chair Kye Yeung, President of European Motor Car Works, and co-Chair Barry Dorn, Vice President of Dorn's Body & Paint, shared information about body filler during their presentation 'Filler and Botox: Cosmetic Enhancement or Cover Up'. Yeung and Dorn discussed common myths such as 'more hardener makes it stronger'.

They said that body technicians sometimes use thicker filler to save time on shaping metal, adding that thicker filler can cause excessive shrinking, cracking, pinholes and mapping. If filler isn't sanded to the correct grit, scratches can show through the paint. Painters often feel they're fixing bodywork rather than painting, while body technicians expect primer to fix the imperfections. What is typically effective in shops, according to Yeung and Dorn, is having clear standards, a maximum thickness for fillers and sanding grit steps.

Painters should also be allowed to send work back. Overall, having good communication between the body technicians and painters is ideal.



Aaron Schulenburg (left) and Brian Herron.

Following the presentation, a panel discussion was held on fillers and how precision-led processes can elevate a shop's quality, efficiency and professional standards. Panellists included Ricky Miller, Senior Technical Service Engineer at 3M; George Smith, CEO of SoCur; and Emma White, MSO/OEM Relationship Manager at KECO.

Miller, Smith and White discussed the over-reliance on traditional fillers in shops and how they can compromise panel integrity. The trio examined the shift from outdated filler techniques to modern, streamlined repair standards, while addressing the cultural shift necessary to master the 'repair versus replace' decision.

The panellists stressed the importance of properly training technicians to combat the misuse of fillers.

White discussed paintless dent repair, which doesn't use filler. "Completing a fully paintless repair is a craft that often takes years to master," said White. "Paintless repairs also come with their own set of risks."

She noted the risk of micro-cracking on large smash paintless repairs, which could open the possibility of corrosion down the road.

"The best quality and least invasive way to repair is using PDR and GPR [glue pull repair] techniques to achieve a finish that is flat enough to only use a skim coat of filler, glaze and repaint," she said.

### OEM PARTS PROGRAMMES

An additional panel discussion focused on the strategic value of OEM parts programmes. OEM Industry Relations Committee Chair Liz Stein, Vice President of Strategic Initiatives, led a discussion on how OEM parts programmes influence the way repair facilities source components, adhere to manufacturer



Jill Tuggle.

procedures and maintain standing within certification networks.

While such programmes offer performance incentives, shops often need to navigate challenges with conflicting requirements and cost pressures.

The session explored the differences between OEM conquest and OEM incentive rebate programmes and where these programmes are headed. It was followed by a panel discussion which included Pat Blech, VP and General Manager of Repair Technologies at OEC; Jonathan Cooper, a blueprinter at Dorn's Body & Paint; and Ted Martin, Collision Director at Bisbee Honda of Danville.

### REPAIR LEGISLATION

As part of the Governmental Committee update, Jill Tuggle, Executive Director of the Auto Body Association of Texas; Justin Lewis, President of Accurate Auto Body; and Jordan Hendler, Executive Director of the Washington Metropolitan Auto Body Association, shared information about repair legislation. This included emerging bills like the Right to Appraisal, policies such as total-loss thresholds and insurance reforms, and the REPAIR Act and the ADAS Functionality and Integrity Act.

Tuggle, Lewis and Hendler talked in depth about a Maryland bill that evolved to become a piece of legislation with negative implications for repair shops. "We stressed the importance of knowing what is going on in your state because there is a lot of activity right now and not all of it is good," said Tuggle.

*All images courtesy of Stacey Phillips Ronak.*



Jordan Hendler (left) and Justin Lewis.

Stacey Phillips Ronak is a freelance writer for the automotive and technology industries based in Southern California and the owner of Radiant Writing & Communications, a company focused on writing for a wide range of publications and managing communication projects for multinational corporations. Stacey has co-authored two books, including 'The Secrets of America's Greatest Body Shops', and is the winner of multiple APEX Awards including one in 2021 for a column written for *BodyShop News*.



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# FROM THE UK

WITH HEATHER GRANT



## New Certification Scheme, EV Battery Repair Blueprint, Boosting Recruitment, AI Estimating, And EVs Declared Eco-Unfriendly In UK

### IRAN WAR BOOSTING CLAIMS INFLATION

The conflict in Iran is having a profound effect on motor insurance claims inflation – between eight and 10 per cent in 2026 according to ERS, a motor insurer based in London.

"Before the Iran war unfolded, consultancy firm EY predicted the UK motor market was likely to run at a loss with an average combined operating ratio of 110 per cent," said the insurer.

"We consider those predictions will prove to be optimistic due to the impact of claims inflation, which we are forecasting will run close to double digits for 2026, providing there is no wider degradation to infrastructure."

The insurer published a white paper, 'Brace for Impact: Motor Claims Inflation Reaccelerates'.

Declan O'Mahony, ERS Head of Claims, said: "Motor claims inflation has traditionally tracked above consumer price index and remains one of the most acute pressures facing the UK retail insurance market.

"Inflation rose exponentially post-COVID but had begun to stabilise over the last 12 months as disruption to the supply chain eased and market conditions began to normalise. In the UK retail motor market, the average private car insurance premium dropped by 10 per cent during 2025 as the market priced in expected claims severity and frequency benefits



ahead of their full realisation.

"However, motor inflation is highly susceptible to economic shocks with the supply chain remaining vulnerable and dependent on geo-political stability. In recent months we have seen issues relating to production of semi-conductors and the impact from the licencing of rare earth materials, which are used in electric vehicle batteries and other parts. Those issues have largely improved through political solutions with no extraordinary impact on pricing.

"The recent conflict in Iran has already caused oil and energy prices to rise significantly, with the International Energy Agency predicting that the energy shock will be greater than all previous oil crises combined. The attack on the Qatari liquid natural gas facility will take three to five years to repair and is so significant

that it is expected to elevate global gas prices into the medium term, regardless of how quickly the current conflict is resolved.

"We consider the Iran conflict will have a profound impact on claims inflation and now expect that to be between eight and 10 per cent in 2026. This may deteriorate further depending on the duration of the conflict and the nature of any agreement to re-open the Strait of Hormuz."

### ILLEGAL CHOP SHOPS RISING

Underlining what it calls "the UK's relentless car theft epidemic", Tracker Network UK, a stolen vehicle recovery expert working with police forces nationwide, shut down a record 78 illegal 'chop shops' in 2025 – a 30 per cent year-on-year rise.

However, warns Tracker, as one chop shop closes another quickly opens elsewhere, with organised crime gangs acting with speed and scale to keep ahead of law enforcement efforts. In 2020, Tracker and the police shut down just two chop shops compared to the 78 last year, confirming the sophistication and persistence of professional thieves.

Cars of every make and model, value

**"We consider the Iran conflict will have a profound impact on claims inflation and now expect that to be between eight and 10 per cent in 2026."**

and age are being stolen by criminals to be stripped of their parts and sold on for profit, capitalising on consumer demand for quality second-hand parts at an affordable price.

With cost-of-living pressures and consumer caution impacting how long people keep their cars – 43 per cent of the cars on UK roads are now more than 10 years old – Tracker warns that the sale of illegally harvested car parts looks set to continue.

### END-OF-LIFE BATTERIES REVIVED

If an electric vehicle is written off, it is not necessarily the end of the road for the battery. The Vehicle Recyclers' Association has defined four distinct categories: Re-use, Re-purpose, Replace and Recycle.

"A battery might have a small amount of damage or a fault that can be repaired and put back into re-use," said Andy Latham,



**“Pretty much anything faulty inside the battery can be replaced much like other parts on a vehicle.”**

Chairman of the Vehicle Recyclers' Association. "It can be re-purposed into an alternative solution such as static storage on solar farms or solar panels on a house, and pretty much anything faulty inside the battery can be replaced much like other parts on a vehicle.

"Batteries in electric vehicles reaching end-of-life are often still in good condition and highly suitable for static storage," added Latham. "Some Chinese battery manufacturers are giving one-million-kilometre guarantees on their batteries, demonstrating confidence in battery longevity. Although repurposing batteries for energy storage systems is still in its infancy, it is an area that will grow significantly over the next five to 10 years. Many internal components can be replaced much like other vehicle parts. Furthermore, although the UK is no longer part of the EU, European regulations are increasingly requiring higher levels of recycled content in new battery production."

### SHOPS WITHOUT EV TRAINING RISK LOSING INSURANCE

Body shops across the UK are at risk of being refused insurance cover if they do not have electric-vehicle-trained technicians on-site, as insurers begin to tighten requirements around high-voltage vehicle work.

The warning follows a real-world case in which an independent workshop approached Autotech Training after its insurer declined to offer cover, citing the absence of a qualified EV technician as a significant risk factor.

While EV training has traditionally been viewed as a way to future-proof businesses or unlock new revenue streams, this case highlights a critical shift – it is increasingly becoming essential simply to remain operational.

With more than two million electric vehicles now on UK roads and adoption continuing to accelerate, independent workshops are encountering EVs more frequently. However, many are still not

equipped with the skills required to work on high-voltage systems safely and as a result, insurers are reassessing risk.

"From an underwriting perspective, garages working on high-voltage vehicles without appropriately trained technicians present a significantly elevated risk," said Andrew Harris, a chartered insurance broker with 18 years of industry experience providing general risk management and insurance advice. "In the event of an incident, questions around competence, compliance and duty of care can directly impact liability and claims outcomes. Without evidence of appropriate training, this is a level of risk many insurers are no longer willing to accept."

Although EV training is not currently a legal requirement, existing legislation places clear responsibilities on employers. Under the Health and Safety at Work Act 1974 and the Electricity at Work Regulations 1989, businesses must ensure that employees are competent to carry out their work safely.

Based in the UK, Heather Grant has written about the collision repair industry since 1999. She became Editor of UK magazine 'BodyShop' in 2000, and after 10 years moved on to become a freelance journalist writing for a wide range of magazines including 'Motor Industry Magazine', 'Repair & Refinish Review' and 'Body' magazine. After serving as Editor of 'Auto Body Professional' by ABP Club since 2015, Heather continues to write features for them and contributes to other industry publications including *BodyShop News*.



# JOURNEYS INTO THE INDUSTRY

WITH CHRIS VILJOEN

## The Road Ahead – A Personal Farewell To An Industry That Shaped Me



After many years within the automotive repair and assessment environment, the time has arrived for me to step away from regular industry writing and begin focusing on a new chapter within my professional journey. This article is therefore not simply a farewell, but rather a reflection on an industry that has shaped much of my adult life, my career, my thinking, and ultimately my purpose.

The collision repair industry has never merely been about damaged vehicles. Beneath every repair lies a human story — families inconvenienced, businesses interrupted, financial pressure, emotional stress, and consumers placing enormous trust in repairers, assessors, technicians, and insurers to restore not only a vehicle, but confidence and safety as well.

Over the decades, I have had the privilege of witnessing extraordinary craftsmanship within South Africa's auto body repair environment. I have seen repairers work tirelessly under immense pressure, technicians developing skills far beyond what many outside the industry fully appreciate, and business owners carrying increasing operational burdens while still attempting to maintain standards, staff morale, equipment, customer expectations, and repair

quality.

At the same time, the industry has entered one of the most technically demanding eras in its history.

Modern vehicles are no longer simple mechanical structures. They are highly integrated safety systems consisting of advanced electronics, radar systems, driver assistance technologies, lightweight alloys, structural adhesives, battery systems, and increasingly complex diagnostic environments. A modern collision repair facility is no longer merely a panel shop. It has evolved into a sophisticated technical operation requiring continual investment, continual education, and continual adaptation.

During the last seven years, I have had the opportunity to travel extensively throughout South Africa conducting training within the automotive sector. Those travels exposed me to a remarkable cross-section of our industry — from small independent repair facilities in rural areas to highly advanced metropolitan collision centres operating at international standards.

What became increasingly evident during those travels was the growing hunger for knowledge.

Across the country, I encountered technicians, estimators, workshop foremen, repair planners, and business owners actively seeking better technical understanding, stronger diagnostic capability, and improved repair methodologies. The appetite for training within the South African automotive environment has grown substantially, particularly as vehicle technology continues evolving at an unprecedented pace.

Training is no longer optional within the modern automotive environment. It has become essential for survival.

The modern repairer is increasingly becoming a technician, diagnostician, calibrator, data interpreter, and safety specialist all at once. Electric vehicles, advanced driver assistance systems, lightweight construction materials, and sophisticated electronics are permanently changing the repair landscape.

This technological evolution has also influenced my own professional direction moving forward.

Over recent years, my work has steadily transitioned toward technical education, advanced engine failure analysis, electric vehicle safety, forensic assessments, and consumer-focused training initiatives. I am therefore pleased to announce that my career moving forward will focus primarily on the training sector of the automotive industry.

This next chapter is one I enter with both excitement and gratitude.

Over the past several years, I have compiled, in conjunction with SydSen, four specialised training courses aimed at addressing the growing technical demands within the modern automotive environment.

These include a Basic Electric Vehicle course designed to introduce

technicians and industry stakeholders to EV architecture, safety systems, battery technology, charging principles, and operational fundamentals.

The second programme focuses specifically on Electric Vehicle Towing and Recovery procedures — an area that is rapidly becoming critically important within emergency response and accident recovery environments. This course addresses high-voltage safety, accident-scene protocols, vehicle isolation procedures, battery-related risks, recovery methodology, and the unique dangers associated with damaged electric vehicles.

The third course focuses on Basic Advanced Engine Failure Analysis, aimed at helping technicians and assessors better understand the fundamental mechanisms behind lubrication failure, overheating, combustion abnormalities, bearing distress, thermal damage, and internal component failure patterns.

The fourth and most advanced programme focuses on Advanced Engine Failure Diagnostics and technical interpretation. This course incorporates forensic analysis, diagnostic strategy, failure causation, thermodynamic principles, lubrication pathways, electronic diagnostics, and practical case-study investigation techniques designed for modern technicians and assessors operating within increasingly complex environments.

The demand for this type of technical training within South Africa is growing rapidly, and I firmly believe that education will become one of the defining pillars of the automotive industry moving forward.

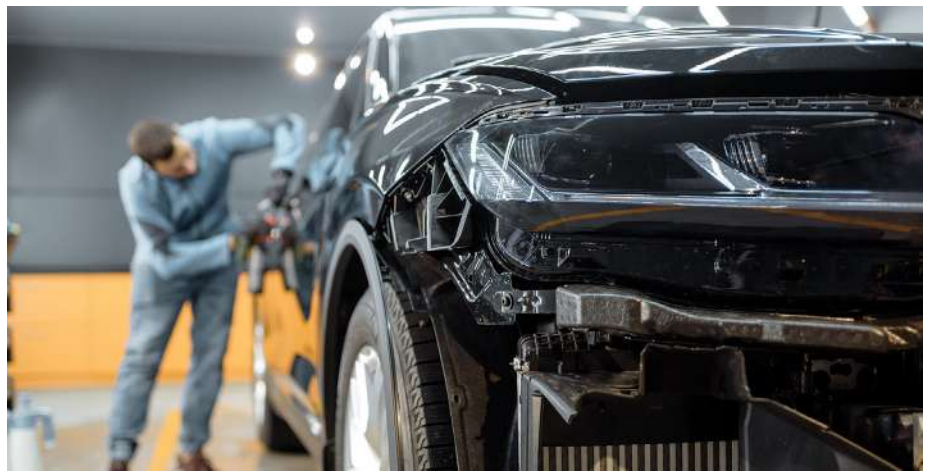
No industry advances sustainably without knowledge transfer.

As vehicle systems become more sophisticated, the need for structured technical education becomes increasingly important not only for repair quality, but also for safety, efficiency, customer confidence, and long-term industry credibility.

At the centre of all these developments remains the consumer.

The consumer today depends heavily upon the professionalism, technical competence, and ethical conduct of the people working within the automotive environment. Whether dealing with collision repairs, vehicle diagnostics, electric vehicle safety, or engine failures, the public deserves confidence that the individuals working on their vehicles possess the necessary training, knowledge, and accountability required within a modern technical industry.

For this reason, I remain optimistic about the future of the South African automotive repair environment.



Throughout my travels, I encountered countless business owners and directors who continue fighting every single day to build respectable businesses, protect their staff, invest in equipment, maintain standards, and deliver quality workmanship despite increasing operational challenges. These are individuals who genuinely care about their craft, their customers, and the reputation of the industry itself.

One of the more difficult realities of moving into a new phase of my career is knowing that I will inevitably step away from the daily interaction with so many people who became part of my life over more than three decades within the auto body repair industry.

Over the years, I formed genuine friendships with repairers, workshop owners, estimators, directors, technicians, and many of the administrative and costing staff who work tirelessly behind the scenes to keep this industry functioning every single day. The familiar telephone calls, the workshop discussions, the debates over repairs, the long trips across the country, the laughter after difficult days, and the shared pressures of the industry became far more than simply business interactions. In many respects, they became part of my extended professional family.

I will sincerely miss the daily interaction with the estimating and costing ladies whose professionalism, patience, and resilience often hold entire operations together behind the scenes. I will miss the directors and business owners who continue fighting every day to build respectable businesses, protect their staff, maintain standards, and deliver quality workmanship under increasingly demanding conditions.

Most of all, I will miss the friendships that were built throughout this journey. The auto body repair industry introduced me to remarkable individuals across South Africa — people of integrity, humour, resilience, and exceptional work ethic — and those relationships will

always remain one of the most valuable parts of my career.

Although my professional direction may now be shifting more heavily toward training, forensic consulting, dispute mediation, consumer advisory work, and public engagement, I will certainly endeavour to reconnect regularly with many of the people and businesses whom I regard highly and whose contribution to this industry deserves enormous respect.

As I conclude this chapter, I do so with sincere gratitude and appreciation.

I would like to thank every reader, repairer, technician, supplier, assessor, towing operator, trainer, and industry colleague who contributed in some way throughout this journey. The automotive sector is filled with exceptionally hardworking individuals whose efforts often go unnoticed by the public. It has been a privilege to engage with so many dedicated professionals over the years.

The road has been long, educational, occasionally turbulent, but deeply rewarding.

To everyone who formed part of the journey — thank you for the conversations, the lessons, the friendships, and the opportunities.

The next chapter now begins.

Chris Viljoen has over three decades of experience in the autobody repair industry, having established himself as a seasoned forensic motor assessor based in Johannesburg, South Africa. With a background as a qualified Autobody Repairer, Chris has dedicated the past five years to developing a comprehensive training programme tailored for estimators and motor assessors. He conducts frequent training sessions across South Africa, engaging with autobody repairers to elevate industry standards. He is often a guest on television shows owing to his active involvement in the legal aspects of claims and disputes.

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physical showroom at **184 Boundary Road, Mnandi, Centurion**, where customers can view equipment in person and receive technical guidance. The company also operates branches in Pretoria, Polokwane, and Nelspruit, supporting wider regional access across South Africa.

Customers can enquire about stock availability or request quotations through the Hurricane Auto South Africa website or by contacting the sales team directly via WhatsApp at +27 74 110 4017. This combination of in person service and digital communication ensures that workshops and professionals can quickly source the right Telwin equipment for their operational needs.





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