



Press Release



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Car Dealers from across the globe come together to discuss critical data issues arising from the “connected car.”

Today, a large number of associations, representing the car dealers' interest throughout the world (CECRA - EU; NADA - US; CADA - China; CADA - Canada; FADA - India; FENEBRAVE - Brazil; ROAD - Russia) gathered in Geneva - on the occasion of the kick-off ceremony of the 89th International Motor Show - to discuss the various issues arising from access to data, both from dealers and from the vehicles they sell, the unprecedented opportunities stemming from connected-car technology, and the role that car dealers will play in the future.

During the day, it emerged quite clearly that the data generated and used by the “connected car” is vast, and that it is important that this data is used and transmitted securely and in a way that protects consumer privacy. The range of new services that can be offered based on the in-vehicle telematics systems is potentially very wide, and it goes from traffic information, to information on fuelling & charging stations for regular and alternative fuel vehicles, street parking management, usage-based insurance schemes, and - in the case of the vehicle sales and aftersales sector - remote diagnostics and predictive maintenance.

Dealers and dealer systems are critical to ensuring that the connected cars of tomorrow can be sold and serviced securely. As always, consumers will and must continue to be at the center of the connected car. Consumers need to know and be comfortable with the data their vehicles are collecting and should have choices about the use and access to that information. Consumers must also be confident that any vehicle they purchase will be able to be efficiently and securely serviced. This will require changes in the way manufacturers and dealers address privacy and security issues, and dealers from around the world agree that vehicle manufacturers must engage with dealers to ensure that the

entire connected car ecosystem is secure and efficient, and that consumer demands and needs are met.

Debates about access to dealer, consumer, and vehicle data within the car dealer community are not evenly developed in all countries or regions of the world. In Europe, CECRA has been struggling with the OEMs and the European political authorities to obtain a regulatory level playing field ensuring equal access to in-vehicle generated data for all market players. In the US, the current debate is largely centered around the ever-increasing demands by OEMs for consumer data from dealers, and how that data is protected and used. In Canada, dealers are involved in a constructive debate with OEMs and other stakeholders to make sure that no new federal regulation or policy affecting AV/CVs will touch on existing dealer and business practice and consumer protection legislation. A similar multi-stakeholder approach seems to be adopted in Russia, where a public body is trying to facilitate the development of navigation-based products and services while maintaining an open ecosystem for developers of services and contents. In India, the phenomenon of vehicle-data-related services is still concentrated in the commercial and industrial vehicles segment, whereas low customer demand is experienced, at this stage, in the passenger vehicle segment. In China, with the increasing deployment rate of in-vehicle telematics, CADA sees the urgent need for regulations to ensure robust competition in the vehicle service sector, and fair and effective utilization of data to better serve consumers. In Brazil, the debate about how access to in-vehicle data should be granted across the distribution value-chain is currently being held by a dedicated committee in the context of the ongoing review of the national law for vehicle distribution.

While these issues with different implications are perceived in different ways in different regions of the world, all dealer associations agree that dealers and manufacturers should continue to work together to put the customer first. In Europe, many representatives of the car retail and repair market share the concerns summarised by CECRA's President Jean-Charles Herrenschmidt: *"dealers have been playing a central role in the aftersales market over the past decades. But who will ensure that in the future they will keep their relationship with their customers if they will not be able to innovate in services and have a fair access to data? Technical solutions in the new in-vehicle telematics systems must be found with all parties and measures have to be taken to move away from this problematic status quo."*

On the wave of the big enthusiasm gathered by this first edition, CECRA - which was the promoter and the host of the event, along with the Suisse association AGVS/UPSA - has already announced that another International roundtable will be held in 2021.

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CECRA, established in 1983, is the European federation bringing together national professional associations, which represent the interests of motor trade and repair businesses and European Dealer Councils. CECRA represents on a European scale 336,720 motor trade and repair businesses. Together they employ 2.9 million people.