

mrc malaysia

# M R C T E C H N I C A L eBulletin

RAISING STANDARDS FOR THE AUTOMOTIVE INDUSTRY

mrc malaysia

25<sup>TH</sup>

Anniversary

S I L V E R J U B I L E E

1 9 9 8 - 2 0 2 3

MRC REAL TIMES  
PROJECT 2024

VOLKSWAGEN MALAYSIA  
2024 RECALLS

MRC 25TH SILVER  
JUBILEE ANNIVERSARY

Thank you for reading this MRC Technical eBulletin issue #01/2024/010. If you have any questions regarding the content, or suggestion for improvement, please contact MRC Malaysia via

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ISSUE #01/2024/010





**Steve Miller**  
Chief Executive Officer, MRC Malaysia



## Introduction

Hello everyone,

Welcome to this special edition of our eBulletin. Besides of our regular technical information updates, we would also like to take a moment to reflect on the remarkable journey of MRC Malaysia. We are sharing in brief the milestones of our achievements and activities throughout the 25-year history of MRC Malaysia as we celebrate our 25th Anniversary : Silver Jubilee.

MRC Malaysia began its journey on October 1998, where a concession by PIAM and its members, along with the endorsement of Bank Negara Malaysia was awarded the project to build and manage the centralised labour times and parts price database that has since been utilised by all insurers, loss adjustors and PIAM approved repairers. This standardisation and distribution of data continues to assist in accurate repair estimates and reduce subjectivity in motor claims estimation and compensation.

As we mark our 25th Anniversary : Silver Jubilee celebration, we extend our heartfelt gratitude for your enduring trust and unwavering support from all our stakeholders in the industry. Each contribution has been invaluable to MRC Malaysia's success and growth. As we embark on the next chapter of our journey, we look forward to continuing to serve you with dedication and excellence. Thank you for being a part of our Silver Jubilee Anniversary celebration and for your continued partnership. Here is to many more years of success together.



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# Database Release at a Glance

JANUARY 2024

New Vehicles Released



Audi Q3 2020



Audi Q8 e-tron 2023



GAC GS3 2021



Hyundai Staria 2021 & 2022



Mazda CX-3 2021



Proton S70 2023



Nissan Leaf 2019

8

MODELS

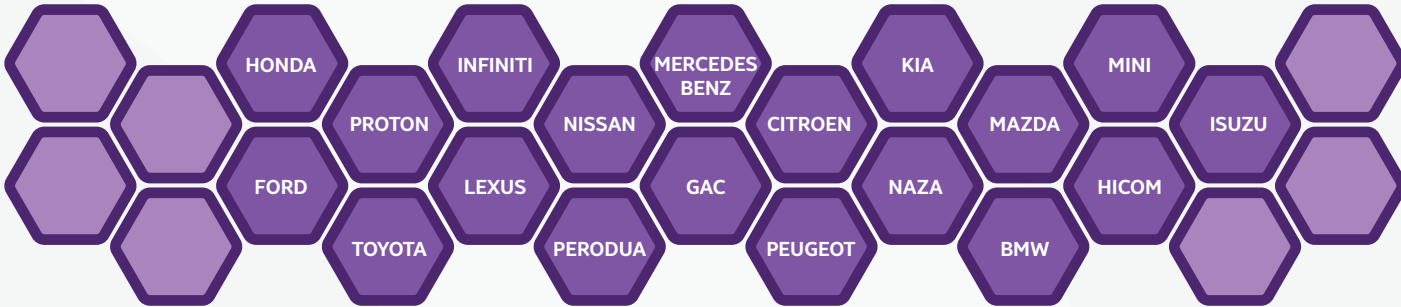
18

DERIVATIVES

11,649

TOTAL LINE ITEM ATTACHED

Manufacturer's Price Updates



19

TOTAL VEHICLE MANUFACTURERS

438,272

TOTAL PARTS PRICE CHANGES

76,794

TOTAL NEW PARTS

51,910

TOTAL SUPERSESSION

# Database Release at a Glance

FEBRUARY 2024

New Vehicles Released



Hyundai Sanfa Fe 2022



Toyota Yaris 2023



Toyota Innova Zenix 2023

3

MODELS

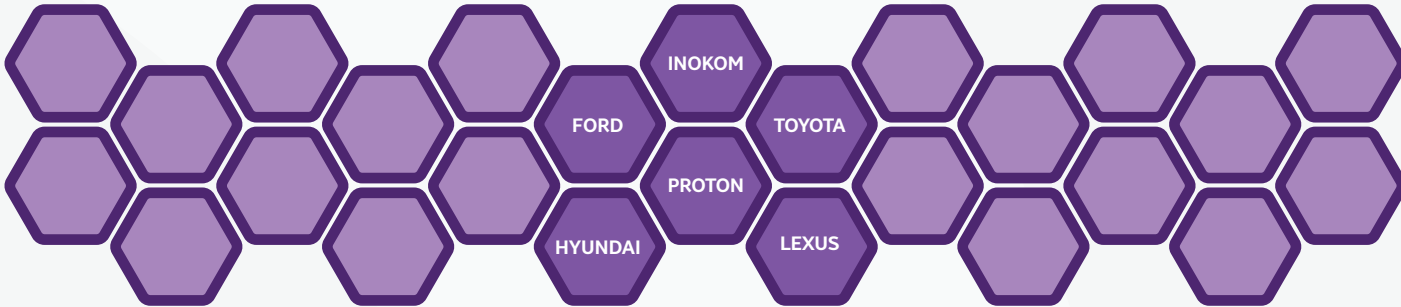
6

DERIVATIVES

4,649

TOTAL LINE ITEM ATTACHED

Manufacturer's Price Updates



6

TOTAL VEHICLE MANUFACTURERS

255,849

TOTAL PARTS PRICE CHANGES

3,036

TOTAL NEW PARTS

0

TOTAL SUPERSESSION



# Database Release at a Glance

MARCH 2024

New Vehicles Released



13

MODELS

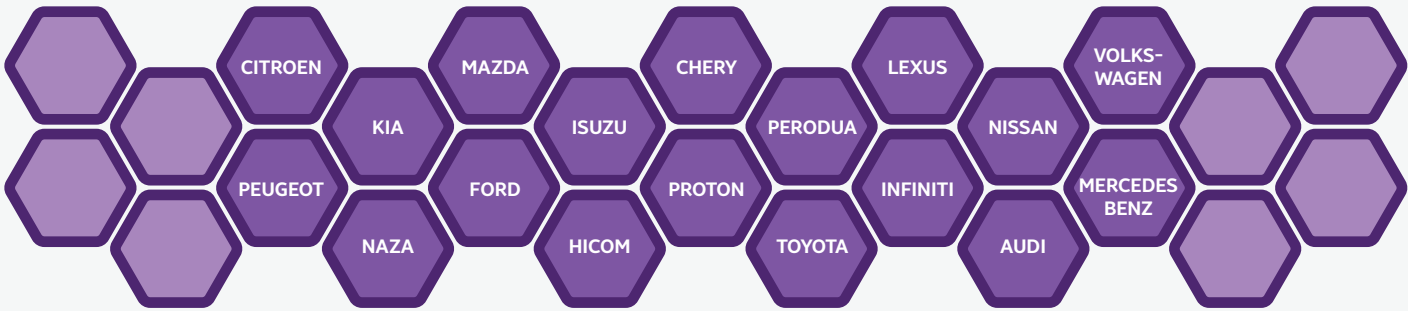
59

DERIVATIVES

32,856

TOTAL LINE ITEM  
ATTACHED

Manufacturer's Price Updates



18

TOTAL VEHICLE  
MANUFACTURERS

1,090,536

TOTAL PARTS  
PRICE CHANGES

72,755

TOTAL  
NEW PARTS

44,593

TOTAL  
SUPERSESSION

# Database Release at a Glance

APRIL 2024

New Vehicles Released



21

MODELS

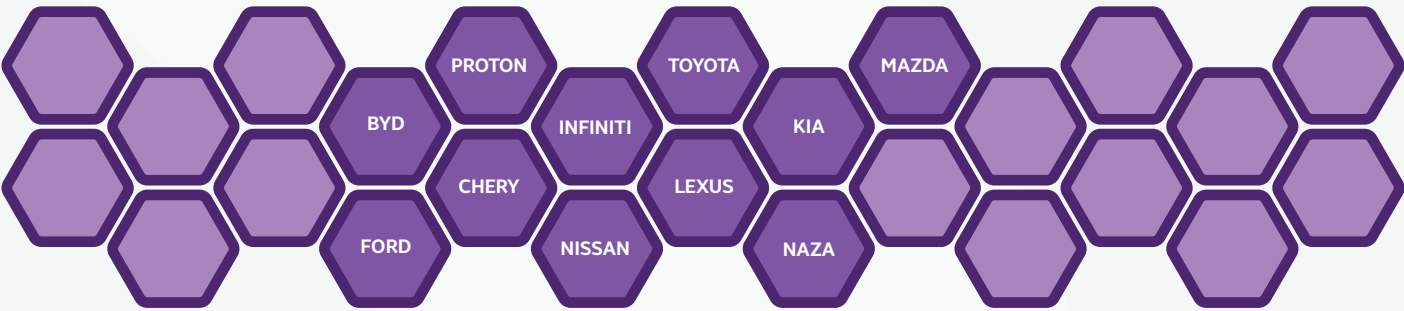
44

DERIVATIVES

32,596

TOTAL LINE ITEM  
ATTACHED

Manufacturer's Price Updates



11

TOTAL VEHICLE  
MANUFACTURERS

5,660

TOTAL PARTS  
PRICE CHANGES

4,682

TOTAL  
NEW PARTS

12,217

TOTAL  
SUPERSESSION



# ... MRC Real Times Project 2024

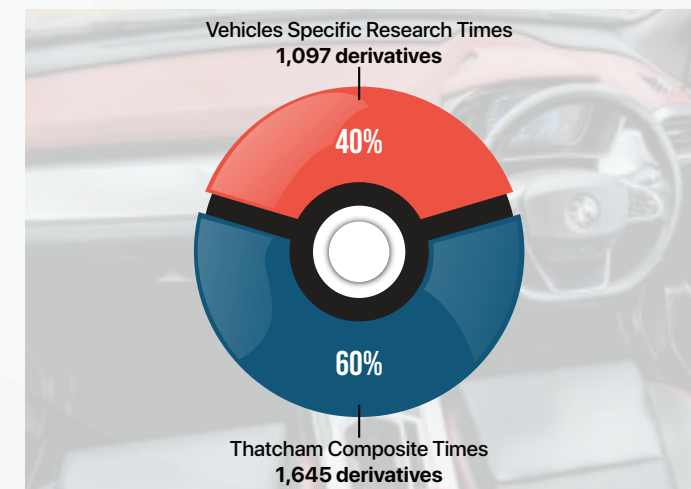


New MRC Real Times projects have been carried out to replace previously used Thatcham Composite Times. This MRC Real Times are based on vehicle specific make and model, comprises locally research times with local vehicle manufacturers and data acquired directly from Thatcham Research, UK.

Although composite times are acceptable and accurate, there are some instances that the actual repair times values deviate slightly from the grouped value. These deviations can be further improved in these vehicle specific real times.

The repair times for every task and its sub-operation will be transparent and visible in real times. It would be beneficial for future audits and can also be used as a reference for resolving any dispute on claim estimates.

Motor insurers, takaful operators, loss adjusters and vehicle repairers can confidently produce accurate vehicle

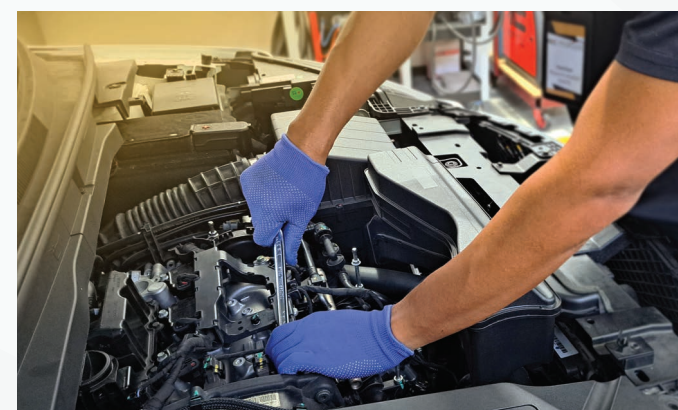


repair estimates using this actual manufacturer vehicle model with better quality repair estimates.

In the upcoming times database MRCDB T10.0 which is schedule to be released in July 2024, 152 vehicles derivatives from 53 vehicles models were updated with new vehicles specific real times as listed below.

With this update, out of 2,742 derivatives of car model variants in our database, 1,097 derivatives (40.0%) will consist of vehicle specific real time data, while 1,645 derivatives (60.0%) will consist of Thatcham Composite Times.

Since 2018, MRC Malaysia is continuously carrying out this exercise biyearly to increase the coverage of vehicles specific real times database.



## AUDI

- Audi A1 2011 On
- Audi Q2 2019 On
- Audi Q7 2006 On
- Audi Q7 2015 On

## BMW

- BMW X6 2008 On
- BMW X6 2015 On

## CITROEN

- Citroen C4 Grand Picasso 2005 On
- Citroen C4 Picasso 2014 On
- Citroen Xsara 1999 On

## FORD

- Ford S-Max 2011 - 2016
- Ford Transit (LCV) 2014 On

- Ford Transit (LCV) 2016 On

## HONDA

- Honda Freed 2010 On
- Honda Jazz 2014 On

## HYUNDAI

- Hyundai i30 2020 On
- Hyundai Ioniq 2016 On
- Hyundai Ioniq 2019 On
- Hyundai Kona 2020 On
- Hyundai Kona 2021 On
- Hyundai Sanfa Fe 2013 On

## INOKOM

- Inokom Sanfa Fe 2013 On

## ISUZU

- Isuzu D-MAX 2021 On

## LEXUS

- Lexus IS 2013 On
- Lexus IS 2015 On
- Lexus IS 2017 On
- Lexus LS 2012 On
- Lexus LS 2018 On
- Lexus RX 2015 - 2019
- Lexus RX Hybrid 2015 - 2019

## LAND ROVER

- L.Rover Defender 1998 On

## MAZDA

- Mazda 3 2011 On
- Mazda 3 2019 On
- Mazda CX-5 2017 On

- Mazda CX-5 2018 On
- Mazda CX-5 2019 On
- Mazda CX-30 2020 On
- Mazda MX-30 2022 On

## MERC. BENZ

- Merc. Benz C-Class 2014 On

## MINI

- Mini Cooper 2018 On
- Mini Paceman 2013 On

## NISSAN

- Nissan X-Trail 2010 On

## RENAULT

- Renault Captur 2016 On
- Renault Koleos 2012 On

- Renault Koleos 2016 On

## SUBARU

- Subaru Outback 2015 On

## TOYOTA

- Toyota GR Yaris 2020 On

## VOLVO

- Volvo S60 2001 On
- Volvo V70 1998 On
- Volvo XC60 2018 On
- Volvo XC60 PHEV 2018 On
- Volvo XC90 2018 On
- Volvo XC90 PHEV 2015 - 2019
- Volvo XC90 PHEV 2019 On



**18**  
VEHICLES  
MANUFACTURERS



**53**  
VEHICLES  
MODELS



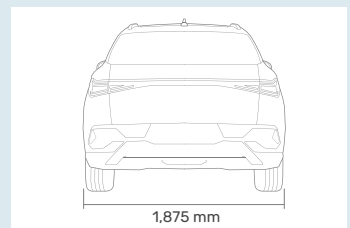
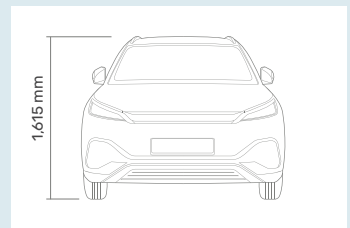
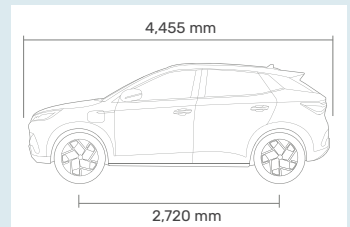
**152**  
VEHICLES  
DERIVATIVES



### VEHICLE

Manufacturer : BYD  
 Model : Atto 3  
 Year : 2023 On  
 MVI Code : BY001 & BY002  
 MRC Times : TC031  
 Version : MVI241001\_R1

### DIMENSION



### CRASH SAFETY RATING

ASEAN NCAP  
 NOT TESTED

### OTHER NCAP



### VEHICLE SPECIFICATIONS

Variant	Standard Range	Extended Range
Price	RM 149,800	RM 167,800
Engine	Front-wheel drive electric motor	
Battery Capacity	49.9 kWh	60.5 kWh
Motor Power	201 hp	
Motor Torque	310 Nm	
EV Range	410 km	480 km
MVI Code	BY002	BY001
TTS Code	TC031	

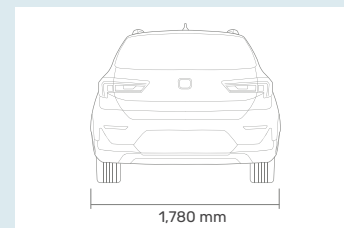
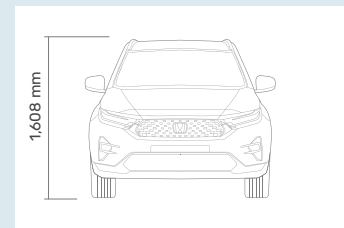
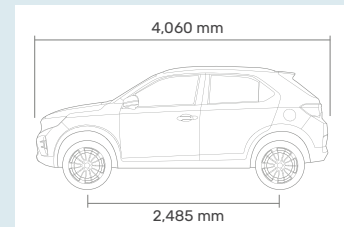
### VEHICLE FEATURES

<b>0-100km/h</b> 7.3 SECOND ALL VARIANTS	 <b>SRS AIRBAGS</b> ALL VARIANTS	 <b>BSD</b> BLIND SPOT DETECTION ALL VARIANTS	 <b>AEB</b> AUTONOMOUS EMERGENCY BRAKING ALL VARIANTS	 <b>FCW</b> FORWARD COLLISION WARNING ALL VARIANTS
 <b>AHB</b> AUTO HIGH BEAM ALL VARIANTS	 <b>ACC</b> ADAPTIVE CRUISE CONTROL ALL VARIANTS	 <b>360°</b> 360-DEGREE CAMERA ALL VARIANTS	 <b>DOW</b> DOOR OPEN WARNING ALL VARIANTS	 <b>RTA</b> REAR TRAFFIC ALERT ALL VARIANTS
 <b>ABS</b> ANTI-LOCK BRAKING SYSTEM ALL VARIANTS	 <b>VSC</b> VEHICLE STABILITY CONTROL ALL VARIANTS	 <b>POWER TAILGATE</b> EXTENDED VARIANT	 <b>HSA</b> HILL-START ASSIST ALL VARIANTS	 <b>NAVIGATION SYSTEM</b> ALL VARIANTS

### VEHICLE

Manufacturer : Honda  
 Model : WR-V  
 Year : 2023 On  
 MVI Code : HD194, HD195  
                   HD196 & HD197  
 MRC Times : TC025  
 Version : MVI241001\_R1

### DIMENSION



### CRASH SAFETY RATING



Overall Score  
**77.07**



### VEHICLE SPECIFICATIONS

Variant	S	E	V	RS
Price	RM 89,900	RM 95,900	RM 99,900	RM 107,900
Engine	16-valve DOHC, naturally aspirated with variable valve timing			
Capacity	1,498 cc			
Power	121 hp at 6,600 rpm			
Torque	145 Nm at 4,300 rpm			
Transmission Type	CVT Automatic			
MVI Code	HD194	HD195	HD196	HD197
TTS Code	TC025			

### VEHICLE FEATURES

 <b>SRS AIRBAGS</b> RS VARIANT ONLY	 <b>RES</b> REMOTE ENGINE START ALL VARIANTS	 <b>BSD</b> BLIND SPOT DETECTION ALL VARIANTS	 <b>AEB</b> AUTONOMOUS EMERGENCY BRAKING E.V & RS VARIANTS	 <b>LKA</b> LANE-KEEPING ASSIST E.V & RS VARIANTS
 <b>FCW</b> FORWARD COLLISION WARNING E.V & RS VARIANTS	 <b>VSC</b> VEHICLE STABILITY CONTROL ALL VARIANTS	 <b>FDA</b> FRONT DEPARTURE ALERT E.V & RS VARIANTS	 <b>LDW</b> LANE DEPARTURE WARNING E.V & RS VARIANTS	 <b>ACC</b> ADAPTIVE CRUISE CONTROL E.V & RS VARIANTS
 <b>HSA</b> HILL-START ASSIST ALL VARIANTS	 <b>LANEWATCH CAMERA</b> ALL VARIANTS	 <b>AHB</b> AUTO HIGH BEAM E.V & RS VARIANTS	 <b>PADDLE SHIFT</b> RS VARIANT ONLY	 <b>HONDA CONNECT</b> RS VARIANT ONLY



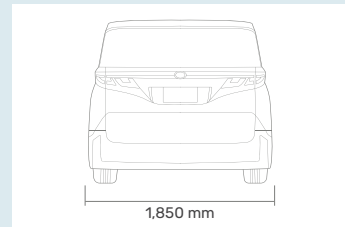
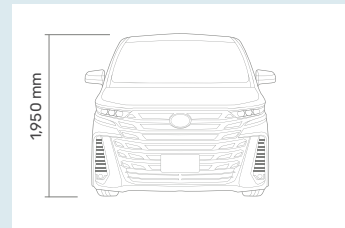
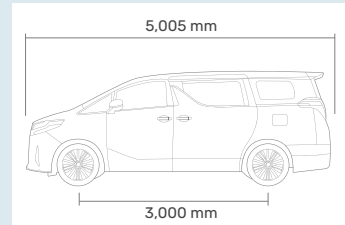


MRC VEHICLE INFORMATION FACT SHEET

VEHICLE

Manufacturer : Toyota  
Model : Vellfire  
Year : 2023 On  
MVI Code : TY386  
MRC Times : TC047  
Version : MVI241001\_R1

DIMENSION



CRASH SAFETY RATING

ASEAN NCAP  
NOT TESTED

OTHER NCAP



VEHICLE SPECIFICATIONS

Variant	Executive Lounge
Price	RM 438,000
Engine	16-valve DOHC Naturally Aspirated with Variable Valve Timing
Capacity	2,494 cc
Power	180 hp at 6,000 rpm
Torque	235 Nm at 4,100 rpm
Transmission Type	CVT Automatic
MVI Code	TY386
TTS Code	TC047

VEHICLE FEATURES

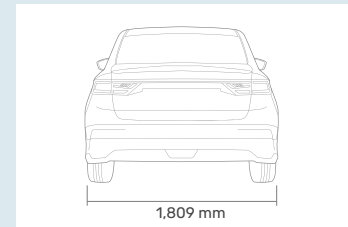
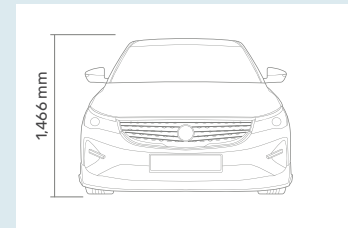
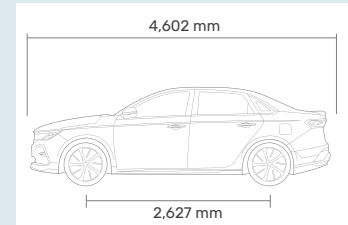


MRC VEHICLE INFORMATION FACT SHEET

VEHICLE

Manufacturer : Proton  
Model : S70  
Year : 2023 On  
MVI Code : PR290, PR291  
PR292 & PR293  
MRC Times : TC027  
Version : MVI241001\_R1

DIMENSION



CRASH SAFETY RATING



Overall Score  
82.95



VEHICLE SPECIFICATIONS

Variant	1.5T Executive	1.5T Premium	1.5T Flagship	1.5T Flagship X
Price	RM 73,800	RM 79,800	RM 89,800	RM 94,800
Engine	12-valve DOHC, Turbocharged with Variable Valve Timing			
Capacity	1,477 cc			
Power	148 hp at 5,500 rpm			
Torque	226 Nm at 1,750 rpm			
Transmission Type	Dual-clutch Automatic (Wet)			
MVI Code	PR290	PR291	PR292	PR294
TTS Code	TC027			

VEHICLE FEATURES





## Volkswagen Malaysia 2024 recalls

Volkswagen Malaysia has announced a series of recalls in 2024, focusing on enhancing the safety and performance of various vehicle models. These recalls target three key areas such as Heat Protection Mat (47U4), Takata Airbag (69EJ & 69BQ) and Voluntary Recall Campaign 35E5 (Hydraulic Pressure Accumulator). This article will provide an overview of each recall and its significance for Volkswagen vehicle owners in Malaysia.

### Heat Protection Mat (47U4)

Volkswagen Malaysia has initiated a recall affecting certain models including the Arteon, Passat B8, and Golf MK8 manufactured between 2019 and 2024. The main concern with this recall is the incorrect positioning of the heat protection mat during production, potentially causing a connection piece to the brake fluid reservoir to melt. This situation may lead to brake fluid leaks and, in extreme cases, vehicle fires. This issue has been identified as an imprecise specification of heat protection mats during manufacturing. Drivers can identify the issue when the brake warning light stays illuminated, indicating a low brake fluid level. To rectify this, Volkswagen Malaysia will conduct inspections and replace the brake master cylinder if necessary to ensure optimal

performance. The repair process may take up to 2 hours to complete, prioritizing safety and vehicle reliability for affected customers.

### Takata Airbag (69EJ & 69BQ)

Volkswagen Malaysia is participating in the global Takata airbag recall, affecting millions of vehicles worldwide. The recall targets models including the Golf GTI, EOS, Passat CC, Polo and Vento manufactured from 2010 to 2014, as well as Beetle vehicles manufactured from 2012 to 2014. The initiative involves inspecting and replacing faulty Takata airbag inflators identified with codes 69EJ and 69BQ. The recall is prompted by concerns that the gas generator in the affected Takata front airbags may rupture upon deployment during an accident, potentially ejecting metal pieces through the passenger compartment and causing severe injuries. The root cause is attributed to the deterioration of the generator's propellant due to high air humidity and temperature fluctuations over time. While no cases have been reported by customers in Malaysia to date, the recall is deemed crucial due to incidents and injuries associated with airbag deployment malfunctions globally. The repair process is estimated to take up to an hour, prioritizing the safety of affected vehicle occupants.



### Voluntary Recall Campaign 35E5 (Hydraulic Pressure Accumulator)

Volkswagen Malaysia has launched a nationwide voluntary recall campaign, addressing the hydraulic pressure accumulator issue in several models produced between 2011 and 2015. The affected models include the Polo 6R, Scirocco, Golf Mk6, Golf Mk7, Beetle, Cross Touran, Jetta, Passat B7 and Passat CC. The hydraulic pressure accumulator is crucial for the transmission system. The failure of a component can lead to pressure loss in the hydraulic part of the gearbox, interrupting the power transmission between the engine and the gearbox. The cause of failure comes from the production of parts, which leads to the reduced strength of a component within the hydraulic system. Drivers will be alerted to pressure loss via a warning lamp on the dashboard. Under this campaign, Volkswagen Malaysia will conduct inspections and replace faulty components if necessary, with the repair process estimated to take up to six hours.

To streamline the recall process, Volkswagen Malaysia encourages owners to visit their website or contact customer care for information on whether their vehicle is affected by the recall. Owners can schedule appointments with their preferred dealership or use the Volkswagen Care App for convenience. All recall services will be provided at no cost to customers. The initiative aims to promptly address the recall, ensuring the safety and satisfaction of Volkswagen owners while maintaining the reliability of their vehicles on the road.

## Recalls Highlight

The Road Transport Department (JPJ) has issued a new list of recalls for cars sold in Malaysia on its Facebook page. The affected vehicles are as follow:

### KIA

- Sportage (2013-2015) - Electrical Heater & Air Conditioning Software Update

### Chery

- Omoda 5 (2023) - Axle issue

### Toyota

- Front Garnish Pillar Issue - Sienta (2016-2019) & Camry 2.5V AT (2021-2023)
- Rectification for Upper Front Shock Absorber Nut - Veloz (2022-2023) & Vios (2022-2023)

### Perodua

- Alza (2022) - Rectification for Upper Front Shock Absorber Nut.

### Audi – Takata Airbag Recall

- Q5 (2009-2012)
- A5 Cabriolet (2009-2012)
- A5 Sportback (2009-2012)
- TT (2014-2017)
- R8 (2014-2017)
- A4 (2005-2011)
- A4 Cabriolet (2005-2011)
- A6 (2005-2011)

Affected vehicle owners are advised to reach out to their nearest service center or visit the manufacturer's website for further assistance and guidance on addressing these recalls.





# MRC Malaysia History



## Heads of Company

Former and current heads of company with diverse expertise and leadership who have guided the company through various eras and challenges.

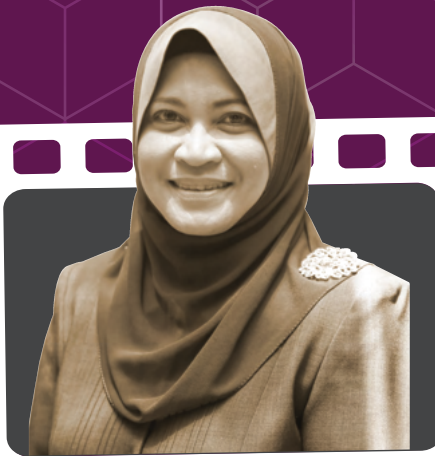
Mr. Michael Hayes Kemp



Muhammad Radzi Zainal  
1999 - 2000



Prof. Khaeruddin Sudharmin  
2001 - 2013



Rossita Abu Hurairah  
2013 - 2015



Steve Miller  
2015 - Present

## MRC Offices

The past and current MRC Malaysia office offers insight into our organizational history and provides a comprehensive overview of the organization's evolution.



Menara IBM TTDI Kuala Lumpur  
1998 - 1999



Plaza Damansara Damansara Heights  
1999 - 2000



Megan Avenue II Kuala Lumpur  
2000 - 2002



HeiTech Village Subang Jaya  
2002 - 2019



Temasya Glenmarie Shah Alam  
2019 - Present

## MRC Names & Logos

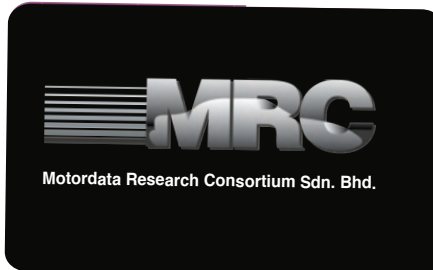
The transition from past names and logos shows the evolution of MRC Malaysia's identity, symbolizing its journey through time while retaining its core values and mission.



July 1995 - October 1998



October 1998 - November 1998



1998 - 2012



2012 - 2014



2014 - Present



# MRC Malaysia Achievement 25th Anniversary: Silver Jubilee



**1998**

MRC Malaysia was awarded by PIAM, endorsed by BNM the concession to reduce subjectivity in motor claims estimation and compensation.



**2001**

BNM has made it compulsory for all insurers to refer to MRC Malaysia's database through BNM Guidelines on Claims Settlement Practices JPI/GPI 14.



**2003**

MRC-Insurers Agreement Signing Ceremony witnessed by the Assistant Governor of BNM, YBhg. Dato' Mohd. Razif Abdul Kadir, November 2003.



**2004**

In September 2004, MRC Malaysia became the 18th member of RCAR (previously known as Research Council for Automobile Repair).



**2010**

In 2010, a total of 30 Vehicle Manufacturers are collaborating with MRC Malaysia by providing the necessary parts information for use in the processing and recording of automobile claims.



**2013**

MRC Malaysia successfully hosted the 38th RCAR Annual Conference in Kuala Lumpur.



**2016**

MRC Malaysia has implemented the new and comprehensive of PLAZA System for building and maintaining MRC's automotive database.



**2017**

Establishment of the new Integrated Claims and Automotive Portal (iCAP) for more efficient and centralised claims.



**2019**

MRC Malaysia relocated to a new open concept office in Temasya Glenmarie along with the latest workshop equipment and dedicated training facilities.



**2021**

Introduction of the new Motorcycle Parts Database in MRC Parts Price Lookup (PPL) for reference in accident claims processes.



**2022**

MRC Malaysia has implemented TTS Times API retrieval Web Services, enabling seamless access to the repair times database.



**2023**

In March 2023, MRC Malaysia has embarked to co-hosting the International Bodyshop Industry Symposium (IBIS ASEAN) in Kuala Lumpur.



# MRC Academy Achievement 25th Anniversary: Silver Jubilee



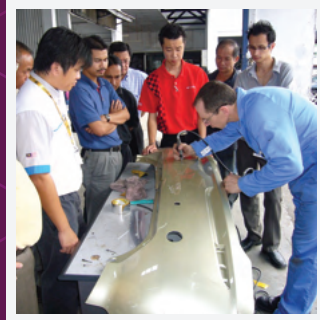
**2003**

The Electronic Claims Simulation & Thatcham's TTS Workshop in June 2003 for BNM officials has been inaugurated by MRC Chairman, Dato' Sri Mohd Hilmei, marking a milestone in MRC field of industry training.



**2003**

MRC Malaysia has begun organizing and accompanying delegates from Malaysian motor insurance repair industry to Thatcham Research for technical training and UK insurance industry visit.



**2007**

MRC Malaysia has begun organizing various local training programs and courses for the motor insurance repair industry.



**2007**

MRC Malaysia has successfully conducted TTS2 Train-the-Trainer program both locally and in Thatcham UK for establishment of skilled MRC external trainers who can then train others within the motor insurance repair industry.



**2010**

MRC Malaysia, in partnership with Jabatan Pembangunan Kemahiran (JPK), Empire College and MRC external trainers jointly developed a new curriculum syllabus under TVET program specifically for accident repair, modelled after the German Technical Vocational program.



**2015**

MRC Malaysia has been accredited as an IMI Approved Centre, which serves as a notable endorsement with international certification. This confirms that the qualifications and training provided by MRC Malaysia adhere to industry benchmarks and are highly regarded by employers.



**2018**

The establishment of new MRC Academy, aims to offer individuals in the motor insurance repair industry a learning opportunity to acquire knowledge and skills.



**2019**

MRC Academy relocated to a new premise in Temasya Glenmarie equipped with the latest workshop equipment and dedicated training facilities.



**2020**

Recognizing the limitations of in-person learning during the pandemic, MRC Malaysia took a pro-active approach by introducing webinars on ADAS technology.



**2021**

Recognizing the need for continuous learning in the post pandemic as many companies still practising WFH, MRC Malaysia introduced online course/ e-learning option for individuals working in the industry.



**2022**

MRC Malaysia has launched a new Hybrid/ Electric Vehicle course to keep pace with the latest technology requirements of the automotive industry.



**2023**

A newly dedicated and specialized training room and facilities for BEV/HEV training courses were completed in early 2023.