

ANS Data

Transmission Standard

Version 4.3 – 03rd June 2020

Note for Developers

Fields recorded in the Standards Document are available for use, however it does not necessarily mean that they are active in all software systems. Before implementing any new fields within your software please check with the software providers your systems will be communicating with to ensure that the field/s are in active use.

Contents

Document Modifications	3
Introduction	5
Message Format.....	5
Message Acknowledgements	6
Example Messages	6
Initial Job Dispatch (JO – JR).....	6
Request for Revised ETA (JO - JR)	7
Revised ETA Response (JR – JO)	7
Request for Revised ETC (JO - JR).....	7
Revised ETC Response (JR – JO)	7
Request for ATA (JO - JR).....	7
ATA Message (JR – JO)	7
Acceptance of Job (JR - JO)	7
Refusal of Job (JR - JO)	8
Cancellation of Job (JO – JR)	8
Job rebooked (JR – JO)	8
Technician Notified Update (JR – JO).....	8
Technician Accepted Update (JR – JO).....	8
On Route Update (JR – JO).....	8
On Scene Update (JR – JO)	8
Request for authorisation (JR – JO).....	8
Job Clear-down (JR – JO)	9
Job Invoice (JR – JO)	9
Vehicle Location Data (JR – *).....	10
Request for Drivers Location (JO - JR).....	10
Response to Drivers Location Request (JR- JO).....	10
Request for the next job image (JO - JR).....	10
Response to Image Request (JR- JO).....	10
Message Fields	10
Fields 0000 – 1000: Charge related data	10
Fields 1000 – 1100: Job Recipient Details	13
Fields 1100 – 1300: Job Details	19
Fields 1700 – 1799: Support record types	34
Fields 2000 – 2999: Vehicle Telemetry Data.....	34
Fields 9000 – 9999: Miscellaneous record types	34
Glossary.....	37
Appendix A – Quick Reference.....	37

Appendix B –Process Diagrams	40
Standard Job Process	40
Job Cancellation Process	42
Job Additional Authorisation Process	43
Job Rebook Process.....	44
Request for ATA Process	45
Request for Revised ETA Process	46
Request for Revised ETC Process	46
Job Rebooked by JR Process	46
Appendix C - Vehicle Breakdown Incident Message Flow	48
Initial Job Transmission	48
Job Acceptance	48
Job Rejection.....	48
Job Cancellation	49
Revised ETA Request / Response	49
Request for ATA and Response	49
Authorisation Request	49
Job updates from JR to JO	50
Job rebooking by a JR.....	50
Job Completion by a JR	50
Job Invoicing.....	50
Job Status Point Definitions	51
Issued (or Technician Notified)	51
Technician Accepted	51
On Route	51
At Scene	51
Clear (scene).....	51
Complete.....	51
Back to Base	51
Industry Standard Symptom Codes	52
Industry Standard Fault Codes.....	53
Industry Standard Secondary Fault Codes	61
Industry Standard Outcome Codes.....	62

Document Modifications

Date	User	Version	Modification
2013-03-07	Chris White		1752 – Software version added
			1216 – Postcode added
			Version 1.3 DRAFT:
2013-06-21	Chris White		Amended 1213 Description
			1020 example updated (comma removed)
			Redundant 1229 field removed
			1227 now earliest date/time
			1228 now later date/time
			Priority flag moved to 1240
			Priority reason added
			Added Appendix E Quick Reference
	Nigel Ashton		Added new headers to 9100
			1230/1231 added
			Example of rebook added
			1250/1251/1252 added
			Authorisation request added
			1260/1261 added
			Updated ETA Request example
			XXX-UPE example added
			ATA request example added
			ETA response example added
			Version 1.4 DRAFT
2013-10-10	Chris White		1270 – Axle Type added
			1271 – No of Doors added
			1272 – Year of registration added
			1273 – Vehicle Height added
			1274 – Vehicle Width added
			1275 – Vehicle Length added
			1276 – Trailer type added
			1277 – Towed Item Axle Type added
			1278 – Towed Item Height added
			1279 – Towed Item Width added
			1280 – Towed Item Length added
			1281 – Towed Item Weight added
			1282 – Towed Item Load description added
			1283 – Prebook reason added
			1284 – Prebook Detail added
			1242 – Priority Detail added
			1021 – Technician Accepted added
			1022 – Technician Location added
			1217 – Customer outcome added
			1104 – Amended
			1203 – Amended
2013-10-14	Apex		Clarified Response Message
			APX-TIM Example removed (redundant)
			0000 remarks amended
			0002 Mileage reworked.
			0005 Hours reworked.
			1214 amended to be deprecated.
			1227 and 1228 description altered
			1230 changed to optional
			1261 removed. (Redundant)
			9100 updated.
			9999 record in examples corrected
			1217,1219,1242,1270,1284 set as 'New' Fields
2013-10-29	Andy Marks		MTS-COMP changed to MTS-CLR for cleardown message type

2013-10-29			1021, 1022, 1023 changed to be technician notified, accepted and location coordinates accordingly
2013-11-15	Andy Marks		Changed the RAU message to remove the mileage field as this can be achieved in the requested items list. Added the notes field to the RAU message to allow supporting text to be sent with those authorisation requests
			Removed redundant 1251 field. Allow 1252 (Requested items for authorisation) to be repeated 5 times for each different item Removed HRS and DES from the list of requested items as there's no field to send the requested information back in the response message.
2013-11-26	Andy Marks		Re-enable field 1016 for a new purpose – to supply some supporting text when sending an updated ETA back.
2013-11-27	Andy Marks		Add list of customer outcome codes
			Add list of subsequent resource codes
2013-12-19	Andy Marks		Redesign document, added workflow diagrams and description
2014-01-22	Andy Marks		Added second resource flag field 1222
2014-03-18	Andy Marks		Added industry standard fault / outcome codes list as appendix
2014-05-01	Andy Marks		Added timestamp to technician location field
2014-06-12	Andy Marks		Re-format document to make it shorter
2014-06-12	Andy Marks		Re-Enable / Rename 1017 field for 'Images Required' flag
2014-06-12	Andy Marks		Re-Enable / Rename 1019 field for 'Image Count' field
2014-06-12	Andy Marks		Re-Enable 1215 ring on approach field and change to Y/N flag
2014-06-12	Andy Marks		Rename 'Drivers Phone Number' to 'Main Phone Number'
2014-06-12	Andy Marks		Re-Enable field 1225 as 'Alternative Phone Number'
2014-06-19	Andy Marks		Add minutes to Ring On Approach field (1215)
2014-06-19	Andy Marks		Change field 1106 Odo Reading to be to / from club instead for to club
2014-06-19	Andy Marks		Colour the statuses, rename a few fields to make them clearer, general tidy up.
2014-07-15	Andy Marks		Rename 1017 to 'UTC time' from 'Images Required' and add field 1024 for 'Images Required'
2014-07-31	Andy Marks		Updated the 1020 field definition and examples to include comma between date and time strings.
2014-09-08	Andy Marks		Updated some of the example messages
2014-10-16	Andy Marks		Added new customer outcome code 'CUSTCONT'
2014-12-12	Andy Marks		Correct some errors in the examples, extend 1209 and 1211 to 100 chars
			Version 2.1:
2015-06-04	Chris White		Added NS04 Outcome Code
2015-07-30	Andy Marks		Added 1224 and 1226 records to store the accuracy of location and destination lat/Ing contained in fields 1213 and 1221
2015-10-20	Andy Marks		Extend date on deprecated fields 1108,1103,1214 to March 2016
2015-10-20	Andy Marks		Add 'OTH' priority reason code
2015-10-20	Andy Marks		Add FUE074 & FUE075 for AdBlue misfuels to fault codes list
2015-10-21	Andy Marks		Add LGV011 for Exhaust Brake to fault codes list
2015-10-21	Andy Marks		Add section for fields 2000-2999 vehicle telemetry data and field 2000 for vehicle current location.
2015-10-21	Andy Marks		Add new message type APX-LOC for sending of vehicle current location data in bulk format
2016-01-05	Andy Marks		Add request for driver's location and associated response examples
2016-01-05	Andy Marks		Increase 1101 Member Name to 60 characters
2016-02-03	Andy Marks		Update examples of RAU message to include optional fields
2016-03-16	Andy Marks		Update 1227, 1228 fields, can be sent both ways
2016-04-07	Andy Marks		Change 1008 to ETA only, Remove fields 1103 (Make/Model) and 1214 (Nat. Grid Coordinates)
2016-06-08	Andy Marks		Add field 1116 symptom code field and associated list of industry standard symptom codes
2016-06-08	Andy Marks		Add list of industry standard secondary fault codes and associated field detail in 1205
2016-07-05	Andy Marks		Alter 1014 call received time to date / time
2016-07-05	Andy Marks		Added field 1025 for VCRF email addresses

2016-07-07	Andy Marks		Clarify ROA 1215 field and add to example job message
2016-07-28	Andy Marks		Add missing fault code to request for authorisation message example
2016-08-03	Andy Marks		Correct 1020 examples to 2 digit year from 4 digit
2016-08-15	Andy Marks		Add 1026 job distance travelled field
2016-09-09	Andy Marks		Updated 1203 Passengers field
2016-09-20	Andy Marks		Added 1027 ETA Date Time field
2016-09-20	Andy Marks		Added 1028 Technician Notified Date Time field
2016-09-20	Andy Marks		Added 1029 Technician Accepted Date Time field
2016-09-20	Andy Marks		Added 1030 On Route Date Time field
2016-09-20	Andy Marks		Added 1031 Clear Date Time field
2016-09-20	Andy Marks		Added 1032 Complete Date Time field
2016-09-20	Andy Marks		Updated examples with new Date Time fields 1027-1032
2016-09-20	Andy Marks		Update 1007 field description to "Job Time"
2016-10-05	Andy Marks		Update name of 1020 field to "ATA Date Time"
2016-12-05	Andy Marks		Update fields definitions for 1227, 1228 as they had commas between the dates when they shouldn't have
2017-01-18	Andy Marks		Add the job status points definitions section
2017-01-25	Andy Marks	3.4	Add NS05 outcome code
2017-01-25	Andy Marks	3.4	Add 1117 VIN field
2017-01-25	Andy Marks	3.4	Add 1033 estimated time of completion (ETC) field
2017-01-25	Andy Marks	3.4	Change 1016 ETA supporting text field to also be used for ETC (estimated time of completion) supporting text
2017-01-25	Andy Marks	3.4	Add 'PAR' to the list of items when performing a request for authorisation
2017-01-25	Andy Marks	3.4	Change this list to include version number rather than page as the page means nothing once the document has been changed
2017-01-30	Andy Marks	3.4	Add the 'Note to Developers' paragraph at the beginning of the document
2017-03-09	Andy Marks	3.5	Updated the 100 field to 120 chars to match what's being sent currently
2017-03-16	Andy Marks	3.6	Add the request for ETC process flow, add ETC to request types. Clarify 1033 ETC field description
2017-03-16	Andy Marks	3.6	Clarify the message format in terms of new lines and the use of caret symbols in place of carriage returns
2017-07-27	Andy Marks	3.7	Add binary data transmission messages and fields
2017-08-24	Andy Marks	3.X	Add leading zero to refusal code table
2017-08-24	Andy Marks	3.X	Replace 11nn with correct field codes in data examples
2018-05-04	Andy Marks	3.8	Correct TERM-MESS examples
2018-10-23	Andy Marks	3.9	Add resource index (field # 1034) for job update messages (On route / at scene etc.)
2019-07-19	Andy Marks	4.1	Change COOLING to DRIVEBELT in Symptom codes
2019-07-20	Chris White	4.2	Add TOW14 Outcome definition
2019-09-05	Andy Marks	4.2	Correct 1206 to 1260 in ET request / Response example
2020-06-03	Andy Marks	4.3	Add 1120 fuel type field and associated table of approved fuel types

Introduction

Jobs (Vehicle breakdown incidents) are traditionally passed from the clubs to the vehicle recovery operators electronically using the ANS network in a format described in the ANS data transmission standard document. It is also possible for a vehicle recovery operator to send a job to another for example when subcontracting a job. For the purposes of this document we will use the terms JO (Job Originator, meaning the organization that sent the job) and JR (Job Recipient, meaning the organization that received the job).

Each JO or JR has a connection to the ANS network and is identified via a unique 7-digit numeric code known as an ANS node ID. Some JO's and JR's have multiple ANS node IDs to allow their systems to split out jobs to different part of their organization.

Message Format

Connection to the ANS network is usually via the AutoConnect Client, a software application provided by Apex Networks. The ANS data transmission format is text file based, with the AutoConnect client simply reading text files

on the local machine then sending them to their destination where the files are reconstituted by another AutoConnect client at the other end. It is up to the JO or JR system to read and write the files, although Apex do provide a managed code interface that can read and write the files in the correct format. Each message sent over ANS must specify a source and destination ANS node ID and the message contents. The message contents consist of a number of fields identified by a 4-digit numeric code.

An example message is:

```
SOURCE=2000001
DEST=2000002
MESSAGE=
"9100,TERM-MESS"
"1220,This is a terminal message type message"
"9999,2"
```

Please note that this message can also be represented as:

```
SOURCE=2000001
DEST=2000002
MESSAGE="9100,TERM-MESS""1220,This is a terminal message type message""9999,2"
```

- The standard is not designed to be read line by line; the fields are individually identified as being enclosed in quotation marks. Carriage returns in the fields are to be represented by caret symbols (^) and to be converted by the recipient system.
- The source and destination fields identify the ANS node ID that this message comes from and is going to. Note that it is not actually mandatory to have a source if the ANS connection only has a single node but it is better to include it regardless.
- The first field in the message (9100) is the message type and is mandatory. A list of message types can be found in the standards document.
- The last field in the message (9999) denotes the number of preceding fields in the message.
- All text is encoded in UTF-8 format.
- Records should be encapsulated in double quotes (&H22).
- End of lines can be represented as CR-LF (&H13 &H10) or as just LF (&H10).
- There is no limitation to the size of message transmitted by either Work Provider or Work Recipient, however jobs may be split into multiple messages (the first being an JOB type and subsequent ones UPD type) for historical reasons although this use is discouraged.

Message Acknowledgements

Each job-related message sent across ANS will result in an ACK message being generated by the AutoConnect client at the receiving end, this is a very low-level acknowledgment that the message has been received at the other end (but not that it has been processed). The ACK is in the following format:

```
SOURCE=2000001
DEST=2000002
MESSAGE=
"9100,MTS-ACK"
"1004,<Unique Job Number>"
"9999,2"
```

Example Messages

Please note that these message examples do not contain all permutation of fields that can be sent, please consult the rest of the document for these.

Initial Job Dispatch (JO – JR)

```
"9100,IPA-JOB"
"1004,IPA0412668338-1"
"1005,13/11/12"
"1007,10:08"
"1014,13/11/12,10:03"
"1201,037 9480337"
"1205,GF23,GEAR BOX PROBLEMS"
```

"1118,FORD"
"1119,MONDEO"
"1106,STEERING HEAVY, Steering heavy - power steering not working"
"1108,Diesel 1900cc",
"1120,DIESEL"
"1107,Manual"
"1200,AT MCCORMACKS PETROL STATION ON MAILCOACH ROAD IN SLIGO"
"1105,09SO363"
"1215,10"
"1112,N"
"1203,1,0"
"0019,62.00"
"0020,5240033"
"1285,application/pdf,Terms of business,<base 64 data>"
"9999,21"

Request for Revised ETA (JO - JR)

"9100,IPA-REQ"
"1004,IPA0413856987-1"
"1260,ETA"
"9999,3"

Revised ETA Response (JR – JO)

"9100,APX-RSP"
"1004,2213543856987-1"
"1008,10:28"
"1027,19/09/16,10:28"
"1016,Comments for revised ETA"
"9999,5"

Request for Revised ETC (JO - JR)

"9100,IPA-REQ"
"1004,IPA0413856987-1"
"1260,ETC"
"9999,3"

Revised ETC Response (JR – JO)

"9100,APX-RSP"
"1004,2213543856987-1"
"1008,10:28"
"1033,19/09/16,10:28"
"1016,Comments for revised ETC"
"9999,5"

Request for ATA (JO - JR)

"9100,AA-REQ"
"1004,2213543856987-1"
"1260,ATA"
"9999,3"

ATA Message (JR – JO)

"9100,MTS-RSP"
"1004,IPA0413856987-1"
"1020,13/08/14,15:35"
"9999,3"

Acceptance of Job (JR - JO)

"9100,MTS-ETA"
"1004,GX34567"
"1005,13/11/12"
"1007,10:07"
"1012,55"
"1008,11:02"
"1027,13/11/12,11:02"
"1001,T016"

"9999,8"

Refusal of Job (JR - JO)

"9100,MTS-REF"
"1004,GP02920 06FE93551034"
"1005,13/11/12"
"1007,10:12"
"9101,02"
"9999,5"

Cancellation of Job (JO – JR)

"9100,CANCEL"
"1001,90045C"
"1004,G615833"
"9999,3"

Job rebooked (JR – JO)

"9100,MTS-RBK"
"1004,IPA0413856987-1"
"1001,109265"
"1227,21/03/13 14:02"
"1228,21/03/13 14:32"
"1231,GT"
"9999,6"

Technician Notified Update (JR – JO)

"9100,MTS-UPD"
"1004,2U4350-2631940"
"1021,10:46"
"1028,19/09/16,10:46"
"9999,4"

Technician Accepted Update (JR – JO)

"9100,MTS-UPD"
"1004,2U4350-2631940"
"1022,10:56"
"1029,19/09/16,10:56"
"9999,4"

On Route Update (JR – JO)

"9100,MTS-UPD"
"1001,3047935"
"1004,2U4350-2631940"
"1005,13/11/12"
"1007,10:12"
"1018,10:46"
"1030,13/11/16,10:46"
"1209,Andy Marks"
"1211,GL08VCK"
"1023,53.236534545,-1.234234234,13/11/2012 10:46" << OPTIONAL LOCATION OF DRIVER
"9999,10"

On Scene Update (JR – JO)

"9100,MTS-UPD"
"1001,3047935"
"1004,2U4350-2631940"
"1010,13"
"1020,13/11/12,10:46"
"1023,53.236534545,-1.234234234,13/11/2012 10:46" << OPTIONAL LOCATION OF DRIVER
"9999,6"

Request for authorisation (JR – JO)

"9100,MTS-RAU"
"1004,IPA0413856987-1"
"1001,109265"

Vehicle Location Data (JR – *)

```
"9100,APX-LOC"
```

```
"2000,GK65HFA,Andy Marks,51.2234234,-1.22334234,21/10/2015 10:23,ABC12345" ← Repeated for each vehicle.
```

```
"9999,2"
```

Request for Drivers Location (JO - JR)

```
"9100,XXX-REQ"
```

```
"1004,<JOB NUMBER HERE>"
```

```
"1260,LAT"
```

```
"9999,3"
```

Response to Drivers Location Request (JR- JO)

```
"9100,XXX-RSP"
```

```
"1004,<JOB NUMBER HERE>"
```

```
"1023,53.236534545,-1.234234234,13/11/2012 10:46"
```

```
"9999,3"
```

Note that it is possible to get no response to a request of type LAT, as there may be no driver location data available or the driver may not be on route yet.

Request for the next job image (JO - JR)

```
"9100,XXX-REQ"
```

```
"1004,<JOB NUMBER HERE>"
```

```
"1260,IMG"
```

```
"9999,3"
```

Response to Image Request (JR- JO)

```
"9100,APX-RSP"
```

```
"1004,JOB NUMBER HERE"
```

```
"1019,6" ← The number of available images left for transmission.
```

```
"1285,image/jpeg,<File Description>,<BASE 64 ENCODED IMAGE>"
```

```
"9999,4"
```

The job recipient's system should always reply with a response to this request, if the job recipient's system does not support or allow the request then 0 should be returned as the number of available images remaining. It is up to the job recipient's system to keep track of the images already sent, responding with the next available unsent image or zero if no more available.

Message Fields**Fields 0000 – 1000: Charge related data**

Record No	Status	Repetitions	Name
0000	Active	1 (Max)	Invoice Number
Format	Direction	Usage	
AAAAAAAAAAAA	To club	Mandatory for XXX-INV message	
Remarks			
Unique Invoice number			
Examples			
"0000,A74285/BRIT1"			
"0000,A74284/REDSTR"			
"0000,B85140/BRITANNI"			
"0000,A66763/GESA"			
"0000,00-81149"			

Record No	Status	Repetitions	Name
0001	Active	2 (Max)	Call out Charge
Format	Direction	Usage	
DD.DD,DDDD.DD	To club	Mandatory for XXX-INV message	
Remarks			
VAT Rate followed by Net Value. Multiple lines can be used to represent 0% VAT rate for insurance purposes			
Examples			
"0001,20.00, 31.00"			

Record No	Status	Repetitions	Name
0002	Active	5 (Max)	Mileage Charge
Format	Direction	Usage	
DD.DD,DDDD.DD,DDDD.DD,DDDD.DD	To club	Optional	
Remarks			
VAT Rate followed by Number of miles, Rate per mile, Net Value. The number of miles is actual mileage and doesn't take into account any free miles.			
$\text{TotalMileage} - (\text{TotalCharge} / \text{MileageRate}) = \text{FreeMiles}$ So to calculate the number of free miles in the following example: 20.00,100,0.65,52.00 $\text{Free Miles} = 100 - (52.00 / 0.65) = 20$			
Examples			
"0002,20.00, 1.00, 0.96, 0.96"			

Record No	Status	Repetitions	Name
0003	Active	1 (Max)	Labour
Format	Direction	Usage	
DD.DD	To club	Optional	
Remarks			
VAT Rate followed by Number of hours, Rate per hour, Net Value			
Examples			
"0003,20.00, 0.50, 38.00, 19.00"			

Record No	Status	Repetitions	Name
0004	Active	1 (Max)	Toll Charge
Format	Direction	Usage	
DD.DD,DDDD.DD	To club	Optional	
Remarks			
VAT Rate followed by Net Value.			
Examples			
" 0004,20.00, 5.00"			

Record No	Status	Repetitions	Name
0005	Active	1 (Max)	Hours
Format	Direction	Usage	
DD.DD,DDDD.DD	To club	Optional	
Remarks			
VAT Rate followed by Number of hours, Rate per hour, Net Value. The number of hours is actual time and doesn't take into account any free hours.			
$\text{TotalHours} - (\text{TotalCharge} / \text{HourlyRate}) = \text{FreeHours}$ So to calculate the number of free hours in the following example: 20.00,100,0.65,52.00 $\text{Free Hours} = 100 - (52.00 / 0.65) = 20$			
Examples			
"0005,20.00, 4.75, 55.00, 261.25"			

Record No	Status	Repetitions	Name
0006	Unused	1 (Max)	Extra Man
Format	Direction	Usage	
DD.DD,DDDD.DD	To club	Optional	
Remarks			
VAT Rate followed by Number of hours, Rate per hour, Net Value			
Examples			
"0006,20.00, 1.00, 18.04, 18.04"			

Record No	Status	Repetitions	Name
0007	Unused	1 (Max)	Service Van
Format	Direction	Usage	
DD.DD,DDDD.DD	To club	Optional	
Remarks			
VAT Rate followed by Number of hours, Rate per hour, Net Value			

Examples

0007,20.00, 2.00, 38.00, 76.000013, 440.50"

Record No	Status	Repetitions	Name
0008	Active	1 (Max)	Parts Sold
Format	Direction	Usage	
DD.DD,DDDD.DD	To club	Optional	
Remarks			
VAT Rate followed by Net Value and Description of part			
Examples			
XXX			

Record No	Status	Repetitions	Name
0009	Unused	1 (Max)	Fuel Supplied
Format	Direction	Usage	
DD.DD,DDDD.DD	To club	Optional	
Remarks			
VAT Rate followed by Net Value			
Examples			
XXX			

Record No	Status	Repetitions	Name
0010	Active	1 (Max)	Other Charges
Format	Direction	Usage	
DD.DD,DDDD.DD,A*22	To club	Optional	
Remarks			
VAT Rate followed by Net Value and Description of the charge			
Examples			
0010, 0.00, 8.00, CLAIM HANDLING FEE			

Record No	Status	Repetitions	Name
0011	Unused	1 (Max)	Trailer Miles
Format	Direction	Usage	
DD.DD,DDDD,DD.DD,DDDD.DD	To club	Optional	
Remarks			
VAT Rate followed by number of miles, rate per mile and Net value			
Examples			
XXX			

Record No	Status	Repetitions	Name
0012	Active	1 (Max)	Quoted Price
Format	Direction	Usage	
DD.DD,DDDD.DD	Op > Op	Optional	
Remarks			
VAT Rate followed by Net Value			
Examples			
XXX			

Record No	Status	Repetitions	Name
0013	Active	1 (Max)	Invoice Sub Total
Format	Direction	Usage	
DDDD.DD	To club	Optional	
Remarks			
Invoice Sub Total in Pounds			
Examples			
0013, 39.00			

Record No	Status	Repetitions	Name
0014	Active	1 (Max)	VAT Amount
Format	Direction	Usage	
DDDD.DD	To club	Optional	
Remarks			
Invoice VAT Amount in Pounds			

Examples
0014, 9.34

Record No	Status	Repetitions	Name
0015	Active	1 (Max)	Invoice Total
Format	Direction	Usage	
DDDD.DD	To club	Optional	
Remarks			
Total Invoice Amount in Pounds			
Examples			
0015, 48.00			

0017	Unused	1 (Max)	Account Reference
Format	Direction	Usage	
A*8	To club	Optional	
Remarks			
Account reference Identifier			
Examples			
XXX			

Record No	Status	Repetitions	Name
0018	Active	1 (Max)	Authorised Miles
Format	Direction	Usage	
DDDD.DD	From club	Optional	
Remarks			
Mileage authorised for this job.			
Examples			
0018,153			

Record No	Status	Repetitions	Name
0019	Active	1 (Max)	Authorised Cost
Format	Direction	Usage	
DDDD.DD	From club	Optional	
Remarks			
Authorised cost of the job ex VAT			
Examples			
0019,53.26			

Record No	Status	Repetitions	Name
0020	Active	1 (Max)	Authorisation Number
Format	Direction	Usage	
D*20	From club	Optional	
Remarks			
Authorisation code used to support records 0018 or 0019			
Examples			
0020,5215355			

Fields 1000 – 1100: Job Recipient Details

Record No	Status	Repetitions	Name
1000	Active	1 (Max)	VAT Number
Format	Direction	Usage	
A*11	To club	Optional	
Remarks			
Used for agent to specify his VAT number for billing.			
Examples			
1000,GB103605264			

Record No	Status	Repetitions	Name
1001	Active	1 (Max)	Agent Number
Format	Direction	Usage	
A*7	From club	Optional	

Remarks
Motoring Organisation Agent reference
Examples
1001,REC002233/0000 1001,A26OB

1002	Unused	1 (Max)	Accepted by
Format	Direction	Usage	
A*2	From club	Optional	
Remarks	Initials of job operator		
Examples	XXX		

Record No	Status	Repetitions	Name
1003	Active	1 (Max)	Invoice Date
Format	Direction	Usage	
A*10	To club	Optional	
Remarks	DD/MM/YY date of invoice		
Examples	1003,09/11/12		

Record No	Status	Repetitions	Name
1004	Active	1 (Max)	Job No
Format	Direction	Usage	
A*20	From club	Mandatory for all job-related messages	
Remarks	Generated by the Work provider and must include their identifier as a prefix.		
Examples	1004,DCU/18913932 1004,HSB/18917856 1004,ERSJ01499306 1004,CMC1492270CR#557		

Record No	Status	Repetitions	Name
1005	Active	1 (Max)	Job Date
Format	Direction	Usage	
A*10	From club	Mandatory for all job-related messages	
Remarks	DD/MM/YY : assumed to be same as date of call		
Examples	1005,23/10/12		

Record No	Status	Repetitions	Name
1006	Active	1 (Max)	Case Number
Format	Direction	Usage	
A*19	From club	Optional	
Remarks	Case number, therefore can be related to multiple jobs or references.		
Examples	1006,M09876 1006,B46938 1006,11655248		

Record No	Status	Repetitions	Name
1007	Active	1 (Max)	Job Time
Format	Direction	Usage	
A*5	From club	Mandatory	
Remarks	The time the job was sent to the operator		
Examples			

Record No	Status	Repetitions	Name
1007,10:47			
Record No	Status	Repetitions	Name
1008	Active	1 (Max)	ETA
Format	Direction	Usage	
HH:MM	To club	Mandatory	
Remarks			
Represents the estimated time of arrival in a job acceptance or an update message			
Examples			
1008,12:01			
1008,16:22			

Record No	Status	Repetitions	Name
1009	Active	1 (Max)	Clear Time
Format	Direction	Usage	
A*5	To club	Optional	
Remarks			
HH:MM Actual Time			
Examples			
1009,20:55			

Record No	Status	Repetitions	Name
1010	Active	1 (Max)	On Scene Time Elapsed
Format	Direction	Usage	
A*4	To club	Optional	
Remarks			
Elapsed time in minutes from time of call (1007 record)			
Examples			
1010,46			

Record No	Status	Repetitions	Name
1011	Active	1 (Max)	Clear Time Elapsed
Format	Direction	Usage	
A*4	To club	Optional	
Remarks			
Elapsed time in minutes from Job Time (1007 record)			
Examples			
1011,153			

Record No	Status	Repetitions	Name
1012	Active	1 (Max)	ETA
Format	Direction	Usage	
A*4	To club	Mandatory	
Remarks			
Estimated Time of Arrival. Elapsed time in minutes from Job Time (1007 record)			
Examples			
1012,61			

Record No	Status	Repetitions	Name
1013	Active	1 (Max)	???
Format	Direction	Usage	
A*4	To club	Mandatory	
Remarks			
Examples			
1013,20532502/1			
1013,064/28 TEMP NUMBER			

Record No	Status	Repetitions	Name
1014	Active	1 (Max)	Call Received Time
Format	Direction	Usage	
DD/MM/YY,HH:MM	From club	Optional	

Remarks
Date & time the job was taken at source by the job originator
Examples
1014,05/07/16,14:53

1015	Unused	1 (Max)	Call Received Date
Format	Direction	Usage	
A*10	From club	Optional	
Remarks			
DD/MM/YY			
Examples			
XXX			

Record No	Status	Repetitions	Name
1016	Active	1 (Max)	Supporting Text for Updated ETA and for ETC (estimated time of completion)
Format	Direction	Usage	
A*100	To club	Optional	
Remarks			
Any supporting text to be sent back with an updated ETA or ETC to the club			
Examples			
"1016,Traffic delays on route"			

Record No	Status	Repetitions	Name
1017	Active	1 (Max)	UTC Time
Format	Direction	Usage	
N/A	From Club	Used internally in MTT software	
Remarks			
Should not be used over ANS, used for sending data to MTT PDAs			
Examples			
"1017,"			
"1017,"			

Record No	Status	Repetitions	Name
1018	Active	1 (Max)	Dispatch Time
Format	Direction	Usage	
A*5	To club	Optional	
Remarks			
HH:MM Actual Time			
Examples			
1018,08:02			

Record No	Status	Repetitions	Name
1019	New	1 (Max)	Image Count
Format	Direction	Usage	
N*2	To club	Optional	
Remarks			
The number of images taken by the operator available for this job			
Examples			
"1019,0"			
"1019,5"			

Record No	Status	Repetitions	Name
1020	Active	1 (Max)	ATA Date Time – Actual Time of Arrival Date Time
Format	Direction	Usage	
DD/MM/YY,HH:MM	To club	Optional	
Remarks			
Indicates the Actual Time of Arrival by the technician to the scene of the stricken vehicle			
Examples			
1020,13/12/12,12:01			
1020,21/09/11,16:22			

Record No	Status	Repetitions	Name
1021	Active	1 (Max)	Technician Notified
Format	Direction	Usage	
HH:MM	To club	Optional	
Remarks			
Time (24 hour clock) at which Service Provider's Technician was notified of job (i.e. when the job was dispatched to the driver)			
Examples			
1021,07:30			
1021,18:42			

Record No	Status	Repetitions	Name
1022	Active	1 (Max)	Technician Accepted
Format	Direction	Usage	
HH:MM	To club	Optional	
Remarks			
Time (24 hour clock) at which Service Provider's Technician accepted the job			
Examples			
1022,07:30			
1022,18:42			

Record No	Status	Repetitions	Name
1023	Active	1 (Max)	Technician Last Known Location
Format	Direction	Usage	
DD.DDDDD,DDD.DDDDD,dd/MM/YYYY	To club	Optional	
HH:mm:ss			
Remarks			
Last known Latitude and Longitude (with timestamp) of the Service Provider's Resource. This is to be added to every message sent to clubs once the technician has set off to at-scene. Note that 'Last Known' means the last known in relation to the message being sent. For example if an at-scene message is being sent then the last known location is the one immediately prior to the at-scene time.			
Examples			
1023,55.12345,1.43565,01/05/2014 11:05:12			

Record No	Status	Repetitions	Name
1024	Active	1 (Max)	Images Required
Format	Direction	Usage	
A*1	From Club	Optional, Default is 'N'	
Remarks			
Are images required to be taken for this job?			
Examples			
"1024,Y"			
"1024,N"			

Record No	Status	Repetitions	Name
1025	Active	1 (Max)	VCRF Email Address
Format	Direction	Usage	
A*400	From Club	Optional	
Remarks			
Semi-colon delimited list of email addresses to send any Vehicle Condition Report Forms to once complete			
Examples			
"1025,amarks@apex-networks.com"			
"1025,amarks@apex-networks.com;cwhite@apex-networks.com"			

Record No	Status	Repetitions	Name
1026	Active	*	Job Distance Travelled
Format	Direction	Usage	
A*4000	To Club	Optional	
Remarks			
Contains data to identify for a given service (i.e. a vehicle / driver) on a job, the distances travelled for various parts of the service. This field can be repeated any number of times, once for each driver / vehicle and the field contains the following data in a comma separated format:			
<ul style="list-style-type: none"> • Service Index (1 - based index of service on the job) • Contractors Vehicle VRM (stripped of commas) 			

- On Route Location Latitude
- On Route Location Longitude
- On Route Location Date Time (dd/MM/yy)
- At-Scene Location Latitude
- At-Scene Location Longitude
- At-Scene Location Date Time (dd/MM/yy)
- On Route to At-Scene Distance Miles
- Clear Location Latitude
- Clear Location Longitude
- Clear Location Date Time (dd/MM/yy)
- At Scene to Clear Distance Miles
- Complete Location Latitude
- Complete Location Longitude
- Complete Location Date Time (dd/MM/yy)
- Clear to Complete Distance Miles

Clear means 'cleared scene' and should generally have the same location as the at-scene, complete is when the vehicle being attended is either fixed at the side of the road (in which case will have the same location & time as the clear) or is dropped off after a tow to destination.

Examples

"1026,1,GK65HFA,51.3258,-0.8313,15/08/16 10:53,51.3458,-0.8364,15/08/16 10:59,34.73,51.3434,-0.5764,15/08/16 11:32,15.43,51.4364,-0.1323,15/08/16 11:45,22.00"

Record No	Status	Repetitions	Name
1027	Active	1 (Max)	ETA (Estimated Time of Arrival) Date Time
Format	Direction	Usage	
DD/MM/YY,HH:MM	To club	Optional	
Remarks			
Indicates the estimated time of arrival when accepting a job or sending an ETA update to the job originator <i>This field will eventually replace the existing 1008/1012 fields</i>			
Examples			
1027,13/12/12,12:01 1027,21/09/11,16:22			

Record No	Status	Repetitions	Name
1028	Active	1 (Max)	Technician Notified Date Time
Format	Direction	Usage	
DD/MM/YY,HH:MM	To club	Optional	
Remarks			
Indicates the date and time the job was sent from the operator's system to the technician that will do the job <i>This field will eventually replace the existing 1021 field</i>			
Examples			
1028,13/12/12,12:01 1028,21/09/11,16:22			

Record No	Status	Repetitions	Name
1029	Active	1 (Max)	Technician Accepted Date Time
Format	Direction	Usage	
DD/MM/YY,HH:MM	To club	Optional	
Remarks			
Indicates the date and time the job was accepted by the technician <i>This field will eventually replace the existing 1022 field</i>			
Examples			
1029,13/12/12,12:01 1029,21/09/11,16:22			

Record No	Status	Repetitions	Name
1030	Active	1 (Max)	On Route Date Time
Format	Direction	Usage	
DD/MM/YY,HH:MM	To club	Optional	
Remarks			
Indicates the date and time the job was marked as on route by the technician <i>This field will eventually replace the existing 1018 field</i>			
Examples			

1030,13/12/12,12:01
1030,21/09/11,16:22

Record No	Status	Repetitions	Name
1031	Active	1 (Max)	Clear Date Time
Format	Direction	Usage	
DD/MM/YY,HH:MM	To club	Optional	
Remarks			
Indicates the date and time the job was marked as clear of scene by the technician <i>This field will eventually replace the existing 1009 / 1011 fields</i>			
Examples			
1031,13/12/12,12:01 1031,21/09/11,16:22			

Record No	Status	Repetitions	Name
1032	Active	1 (Max)	Complete Date Time
Format	Direction	Usage	
DD/MM/YY,HH:MM	To club	Optional	
Remarks			
Indicates the date and time the job was marked as complete by the technician			
Examples			
1032,13/12/12,12:01 1032,21/09/11,16:22			

Record No	Status	Repetitions	Name
1033	Active	1 (Max)	ETC (Estimated time of completion)
Format	Direction	Usage	
DD/MM/YY,HH:MM	To club	Optional	
Remarks			
Indicates the estimated date and time the technician will complete the job by (complete in this case means he leaves the scene if a roadside or delivery if in the case of a tow). This field will be sent in an update message back to the club with optional supporting notes in the 1016 field. An update for ETC can also be requested via a REQ message			
Examples			
1033,13/12/12,12:01 1033,21/09/11,16:22			

Record No	Status	Repetitions	Name
1034	Active	1 (Max)	Resource Index
Format	Direction	Usage	
N*1	To club	Optional	
Remarks			
Indicates for a job update message going from JR to JO the resource the update message applies to. This caters for scenarios where there are multiple resources on a job and identifies which resource the message relates to. Used in Issued to Driver / Accepted by Driver / On Route / At Scene update messages. It's a 1-based index meaning the first resource is denoted 1, second 2 etc.			
Examples			
1033,1 1033,2			

Fields 1100 – 1300: Job Details

Record No	Status	Repetitions	Name
1100	Active	1 (Max)	Membership No / Cover
Format	Direction	Usage	
A*120	From club	Optional	
Remarks			
Membership Number			
Examples			
1100,11764154 1100,OLJX34BD02 1100,STGY14BD06			

Record No	Status	Repetitions	Name
1101	Active	1 (Max)	Clients Name

Format	Direction	Usage
A*60	From club	Optional
Remarks		
Members Name – The name of the member		
Examples		
1101,BRITTEN MR R		
1101,GUPTA MR A		

Record No	Status	Repetitions	Name
1102	Active	5 (Max)	Members Address
Format	Direction	Usage	
A*50	From club	Optional	
Remarks			
Each line s added to this field up to three times, comma separated.			
Examples			
1102, MILDENHALL ROAD VEH ON R/S>>>			
1102,143 Farmer's Rd,LONDON,london SE5 0TW			

Record No	Status	Repetitions	Name
1103	Unused	1 (Max)	Make and Model
Format	Direction	Usage	
A*15,A*15	From club	Optional	
Remarks			
Describes the vehicle awaiting the attendance of the work recipient.			
Examples			
1103,TALBOT EXPRESS M/HOME			
1103,VAUXHALL MOVANO 3500 CDT			
1103,FORD FIESTA			

Record No	Status	Repetitions	Name
1104	Active	1 (Max)	Vehicle Category
Format	Direction	Usage	
A*9	From club	Optional	
Remarks			
If Vehicle is a motorbike, new second field to indicate presence of fairings, top-box, and panniers			
Examples			
1104,CAR			
1104,People carrier			
1104,2WD			
1104,CAR / SMALL VAN			
1104,MOTORBIKE, Fairings, Top-box, Panniers			
1104,MOTORBIKE, Top-box			

Record No	Status	Repetitions	Name
1105	Active	1 (Max)	Vehicle Reg No
Format	Direction	Usage	
A*9	From club	Optional	
Remarks			
<i>No spaces to be included</i>			
Examples			
1105,CAN456V			

Record No	Status	Repetitions	Name
1106	Active	1 (Max)	Odometer Reading
Format	Direction	Usage	
D*7	From / To club	Optional	
Remarks			
Examples			
1106,70438			

Record No	Status	Repetitions	Name
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1107	Active	1 (Max)	Transmission Type
Format	Direction	Usage	
A*25	From club	Optional	
Remarks			
Examples			
1107,Manual 1107,AUTOMATIC 2WD 1107,Auto 1107,MAN			

Record No	Status	Repetitions	Name
1108	Active	1 (Max)	Engine and Fuel Type
Format	Direction	Usage	
A*25	From/To club	Optional	
Remarks			
THIS FIELD WILL BE CHANGED TO ENGINE DETAILS IN DUE COURSE			
Examples			
1108,PET 1108, 2400 Unleaded 1108,DSL 1108,DIESEL 1108,Petrol 1600cc			

Record No	Status	Repetitions	Name
1109	Active	1 (Max)	Drivers Location
Format	Direction	Usage	
A*19	From club	Optional	
Remarks			
Location of driver . By default 'With Vehicle'			
Examples			
1109,With Vehicle 1109,40, Riverbourne Road, Salisbury, UK, SP1 1NS 1109,COA 5mins - Underground c/p -Multi Storey Car Park, Vastern Road, Reading, UK, RG1 8BT (Reading station) 1109,halfway along Combs Lane, Stowmarket, Suffolk, UK, IP14 2DB			

Record No	Status	Repetitions	Name
1110	Active	1 (Max)	Vehicle Colour
Format	Direction	Usage	
A*14	From club	Optional	
Remarks			
Colour of vehicle. By default 'Unknown'			
Examples			
1110,RED 1110,SILVER			

Record No	Status	Repetitions	Name
1111	Active	3 (Max)	Vehicle Contents
Format	Direction	Usage	
A*50	To club	Optional	
Remarks			
Can be repeated.			
Examples			
1111,3 PALLETS APPROX 4 TONNES 1111,EMPTY 1111,COMPACT TRACTOR INSIDE 1111,N			

Record No	Status	Repetitions	Name
1112	Active	1 (Max)	Towing a trailer
Format	Direction	Usage	
A*1	From club	Optional	
Remarks			
Y or N. N is default			

Examples

1112,N

Record No	Status	Repetitions	Name
1113	Active	1 (Max)	Gross Vehicle Mass
Format	Direction	Usage	
A*5	From club	Optional	
Remarks			
Gross weight in kilograms			
Examples			
1113,1400			
1113,0			

Record No	Status	Repetitions	Name
1114	Active	1 (Max)	Symptom
Format	Direction	Usage	
A*50	From club	Optional	
Remarks			
As reported by driver or previous attending mechanic			
Examples			
1114,locked in boot			
1114,NON STARTER . FLAT B			
1114,cows – dok			
1114,LONGTOW			
1114,FUELCONT			
1114,RTACORP			

Record No	Status	Repetitions	Name
1115	Active	1 (Max)	Tow Type
Format	Direction	Usage	
A*20	From club	Optional	
Remarks			
Eg full lift, front lift			
Examples			
1115,2WD			
1115,4WD			

Record No	Status	Repetitions	Name
1116	Active	1 (Max)	Symptom Code
Format	Direction	Usage	
A*30,A*100	From club	Optional	
Remarks			
Contains an industry standard symptom code (see the table in this document) and description, separated by a comma. Note that it's possible to send the special 'OTHER' code with a user-typed description if no specific symptom code is suitable			
Examples			
1116,STEERING HEAVY,Steering heavy - power steering not working			
1116,OTHER,User typed symptom description			

Record No	Status	Repetitions	Name
1117	Active	1 (Max)	Vehicle VIN (Vehicle Identification Number)
Format	Direction	Usage	
A*17	From club	Optional	
Remarks			
Contains the vehicle VIN number			
Examples			
1117,KMHTC6AD5EU213093			
1117,5NMSH13E29H283187			

Record No	Status	Repetitions	Name
1118	Active	1 (Max)	Vehicle Make
Format	Direction	Usage	
A*50	From club	Optional	
Remarks			

Describes the Manufacturer of the vehicle awaiting the attendance of the work recipient.

Examples

1118,VAUXHALL
1118,Mercedes-Benz

Record No	Status	Repetitions	Name
1119	Active	1 (Max)	Vehicle Model
Format	Direction	Usage	
A*50	From club	Optional	
Remarks			
Describes the Model of vehicle awaiting the attendance of the work recipient.			
Examples			
1119,325i 1119,OCTAVIA VRS			

Record No	Status	Repetitions	Name
1120	Active	1 (Max)	Fuel Type
Format	Direction	Usage	
A*50	From club	Optional	
Remarks			
The Fuel Type of the vehicle awaiting the attendance off the work recipient, from the table below. Notice the UNSPECIFIED code which should be used when a fuel type is required that does not exist in the table, the details should be entered into the notes field in this case			
Examples			
1120,PETROL 1119,DIESEL/CNG			

Table 1 Field 1120 Table of approved fuel types

PETROL
HEAVY OIL
ELECTRIC
STEAM
GAS
GAS BI FUEL
HYBRID ELECTRIC
GAS DIESEL
FUEL CELLS
ELECTRIC DIESEL
OTHER
ALCOHOL
CNG
DIESEL
DIESEL/CNG
DIESEL/ELECTRIC
HYDROGEN
HYDROGEN/ELECTRIC
LPG
PETROL/ALCOHOL
PETROL/CNG
PETROL/ELECTRIC
PETROL/ETHANOL
PETROL/LPG
UNSPECIFIED

Record No	Status	Repetitions	Name
1200	Active	UNKNOWN	Location
Format	Direction	Usage	
A*512	From club	Mandatory	
Remarks			
Examples			
1200,MP2376BM4, M4 WB SAG *£R CARDIFF , CF3 6			
1200,MP0872B, M62>>WB M62(J24->J23), APPROX(2.00 KM			
1200,WINCHESTER SERVICES SOUTHBOUND			

Record No	Status	Repetitions	Name
1201	Active	1 (Max)	Main Phone Number
Format	Direction	Usage	
A*22	From club	Optional	
Remarks			
Main phone number for job			
Examples			
1201,07446907998			
1201,0300 1112222			

Record No	Status	Repetitions	Name
1202	Active	1 (Max)	Location of Keys
Format	Direction	Usage	
A*50	From club	Optional	
Remarks			
By default – ‘With vehicle’			
Examples			
1202,DVR			
1202,MBR			
1202,WITH PTL AT 177			
1202,NO KEYS			

Record No	Status	Repetitions	Name
1203	Active	1 (Max)	People with Car (POB) / Passengers
Format	Direction	Usage	
DD,DD,DD	From club	Optional	
Remarks			
Number of people on board, first field adults, 2 nd field children.			
New third field to contain number of infants (for backwards compatibility this should be assumed to be included in the second field which will continue to be the total number of children.			
Examples			
1203,1			
1203, 2,0,0			
1203,2,2,1 – i.e. “two adults and two children, one of whom is an infant”			

Record No	Status	Repetitions	Name
1204	Active	1 (Max)	Special Needs
Format	Direction	Usage	
A	From club	Optional	
Remarks			
Y/N			
Examples			
1204, N			

Record No	Status	Repetitions	Name
1205	Active	1 (Max)	Fault Code and Description
Format	Direction	Usage	
A*10, A*80	From/To club	Optional + optional use of secondary fault code and description	
Remarks			
The fault code and associated description of the broken down vehicle			

This field can optionally contain a secondary fault code and description appended to it (see the second example below), the format for the secondary code is A*2,A*60

Examples

1205, LGV005,LGV Nightheater

1205, LGV005,LGV Nightheater,63,Voltage - Low

Record No	Status	Repetitions	Name
1206	Active	1 (Max)	Category of service to be provided
Format	Direction	Usage	
A*20	From club	Optional	
Remarks			
Examples			
1206, HOUSECALL			
1206,Y			
1206, ROADSIDE			

Record No	Status	Repetitions	Name
1207	Active	1 (Max)	Outcome Code and Description
Format	Direction	Usage	
A*8-39	To club	Optional	
Remarks			
The outcome code and description as described by the operator.			
Examples			
"1207,TOW02GF,RECOVERED TO CUSTOMERS GARAGE"			
"1207,RACCC,Call Clear"			

Record No	Status	Repetitions	Name
1208	Active	1(Max)	Destination Description
Format	Direction	Usage	
A*512	From/To club	Optional	
Remarks			
Examples			
1208,Always call 01206 771700 to obtain authorisation before recovering the vehicle to:-			
1208,LOCAL GARAGE			
1208, **UNCONFIRMED** -			
1208, **PLEASE NOTE**, IF OUT OF FUEL THEN, LOCAL RECOVERY ONLY,			

Record No	Status	Repetitions	Name
1209	Active	1(Max)	Recovery Driver
Format	Direction	Usage	
A*100	To club	Optional	
Remarks			
Job Recipients driver used to do the job.			
Examples			
1209,123166			
1209,RAY			
1209,4THCALL			
1209,CANCELLE			

Record No	Status	Repetitions	Name
1210	Active	5(Max)	Remarks 1 st line
Format	Direction	Usage	
A*512	To club	Optional	
Remarks			
Examples			
1210, * VEHICLE: ROVER METRO S 5/27/1993 * FAULT: Keys locked on drivers seat			
1210,,REMARKS:LAST USED 2 WEEK AGO, NUMBER IS FOR JOSEY TRANSLATOR			
1210,MILEAGE-82			
1210,ROADSIDE, HOME START, RELAY,			
1210,[LEG:AA RESOURCE MARTYN-01138792681 LEGGING TO HARBOUR]>>MBR HAS UPGRADED TO RELAY VIA TIA AA RECOVERY PATROL MARTYN 07			

Record No	Status	Repetitions	Name
1211	Active	1(Max)	Vehicle Used
Format	Direction	Usage	
A*100	To club	Optional	
Remarks			
Job Recipient vehicle used to do job			
Examples			
1211,W251BPU(3)			
1211,LK09AED(51)			

Record No	Status	Repetitions	Name
1212	Active	5(Max)	Notes 1 st Line
Format	Direction	Usage	
A*50	To club	Optional	
Remarks			
<i>This field used for comments not to be seen by customer/member and is there not normally transmitted by WP or WR.</i>			
Examples			
1212,EA-NOTE: ACCELERATOR NOT GIVING POWER. KEEPS DROPPING POWER, IF POSSIBLE PLEASE TRY FIX 07429237280			
1212,Cleardown Sent: 23/10/2012 by MAGS at 02:16			
1212,DAVID DEALING			
1212,btb then bcw - unit 1-2 - brackley - NN13 7EU			

Record No	Status	Repetitions	Name
1213	Active	1(Max)	Latitude/Longitude
Format	Direction	Usage	
A*30,AAA,DDD	From club	Optional	
Remarks			
Signed decimal latitude and longitude . <i>To be used as default for co-ordinates</i>			
Examples			
1213,51.0749 , -1.8157			
1213,51.0083006694295,-2.18483768321808			
1213,51.4278 , -0.3557			

Record No	Status	Repetitions	Name
1214	Unused	1 (Max)	National Grid Coordinates
Format	Direction	Usage	
A*20	From club	Optional	
Remarks			
Easting and Northing separated by a comma			
Examples			
1214, 371500,128500			
1214,442914,316526			

Record No	Status	Repetitions	Name
1215	Active	1(Max)	Ring on Approach (ROA) Request
Format	Direction	Usage	
N*3	From club	Optional	
Remarks			
Specifies the number of minutes before expected arrival at scene that the operator should call the member. If this field is set to 0 or is not present then it means there's no ROA required. Maximum value is 120			
Examples			
"1215,0"			
"1215,10"			

Record No	Status	Repetitions	Name
1216	New	1(Max)	Location Postcode
Format	Direction	Usage	
A*9	From club	Optional	
Remarks			
Postcode of location (1200), if available. Can be Partial or Full Postcode			
Examples			

1216,CT118HQ
1216,DA2

Record No	Status	Repetitions	Name
1217	Active	1 (Max)	Customer Outcome Code and Description
Format	Direction	Usage	
A*50	To club	Optional	
Remarks			
To be used if the customer's outcome is different to the vehicle's. Use only from table 1 below.			
Examples			
1217,HOME, Customer taken home 1217,RAILWAY, Customer taken to railway station			

Table 1 Field 1217 Table of approved customer outcome codes

GARAGE	Customer with car at garage
HOME	Customer taken home
CARHIRE	Car Hire
ACCOM	Accommodation
ALTRANSP	Alternative Transport
BACKBASE	Back to our SP with their car
OWNARRANGE	Customer making own arrangements
HOLIDAYDEST	Holiday destination
WORK	Work address
ADDOTHER	Address - Other
NOTFOUND	Customer not found
CUSTCONT	Customer continued journey

Record No	Status	Repetitions	Name
1218	POSSIBLY INACTIVE – NOT USED IN LAST MONTH	1 (Max)	Subcontractor Name
Format	Direction	Usage	
A*50	To club	Optional	
Remarks			
To be used if Service Provider subcontracts the job			
Examples			
12nn,A Subcontractor 12nn,A Nother Subcontractor			

Record No	Status	Repetitions	Name
1219	Active	1 (Max)	Subsequent Resource Reason
Format	Direction	Usage	
A*50	To club	Optional	
Remarks			
To be used if the outcome code is "Second Resource Required". This code will indicate the reason for the request. Use only table 1 below.			
Examples			
12nn,SPEC, Specialist equipment required			

Table 2 Field 1219 Table of approved subsequent resource codes

SAFETY	Fend off vehicle
PASSENGERS	Too many passengers for original vehicle
LONGREC	Long distance recovery
FULLLIFT	Needs a full lift
SVCVAN	Unable to repair needs recovery vehicle
CUSTOMER	Customer cannot access original vehicle
VEHICLE	Vehicle cannot be taken on original vehicle
SPECIALIST	Second Vehicle needed that has specialist equipment
ALTVEH	Customer requested alternative vehicle
EMISSIONS	Vehicle type cannot enter the London emissions zone

Record No	Status	Repetitions	Name
1220	Active	3(Max)	Terminal Message
Format	Direction	Usage	
A*512	From/To club	Optional	
Remarks			
Used in XXX-MSG and TERM-MESS message types			
Examples			
1220,XXPN09CA327-HI WE'VE AN UPDATED DESTINATION ON THIS ONE, VEHICLE IS GOING TO C & A CAR CARE, UNIT B3, PRENTON WAY, PRENTON, CH43 3DU. CAN YOU UPDATE @ YOUR END PLEASE, CHEERS STU@A1			
1220,AUTHORISATION NUMBER = 116888473Mileage authorised = 113 miles			
1220,SUBJECT: Ack Message ^ Acknowledgement of message #69556291 - ^ PO29CA361 - will wait for confirmation~Grace^			

Record No	Status	Repetitions	Name
1221	Active	1(Max)	Destination Latitude / Longitude
Format	Direction	Usage	
DD.DDDD,DD.DDDD	From club	Optional	
Remarks			
The lat/long of the location to recover the vehicle to.			
Examples			
1221,51.0749 , -1.8157			

Record No	Status	Repetitions	Name
1222	Active	1(Max)	Second Resource Required Flag
Format	Direction	Usage	
A*1	To Club	Optional	
Remarks			
Denotes that a second resource id required for the current job			
Examples			
1222,Y			
1222,N			

Record No	Status	Repetitions	Name
1223	Active	1(Max)	Controller Contact
Format	Direction	Usage	
A*25	From club	Optional	
Remarks			
Examples			
1223,MAUK\Sru			
1223,MONDIAL\tpt			

Record No	Status	Repetitions	Name
1224	Active	1(Max)	Location Co-ordinate Accuracy
Format	Direction	Usage	
A*30,AAA,DDD	From club	Optional	
Remarks			
Accuracy (in metres) of the location lat/long given in field 1213			
Examples			
1223,100.43			

Record No	Status	Repetitions	Name
1225	Active	1(Max)	Alternative Phone Number
Format	Direction	Usage	
A*22	From club	Optional	
Remarks			
An alternative phone number, where available. Should only be used if there are more than one phone number for the job			
Examples			
"1225,07917715869"			

Record No	Status	Repetitions	Name
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1226	Active	1(Max)	Destination Coordinate Accuracy
Format	Direction	Usage	
A*30,AAA,DDD	From club	Optional	
Remarks			
Accuracy (in metres) of the destination lat/long given in field 1221			
Examples			
1223,100.42			

Record No	Status	Repetitions	Name
1227	Active	1(Max)	Attendance Window Start Date Time for Pre or Re Book
Format	Direction	Usage	
DD/MM/YY hh:mm	Both	Optional	
Remarks			
For planned bookings, the earliest date and time the customer would like attendance			
Examples			
1227,18/12/12 13:45			

Record No	Status	Repetitions	Name
1228	Active	1(Max)	Attendance Window End Date Time for Pre or Re Book
Format	Direction	Usage	
DD/MM/YY hh:mm	Both	Optional	
Remarks			
For planned bookings, the latest date and time the customer would like attendance			
Examples			
1228,18/12/12 14:45			

Record No	Status	Repetitions	Name
1230	Active	1(Max)	Rebook permitted flag
Format	Direction	Usage	
A	From club	Optional	
Remarks			
Used to indicate that the job may be re-scheduled by the op if the customer agrees. The default is N			
Examples			
1230,Y			

Record No	Status	Repetitions	Name
1231	Active	1(Max)	Rebook Reason
Format	Direction	Usage	
A	To club	Optional	
Remarks			
Uses only table (see table1)			
Examples			
1231,RJ 1231,CC 1231,WS 1231,GT			

Table 3 Field 1231 Table of approved rebook reasons

RJ	Relay job
CC	Customer convenience
WA	Weather/ accessibility of location
WS	Weather/cust safe/low priority
GT	Garage opening times
WV	Work Volume during red alert

Record No	Status	Repetitions	Name
1240	Active	1(Max)	Priority Flag
Format	Direction	Usage	
A	From club	Optional	
Remarks			
Used to indicate that the job has elevated priority. The default is N			
Examples			
1240,Y			

Record No	Status	Repetitions	Name
1241	Active	1(Max)	Priority Reason
Format	Direction	Usage	
A*50	From club	Optional	
Remarks			
Used to indicate the reason for job priority			
Examples			
1241,DLC			

Table 4 Field 1241 Table of approved priority reasons

DLC	Dangerous Location/motorway/dual carriageway
ATF	Affecting traffic flow
CVU	Customer Vulnerable
MHL	Medical –Health/Life in danger
MOC	Medic on emergency call
MSV	Media sensitive/VIP
APP	Important appointment
PER	Important/Perishable Cargo
ACR	Customer account related(eg Ambulance services)
MRC	Medic on routine call
OTH	Other

Record No	Status	Repetitions	Name
1242	Active	1 (Max)	Priority Detail
Format	Direction	Usage	
A*80	From club	Optional	
Remarks			
Additional free text detail			
Examples			
12nn,Diabetic customer without insulin			
12nn,En-route to Gatwick airport, flight in 3 hours			

Record No	Status	Repetitions	Name
1250	Active	1(Max)	Destination postcode
Format	Direction	Usage	
A	To club	Optional	
Remarks			
Towing destination for recovery request. Postcode only for mileage calculation			
Examples			
1250,RH1 1PR			

Record No	Status	Repetitions	Name
1252	Active	5(Max)	Requested items from list
Format	Direction	Usage	
A,DD.DD	To club	Optional	
Remarks			
Item, Quantity			
Examples			
1252,HIA,1			

Table for items used in field 1252

LAB	Labour in 30 minute segments
HIA	HIAB crane
SKA	Skates per axle
STG	Storage per day
TRM	Trailer Mileage
SCA	Second Callout
TOL	Toll charge with amount rather than qty.
FER	Ferry charges
FXF	Four By Four
WIN	Winching in 30 minute segments
EXM	Extra Man
CSV	Commercial Service van hours
CR1	Commercial recovery hours level 1
CR2	Commercial recovery hours level 2
CR3	Commercial recovery hours level 3

MLG Mileage in 1 mile increments
 PAR Parts charge with amount rather than qty.

Record No	Status	Repetitions	Name
1260	Active	1 (Max)	Requested information (use table)
Format	Direction	Usage	
A	From club	Optional	
Remarks			
Typically, used to request time updates, plus other items			
Examples			
1260,ETA			

Table 5 1260 request items

ETA Updated ETA requested
 ATA Updated ATA requested
 LAT Updated Lat/Long requested
 ETC Updated ETC requested
 IMG The next available Job Image

Record No	Status	Repetitions	Name
1270	Active	1 (Max)	Axle Type
Format	Direction	Usage	
A*10	From club	Optional	
Remarks			
Examples			
1270,LWB/SRW 1270,LWB/TRW 1270,SWB/SRW 1270,SWB/TRW			

Record No	Status	Repetitions	Name
1271	Active	1 (Max)	No of Doors
Format	Direction	Usage	
A*1	From club	Optional	
Remarks			
Examples			
1271,3 1271,4			

Record No	Status	Repetitions	Name
1272	Active	1 (Max)	Year of Registration
Format	Direction	Usage	
A*4	From club	Optional	
Remarks			
Examples			
1272,2012			

Record No	Status	Repetitions	Name
1273	Active	1 (Max)	Vehicle Height
Format	Direction	Usage	
DD.DD	From club	Optional	
Remarks			
Height in metres when vehicle category is a Van or Motorhome			
Examples			
1273,1.75 1273,3.0			

Record No	Status	Repetitions	Name
1274	Active	1 (Max)	Vehicle Width

Format	Direction	Usage
DD.DD	From club	Optional
Remarks		
Width in metres when vehicle category is a Van or Motorhome		
Examples		
1274,1.5		
1274,2.0		

Record No	Status	Repetitions	Name
1275	Active	1 (Max)	Vehicle Length
Format	Direction	Usage	
DD.DD	From club	Optional	
Remarks			
Length in metres when vehicle category is a Van or Motorhome			
Examples			
1275,4.75			
1275,6.0			

Record No	Status	Repetitions	Name
1276	Active	1 (Max)	Trailer Type
Format	Direction	Usage	
A*10	From club	Optional	
Remarks			
Trailer type – can be “Sidecar” if vehicle is a motorbike			
Examples			
1276,TRAILER			
1276,CARAVAN			
1276,SIDECAR			

Record No	Status	Repetitions	Name
1277	Active	1 (Max)	Towed Item Axle Type
Format	Direction	Usage	
A*10	From club	Optional	
Remarks			
Examples			
1277,LWB/SRW			
1277,LWB/TRW			
1277,SWB/SRW			
1277,SWB/TRW			

Record No	Status	Repetitions	Name
1278	Active	1 (Max)	Towed Item Height
Format	Direction	Usage	
DD.DD	From club	Optional	
Remarks			
Towed Item Height in metres when vehicle is towing			
Examples			
1278,1.75			
1278,3.0			

Record No	Status	Repetitions	Name
1279	Active	1 (Max)	Towed Item Width
Format	Direction	Usage	
DD.DD	From club	Optional	
Remarks			
Towed Item Width in metres when vehicle is towing			
Examples			
1279,1.5			
1279,2.0			

Record No	Status	Repetitions	Name
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Record No	Status	Repetitions	Name
1280	Active	1 (Max)	Towed Item Length
Format	Direction	Usage	
DD.DD	From club	Optional	
Remarks			
Towed Item Length in metres when vehicle is towing			
Examples			
1280,4.75			
1280,6.0			

Record No	Status	Repetitions	Name
1281	Active	1 (Max)	Towed Item Weight
Format	Direction	Usage	
DDDDD	From club	Optional	
Remarks			
Towed Item Weight in kilograms when vehicle is towing			
Examples			
1281,1500			
1281,10000			

Record No	Status	Repetitions	Name
1282	Active	1 (Max)	Towed Item Load Description
Format	Direction	Usage	
A*50	From club	Optional	
Remarks			
Description of Trailer Load.			
Examples			
1282,Garden refuse			
1282,Boat			

Record No	Status	Repetitions	Name
1283	Active	1 (Max)	Prebook Reason
Format	Direction	Usage	
A*50	From club	Optional	
Remarks			
Code, Description Use only from table below			
Examples			
1283,WORK,Customer at work			
1283,NONURGENT,No immediate requirement			

Table 6 Field 1283 Table of approved pre-book reasons

HOME	At Home
WORK	Customer at work
APPOINT	Appointment
OOHOURS	Out of hours
NOTWITHVEH	Not with vehicle

Record No	Status	Repetitions	Name
1284	Active	1 (Max)	Pre-book Detail
Format	Direction	Usage	
A*80	From club	Optional	
Remarks			
Additional free text detail			
Examples			
1284,cannot think of any offhand			

Record No	Status	Repetitions	Name
1285	Active	5 (Max)	Binary Data
Format	Direction	Usage	
A*20,A*50,A*Unlimited	To club	Optional	
Remarks			
Binary data information, for example images or PDF documents. This field is in the following format: <Mime type of data>,<File Description>,<Base 64 encoded data>			

Common mime types are:

- image/jpeg
- application/pdf
- application/zip

See https://developer.mozilla.org/en-US/docs/Web/HTTP/Basics_of_HTTP/MIME_types/Complete_list_of_MIME_types for full list

Note a limit of 500k (before base 64 encoding) is suggested for each item

Examples

1285,image/jpeg,Image [1] taken by driver,<base 64 encoded image>

Fields 1700 – 1799: Support record types

Record No	Status	Repetitions	Name
1752	Active	1(Max)	Software Version
Format	Direction	Usage	
A,D,DD	From Operator	Optional	
Remarks			
Indicates the type and version of software used by the operator.			
Examples			
1752,VTRAK,4.04			
1752,GMWin,2.12			

Fields 2000 – 2999: Vehicle Telemetry Data

Record No	Status	Repetitions	Name
2000	Active	Any Number	Vehicle Current Location
Format	Direction	Usage	
A*11,A*25,DD.DD,DD.DD,dd/MM/YYYY	Any		
HH:mm			
Remarks			
Used in the new APX-LOC message to specify the location, status and current driver of an operators vehicle This is used to send out a list of the operator's vehicles and their current drivers and locations. The field is repeated any number of times and contains the following details: <Vehicle Reg>,<Driver Name>, <Vehicle Latitude>,<Vehicle Longitude>,<Location Date Time>,<Current Job Number>			
Examples			
"2000,GK65HFA,Andy Marks,53.233343455345,-1.235456463456,21/10/2015 10:23,ABC12345"			

Record No	Status	Repetitions	Name
2001	Active	1	WMTC Source ANS Node
Format	Direction	Usage	
A*7	Any		
Remarks			
Used in the APEXWMTCINIT AND APEXWMTCCANCEL messages (for where's my truck consumer) to specify the ANS node the job to be tracked is being carried out at. This could be different from the node the request is coming from in the case a club sends the request for example.			
Examples			
"2001,2000004"			

Record No	Status	Repetitions	Name
2002	Active	1	
Format	Direction	Usage	
D	Any		
Remarks			
Used in the APEXWMTCINIT message to specify the time to live of the where's my truck (consumer) request			
Examples			
"2002,10"			

Fields 9000 – 9999: Miscellaneous record types

Record No	Status	Repetitions	Name
9000	Active	1(Max)	Sender Station ID
Format	Direction	Usage	
A*20	From club	Optional	
Remarks			
This field's use is yet to be defined exactly. Likely to be the ID of the device to which replies should be addressed.			
Examples			

9000,3800425
9000,524500

Record No	Status	Repetitions	Name
9001	Active	1(Max)	Sender Station Name
Format	Direction	Usage	
A*23	From club	Optional	
Remarks			
Company Name			
Examples			
9001,177601 9001,IPA			

9002	Unused	4(Max)	Sender Station Address
Format	Direction	Usage	
A*23	From club	Optional	
Remarks			
Address			
Examples			
XXX			

9003	Unused	1(Max)	Sender Phone No
Format	Direction	Usage	
A*22	From club	Optional	
Remarks			
Phone number to call back for voice contact			
Examples			
XXX			

Record No	Status	Repetitions	Name
9004	Active	1(Max)	Sender Name/ID
Format	Direction	Usage	
A*20	From club	Optional	
Remarks			
Name/ID of person sending job.			
Examples			
9004,335966 9004,JTO			

Record No	Status	Repetitions	Name
9006	Active	1(Max)	Delay Recall Time
Format	Direction	Usage	
A*1	From club	Optional	
Remarks			
Time in minutes before job is recalled			
Examples			
9006,5			

Record No	Status	Repetitions	Name
9007	Active	1(Max)	Speedo reading required?
Format	Direction	Usage	
A*1	From club	Optional	
Remarks			
Y/N. N is default			
Examples			
9007,Y			

Record No	Status	Repetitions	Name
9008	Active	1(Max)	On-scene required?
Format	Direction	Usage	
A*1	From club	Optional	

Remarks
Y/N. N is default
Examples
9008,Y

Record No	Status	Repetitions	Name
9009	Active	1(Max)	When Clear required?
Format	Direction	Usage	
A*1	From club	Optional	
Remarks			
Y/N. N is default			
Examples			
9009,Y			

Record No	Status	Repetitions	Name
9100	Active	1(Max)	Transaction Type
Format	Direction	Usage	
A*20	From club	Optional	
Remarks			
Message types are as follows (note the XXX part can be anything but used to be to identify who the job came from and is largely unused as of 2015):			
XXX-ACK	Auto-acknowledgement of the job related message from the recipient		
XXX-ETA	Job acceptance, includes an ETA which may be zero if no ETA to be provided		
XXX-REF	Job Refusal, includes the refusal reason		
XXX-JOB	Job offer, contains details of a new job to be carried out		
XXX-UPD	Job Update, can be sent either direction contains the fields that need updating		
XXX-CLR	Job Clear-down, notifies the originator the job is complete, contains the times and outcome details		
XXX-INV	Invoice message, contains details of an invoice		
MTS-MSG	Job related message, contains the job number and some text		
TERM-MESS	Non job-related message, contains the message text		
XXX-RBK	Re-booked job op advising club		
XXX-REQ	Request for information, contains the item of info requested		
XXX-RSP	Response to a request for information message, contains the requested info		
XXX-RAU	Request for authorisation message		
XXX-LOC	Message containing a list of vehicles and their current driver and location		
Examples			
9100,MTS-ACK			
9100,AA-JOB			

Record No	Status	Repetitions	Name
9101	Active	1(Max)	Refusal Code
Format	Direction	Usage	
A*20	To club	Optional	
Remarks			
00, Job accepted only by computer - Sender must now ring a pre-arranged telephone number with job details. Used for example in 24hr operations when the computer is put into Night Mode because the operator has gone home for the night			
01,Too busy to deal			
02,Not our area/wrong base chosen			
03,Extreme weather conditions			
04,Extreme traffic conditions			
05,No vehicles/facilities available			
06,No staff/ Illness / Holidays			
07,In Dispute with organisation/Member			
08,Unable to attend within required ETA			
09,Unable to do recovery after roadside assist			
10,Temporarily unavailable/off-duty/closed			
11,Guarantee of payment not given			
12,No License for this class			
13,Out of Driver hours			
14,Unable to do job/parts			
15,Already working for this organisation			
16,Telephone/modem - no answer			
17,Telephone/modem - repeatedly engaged			
18,Telephone/modem - unobtainable/unavailable			

19,Passed to fitter
100,Retransmit request

Examples

9101,00
9101,08

Record No	Status	Repetitions	Name
9102	Active	1(Max)	Job Cancellation - Paid
Format	Direction	Usage	
A*1	From club	Optional	
Remarks			
Y/N. N is default			
Examples			
9102,4			

Record No	Status	Repetitions	Name
9999	Active	1(Max)	Terminator
Format	Direction	Usage	
A*4	From club	Mandatory	
Remarks			
The value equals the number of records (apart from the terminator itself)			
Examples			
9999,4			

Glossary

Work provider – A company (private or public) providing motoring assistance work to recovery operators i.e. Motoring Organisations such as AA, RAC, Inter Partner, Police Forces. A recovery operator can also be designated as a Work provider if subcontracting a job to another recovery operator.

Work recipient – A garage or recovery operator that performs motoring assistance functions on behalf of a Work provider.

Appendix A – Quick Reference

0000	Invoice Number
0001	Call out Charge
0002	Mileage Charge
0003	Labour
0004	Toll Charge
0005	Hours
0006	Extra Man
0007	Service Van
0008	Parts Sold
0009	Fuel Supplied
0010	Other Charges
0011	Trailer Miles
0012	Quoted Price
0013	Invoice Sub Total
0014	VAT Amount
0015	Invoice Total
0017	Account Reference
0018	Authorised Miles
0019	Authorised Cost
0020	Authorisation Number
1000	VAT Number
1001	Agent Number

1002	Accepted by
1003	Invoice Date
1004	Job No
1005	Job Date
1006	Case Number
1007	Job Time
1008	ETA
1009	Clear Time
1010	On Scene Time
1011	Clear Time (Elapsed)
1012	ETA
1013	???
1014	Call Received Date / Time
1015	Call Received Date
1016	Updated ETA Supporting Text
1017	UTC Time
1018	Dispatch Time
1019	Number of images available
1020	ATA (Date + Time)
1021	Technician Notified
1022	Technician Accepted
1023	Technician Location
1024	Images Required Flag
1025	VCRF Email Addresses
1026	Job Distance Travelled
1027	ETA Date Time
1028	Technician Notified Date Time
1029	Technician Accepted Date Time
1030	On Route Date Time
1031	Clear Date Time
1032	Complete Date Time
1033	Estimated Completion Date Time
1100	Membership No / Cover
1101	Clients Name
1102	Clients Address
1104	Vehicle Category
1105	Vehicle Reg No
1106	Odometer Reading
1107	Transmission Type
1108	Engine and Fuel Type
1109	Drivers Location
1110	Vehicle Colour
1111	Vehicle Contents
1112	Towing a trailer
1113	Gross Vehicle Mass
1114	Symptom
1115	Tow Type
1116	Symptom Code
1117	Odometer
1118	Vehicle Make
1119	Vehicle Model
1200	Location
1201	Main Phone Number

1202	Location of Keys
1203	People with Car (POB)
1204	Special Needs
1205	Fault Code and Description
1206	Category of service to be provided
1207	Outcome Code and Description
1208	Deliver to
1209	Recovery Driver
1210	Remarks 1 st line
1211	Vehicle Used
1212	Notes 1 st Line
1213	Latitude/Longitude
1215	Ring on Approach minutes (0 = none)
1216	Location Postcode
1217	Customer Outcome Code
1218	Subcontractor Name
1219	Subsequent Resource Reason
1220	Terminal Message
1221	Recover to
1223	Controller Contact
1224	Owner Name
1225	Alternative phone number
1227	Customer Agreed date/time
1228	Customer Agreed date/time (latest)
1230	Rebook permitted flag
1231	Rebook Reason
1240	Priority Flag
1241	Priority Reason
1242	Priority Detail
1250	Destination postcode
1251	Mileage requested
1252	Requested items from list
1260	Requested information (use table)
1270	Axle Type
1271	No of Doors
1272	Year of registration
1273	Vehicle Height
1274	Vehicle Width
1275	Vehicle Length
1276	Trailer type
1277	Towed Item Axle Type
1278	Towed Item Height
1279	Towed Item Width
1280	Towed Item Length
1281	Towed Item Weight
1282	Towed Item Load description
1283	Prebook reason
1284	Prebook Detail
1285	Binary File Data
1752	Software Version
2000	Vehicle Current Location
9000	Sender Station ID
9001	Sender Station Name

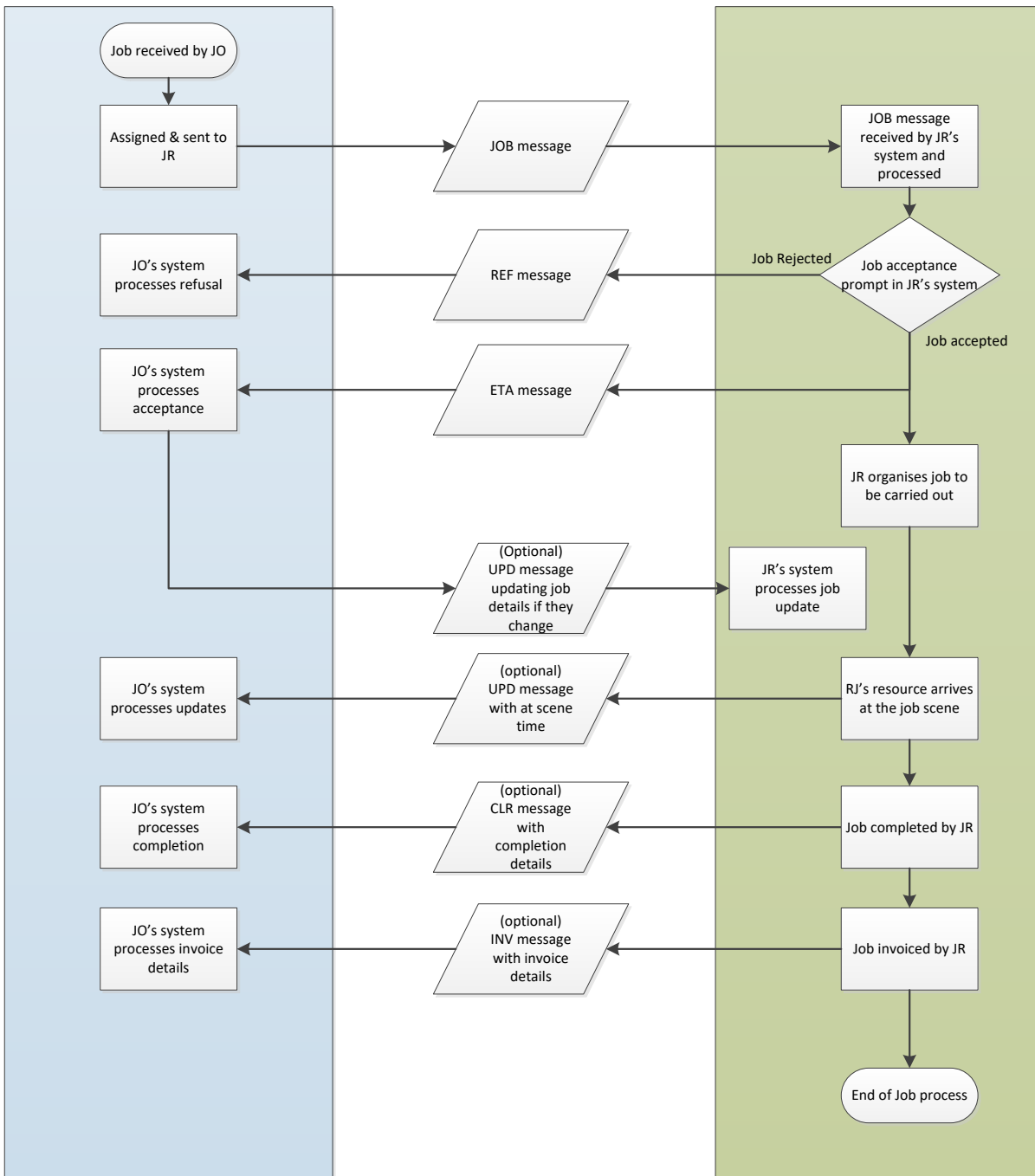
9002	Sender Station Address
9003	Sender Phone No
9004	Sender Name/ID
9006	Delay Recall Time
9007	Speedo reading required?
9008	On-scene required?
9009	When Clear required?
9100	Transaction Type
9101	Refusal Code
9102	Job Cancellation - Paid
9999	Terminator

Appendix B –Process Diagrams

Standard Job Process

This flowchart identifies the steps in sending a job from a JO (Job Originator) to a JR (Job Recipient) and the process of carrying out that job and associated messages. It does not show the low level ACK messages that occur for all messages sent across ANS. Note that a JO can either be a motoring organisation or an operator that is subcontracting a job to another one.

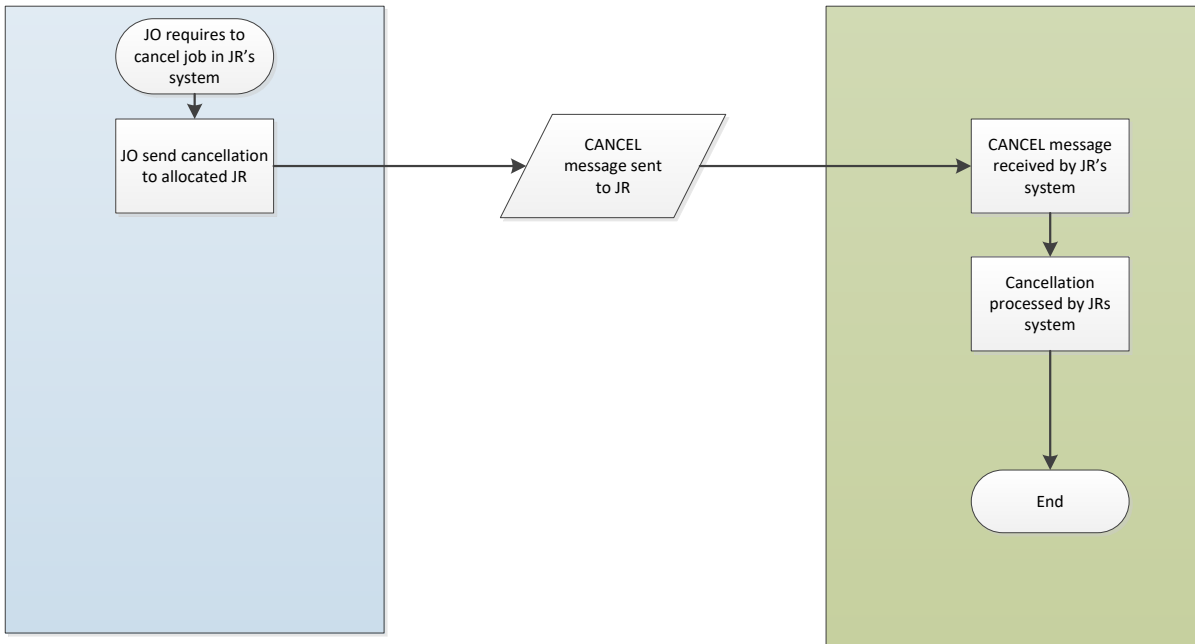
Messages involved: JOB, UPD, ETA, REF, CLR, INV



Job Cancellation Process

This flowchart identifies the steps required when a JO wishes to cancel a job previously sent to a JR

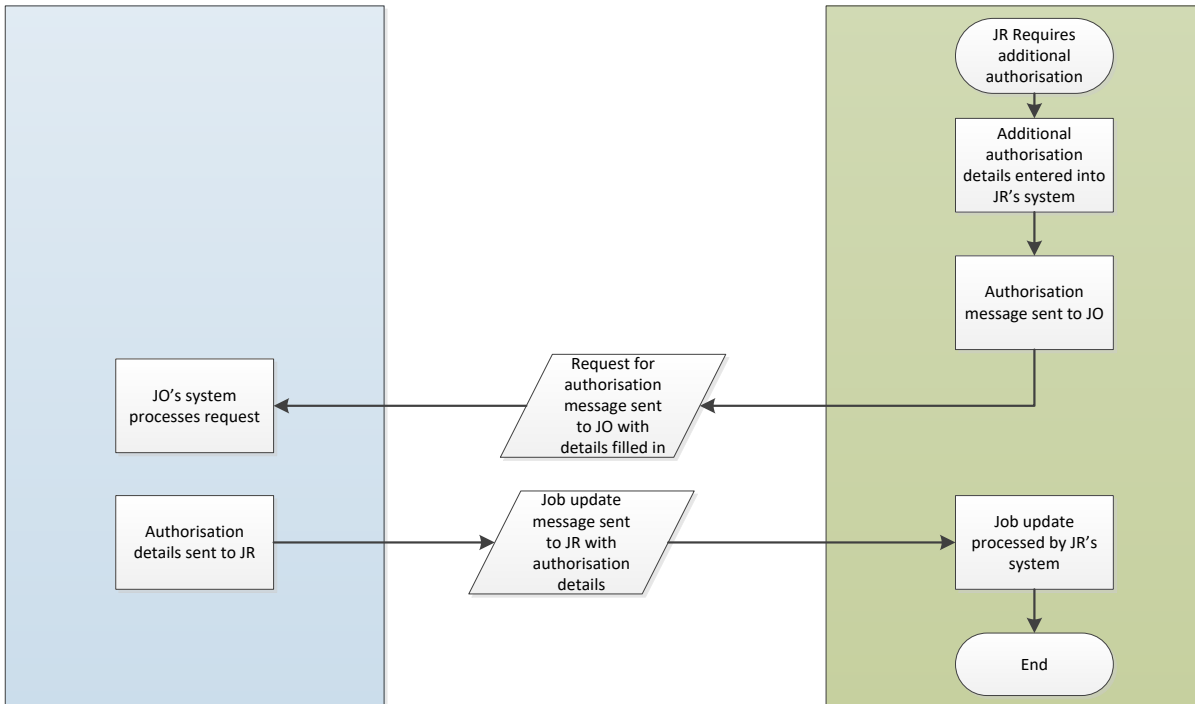
Messages involved: CANCEL



Job Additional Authorisation Process

This flowchart identifies the steps required when a JR requires authorisation for additional cost-incurring items on a job.

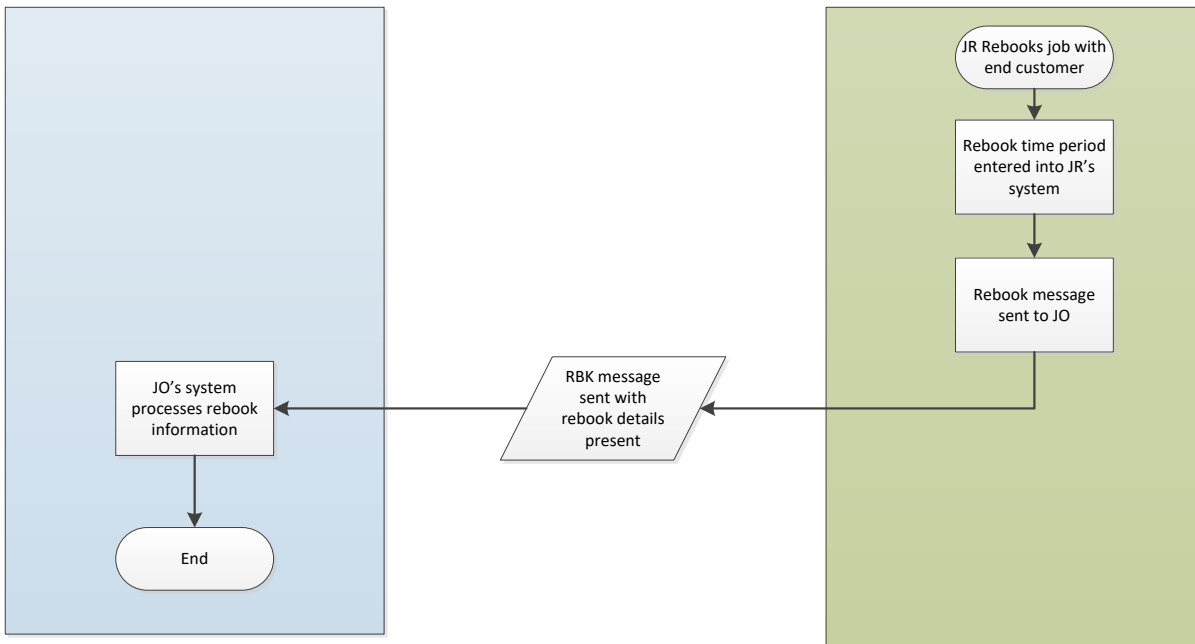
Messages involved: RAU



Job Rebook Process

This flowchart identifies the steps required when a JR wishes to notify the JO that a job has been rebooked with the end customer

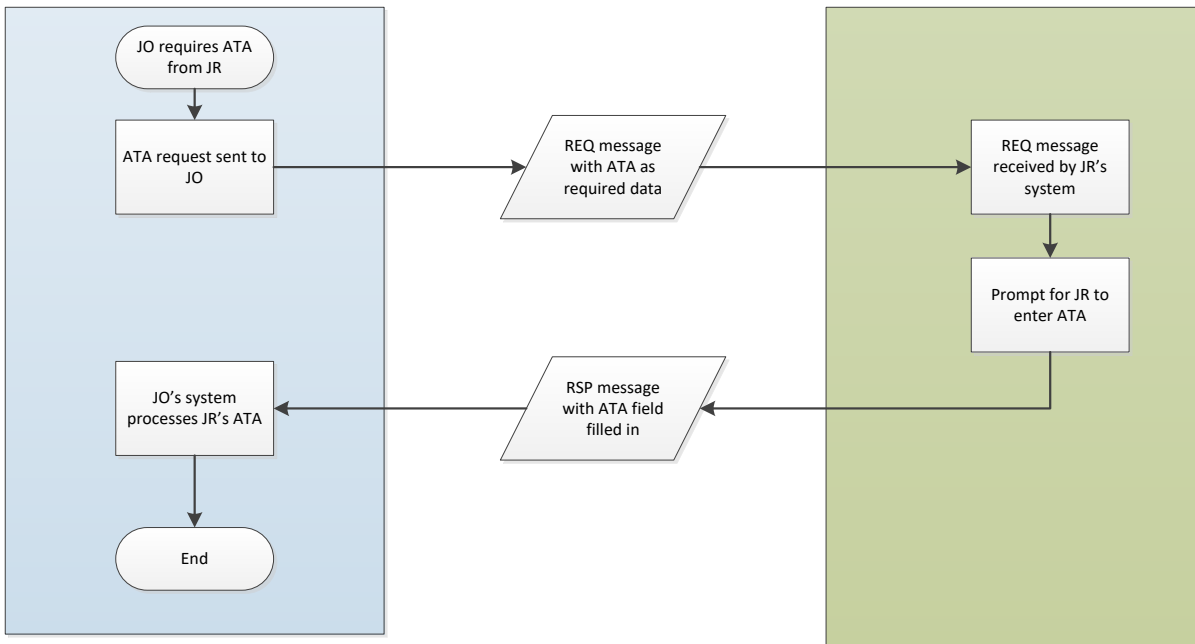
Messages involved: RBK



Request for ATA Process

This flowchart identifies the steps required when a JO sends a request for the JR to provide an ATA (actual time of arrival or on scene time)

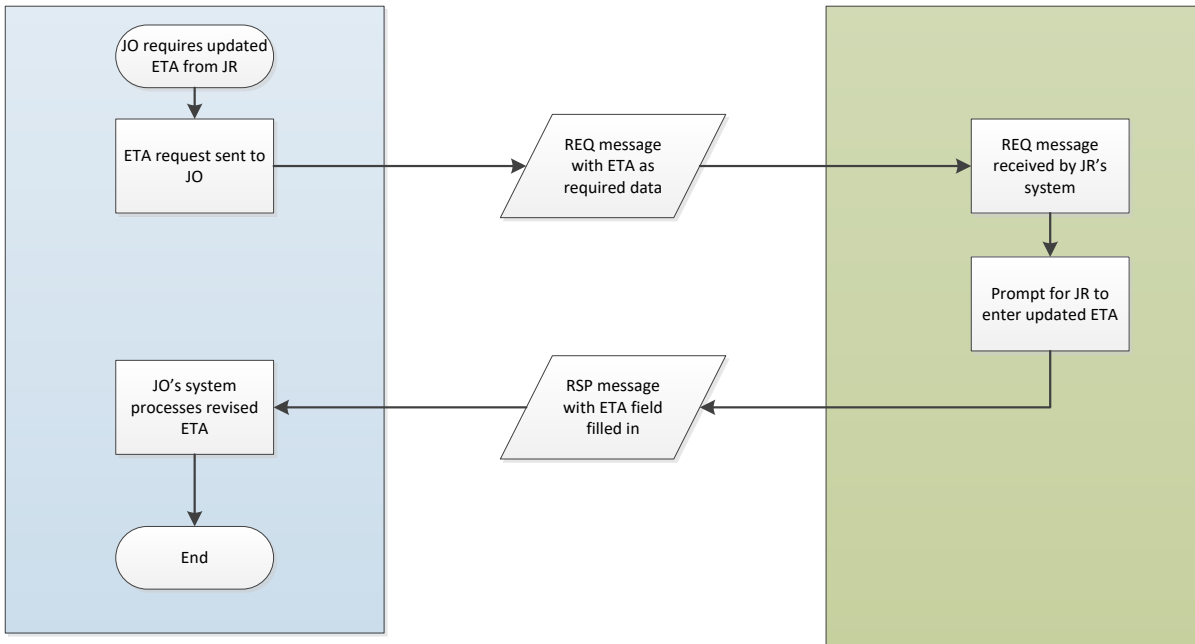
Messages involved: REQ, RSP



Request for Revised ETA Process

This flowchart identifies the steps required when a JO sends a request for a revised ETA to the JR

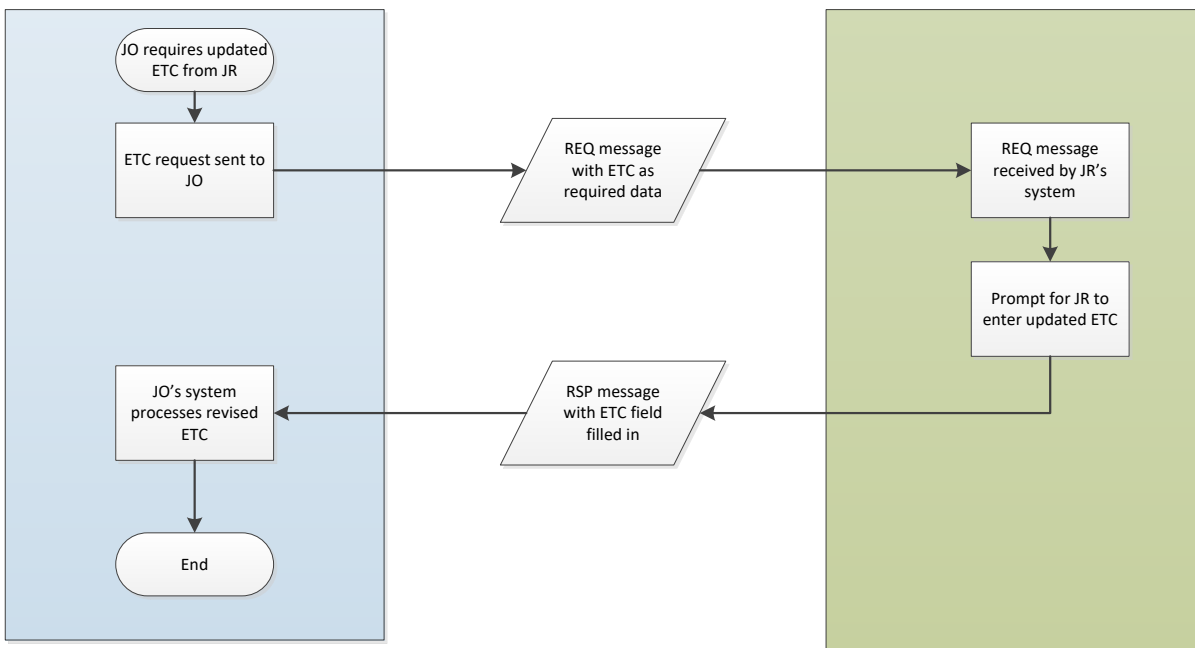
Messages involved: REQ, RSP



Request for Revised ETC Process

This flowchart identifies the steps required when a JO sends a request for a revised ETC to the JR

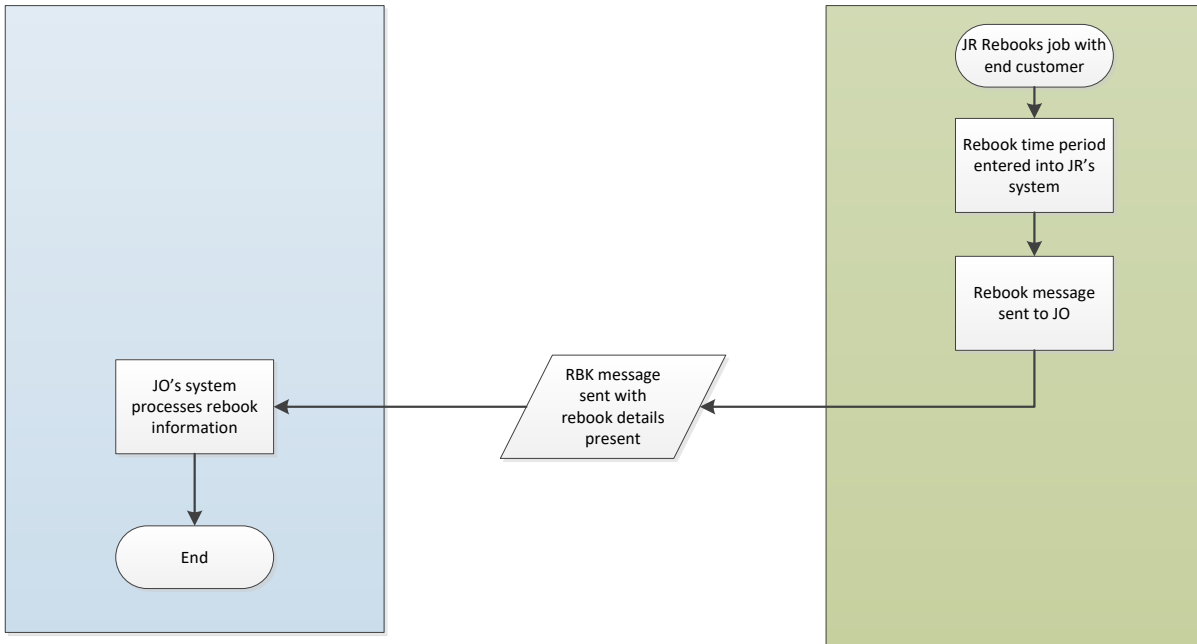
Messages involved: REQ, RSP



Job Rebooked by JR Process

This flowchart identifies the steps required when a JR wishes to notify the JO that a job has been rebooked with the end customer

Messages involved: RBK



Appendix C - Vehicle Breakdown Incident Message Flow

Initial Job Transmission

When a vehicle breakdown incident (called a job from hereon) is sent from a JO to the JR, it is sent in a JOB type message. The following is an **example** job message (*note there are many more fields that could be sent this is a very simple example*):

```
"9100,IPA-JOB"  
"1004,IPA0412668338-1"  
"1005,13/11/12"  
"1007,10:08"  
"1201,037 9480337"  
"1118,FORD"  
"1118,MONDEO"  
"1108,Diesel 1900cc"  
"1107,Manual"  
"1200,AT MCCORMACKS PETROL STATION ON MAILCOACH ROAD IN SLIGO"  
"9999,10"
```

The field 9100 denotes that this is a job message from IPA, the characters that go before the –JOB part are irrelevant and not used in most software systems nowadays.

There are several fields that are mandatory when sending a job, these are:

1004 – The unique job number, note this must be unique to the JO's system as it uniquely identifies a job from the JO to the JR, using the same job number multiple times will usually result in an update to an existing job occurring rather than a new job being created.

1005 – The date of the job in the format dd/mm/yy

1007 – The time of the job in the format HH:mm

All other fields (apart from the 9100 and 9999 fields) are optional but it is best to send as much information as possible. A full list of fields that can be sent is available in the standards document.

The AutoConnect client at the other end will send back an ACK message on receipt of this message.

Job Acceptance

The JR then has to either accept or reject the job given the information present in the job message. This will result in either a rejection message or an acceptance message being sent back to the JO from the JR. An acceptance message contains the expected ETA of the JR to attend the incident. A rejection message contains the reason for refusing the job chosen from a list of codes in the standard.

Example Acceptance Message

```
"9100,MTS-ETA"  
"1004,GX34567"  
"1005,13/11/12"  
"1007,10:07"  
"1012,55"  
"1008,11:02"  
"1027,13/11/12,11:02"  
"9999,7"
```

Mandatory fields for the acceptance message are:

1004 – Job Number (as sent by the JO in the job message)

1005 – Job Date (as sent by the JO in the job message)

1007 – Job Time (as sent by the JO in the job message)

1012 – The elapsed ETA in minutes from field 1007

1008 – The ETA in time format

Job Rejection

Example Rejection Message:

```
"9100,MTS-REF"  
"1004,GP02920 06FE93551034"  
"1005,13/11/12"  
"1007,10:12"  
"9101,02"
```

"9999,5"

Mandatory fields for the refusal message are:

1004 – Job Number (as sent by the JO in the job message)

1005 – Job Date (as sent by the JO in the job message)

1007 – Job Time (as sent by the JO in the job message)

9101 – The refusal code (from the list defined in the standard)

Job Cancellation

If a JO wants to cancel a job that has been sent it is possible to do so using the cancellation message. Note that when a job is sent from the JO to the JR quite often a timeout will be applied to the job which will auto-send a cancellation to the JR if the job hasn't been accepted within a certain time frame.

Example Cancellation Message:

"9100,CANCEL"

"1004,G615833"

"9999,2"

The 1004 field is mandatory in the cancellation message.

Revised ETA Request / Response

If required the JO can request a revised ETA from the JR. This is done using the Request type message specifying an ETA request:

"9100,IPA-REQ"

"1004,IPA0413856987-1"

"1260,ETA"

"9999,3"

Fields 1004 (Job Number) and 1260 (what you are requesting – ETA in this instance) are mandatory in this message

The RJ is to respond to this request with an RSP message with the ETA fields filled in:

"9100,APX-RSP"

"1004,2213543856987-1"

"1008,10:28"

"1027,19/09/16,10:28"

"9999,4"

Fields 1004 (Job Number) and 1008/1027 (the revised ETA) are mandatory in this message

Request for ATA and Response

If required the JO can request an ATA (at scene time) for a job from the JR. This is done using the Request type message specifying an ATA request:

"9100,AA-REQ"

"1004,2213543856987-1"

"1260,ATA"

"9999,3"

Fields 1004 (Job Number) and 1260 (what you are requesting – ATA in this instance) are mandatory in this message

Authorisation Request

If a JR needs additional authorisation for cost-incurring items on a job they can request it using the RAU message:

9100,MTS-RAU

1004,IPA0413856987-1

1001,109265

1252,MLG, 63

1252,SKA,1

1212,Vehicle in awkward position in underground garage

1208,Haverhill Road Romford RM15

1221,52.125632434,-1.356555656

9999,8

Fields 1004 (Job Number), 1252 (What you are requesting) are mandatory in this message type.

The JO will then respond with a job update with the authorisation details.

Job updates from JR to JO

It is possible for a JR to send an update to a job to the JO, for example to update the JO of an at-scene time or change of destination. This is done using an update message type with the appropriate fields filled in:

```
"9100,MTS-UPD"  
"1001,RAC8786"  
"1004,RACQD16CA563"  
"1005,16/12/13"  
"1007,12:37"  
"1020,16/12/13,12:51"  
"1010,14"  
"9999,7"
```

In this message the JR is updating the JO with an at-scene time denoted by the 1020 and 1010 fields being filled in. Only the 1004 job number field is mandatory in this message type although it's pretty useless if nothing else is filled in!

Job rebooking by a JR

It is possible for a JR to rebook a job with an end customer. If this is done a rebook message should be sent to the JO:

```
"9100, MTS-RBK"  
"1004, IPA0413856987-1"  
"1227, 21/03/13 14:02"  
"1228, 21/03/13 14:32"  
"1231, GT"  
"9999, 5"
```

This message is stating that the JO that the job has been rebooked for between 14:02 and 14:32 for reason code GT (List of codes are in the ANS standards document). The 1004 (Job Number), 1227 (Earliest rebook time), 1228 (latest rebook time) and 1231 (rebook reason code) fields are mandatory in this message type.

Job Completion by a JR

When a job has been completed they 'clear down' the job to the JO. This is done using a clear down message type (CLR):

```
"9100,MTS-CLR"  
"1004,2U4350-2631940"  
"1010,13"  
"1011,25"  
"1008,10:46"  
"1027,11/11/12,10:46"  
"1009,10:58"  
"1031,11/12/16,10:58"  
"1010,21"  
"1011,33"  
"1020,13/11/12,12:46"  
"1032,13/11/12,13:34"  
"1106,83243"  
"1205,GF26,BATTERY FLAT OTHER"  
"1207,FIX17EA,EFFECT REPAIR"  
"1217,GARAGE,CUSTOMER WITH CAR AT GARAGE"  
"1001,3047935"  
"9999,17"
```

The following fields are mandatory in this message type:

1004 (Job Number)
1010 (At scene time elapsed)
1011 (Clear time elapsed)
1009/1031 (Clear time)
1020 (At scene date / time)

If the JO requires a fault code, outcome code and vehicle speedo reading these can be sent in the appropriate fields

Job Invoicing

When a job is invoiced in the JR's system, if the JO's system requires ANS invoicing then an invoice message can be sent in place of a paper copy invoice:

```
"9100,MTS-INV"
```

```
"0000,60-48451"  
"0001,20.00, 31.00"  
"0010, 0.00, 8.00,CLAIM HANDLING FEE  "  
"0013, 39.00"  
"0014, 6.20"  
"0015, 45.20"  
"1000,GB71262575"  
"1001,104369"  
"1003,13/11/12"  
"1004,XX37689"  
"1005,13/11/12"  
"1007,13:55"  
"1008,14:54"  
"1027,13/11/12,14:54"  
"1009,14:42"  
"1010,21"  
"1020,13/11/12,12:46"  
"1217,GARAGE,CUSTOMER WITH CAR AT GARAGE"
```

Each invoice message corresponds to a single invoice for a single job. Mandatory fields for an INV message type are:

0000 (Invoice Number)

1003 (Invoice Date)

1004 (Job Number)

0015 (Invoice Total)

0014 (VAT Amount)

0013 (Invoice Subtotal)

1000 (JO's VAT number)

It is preferable to send back the clear down details again with the invoice message although this may be deprecated in future.

Job Status Point Definitions

Issued (or Technician Notified)

This is when a job has been passed by the job recipient to one of their drivers to carry out the job, or the job has been subcontracted to another operator for completion. It applies whether a job is sent electronically or verbally.

Technician Accepted

This is when the driver has accepted the job electronically on their device (such as a Navman unit or PDA).

On Route

This is triggered when the driver starts to travel to the scene of the breakdown. It's up to the operator as to what happens when the driver is carrying out multiple pickups, but we would expect that the on route would happen in this case when the pickup before the one for the job is finished.

At Scene

The driver has arrived at the scene of the broken down vehicle, this can be triggered electronically or verbally.

Clear (scene)

The driver has finished at the scene of the broken down vehicle and is leaving the scene, either with the vehicle in tow or not in the case of a roadside fix.

Complete

This is when, following a tow from scene the driver drops the vehicle at the final location for the job. If the driver has not towed the broken down vehicle (i.e. has fixed or left at the scene) then we would expect the complete to be carried out at the same time as clear.

Back to Base

This is triggered when a driver returns to their base depot after completing a job.

Industry Standard Symptom Codes

Alarms	
ALARM / IMMOBILISER	Alarm or immobiliser system
Body	
BODY	Vehicle Body
CONVERTIBLE	Roof System fault
NOISE	Noise whilst driving
SEAT BELT	Seat belt fault
SMELL	Unknown smell or fumes
WINDOWS	Window fault
Brakes	
BRAKE NOISE	Brake Pads - noise
BRAKE PEDAL	Brake Hydraulic Failure
HANDBRAKE	Handbrake failure
Charging	
ALTERNATOR	Suspected alternator
DRIVEBELT	Alternator or steering drive belt failure
Coolant	
COOLANT LEAK	Coolant leak
HEAD GASKET	Head Gasket
OVERHEAT	High Temperature or steam
Electrical	
BATTERY	Flat battery
BATTERY LLO	Flat battery - customer confirms left light on
HORN	Horn System
LIGHTS	External light fault
WASHERS WIPERS	Windscreen Washer or Wipers
Engine	
ENGINE	Engine failure
ENGINE NOISE	Noise from engine
ENGINE OIL	Oil leak
SMOKING	Smoke from exhaust
TIMING BELT	Timing belt suspected
TURBO	Turbo
EXHAUST	Exhaust Pipe
Fuel System	
FUEL ACCELERATOR	Accelerator Pedal / Cable
FUEL DIESEL	Fuel - Diesel
FUEL PETROL	Fuel - Petrol
FUEL LEAK	Fuel Leak
MISFUEL PETROL	Misfuel: Diesel in Petrol
MISFUEL DIESEL	Misfuel: Petrol in Diesel
MISFUEL OTHER	Misfuel: other e.g. add blue or water
Gearbox	
AUTO GBOX	Auto Gear Box
CLUTCH	Clutch failure
CLUTCH LINKAGE	Clutch Pedal / cable / hydraulics
GEAR LINKAGE	Gear linkage fault
GEARBOX / DRIVE	Manual Gear Box
DRIVESHAFT	Driveshaft or prop shaft failure - customer verified
Heating	
DEMISTER	Heater blower or demister not working
HV System	
HV CHARGE	Electric vehicle no charge
Ignition	
CUT OUT	Cut out whilst driving
LOP	Engine runs roughly (no warning lights on)
LOP WLO	Engine runs roughly (warning lights on)
STALLING	Engine stalls at tick over
WLO ORANGE	Warning light on ORANGE - customer cannot identify
WLO RED	Warning light on RED - customer cannot identify
Keys / Locks	
KEYS LOCK OUT	Keys - Locked in vehicle
KEYS	Keys - lost by customer or stolen or broken
LOCKS	Locks jammed or cant lock / unlock
Non start	
NON START DOK	Dead on key no lights (not turning over)
NON START TONF	Turning over not firing
Other	
ILLNESS	Driver illness or injury
OTHER	<User Typed symptom can go here>

REPATRIATION	Vehicle repatriation
Steering	
STEERING HEAVY	Steering heavy - power steering not working
STEERING FAILURE	Steering Ball Joints / Bushes
STEERING LOCK	Steering Lock / Ignition Barrel
Suspension	
SUSPENSION	Broken suspension
Trailer	
TRAILER	Fault with trailer or caravan
Wheels	
PUNCTURE	Flat tyre - Spare tyre serviceable
PUNCTURE NS	Flat tyre - Spare tyre not available
PUNCTURE FOAM	Flat tyre - with a Foam kit
PUNCTURE MULTI	Flat tyre - More than one tyre punctured
PUNCTURE BOLTS	Wheel Nuts/Bolts (Lockable) - missing or broken
WHEEL	Wheel adrift or loose
Vehicle Body (Inc. RTA & Damage)	
RTC	Road Traffic Collision
FIRE	Fire Damage
FLOOD	Driven through flood water
STOLEN	Vehicle stolen
STUCK	Car bogged down or ditched
VANDALISED	Vehicle vandalised

Industry Standard Fault Codes

Alarms	
ALA001	Alarm System
ALA002	Alarm System Control Unit
ALA003	Alarm System Remote Control
ALA004	Alarm System Remote Control Miscoded
ALA005	Alarm System Remote Control Battery
ALA006	Alarm/Immobiliser (aftermarket fitted)
ALA007	Immobiliser (Customer error)
ALA008	Immobiliser (Vehicle fault)
ALA009	Transponder - Signal Interference
ALA010	Transponder System Receiver Unit
Body (inc RTA & Damage)	
BOD001	Air Bag System
BOD002	Air Bag Warning Light
BOD003	Battery Retaining Bracket
BOD004	Bonnet / Boot Release
BOD005	Commercial Equipment/Accessories - Other
BOD006	Commercial Winch / Tail Lift
BOD007	Convertible - Power Roof Mechanism
BOD008	Convertible Hood
BOD009	Dashboard Gauges / Lighting
BOD010	Fire Damage
BOD011	Interior Trim / Fitments
BOD012	Jack / Wheel Brace
BOD013	Mirror - External
BOD014	Mirror - Rear View
BOD015	Motorcycle Frame
BOD016	Motorcycle - Kickstart
BOD017	Motorcycle - Mudguard
BOD018	Motorcycle Panniers / Fairing
BOD019	Motorcycle Support Stand
BOD020	Road Traffic Accident

BOD021	Seat Assembly
BOD022	Seat Belt - Front
BOD023	Seat Belt - Rear
BOD024	Spare Wheel Retainer / Carrier
BOD025	Speed Sensor
BOD026	Speedometer
BOD027	Speedometer Cable
BOD028	Stolen / Vandalism
BOD029	Sun Roof System
BOD030	Tailgate
BOD031	Towing Hitch
BOD032	Underpan / Sumpguard
BOD033	Vehicle Body
BOD034	Vehicle Door / Hinges
BOD035	Vehicle Bogged / Ditched (Driveable)
BOD036	Water Damage / Flooded
BOD037	Wheel Liner
BOD038	Window Glass Front
BOD039	Window Glass Rear
BOD040	Window Winder - Electrical/Electronic System
BOD041	Window Winder - Mechanical
BOD042	Windscreen Cleaning System
BOD043	Windscreen Wiper
BOD044	Windscreen Wiper Linkage
Brakes	
BRA001	ABS System
BRA002	ABS System Warning Light / ECU
BRA003	Brake / Load Compensator
BRA004	Brake Back Plate
BRA005	Brake Calliper (Front)
BRA006	Brake Calliper (Rear)
BRA007	Brake Disc (Front)
BRA008	Brake Disc (Rear)
BRA009	Brake Drum (Front)
BRA010	Brake Drum (Rear)
BRA011	Brake Fluid
BRA012	Brake Fluid Warning Switch
BRA013	Brakes Foreign Body Lodged
BRA014	Brake Hose
BRA015	Brake Lever (Motorcycle)
BRA016	Brake Light Relay
BRA017	Brake Light Switch
BRA018	Brake Master Cylinder / Reservoir
BRA019	Brake Pads (Front)
BRA020	Brake Pads (Rear)
BRA021	Brake Pedal
BRA022	Brake Pedal sensor
BRA023	Brake Pipe
BRA024	Brake Rod / Linkage / Cable
BRA025	Brake Servo
BRA026	Brake Shoes (Front)
BRA027	Brake Shoes (Rear)
BRA028	Brake System Vacuum Pump / Belt
BRA029	Brake System Vacuum Hose
BRA030	Brake Wheel Cylinder
BRA031	Electronic Handbrake System
BRA032	Handbrake Cable
BRA033	Handbrake Linkage
BRA034	Handbrake Ratchet And Pawl
BRA035	Handbrake Warning Light
Charging systems	
CHA001	Alternator
CHA002	Alternator / Charging Lamp
CHA003	Alternator / Generator Bearing
CHA004	Alternator / Generator Bracket
CHA005	Alternator / Generator Brushes
CHA006	Alternator / Generator Drive Belt
CHA007	Alternator / Generator Drive Belt Tensioner / Idler
CHA008	Alternator / Generator Earth Strap
CHA009	Alternator / Generator Plug / Connection
CHA010	Alternator / Generator Pulley
CHA011	Charging System Regulator

CHA012	Charging System Relay
CHA013	Generator
CHA014	Split Charging System Relay
Cooling systems	
COO001	Auxiliary Coolant Heater
COO002	Bleed Screw
COO003	Coolant
COO004	Coolant - Air In System
COO005	Coolant Expansion Tank
COO006	Coolant Filler Cap
COO007	Coolant Level Indicator
COO008	Coolant Pipe (Metal)
COO009	Coolant Temperature Sensor
COO010	Cooling Fan
COO011	Cooling Fan - Viscous Coupling
COO012	Cooling Fan Motor
COO013	Cooling Fan Relay
COO014	Cooling Fan Switch
COO015	Core Plug
COO016	Hose Clip
COO017	Hose Heater
COO018	Hose Other
COO019	Hose Radiator
COO020	Radiator
COO021	Radiator Cap
COO022	Radiator Mounting
COO023	Radiator Top Hose
COO024	Temperature Gauge
COO025	Thermostat
COO026	Thermostat Housing
COO027	Water Pump
COO028	Water Pump Drive Belt
COO029	Water Pump Pulley
Electrical systems	
ELE001	Battery - Faulty Car Battery
ELE002	Battery - Faulty Starter Motor Battery
ELE003	Battery - Faulty Auxiliary Power Battery
ELE004	Battery (Replacement Declined)
ELE005	Battery Earth Strap
ELE006	Battery Electrolyte
ELE007	Battery Live Cable
ELE008	Battery Missing / Stolen
ELE009	Battery Terminals
ELE010	Body Control Unit
ELE011	Cam Bus Circuit
ELE012	Cruise Control
ELE013	Earth Strap / Earth Point
ELE014	EKA Code
ELE015	Engine Bay Control Unit
ELE016	Flat Battery (Driver Error)
ELE017	Flat Battery (Vehicle Fault - Alarm)
ELE018	Flat Battery (Vehicle Fault - Car Phone)
ELE019	Flat Battery (Vehicle Fault - Drive Belt)
ELE020	Flat Battery (Vehicle Fault - External Lights)
ELE021	Flat Battery (Vehicle Fault - Interior Lights)
ELE022	Flat Battery (Vehicle Standing)
ELE023	Flat Battery (Vehicle Fault - other)
ELE024	Fuse Box
ELE025	Fuses
ELE026	Fusible Link
ELE027	Hazard Light Flasher Unit / Switch
ELE028	Heated Front Screen System
ELE029	Heated Rear Window System
ELE030	Horn System
ELE031	Ignition Switch Control Unit
ELE032	In Car - Blue tooth
ELE033	In Car - Entertainment System
ELE034	In-Car - Mobile Phone
ELE035	In Car - Satellite Navigation
ELE036	Indicator Flasher Unit
ELE037	Indicator Switch
ELE038	Indicator Wiring

ELE039	Information/Multi-Function Display
ELE040	Light Bulb
ELE041	Lights - Brake
ELE042	Lights - Control Unit
ELE043	Lights - Glove Box
ELE044	Lights - Head
ELE045	Lights - Indicator
ELE046	Lights - Interior
ELE047	Lights - Luggage Compartment
ELE048	Lights - Relay
ELE049	Lights - Side / Tail
ELE050	Lights - Switch
ELE051	Main Relay
ELE052	Motorcycle - Kill Switch
ELE053	Motorcycle Side Stand Switch
ELE054	Multiplug - Engine Bay
ELE055	Multiplug - Luggage Compartment
ELE056	Multiplug - Passenger Compartment
ELE057	Starter Button
ELE058	Starter Motor
ELE059	Starter Motor Relay
ELE060	Starter Motor Solenoid
ELE061	Switches (other)
ELE062	Tow Bar Electrics
ELE063	Warning Light (only)
ELE064	Windscreen Wiper / Washer Switch
ELE065	Windscreen Wiper Motor
ELE066	Wiper Control Unit
ELE067	Wiper Motor Relay
ELE068	Wiring Loom - Accessories
ELE069	Wiring Loom - Alternator
ELE070	Wiring Loom - Lights
ELE071	Wiring Loom - Starter
Engine	
ENG001	Air Intercooler
ENG002	Camshaft
ENG003	Camshaft Pulley
ENG004	Camshaft Sensor
ENG005	Crankshaft / Big Ends
ENG006	Crankshaft Pulley
ENG007	Cylinder Head
ENG008	Cylinder Head Gasket
ENG009	Dip Stick (Engine)
ENG010	Engine
ENG011	Engine Breather
ENG012	Engine Earth Strap
ENG013	Engine Management Warning Light
ENG014	Engine Mounting
ENG015	Engine Noise Unknown Reason
ENG016	Engine Oil
ENG017	Engine Timing Chain
ENG018	Engine Valve Cover Gasket
ENG019	Engine Valve Gear
ENG020	Fly Wheel
ENG021	Fly Wheel Ring Gear
ENG022	Flywheel Sensor
ENG023	Inlet Manifold
ENG024	Oil Cooler
ENG025	Oil Filler Cap
ENG026	Oil Filter
ENG027	Oil Level Sensor
ENG028	Oil Level Warning Light
ENG029	Oil Pipe
ENG030	Oil Pressure Relay
ENG031	Oil Pressure Switch
ENG032	Oil Pump
ENG033	Oil Seals / Gaskets
ENG034	Oil Temperature Sensor
ENG035	Piston / Con Rod
ENG036	Secondary Air Injection Pump
ENG037	Secondary Air Injection Pump Relay
ENG038	Sump

ENG039	Sump Plug
ENG040	Supercharger
ENG041	Timing Belt
ENG042	Timing Belt Tensioner
ENG043	Turbo Charger / Pipes
ENG044	Turbo Pipe(s)
Exhaust	
EXH001	Catalytic Converter
EXH002	Exhaust Bracket
EXH003	Exhaust Gas Recirculation Valve
EXH004	Exhaust Heat Shields
EXH005	Exhaust Manifold / Gasket
EXH006	Exhaust Pipe Centre
EXH007	Exhaust Pipe Front
EXH008	Exhaust Pipe Rear
EXH009	Exhaust Silencer
Fuel systems	
FUE001	Accelerator Pedal
FUE002	Air / Vacuum Pipes
FUE003	Air Filter
FUE004	Air Flow / Mass Meter
FUE005	Air Temperature Sensor
FUE006	Carburettor
FUE007	Carburettor Choke System
FUE008	Carburettor Diaphragm
FUE009	Carburettor Float / Needle Valve
FUE010	Carburettor Jet
FUE011	Carburettor Linkage
FUE012	Charcoal Canister
FUE013	Cold Start Injector
FUE014	Diesel Particulate Filter
FUE015	ECU - Engine Management
FUE016	ESP / Traction Control
FUE017	Fuel - Diesel (low level)
FUE018	Fuel - LPG / OTHER (low level)
FUE019	Fuel - Petrol (low level)
FUE020	Fuel Accumulator
FUE021	Contaminated fuel petrol - NOT MISFUEL Not started
FUE022	Contaminated fuel diesel - NOT MISFUEL Not started
FUE023	Contaminated fuel petrol - NOT MISFUEL Started
FUE024	Contaminated fuel diesel - NOT MISFUEL Started
FUE025	Fuel Cooler
FUE026	Fuel Cut Off Solenoid
FUE027	Fuel Filler Cap
FUE028	Fuel Filler Pipe
FUE029	Fuel Filter
FUE030	Fuel Flap Release Cable
FUE031	Fuel Flooded
FUE032	Fuel Gauge System
FUE033	Fuel Heater
FUE034	Fuel Hose Clip
FUE035	Fuel Inertia Switch
FUE036	Fuel Injection Oxygen Sensor
FUE037	Fuel Injection Pump Ballast Resistor
FUE038	Fuel Lift Pump
FUE039	Fuel Pipes
FUE040	Fuel Pipes - Diesel
FUE041	Fuel Pipes - Diesel Common Rail
FUE042	Fuel Pressure Regulator
FUE043	Fuel Pressure Sensor
FUE044	Fuel Pump - Electrical
FUE045	Fuel Pump - Mechanical
FUE046	Fuel Pump Drive Belt
FUE047	Fuel Pump Relay
FUE048	Fuel Rail
FUE049	Fuel Return Pipes
FUE050	Fuel Tank
FUE051	Fuel Tank Sender Unit
FUE052	Fuel Tap
FUE053	Fuel Temperature Sensor
FUE054	Glow Plug
FUE055	Glow Plug Relay

FUE056	Hand Primer - Diesel
FUE057	Idle Control Stepper Motor
FUE058	Idle Speed Control Valve
FUE059	Injection Pump - Diesel
FUE060	Injection Pump - Petrol
FUE061	Injector Pipe
FUE062	Injectors - Diesel
FUE063	Injectors - Petrol
FUE064	MAP Sensor
FUE065	Misfuel: Diesel in Petrol (Engine not started)
FUE066	Misfuel: Diesel in Petrol (Engine Started)
FUE067	Misfuel: Petrol in Diesel (Engine not started)
FUE068	Misfuel: Petrol in Diesel (Engine Started)
FUE069	Oxygen Sensor
FUE070	Thermo Time Switch
FUE071	Throttle Assembly
FUE072	Throttle Cable
FUE073	Throttle Potentiometer
FUE074	Misfuel: AdBlue in Deisel
FUE075	Misfuel: Adblue in Petrol
Gearbox / transmission systems	
GEA001	Auto Gear Box
GEA002	Auto Gear Box Inhibitor Switch
GEA003	Auto Gear Box Kickdown Control Cable
GEA004	Auto Gear Box Kickdown Switch
GEA005	Auto Gear Box Torque Converter
GEA006	Auto Gear Box Warning Light
GEA007	Clutch
GEA008	Clutch - Electronically Operated
GEA009	Clutch Cable
GEA010	Clutch Fluid
GEA011	Clutch Hydraulic Pipes
GEA012	Clutch Linkage (Gearbox End)
GEA013	Clutch Linkage (Pedal End)
GEA014	Clutch Master Cylinder
GEA015	Clutch Pedal
GEA016	Clutch Pedal Switch
GEA017	Clutch Ratchet / Pawl
GEA018	Clutch Release Arm
GEA019	Clutch Release Bearing
GEA020	Clutch Slave Cylinder
GEA021	Differential (Front)
GEA022	Differential (Rear)
GEA023	Differential Oil
GEA024	Dip Stick (Transmission)
GEA025	Driveshaft
GEA026	Driveshaft CV Joint
GEA027	Driveshaft CV Joint Gaiter
GEA028	ECU - Auto Gear Box
GEA029	ECU - Transmission
GEA030	Electronic Drive Control / Selector
GEA031	Gear Box Oil
GEA032	Gear Box Oil Cooler
GEA033	Gear Lever
GEA034	Gear Linkage
GEA035	Gear Selector Cable
GEA036	Gear Selector Lock
GEA037	Gearbox Mounting
GEA038	Gearbox Sump/Filler Plug
GEA039	Manual Gear Box
GEA040	Motorcycle Chain / Sprocket / Shaft
GEA041	Prop Shaft
GEA042	Sequential Gear Change System
GEA043	Traction Control (ESP) Warning Light
GEA044	Transmission 4X4 Centre Diff - Mechanical
GEA045	Transmission 4X4 Front Diff
GEA046	Transmission 4X4 Rear Diff
GEA047	Transmission 4X4 Transfer Box / Belt
GEA048	Transmission Drive Belt
GEA049	Transmission Programming
GEA050	Transmission Viscous Coupling
GEA051	Universal Joint

Heating System	
HEA001	Auxiliary Heater (Cab/Interior)
HEA002	Heater Controls
HEA003	Heater Matrix
HEA004	Heater Motor System
HV System	
HVT001	HV Battery
HVT002	HV Battery (out of charge)
HVT003	HV Inverter
HVT004	HV Air Conditioning
HVT005	HV Battery Casing
HVT006	HV Battery Air Cooling System
HVT007	HV Battery Liquid Cooling System
HVT008	HV Battery Temperature Sensor
HVT009	HV Cable (usually Orange)
HVT010	HV Charging Cable
HVT011	HV Charging Plug (Vehicle End)
HVT012	HV Charging Plug (Supply End)
HVT013	HV Charging Socket
HVT014	HV Charging Socket Flap
HVT015	HV Electric Drive Motor
HVT016	HV Isolator Switch/Plug
HVT017	HV Power Distribution Unit
HVT018	HV Stage of Charge (SOC) Indicator
HVT019	HV Warning Light - Charging
HVT020	HV Warning Light - Battery
HVT021	HV Warning Light - Motor
HVT022	HV Warning Light - Coolant Temperature
HVT023	HV Warning Light - System (Master Warning)
Ignition	
IGN001	Coil
IGN002	Coil - Cyl 1 from Timing Chain End
IGN003	Coil - Cyl 2 from Timing Chain End
IGN004	Coil - Cyl 3 from Timing Chain End
IGN005	Coil - Cyl 4 from Timing Chain End
IGN006	Coil - Cyl 5 from Timing Chain End
IGN007	Coil - Cyl 6 from Timing Chain End
IGN008	Coil - Individual (All cylinders replaced)
IGN009	Coil Pack
IGN010	Crankshaft Sensor
IGN011	Distributor
IGN012	Distributor Cap
IGN013	Distributor Drive
IGN014	Distributor Rotor Arm
IGN015	ECU Engine Management
IGN016	ECU Ignition System
IGN017	HT Leads
IGN018	Ignition Amplifier
IGN019	Ignition Relay
IGN020	Ignition Reluctor / Hall Sensor
IGN021	Ignition Switch
IGN022	Ignition System Ballast Resistor
IGN023	Ignition System Damp
IGN024	Knock Sensor
IGN025	Points / Condenser
IGN026	Spark Plugs
Keys, Locks & Security	
KEY001	Central Locking
KEY002	Central Locking Control Unit
KEY003	Central Locking Relay
KEY004	Central Locking Remote Control
KEY005	Central Locking Solenoid
KEY006	Central Locking Switches
KEY007	Deadlocks
KEY008	Immobiliser - Control Unit
KEY009	Immobiliser - Electrical
KEY010	Immobiliser - Mechanical
KEY011	Key - Blade
KEY012	Key - Electronic Card
KEY013	Key - Mechanical
KEY014	Key - Transponder
KEY015	Key Card Reader

KEY016	Keys - Locked in Boot/Luggage Compartment
KEY017	Keys - Locked in Engine Compartment
KEY018	Keys - Locked in Passenger Compartment
KEY019	Keys - lost by customer
KEY020	Keys - stolen
KEY021	Lock - Bonnet
KEY022	Lock - Doors
KEY023	Lock - Luggage Compartment
KEY024	Locking Wheel Nut Key
KEY025	Removable Security Locks / Devices
KEY026	Security Locks (aftermarket fitted)
KEY027	Transponder Chip
LGV	
LGV001	LGV contaminated fuel
LGV002	LGV Fridge Fault
LGV003	LGV Mirror
LGV004	LGV Mudguards
LGV005	LGV Nightheter
LGV006	LGV Range Change Fault
LGV007	LGV Suzies
LGV008	LGV Accident
LGV009	LGV Transmission
LGV010	LGV Brakes
LGV011	LGV Exhaust Brake
Other	
OTH001	No Component Identified
OTH002	No fault found with vehicle at time of test
OTH003	No Trace
OTH004	Member Cancelled
OTH005	Vehicle Repatriation (Customer Illness)
OTH006	Vehicle Repatriation (Repaired vehicle)
OTH007	Non motoring service provided
Steering	
STE001	Electric/Electronic Power Steering System
STE002	Motorcycle Steering Head
STE003	Power Steering Oil Cooler
STE004	Power Steering Pulley
STE005	Power Steering Pump - Mechanical
STE006	Power Steering Pump Belt
STE007	Power Steering Pump Belt Tensioner / Idler
STE008	Power Steering Pump Pipes
STE009	Power Steering Rack / Ram
STE010	Power Steering Reservoir / Cap / Indicator
STE011	Power Steering/Hydraulic Fluid
STE012	Steering Ball Joints / Bushes
STE013	Steering Column
STE014	Steering Damper
STE015	Steering Lock / Ignition Barrel
STE016	Steering Rack / Box
STE017	Steering Wheel
Suspension	
SUS001	Active Corner Enhancement
SUS002	Active Suspension System
SUS003	Air Suspension
SUS004	Air Suspension Compressor
SUS005	Air Suspension Drive Belt
SUS006	Air Suspension Drive Belt Tensioner / Idler
SUS007	Air Suspension Pipe
SUS008	Anti-Roll Bar / Bushes
SUS009	Hydraulic Suspension System
SUS010	Motorcycle Forks
SUS011	Motorcycle Swinging Arm
SUS012	Shock Absorber
SUS013	Subframe
SUS014	Suspension - ECU
SUS015	Suspension Height Sensor NSF
SUS016	Suspension Height Sensor OSF
SUS017	Suspension Height Sensor NSR
SUS018	Suspension Height Sensor OSR
SUS019	Suspension Spring Front
SUS020	Suspension Spring Rear
SUS021	Suspension Strut

SUS022	Suspension Wishbone
Trailer & Caravan	
TRA001	Trailer / caravan A Frame
TRA002	Trailer / caravan accident
TRA003	Trailer / caravan axle
TRA004	Trailer / caravan body parts
TRA005	Trailer / caravan electrics
TRA006	Trailer / caravan jockey wheel
TRA007	Trailer / caravan lights
TRA008	Trailer / caravan over run brake
TRA009	Trailer / caravan puncture no spare
TRA010	Trailer / caravan suspension units
TRA011	Trailer / caravan socket / plug
TRA012	Trailer / caravan tow hitch
TRA013	Trailer / caravan wheel bearing
TRA014	Trailer / caravan wheel brakes
TRA015	Trailer / caravan wheel change
Ventilation	
VEN001	Air Conditioning Compressor
VEN002	Air Conditioning Drive Belt
VEN003	Air Conditioning Drive Belt Tensioner / Idler
VEN004	Air Conditioning System
VEN005	Pollen Filter
Wheels	
WHE001	Spare Wheel
WHE002	Stub Axle
WHE003	Tyre
WHE004	Tyre (No spare provided as original equipment)
WHE005	Tyre Pressure Warning System
WHE006	Tyre Valve
WHE007	Tyres (Five or more)
WHE008	Tyres (Four)
WHE009	Tyres (Three)
WHE010	Tyres (Two)
WHE011	Tyres - spare unserviceable
WHE012	Wheel
WHE013	Wheel Bearing Front
WHE014	Wheel Bearing Rear
WHE015	Wheel Hub
WHE016	Wheel Nuts / Bolts / Studs
WHE017	Wheel Nuts/Bolts (Lockable)

Industry Standard Secondary Fault Codes

01	Adjusted
02	Air Ingress
03	Air Leakage
04	Bearing failed
05	Battery - Test Failed
06	Battery - Test Passed
07	Blocked
08	Blown
09	Broken (component)
10	Broken (wire)
11	Burnt
12	Chaffed
13	Chemical Test failed (cylinder head gasket)
14	Collapsed
15	Contaminated (fluid)
16	Contaminated (other)
17	Corroded
18	Cracked
19	Customer Repair Inadequate
20	Damaged
21	Damaged (RTC Insured Incident)
22	Disconnected
23	Driver error (fault caused by customer)
24	Flooded (Fuel)
25	Flooded (Water)
26	Fluid Level Low
27	Frozen

28	Incorrect part fitted
29	Incorrectly fitted part
30	Jammed
31	Leaking / Fluid Loss
32	Left on (driver fault)
33	Left on (vehicle fault)
34	Loose
35	Lost
36	Misfiring
37	Misfuel
38	Missing - part
39	Multi-plug fault
40	Not disarming
41	Not engaging
42	Open Circuit
43	Out of correct fuel
44	Overfilled
45	Poor connection
46	Pressure - High
47	Pressure - Low
48	Punctured
49	Resistance - earth
50	Resistance - High
51	Resistance - Low
52	Seized
53	Shorted out
54	Shredded
55	Slipping
56	Stolen
57	Suspected - further diagnosis required to confirm fault
58	Unroadworthy
59	Unsynchronised
60	Vandalised
61	Vibration
62	Voltage - High
63	Voltage - Low
64	Warning Light Displayed
65	Water Ingress / Damp
66	Worn

Industry Standard Outcome Codes

Repairs	
FIX01	Roadside Repair: By-passed Component
FIX02	Roadside Repair: Battery Replaced
FIX03	Roadside Repair: Replaced Other Component
FIX04	Roadside Repair: Temporary Repair
FIX05	Roadside Repair: Permanent Repair
FIX06	Roadside Repair: Reset to Correct Value/Level
FIX07	Roadside Repair: Re-Filled
FIX08	Roadside Repair: Battery Boosted
FIX09	Roadside Repair: Effect Entry
FIX10	Roadside Repair: Wheel Change
FIX11	Roadside Repair: Reprogrammed/Resynchronised
FIX12	Roadside Repair: Tyre Replacement Service
FIX13	Roadside Repair: Contaminated Fuel Drain
FIX14	Vehicle Mobile & Roadworthy - No Repair Nec'y
FIX15	Winch Vehicle to hard standing
FIX16	Roadside Repair: No Fault found
FIX17	Repaired at contractor workshop (Motoring Organisation to pay)
FIX18	Repaired at contractor workshop (Customer to pay)
FIX19	Roadside Repair feasible customer refused
FIX20	Workshop Repair feasible same day customer refused
Non-Repairs / Recoveries	
TOW01	Customer declined recovery advised no service available
TOW02	Customer requesting deferred recovery accepted under policy
TOW03	Tow to home address
TOW04	Tow to Manufacturer Approved Repairer
TOW05	Tow to independent Garage
TOW06	Tow to Body Repairer
TOW07	Tow to handover point (relay)

TOW08	Tow to other destination
TOW09	Tow to contractor base for redelivery
TOW10	Tow to contractor base for storage
TOW11	Tow to salvage / vehicle dismantler
TOW12	Safety tow
TOW13	Recovery carried out by Motoring Organisation own resource
TOW14	Refused at Delivery Destination
Others	
NS01	Other: No Trace
NS02	Other: Member Cancelled
NS03	Other: Customer not with vehicle
NS04	Not repaired, recovery required
NS05	Customer making own arrangements