

**Submission
No 11**

MOTOR VEHICLE REPAIR INDUSTRY

Name: Name Suppressed

Date Received: 12/02/2014

Submission to Inquiry: Motor vehicle repair industry

Processed submission received 12/02/2014 01:50:01 PM

Person	[REDACTED]
Organisation	
Position	
Address 1	[REDACTED]
Address 2	
Suburb	[REDACTED]
Postcode	[REDACTED]
Phone	[REDACTED]
Fax	
Mob	[REDACTED]
Email	[REDACTED]
Confidentiality	Partially Confidential

[REDACTED] This started 26/1/12- and went to 17/1/14.

Poor quality of repairs done originally, [REDACTED] and required to be redone. [REDACTED] advised taking the car to the assessment centre in [REDACTED]

Constant problems with repairs and repair work needed to be returned to the assessment centre as part of lifetime guarantee on works completed, [REDACTED] continued to advise me that the policy was to send the car back to the repairer, [REDACTED]

After it was stated to change repairers, the Insurer [REDACTED] went against my wishes and sent the car back to the repairer, as 'repairers honour their jobs and fix their mistakes'.

Customer service agents would make regular contact as a formality and provide no real information as to the cars repair progress.

Problems included, scratched window tint, paint sliding off/falling off, window tint not sticking, areas of the car being painted different colours/paint not matching, various thickness of paints, bumps and blemishes in paint, apertures not being painted, over spray on the car.

The insurer had 8 attempts to return the car; each time lasting between weeks to months, at a quality that meets industry standard, on the 8th attempt when the car was returned with significant problems with the repair, [REDACTED] purchased the car.

The claim number changed several times throughout the repair process which made it difficult to follow the process the insurer was undertaking.

On several occasions it was requested that a 'list of works' being completed by the repairer would be provided so upon return of the vehicle each component of repair could have been checked off. That request was never complied with and to this date and total list of works has not been provided.

Throughout the 2 year process I had several 'specialist panel beaters' supervise the progress of the car and give me phone information, at the time of inspection/collection my contact agents were sick or on annual leave, the process in place does not ensure cars are returned in their pre accident condition.