

MOTOR VEHICLE REPAIR INDUSTRY

Organisation: [REDACTED]

Name: [REDACTED]

Position: [REDACTED]

Date Received: [REDACTED]

Confidential

[REDACTED]

[REDACTED]

The Committee Manager
Select Committee on the motor Vehicle repair Industry
Parliament House
Macquarie Street
Sydney NSW 2000

RE: Submission to the NSW Government inquiry for Smash Repairers and Insurance Industry.

[REDACTED]

1/ When the consumer makes a claim they are asked to take their Vehicle to their assessment centre this inconvenience the consumer, not in just having to drive to a centre kilometers away from their home but also in risk of driving a vehicle with a mechanical defects putting the consumer at risk. This procedure only benefiting the insurer to have the opportunity to source cheap repairs or farm the work to their repair shop, in many cases without the consent of the consumer. [REDACTED]

[REDACTED]

I believe the repairs on Vehicles through [REDACTED] are below standard and paint work carried out is not to manufactures paint specifications. Most of the Vehicle painting are not stripped from their fittings and panels are blended without the full panel being painted this operation will find bad paint blemishes in the distance future, giving the consumer a lower standard of repair and affecting the vehicles resale price. These [REDACTED] Repair facilities were introduced for light and minor repairs not structural. [REDACTED]

[REDACTED]

There has been number of rectifications from this high volume heavy repair facility, [REDACTED]

4/ [REDACTED] after market policy on parts [REDACTED] always had a strong policy and penalties on using aftermarket and inferior parts.

Now [REDACTED] has purchased a company called [REDACTED] that manufactures aftermarket parts.

[REDACTED] will be providing these parts to all their repairs facilities and preferred repairers. Once again the consumer will be affected with a low

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

standard and unsafe repair. As well as the local parts dealer and vehicle manufacturers going to the wall with thousands of Australians losing their jobs. These parts do not comply nor meet manufactures standard or specifications in cosmetic and safety.

5/ [REDACTED]

Those Insurances are promoting their preferred repairers which most of these shops are working on fixed prices in return are given high volume.

This system is also breeding a high volume of rectification and substandard repairs in poor cosmetic and safe repairs.

Those Insurance claims operators promote their repair model to consumers giving them false information and inducement to the consumer to steer them away from a non [REDACTED] contracted work shop. In most cases offering a free vacuum, wash or Taxi fare to and from their preferred workshops and stating that the repairs will be started straight away with no delays to the claim, with a life time warranty.

As per the code of conduct it is written that all warranties are across the board with the repairers not just preferred repairers.

[REDACTED] has lost approximately 4-5 jobs insured with [REDACTED] per week by their claims operators steering.

6/ conclusion

Most insurance companies are directing work to repairers for cost only factors.


As many insurance companies are not measuring repair quantities in cosmetic are safe structural procedures (putting consumers at risk)

In my opinion the following must be enforced as law and the NSW code of conduct taken serious.

a/ Assessor's accreditation and licensing and penalties must apply when unsafe procedures are practices on repairs (taking responsibilities).

b/ Assessor and repairer's to have up to date training in manufacturers repair procedures (i-car training)

c/ Independent assessors to be used in all insurance claims not just 3party recoveries.



d/ All tradesman to have current yearly licensing.

e/ Vehicle spot checks on structural repairs with all repairs, having manufacturers procedures and photos of the repair stages and signed off from the trades person and workshop manager.

f/ Workshop ranking in different vehicle manufacturing (prestige).

g/ Insurance companies not to be permitted in opening or part ownership of workshops, As in some states in the USA. (conflict of interest)

h/ Insurance companies not to offer inducements to steer consumers from their choice of repairer.

i/ All Insurance companies to offer the consumer repairer choice in their policy.