



AUSTRALIAN HEAVY VEHICLE REPAIRERS ASSOCIATION

Ensuring Quality, Service and Safety

17 July 2018

AHVRA Member Update – July 2018

Dear AHVRA Member,

Please find herewith your July 2018 AHVRA update.

AHVRA Website

Proceeding from the previous consensus by the Executive Committee to ensure the AHVRA standalone website was re-established, MTA NSW have covered the expense of the new domain name. AHVRA will cover the expense of some redevelopment requests put forward by the Executive Committee.

All updates have been sent to the Website Development Company. There are some Partner Suppliers who we were waiting for their logos to be provided in the required format.

It is expected the site will be ready to launch within a fortnight.

CHASSIS REPLACEMENT & THE CURRENT INABILITY TO USE ORIGINAL VIN NUMBERS

The issue of replacing the VIN numbers on new chassis and cabs, with the original numbers, is an ongoing problem.

Isuzu had stated that they were not going to release stickers in the future. After discussion with the company they (Isuzu) agreed to supply stickers with the original numbers.

It has now come to our attention that they have discontinued the above and will only supply a letter advising that the vehicle is under Australian compliance.

We are again faced with vehicles being written off due to a potentially greatly reduced value and an insurer not wanting future claims against them. This is disappointing after much work has been done and an assurance that sticker labels with original VIN numbers would be available.

Isuzu have been contacted to clarify the above issue of releasing stickers with original VIN / Chassis numbers, the answer at this time is no.

NOTE: AHVRA has received a letter from Insurers (NRMA / IAG) supporting AHVRA's position on replacing the original VIN Numbers on new chassis. The letter was addressed to Minister Pavey, Minister for Roads and Maritime and has been delivered to the Minister; we expect a reply in the near future.

CLARIFICATION OF REPAIRER LIABILITY

When certain work is deemed necessary by a repairer but disallowed by an assessor/ insurance company the question has arisen of who is held liable when a future incident occurs and a claim is made which could involve many millions.

To clarify this potentially dangerous situation, the Association has appointed solicitors to prepare letters relating to the indemnity liability of repairers.



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WOHVR REPORT

Last month the committee attended a meeting with Transport for NSW engagement session with heavy vehicle industry and government to discuss the new laws implementing the Written Off Heavy Vehicle Register (WOHVR).

The WOHVR will:

- Improve road safety by preventing poorly repaired and unsafe heavy vehicles from being re-registered and used on NSW roads;
- Improve consumer protection by providing the public with information about written – off heavy vehicles ; and
- Combat heavy vehicle theft, rebirthing and related crime.

The sessions provided an opportunity for participants to review and provide feedback on the draft policy and consultation regulation and engage with Transport for NSW about how the new WOHVR scheme will work with heavy vehicle body repair business's.

A National damage assessment criteria for the classification of a heavy vehicle statutory write_ off has been developed by an expert reference group .A technical guide to consistently identify and appropriately classify heavy vehicle write offs is expected to be published shortly .

It is expected the WOHVR reforms will be introduced later this year.

Media Release

Media Releases are being prepared and will be released closer to the implementation date for the explanation and education of Allied trades i.e. Mechanical Repairers', Dealers, Fleet owners / operators etc., businesses in the motor repair industry who will be affected by the impact of the implementation of the WOHVR.

The WOHVR will affect interstate businesses and steps will be taken to address this with Members and their various State Trade Associations to hasten implementation in their respective states.

It should be noted there is still scope for further revision of the WOHVR regarding 3.5 tonne vehicles which are currently considered as a light vehicle under current legislation. At present 3.5 tonne vehicles are considered a Statutory Write Off under the light vehicles legislation, this must be changed in the future to stop the unnecessary writing off and inherent loss of writing off these vehicles. Steps will be taken to have this changed at a later stage.

Current Vehicle Repairers Licence

The current Motor Vehicle Body Repairer's license (car shop) provides authorisation to repair Heavy Vehicles such as a 50 tonne truck or trailer etc. all be it without the necessary qualifications, training or equipment, the situation is being addressed and Government Departments are aware of this most serious anomaly.



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PARTNER SPONSOR/ SUPPLIERS UPDATE

We are pleased to announce that Valspar are welcomed as a Platinum Sponsor and Superior Radiator Service as a Supplier, a very warm welcome and we look forward to a firm prosperous relationship.

Please find list below of supplier / sponsors who support your Association.

All Members are asked to support the companies that support you.

Sponsors:	Suppliers:
Global Transport	Moore Truck Parts
Adtrans NSW Group	City Hino
PartsCheck	Autoliner Australia
PPG	J & J Auto Air
Axalta	Aerobolt
O'Brien Glass	Sydney Truck & Machinery Centre
Gilbert & Roach	O'Neills Heavy Towing & Salvage
Wurth Australia	Hydrosteer
Valspar	Complete Steering Australia

NEW MEMBERS/ SPONSOR/ SUPPLIERS

Members are asked to advise of any potential suppliers, sponsors who may be considered as a future valued partner. Please advise Kelly at head office.



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REVISION OF AHVRA REPAIRER CRITERIA

Members please note the Criteria has been revised to comply with current standards. The revised criteria will be available on the Members page on the new soon to be released AHVRA Website.

Competency for Heavy Vehicle Repairers

Members note currently the Department of Fair Trading does not make a differentiation between light and heavy vehicle body repairers.

There are thousands of new Heavy Vehicles coming on our roads every year, including some 11 000 of the smaller type and a great many Heavy Trucks plus trailers. A large number are believed to not be repaired to industry standards, potentially causing great danger to the operators and the public.

There is a unique skill set required for Heavy Vehicle Body Repairer's and it is recognized that these qualifications must be introduced and strictly adhered to as a requirement to perform body and chassis repairs on Heavy Vehicles.

Investigation is in train as to which Government Department is to be re approached.

The above needs to be a VET recognised qualification, with relevant Units of Competence which are compulsory. It needs to be added to the Regulation that a heavy vehicle body repairer must have these qualifications to work on a heavy vehicle (4.5 tonnes or over at present). Our Divisional Manager Brenton highlighted the need to address this and will speak with the relevant Government Department. This also will need discussion with Fair Trading for inclusion in the Motor Dealer and Repairers Legislation and Regulations.

When the above was raised with Transport for NSW they said the matter is not in their portfolio but would be something to be addressed by the Department of Fair Trading.

This will be attended to as soon as possible with the view to introducing Units of Competency for Heavy Vehicle Body Repairer.

PRESENTATION TO INSURANCE COMPANIES AND THE INSTITUTE OF LOSS ASSESSORS, REGARDING THE IMPLICATIONS OF THE WOHVR AND WORKING TOGETHER FOR MUTUAL BENEFIT

Preparation on the presentation is under way as this is only a couple of months away and will be implemented as soon as practicable.



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AHVRA CONFERENCE 2018

A conference is proposed for later this year, notification will be forthcoming as soon as firm venue, dates etc. are finalised.

PARTS MARGINS VOLVO/ SCANIA

Some major suppliers are not allowing what industry regards as a fair discount, this needs to be revisited and is a manufacturers issue and are not taking responsibility for it. It was agreed to revisit at a later date.

GENERAL BUSINESS

An issue has been brought to our attention concerning Marine Insurance. The situation is that Marine Insurance pay the customer/ owner rather than the repair business, The customer states he thought the money received was for them and is not happy to pass onto the business; this creates an unpleasant situation where a repairer has to try to recover their money.

Any repairer who has experienced the above situation please advise us ASAP as we will try work to have this rectified in the future.

Until next time...

Yours sincerely,

**Richard Nathan, Chairman
Australian Heavy Vehicle Repairers Association
Phone: 02 9016 9036 | Email: ahvra@mtansw.com.au**



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Sponsor / Supplier Additions

IS YOUR REPAIR FACILITY FUTURE PROOF?

Sustainability within the vehicle repair industry is key but it is more than just about being green.

Keeping up with staff training, developing forward-thinking business strategies, investing in new equipment, tools and processes to increase efficiency and looking to reduce waste and energy usage will strengthen business' position in the market place, whilst helping to future proof our industry. The team at **Axalta Services** works with customers on improvement measures and productivity goals for a sustainable future.

For a FREE Sustainability Audit of your business call Axalta on 1800 292 582 or email:
axalta-information@axaltacs.com

AXALTA COATING SYSTEMS

Sustainability

IS YOUR REPAIR FACILITY FUTURE PROOF?

Axalta Services works with repairers on improvement measures to enhance business efficiency and productivity goals for a sustainable future.

Call Axalta Services today for a **FREE** Sustainability Audit of your business.

1800 292 582
www.axalta.com.au/AxaltaServices

AXALTA



Interview with PartsCheck owner David Taylor

PartsCheck is an automotive software program that saves you hours each week sourcing parts, entering data and tracking orders. It has been in operation since 2010 and was created to help repair businesses streamline their part sourcing process. Co-founder and owner David Taylor shared to AHVRA some insights on how PartsCheck became a game changer in automotive repair industry.

Can you tell us a little about your background?

I began my career by starting an apprenticeship as a spray painter at a repair shop when I was 15. I gained experience at other various repair businesses before going back to look after the paint division as a contractor at the first shop. I then went on to buy the business, and then 3 other repair shops around Brisbane over the following years.

How did you come up with the concept for PartsCheck?

PartsCheck was a concept I developed for my own workshops to try and find a more efficient way to source parts. I was growing the businesses and needed a tool to try and keep staff costs at a minimum while I was consolidating. I feel this is really the essence of the business and why so many businesses have taken to it. Busy repair shops feel they need more staff to cover the workload, PartsCheck was conceived to make the workload easier while making profit margins higher.

What were some of the challenges when you first started?

I was out of my depth at the start as it was a totally different industry to be getting into. A software company is extremely different to a smash repair shop, so it was a brand new experience for me. The hardest challenge at the start was knowing where to start. It was like the 'chicken or the egg' situation, which comes first? Do we contact the suppliers first when there were no repairers signed up, or do we contact the repairers knowing that we still had to grow the suppliers for them. Personally I had to grow as well. I started doing public speaking and had to learn how to sell the product which was something I had never done before.

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Can you share some of the successes?

Just believing in myself and the product. A lot of naysayers said it wouldn't work, this only drove me harder to succeed and prove them wrong. I knew it was a great program and it would help other businesses as much as it helped me. Over the years it has grown to become a thriving business that helps repairers and suppliers Australia-wide on a daily basis.

What are some common misconceptions about PartsCheck?

A lot of people think we are an online platform to source cheap parts. This is not our business model. We are all about creating a fluent process for repairers to get quotes and order off their preferred suppliers and organise their workload around when the parts will be delivered.

Where do you see PartsCheck in 5 years time?

To remain the number one part sourcing platform for the collision repair industry. PartsCheck has seen a significant increase in the number of mechanical businesses registering so we will be focusing on growing this area as well. There are also plans to move into consumables, making it even more efficient for repairers and mechanics to source parts from one centralised location. With this growth our support team will also have to grow. I would like to see extra offices around Australia so we can provide more onsite training to businesses. We offer free ongoing training with all businesses, the more we can help in the industry the better.

PartsCheck is a free service for repairers and their truck supplier network is growing on a weekly basis. If you would like to register, simply visit: <http://www.partscheck.com.au> or call 07 3376 9474.



HYDROSTEER TECHNICAL TIPS

PH 1300 010 338

How to check the adjustment of your steering gear plungers

Checking the adjustment of your steering gear plungers could not be simpler. Begin with the engine running at an idle with the steering wheels on the ground, i.e. normal road conditions. Get someone else to turn the steering wheel full lock first to the right, once full lock is reached have them maintain a slight pressure on the steering wheel, so the system is held in position.

While the steering wheel is at full lock to the right measure the gap at the right axle lock stop, it should be 3mm or 1/8", if it is any more you are losing valuable lock, any less you risk all of the problems we discussed in Part 1. Once complete, repeat the process for the left-hand lock stop.



Lock Stop or Axe Stop Clearance Courtesy HFB70 Service Manual

A handy hint is to have a 3mm or 1/8" gauge made up (think thick feeler gauge), if you can insert the gauge into the gap without it being able to rattle then the system is correctly adjusted, if you can rattle the gauge you should adjust the plungers to achieve more lock. If you can't insert the gauge at all you have less than 3mm gap and should adjust the plungers to prevent damage to your power steering system.

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How to adjust Incorrectly Adjusted Steering Gear Plungers

There are two main types of steering gear plungers, manual and automatic plungers. Both automatic and manual steering gear plungers can become incorrectly adjusted. Automatic plungers are a whole story in themselves which we will leave to another article.

When adjusting manual plungers, the first challenge is to identify which plunger is active on RH lock and which is active on LH lock. First measure and record the lock stop gap for both Left Hand Lock and Right-Hand.

Lock following the method used earlier to check if you needed to adjust at all (ideally record it when you checked).



Once you have taken the measurement pick one plunger (pick the one which needs adjusting), adjust it in 4-5 turns and re-measure both LH and RH lock stop clearance's, the lock with a different clearance relates to the plunger you have changed.

Continue to adjust the plungers, checking the lock stop clearance until a lock stop gap of 3mm or 1/8" exists. Repeat the process with the other plunger and the remaining lock stop gap. Always complete these measurements with the engine running at idle and a slight pressure on the steering wheel to keep the system on the relevant lock stop. The result will be a vehicle with maximum LH and RH steering lock, minimum chance of a pump which regularly goes into relief, and minimum chance of mechanical damage to steering system components. This will reduce unplanned maintenance and wear and tear on your vehicle.

For all steering enquiries please call 1300 010 338 or visit www.hydrosteer.com.au