



AUSTRALIAN HEAVY VEHICLE REPAIRERS ASSOCIATION

Ensuring Quality, Service and Safety

AHVRA Member Update

June 2017

Dear AHVRA Member,

Please find your June AHVRA update below;

2017 AHVRA Meet & Greet

A most successful evening was held, coinciding with the opening day of the Brisbane Truck Show, for the AHVRA Meet and Greet. It was well attended by Repairers, Sponsors and Suppliers, NTI Insurance (Australia's largest Heavy Vehicle and Trailer Insurer) was also represented, and contributed very generously to the evening's expenses. All members who have commented on the event have relayed what a great night it was and that the Networking was invaluable.

Further to the above it was great to see our Senior Manager – Divisional Services, Brenton Daniel in attendance. He contributed greatly to the success of the event along with Heidi Venzlauskas, the Divisional Services Assistant who organised the venue and function.

Suncorp Issue

Suncorp issues are still being reported; slow assessments, additional items being verbally allowed then refused, unreasonable adjustments made by assessors with further adjustments then being made by their superiors and cutting out mark-ups on sublet items.

It is strongly recommended that repairers **do not continue work until a written authority for any additional work and agreement on mark-ups has been received**. Owners may have to be notified of any delays by the Insurer who they may like to contact.

Mitsubishi Commercial

Members should note that Mitsubishi Commercial have dropped their discount from 20% – 25% to as low as 11%, this will have a large effect on profitability and could reflect in higher labour rates being required to compensate.

Code of Conduct

The Code of Conduct now has a dispute resolution process that can be accessed if mediation fails to resolve a dispute. The CAC has agreed on Expert Determination over an Arbitration process. The process involves written submissions being considered by an independent expert who has knowledge of the repair industry. The result of an expert determination will be published on the Code website with identifiers of the applicant and respondent removed.

Written Off Vehicle Register (WOVR)

I am pleased to report that your committee has held several meetings over recent weeks culminating with a very successful meeting with the Minister for Transport, Melinda Pavey, who was shocked by the inaction to date and vowed to act. The very next day she attended a meeting with the Transport and Infrastructure Committee and convinced them to proceed with a WOVR for Heavy Vehicles.



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Further the Minister was on the Ray Hadley Radio show Thursday the 25th of May and made the statement that the WOVV will be in place by the end of this year!

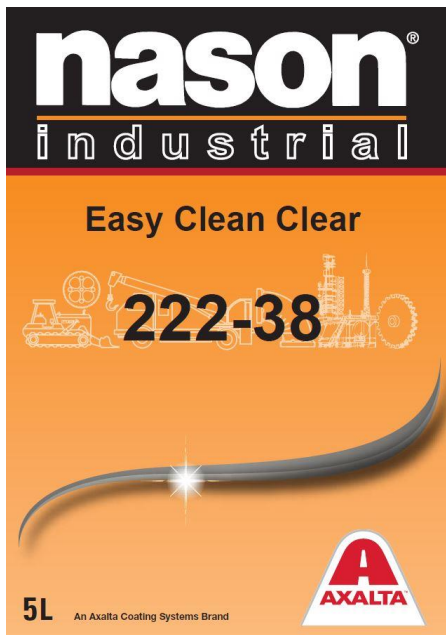
The Committee met with Transport NSW last week to plan the next steps, the meeting went well with a statement made to attendees that legislation will be passed this year and a request for the AHVRA committee to provide a draft criteria to determine what constitutes a statutory written off heavy vehicle. We are finalising this and are attempting to keep it simple. We plan to meet again in the near future and will keep you informed as further progress is made.

IGAG Repair Authority

Some members have received the document "Repair Authority ---Terms of Authority" from IAG. While the document appears to be specific to the car repair industry, after discussions with IAG we have been advised IAG do not see the necessity to have a separate document. We have been advised that discussions should be held with individual repairers' area supervisors regarding sublets (or any other area of issue) if any issues arise applicable to the heavy vehicle sector.

We do not anticipate any issues as the above was discussed and agreed with Bill Blackhall some time ago. Please bring to our attention if issues arise.

Sponsor / Supplier Additions



NEW! Easy Clean Clear – Axalta

Axalta's new Easy Clean Clear is designed for easy cleaning and is ideal for CV and Industrial applications.

With its outstanding surface repellency and low dirt pick up, it can be used for a variety of internal and external applications.

Easy Clean clear also demonstrates Anti-Graffiti behaviour, with minimised graffiti ghosting.

Available in a 5L pack size from your local Axalta distributor.

Until next time...

Yours sincerely,

Richard Nathan, Chairman

Australian Heavy Vehicle Repairers Association

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