

BULLETIN

All Members



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Access to Repair & Service Information

Dear Member

ACCC seeking urgent information on barriers to access of repair and services information

The ACCC investigation into the actual problems small repairers experience in accessing repair and service information has revealed evidence of businesses unable to complete simple repair tasks due to the design of technology and/or unavailability of codes to reinitialise components. This evidence of actual examples experienced by industry is valuable in gaining insight into the extent of the problem. The ACCC is now calling on industry to provide more information that will be used to guide their findings and recommendations. This investigation is vital to getting change for the independent repairer.

Your examples of barriers to access are urgently required

To achieve a workable industry outcome, the ACCC needs to have enough information to understand the extent of real barriers faced by industry. For this reason, we are urging you take some time to provide examples of where you had been denied access to repair information that prevents you from servicing your customer vehicles.

The type of information that will be useful includes:

1. What is the repair/ service information or car part and what was the barrier to its access? (include the reason for the barrier e.g. costly, time consuming, unreliable information, bureaucratic)
2. What reasons had the manufacturer/ dealer or other party given for the barrier? In your opinion was this reason justified, and why?
3. What are the impacts of these barriers on your business? (e.g. ability to compete, to repair, to supply parts, impact on the cost of servicing, delays) Can you provide detail on what this barrier cost you?
4. What impact does the barrier have on consumers? What are those impacts and can they be quantified?
5. Are you aware if the barriers in Australia do not apply in other countries?

Some examples so far

Some examples so far that we have gathered include:

- Turning customers away because the information cannot be accessed in any way
- Investment into expensive diagnostic tools, but unable to initialise the electronic control module
- Repairing indicator switches but unable to program into the vehicle

How do I feed my examples to the ACCC?

To provide this information which VACC will collate for the response to the ACCC, please go to the [MTAA Portal here](#) or enter the portal from the VACC/ TACC website.

If you would like to write to the ACCC direct on this investigation, the ACCC is accepting email submissions until 28 February 2017 via newcars@acc.gov.au

Any contribution you have on this issue is beneficial, if you cannot feed the information through the portal but would like to help, please contact John Khoury.

Regards

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