

BULLETIN

All Members



Reference No: AM18-16

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Access to repair information reporting portal

Dear Member

The Australian Competition and Consumer Commission (ACCC) is commencing a market study into the new car retailing industry in Australia.

The study will focus on competition and consumer issues that may be present in the industry. The study includes whether consumers and businesses could be affected by any restrictions on access to repair data. TACC & VACC members are encouraged to report issues surrounding accessing any type of technical information via the VACC website. To report an issue, click [here](#) and you will be directed to the national portal.

This portal has been established to enable VACC members to raise concerns for potential follow up action by ACCC. If a concern is raised through this Portal about access to repair information, then this is a matter that would be attended to under the National Agreement for Access to Repair Information. ([learn more about the National Agreement also known as the Voluntary Code of Practice](#))

Please feel free to contact me if you wish to discuss or for further assistance.

Kind regards

John Khoury

Industry Policy Adviser

Industrial Relations, Policy and Engagement

VACC

Level 7 | 464 St Kilda Road | Melbourne Vic 3004

P: 03 9829 1153 | M: 0412 510 108 | W: vacc.com.au