

## **New Guide on non-genuine parts usage - Essential information for collision repairers**

Dear Member

We are pleased to provide you with a crucial new resource developed by the Motor Trades Association of Australia (MTAA) and the Australian Motor Body Repairers Association (AMBRA) in collaboration with HWLE Lawyers.

This guide, titled "Using Non-Genuine Parts: Legal Rights & Risks for Collision Repairers," addresses the ongoing challenges our industry faces regarding insurer demands for non-genuine parts usage.

### **Key Points from the Guide:**

1. **Legal Rights and Risks:** The guide outlines your legal rights and potential risks when using non-genuine parts in repairs.
2. **Step-by-Step Approach:** It provides a structured process for handling insurer requests for non-genuine parts, including:
  - Reviewing agreements and Product Disclosure Statements
  - Assessing safety and quality risks
  - Considering legal and financial implications
  - Communicating effectively with insurers and customers
3. **Protecting Your Business:** The guide emphasizes the importance of maintaining high ethical standards and upholding manufacturer specifications.
4. **Dispute Resolution:** Information on handling disputes with insurers is included, referencing the Motor Vehicle Insurance and Repair Industry Code of Conduct.
5. **Professional Advice:** The guide stresses the value of your expertise as a repairer and encourages standing firm on quality and safety standards.

This resource is designed to empower you in navigating the complex landscape of insurance demands. It's the first in a series that will address various challenges faced by our industry.

We strongly recommend that you review this guide thoroughly and keep it as a reference for future situations involving non-genuine parts requests.

The guide is [attached](#) to this email for your immediate use.

The MTAA Media Release can be found [here](#).

If you have any questions or need further clarification on the contents of the guide, please don't hesitate to contact us.

Thank you for your commitment to maintaining the highest standards in our industry.

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