

REPAIRCERT NZ UPDATE

Supporting New Zealand's Repair Certification Industry



UPDATE No. 21 | 22/05/2023

RepairCert NZ Roadshow for Repair Certifiers

RepairCert NZ are on the road again, heading around New Zealand in late July/early August to catch up with Repair Certifiers. The priority for this Roadshow is to unravel some of the mysteries around ADAS, in addition to seeking feedback on the File Review Implementation Plan and proposed Repair Certification Manual.

We want to ensure we're doing everything we can to make the repair certification system work for the people that use it - Repair Certifiers, industry, and the public.

Confirmed dates are below, and once venues have been decided, we will send out a booking form to find out numbers for seating and catering, etc., (lunch, morning tea, and afternoon tea will be provided). ▶

CHRISTCHURCH (Area Covered: South Island)

Date: Thursday, 27 July | **Time:** 8.30am - 5.00pm | **Venue:** TBA

PALMERSTON NORTH (Area Covered: Lower North Island)

Date: Monday, 31 July | **Time:** 8.30am - 5.00pm | **Venue:** TBA

HAMILTON (Area Covered: Bay of Plenty, Waikato, South Auckland)

Date: Wednesday, 2 August | **Time:** 8.30am - 5.00pm | **Venue:** TBA

NORTH AUCKLAND (Area Covered: North/West Auckland, Northland)

Date: Thursday, 3 August | **Time:** 8.30am - 5.00pm | **Venue:** TBA

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 visit www.repaircert.nz

The intended topics for training and discussion are as below:

MORNING

Basic Repair Certification Principles

- Photographs.
- Documents.
- 3D Measuring.
- LT307/LT308.
- PPSR.
- SharePoint training video.
- Importance of reading the information provided by RepairCert NZ.
- Repair Certifiers work as a team - poaching customers is a no go.

Discuss Outcomes Expected by the Repair Rule vs Outcomes being Experienced by the Public

File Review Implementation Plan

- Why it is necessary.
- What we've learned from carrying out File Reviews.
- What a good Repair Certification File looks like.
- Seek feedback on how we can achieve this together.

Proposed Repair Certification Manual

New GRIF Document System

Discuss Repair Certification of Pre-1990 Vehicles

Explain the Proposed Requirements for Water-damaged Vehicles

AFTERNOON

ADAS

Tony Richards from ADAS Specialists is coming with us, and will be speaking in the afternoon (Tony spoke at the RepairCert NZ Technical Support Group Meeting earlier this year), he's a great guy, easy to listen to and talk with, and very knowledgeable).

Tony will cover:

- The implications of ADAS not functioning correctly.
- What's involved in ADAS scanning and calibration.

And

- Seek feedback from Repair Certifiers on their experiences.
- Provide answers to any questions Repair Certifiers may have. ■



File Reviews

Why Repair Certifiers Should ALWAYS Procure Auction House Photos

It's certainly nothing new, but in many of our communications and discussions with Repair Certifiers, a recurring issue that comes to light is one where repair instructions have been issued for a damaged insurance write-off or de-registered vehicle, without the Repair Certifier first establishing its original condition.

Determining the original condition of written off vehicles (especially statutory write-offs from Australia), can be very challenging for a Repair Certifier, as often these vehicles have been 'doctored' (repaired or partially repaired) prior to their arrival in New Zealand - or in the case of New Zealand de-registered write-offs, before being presented to a Repair Certifier. ►

Making it even more difficult for a Repair Certifier, is the fact that in many instances, the damaged vehicle's documentation lacks a detailed damage description that would help identify the extent, type of damage, and/or reasons why the vehicle was de-registered or written off.

For a Repair Certifier to exercise due diligence, auction and/or insurance company images of the vehicle's original condition should be obtained (and recorded) to enable the Repair Certifier to fully identify the extent and type of damage before issuing appropriate repair instructions.



Failure to 'do your homework' can have far-reaching consequences, such as the Repair Certifier having to carry out a reinspection, or worse still, having to tell the owner(s) the vehicle will not be able to be put on the road without substantial, additional costs being incurred - as highlighted in Example 1 below.

Example 1: 2017 VW Tiguan



A Repair Certifier was overseeing the repair certification of a hail damaged vehicle imported from Australia. The initial inspection and single auction house photo showing only the front of the vehicle, determined that roof skin replacement and conventional repairs to both cant rails, were required. The Repair Certifier was well aware that the damage descriptions of many Australian statutory write-offs are misrepresented, and often involve deceptive practices and fraudulent behaviour. Therefore, the Repair Certifier insisted that more auction house photos were needed to clarify and confirm the extent of the damage. Those additional photos clearly showed the vehicle had been sitting in an open salvage yard in Australia - with a smashed rear screen.

With this information to hand, the vehicle is now classified as water damaged, which necessitates the replacement of (or repairs to) a substantial number of safety and electrical components as required by the *Light vehicle repair certification VIRM (General Repairs, Water damage, Tables and images, Table 9-1-1, Water damaged vehicle safety related components)*, before it can be considered safe and compliant. As we are all well aware, the costs associated with following the requirements of Table 9-1-1 are significant, and may now make this vehicle uneconomical to repair.

In Example 2 below, obtaining the auction house photos prior to the Repair Certifier issuing any repair instructions proved to be of huge benefit.

Example 2: 2020 Mercedes Benz GLC



This vehicle was presented to the Repair Certifier as a New Zealand de-registered insurance write-off with significant frontal damage (including suspension). The Repair Certifier's suspicions were aroused regarding the original condition of the vehicle, by the fact that there were no SRS/Airbag deployments, when experience would suggest that these would have activated after a frontal impact of this severity.

Before issuing any repair instructions, the Repair Certifier acquired auction house photos of the vehicle in its original damaged condition, which clearly showed airbag and pretensioner deployments - confirming the Repair Certifier's suspicions.

When looking to carry out repair certifications on vehicles that have little or no historical background information/ images available to identify the original damaged condition, Repair Certifiers should be pessimistic about the accuracy of any information provided by vehicle owners. ►

Some issues for Repair Certifiers to be aware of can include:

- partially completed repairs, where vehicles still display some unrepaired damage in the hope that the (typically) more significant pre-repaired damage will be overlooked; and
- temporary repairs to suspension and steering components to mobilise vehicles so they can be driven onto ships (to reduce shipping costs).

In the first instance, it's up to the vehicle owner to provide as much background information and history on the vehicle as possible - from that, a 'picture' can be created of how the information provided compares with the initial inspection.

If there are any discrepancies or doubt regarding the accuracy of owner-supplied information, the Repair Certifier should look to carry out their own investigations and research - and not proceed with the repair certification, if they are not satisfied that the information they have received regarding the vehicle's history is correct. ■



RECOMMENDATION

It is strongly recommended by RepairCert NZ and Waka Kotahi that you obtain auction house photos, or ask the owner to provide them.



TSG

Technical Support Group



In RepairCert NZ Update #20, the Technical Support Group (TSG) Members expert opinions and detailed comments proved to be very beneficial in the development of a list of clear and concise guidelines for all Repair Certifiers to be able to refer to when repairing vehicles outside of a manufacturer approved network.

In this third TSG inquiry, RepairCert NZ was seeking the members' thoughts on the repairability of some underbody damage on a 2013 Toyota Prius C. Once again, the responses received from the members were very detailed and diverse - and in this instance, so much so, that a clear consensus could not be reached from the initial replies received.

TSG IN00003 Prius C Floor Damage

Background

The Repair Certifier of this vehicle approached Repaircert NZ seeking guidance on a 'best practice' repair process for a crushed and torn centre floor brace on a 2013 Toyota Prius C hybrid. ►

The Repair Certifier proposed that, rather than replacing the entire floor brace, it could be 'partially sectioned' by replacing only the damaged section of the cross-member, with either:

- a patch panel, fabricated (folded) from steel sheet of the same plate thickness; or
- cutting, trimming, and installing a second-hand section from a donor vehicle.

Based on the relatively small affected area and location of the damage, the Repair Certifier was of the opinion that either one of these 'sectioning' options would be preferable to full part replacement at factory joints, for a number of reasons. The justification included a far lower level of intrusion into the vehicle structure, less damage to corrosion protection, arguably little or no compromise to structural integrity, and a substantially lower repair cost (especially when considering that the HV battery and associated components do not need to be removed, as would be required for a full part replacement).

In the initial discussions with the Repair Certifier, we suggested that the best repair scenario would be to replace the damaged part in its entirety (at factory joints), rather than utilising a (partial) sectioning method.

While it was agreed that a fabricated patch panel would not be suitable, there was still sound reasoning provided by the Repair Certifier to support a partial sectioning method, using a second-hand component. So with that in mind, it was suggested that the TSG Members be engaged for their opinions on the most appropriate repair process.

We Asked the Question

Can the damaged area of the centre floorpan bracing of a Prius C (Toyota Aqua NHP#) be cut out and 'partially sectioned', or will the replacement method be at the factory connection points only?

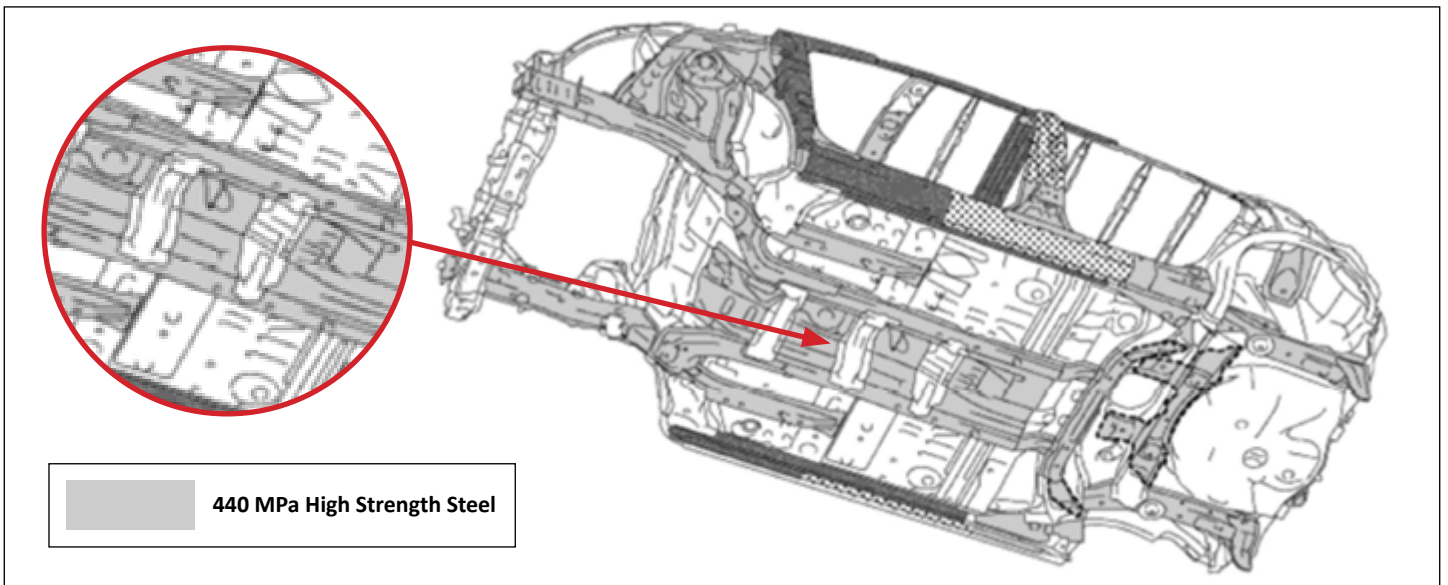
Information provided to the TSG included that:

- Toyota do not provide a replacement procedure for this part; and
- the damaged component is constructed of 440MPa tensile strength steel; and
- second-hand parts will be used; and
- Toyota do not allow sectioning of structural parts without a procedure.

The enquiry was further supported by :

- images of the damaged area; and
- a 'Structural Outline' information document from Toyota. ►





Summary of Responses

Of the eight e-mail responses received, one member would allow sectioning, three would not allow sectioning, and four were undecided (requiring further information).

It was immediately apparent there was a need for further discussion (and additional information) to enable a consensus to be reached in this instance. To that end, an in-person, 'round-table' discussion was included as an Agenda item for the two-day TSG Meeting, held at the RepairCert NZ offices in April (we'll be featuring more on this meeting in the next RepairCert NZ Update).

Final Outcome

Having the opportunity for the TSG Members to discuss the finer details of this technical inquiry in-person proved to be very beneficial in providing an outcome, that was (with one exception) unanimous in supporting the Repair Certifier's proposal to partially section the damaged floor brace using a second-hand part, rather than requiring full component replacement at the factory connection points.

It also highlighted the fact that in situations where complex or contentious issues are unable to be resolved using the TSG Inquiry Form process, consensus is still able to be achieved after group discussion and debate (either in-person or using the Teams Meeting platform). ■

Repair Certifiers Needed

We know that Repair Certifiers are in the best position to identify the next generation of Repair Certifiers.

So, if there is anyone you know that may be interested in becoming a Repair Certifier in any of the areas listed below, please point them towards the 'Become a Repair Certifier' page on the RepairCert NZ website. The page has plenty of useful information, and the list of areas where Repair Certifiers are needed is updated regularly.

Repair Certifiers are needed in the following areas:

Kapiti Post-1990 Vehicles | **Invercargill** Post-1990 Vehicles





A big thank you to everybody who has been uploading Files into SharePoint - it's great to see the number of Files falling into line with the figures from Waka Kotahi.

We're aware a few technical issues have popped up relating to accessing SharePoint since Waka Kotahi introduced new security protocols. Waka Kotahi IT staff are working on getting these fixed; in the meantime, please let RepairCert NZ know if you are having problems.

Tips and Tricks

A quick reminder (and useful tip):

Remember to enter the full LT307 or LT308 number into the appropriate box when you are filling in a 'New Document Set: Repairs Document Set'. This makes it easy to search for a File using these numbers. ■

The screenshot shows a web form titled "New Document Set: Repairs Document Set". On the left is a navigation menu with "Home", "Repair Office", "Recent", and "Recycle Bin". The main form area includes a "Spelling..." icon, a "Name*" text box, a "Description" text area with a "Provide a brief description of damage" prompt, and several input fields: "VIN/Chassis-number", "Make", "Model", and "Year of Manufacture". At the bottom, there are two checkboxes labeled "LT308" and "LT307", which are enclosed in a pink rectangular box.



If you don't access SharePoint very often, please remember to log in a couple of times a month to avoid your account being deactivated.

If you do forget to log in and your account is deactivated, send an email to info@repaircert.nz, and we will ask Waka Kotahi to get you up and running again.

NOTE: Re-activation takes a while, and it will be several hours before you will be able to access your account.

Vehicle Import Forecast

May and June 2023 (as at 18/05/23)

- **OWV:** Heavy machinery items.
- **Load:** Vehicles that are leaving our shore to overseas ports.
- **T-Ship:** Trans Ship. Transported from port of entry to other ports throughout New Zealand. ■

ETA	Vessel	Voy	LOP	Vehicles Discharge					Load	
				Total	New	Used	T - Ship	OWV	Export	T-Ship
1-May-23	Hoegh Asia	166	Hoegh	1,083	850	2	7	224	1	-
5-May-23	Oberon	EF305	WWO	611	498	-	-	113	259	-
6-May-23	Trans Future 7	143	TFS	1,800	948	319	533	-	224	2
10-May-23	Andromeda Spirit	156A	MOL	1,664	375	1,191	1	97	12	369
13-May-23	Tysla	EF307	WWO	381	193	-	-	188	45	-
14-May-23	Wisdom Ace	80A	MOL	815	627	7	147	34	-	-
16-May-23	Mermaid Ace	107A	MOL	2,443	707	1,462	-	274	29	161
17-May-23	New Century 2	178	TFS	3,432	687	1,738	1,007	-	-	-
20-May-23	Palmela	194A	MOL	435	300	12	80	43	-	-
20-May-23	Hoegh Trapper	39	Hoegh	700	550	-	-	150	-	-
20-May-23	Grand Cotonou	223	Grimaldi	239	70	-	-	169	-	-
22-May-23	Viking Passama	2357	Armacup	804	778	-	-	26	-	-
23-May-23	Dream Jasmine	26	TFS	900	-	450	450	-	-	1,540
26-May-23	Don Juan	2306	Armacup	2,390	1,400	900	-	90	-	-
26-May-23	Viking Paglia	2361	Armacup	2,000	1,200	710	-	90	-	-
27-May-23	Trans Future 5	147	TFS	2,000	1,300	670	-	30	-	-
28-May-23	Positive Star	1	NCC	3,000	-	3,000	-	-	-	-
31-May-23	Fujitrans World	317	TFS	2,000	800	1,200	-	-	-	-
			Total	26,697	11,283	11,661	2,225	1,528	570	2,072
1-Jun-23	Tirranna	EF308	WWO	700	566	-	-	134	-	-
6-Jun-23	Marguerite Ace	TBA	MOL	2,100	1,050	1,050	-	-	300	-
6-Jun-23	Hoegh Bangkok	75	Hoegh	600	500	-	-	100	-	-
7-Jun-23	Sunlight Ace	111A	MOL	1,000	950	50	-	-	300	-
8-Jun-23	Walrus Ace	37A	MOL	1,500	1,450	50	-	-	200	-
8-Jun-23	Trans Future 7	144	TFS	2,030	800	1,200	-	30	-	-
15-Jun-23	Hoegh Copenhagen	81	Hoegh	600	500	-	-	100	-	-
15-Jun-23	Thermopylae	EF309	WWO	464	336	-	-	128	-	-
14-Jun-23	Trans Future 3	281	TFS	2,000	800	1,200	-	-	-	-
20-Jun-23	Paganella	2307	Armacup	2,000	1,200	710	-	90	-	-
24-Jun-23	Lavender Ace	TBA	MOL	1,500	1,450	50	-	-	-	-
			Total	14,494	9,602	4,310	0	582	800	0