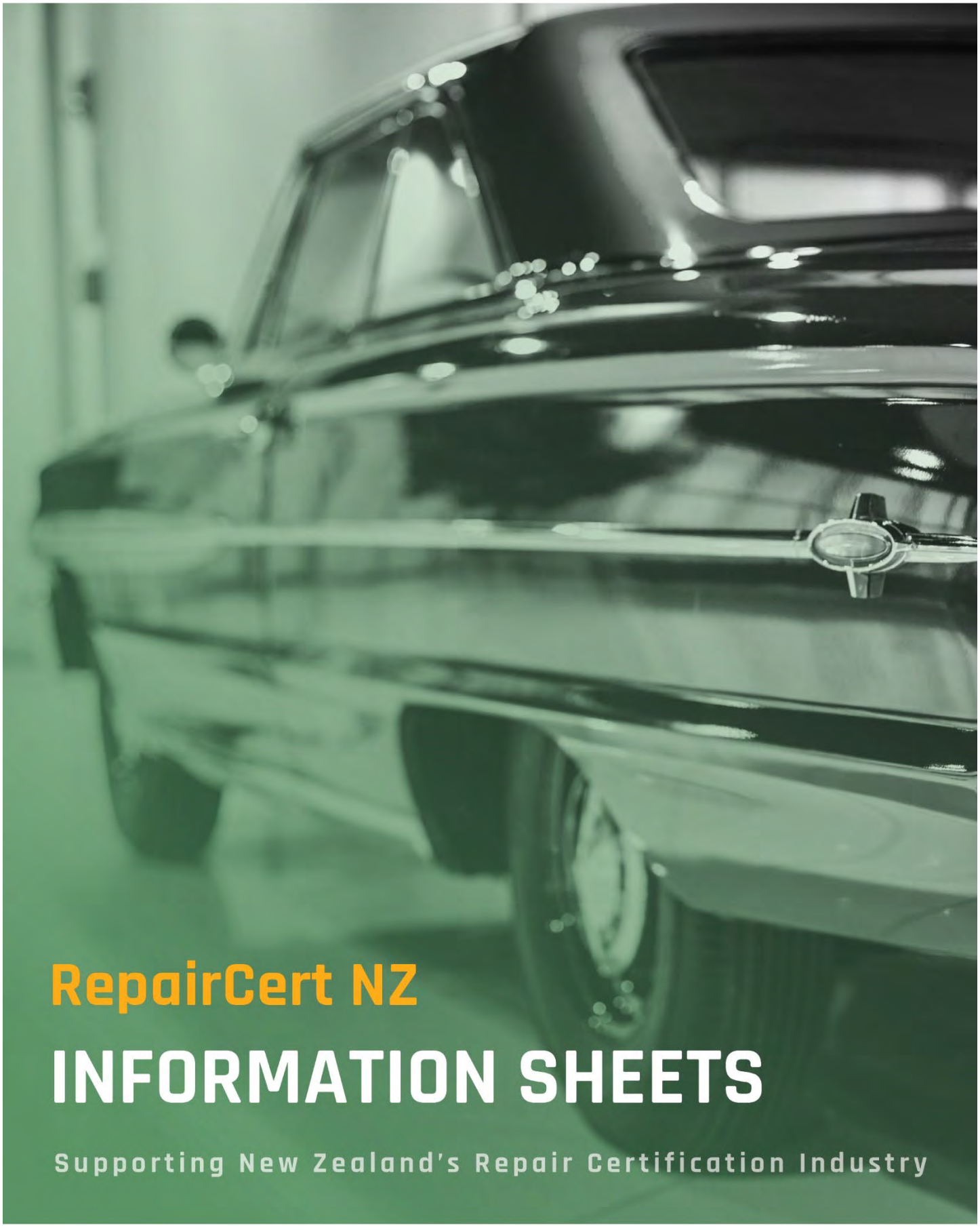

RepairCert NZ

INFORMATION SHEETS

Supporting New Zealand's Repair Certification Industry

REPAIRCERTNZ
SPECIALIST CERTIFICATION MANAGEMENT (REPAIR) LTD

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Repair Certification Manuals for Repair Certifiers

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Repair Method Options

Helping Repair Certifiers Determine the Most Appropriate Repair Method

Supporting New Zealand's Repair Certification Industry

About RepairCert NZ Information Sheets
These Information Sheets have been developed to provide operational information to Repair Certifiers, to assist them in correctly carrying out their repair certification responsibilities.

Purpose of this Information Sheet

The purpose of this Information Sheet is to help Specialist Light Vehicle Repair Certifiers (Repair Certifiers) determine the most appropriate repair method when making any repair certification decisions.

This area of responsibility is considered a 'cornerstone' principle, and having a clear understanding of this will help Repair Certifiers to make decisions that are correct, and legally supported.

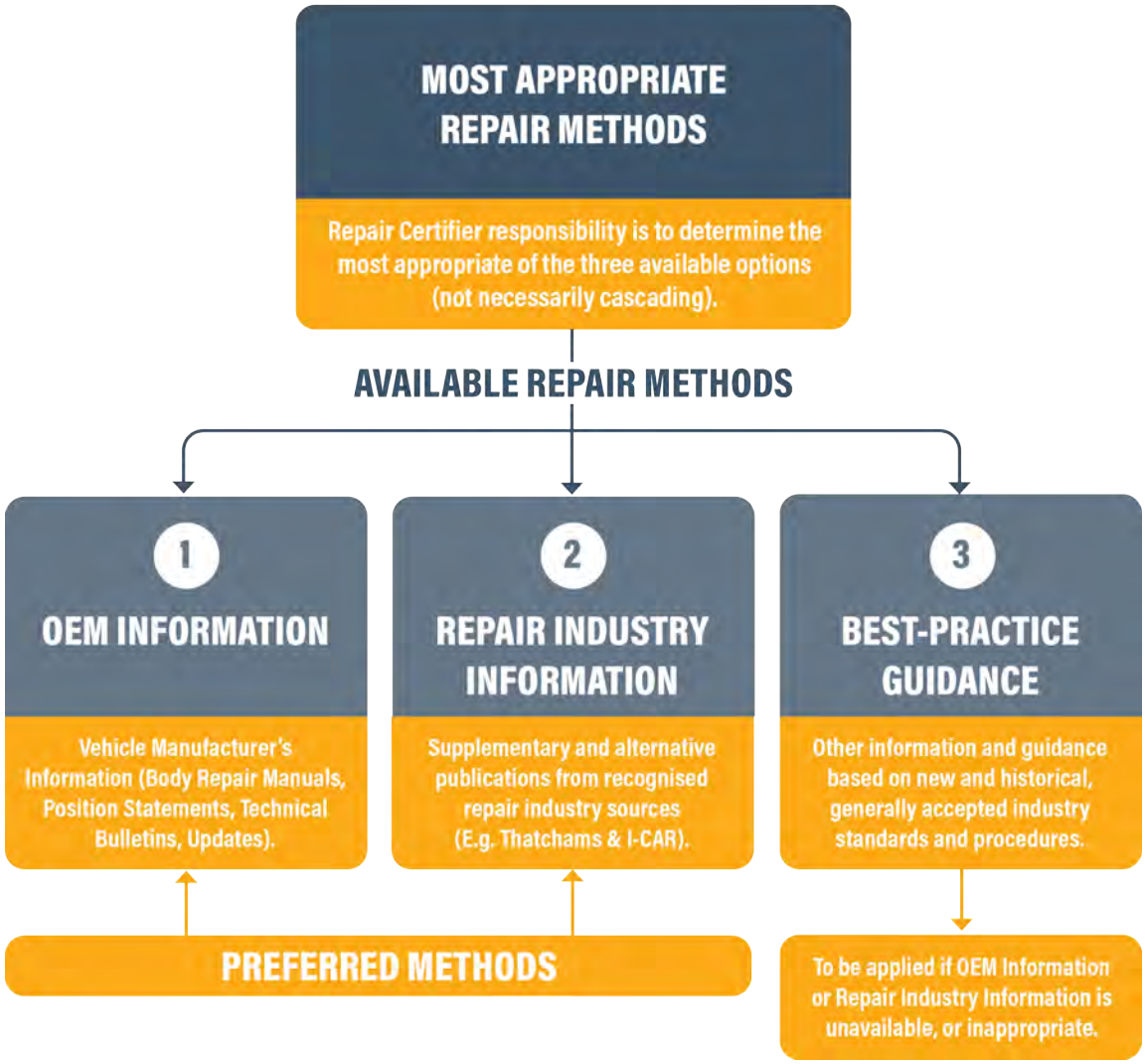


Diagram 1: *Most Appropriate Repair Methods.*

Background

There has been some confusion about the repair methods that are available to Repair Certifiers, and how those available repair method options may be applied. Some Repair Certifiers believe that any of the three options ('OEM Information', 'Repair Industry Information', or 'Best-practice Guidance') can be chosen, and other Repair Certifiers believe that the three options must be applied in a hierarchical order.

This uncertainty has influenced inconsistent and inappropriate repair certification outcomes in some cases.

This Information Sheet provides clarification to Repair Certifiers about how the most appropriate repair method for a repair certification decision should be chosen.

The Applicable Requirement

The applicable requirement is from the *Land Transport Rule Vehicle Standards Compliance 2002* (*Compliance Rule*). The *Compliance Rule* requires a Repair Certifier to ensure that certain safety-related aspects of a damaged vehicle are returned to within a safe tolerance of their state when the vehicle was manufactured.

The inclusion of the words 'within a safe tolerance' in the requirement from the *Compliance Rule* makes it clear that a vehicle doesn't have to be returned to exactly its state when it was manufactured. The wording accepts that there will be normal wear and tear, and how closely a vehicle must be returned towards its state when manufactured must take into consideration factors such the vehicle's age, it's original manufacturing process, and any repair methods specified by the OE manufacturer.

The Available Repair Method Options

OEM Information

Most motor vehicle manufacturers provide written guidance to the repair industry on the correct repair methods for each typical repair on each make and model of vehicle, via Body Repair Manuals (referred to as 'BRM's, and also known as repair or replacement specifications). BRMs include information on panel replacement and repair methods, model-specific technical information, and general recommendations. Additionally, many vehicle manufacturers also provide position statements, technical bulletins, and updates.

Another way of accessing OEM Information is via Ezi-Methods, which is an aftermarket organisation which is, effectively, a repository of motor vehicle manufacturer's repair method information.

Generally, this OEM Information provides the best information for the correct repair of motor vehicles, and should, wherever possible, be considered the most appropriate option.

However, there are shortcomings with OEM Information, including that:

- while called 'Body Repair Manuals', the majority of the emphasis is on 'replacement' rather than 'repair'; and
- the information is very specific, and if rigidly applied to vehicles repaired overseas prior to importation, could impose significant cost to the system user which is unnecessary; and
- there are often gaps in the information for some makes and models, and for some types of collision repair; and
- information is not available for older vehicles; and
- some vehicle manufacturers don't provide any OEM Information for their vehicles; and
- the information generally doesn't allow for the use of second-hand panels and parts, even when this would provide an entirely satisfactory outcome (noting that 2.2 of the *Land Transport Rule: Vehicle Repair 1998* does allow the use of second-hand components); and
- some vehicle manufacturers restrict the availability of OEM Information to 'approved repairers' only; and
- some vehicle dealership parts department staff lack the experience or knowledge to provide the relevant OEM Information with the parts being supplied; and

- sometimes the information doesn't provide the most pragmatic repair solution, and the invasiveness of the repair can be more detrimental to the vehicle than carrying out a 'Best-practice' based repair.

For these reasons, it is inappropriate to always require a Repair Certifier to apply the relevant vehicle manufacturer's repair information - or 'OEM Information'.

Repair Industry Information

As well as the OEM Information provided by the vehicle manufacturers, there are support organisations which provide the motor vehicle repair industry with alternative and supplementary information, referred to here as 'Repair Industry Information'. The most commonly used organisations are Thatcham and I-CAR, who are both recognised as being legitimate organisations for the purpose of providing Repair Industry Information.

This Repair Industry Information fills in many of the gaps left by OEM Information, and also has a greater focus on 'repair options' (as distinct from 'replacement') than OEM Information.

Like OEM Information, Repair Industry Information is also a preferred method, and should be used wherever possible, in any situations where OEM Information isn't available, is incomplete, or doesn't apply.

However, like OEM Information, there are often situations where Repair Industry Information also isn't available, is incomplete, or doesn't apply for a particular make and model, or type of repair.

Note that in some cases, when Repair Industry Information isn't available for a specific make and model of vehicle, or repair type, they may have 'general guidelines' or 'general information' that could be helpful.

Best-practice Guidance

There are many circumstances where neither OEM Information nor Repair Industry Information will be appropriate, and on these occasions 'Best-practice Guidance' will become the most appropriate repair method.

Best-practice Guidance can be comprised of other information, methods, or procedures that are known to repairers, and which will result in a good outcome.

These methods and procedures can, where appropriate, simply be industry-accepted historical knowledge. An example of this could be that a rust repair in a 1930s vehicle is undertaken by brazing in an overlapping patch - because that is how the industry typically carried out such repairs on such vehicles.

Determining the Most Appropriate Repair Method

Considering the Options

Firstly, it is important to understand that a Repair Certifier is not obliged to choose any particular repair method. A Repair Certifier must choose the repair method that is the most appropriate one.

However, it must be recognised that, while not mandatory (a Repair Certifier can choose any of the three repair methods provided that the repair method is appropriate), wherever possible:

- OEM Information should be applied in the first instance; and
- if OEM Information isn't available, is incomplete, or doesn't apply, then Repair Industry Information should be applied in the second instance.

This means, in general terms that Best-practice Guidance should only be applied if:

- OEM Information isn't available, is incomplete, or doesn't apply (see Note 1); and
- Repair Industry Information isn't available, is incomplete, or doesn't apply.

Note however that there is no mandatory 'hierarchy' that must be applied. A Repair Certifier can go straight to Best-practice Guidance if that is the most appropriate repair method, but an equally important point is that the Repair Certifier should first go through the process of determining if there is any available OEM Information or Repair Industry Information that is more appropriate to use.

It should be remembered that *2.2(d)* of *Land Transport Rule: Vehicle Repair 1998* requires a repairer to '*take into account the existence of relevant manufacturers' recommendations and alternative methods*'.

This can be varied from, provided such decisions can be justified.

Note 1	Be aware that sometimes, when a vehicle manufacturer doesn't provide any specific OEM Information for a particular make, model, or particular repair type, they may provide 'general recommendations', which should always be considered.

The need to apply OEM Information becomes greater as vehicles become more modern. While there are circumstances where applying Best-practice Guidance to older vehicles is the most appropriate repair method option, the more modern the vehicle, the more important it is to apply OEM Information or Repair Industry information before applying Best-practice Guidance.

The Diagram on page 1 (see Diagram 1) provides a simple overview of what this Information Sheet explains, however it should be viewed in conjunction with the rest of the content within this Information Sheet.

The Meaning of 'Appropriate'

Whichever repair method is chosen, a Repair Certifier must be able to justify that the repair method is the most appropriate one. The word 'appropriate', therefore, is the single-most important word in this Information Sheet. And so, it is important to understand what 'appropriate' means in this context.

By appropriate, this means the repair method that will provide the safest outcome, however also taking into consideration other factors including the age of the vehicle, the original construction methods, the intended purpose of the vehicle, and the extent of invasiveness of the repair process.

When Considering OEM Information

Always watch for 'warnings' and 'cautions' within a vehicle manufacturer's BRMs. Warnings and cautions are some of the most important pieces of information within OEM Information, and should be thoroughly researched.

Sometimes a vehicle manufacturer will provide BRMs for most of their models, but not one for the model of vehicle in question. In such cases, it may be appropriate to refer to the same vehicle manufacturer's BRM for a different model with a similar platform, and use that as guidance.

When considering the OEM Information that a vehicle manufacturer provides, and finding gaps in that OEM Information, it would be prudent to consider what other like manufacturers say about the same repair on a similar platform vehicle, and if considered relevant, use that information as part of the decision-making process.

A good example of where another vehicle manufacturer's information could be utilised is in the repair of 2011 to 2019 Isuzu D-Max utility body-over-frame vehicles. Isuzu do not provide BRMs for this model. As the 2012 to 2019 GM Holden Colorado utility body-over-frame models share a common platform with the Isuzu D-Max utility, referencing the readily available and comprehensive GM Holden Colorado BRM when repairing Isuzu D-Max would be entirely appropriate.

The same rationale applies to the 2011 to 2019 Isuzu MU-X SUV, and the 2012-2019 Holden Trailblazer SUV.

When Choosing Best-practice Guidance

When choosing Best-practice as the most appropriate repair method, a Repair Certifier must give thought to whether making the decision to apply the Best-practice repair method can be defended. A good question for Repair Certifiers to ask of themselves is 'would this decision stand up to the scrutiny of my most experienced peers?'

Best-practice is an entirely appropriate repair method in some circumstances, which could include:

- collision damage on older vehicles (especially Pre-1990); and
- corrosion damage (pre and post-1990 vehicles); and
- traditional vehicle restoration (especially bespoke fabrication); and
- vintage and veteran vehicles.

Because of the allowance for a vehicle to be returned to 'within a safe tolerance of its state when manufactured', this reason alone will often cause 'Best-practice' to become the most appropriate repair method (see Note 1).

Note 1	Diagram 1 provides a simple overview of the relationship between the three repair methods referred to in this Information Sheet.

Best-practice Guidance for Vehicles Repaired Overseas

There are often situations where a Repair Certifier is presented with a vehicle (particularly an older vehicle) that has been previously repaired overseas prior to importation to New Zealand. Often these vehicles are not fully compliant with minor details within OEM Information or Repair Industry Information, however the completed repairs are not in safety-critical locations, and are entirely safe.

In the interests of providing sensible outcomes, if a Repair Certifier is satisfied there is no risk to safety despite the repair having minor variances to OEM Information or Repair Industry Information, such overseas repairs could be accepted.

Rigidly applying this information (particularly replacement procedures) where the existing repair presents no safety risk imposes significant additional (and unnecessary) cost to system-users, and the re-repair process may in fact have a detrimental effect on the vehicle.

Again, a Repair Certifier would need to provide justification for the decision.

A Combination of Repair Methods

In some circumstances, the most appropriate repair method could be a combination of two or even three of the available repair methods.

An example of this could be structural damage to a Chinese-built MG SUV (featuring damage to the body side aperture of the vehicle, including the A and B pillars, and the sill/rocker extending into the inner side reinforcements), and for which a BRM is available but is not sufficiently comprehensive so as to provide all of the repair information required. In determining the appropriate repair schedule a Repair Certifier could access:

- OEM Information from MG (the BRM) to identify:
  - the structural outline (steel strength and configuration); and
  - any welding requirements (limited information is available); and
  - the 'service condition' of replacement outer body panels; and
  - cautions and warnings on damage to structural components.

Because of the shortcomings of the OEM Information contained in the BRM, a Repair Certifier could, for supplementary information, also access:

- OEM Information from other vehicle manufacturers to identify:
  - outer body panel sectioning allowances; and
  - joining techniques;
- Repair Industry Information to identify:
  - guidelines for spot welding;
- Best-practice Guidance to identify:
  - guidelines for GMA-MIG/MAG welding; and
  - replacement procedures for reinforcements; and
  - repairability of high strength steels.

By carefully and diligently obtaining and applying all of this available information, Repair Certifiers will be able to:

- develop a comprehensive repair schedule for the repairer, to ensure that the best possible repair process occurs; and
- protect themselves by showing, in the event of a problem into the future, that the Repair Certifier has 'provided the service lawfully' and used 'all reasonable care and skill' (see *RepairCert Information Sheet # 01-2024 Responsibility Timeframe for Repair Certifiers*).

In Summary

The following points summarise the subject of repair method options:

there are three main repair method options that a Repair Certifier can choose from, which are 'OEM Information', 'Repair Industry Information', and 'Best-practice Guidance'; and

a Repair Certifier can and should choose the repair method that is most appropriate for the vehicle and repair in question, however 'OEM Information' or 'Repair Industry Information' should be used wherever it is practical and appropriate to do so; and

'Best-practice Guidance' is entirely appropriate for some vehicles, particularly older ones; and

in some circumstances, the best outcome will be provided by using a combination of some or all of 'OEM Information', 'Repair Industry Information', and 'Best-practice Guidance'.

By following this Information Sheet, a Repair Certifier's decisions will be aligned with the applicable requirements, and will be consistent with the decisions of other Repair Certifiers.

If a Repair Certifier has difficulty in making a decision relating to repair method options, a technical staff member of RepairCert NZ should be contacted for further assistance.

FOR FURTHER INFORMATION PLEASE CONTACT REPAIRCERT NZ.

Responsibility Timeframe for Repair Certifiers

How Long Repair Certifiers Are Responsible for Their Decisions

Supporting New Zealand's Repair Certification Industry

About RepairCert NZ Information Sheets
These Information Sheets have been developed to provide operational information to Repair Certifiers, to assist them in correctly carrying out their repair certification responsibilities.

Purpose of this Information Sheet

The purpose of this Information Sheet is to help Specialist Light Vehicle Repair Certifiers (Repair Certifiers) understand the length of time during which they remain responsible for their repair certification decisions.

This area of responsibility is considered a 'cornerstone' principle, and having a clear understanding of this will help Repair Certifiers to make decisions that are correct, and legally supported.

Background

Some Repair Certifiers have been uncertain about how long they remain responsible for their repair certification decisions. Amongst other beliefs, some Repair Certifiers have understood that they are responsible for their certifications for the life of the vehicle, while others have understood that they are responsible for their certifications for a period of six years.

This uncertainty has caused concern and a lack of confidence amongst some Repair Certifiers, and consequently, this has influenced inconsistent and inappropriate repair certification outcomes in some cases.

This Information Sheet provides clarification on how long Repair Certifiers remain responsible for their repair certification decisions.

Legal Obligations of a Repair Certifier

No Specific Timeframe

The short answer is that there is no specified timeframe during which Repair Certifiers remain responsible for any of their certification decisions.

The six-year period understood by some is in fact just an assumption, possibly based on the timeframe for the statute of limitations (the period during which a person can be held accountable for their actions), which is also the timeframe within which a Repair Certifier must keep their records (as required by their *Notice of Appointment* from the New Zealand Transport Agency [NZTA]).

Given that vehicle manufacturers are only responsible for their vehicles for a handful of years, and that the statute of limitations (generally) removes a person's responsibility for anything beyond six years, to then say that a Repair Certifier remains responsible for the life of the vehicle is neither correct nor reasonable.

Must Apply a Duty of Care

When providing a service to customers, a Repair Certifier owes a 'duty of care' to do their job with the care and skill of a reasonable and prudent Repair Certifier. This requirement to perform a function 'with reasonable care and skill' is an overarching requirement of any person providing a service to the public, and comes from civil law (for example, the law of negligence) or from legislation (for example, the Consumer Guarantees Act). A Repair Certifier has no more or less responsibility than any other person in business who is providing a product or a service to the public. Any business owner's actions are governed by law, and this is part of being in business.

If a customer suffers a loss and can prove that the loss was caused by a Repair Certifier failing to do their job with reasonable care and skill, then the customer may be able to claim compensation from the Repair Certifier. Conversely however, if a Repair Certifier has provided the service lawfully, and with reasonable care and skill, that should ensure a successful defence against any claim.

At the Time of the Repair Certification Inspection

A Repair Certifier's decisions can only be assessed as they were applied at the time of the repair certification inspection. A Repair Certifier cannot be held liable for something that may happen, by way of deterioration for example, to a vehicle after the time of the repair certification inspection. However, if in the future it can be established that the Repair Certifier's decisions were incorrect at the time of the repair certification, the responsibility timeframe may be indefinite.

In New Zealand, the warrant of fitness system provides a periodic inspection process to ensure that vehicles are well maintained, and that progressive wear and deterioration is monitored, and where necessary repaired. So, 'future- proofing' a vehicle during repair certification is not necessary.

Ensuring Legal Obligations Are Met

Providing Service Lawfully, Reasonable Care and Skill

A Repair Certifier's legal obligations can be met by providing the service lawfully, and by applying reasonable care and skill. For clarification of these two terms:

- 'providing the service lawfully' means, in this context, that a Repair Certifier has applied the applicable requirements, and followed any applicable instructions and guidance that have been provided by either NZTA or RepairCert NZ; and
- 'using reasonable care and skill', in this context, means that a Repair Certifier has made sound decisions which are consistent with, as appropriate, either OEM Information, Repair Industry Information, or Best-practice Guidance.

What this practically means is that a Repair Certifier should always be legally protected if the applicable requirements are applied, and any applicable instructions and guidance issued to them by either NZTA or RepairCert NZ are followed.

If a Repair Certifier operates 'within the system' and there is a failing, the failing will most likely rest with the system, rather than with the individual Repair Certifier. If a Repair Certifier chooses to operate 'outside of the system' then there will be little or no protection if something goes wrong.

Protection Via Good Repair Certification Files

The best way for a Repair Certifier to show that their legal obligations have been met is to provide a good Repair Certification File.

A high-quality Repair Certification File, which includes correctly filled-out Forms and Form-sets, all necessary supporting information to support the certification decisions, relevant and sufficient photographs, and a well-documented inspection process, will provide clear evidence that the Repair Certifier has provided the service lawfully, and that the inspection and decisions involved the application of reasonable care and skill.

When considering minor damage or deterioration present at the time of inspection, which could further deteriorate over time, *RepairCert NZ Information Sheet # 02-2024 (Establishing What Requires Repair Certification)* should also be taken into account. This Information Sheet details the aspects of a vehicle that require repair certification, and the extent of damage and deterioration which requires repair certification.

In Summary

The following points summarise the subject of responsibility timeframe:

- there is no specific timeframe within which a Repair Certifier is responsible for their repair certification decisions; and
- a Repair Certifier has the same legal obligations as any other person in business who is providing a product or a service to the public; and
- making good decisions, applying applicable requirements, and following any guidance and instructions is the best form of protection for a Repair Certifier; and
- providing a high-quality Repair Certification File will prove the quality and compliance of a vehicle that comes into question; and
- a Repair Certifier's decisions will only be considered as they applied at the time of the repair certification inspection; and
- the responsibility timeframe for a repair certification involving incorrect repair methodology may be indefinite.

By following this Information Sheet, a Repair Certifier's decisions will be aligned with the applicable requirements, and will be consistent with the decisions of other Repair Certifiers.

If a Repair Certifier has difficulty in making a decision relating to responsibility timeframes, a technical staff member of RepairCert NZ should be contacted for further assistance.

FOR FURTHER INFORMATION PLEASE CONTACT REPAIRCERT NZ.

REPAIRCERTNZ
SPECIALIST CERTIFICATION MANAGEMENT (REPAIR) LTD

INFORMATION SHEET
 # 02 - 2023 (March 2023)

Guidelines for using Second Hand Components from Water and Flood Damaged Vehicles

Supporting New Zealand's Repair Certification Industry

Due to several recent (and catastrophic) weather events, there are a substantial number of vehicles being written off by insurance companies due to flood or water damage, which are now being sold through various auction houses. It is likely many of these vehicles will be purchased by auto dismantlers, who in most instances, will be looking to strip out and on-sell all manner of second hand components.

To meet the requirements of the Light Vehicle Repair Certification Vehicle Inspection Requirements Manual (Repair VIRM), Repair Certifiers **MUST** establish the origin of second hand replacement components. Without exception electronic and electrical components sourced from a water damaged vehicle **MUST NOT** be used in a vehicle being repair certified. For further information please review the *Repair VIRM*.

Importantly, bolt-on panels (e.g. guards, doors, bonnets, tailgates, etc.), welded unibody panels and sub-assemblies (e.g. quarter panels, sill/rocker panels, pillars, etc.), and full-frame chassis structures sourced from water damaged vehicles may be used in a vehicle that is being repair certified. However, these components **STILL REQUIRE** close examination by the Repair Certifier to ensure any water damage contamination is removed, and the appropriate treatment process is completed, prior to installation.

The Repair Certifier must ensure any second hand replacement components used in the repair of the vehicle have evidence of the following:

a) The origin of the replacement component; and

b) the donor vehicle meets the same standards as the vehicle being repaired; and

c) the replacement component meets the same specifications as the component being replaced; and

d) the replacement component is within the manufacturer's tolerances or specifications.

To assist in meeting these requirements, RepairCert NZ has developed the attached Declaration Form 'Second Hand Replacement Components', for Repair Certifiers to use when determining if the second hand replacement components will be fit for purpose, safe, and compliant.

The form includes a 'Supplier Declaration Section' for the supplier to sign confirming that the replacement components from the donor vehicle(s) are 'Like, Kind and Quality' (LKQ), with the added proviso that any electronic and electrical components they have supplied are not sourced from water damaged vehicles.

Note: *The use of the Second Hand Replacement Components Declaration Form does not override the requirements of the VIRM, Technical Bulletin 2 (Salvaged Airbags).*

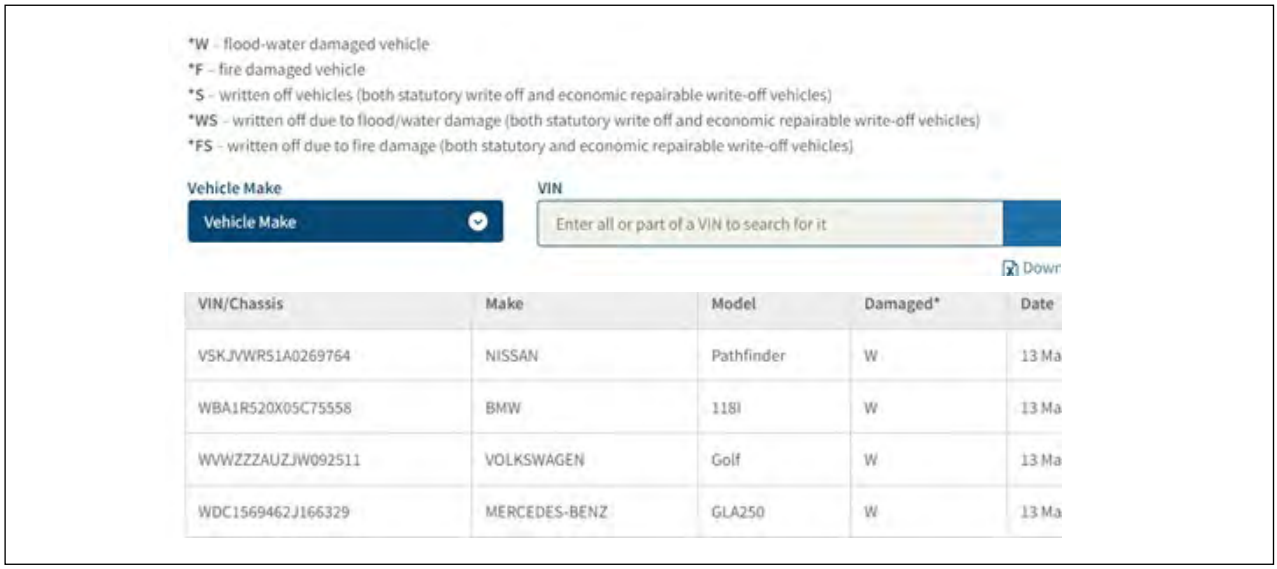
It is well known that some second hand components are imported into New Zealand within container shipments, which makes it virtually impossible to trace their history. In these instances, the parts supplier must provide as much information as possible relating to the identification, description, and origin of the second hand replacement components in the appropriate section of the form. A thorough visual inspection by the Repair Certifier of the second hand replacement components should also be completed. A pragmatic, common-sense approach is to be applied in these instances.

Needless to say, all Repair Certifiers are well aware of the many 'tricks' and 'short cuts' that are occasionally used by some operators in the second hand components supply industry. With that in mind, it is the responsibility of the Repair Certifier to ensure that any second hand replacement components used in a vehicle being repair certified are fit for purpose, and that the appropriate steps have been taken to ensure they are safe and compliant.

RepairCert NZ strongly recommends Repair Certifiers check:

1. **The VIN number** of the donor vehicle on the Waka Kotahi website *'Written off and damaged vehicles'*.

   Checking a donor vehicle VIN number quickly identifies the reason why the vehicle was written off, as below.

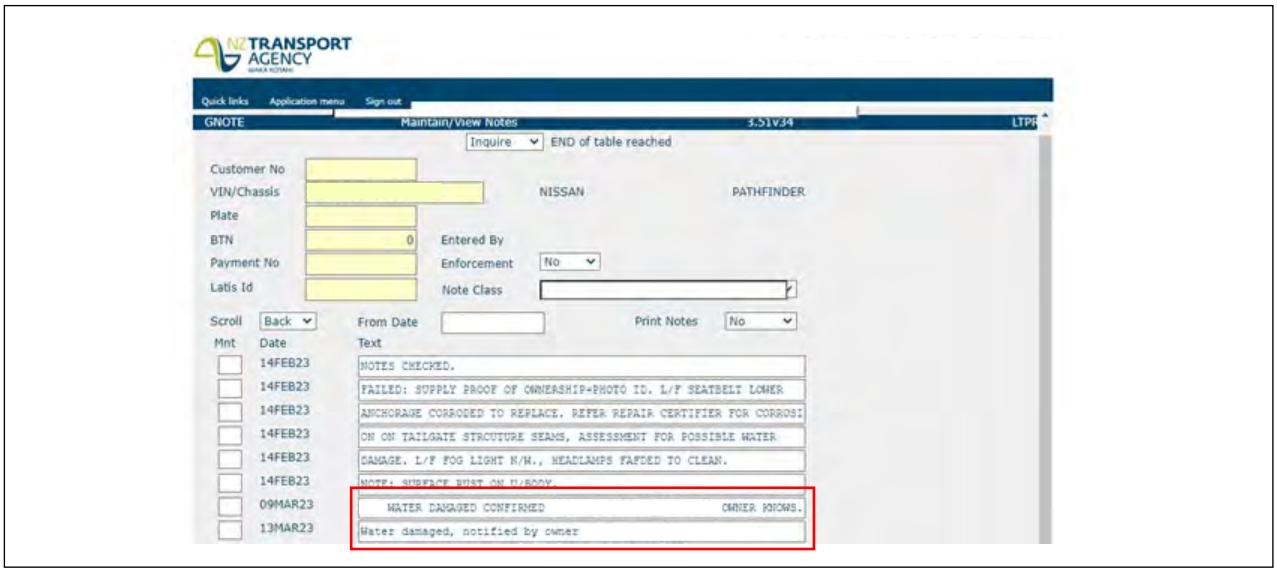


*W - flood-water damaged vehicle
*F - fire damaged vehicle
*S - written off vehicles (both statutory write off and economic repairable write-off vehicles)
*WS - written off due to flood/water damage (both statutory write off and economic repairable write-off vehicles)
*FS - written off due to fire damage (both statutory and economic repairable write-off vehicles)

Vehicle Make: Vehicle Make
VIN: Enter all or part of a VIN to search for it

VIN/Chassis	Make	Model	Damaged*	Date
VSKJVWR51A0269764	NISSAN	Pathfinder	W	13 Ma
WBA1R520X05C75558	BMW	118I	W	13 Ma
WVWZZZAUZJW092511	VOLKSWAGEN	Golf	W	13 Ma
WDC1569462J166329	MERCEDES-BENZ	GLA250	W	13 Ma

2. **LANDATA** where entries in the notes section can also provide further information on the condition of the donor vehicle.



NZ TRANSPORT AGENCY

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	14FEB23	NOTES CHECKED.
	14FEB23	FAILED: SUPPLY PROOF OF OWNERSHIP+PHOTO ID. L/F SEATBELT LOWER
	14FEB23	ANCHORAGE CORRODED TO REPLACE. REFER REPAIR CERTIFIER FOR CORROSI
	14FEB23	ON ON TAILGATE STRCUTURE SEAMS, ASSESSMENT FOR POSSIBLE WATER
	14FEB23	DAMAGE. L/F FOG LIGHT N/W., HEADLAMPS FADED TO CLEAN.
	14FEB23	NOTE: SURFACE RUST ON U/BODY.
	09MAR23	WATER DAMAGED CONFIRMED OWNER KNOWS.
	13MAR23	Water damaged, notified by owner

FOR FURTHER INFORMATION PLEASE CONTACT REPAIRCERT NZ.

How to Deal with Flood Damaged Vehicles

Supporting New Zealand's Repair Certification Industry

What to do if you have a Flood Damaged Vehicle

In the wake of the recent and severe flooding event in the Auckland region, RepairCert NZ is concerned that the owners of flood damaged vehicles* (of which there will be many), are unsure of the appropriate processes to follow to ensure affected vehicles are returned to a safe and roadworthy condition.

Insured or Uninsured Vehicles

Irrespective of whether your vehicle is insured or not, in the first instance, we strongly recommend that regardless of age, flood damaged vehicles are inspected by suitably qualified automotive technicians. This also includes flood damaged motorcycles, as while under normal riding conditions they are exposed to all manner of weather conditions (rain and snow etc.), *immersion* in flood water has a significantly detrimental effect on many mechanical and electrical components.

Vehicles with Electronics (Later Models and Electric Vehicles)

As a substantial number of vehicles on New Zealand roads have sophisticated electronic safety systems, such as SRS/airbags and Advanced Driver Assistance Systems (ADAS), we strongly recommend that vehicle owners contact the appropriate manufacturers' franchise (dealership), who will have the necessary equipment and trained technicians to provide the correct advice, or alternatively, contact your insurer. Electric vehicles (Battery Electric (BEV), Hybrid Electric (HEV), and Plug-in (PHEV) that have been water damaged should also be referred to either the appropriate manufacturers' dealership, or an electric vehicle repair specialist.

Insurance Write-offs and Deregistered Vehicles

If you have purchased a flood damaged, deregistered or ban flagged vehicle, it is ***extremely important*** that you contact a Repair Certifier in your region prior to any repairs being undertaken. Deregistered vehicles (cars and motorcycles) are required to go through the compliance process, and a WOF will not be issued without repair certification being completed to enable the ban flag to be removed.

The Specialist Repair Certification System

Repair Certifiers by law, must follow the requirements of the Light Vehicle Repair Certification Vehicle Inspection Requirements Manual (VIRM). Water damaged vehicle repair requirements can be found in *Section 9/General Repairs/9.1 Water damage/Table 9.1.1* of this VIRM. This is the appropriate starting point for owners to learn and understand the extent of which parts or components must be replaced on any water damaged vehicles (for clarity, all 'water damaged' vehicles are treated as being fully submerged, with no deviations considered by Waka Kotahi NZ Transport Agency).

For more information follow the link:
https://vehicleinspection.nzta.govt.nz/virms/light-vehicle-repair/general-repairs/water-damage

** By definition 'flood damaged' vehicles are 'water damaged'.*

FOR FURTHER INFORMATION PLEASE CONTACT REPAIRCERT NZ.