

REPAIRCERT NZ UPDATE

Supporting New Zealand's Repair Certification Industry



UPDATE No. 39 | 5/12/2025



MERRY CHRISTMAS FROM US TO YOU



“ As 2025 draws to a close, and with the holiday season fast approaching, I want to take this opportunity to thank everyone for their continued support, commitment, and contributions to the ongoing improvement of New Zealand's repair certification system.

This year has been another big one for RepairCert NZ - full of challenges, achievements, and progress. I'm incredibly proud of what our team has accomplished and grateful for the dedication and professionalism they show every day. Their commitment to supporting Repair Certifiers and the wider vehicle repair community is what keeps our organisation moving forward.

A huge thank-you also goes to all our Repair Certifiers for your help, feedback, and engagement throughout the year - reviewing documents, completing surveys, and providing valuable insights that shape how we improve the systems and processes we all rely on. A special thanks as well to those involved in the Technical Support Group for the extra time and effort you've put in to help solve repair inquiries, and make sure our documents are on track.

One of the real highlights for me personally this year was the Repair Certifier Training Conference in October. It was great to get everybody ►

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(who could make it) together in one place, and based on the feedback, the new format was also well received by Repair Certifiers. The presentations were mainly on the mark, with something to gain for everyone (see the article further on in this Update for a brief summary of the two days), and importantly, how we can continue to make things better together.

As many of you will already be aware, after nearly two years as Operations Manager with RepairCert NZ and LVVTA, Daniel received an offer he couldn't refuse, and left us on the 26th of November to take up the role of Group Manager - Qualifications at MITO.

During his time with us, Daniel has been a big part of strengthening our operational systems, supporting the repair certification network, and helping drive improvements across both organisations. His leadership, industry knowledge, and practical approach have been greatly appreciated, especially through periods of growth and change.

On a personal level, we have enjoyed working with Daniel and are sad to see him go. We wish him all the very best for the future - and hope he finds some time to keep working on his fourth-generation Holden HT restoration project along the way.

On behalf of all of us at RepairCert NZ, I wish you and your families a very Merry Christmas and a happy, safe, and well-earned break. We're looking forward to building on what we've achieved this year and making 2026 another successful year for everyone involved in the repair certification industry.

Take care and stay safe - we look forward to catching up in the New Year.

Ken McAdam

CEO, RepairCert NZ ■



THANK YOU AND GOODBYE FROM DANIEL

Reflections on my time with RepairCert NZ



“ As I approached the end of my time with RepairCert NZ, I took the opportunity to reflect on my involvement. My first mention must go to the amazingly resilient and resourceful team who are deeply committed to supporting Repair Certifiers, vehicle owners, and the NZTA across all aspects of repair certification - it has been a pleasure to work alongside you all.

Over the past two years, I have witnessed a significant and positive shift in the relationship between RepairCert NZ and the wider repair certification community. Establishing a new organisation tasked with supporting and overseeing a historically under-served area of specialist certification was a monumental challenge. There were notable issues and areas of concern when we began, but I'm proud to say that the overall risk profile of the repair certification system is now much lower. Repair Certifiers have shown a genuine willingness to adapt - embracing rapid advancements in vehicle technology and navigating the increasingly restrictive environment surrounding repair plans. As vehicle body construction in modern vehicles becomes more complex and innovative, the opportunity for repairers to independently determine repair methods is diminishing quickly. While it can feel repetitive or uninspiring to direct people back to the *Vehicle Manufacturer's Body Repair Manual*, it remains the safest and most reliable option for both Repair Certifiers and repairers, and it significantly reduces potential risks.

Working collaboratively with Repair Certifiers has been particularly rewarding, especially as we gained traction in improving compliance requirements. Our training days have evolved into enjoyable, engaging, and educational forums - something many certifiers have come to appreciate and learn from. Oversight, while never comfortable to perform, has been a positive and much needed addition to the system. Sometimes it's just a simple misunderstanding of a compliance requirement, other times a technical oversight, but nonetheless it's intended as a continuous improvement process that supports and protects the certification system. ►

One disappointment during my time here has been the NZTA's apparent shift away from a complete rewrite of the Light Vehicle Repair Certification VIRM. A fully refreshed, fit-for-purpose set of regulations would have offered the system a valuable step forward. If this direction does not change, RepairCert NZ may need to pivot in the near future, focusing instead on improving the current Repair VIRM and developing tools that help users better interpret and apply its requirements.

I leave confident that the organisation is in very capable hands, with Ken at the helm, Tony shaping documentation, Mike and Perry delivering advice and oversight, and Shelley keeping them all in line!

It has been a privilege to be part of this journey - seasons greetings and Merry Christmas to you all. ■



REPAIRCERT NZ

REPAIR CERTIFIER TRAINING CONFERENCE 17-18 OCTOBER 2025



A Strong Start

In the middle of October, all Repair Certifiers were invited to attend the first national two-day Training Conference - and we're pleased to say that based on your feedback, it was a real success

To avoid 'cabin fever', the event was held across Gear Homestead and the LVVTA building in Porirua, and focused on strengthening technical knowledge, aligning certification approaches, sharing practical knowledge, and giving Repair Certifiers the chance to connect with peers from all over the country. A huge thank you to everyone who attended and contributed (and completed the post-event survey).



Feedback

Overall, feedback on the new format was very positive. Many Certifiers told us the two-day structure provided the right balance of presentations, hands-on case studies, and group problem-solving - and importantly, that it supported stronger networking and collaboration across the system.



"I thought the conference was really good and contributed greatly towards reinforcing the message that we are all on the same team."

Venue and Logistics

Day One's scenic Gear Homestead setting - and the catering - proved popular, though a few noted that seating and screen layout could be improved next time. Day Two at the LVVTA building rated even higher, with a practical space and group discussions. One suggestion will be an easy fix - to have drinking water available inside the conference rooms. ►

Image: Daniel tidying up ready for Day Two - if we had known he was leaving, we would have given him a toothbrush, instead of a mop...



There were also mixed views on holding the conference on a Friday and Saturday - while the majority had initially preferred to avoid being away from work for two days, some feedback this time suggested two weekdays would be better, so it doesn't cut into the weekend. Both views make sense, and we'll review the options again for next time.

Technical and Regulatory Sessions

Repair Certifiers particularly valued the below presentations:

- The Serious Crash Unit - confronting, insightful, and a strong reminder of why consistency and attention to detail matter.
 - Duncan's Damage Management Plan - clear, practical, and directly applicable to daily work.
 - i2i Insurance, Risk & Liability - excellent clarity around responsibilities and protection.
 - Group sessions.
- Discussions on corrosion, previous repairs, and minor vs significant damage assessments were also highlighted as useful for building national consistency - especially when Repair Certifiers compared real-world inspection decisions.

“It was nice to get some clarity - hearing how others make these calls helps a lot.”

OEM content received mixed reactions, with requests for more collision-repair-specific examples and presenters with body repair backgrounds.



Looking Forward

Your feedback has provided us with a clear set of priorities for the future:

- Maintain the national conference format.
- Increase practical demonstrations and physical repair examples.
- Continue building consistency across technical decision-making.
- Strengthen facilitation in open discussions.
- Keep progressing important system updates - especially water damage guidance.
- Explore alternating years between a national conference and regional roadshows.

A number of you were interested in contributing reference material to a shared RepairCert NZ data hub - which is exactly the kind of collaborative spirit this event aimed to encourage. ►



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 NZTA 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.



A Word from Mike

Hi all and thanks to everyone who came along to the conference in October, and for the positive feedback. Having you all here in the same place made all the difference.

Putting my Repair Certifier's hat on, I had not seen any of the presentations and I got a lot out of both days.

Day One

Border and Entry

This session certainly cleared up a few issues regarding chassis and body swaps - and yes, we are responsible for the whole vehicle. Also, if there are any issues with fail sheets or KSDPs, let RepairCert NZ or Border and Entry know.

i2i Insurance

The biggest surprise I got was the presentation from Kirsty - always choose your words carefully when talking to customers about liability, or if you have been involved in an accident. It was also good to know what our insurance policies need to cover - whichever company your insurance is with, it's a good idea to check you are covered for everything Kirsty mentioned. Remember no policy covers everything, but it does cover unintended, unexpected, and unforeseen genuine mistakes. Most claims come down to poor communication or unclear expectations. Always keep Kirsty (or your insurance company) in the loop if you have a potential claim.

Mitsubishi Motors - OEM Perspective

Another surprise was the part about MIG plug welding versus spot welding - if you wish to spot weld, it's at your own risk. Also, I always harp on about airbags and following the vehicle manufacturer's procedures - Mitsubishi gave some good insight about sewing up seat airbag covers. I know I won't be getting any more sewn up, even if I have to wait six weeks for parts from Japan. There was the usual talk about ADAS calibration; from what I've seen we all have that under control.

LVVTA - Repair vs Modifications

Well, I think we all needed a lesson on that, just to be clear on what we are responsible for. In a nutshell LVV Certifiers do not certify repairs and not all modifications need LVV certification.

One the most frequently asked questions to the Helpdesk is about who is responsible for the tow bar - neither Repair Certifiers or LVV Certifiers are, this goes back to Entry.

To look up a modified vehicle's stored information and photos using its Electronic Data Plate (EDP) you can either scan the EDP, or search the LVVTA website 'Lookup' page, using the EDP number, and last six digits of the vehicle's VIN.

 Click [here](#) to go to the LVV EDP Lookup page.  Click [here](#) to view the LVVTA Information Sheet on EDPs.

Serious Crash Unit

Some sobering thoughts. Remember, if we all do our jobs correctly and follow the Repair VIRM we will not see Glenn (the SCU Senior Crash Investigator/Analyst) again. On a lighter note, let's all be careful with our cell phones - amazing what they can find on them. ►



Give Us Your Feedback
We'd be happy to hear from you at info@repaircert.nz

Day Two

VIRM Amendments

Corrosion

If you need any help with this, please give us a call. Better than a cancelled LT308 and a call from NZTA.

Group Sessions

Duncan's Damage Management Plan

Well received, with comments like 'I won't forget anything using it', and 'well covered off sections' - several Repair Certifiers are already using the form. I've also had calls asking where to purchase a tablet; the one Duncan uses is a 'Remarkable PaperPro' and 'MarkerPlus' pen, costing approximately \$1,500 (look around if you want to though, there are similar tablets available that will do the same job).

A big thanks to Duncan for all his time, both in developing the DMP, and for showing us all how to use it at the conference.



Mike's Minor or Significant Corrosion/Damage

Great to see everyone at some stage had a different opinion, that's what it was all about. You as a Repair Certifier must make that call; minor (just leave it) or significant (repair it). Remember, Repair Certifiers do not do minor or cosmetic damage or corrosion. Also, you can only use an LT307 to remove a Damage Flag for a clean and treat with no repairs or replacement parts.

Perry's Water Ingress Presentation

Some key takeaway points:

- Table 9-1-1 applies to any vehicle flagged or recorded as water damaged.
- For suspected water ingress, carry out a full inspection to determine extent and location.
- If safety-critical components are affected, notify FRR via email and apply Table 9-1-1.
- If no safety-critical components are affected, treat the vehicle as water ingress only.
- If water is from a leak isolated to one area, the vehicle can also be treated as water ingress.

Ensure all findings are documented and correct repair/classification procedures are followed.

Damage Flag Discussion

Well and truly talked about and thrashed out. The proposed Repair VIRM amendments are with NZTA.

In closing off from the tech department it's been another great year. Thanks to all the Repair Certifiers that have made me welcome on the On-Site Visits.

Cheers Mike and Perry.

A Final Thank You

This conference was a big milestone for RepairCert NZ, and it would not have been successful without your engagement, debate, experience, and willingness to challenge and improve the system we all rely on.

We're already working on next year's training sessions - and with your continued feedback, they'll be even stronger.

If you have further thoughts, questions, or ideas, our door is always open.

The RepairCert NZ Team. ■



VEHICLE MANUFACTURER 'RESCUE SHEETS'

One of the 'takeaways' from the OEM part of the Repair Certifier Training Conference was Rescue Sheets (or Emergency Response Guides/ERGs), which are produced by vehicle manufacturers to help emergency services safely rescue occupants after a crash. They typically include:

- the vehicle's high-voltage component layout (for EVs and hybrids); and
- airbag, seatbelt pretensioner, and gas generator locations; and
- reinforcement and cutting zones; and
- fuel lines, battery locations, and cable routing; and
- safe lift and tow points; and
- information on alternative fuel systems (LPG, hydrogen, etc.).

While designed for first responders, this information may also be useful for Repair Certifiers when inspecting modern vehicles (particularly hybrids and EVs), helping identify critical safety components and areas that require special handling during repairs.

For Repair Certifiers, this information can help with:

- Identifying occupant protection systems: Understanding where airbags, sensors, and reinforcements are located to make sure these components are properly reinstated or replaced after a crash.
- Assessing structural integrity: Highlighted cutting zones and high-strength steel areas indicate where structural repairs must be performed to vehicle manufacturer methods or where sectioning is prohibited.
- Recognising high-voltage risks: For hybrid and electric vehicles, showing cable routing, isolation points, and battery locations.
- Cross-referencing repair information: Comparing the information with vehicle manufacturer Body Repair Manuals or Thatcham describe repair methods can help confirm whether a repair method is suitable.



Best-practice for Repair Certifiers When Assessing Vehicles for Repair Certification

- Check for a Rescue Sheet early in the process, especially for newer models, hybrids, and EVs.
- Compare key areas (such as high-strength reinforcements and airbag zones) with previous repairs.
- Check that repaired or replaced components correspond to those listed as structural or safety-critical on the Rescue Sheet (as well as the vehicle manufacturer requirements).
- Include a copy of the Rescue Sheet in the Repair Certification File when it supports your decision-making. ►

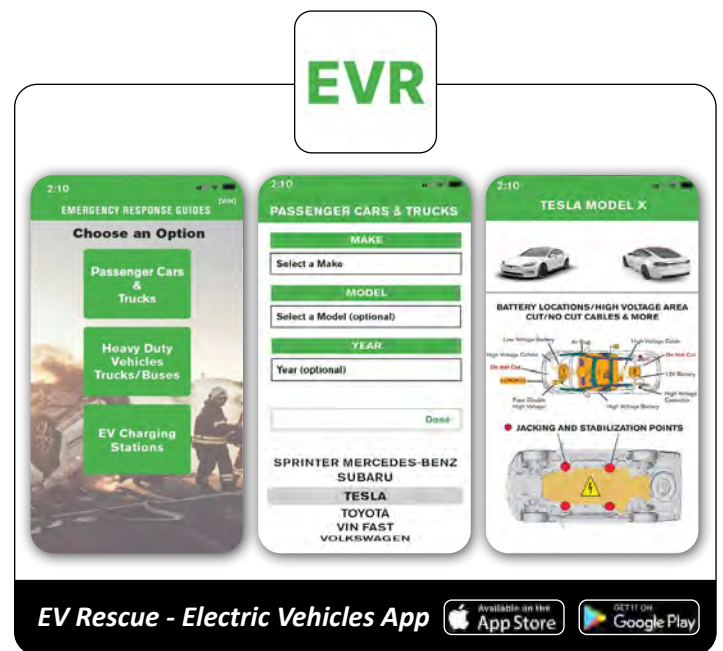
Rescue Sheets are freely available from most vehicle manufacturer websites and industry databases such as [Emergency Response Guides | NHTSA](#). [Thatcham eScribe](#) may also provide this information, and many vehicle manufacturers include it in their repair manuals.

Click on the links below to view some of the Rescue Sheets that are available on the RepairCert NZ website (on the public part of the site under 'Useful Links' and in the Certifier Area as part of the 'OEM & Industry Information' library).



- [Audi Rescue & Recovery Guidelines](#)
- [Hyundai Rescue Sheets](#)
- [Mitsubishi Rescue Sheets](#)
- [BMW Rescue Sheets](#)
- [Kia Rescue Sheets](#)
- [Nissan Rescue Data Sheets](#)
- [Honda Rescue Sheets](#)
- [Mercedes Benz Rescue Sheets](#)
- [Toyota Emergency Response Guide](#)

There are also a couple of apps you can download to your phone that provide access to Rescue Sheets. ■



VEHICLE IMPORT FORECAST

[Click here to view the latest NZTA Vehicle Import Forecast on the RepairCert NZ website.](#)



Document Development

Since the last RepairCert NZ Update, the following documents have been completed and added to the website.

Technical Bulletins (*Public and Repair Certifier Area*)

- 05-2025 Full-frame Chassis Welding Procedures
- 06-2025 Post-collision SRS Reinstatement
- 07-2025 Motorcycle Brake Lever Safety Risk

Information Sheets

- 02-2025 Introducing the Damage Management Plan (*Repair Certifier Area*)
- 03-2025 Technical Support Group (*Public and Repair Certifier Area*)
- 04-2025 Shop Profiles (*Public and Repair Certifier Area*)
- 05-2025 Conflict of Interest Management (*Public and Repair Certifier Area*)

Repair Certifier Inspection Form-sets (*Repair Certifier Area*)

- FS011 Full-frame Chassis Welding Procedures
- FS012 Post-collision SRS Reinstatement

Repair Certifier Forms (*Repair Certifier Area*)

- Example Repairer Register
- Example Interest, Gift, and Remedial Work Registers
- F002 Damage Management Plan
- Clean and Treat
- Motorcycle Initial Inspection Record
- Shop Profile Vehicle A, B, C, and D
- Example Conflict of Interest Policy
- Example Conflict of Interest Procedure
- Example Conflict of Interest Declaration
- **From The Helpdesk (*Repair Certifier Area*)**
- 2025.11.19 Water Affected Vehicles - updates a previous version with new information. ►

Example Vehicle Repairer Register								To record Shop Profile information for all repairers used when carrying out repair/certification activities.	
Date Approved	Shop Category	Company Name	Company Address	Contact Name	Contact Phone	Contact Email	Notes (Refer to File for Premises, Equipment, and Staff Information, and required compliance evidence)		


Example Remedial Work Register										To record all minor remedial work (under the monetary amount specified in the Repair VIRM) that is 'directly concerned with bringing the vehicle structure within safe tolerance of the manufacturer's specifications while the prepared for certification, after an initial attempt has been made to repair it by an independent party'- NOA Clause 10.7(b)(i).	
Date	Ref #	Client/Vehicle Owner	Vehicle Make	Vehicle Model	VIN or Chassis #	Repair	Parts Used	Cost of Repair	Notes		

Useful Information

Links to a range of Vehicle Manufacturer 'Rescue Sheets' have been added to the OEM and Industry Information area, under Generic/General Repair Industry Information, as well as under individual vehicle makes (select Rescue Sheets using the Document Filter to view). Not all makes have Rescue Sheets yet - additional links will be added as they are sourced. For more information on what Rescue Sheets are and how they can be useful for Repair Certifiers, see the article on pages 7 and 8.

Training

PDFs of the Repair Certifier Training Conference have been added to the Repair Certifier Area, as below.

<p>Insurance Risk and Liability</p>	
<p>Repairs vs Modifications</p>	
<p>Water Ingress vs Water Damage</p>	








<p>[Your Name] Example Conflict of Interest Policy</p> <p>Purpose This policy defines what constitutes a conflict of interest, including both actual and perceived conflicts, as well as situations related to accepting gifts from customers, and carrying out remedial repairs on a customer's vehicle. It also outlines my responsibilities as a Repair Certifier, to ensure that all repair certifications are conducted impartially, in compliance with the Repair Certifier Notice of Appointment (NoA) and the Repair Certifier Code of Ethics.</p>
<p>[Your Name] Example Conflict of Interest Procedure</p> <p>Purpose This document outlines the steps to be followed when identifying and managing actual and perceived conflicts of interest, gifts from customers, and remedial work, as defined in my Conflict of Interest Policy. It ensures that all repair certifications are carried out impartially, in compliance with the Repair Certifier Notice of Appointment (NoA) and the Repair Certifier Code of Ethics.</p>
<p>[Your Name] Example Conflict of Interest Declaration Form</p> <p>Purpose To declare a perceived or potential conflict of interest related to a vehicle that I will be inspecting and repair-certifying.</p>

REPAIR CERTIFIERS NEEDED

Invercargill Pre and Post-1990 Vehicles

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, 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.





INDUSTRY NEWS & INFORMATION

Could advanced ADAS end the curse of stop and start traffic?

Explores how emerging advanced driver-assistance systems (ADAS) could reduce brake-heavy, stop-and-go patterns and smooth traffic flow.

National Collision Repairer. [Read more...](#)



'Misinformation' still holding back EVs on insurance and repairs

Highlights how inaccuracies and lack of understanding around electric vehicles (EVs) are impeding insurance coverage and repair-industry readiness.

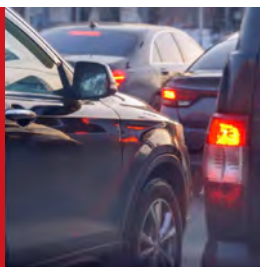
National Collision Repairer. [Read more...](#)



Crash waiting to happen? What irks drivers most.

Investigates the behaviours and conditions that drivers find most irritating, and how those frustrations may coincide with increased collision risk.

National Collision Repairer. [Read more...](#)



Auto-pilot driving hits setback with 'unpredictable' behaviour

Discusses recent incidents where autonomous or "auto-pilot" driving systems behaved in an unexpected or unsafe way, and the implications for regulation and repair.

National Collision Repairer. [Read more...](#)



CATL delivers new breakthrough on range barriers

Reports on CATL's latest battery advancement which pushes the limits of electric-vehicle range, charging speed and addresses a key barrier to EV adoption.

National Collision Repairer. [Read more...](#)



Building the case for genuine parts

In favour of using original equipment manufacturer (OEM) parts in repairs (versus generic substitutes), focusing on performance, safety and warranty outcomes.

National Collision Repairer. [Read more...](#)



Hydrogen option for new model as BMW looks to the future

Details BMW's plan to incorporate a hydrogen-fuel version in upcoming models as part of its long-term alternative-powertrain strategy.

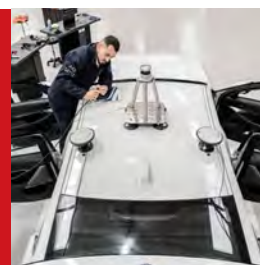
National Collision Repairer. [Read more...](#)



More than half report ADAS preventing crashes

Shares findings from a survey showing that a majority of drivers say their vehicle's ADAS has actively prevented a collision.

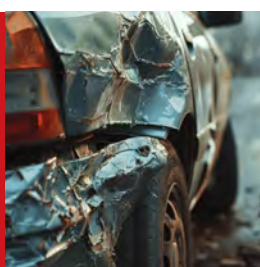
National Collision Repairer. [Read more...](#)



Technology improves but distraction still a major cause of crashes

Notes that while vehicle tech continues to advance, driver distraction remains a leading factor in crashes and demands better behavioural interventions.

National Collision Repairer. [Read more...](#)



GM backs away from hydrogen to focus on EVs

Reports that General Motors is scaling back its hydrogen fuel-cell investments to concentrate more on electric vehicle development.

National Collision Repairer. [Read more...](#)



Beyond repair: setting new standards in plastic repairs

Looks at how the collision-repair industry is increasingly adopting higher standards and new techniques for plastic component repair rather than replacement.

National Collision Repairer. [Read more...](#)



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