

Motor Traders'
Association of NSW

MTA NSW Realistic Times Glossary

Realistic Times Includes:

- ◆ Frequently Asked Questions
- ◆ Consumables Guide
- ◆ Sundries Guide



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Section 1: Frequently Asked Questions

I | Transition from Funny Time Funny Money (FTFM) to Real Time Real Money (RTRM)

1.1 What is FTFM?

Funny Time Funny Money (FTFM) was the system that the repair industry worked under for decades in the past. FTFM never kept up with the many changes that happened within the Motor Body Repair Industry which affected the business costs of repair workshops. These changes included the introduction of the GST, the Superannuation levy, stricter compliance to OH&S regulations and a move away from the “pen and paper” practices to using electronic business system methods. Other changes include the manufacturing of the motor vehicles with increased usage materials that are harder to repair, such as high and higher strength blended metals. This has led to an enormous increase in the complexity of repairing vehicles as well as increases in the technical capability of the employees, which flows through to increased wage demands and equipment requirements. The FTFM methodology had become unrealistic and unsustainable based upon lack of increases to labour, consumables and materials costs over time.

1.2 What is RTRM?

Real Time Real Money (RTRM) is a new system that was initiated by the Motor Traders’ Association of NSW (MTA) on behalf of the body repair industry. The MTA has been working on RTRM since 2005; educating repairers and insurance companies, working on labour rate calculators and establishing a new online realistic times guide – eMTA. Basically, RTRM is using realistic times (the time that it actually takes to carry out the operation based upon a formula or based upon time trials) with realistic money (different labour rates for different businesses, based on that business’ labour costs). Also built into RTRM is the ability to pass on the increase in materials and consumables when necessary, which will be reviewed annually.

1.3 Why move from FTFM to RTRM?

FTFM developed over time as a way Repairers dealt with rising costs of doing business that the Industry failed to address by raising rates. This led to a way of quoting that meant that the labour component of the quote was inflated (the times) to make up for another part of the quote (the designated shop labour rate) as it was well under the required amount. This is not a transparent way of doing business and as time went on other issues arose such as significant increases to consumables and materials. The industry needed to change in order to move ahead in a sustainable way into the future. The Motor Vehicle Insurance and Repair Industry Code of Conduct, which is law in NSW, states:

6. ESTIMATE, REPAIR AND AUTHORISATION PROCESS

6.2 The parties acknowledge ongoing changes in the Industry in relation to the development of realistic times and rates:

- (a) Insurers will state clearly the estimation methodology to be applied; and
- (b) Repairers in their estimation methodology may separately cost paint, parts, significant consumables and mandatory government environmental levies in so far as they apply to a repair.

The Productivity Commission, in its report “[Smash Repair and Insurance](#)”, 2005, states:

In the Commission’s view, the abandonment of FTFM is a necessary step towards clarifying the nature of returns in the repair industry and improving commercial relations between repairers and insurers.

1.4 Are Insurance Companies supporting the move to RTRM?

[MTA](#) has been working with the major insurance companies to keep them informed and to consult with them about the move to RTRM. Particularly, [MTA](#) has been working closely with NRMA Insurance to develop realistic times and a [labour rate calculator](#). [MTA](#) has also met with other major insurers. Whilst all insurance companies are at different stages, it is generally accepted that RTRM is here and that the Government (through the [Code](#) and [Productivity Commission Report](#)) has recommended its implementation. [MTA](#) will continue to meet with the [Insurance Council of Australia](#) (ICA) and major insurance companies to assist the transition to RTRM.

1.5 Will Insurance Companies accept my quotes in RTRM?

The [Motor Vehicle Insurance and Repair Industry Code of Conduct](#), which is law in NSW, states:

4.2 Insurers

In their dealings with Repairers in relation to repair work, Insurers will:

(b) not refuse to consider an estimate on unreasonable or capricious grounds.

6.2 The parties acknowledge ongoing changes in the industry in relation to the development of realistic times and rates:

(b) Repairers in their estimation methodology may separately cost paint, parts, significant consumables and mandatory government environmental levies in so far as they apply to a repair.

It is important to note that the only research that has been done with separating significant consumables has been through the realistic times and rates methodology.

Different insurance companies are at different stages with RTRM, so some may ask you to submit a RTRM and a FTFM quote. It is up to you, as a business owner or manager, as to how you decide to proceed regarding this.

The information that [MTA](#) has received from the major insurance companies to date is that NRMA Insurance will only accept RTRM quotes from 1st June 2009. AAMI are currently accepting RTRM quotes. Suncorp GIO will commence RTRM from 1st January 2010. Allianz, Lumley, QBE and Zurich are looking at moving to using a realistic times and rates methodology and are accepting quotes written in this format.

1.6 Can I receive training on how to quote and run my business under RTRM?

Significant information has already been offered to the Industry in this regards through area meetings. Other sources of information may be obtained from various Industry stakeholders, such as [I-CAR Australia](#) and [PPG](#). [MTA](#) also recommends that you contact your quoting system provider to ensure that you have access to [eMTA’s](#) online realistic times guide

2 | Labour Rates

2.1 What is a labour rate?

A labour rate is different for each business as it is based on the different costs and productivities of each shop. A labour rate is based on your labour costs, labour productivity and available working hours. It does not include parts, materials and sublets. It is the rate that labour operations are charged at under RTRM.

2.2 Does my labour rate include my rent or equipment?

No. The labour rate only takes into account the productivity of your labour. This is based upon 80% productivity and 20% for loss of productivity.

For example, out of a 5 day week, 1 day of productivity is lost due to doing other things not directly related to repair work, such as customer service, moving cars, general tidying up, talking, breaks and phone calls.

2.3 How can I calculate my labour rate?

Your labour rate can be calculated by using any of the following methods:

- MTA Labour Rate Calculator
- Using your Accountant
- Doing comparison quotes by converting invoiced FTFM estimates using RTRM methodology
- (For IAG/NRMA Insurance) Use the Deloitte's calculator, available at www.ntar.com.au.

2.4 Will insurance companies accept my labour rate?

Your labour rate should represent the actual return on your labour investment that your business needs. It will differ from shop to shop.

Generally, you will need to submit your labour rate to an insurance company and they will go through a validation process. Some insurance companies may try and negotiate a rate, or advise you of a maximum area average rate.

An insurance company may seek evidence in support of your application before agreeing on a labour rate.

When negotiating your labour rate with an insurance company, keep in mind what your minimum allowable amount is and also remember that the rate should be reviewed after 12 months. The point of a labour rate is that it reflects your actual business costs and productivity.

2.5 Is my labour rate confidential?

Initially it was understood that your labour rate should not be disclosed by an insurance company to anyone else or any other business. However, the labour rate of individual repairers is received by other Insurers on recoverable claims. These claims are presented to other Insurers to claim back costs in the format that the Insurer received them.

Confidentiality is no longer considered to be an issue with other Industry stakeholders.

3 | eMTA Times Website

3.1 Why are there two times databases?

Whilst the times have been developed through a joint effort , two times websites/sources will be maintained to ensure that everyone in the industry has access to realistic times. NRMA Insurance's website, [NTAR](#), is only for the use of Repairers completing quotes for that insurer. The MTA has endorsed eMTA Australia Pty Ltd to be a provider of times for all other insurers and may be used by any repair shop for quotes for all types of motor vehicle body repair work.

3.2 Who can access the eMTA times website?

eMTA is designed to be electronically accessed by both Insurers and Repairers. eMTA has automatic interfaces into the major smash repair quoting systems and an interface platform for assessing systems.

4 | Quoting

4.1 How is quoting methodology different under RTRM?

The major changes are representative of the needs of the Industry to separate labour from consumables and being able to cost these separately whilst being able to use your business' actual labour rate. The quoting systems are able to automatically calculate these consumables so the actual method of quoting is very similar.

Other important improvements to RTRM include the introduction of loadings on repair times and other components, such as used parts or exchange bumper bars that require extensive preparation.

NOTE: There are some differences between what insurance companies state the maximum is that they will pay or how loadings will apply for their work and what MTA recommends. Ensure that you understand how the Insurer that you are dealing with applies these loadings.

4.2 Will repair quotes increase under RTRM?

Initially it was expected that overall, repair costs will remain cost neutral. What RTRM does is make the system transparent and create a mechanism for increases in costs to be charged on in the future. For example, since the inception of RTRM, there have been increases to repair and paint consumables as well as increases to paint liquids.

4.3 What do I do if an Insurance Company doesn't accept my RTRM quote?

If an insurance company doesn't accept your RTRM quote, you should initiate an "Internal Dispute Resolution" (IDR). The IDR process is detailed in Section 11 of the Motor Vehicle Insurance and Repair Industry (MVIRI) [Code](#). This requires filling out an IDR Form and submitting it to the insurance company (fax a copy to MTA on 02 9212 6889). IDR forms are available for download from the MTA website – click [here](#) and then download the IDR form "Refuse to Assess Estimate" and /or "Realistic Times Methodology". This will require the Insurer to respond in writing to you within 5 working days and resolve the issue in another 10 working days.

Note: Under the MVIRI Code of Conduct, section 6.2 (a), Insurers are entitled to convert your realistic times estimate into their own stated estimating/assessing methodology. Please ensure that a fair and transparent process has been adopted in negotiating repair costs.

5 | Times

5.1 Where can I access the new realistic R&R times?

The new realistic times can be accessed through your Quoting Software Provider (if your Provider has built this into its software). If available in your software, you can download the times directly into your quote. If you are not sure if this is available through your software, contact your Quoting Software Provider directly.

5.2 How have the new realistic R&R times been derived?

The new realistic times have been researched, tested and trialled by a group of 16 trial repairers who have sat on a Times Committee. The Times Committee consists of these trial repairers, MTA representatives and NRMA Insurance staff. The Times Committee has conducted countless hours of research to ensure that the times are realistic. The times were trialled in controlled environments and then tested under workshop conditions. The results acted as sample information which was then presented to the Times Committee for review. Determinations were then made on the realistic time. The Times Committee has now evolved into the National Times committee with regular monthly meetings

5.3 What do I do if I disagree with the scheduled realistic R&R times?

e-MTA Field Report Process

The eMTA has designed an automated field report process via the Estimage assessing system. This will then be forwarded to the MTA NSW for review. ***IAG/NRMA Insurance Field Report Process***

To submit a field report to IAG/NRMA Insurance, go to the NTAR website, www.ntar.com.au and select "Field Report" (located on the upper left hand side of page). Fill in relevant details and you will receive an automated response. Your field report will then be investigated and depending on the nature of the submission, existing formula based query or something that may require field testing will be presented to the Times Committee for review. Once the Times Committee has received a field report, it is examined and if it is agreed to, the changes are made to both the NTAR and E-MTA websites. If the Times Committee disagrees with the field report, further investigation will be undertaken.

5.4 How have Sundry items been calculated?

The Sundry items have been agreed to by a group including MTA representatives, trial repairers and NRMA Insurance staff. If you would like to put forward any feedback on the Sundry items, please submit a Field Report via the Estimage system or the NTAR website.

5.5 Are times available for prestige vehicles?

The MTA has formed a Prestige Times Committee which is meeting regularly to establish prestige times. As this progresses the Industry will be kept informed.

5.6 How will repair times be calculated?

Repair times will be negotiated between yourself and the assessor. The guide only covers R&R and Refinish times but also includes applicable loadings on repaired or recycled panels and exchange bumper bars.

Section 2: MTA NSW Consumables Guide

I | Glossary – Overview

1.1 Remove and Replace Operations (see R&R Glossary Items & descriptions)

Each Remove and Replace time has been calculated allowing all standard fittings for the individual model and type. As a result, times may vary between top of the range and base models.

1.2 Repair Operations

Blended and High Strength Metals

New types of steel have been developed and are now used for various parts on motor vehicles. These metals differ from plain carbon steel in that they include alloying elements and/or they have undergone heat treatment to attain levels.

NOTE: NSW Fair Trading Act Part 5E and Motor Vehicle Insurance and Repair Industry Code of Conduct

Under the NSW Fair Trading Act and the Motor Vehicle Insurance and Repair Industry (MVIRI) Code of Conduct, Motor Body Repairers should seek manufacturer's specifications or other such Industry recognised sources, when required to formulate estimates and to carry out repairs on vehicles with HSS, BORON or other such BLENDED metals.

2 | Refinishing

2.1 Refinish Times

The refinish times have been constructed to identify the physical process following recommended refinish procedures supplied by leading paint companies and other leading industry sources for carrying out the refinish painting process. These refinish operations are described as 1 Layer, 2 Layer and 3 Layer.

The labour times applied to Layers 1, 2 and 3 do not include consumables or materials.

- | | |
|---------|---|
| 1 Layer | Time is for a standard single refinish process used for Solid painting. |
| 2 Layer | Time is for refinish processes that require base coat and a clear top coat.
This is applied to Clear over base, Metallic 1 and Metallic 2 refinishing processes. |
| 3 Layer | Time applies to the refinish processes that require Base coat, Pearl coat and a Clear top coat. |

2.2 Refinish Blends

70% of the “out” time for the Panel being refinished using the blend process. For example, divide the refinish time of the outside of the panel by 70%.

2.3 Refinish Spot Blends

When the refinish process is kept in a “Spot” section of a single panel with no other panel being refinished, the refinish time required will be based upon the full outer refinish time.

2.4 Refinish Preparation Loadings

The following refinish preparation loadings are to be applied to the following panels:

- ◆ Replaced Welded and Re-skinned general panels (Beaver panels, Door Skins, Radiator Supports, Rail & Skirts, Sills, Pillars)
= 0.50 hour per replaced panel
- ◆ Replaced Major Welded Panels (Qtr, Turrets, Body Side Panels)
= 1.00 hour per replaced panel
- ◆ All Repaired Panels (including all inner panels requiring primer / putty)
= 0.20 per repair hour
- ◆ Recycled panels to be applied to the Refinish In / Out time, where these times apply.
= 10% refinish loading time
- ◆ Exchange bumper bars
= 10% refinish loading time
- ◆ Special Hardened Clears (applied to all replaced, repaired or blended panels)
= 25% refinish loading time

All refinish preparation loadings are to be placed in the refinish area of the estimate.

3 | Materials and Consumables

These allowances are as a result of the MVIRI Code of Conduct where significant consumables and materials may be separated from the labour operations.

3.1 Panel Consumables

This allowance is designed to cover the cost of consumables used during the welded panel Remove & Replace and Repair processes of mild steel panels.

Panel Consumables are currently calculated @ \$3.35 per repair hour.

3.2 Welded Heavy Panel Consumable Allowance

Due to the increase of High Strength Steels and other Blended metals now used in the manufacturing of structural panels, where one of these Remove & Replace welded panels is required, a **Welded Heavy Panel Consumable** allowance of \$30.00 may be included to cover the cost of these type of consumables used during the Remove & Replace process. These panels may include Turret and Quarter and Body Side panels.

Panel Consumables are currently listed in 'Miscellaneous' section of the quote.

3.3 Paint Consumables

This allowance is designed to cover the cost of consumables used during the refinish process.

Paint Consumables calculated manually @ \$5.92 per paint labour hour.

3.4 Paint Materials

This allowance is designed to cover the cost of materials used during the refinish process.

There are different paint material allowances for different paint colour groups. Below are the current agreed allowances for IAG only:

Layer 1	Layer 2	Layer 3
S1 = \$17.51	S2 = \$19.49	M3 = \$27.74
	M1 = \$21.13	
	M2 = \$24.36	

3.4 Paint Setup Time

This allowance is payable on all quotes to cover time spent identifying, mixing and matching colour and the cleaning of guns, equipment and other consumables required to carry out these operations.

Paint Setup Layer 1 = 0.30 @ paint labour rate for layer 1 colours, add 0.30 for a 2nd colour.

**Paint Setup Layer 2 & 3 = 0.50 @ paint labour rate for COB, Metallic & Pearl colours,
Add 0.50 for a 2nd colour.**

Paint Setup Colour Match = from 0.50 for difficult, complex colours, or to save blends, negotiable.

To be included in the Refinish Section of the estimate. Consumables and Materials apply.

MTA Allowance Guide for Loadings - Consumables and Materials		
Panel Consumables	\$3.35	Per Repair hour (IAG Agreed Rate)
Welded Heavy Panel Consumable	\$30.00	This allowance applies to all major welded panels being replaced. This is shown in the Miscellaneous section of the quote.
Paint Liquid Materials Guide (IAG Agreed Rates)	LAYER 1 SOLID 1 @ \$17.51	LAYER 2 SOLID 2 / COB @ \$19.49 METALLIC 1 @ \$21.13 METALLIC 2 @ \$24.36
		LAYER 3 METALLIC 3 @ \$27.74
Paint Consumables	\$5.92	Per Paint hour (IAG Agreed Rate)
Setup / Colour Match Solid colours	0.30	Of an hour @ The Repairers labour rate; 2 nd colour add extra 0.30 Located in Refinish area, Consumables apply
Setup Colour Match 2 Layer COB & Metallic's Pearl colours	0.50	Of an hour @ The Repairers labour rate; 2 nd colour add extra 0.50 Located in Refinish area, Consumables apply
Setup / Colour Match	From 0.5	Used to offset painting other panel, complex paint formulas or difficult colour match. Located in Refinish area, Consumables apply
Preparation Loadings Apply the Following: All Repaired Inner and Outer panels.	0.20	Apply preparation allowance of 0.20 per repair hour can be added for any repaired panel Located in the Refinish area, Consumables Apply Does not apply to Paintless Repairs
Major Replaced Welded Panels	1.00	An allowance of 1.00 hour applies to replacement Qtr panels & turrets Located in the Refinish area of your estimate. Consumables Apply
All Other Replaced Welded & Re-skinned panels	0.50	An allowance of 0.50 of an hour can be added for replacement of Boot floors, Rails, Skirts, Pillars, Sills, Beaver panels and Door Skins. Located in the Refinish area of your estimate. Consumables Apply
All Used Panels or Exchanged Bars	10%	A 10% allowance of the paint time can be added for a recycled panel or exchange bumper bar is fitted and where in/out paint times apply. Located in the Refinish area, Consumables Apply
Booth Setup	0.25 Up to 1.0	Negotiated allowance based upon complexity & number of items required to be moved in & out of the booth. This is to be placed in the Misc section of the estimate.
Blend Allowance	70%	Applies to the "Outer" paint time of the panel, Consumables Apply
Single Panel Masking Allowance	Up to .50 Negotiated	An allowance of up to 0.50 of an hour at the repairer's hourly rate applies where a single panel only (with no adjoining blends) requires refinishing and is to remain on the vehicle. This is to be shown in the Miscellaneous section on the quote
Fine Line Masking	Up to 0.50 Negotiated	An allowance of up to 0.50 of an hour at the repairer's hourly rate applies where a fine line masking is required for refinishing. This is to be shown in the R&R section on the quote
Scratch Resistant Clear Refinish Labour	25%	Add to Any Panels where the panel is painted in 'Scratch Resistant Clear' Located in the Refinish area, Consumables Apply

Section 3: MTA NSW Sundries Guide

8 | Sundries Guide

Sundries	Guide Pricing (less GST)	Item Description
Air Conditioning Degas	\$40.00	Includes evacuate and store gas and record details
Air Conditioning Regas R12 (if available)	\$140.00	Includes oil, gas and test and check system and refit drier
Air Conditioning Regas R34a	\$90.00	Includes oil, gas and test and check system and refit drier
Body Foam/anti flutter doors and skins	\$29.00	Includes labour to apply and materials including the use of 1 disposable tip
Body Foam/anti flutter quarter panels, sills and pillars	TBA	To be costed based on the amount used including preparation, masking, tip use etc
Body Foam/anti flutter turrets	\$52.00	Includes labour to apply and materials including the use of 1 disposable tip
Brake Fluid per 500ml	\$8.00	This allowance is for generic item only. OEM items must appear in parts section of quote with part number and list price supplied
Chip/Stoneguard lower front door	\$25.00	Includes removal and replace of stoneguard as well as supply of materials and consumables
Chip/Stoneguard lower front guards	\$15.00	Includes removal and replace of stoneguard as well as supply of materials and consumables
Chip/Stoneguard lower Quarter panel (if factory join evident)	\$20.00	Includes removal and replace of stoneguard as well as supply of materials and consumables
Chip/Stoneguard lower rear door	\$20.00	Includes removal and replace of stoneguard as well as supply of materials and consumables
Chip/Stoneguard sill panel (includes lower Qtr section)	\$80.00	Includes removal and replace of stoneguard as well as supply of materials and consumables
Chip/Stoneguard Underbody floors, skirts wheel arches	TBA	To be costed based on the size, complexity and quality of finish (including areas to be masked). Pricing should be based on a portion of the above allowances
Engine oil per litre	\$7.00	This allowance is for generic item only. OEM items must appear in parts section of quote with part number and list price supplied
Front or Rear Glass Urethane	\$30.00	Material only
Front screen supply and fit (remote)	Invoice + 10%	Includes the removal and replace, supply glass as well as necessary materials and moulds
Headlamp globes quartz H4	\$11.00	Each
Mould retape	\$20.00	Applies to moulds with a list price of \$60 or less. Includes tape labour and necessary consumables
Mould special retape	33%	Applies to moulds with a list price more than \$60. Includes tape labour and necessary consumables
New panel tape and gun sealer - new bonnet	\$35.00	Includes labour to replace sealer as well as supply of materials and consumables

New panel tape and gun sealer - new boot lid/tailgate	\$30.00	Includes labour to replace sealer as well as supply of materials and consumables
New panel tape and gun sealer - new door/skin	\$25.00	Includes labour to replace sealer as well as supply of materials and consumables
New protector mould urethane	\$5.00	Applies when a protector mould is bonded with adhesive from factory
Number plate frame - perspex 5 digit	\$16.00	Each
Number plate frame - perspex 6 digit	\$16.00	Each
Number plate frame - perspex Euro	\$16.00	Each
Number plate frame - plastic bezel type	\$3.50	Each
Paint protection	Invoice + 10%	To a maximum of \$200. Warranty papers or original invoices to be sighted by Assessor prior to authorising
Paint Stripper - Bonnets Boot lids Turrets	\$17.92	All consumables and materials necessary including stripper, masking tape, sand paper, rags, plastic sheeting etc
Paint Stripper - Guards, Doors, Qtrs, Side panels	\$11.95	All consumables and materials necessary including stripper, masking tape, sandpapers, rags, plastic sheeting etc
Paint Stripper Second Application	30%	For panels requiring a second application of stripper 30% of the first allowance applies
Paint Stripper - Turrets for Wagons, Vans	\$23.90	All consumables and materials necessary including stripper, masking tape, sandpapers, rags, plastic sheeting etc
Panel bond adhesive doors/skins	\$21.00	Includes labour to apply and supply all necessary materials
Panel bond adhesive quarter panels, sills and pillars	TBA	To be costed based on the size. Pricing should be based on a portion of the above allowances
Panel bond adhesive turrets	\$39.50	includes labour to apply and supply all necessary materials
Pinstriping and decals	Invoice + 10%	Refer to Insurer guidelines
Power Steering fluid per litre	\$7.00	This allowance is for generic item only. OEM items must appear in parts section of quote with part number and list price supplied
Proofcoat/Cavity Wax	\$5.00	Includes labour to supply and apply per panel
Quarter Glass Urethane	\$15.00	material only
Radiator Coolant - 4 cyl	\$20.00	This allowance is for generic item only. OEM items must appear in parts section of quote with part number and list price supplied
Radiator Coolant - 6 and 8 cyl	\$25.00	This allowance is for generic item only. OEM items must appear in parts section of quote with part number and list price supplied
Remove and replace Front/Rear screens, side or Quarter glass	Invoice + 10%	Includes the removal and replace as well as necessary consumables
Rust proofing	Invoice + 10%	Warranty papers or original invoices required
Side glass supply and fit (remote)	Invoice + 10%	Includes the removal and replace, supply glass as well as necessary materials and moulds

Sound deadener padding (adhesive type) perforated	\$22.00	Per sheet
Sound deadener padding (adhesive type) non-perforated	\$18.00	Per sheet
Specialist sublet	Invoice + 10%	Refer to Insurer guidelines
Spray on and brush on sealers - Beaver panel inner	\$40.00	Includes removal and replace of sealer as well as supply of materials and consumables
Spray on and brush on sealers - Beaver panel outer	\$40.00	Includes removal and replace of sealer as well as supply of materials and consumables
Spray on and brush on sealers - per metre max	\$20.00	Includes removal and replace of sealer as well as supply of materials and consumables
Spray on and brush on sealers boot floor	\$50.00	Includes removal and replace of sealer as well as supply of materials and consumables
Spray on and brush on sealers Quarter panel	\$40.00	Includes removal and replace of sealer as well as supply of materials and consumables
Spray on and brush on sealers radiator support	\$50.00	Includes removal and replace of sealer as well as supply of materials and consumables
Spray on and brush on sealers sill panel	\$60.00	Includes removal and replace of sealer as well as supply of materials and consumables
Stop/Tail globes	\$1.10	Each
Transmission fluid per litre	\$7.00	This allowance is for generic item only. OEM items must appear in parts section of quote with part number and list price supplied
Wheel Alignment - 4WD Front	Invoice + 10%	4WD vehicles
Wheel Alignment - 4WD Front and Rear	Invoice + 10%	4WD vehicles
Wheel Alignment - Front	Invoice + 10%	2WD vehicles
Wheel Alignment - Front and Rear	Invoice + 10%	2WD vehicles
Wheel Balance Alloy or Steel	\$15.00	Not to be charged if new tyre being fitted
Window tinting (max prices)	Invoice + 10%	Quarter Glass
	Invoice + 10%	Side Glass
	Invoice + 10%	Cargo Glass
	Invoice + 10%	Rear Glass

NOTE: Towing: Subject to current RTA Guidelines

Section 4: Disclaimer

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MTA NSW has taken all reasonable care to ensure that the information contained in this guide is accurate.

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