

This Industry News Service is produced by the Motor Traders' Association of NSW to inform all repairers of the issues facing the industry.



Industry News

Radiator Coolant

Some insurance companies have been directing repairers to use Non-Genuine Coolant, with one company stating they will only pay \$20.

MTA advises:

1. The manufacturers state that genuine coolant must be used or the warranty could be void
2. The Code of Conduct clearly states that a vehicle must be repaired to manufacturer's specifications
3. Repairers be warned: If you do not exercise DUTY OF CARE and serious damage is caused to an engine, the responsibility will lie with you, **the Repairer.**
 - a. Refer to sections of the Code 1.3 and 1.4
4. Under sections 1 & 4 of the Code, Insurers also have a duty to ensure compliance to manufacturer's specifications. (See below for what to do if a dispute about this arises).

Code Disputes & IDR Forms

If you are having a dispute with an Insurance Company about an issue covered by the Code, lodge an "Internal Dispute Resolution" (IDR). IDR Forms are available on the MTA website <http://www.mtansw.com.au/brd.php> (scroll to the bottom) and cover the following issues:

[IDR FORM Assessor Adjustments - No Consultation](#)

[IDR FORM. Sublet Warranty](#)

[IDR FORM. Failure to Respond - IDR Notice](#)

[IDR FORM. Authorised Work](#)

[IDR FORM. 2 Quotes Tech Info.Method of Repair](#)
[IDR FORM. 2 Quotes Tendering - Competitive Estimates](#)
[IDR FORM. Assessor Training](#)
[IDR FORM. Choice of Repairer](#)
[IDR FORM. Late Payments](#)
[IDR FORM. Provide Technical Information.Repair Method](#)
[IDR FORM. Realistic Times Methodology](#)
[IDR FORM. Refuse to Assess Estimate](#)
[IDR FORM. Steering Misleading Statements](#)
[RDR FORM. PARTS - MANUFACTURERS SPECIFICATIONS](#)
[RDR FORM. REPAIR METHOD - MANUFACTURERS SPECIFICATIONS](#)
[RDR FORM. SAFETY - MANUFACTURERS SPECIFICATIONS](#)
[RDR FORM. WARRANTY - MANUFACTURERS SPECIFICATIONS](#)

Send the form to the Insurer and fax a copy to MTA on 02 9212 6889.

Under the Code the Insurer must acknowledge receipt within 5 days and within a further 10 days, the dispute must be resolved. RDR forms must be resolved within 2 days. If an issue is not satisfactorily resolved the Repairer can commence a "External Dispute Resolution" which can be submitted through the Code website:
www.abrcode.com.au.

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Regards,
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