

## Media Release

### MTAA and AMBRA Release Guide on Non-Genuine Parts Usage for Collision Repairers

**21 August 2024** – The Motor Trades Association of Australia (MTAA) and the Australian Motor Body Repairers Association (AMBRA) have joined forces with HWLE Lawyers to address a critical issue facing collision repair businesses across the country.

Today, they announced the release of their first guide in a series aimed at empowering repairers to navigate the complex landscape of insurance demands, particularly focusing on the use of non-genuine parts in vehicle repairs.

#### Key Highlights of the Guide:

- 1. Legal Rights and Risks:** The guide outlines the legal rights and potential risks for collision repairers when using non-genuine parts, providing a comprehensive framework for decision-making.
- 2. Step-by-Step Approach:** Repairers are advised to follow a structured process, including reviewing agreements and Product Disclosure Statements, assessing safety and quality risks, and considering legal and financial implications.
- 3. Communication Strategies:** The guide emphasises the importance of clear communication with insurers and customers, including obtaining informed consent and proper documentation.
- 4. Industry Standards:** It reinforces the commitment to maintaining high ethical standards in the collision repair industry and the importance of upholding manufacturer specifications.
- 5. Dispute Resolution:** Information on how to handle disputes with insurers, including reference to the Motor Vehicle Insurance and Repair Industry Code of Conduct.

“This guide is a crucial resource for collision repairers facing pressure from insurers to use non-genuine parts,” said Matt Hobbs, MTAA CEO. “We aim to empower repairers with the knowledge they need to make informed decisions that protect their businesses, and their customers, and maintain the highest standards of vehicle safety and performance.”

The release of this guide marks the beginning of a series designed to clarify repairers' legal rights against unreasonable or prohibited insurer requests.

MTAA and AMBRA remain committed to supporting collision repair businesses throughout Australia.

**ENDS**

**View Guide Here:** [https://www.mtaa.com.au/images/240813\\_MTAA\\_Collision\\_repairers\\_publication\\_v3.pdf](https://www.mtaa.com.au/images/240813_MTAA_Collision_repairers_publication_v3.pdf)

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