

# REPAIRCERT NZ UPDATE

Supporting New Zealand's Repair Certification Industry



UPDATE No.5 | 12/04/2022

## RepairCert NZ Roadshow for Repair Certifiers

RepairCert NZ is starting to plan a series of visits throughout NZ to meet the Repair Certifiers. Some of the objectives of these visits will be to:

- provide an opportunity for a meet and greet, in particular introducing the RepairCert NZ technical staff; and
- explain the services that RepairCert NZ is working towards providing for the industry during the next three years, and the timeframes in which this will be happening; and
- introduce SharePoint (the new Waka Kotahi electronic file upload system) to Repair Certifiers, explaining how it works, and how to use it.

We are planning this for some time in June. We realise that we are still in a COVID-affected environment, but we are balancing the caution required around the pandemic situation against the need for beginning the process of engaging directly with Repair Certifiers, especially in the area of sharing information and training. We hope all Repair Certifiers are comfortable with getting together to start the journey. ■

## Induction Training for New Repair Certifiers

One of the areas in which RepairCert NZ will be helping Waka Kotahi into the future is the training and mentoring of newly-appointed Repair Certifiers. The full process won't be properly developed until sometime into the future, however it has been recognised that newly-appointed Repair Certifiers have a very urgent and immediate need for some basic training and support to help them get started. ►



To fill the gap until the full system is established, an interim one-day 'Induction Course' has been put in place, and is now up and running. As from the start of April, a new Repair Certifier will come to the RepairCert NZ offices in Porirua, and be shown the basics of the various aspects of repair certification including the various legislative documents, photographic requirements, use of the LT307 and LT308 and supporting forms, how to use Landata, and how to use the SharePoint file repository.

The supporting documentation for the 'Induction Courses' has been developed, and the first courses will kick off during April. ■

## Ideas for Corrosion Information Sheet

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RepairCert NZ is developing an Information Sheet that is intended to address the confusion that commonly exists about the various corrosion treatment systems within our industry, and to provide guidance to help give Repair Certifiers the necessary confidence to make the right decisions relating to corrosion treatment.

If any Repair Certifiers have any particular thoughts about information that they would like to see included in this Information Sheet, please feel free to forward your thoughts to [nj@repaircert.nz](mailto:nj@repaircert.nz) by Friday, 22nd April. Any ideas or comments are welcomed. ■



## LT308 Certificate Amendment Opportunity

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Because of the recent introduction of the ADAS Declaration Form, RepairCert NZ and Waka Kotahi will be making an amendment to the LT308 Light Vehicle Repair Record of Certification (LT308), to include a reference to the ADAS Declaration Form.

While we make this change, we have an opportunity to consider any other necessary additions or amendments to the LT308 that might be useful to Repair Certifiers.

If any of you have any thoughts on any additions or amendments that would make the LT308s work better for you, please feel free to forward your thoughts through to [nj@repaircert.nz](mailto:nj@repaircert.nz) by Friday, 22nd of April. Any ideas or comments are welcomed. ■

## Complaint Investigation Supports Repair Certifier

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During March, RepairCert NZ became involved in a complaint from a vehicle owner about a vehicle which he had presented for Repair Certification, and disagreed with the Repair Certifier's assessment and required repairs. The owner had engaged a lawyer to challenge Waka Kotahi over aspects of the repair certification service, and Waka Kotahi asked RepairCert NZ for assistance in the matter.

RepairCert NZ arranged for and carried out an inspection of the vehicle, independent of the original Repair Certifier, by bringing in another Repair Certifier, a Waka Kotahi Certification Officer, and RepairCert NZ's Marty Lane. After completing the investigation, we produced a Complaint Investigation Report for Waka Kotahi. This Report showed that the original Repair Certifier's decisions were entirely sensible and reasonable, and detailed the necessary assessments and repairs that would be required to bring the vehicle up to a standard that would enable an LT308 to be issued. Waka Kotahi provided the Complaint Investigation Report to the vehicle owner, and the owner has now accepted the outcome (that the vehicle needs a significant amount of rectification work), and withdraw his legal demands to Waka Kotahi.

Despite involving somewhere in excess of 150 man hours, we achieved a good outcome, and showed the value of Waka Kotahi and RepairCert NZ working together. ■

## Specialised Repair Certifiers for Pre-1990 Vehicles

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One of the early learnings since RepairCert NZ has got started is that a need exists for more Repair Certifiers willing and able to undertake repair certification on old vehicles. 'Old vehicles' is defined at this stage as vehicles manufactured before 1990. This date was arbitrarily chosen as a point in time which generally pre-dates wide-spread inclusion of high-strength steel, and the introduction of complex occupant protection systems.

There are many parts of the country where there aren't Repair Certifiers who have the time or interest in dealing with these vehicles, and there are many old vehicle enthusiasts who have been referred for repair certification by an Entry Certifier but are unable to obtain this service for various reasons. Some Repair Certifiers are too busy with mainstream (bread and butter) modern vehicle repair certification work to be able to deal with older vehicles, and others who say they aren't sufficiently familiar with very old (vintage and classic) vehicles to want to be involved. This is creating significant service gaps in some parts of the country, but we are also mindful that Repair Certifiers should not be expected to operate outside of their area of expertise or comfort.



The situation creates the need for some additional Repair Certifiers in some geographical areas to fill these voids. However, in any specialist certification activity, it's critically important to maintain a balance between ensuring the provision of good customer service, and ensuring that specialist certifiers gain enough work to stay sharp (in terms of remaining familiar with the requirements) and remain economically viable.

At this early stage, to ensure against over-subscription of Repair Certifiers doing main-stream work, we are working towards appointing a small number of additional Repair Certifiers for certain parts of the country where the service problems exist. The people we will be looking for to fill these gaps will:

- have specialised skills in old vehicle repair methodology (they'll be, in effect, highly-skilled 'restoration guys'); and
- be limited, by a condition added to their Notice of Appointment, to certifying only vehicles which were manufactured before 1990.

This will put Repair Certifiers across these old vehicles who understand them, and who are willing to provide the service, but without impacting on existing Repair Certifiers. It's important to note that all existing Repair Certifiers will remain authorised to continue providing repair certification for Pre-1990 vehicles if they wish to. ■

# Repair Certification of De-registered Vehicles which have Modifications

Within the last week the RepairCert NZ team have worked through several enquiries regarding written-off vehicles that have a Low Volume Vehicle Certification Plate (LVV plate), or (since February 2021) an Electronic Data Plate (EDP), attached. Here's two of the enquiries that might be of interest to Repair Certifiers:

## Enquiry # 1

**The Background:** A customer was looking to purchase an accident damaged, de-registered vehicle. The vehicle had also been modified and fitted with an LVV plate prior to it being written off.

**The Question:** "I know that because the vehicle has been de-registered it has to be repair certified, but does the vehicle now also require a new LVV certification for the modifications because it's been de-registered?"

**The Answer:** "No - the LVV certification (and therefore LVV plate) remains 'live', regardless of the vehicle's registration status. Therefore, no further action or inspection of the modification(s) is required. Any repair certification requirements can be completed without the need for any involvement from an LVV Certifier."

## Enquiry # 2

**The Background:** A vehicle which has been damaged and repaired, and has been de-registered, is waiting for the final LT308 sign-off. Complications have arisen from the vehicle owner proceeding with yet-to-be completed, major modifications (that will require LVV certification).

**The Question:** "Should the Repair Certifier sign off the LT308, (accepting that all repair instructions have been successfully completed), if the modification and LVV certification process is incomplete?"

**The Answer:** "Yes - provided that the repair requirements specified in the instructions within the LT308 have been completed to the satisfaction of the Repair Certifier."

Another way to describe this is:

- any repair instructions that are applicable and included in the LT308 schedule are the responsibility of the Repair Certifier; and
- any non-certified modifications (which means any modifications not identified on an existing LVV plate or EDP affixed to the vehicle) are the responsibility of the LVV Certifier; and
- the Repair Certifier should record on the LT308 the modifications on the vehicle which should be the responsibility of the LVV Certifier.

The only time that a Repair Certifier would depend on an LVV Certifier in order to complete the repair certification process is when there is a direct 'cross-over' of the two specialist certification activities - and this would be a very rare scenario. Feel free to contact the technical team at RepairCert NZ if you're unsure on whether or not you have one of those rare situations. ■

## Low Volume Vehicle Certification Plate



## Electronic Data Plate (EDP)

EDP 34mm



ELECTRONIC DATA PLATE

Scan with NFC Reader or visit [www.lvvtc.org.nz](http://www.lvvtc.org.nz)

**DO NOT REMOVE**

## LT308