

REPAIRCERT NZ UPDATE

Supporting New Zealand's Repair Certification Industry



UPDATE No. 18 | 07/02/2023

Welcome to 2023!

And welcome to a big year for the repair certification system with lots of good things happening!

2022 - year one for RepairCert NZ, was a year of establishing our office, building up our team and settling them in, and getting to know all the Repair Certifiers.

2023 - A lot of different projects will be going on, but primarily, 2023 will be the year for getting the File Review system in place. This is a really important part of the future of the repair certification system, and this 'oversight' is required by Waka Kotahi NZ Transport Agency, coupled with a strong desire to see the system in place as soon as possible. The objective of the File Review system is to ensure consistency of repair certification decisions, and to ensure that an overall high quality of repair certifications and vehicle safety is maintained.

We actually made a big start on this last year, by helping the Repair Certifiers to get onto SharePoint. That was the first step, and well done to the Repair Certifiers for getting through this first phase - we know it was a time-consuming and frustrating process for many of you, just as it was for us! We, together with Waka Kotahi, were all learning as we went. So, thanks again to the Repair Certifiers for your patience in getting over that hurdle.

It's all about training not caning!

There will be a few steps to getting the File Review system up and running effectively, and accepted by the Repair Certifiers as a normal part of their daily operations. One of the elements will be for ►

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RepairCert NZ to help Repair Certifiers understand, via training, what a good repair certification file looks like. With this clearly understood, the File Review process should be smooth sailing for everyone.

We'd like to assure Repair Certifiers that, for the first part of 2023, we will be operating the File Review system in a transitional phase while Repair Certifiers are coming to grips with the process. During this initial phase, it is RepairCert NZ's desire to achieve the required level of consistency and quality by working directly with Repair Certifiers, through support, coaching, and training, rather than via intervention by Waka Kotahi. In other words - except in the case of where a Repair Certifier is presenting significant risks to public safety, or won't work with RepairCert NZ to resolve issues - any errors found during the File Review process throughout this transitional phase will not be acted upon by Waka Kotahi.

It's understood by everyone - Waka Kotahi included - that the introduction of the File Review process will be a big learning curve for all of us, including the RepairCert NZ team. So, let's not worry about it, do the best we can, and work together to make the File Review system a success for 2023! ■

Auckland Floods

How this recent weather catastrophe could impact the repair certification community.



Without doubt, all New Zealanders are thinking of the challenges and difficulties being faced right now, and in the weeks and months ahead, by all those who were caught up in the massive weather event that has ravaged the Auckland region in recent days.

At the risk of perhaps being seen as a little insensitive in the wake of all this tragedy, the release of this RepairCert NZ Update is extremely timely, in that a lot of property damage and subsequent insurance claims and settlements will include flood damaged motor vehicles. Already there is talk of (excuse the pun)

a 'flood' of water-affected vehicles being written off by insurers, and on-sold via auction houses to private individuals, vehicle-dismantlers, and repairers. Some of these vehicles will re-enter the NZ fleet at some point in the future (whether that be as re-registered vehicles, or through the supply chain of recycled/salvaged replacement parts).

There is substantial risk for the motoring public at large if any flood damaged vehicles are allowed back on the road without extremely robust controls and oversight, as required by the Repair VIRM, Section 9-1 (Water damage), Tables and images. The risk grows exponentially when we factor in that many of these affected vehicles will be electric, which includes Battery Electric vehicles (BEV), Hybrid Electric Vehicles (HEV) and Plug-In Hybrid Electric Vehicles (PHEV).

While there are currently few requirements in the VIRM for these vehicles, they may present with a raft of faults and operational problems directly associated with water damage to high voltage batteries and components (as well as safety-related features such as airbags and ADAS). There is a substantial risk of injury or death from electrocution at any time after water or liquids have come in contact with high voltage components – including the HV battery, inverter, converter, drive motor(s), regenerative braking system, and wiring harnesses.

Repair Certifiers looking to engage in the repair certification of water damaged electric vehicles should be extremely wary of the potential risks and hazards, both to themselves (during the necessary inspections), the repairer, and the motoring public when the vehicle is put back into service at the completion of the repair certification process. Realistically, these warnings apply to any damaged electric vehicle, but there is even greater risk associated with water damage. ►

All flood damaged motorcycles also require detailed inspections, as newer models may have electronic rider aids such as ABS braking systems, traction control, and so on – additionally some of the latest generation motorcycles may feature Advanced Rider Assistance Systems (ARAS - the motorcycle equivalent of ADAS for light vehicles). This means that electronic control units, radars, and sensors etc. may require replacement, scanning and calibration. Needless to say, the inspection and repair certification protocols for electric motorcycles will be the same, or similar to those required for electric vehicles.

RepairCert NZ strongly advises Repair Certifiers to engage the services of industry experts with experience or specialist knowledge of High Voltage (HV) systems when developing repair schedules/instructions for flood damaged electric vehicles. ■



RECOMMENDATION

RepairCert NZ recommends contacting the appropriate vehicle dealership, in the first instance.



Introducing the Waka Kotahi Certification Officers - Part 1/2

Throughout your time as a Repair Certifier, you will undoubtedly meet one or more of the Waka Kotahi Certification Officers (COs), if you haven't done so already. With that in mind, we have asked each CO to write a bit about themselves so you can get to know them better. Here are the first three of the five CO's, Rob, Steve, and Reece, with Craig and Murray to follow in the next RepairCert NZ Update.



Rob Pauletic

Hi, I'm known as Chicken Little at RepairCert NZ. I'm a Certification Officer (CO) based in Wellington, my primary role in our team is dealing with certification complaints and investigations in the Lower North Island. I have worked for Waka Kotahi for four and half years. This is my second stint; I started with LTSA back in 2002-ish, which then morphed into LTNZ, followed by yet another restructure into NZTA. I think I was here for a little over 10 years the first time around, leaving in December 2012.

I literally fell into the Repair Cert world while making enquiries with a Repair Certifier about water damaged vehicles. While I was speaking with him and his wife, I was asked to see how an application was progressing for one of their staff who had applied to become a Repair Certifier, *"It's been three years; can you please follow it up?"* she said. I started asking some questions back at work which turned into developing an assessment process for new Repair Certifiers (thanks Tony McHugh and our Repair COs for your assistance with that), and things just ramped up from there.

I was fortunate enough to work heavily in the Repair Certification space prior to (and during) the establishment of RepairCert NZ.

The RepairCert NZ team training wheels have now been removed and they have gained their full licence. They have achieved a great deal in a short period of time.

Repair Certifiers - you are a very clever and passionate group. Working together with RepairCert NZ, I know you will develop a great system that ultimately ensures safe outcomes. We all win.

In my spare time I'm still trying to complete our reno, in hindsight I should have knocked the damn thing down. I also muck around on the odd car and get great enjoyment from my three year old grandson.

I hope you are all charged up and ready to take on the new year. ►



Steve Brown

Hi, my name is Steve and I'm a proud 'Westie'. I was born and raised in Titirangi, and now live in Glendene with my wife of 18 years and our 16-year-old daughter. I have been in the vehicle trade for 25-30 years starting back in the day as a Heavy Diesel engineer which saw me progress into the fabrication of heavy haulage trailers and chassis modifications.

My career path took a change in direction due to an injury which saw me move into the world of vehicle inspections and compliance. This took me on a journey through companies such as VINZ, AA, On Road, and VTNZ, before moving into my role as a Certification Officer with Waka Kotahi. I am based in Auckland and have been with Waka Kotahi for nine years.

Being a Westie, I have a passion for my motorbike and getting out for a ride when the wife lets me. I am also a keen hunter with my animal of choice being the elusive deer. Along with this I enjoy fishing, tramping, and have been a Scout and Venturer Leader - I have also been involved with mountain safety as well. I generally just have a love of the outdoors and giving everything a go.

I am currently having my driving knowledge tested by my daughter who has just achieved her learner's licence and wants to drive everywhere, nothing quite like a challenge - and lucky I have NO FEAR!!



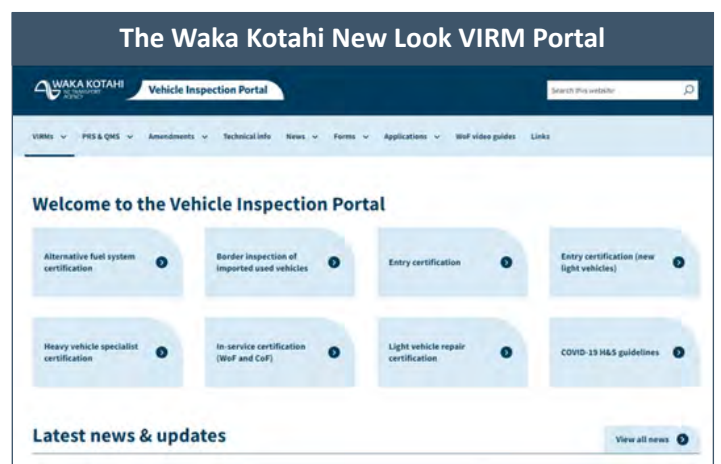
Reece Edmonds

Hi, my name is Reece, I'm a Certification Officer at Waka Kotahi NZ Transport Agency within the Safer Vehicles Lower North Island team.

I joined Waka Kotahi in mid-January 2019 following a 19-year stint in the light vehicle import compliance industry, firstly swinging spanners for Motorsafe (a local offsite compliance workshop), before moving to Vehicle Inspection New Zealand (VINZ) in early 2011.

I believe it is an exciting time to be part of the repair certification sector and I look forward to working with and meeting you all in the future. ■

A New Look VIRM Portal is on the Way



On the 16th of December last year, Waka Kotahi released their latest issue of 'Inspection News' (Issue 11). Amongst other information, it includes an article on the 'New look Vehicle Inspection Portal' which is coming soon. Click here to view the Newsletter. ►

The content has not changed - and will still be in the same order it is now - but with a cleaner look and improved functionality:

- Colours have been changed to Waka Kotahi branding and to meet accessibility requirements.
- The new design is responsive to your screen size - it will automatically resize depending on whether you're using a phone, tablet, laptop, or desktop computer.
- The ability to hover and see notes has been removed to allow for the use of mobile devices, you will need to click or tap to view these.
- A 'Back to top' button has been added to speed up navigating around a page - this appears on the bottom right-hand side of the screen when you start scrolling.
- Pop-up reminders will appear across the bottom of the screen when an amendment has been released, or the latest Inspection news is available. These sit at the bottom of the page and remain in view when scrolling - click on 'Close' to remove.
- A new much improved search engine with the ability to filter by VIRM or portal section, with search suggestions.
- Tabs will stay visible at the top of the screen when scrolling. ■



RepairCert NZ Website

Hopefully you have had a chance to check out the RepairCert NZ website that is under development. If you have a business website and would like us to include a link to this with your contact details (under the 'Find a Repair Certifier' section), please let NJ know by emailing nj@repaircert.nz. ■



File Reviews



Now that the Waka Kotahi SharePoint File Repository System is up and running, Paragraph 7.7 of the Repair Certifier Notice of Appointment comes into action, and all Repair Certifications completed after the 1st of January 2023 must be uploaded into the new system. Please get in touch with RepairCert NZ if you are having any problems.

You will be aware that, as from the start of 2023, RepairCert NZ is required by Waka Kotahi NZ Transport Agency to commence regular File Reviews of the certifications of all Repair Certifiers. This is to ensure consistency of repair certification decisions, and to ensure that an overall high quality of certifications is maintained (including LT307 assessments).

Here are some of the issues we are seeing fairly frequently (it will help you if everything you are submitting is right the first time, so you can avoid having to take extra time dealing with documentation questions): ►

Documents	
Wheel Alignment Reports	<p>We are still seeing a few of these reports coming through outside of specifications.</p> <p>It's worth taking a few minutes to read the report to make sure it is correct, as we have to reject any that are not within specifications.</p>
3D Measure Reports	<p>We are seeing measurements up to a meter away from the damaged area.</p> <p>The 3D measurements will need to be re-done if this occurs. Please measure the closest point to the damage.</p>
LT307 and LT308	<p>Some fields are being left blank.</p> <p>Don't forget that these are legal documents and need to be fully filled out (enter N/A if a field is not applicable).</p>
PPSR	<p>Some damage listed on the PPSR is not being covered off.</p> <p>Please ensure that you check the PPSR and cover off all damage recorded on the register (sometimes the information on the PPSR doesn't match the vehicle damage – any differences need to be noted on the LT308).</p>
Missing Documents	<p>Along with the above documents, remember to check you have Included:</p> <ul style="list-style-type: none"> ■ all invoices; and ■ the 'fail' sheet; and ■ all applicable declarations; and ■ replacement specifications.
Photos	
<p>Good clear photos covering off the vehicle help us, and help you.</p>	
Common Issues	<p>Some photos are still coming through:</p> <ul style="list-style-type: none"> ■ out of focus; ■ unclear; ■ upside down; ■ as thumbnails; ■ with multiple identical copies; ■ taken so close to the area being photographed that we cannot identify what we are looking at. <p>Take the time out to have a look at the photos you have uploaded to make sure they are clear, in focus, and easily identifiable.</p>
Camera Settings	<p>Whether you are using a dedicated camera, or the camera on your phone, please make sure:</p> <ul style="list-style-type: none"> ■ your camera is set to high quality; and ■ the date and time stamp are switched on, and the information appears on the front of your photos.
Supporting Photos	<p>Remember that you need to take all your own initial, intermediate, and final photos; however, you can include additional supporting photos from the repairer if applicable.</p> <p>Please upload these into a separate folder named 'Supporting Photos' so it is clear when we are reviewing your file.</p> <p>Auction house photos for all total loss vehicles need to be included as well; these should be uploaded into the Supporting Photos folder. ■</p>



Some clarification for when you are filling out a new 'Repairs Document Set':

New Document Set: Repairs Document Set	
Section: Name	<p>Name* <input type="text" value="E.g. John Smith 709265"/></p> <p>Enter the vehicle owner's name and/or customer's name. This field becomes the file name and can only be used once, so add a reference number after the name that works for you. We recommend using the LT307/LT308 number as it changes for each repair certification, e.g. 'John Smith 709265'.</p>
Section: Repair	<p><input type="checkbox"/> Corrosion damage - other than sandblasting <i>(Tick for vehicle repairs that do not require sandblasting).</i></p> <p><input type="checkbox"/> Corrosion damage - repair methods sandblasted only <i>(Tick for vehicles that only require sandblasting).</i></p> <p><input type="checkbox"/> Fire damage</p> <p><input type="checkbox"/> Hail damage</p> <p><input type="checkbox"/> Water damage</p> <p><input type="checkbox"/> Structural damage - minor <i>(Tick for minor repairs such as those to outer panels, sills, dog legs, rear guards, rear panels, and bolt panels).</i></p> <p><input type="checkbox"/> Structural damage - significant <i>(Tick for repairs such as those to the chassis rail, inners, radiator supports, pillars, bumper beams, and replacement panels).</i></p>

Note: While Repair Certifiers may delegate entering repair certification details into SharePoint and uploading the relevant files, they are still responsible for the information and documentation for each repair certification file. ■



Info from the Helpdesk



Chassis Swaps

We have had quite a few enquiries regarding the paperwork for chassis swaps. It is the Entry Certifiers' job to do all the paperwork for re-winning, not the Repair Certifiers. Always make sure the donor vehicle meets the same standards as the vehicle being repaired, and that you check on LANDATA (notes) for additional information for example:

- been stolen;
- had water damage;
- any previous repairs.

Click [here](#) to view the Light vehicle repair certification VIRM, 9-3 (Replacement components) for more information. ■

Vehicle Import Forecast

January and February 2023

- **OWV:** Heavy machinery items.
- **Load:** Vehicles that are leaving our shore to overseas ports.
- **T-Ship:** Trans Ship. Transported from port of entry to other ports throughout New Zealand. ■

ETA	Vessel	Voy	LOP	Vehicles Discharge					Load	
				Total	New	Used	T - Ship	OWV	Export	T-Ship
30-Dec-22	Thermopylae	EF226	WWO	865	587	-	8	270	243	-
31-Dec-22	Hoegh Copenhagen	79	Hoegh	766	650	-	2	114	5	-
2-Jan-23	Tamerlane	EF227	WWO	562	398	-	-	164	13	-
3-Jan-23	Frontier Ace	TBA	MOL	2,326	593	1,437	77	219	79	264
10-Jan-23	Liberty Ace	142A	MOL	1,454	1,050	17	328	59	-	-
13-Jan-23	Morning Lynn	EF228	WWO	961	837	-	-	124	18	-
14-Jan-23	Bravery Ace	149A	MOL	2,400	1,200	1,200	-	-	300	-
17-Jan-23	Dream Jasmine	24	TFS	515	200	285	-	30	400	-
21-Jan-23	Paganella	2301	Armacup	2,003	1,031	894	-	78	11	-
20-Jan-23	Primrose Ace	141A	MOL	1,600	1,550	50	-	-	300	-
20-Jan-23	New Century 2	176	TFS	1,100	800	300	-	-	200	-
21-Jan-23	Figaro	EF229	WWO	451	298	-	30	123	-	-
22-Jan-23	Freedom Ace	156A	MOL	1,600	1,550	50	-	-	300	-
24-Jan-23	Talisman	EF230	WWO	401	275	-	-	126	-	-
26-Jan-23	Trans Future 5	145	TFS	1,800	1,100	670	-	30	200	-
31-Jan-23	Hoegh Bangkok	73	Hoegh	775	650	5	30	90	-	-
			Total	19,579	12,769	4,908	475	1,427	2,069	264
1-Feb-23	Morning Cherry	2280	Armacup	1,144	1,085	-	-	59	-	-
6-Feb-23	Hoegh Jacksonville	54	Hoegh	775	650	5	30	90	-	-
9-Feb-23	Iris Ace	TBA	MOL	2,400	1,200	1,200	-	-	300	-
9-Feb-23	Trans Future 6	142	TFS	2,000	1,300	670	-	30	200	-
11-Feb-23	Dignity Ace	TBA	MOL	1,600	1,550	50	-	-	300	-
13-Feb-23	Arc Commitment	EF231	WWO	800	600	-	30	170	-	-
15-Feb-23	Andromeda Spirit	TBA	MOL	2,400	1,200	1,200	-	-	300	-
18-Feb-23	Don Juan	2302	Armacup	2,000	1,500	500	-	-	-	-
20-Feb-23	Titus	EF232	WWO	800	600	-	30	170	-	-
23-Feb-23	Trans Future 7	142	TFS	2,000	1,300	670	-	30	200	-
25-Feb-23	Swallow Ace	TBA	MOL	1,600	1,550	50	-	-	300	-
28-Feb-23	Carmen	EF233	WWO	800	600	-	30	170	-	-
			Total	18,319	13,135	4,345	120	719	1,600	0