

28 January 2021

Mandatory Motor Vehicles Scheme
Market Conduct Division
The Treasury
Langton Crescent
PARKES ACT 2600
Via email: repairinfo@treasury.com.au

Re: Motor Vehicle Service and Repair Information Sharing Scheme

The Automotive Repairers Council of Australia (ARCA) would like to thank The Treasury for the release of the exposure draft for the Motor Vehicle Service and Repair Information Sharing Scheme. I note we agree strongly with the objectives listed in **@1 Object of Part** of the draft document.

Below are my comments on the remainder of the draft content. I have tried to mainly comment on the automotive technical aspects.

@25 (2) (a) After “a trade secret” insert “that is not released to Manufacturers Dealers.”
Reason: The independent repairers should have the same level of access to information as the dealers.

@25 (2) (d) telemetry; Consider being more prescriptive.
Reason: If dealers are provided with telemetry data so should independent repairers.

@25 (2) (e) global position data; Should be an option controlled by the consumer.
Reason: The consumer may need to have their vehicle recovered and this is normally carried out by non dealership entities.

@25 (2) (h) and (3) Remove these from Exceptions.
Reason: Independent Repairers are already carrying out repairs on components of automated driving systems and data providers and RTO’s. e.g. ADAS, Adaptive Cruise Control and PCM’s.

@35 (1) & (2) Remove any reference to safety including (2) in its entirety.
Reason: Independent repairers are already repairing these systems and RTO’s and data providers are delivering training to the independent sector.

@50 (2) (b) remove “before the end of 2 business days” insert “in the same time frame as dealerships.”
Reason: Consumers shouldn’t be disadvantaged because they choose an independent repairer.

@65 Safety and security information –supply to Australian repairers and scheme RTO’s remove all reference to “Safety”.
Reason: There should never be any withholding of safety information. It is counter-intuitive to withhold information from a professional technician because of safety. That is not how we keep technicians safe – we keep them safe by making sure that they have all of the information available to do the job and we keep them safe by following Australian Standards and sound occupational health and safety practices.

@75 Safety and security information Remove all reference to “safety”.
Reason: As above.

Exposure Draft Explanatory Memorandum

- 1.2 dot point 4. Remove “safety”.

Reason: Safety information should be readily available and not be withheld.

- 1.11 dot point 3. Amend to read “supply scheme information in the same time frame as supplied to the dealer network.”

Reason: To enable a level playing field without disadvantaging consumers.

- 1.13 dot point 1. Delete “safety and”.

Reason: Safety information should be readily available and not be withheld.

- 1.23 dot point 2. Amend “information and codes” to read “information, codes and programming software”.

Reason: The operating software may need to be updated or installed on a new component.

- 1.23 dot point 2. After “an error code” insert “system data”.

Reason: There maybe a secure gateway that needs to be accessed to allow independent repairers dealer level access.

- 1.23 dot point 3. Amend “the electronic log book” to “read and write to the electronic log book”.

Reason: Repairers need to be able to read and write to a consumer’s electronic log book.

- 1.24 dot point 1. Amend “a trade secret;” to read “a trade secret that is not available to the dealer network”.

- 1.24 dot point 4. Add at the end of the paragraph “that is not sent on to the dealership network.”

Reason: The level playing field principal.

- 1.24 dot point 7. Delete entire paragraph.

Reason: Repairers already repairs automated vehicle components and to exclude these vehicles would not give consumers a choice.

- 1.25 Agreed if the manufacturers don’t restrict Technical Service Bulletins.

- 1.28-1.30 Remove these paragraphs.

Reason: Repairers are already repairing autonomous vehicle systems and these systems have a high degree of self-checking. There would also be consumer detriment e.g. a windscreen needs replacing and is not safe to drive, on say a Volvo level 4 automated vehicle at Derby WA.

The vehicle would have to be towed back to Perth, a distance of over 2100kms.

- 1.44 Scan tool manufacturers need to be able to access vehicle systems which may be the subject of licencing arrangements with vehicle manufacturers.

- 1.76 Two business days is not an acceptable time frame when dealerships can access this information in real time. This is not fair on the consumer or repairer.
- 1.100-1.112 Remove any restriction on access safety related information. Repairers need to be able to conduct repairs in a safe manner.
- 1.121-1.129 If data providers use their global systems they might not be able to only store this information in Australia.
- 1.131 It should not be the domain of the data provider who has the correct qualifications/police clearance as these providers are normally based overseas.

We look forward to the Motor Vehicle Service and Repair Information Sharing Scheme and its implementation.

Yours Sincerely,



Mike Smith

Convener: Automotive Repairers Council of Australia (ARCA)