



19 December 2017

**Ms Sarah Court
Commissioner
Australian Competition and Consumer Commission
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SYDNEY NSW 2001**

**FEDERAL CHAMBER
OF AUTOMOTIVE
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Dear Ms Court

Thank you for the opportunity to appear at the ACCC Industry Forum on Tuesday 13 December in Melbourne.

During that Forum, a number of comments were made relating to the effectiveness of the Heads of Agreement on Access to Service and Repair Information. I note that in the submission made by the Australian Automotive Aftermarket Association (AAAA), a number of allegations were made regarding the apparent inability of the Agreement to work in practice. I have also been made aware that these allegations were separately presented to a member of the NSW State Parliament who in turn passed them to the FCAI for review. It is important to emphasise that at no stage whatsoever have these allegations been presented by the AAAA to the FCAI or the steering group of the Agreement for testing or review. The FCAI and its members have at the request of the NSW Minister for Innovation and Better Regulation carefully reviewed the allegations made by the AAAA. The FCAI and members take very seriously any accusation that information has not been provided in line with the terms of the Voluntary Agreement.

I have attached a copy of the allegations and our member company responses for your information. As you will see, the allegations presented do not constitute a systemic breach of the Agreement, and in most circumstances the Information alleged to be withheld is in fact available to independent service and repair organisations.

FCAI members continue to provide service and repair information to independent repairers, as they have in the past. There are various pathways to service and repair information, as evidenced by the fact that a large percentage of the total car parc continues to be repaired by the Independent sector. Access is provided by the vehicle manufacturers themselves or through third party providers of national or international online portals and call centres such as the MTA/VACC-operated Tech Online and Our Auto, a technical portal available nationally.

This portal offers a single point of online access to the largest automotive technical library in the southern hemisphere as well as providing a call centre that operates during business hours. Last year this centre took 62,000 calls nationally and more than 700,000 pages of its information viewed online.

This highlights the range of different pathways for independent repairers to access technical information and the statistics demonstrate that people use these third party services. To further assist in providing independent repairers with access to vehicle technical information, the FCAI has developed a portal to supplement these existing activities. This portal provides a reference to a range of FCAI members' service and repair websites. The FCAI website provides access to information in respect of more than 75% of the Australian vehicle market and the coverage continues to expand. This is by no means the only pathway to service and repair information and this should be well understood by the independent repair sector.

The FCAI members remain committed to providing access to information, consistent with the existing voluntary agreement.



With goodwill, the FCAI believes that industry self-regulation will work.

Yours sincerely



Tony Weber

Chief Executive

Federal Chamber of Automotive Industries