

# VIRM: LIGHT VEHICLE REPAIR CERTIFICATION

2020 amendment changes (effective from 1 August 2020)

JULY 2020

## 3-9 VEHICLE QUARANTINE

A repair certifier may operate a quarantine system for vehicles which they are undertaking the repair certification of. The quarantine period can be up to a maximum of 90 calendar days and will start from the entry certifiers first inspection date as recorded on the check sheet.

The repair certifier must meet the following requirements in order to quarantine a vehicle:

- The vehicle must not be driven or removed from the nominated quarantine site unless for the purposes of repair certification. (maximum distance allowable while in quarantine is **100km**. If this mileage distance is exceeded the vehicle must be referred to the KSDP for full entry level inspection.
- Details relating to any vehicle that is quarantined must be recorded on LANDATA in the vehicle notes screen **including mileage, the dates when the vehicle entered quarantine, and the location of the quarantine.**

If these requirements are not followed – the vehicle is deemed to have not entered quarantine.

## 3-10 EVIDENCE OF REPAIR AND INSPECTION PROCESS

Waka Kotahi requires repair certifiers to ensure, in every case, that the record for each individual vehicle contains evidence of the things the repair certifier considers when determining the compliance of a vehicle.

There are generally two types of evidence that can support a proper inspection and certification process:

- **Primary evidence:** the evidence available from a physical inspection of the vehicle and relevant documents
- **Secondary evidence:** other evidence that is relevant to the quality of repairs and state of the vehicle as presented for inspection, including the repairer's:
  - qualifications and experience
  - industry or manufacturer approvals
  - premises
  - specialist equipment.

## Primary evidence

### Physical inspection

In order to obtain appropriate evidence of compliance, all vehicles must be inspected in suitable premises, using appropriate equipment. [Introduction section 5.1](#) of the VIRM sets out the requirements for the premises and equipment used by repair certifiers when inspecting vehicles.

### Documents

If the inspection and certification of a vehicle includes reliance on documents to prove compliance, the repair certifier must retain on the vehicle file a copy of the document, or the relevant extract of it. This may be a photocopy, photograph, electronic file, or any other method of storage that ensures that the integrity of the information remains unaltered and that the information is readily accessible for subsequent reference.

When considering whether or not to take a document into account, repair certifiers must consider any matters that indicate that the document is not genuine or has been altered in any material way. Altered or forged documents must not be accepted.

## Secondary evidence

There is a wide range of relevant evidence available to a repair certifier which may be used to establish if they have 'reasonable grounds' to determine that a vehicle complies. The following questions must be considered by a repair certifier:

### The person who carried out the repair

- Who is the employer (if any)?
- What qualifications are held? Where relevant, this includes welding qualifications, I-CAR courses or similar.
- How much experience does the repairer have with the type of repair?
- Is the company a member of an appropriate trade association?
- Is the person, or their employer, approved by the relevant manufacturer?

### The premises and equipment used

- Do the premises have adequate facilities for the type of repair?
- Has appropriate equipment been used, including any specialist equipment supplied by manufacturers for the type of repair?

### Manufacturer's recommendations

- Does the manufacturer have any recommendations, and have they been followed?
- Does the manufacturer recommend that the type of repair not be carried out?

## Making a determination

A repair certifier must consider all relevant information available, placing the greatest weight on the primary evidence.

Where there is a lack of primary evidence, or where a repair certifier is unsure, he or she should consider any secondary evidence which is available.

For example:

- where it is not possible to determine compliance solely from an inspection of the vehicle, a repair certifier may consider whether the documentary evidence is sufficient to make a determination
- where it is not possible to determine compliance from an inspection of the vehicle

and available documents, a repair certifier may consider that the weight of secondary evidence provides sufficient proof and comfort that the correct determination can be made.

### Recording the decision

In all cases a repair certifier must record the decision made, including the evidence they relied on.

## Inspection process: initial, intermediate and final inspections

The repair certification process consists of three phases and must begin before repairs are carried out:

1. Initial assessment and prescription of the repairs to be done.
2. Intermediate inspections of the repair in progress and prescription of any further remedial work. Also, to rectify any misunderstanding in the repair process or unsatisfactory repairs.
3. Final inspection and issue of LT308.

### 1. Initial assessment and prescription of the repairs to be done

During the initial assessment, photographs of damage must be taken which clearly show the extent of all of the damage to the vehicle. If the vehicle has come from Australia with a Person Properties Security Register (PPSR), all of the damage noted on the PPSR must be addressed and photographed.

Repair certifiers should make all efforts to obtain photographs, where possible, of the vehicle before it is stripped. The initial photographs can be taken after exterior panels have been removed but must be taken before repairs have been started. It is recommended that any border inspection photos are added to the file, and any photos from auction houses (eg Turners, Manheim, Pickles) or insurers if available.

At this point of the inspection clear details of the required repair process must be recorded in writing and be given to the repairer (yellow copy of the LT308) **before** the repair commences.

The process must prescribe the actions required, including such things as welding or bonding processes, etc.

#### Note 1

The repair process can be written on the LT308 or other document (eg an RCA-developed form).

A copy must be held on the vehicle file.

Repair processes and instructions must not be written on the glazing of the vehicle or similar, sent by text or messaging, or be verbal.

Manufacturer's instructions or Thatcham methods must be followed unless they are not available for the particular situation. If not, other recognised repair research organisation procedures should be utilised. Only when the repair is not covered by any of these can 'best industry practice' be used and it is the repair certifiers responsibility to justify their repair methodology.

Any departure from the specifications (including departure from manufacturer's or Thatcham recommendations) must be approved by the repair certifier and be recorded on the LT308 repair schedule.

If the repair certifier inspects a vehicle they believe is uneconomic to repair they must add notes in LANDATA stating such.

## **2. Intermediate inspections of the repair in progress and prescription of any further remedial work. Also, to rectify any misunderstanding in the repair process or unsatisfactory repairs**

Photographs at this stage need to clearly show any internal structural repair prior to the external panels being replaced that would cover the structural repair process from being observed. It is also recommended photographs of products used in the repair, components, specialist glues, rivets, etc are taken.

Any rectification or remedial work needs to be identified and advice given to the repairer in writing and a copy held on the vehicle file.

In some cases, the repair may require multiple vehicle inspections and photographs taken at different stages. This will ensure the appropriate repair standards have been followed.

## **3. Final Inspection and issue of LT308**

Ensure all required documentation is available and relates to the vehicle being certified. The repair certifier must take final photographs of the completed repaired vehicle.

Information required to be held on the vehicle file may include (note, this is a guide only and not an exhaustive list. Other information may be required), such as:

- invoices for parts replaced
- auction house receipts, including photos
- trammel measurement/3D chassis measurement
- wheel alignment report
- evidence of inspection and/or calibration of ABS/SRS/ADAS
- donor vehicle details including identification, photos, sales/purchase receipts (evidence components that are used in the repair are like for like)
- evidence of the repair process used.

When a repair certifier has determined that a repaired vehicle complies with applicable requirements, the repair certifier must make a record of determination on the [LT308](#) that the vehicle complies.

A file must be created and maintained for each vehicle a Repair Certifier inspects.

A repair certifier must 'determine on reasonable grounds' that a repair complies with requirements.

If the vehicle has been repaired before it entered New Zealand and the repair certifier cannot determine that the repair methods and parts used in the repair comply with the requirements of this manual, the repair certifier must record why they are prepared to certify the repair. This record should be supported as far as is practicable by documentation of tests and checks done on the repair and any components used.

## **3-11 REPAIR REGISTER**

A repair certifier must create and maintain a repairer register of all repairers of vehicles inspected and certified by that repair certifier. The register must include all types of repairer including any person to whom a task is delegated, approved technicians, wheel alignment and auto-electrical services.

The Register must contain a profile, including:

- Repairer's name and address
- Details of facilities at its premises
- Details of specialist equipment
- Manufacturer approval(s)
- Trade association membership(s)

- Relevant qualifications of employees who carry out repairs
- Evidence of compliance with relevant trade or safety standards
- Evidence of technical expertise for any delegated tasks
- Details of delegated tasks (if any)

The repair certifier should refer to [Technical bulletin 8: Repairer categories, capabilities and requirements](#) for guidance on repairer, repair technician, premises, and equipment requirements.

## 3-12 REPAIR SHOP PROFILE

A repair certifier must have the repairers shop profile on their register before issuing any work instructions or carrying out any activities at the premises.

A repair shop profile should include:

- the name, address and contact details of the repair shop
- a list of staff and their qualifications
- equipment on hand to undertake repair work
- the repair category that the repair certifier has determined the repair shop site in.

The repair certifier should refer to [Technical bulletin 8: Repairer categories, capabilities and requirements](#) for guidance on repairer, repair technician, premises, and equipment requirements to determine the repair category.

## 8 DEFINITIONS AND ABBREVIATIONS

<b>Repair certifier</b>	means a person appointed by Waka Kotahi to undertake and be responsible for the repair certification process as set out in the VIRM.
<b>Repairers</b>	means repair businesses and workshops in New Zealand who undertake structural and other repairs to motor vehicles.

# TECHNICAL BULLETIN 8: REPAIRER CATEGORIES, CAPABILITIES AND REQUIREMENTS

The capabilities and requirements relative to the specific categories of repairers are set out in the table below and should be used as a guide when a repair certifier is creating a repairer register/shop profile.

The repair certifier must have an individual shop profile for audit purposes. Each site that has been issued a work instruction to repair a vehicle must be listed.

If further clarification is required or the repair certifier comes across a situation not covered, they must contact the Waka Kotahi Vehicle Standards team or a regional Certification Officer for advice.

Repairer category	Repairer and repair technicians: minimum capabilities	Repairer premises and equipment: minimum requirements
<p><b>A</b></p>	<p>Able to perform all classes of work from single panel repairs to major body structural repairs, unless specialised repair required. Aluminium, composite, carbon fibre repairs must go to a manufacturer recommended repairer.</p> <p>Variations will be considered for panel shops that aren't manufacturer approved. Please contact Vehicle Standards team or a regional Certification Officer guidance. Any variations must be recorded in the vehicle file.</p> <p>All repair technician's will be required to hold current manufacturer's, I-CAR or equivalent welding certificates for the material being welded.</p> <p>See all categories requirements for specific capabilities and qualifications.</p>	<p>Repairer required to have a <a href="#">shop profile</a>.</p> <p>Site complies with Health and Safety at Work Act 2015 requirements.</p> <p>Required to be a Structural Repair Centre. That means a current member of either CRA, RCA or MTA and compliant with the repair structural shop criteria in all respects. The repairer will be required to provide repair technicians' profiles including relevant industry qualifications (National Certificate in panel beating or another qualification considered to be the equivalent by the NZQA).</p>
<p><b>B</b></p>	<p>Able to perform single panel repairs and minor body damage repairs. For example, sills/dogleg outer skin repairs.</p> <p>Note: this DOES NOT include complete sill/dog leg/pillar or similar replacement. This must be done by a Category A repairer.</p> <p>Variations will be considered for panel shops that aren't manufacturer approved. Please contact Vehicle Standards team or a regional Certification Officer guidance. Any variations must be recorded in the vehicle file.</p> <p>Repair technicians to be on file with minimum I-CAR or similar welding certificate.</p> <p>See section "Categories A and B" below for requirements for specific capabilities and qualifications.</p>	<p>Repairer required to have <a href="#">shop profile</a>.</p> <p>Repairers are required to have a dent machine with copper nail tooling etc.</p> <p>Site complies with Health and Safety at Work Act 2015 requirements.</p> <p>Appropriate glue dent removal systems.</p>

<p><b>C</b></p>	<p>Able to repair pre-1990 vehicles using best industry practice. For example, rust repairs, patching and replacement of panels.</p> <p>Proven work skill will be required to undertake the repair.</p> <p>Note: If the vehicle requires structural (including corrosion of structural areas) damage repairs, the repairs will be required to be undertaken by a Category A repairer.</p>	<p>Repairer required to have shop/individual profile.</p> <p>Site complies with Health and Safety at Work Act 2015 requirements.</p>
<p><b>D</b></p>	<p>The majority of work performed is sandblasting. The repairer must be able to perform the required surface rust rectification process (no patching is allowed in the rectification process).</p>	<p>Sandblasting repair premises is required to have a profile of equipment for sandblasting and treating and for the rust proofing process.</p> <p>Site complies with Health and Safety at Work Act 2015 requirements.</p> <p>The repairers rust process is to be approved by the Repair Certifier and comply with the rust rectification processes published by the RCA.</p> <p>This includes use of approved products (a list of which will be supplied and maintained by the RCA).</p>
<p><b>Categories A and B</b></p>	<p>In categories A and B any staff member undertaking any form of welding must have an appropriate certificate.</p> <p>All repair technicians must be suitably qualified and trained in undertaking any work in any of the above categories.</p> <p>For example, they have:</p> <ul style="list-style-type: none"> <li>• relevant industry qualifications (National Certificate in panel beating or another qualification considered to be the equivalent by the NZQA)</li> <li>• proof of recognized ongoing industry training (minimum 20 hours per year recorded on a training record (I-CAR, Thatcham, manufacturer courses, etc)</li> <li>• current welding certificates (AS/NZS 1554), qualified welding certificate, or I-CAR welding certificate to carry out welding repairs to the appropriate standard.</li> </ul>	<p>Repair shops must have the required equipment to carry out the repairs being undertaken.</p>