

Motor Trade Association  
of New South Wales



Motor Vehicle Repair  
Industry Authority  
(MVRIA)

Institute of Automotive  
Mechanical Engineers  
(IAME)



## Authorised Log Book Servicing

Motorholics is a Motor Traders Association (MTA) member who will service your vehicle, promptly, efficiently and in a manner that doesn't jeopardise your vehicles quality, integrity or safety.

Quality products are fitted that meet Australian standards. They are covered by manufacturer's warranty so that your new vehicle is protected.

Log book services are completed according to the manufacturers specifications and will not void warranty!

Once the vehicle service is complete, our qualified technicians will stamp your vehicles handbook as a record of regular maintenance

## Maintaining New Car Warranty

Can you have your car serviced by someone other than the business or an authorised agent of the business that sold the car without voiding the warranty?

**The short answer is yes!**

### WHAT THE ACCC SAYS ABOUT NEW CAR STATUTORY WARRANTIES

The Australian Competition and Consumer Commission (ACCC) advises that your preferred mechanic can service your new car without voiding the warranty, although there are some conditions.

Where a problem arises with the vehicle that is covered under the warranty, the vehicle should be taken to the dealer for repair. These repairs should be done free of charge under the warranty.

In relation to general servicing, motor vehicle dealers are entitled to insist on the following

- ▶ That any servicing performed on cars they sell is carried out by qualified staff
- ▶ Services are performed according to manufactures' specifications, and using genuine or appropriate parts where required

Provided these conditions are met, regardless of where you choose to get your car serviced, the warranty will remain intact.

Qualified and licenced technicians are a party or parties, other than an 'authorised dealer', who is capable of performing car servicing. Some servicing venues display qualification certificates, if you're unsure the staff are qualified, ask.

If an independent agent implies that they can perform general car servicing to manufacturer's specifications and does not perform that function satisfactorily, you have rights and remedies against the agent regardless of whether the agent has factory qualifications or not.

The above information is extracted from Australian Competition and Consumer Commission (ACCC) Consumer Express publication April 2005, issue 1445-9671