



AUSTRALIAN
AUTOMOBILE
ASSOCIATION

AAA CODE OF PRACTICE FOR ACCESS TO SERVICE AND
REPAIR INFORMATION FOR MOTOR VEHICLES

Finalised: May 2015

**AAA CODE OF PRACTICE
FOR
ACCESS TO SERVICE AND REPAIR INFORMATION FOR MOTOR VEHICLES**

The Australian Automobile Association has signed the voluntary *Agreement on Access to Service and Repair Information for Motor Vehicles*, which outlines high-level principles for sharing service and repair information to the independent repair sector.

We encourage constituent automotive clubs to work to these high-level principles and in doing so, when providing roadside assistance to motorists, the AAA and constituent clubs should:

1. Endeavour to offer consumers a choice of who maintains and repairs their motor vehicle.
2. Provide consumers with sufficient information to make a fully informed choice in relation to any work carried out on their vehicle. This includes making consumers aware of whether the part/s fitted to the their vehicle by the club is genuine (OEM recommended) or non-genuine (sourced from an independent manufacturer / supplier); fit-for-purpose; compatible with the operating systems of the vehicle; and compliant with all regulatory requirements, including provisions of the Australian Consumer Law.
3. Where appropriate, personnel are appropriately licensed (where applicable), qualified, equipped and skilled with the necessary training and knowledge to meet consumer, business, legislative and regulatory requirements.
4. Where appropriate, obtain and use the service and repair information that is provided by OEM's to carry out repairs consistent with OEM specifications.