

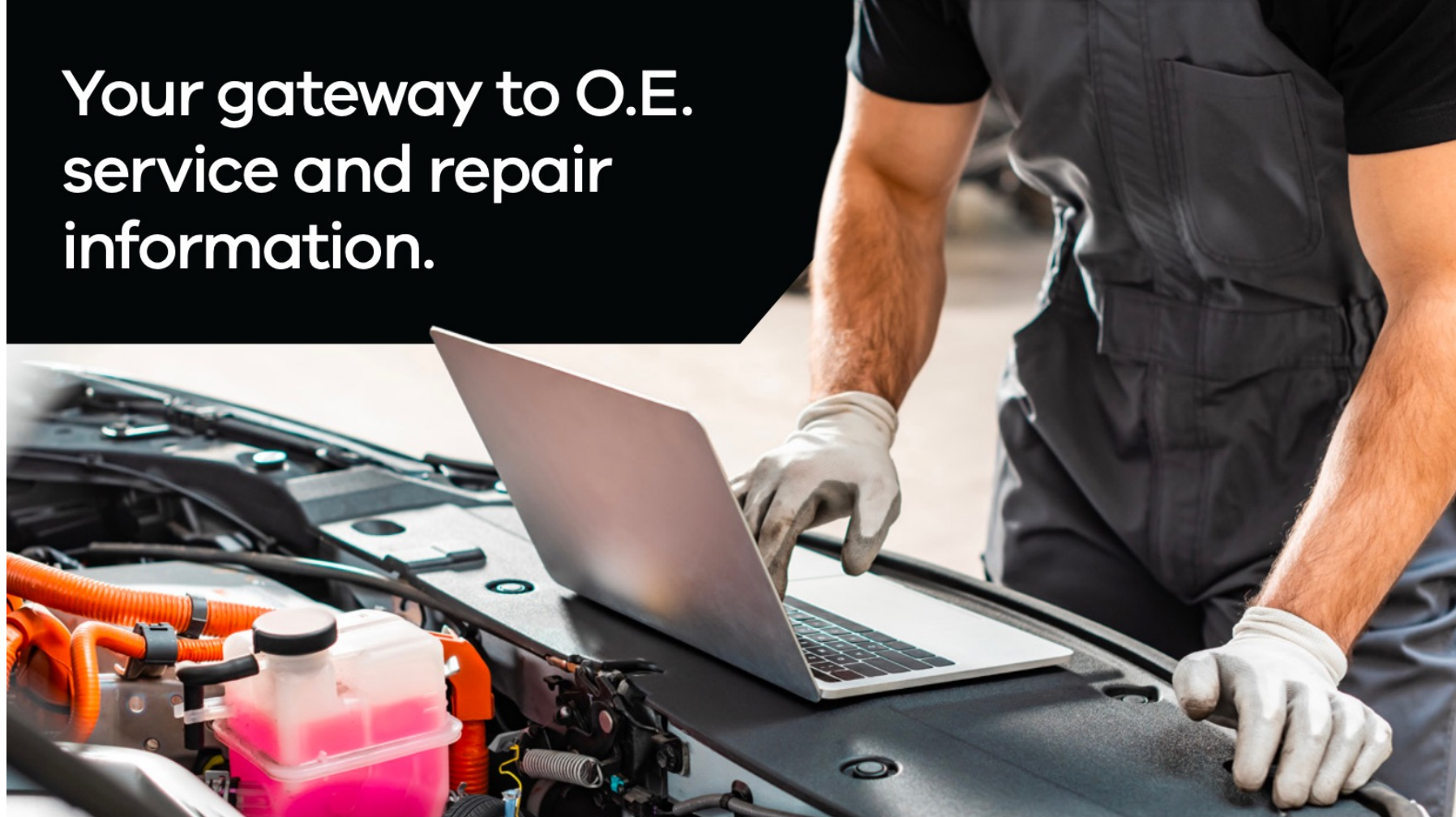


**AUSTRALIAN AUTOMOTIVE  
SERVICE & REPAIR AUTHORITY**

**ANNUAL REPORT**

**2022 - 2023**

**Your gateway to O.E.  
service and repair  
information.**





The Australian Automotive Service & Repair Authority (AASRA) is the Scheme Adviser under the legislation.

### AASRA - Year One

During our initial twelve months, AASRA has established itself from the ground up. This has meant licensing software from NASTF USA and financing significant software modifications to comply with the Legislation. An income stream has been established to fund AASRA's ongoing development and staffing.

With local customer services support in place, we have commenced advertising and promotion to increase market awareness. AASRA is working with the car companies to ensure their Scheme Offers (pricing) is complete and if possible, provide website navigation details.

Access to genuine service and repair information under the Act assists segments of the automotive industry such as:

\*Automotive mechanical workshops, \*Auto Electricians, \*Collision Repairers, \*Modifiers, \*Dismantlers, \*Locksmiths, \*Registered Training Organisations.

The AASRA Board of Directors are from the following industry bodies:

Stuart Charity	CEO - Australian Automotive Aftermarket Association (AAAA)
John Khoury	Industry Policy Advisor - Motor Trades Association of Australia (MTAA)
Brian Savage	COO - Australian Automotive Dealer Association (AADA)
Richard Delplace	Director of Emerging Technologies -Federal Chamber of Automotive Industries (FCAI)

### Alternate Directors

Lesley Yates	Director of Government Relations & Advocacy - Australian Automotive Aftermarket Association (AAAA)
James Voortman	CEO - Australian Automotive Dealer Association (AADA)
Tony Weber	CEO - Federal Chamber of Automotive Industries (FCAI)



### Operation Report (July 2022 – June 2023)

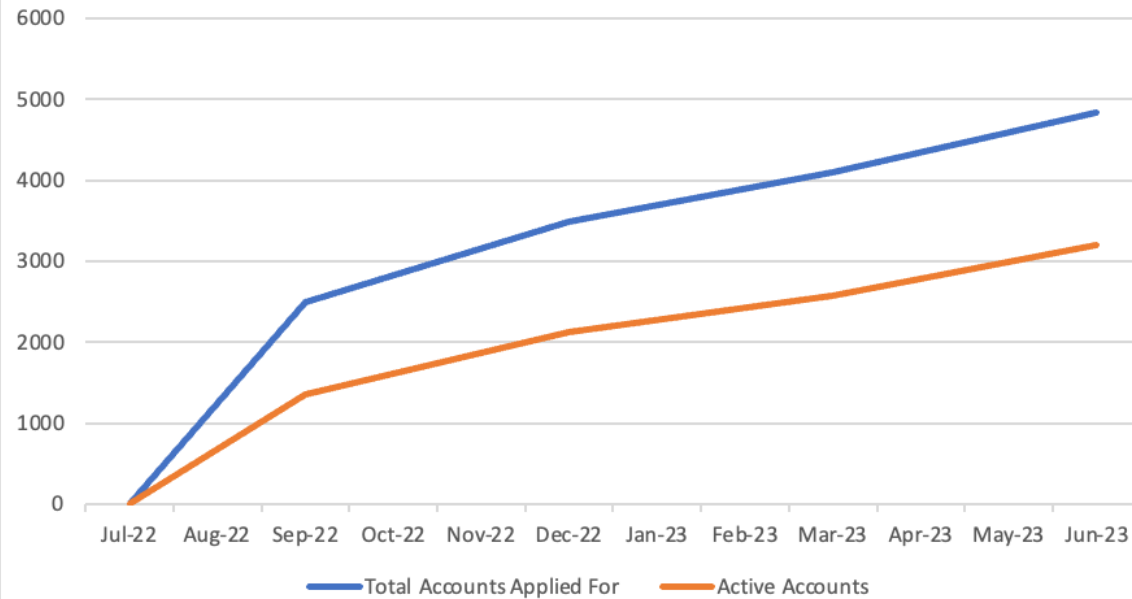
1. Accounts
2. Customer Groups - Customer Profile by State
3. Customer Support
4. Missing Information Reports



# AUSTRALIAN AUTOMOTIVE SERVICE & REPAIR AUTHORITY (AASRA)

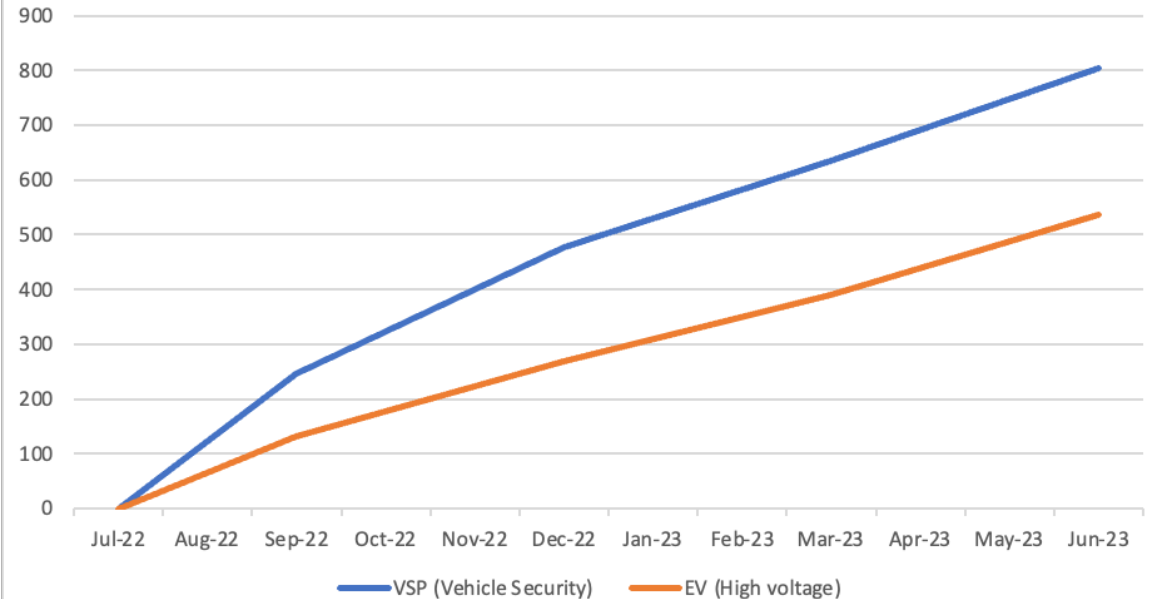
## ANNUAL REPORT ACCOUNTS 2022 - 2023

AASRA Accounts



Total accounts applied for includes incomplete applications (missing documents)

Security – EV Status



Accounts who have added Vehicle Security Professional (VSP) or EV (high voltage – EV – Hybrids) to their account status.

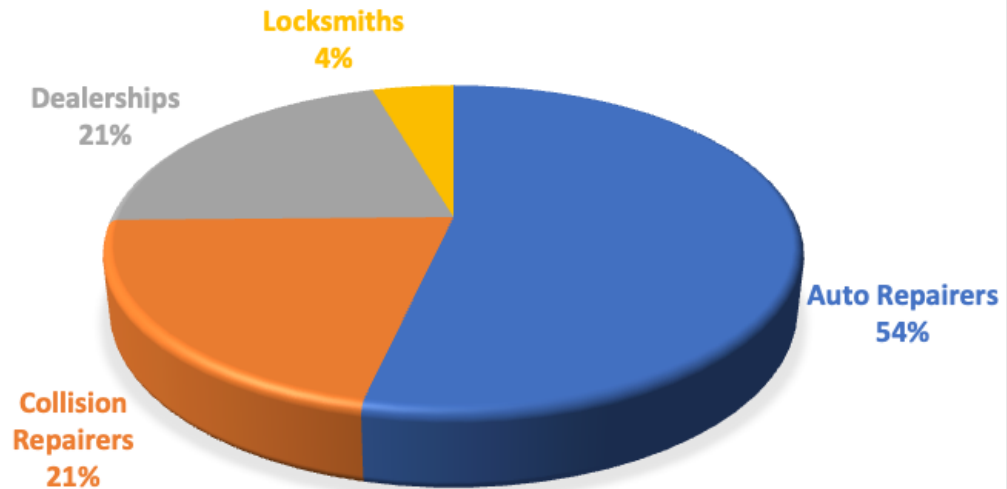
Over 4000 security codes (key, immobilizer) have been processed via our Security Request software.



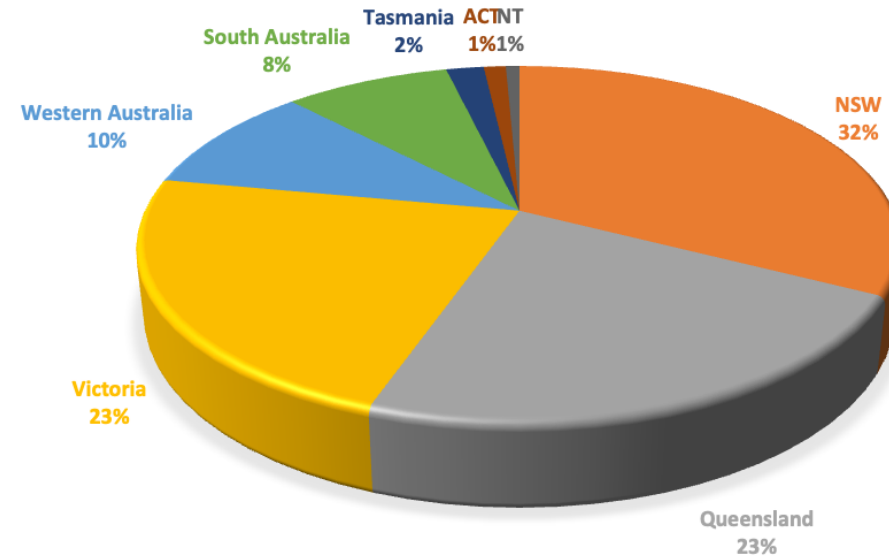
# AUSTRALIAN AUTOMOTIVE SERVICE & REPAIR AUTHORITY (AASRA)

## ANNUAL REPORT – STATE SPLIT 2022-2023

### ACTIVE



### ACTIVE BY STATE







# AUSTRALIAN AUTOMOTIVE SERVICE & REPAIR AUTHORITY (AASRA)

## ANNUAL REPORT – CUSTOMER SERVICE 2022-2023

### MONTHLY TREND OF TICKETS RECEIVED AND RESOLVED AND UNRESOLVED

### Email Traffic

Day Week Month Quarter Year

Total Received Tickets

**5878** ▲ 4129%

Total Resolved Tickets

**5595** ▲ 13221%

Total Unresolved Tickets

**380** ▲ 292%

Average Received Tickets

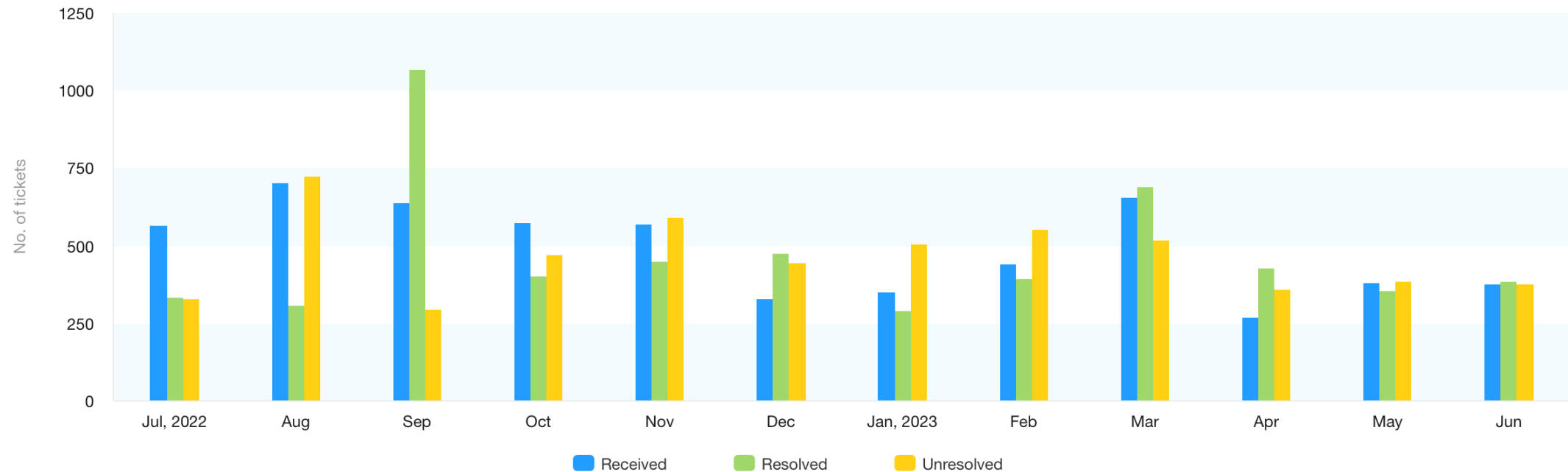
**489** ▲ 4129%

Average Resolved Tickets

**466** ▲ 13221%

Average Unresolved Tickets

**464** ▲ 292%



1300 phone number added late March 2023

Streamlined AASRA website late April 2023



# AUSTRALIAN AUTOMOTIVE SERVICE & REPAIR AUTHORITY (AASRA)

## ANNUAL REPORT – Missing Information Reports 2022-2023

### Missing Information Reports – YE Summary

Brand	Open	Closed	Scan Tool Issue	Total
Toyota	4	21		25
Nissan		12	1	13
Mazda		11	2	13
Ford		12	1	13
MG	1	7		8
Kia		5	3	8
VW	2	6		8
GWM		3	5	8
Renault		1	6	7
Mercedes	1	3	3	7
Jeep		6		6
Volvo		5	1	6
Hyundai		6		6
Subaru		3	2	5
GM		5		5
BMW	1	4		5
Honda		4		4
LDV	1	3		4
Peugeot		3		3
Fiat		3		3
Mitsubishi		3		3
Ssang Yong		2		2
Citroen		2		2
Porsche			2	2
BYD	2			2
RAM			2	2
Suzuki		1	1	2
Land Rover		1		1
Tesla		1		1
Bentley		1		1
Audi		1		1
Isuzu			1	1
Lexus			1	1
<b>TOTAL</b>	<b>12</b>	<b>135</b>	<b>31</b>	<b>178</b>

MIR's – 178 out of 5878 Tickets (3%)

#### Mediations:

Only one request for mediation between a workshop and a car company was requested which did not proceed.

#### Missing Information Reports:

Missing information reports are tagged to help track any potential systemic breaches.

#### SAE-J2534 – ISO22900

Diagnostic hardware and software issues are tagged as SAE-J2534 pass-thru is critical to reducing a workshops hardware costs.



### Scheme Adviser Functions

The Motor Vehicle Service and Repair Information Sharing Scheme Act 2021 became effective 1<sup>st</sup> July 2022.

Under the legislation AASRA is the Scheme Adviser with the following functions:

#### 57FB (1) – Scheme adviser role

- (a) to nominate mediators or technical experts for the purposes of Division 5 (dispute resolution);
  - (b) to report to the Minister at any time or by a time specified by the Minister:
    - (i) on scheme prices, the terms and conditions of scheme offers or the availability of scheme information; and
    - (ii) about whether or not in the scheme adviser's opinion particular information is, or should be, scheme information; and
    - (iii) about any other matter relevant to the operation of this Part;
  - (c) to report to the Commission about any systemic regulatory or enforcement issues relating to the operation of this Part;
  - (d) To provide general advice in relation to the application of this Part; but excluding any information obtained in confidence;
  - (e) To publish on the scheme adviser's website annual reports about:
    - (i) the number and type of inquiries and disputes relating to the operation of this Part over the period of a financial year;
    - (ii) the number and type of disputes for which a mediator has been appointed over that period;
    - (iii) resolution rates for disputes for which a mediator has been appointed over that period;
    - (iv) other relevant matters affecting the operation of this Part over the period, including any such matter directed by the Minister in writing;
  - (f) to provide information online to data providers, Australian repairers and scheme RTOs about the availability of scheme information and dispute resolution under this Part, but excluding any information obtained in confidence.
- (2) Information about the terms and conditions of a contract on which scheme information is supplied under this Part that is notified to the scheme adviser under subsection 57CB(4) is taken not to be information obtained in confidence, except to the extent that it identifies, or enables identification of, the parties to the contract.
- (3) The scheme adviser has all the powers necessary or convenient for the performance of the functions of that office.
- (4) Section 34C of the Acts Interpretation Act 1901 does not apply in relation to a report mentioned in this section.



**Car Companies (Data Providers)** responsibilities under the Act;  
*The scheme mandates all service and repair information provided to car dealership networks and manufacturer preferred repairers be made available for Australian repairers and Registered Training Organisations (RTOs) to purchase.*



Contact:

Phone: 1300 222 772. 8.30am – 5pm (EST)

Email: [support@asra.com.au](mailto:support@asra.com.au) 8.30am – 8pm (EST)

