DRAFT MALAYSIAN STANDARD

19L005N

Motor vehicle aftermarket – Smash repair - Requirements

PUBLIC COMMENT

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Committee representation

The National Standards Committee on Transport (NSC L) under whose authority this Malaysian Standard was developed, comprises representatives from the following organisations:

Agensi Pengangkutan Awam Darat
Department of Environment
Department of Standards Malaysia (Secretariat)
Jabatan Laut Malaysia
Jabatan Pengangkutan Jalan Malaysia
Malaysia Automotive Components Parts Manufacturers Association
Malaysia Automotive, Robotics and IoT Institute
Malaysian Automotive Association
Malaysian Institute of Road Safety Research
Malaysia Investment Development Authority
Ministry of Domestic Trade and Consumer Affairs
Ministry of International Trade and Industry
Ministry of Transport
Motorcycle and Scooter Assemblers and Distributors Association of Malaysia
PERODUA Manufacturing Sdn Bhd
Perusahaan Otomobil Nasional Sdn Bhd
Polis Diraja Malaysia
PUSPAKOM Sdn Bhd
Universiti Putra Malaysia
Universiti Teknologi Malaysia

The Technical Committee on Sustainable and Environmental Protection (TC/L/4) which development of this Malaysian Standard consists of representatives from the following organisations:

Department of Environment
Department of Standards Malaysia (Secretariat)
Jabatan Pengangkutan Jalan Malaysia
Malaysian Automotive Association
Malaysia Automotive, Robotics and IoT Institute
Ministry of Domestic Trade and Consumer Affairs
Motorcycle and Scooter Assemblers and Distributor Association of Malaysia
Motorsikal dan Enjin Nasional Sdn Bhd
National Emission Test Centre
PERODUA Manufacturing Sdn Bhd
Perusahaan Otomobil Nasional Sdn Bhd
PUSPAKOM Sdn Bhd
Private Vehicle Inspection Sdn Bhd
Universiti Putra Malaysia

The Working Group on Motor Vehicle Aftermarket – Service, Spare parts and Sales (3S) (WG/L/4-6) which developed this Malaysian Standard consists of representatives from the following organisations:

Bermaz Motor Sdn Bhd
Department of Environment
Department of Standards Malaysia (Secretariat)
FMC ezAuto Malaysia
Federation of Automobile Workshop Owners' Association
Jabatan Pengangkutan Jalan Malaysia
Malaysian Automotive Association
Malaysia Automotive, Robotics and IoT Institute
Malaysian Institute of Road Safety Research
Ministry of Domestic Trade and Consumer Affairs
Ministry of Housing and Local Government
Motorcycle and Scooter Assemblers and Distributor Association of Malaysia
Persatuan Insurans Am Malaysia
Persatuan Pengimport & Peniaga Kenderaan Melayu Malaysia
Perusahaan Otomobil Nasional Sdn Bhd
PERODUA Manufacturing Sdn Bhd
Pohleh Auto Workshop Sdn Bhd

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Committee representation *(continued)*

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Foreword

This Malaysian Standard was developed by the Working Group on Motor Vehicle Aftermarket – Service, Spare parts, Sales & Smash repair (3S4S) (WG/L/4-6) under the authority of the National Standards Committee on Transport (NSC L).

Compliance with a Malaysian Standard does not of itself confer immunity from legal obligations.

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Introduction

National Automotive Policy (NAP) 2020 will focus on ensuring that the domestic industry continues to be competitive by enhancing current policy measures and introducing new advance technology elements namely Next Generation Motor vehicle (NxGV), Mobility as a Service (MaaS) and Industrial Revolution 4.0 (IR 4.0) and in other areas.

The NAP 2020 will continue to promote participation of local companies in the domestic and global supply chain, encourage research and development (R&D) and engineering activities, build capabilities and capacity of local workforce, support national car projects as well as enhancing exports, investments and local production volume.

This Malaysian Standard complements the Service, Spare parts and Sales of motor vehicle series of standard and provides greater flexibility and adaptability for the automotive smash repair and aftermarket industry stakeholders to ensure safe and proper motor vehicle smash repair activities through best industry practices. The implementation of the standard will benefit the automotive industry, consumers as well as the government. It is crucial for the automotive industry to ensure that the practice of providing smash repair of motor vehicle initiatives is appropriate. The Malaysian Standard will address the consumer rights while adhere to the Government initiatives and policies in making Malaysian road safer for road users.

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Motor vehicle aftermarket - Smash Repair - - Requirements

1 Scope

This Malaysian Standard specifies requirement for smash repair workshop activities including vehicle body repair and vehicle refinishing with regards to management systems requirements of 4M (man, method, machine and material). It applies to motor vehicle categories (L, M, N and O) as classified in accordance with MS 1822.

2 Normative references

The following normative references are indispensable for the application of this standard. For dated references, only the edition cited applies. For undated references, the latest edition of the normative reference (including any amendments) applies.

MS 1822, *Classification and definition of power-driven vehicles and trailers*

Road Transport Act 1987 (Act 333)

Consumer Protection (Workshops Information Disclosure) Regulations 2002

3 Terms and definitions

For the purposes of this standard, the following terms and definitions apply. For terminology related to motor vehicle parts and components, see Annex A.

3.1
actual total loss (ATL)
condition of a vehicle that has sustained severe damage that it has compromised the structural integrity of the main chassis, thus making any repairing/restoring process towards the vehicle unsafe and can only be scrapped

NOTE: The vehicle is eventually required to be sent to the authorised automotive treatment facility (AATF).

3.2
active safety parts
vehicle's safety systems and devices that help to protect vehicle occupants from further injury before a crash occurred

3.3
aftermarket
activities related to maintaining a motor vehicle after its initial sale and until the end of its lifecycle; which encompasses all parts and services purchased for vehicles after the original sale, including replacement parts, accessories, lubricants, appearance products and service repairs, as well as additional innovative services that help to optimise the use of the vehicle

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3.4
approval report
report that consists of the cost break down by the insurance company to organisation or vehicle owner

3.5
authorised automotive treatment facility (AATF)
licensed facility that accepts and processes used parts or components from end-of-life vehicle (ELV) or end-of-life product (ELP) and complies with the relevant statutory and regulatory requirements

NOTE. AATF includes entities involved in 4R activities including material and core recovery, processing and handling for reuse, repair, recycle and remanufacture of motor vehicles parts and components.

3.6
beyond economic repair (BER)
condition of a vehicle that is not financially economical to be repaired or restored, as the cost in repairing/restoring the vehicle exceeds the market value or the sum insured

NOTES. Following incident where the vehicle is damage, it may be deemed beyond economic repair (the estimated cost of vehicle repair exceeds the replacement or market value).

3.7
cash vehicle smash repair
payment arrangement between the vehicle owner and the organisation without claiming from the insurance company

3.8
compensation actual repair time (CART)
repair time based on adjuster's recommendation on the duration required for motor vehicle to be repaired

3.9
contract repair
a document agreed by the vehicle owner and insurance company to proceed with a proper and safe smash repair activity at a fixed amount, in compliance with the relevant standards or statutory and regulatory requirements

3.10
discharge voucher
a report that insurance company issued to vehicle owner to acknowledge the amount by signing the report.

3.11
dynamic test
test of the noise, vibration and harshness (NVH) on the road or on portable roller

3.12
end-of-life product (ELP)
product that does not receive continuing support, either because existing marketing, support and other processes are terminated, or it is at the end of its useful life.

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3.13
estimate-repair time
repair time excluding non-core processes or activity, e.g waiting time for part and component, paint drying process, insurance approval, come back job (CBJ), etc

3.14
end-of-life vehicle (ELV)
type of motor vehicle that is to be, intended to be or are required to be discarded, including metal sent for recycling or reuse

3.15
estimator / claim advisor
personnel of the organisation who carry out the motor vehicle damage estimation and submit to the insurance company

NOTE. Qualified person with at least 3-years working experience and minimum Sijil Kemahiran Malaysia (SKM) level 3 with competency in smash repair activities in accordance with the relevant National Occupational Skills Standards (NOSS).

3.16
expert judgement
process of forming an opinion or evaluation by certified personnel with minimum qualifications as in accordance with clause 3.15 and clause 6.1.3

3.17
in-house assessor
insurance personnel who assess the claim estimate by the smash repair workshop

3.18
insurance
an arrangement by insurance company to provide a guarantee of compensation for specified loss, damage, illness, or death in return for payment of a specified premium

3.19
insurance company
a company that provides service including life endowments, annuities, or insurance, including accident, burial, casualty, credit life, contract performance, dental, disability, fidelity, fire, health

3.20
insurance's approval report
approval report by the insurance company which consists of information on customer and vehicle profile/details, vehicle repair details and amount, parts approval, approved labour hour, miscellaneous item approval, etc

3.21
insured vehicle smash repair
payment arrangement between the vehicle owner and the organisation by claiming from the insurance company

3.22
job order/work order
order created internally within the company

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3.23
loss adjuster
independent competent person to assess motor vehicle condition at the workshop

NOTES

1. In Malaysia, the loss adjuster shall be authorised by the Association of Malaysian Loss Adjusters (AMLA) and the adjuster company as licensed by the Central Bank of Malaysia or related regulator.

2. Adjuster company is the organisation who provides loss adjusting and claims related services

3. Qualified person certified by the relevant authority and has at least 3-years working experience and minimum Sijil Kemahiran Malaysia (SKM) level 3 with competency in smash repair activities in accordance with the relevant National Occupational Skills Standards (NOSS).

3.24
motor vehicle
motor vehicle of any description propelled by means of mechanism contained within itself and constructed or adapted so as to be capable of being used on roads and includes a trailer, which as stipulated in the Road Transport Act 1987 [Act 333]

3.25
motor vehicle body repair
activity involving mechanical and bodywork repair

3.26
motor vehicle refinishing
activity involving motor vehicle surface repair, preparation and application of a paint-coating

3.27
organisation
workshop primarily engaged in smash repair activities involving motor vehicle body repair, motor vehicle refinishing and spare part replacement of motor vehicle bodies

3.28
original equipment manufacturer (OEM)
manufacturer that produces parts for original equipment installation

3.29
outsourced sub-contractor
motor vehicle repair subcontractor appointed by the organisation that shall comply with the requirements of this standard and be subject to a specific agreement with the organisation

NOTE. The organisation shall ensure that outsourced processes are controlled.

3.30
passive safety parts
vehicle systems and devices that help to protect vehicle occupants from further injury once a crash has already occurred

3.31
repair order
order received by an organisation from a vehicle owner or client

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3.32
road
public road and any other road to which the public has access to and includes bridges, tunnels, lay-bys, ferry facilities, interchanges, roundabouts, traffic islands, road dividers, all traffic lanes, acceleration lanes, deceleration lanes, side-tables, median strips, overpasses, underpasses, approaches, entrance and exit ramps, toll plazas, service areas, and other structures and fixtures to fully effect its use

NOTE.It includes road under construction as specified in sections 70 and 85 (of section 2 (interpretation), Road Transport Act 1987) and parking lot as specified in Sections 41, 42, 43, 44, 45 and 45A (of Section 2 (Interpretation), Road Transport Act 1987)

3.33
smash repair
smash repair is the process of restoration of a vehicle that has been involved in collision, natural disaster or any incidents. The vehicle shall be restored in compliance with the relevant standards, statutory and regulatory requirements

3.34
spare parts
parts and components used for the repair or replacement of worn or failed units and required to comply to requirements imposed by the relevant authority.

NOTES:

1. Parts and components are important features of logistics engineering and supply chain management, often comprising dedicated parts and component management systems. The types of parts and component include new, used and remanufactured

2. Example of relevant authority refers to Road Transport Department, Ministry of Domestic Trade and Consumer Affairs, Royal Malaysian Custom Department (subject to specific rules, law and regulation

3.35
static test
test of the performance of a motor vehicle with ignition switch ON, engine OFF and to inspect parts and component, mechanical, electrical & electronic, body, chassis and paint work

3.36
supervisor
personnel responsible for leading and guiding a team of technician in an organisation

3.37
technician
personnel who perform smash repair activities for motor vehicles in the organisation.

3.38
tender for auction
process by the insurance company to auction the vehicle to the successful bidder

3.39
third party evaluation

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an examination or appraisal to assess the condition and functionality of smashed motor vehicle by the recognised body in compliance with the relevant statutory and regulatory requirements

3.40
third party vehicle evaluator
personnel responsible for the third party evaluation of motor vehicles

4 Code of ethics requirements

The organisation shall abide by the following code of ethics:

a) to act honestly and fairly in all dealings with the public and conduct business with strict professional courtesy and integrity;

b) to have a sense of personal obligation to each vehicle owner;

c) to recommend appropriate repair to the motor vehicle owners to maintain the roadworthiness of the vehicle;

d) to use only spart parts which are safe and complying with relevant Malaysian Standards or United Nation (UN) Regulations under the World Forum for Harmonization of Vehicle Regulations (WP.29), where parts are regulated by relevant regulatory agency;

e) to repair motor vehicles in a timely manner and to keep the vehicle owner informed of all changes, if any, including completion times;

f) to give the best vehicle owner service possible and in the case of any dispute, to provide a prompt and amicable solutions;

g) to ensure that the entire staff conduct themselves in a professional manner in keeping with the related requirements of the automotive industry including those set by the authority, including Malaysian Standards and International Standards;

h) to advise vehicle owner of their rights in accordance with, Consumer Protection Act 1999 (Workshop Information Disclosure Requirements Regulation) 2002;

i) to comply with the state and federal laws, regulations and codes of practice applicable to their business or duties;

j) to ensure a fair, healthy and open competition for a harmonious environment;

k) to perform services according to this standard;

l) to provide equivalent standard spare parts related to the repairs;

m) to provide reasonable warranty for the affected spare parts; and

n) to maintain vehicle owner service records for aftermarket service purposes.

5 Structural requirements

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5.1 Administrative requirements

5.1.1 The organisation shall have proper license or permit from the state and federal governing bodies to operate the workshop.

5.1.2 The organisation shall have appropriate insurance coverage such as public liability insurance.

5.2 Organisation and management

5.2.1 The organisation shall have one or more person(s) available as technical supervisor(s) who have overall responsibility to ensure that the motor vehicle smash repair operation is carried out in accordance with this standard.

5.2.2 The organisation shall organise and manage the workplace in compliance with the Occupational Health and Safety Act 1994 or any relevant safety, health and environmental regulations.

5.3 Management system documentation

5.3.1 The organisation shall establish, document, and maintain policies and objectives for fulfilment of this standard and shall ensure the policies and objectives are acknowledged and implemented at all levels of the organisation.

5.3.2 The management shall provide evidence of its commitment to the development and implementation of the management system and its effectiveness in achieving consistent fulfilment of this standard.

5.3.3 The organisation shall report to the management on the performance of the management system and any needs for improvement.

5.3.4 All authorised personnel involved in motor vehicle smash repair shall have access to the management system documentation and related information that are applicable to their responsibilities.

5.4 Control of documents

5.4.1 The organisation shall establish procedures to control the documents (internal and external) that relate to the fulfilment of this standard.

5.4.2 The procedures shall define the controls needed to:

a) approve documents for adequacy prior to issue;

b) review and update (as necessary) and re-approve documents;

c) ensure the changes and the current revision status of documents are identified;

d) ensure the relevant version of applicable documents are available at points of use;

e) ensure the documents remain in safe keeping, legible and readily identifiable to enable traceability of the documents;

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f) ensure that documents of external origin are identified and their distribution are controlled; and
g) ensure use of guideline for smash repair activity is as stipulated by the relevant authority or according to the original equipment manufacturer's (OEM) manual/ aftermarket parts and catalogue or related standards.

5.5 Internal audit

5.5.1 The organisation shall conduct internal audits at planned intervals to provide information on whether the motor vehicle smash repair management system:

a) conforms to the organisation's own requirements for its motor vehicle smash repair management system as well as the requirements of this standard; and

b) is effectively implemented and maintained.

5.5.2 The organisation shall:

a) plan, establish, implement and maintain an audit programme(s) including the frequency, methods, responsibilities, planning requirements and reporting, which shall take into consideration the importance of the processes concerned, changes affecting the organisation, and the results of previous audits;

b) define the audit criteria and scope for each audit;

c) select auditors and conduct audits to ensure objectivity and the impartiality of the audit process. Minimum of one (1) trained internal auditors shall be able to manage and conduct the audit as planned;

d) ensure that the results of the audits are reported to relevant management; and

e) retain documented information as evidence of the implementation of the audit programme and the audit results.

5.6 Management review

5.6.1 The organisation shall review its motor vehicle smash repair management system at least once a year, in order to ensure its continuing suitability, adequacy and effectiveness, including the stated policies and objectives related to the fulfilment of this standard.

5.6.2 Management review shall consist of the information on the performance and effectiveness of the motor vehicle smash repair management system, including;

a) vehicle owner satisfaction and feedback;

b) nonconformities and corrective actions;

c) adequacy of resources;

d) performance of supplier and external providers;

e) internal audit result and findings;

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f) opportunities for improvement;

g) the status of actions from previous management reviews;

h) the extent to which quality objectives have been met; and

i) process performance and conformity of product and services

5.6.3 The organisation shall retain documented information as evidence of the results of management reviews.

6 Resource requirements

6.1 Personnel

6.1.1 The organisation shall define and document the competence requirements for all personnel involved in automotive body repair and refinishing, including requirements for education, training, technical knowledge, skills and experience.

6.1.2 The organisation shall employ, or have contracts with, a sufficient number of persons with the required competencies, including, where needed, the ability to make expert judgements, to perform the type, range and volume of its smash repair.

6.1.3 The organisation shall have qualified personnel as specified below:

6.1.3.1 The mechanical technician shall have a minimum Sijil Kemahiran Malaysia (SKM) level 3 competencies in accordance with relevant National Occupational Skills Standards (NOSS) established under the National Skills Development Act 2006 or equivalent competencies related to the scope of the NOSS.

6.1.3.2 The bodywork technician shall have a minimum Sijil Kemahiran Malaysia (SKM) level 3 competencies in accordance with relevant National Occupational Skills Standards (NOSS) established under the National Skills Development Act 2006 or equivalent competencies related to the scope of the NOSS.

6.1.3.3 The spray painter technician shall have a minimum Sijil Kemahiran Malaysia (SKM) level 3 competencies in accordance with relevant National Occupational Skills Standards (NOSS) established under the National Skills Development Act 2006 or equivalent competencies related to the scope of the NOSS.

6.1.3.4 The supervisor shall have a minimum Sijil Kemahiran Malaysia (SKM) level 4 competencies in accordance with relevant National Occupational Skills Standards (NOSS) established under the National Skills Development Act 2006 or equivalent competencies related to the scope of the NOSS.

6.1.3.5 The technician and supervisor responsible for motor vehicle smash repair activity shall have certified qualifications, training, experience and a satisfactory knowledge of the requirements of the motor vehicle smash repairs to be carried out. They shall also have relevant knowledge on the following:

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a) the current smash repair activities used for the motor vehicle being repaired, the operation of processes and the delivery of services;

b) the way in which motor vehicle components or systems are used, processes operated, and services delivered; and

c) any defects which may occur during the use of the motor vehicle components or systems, any failures in the operation of the processes and any deficiencies in the delivery of services. They should understand the significance of deviations found with regard to the normal use of the motor vehicle components or systems, the operation of the processes and the delivery of services.

6.1.4 The organisation shall make clear to each personnel of their duties, responsibilities and authorities.

6.1.5 The organisation shall have documented procedures for recruiting, training and supervising technical personnel involved in motor vehicle smash repair.

6.1.6 The documented procedures for training (see 6.1.5) shall address the following stages:

a) an induction period;

b) a mentored working period with experienced technician and supervisor;

c) continual training to keep pace with current technology and process methods; and

d) reference to operation manual/OEM manual/ parts catalogue

6.1.7 The supervisor shall monitor all technician and other personnel involved in motor vehicle smash repair for satisfactory performance. Results of monitoring shall be used as a means of identifying training needs (see 6.1.8).

6.1.8 The training required shall depend upon the competency, qualifications and experience of each technician and other personnel involved in motor vehicle smash repair, and upon the results of monitoring (see 6.1.9).

6.1.9 Each technician shall be observed on-site, unless there is sufficient supporting evidence that the technician is continual to perform competently.

6.1.10 The organisation shall maintain records of monitoring, education, training, technical knowledge, skills, experience and authorisation of each member of their personnel involved in motor vehicle smash repair.

6.1.11 The technical personnel involved in motor vehicle smash repair shall not be remunerated in a way that influences the report results of motor vehicle smash repair.

6.1.12 All personnel of the organisation shall keep confidential all information obtained or created during the performance of the motor vehicle smash repair, except as required by law.

6.2 Facilities and equipment

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6.2.1 The facilities of the organisation shall be located at designated area according to state or federal regulatory requirement.

6.2.2 The organisation shall have available and adequate facilities and equipment to ensure all activities associated with the motor vehicle smash repair to be carried out in a proper, safe and environmental friendly manner, where applicable. The facilities and equipment include, but not limited to:

a) certified spray-painting booth/facility by the relevant authority;

b) strong building structure with proper foundation;

c) adequate ventilation system;

d) appropriate authorised power source;

e) regulated waste handling procedures; and

f) suitable tools and machinery including hand tools, precision tools, power tools, machineries, point of sale (POS) system and equipment and body chassis bench aligner and floor aligner

6.2.3 The organisation shall ensure the continued suitability of the facilities and equipment mentioned in 6.2.2 for their intended use.

6.2.4 All tools and equipment having a significant influence on the results of the motor vehicle smash repairs shall be defined and, where appropriate, uniquely identified.

6.2.5 All tools and equipment in (see 6.2.4) shall be maintained in accordance with documented procedures and instructions and its implementation shall include:

a) scheduled maintenance activities; and

b) technology and source data updates.

6.2.6 Where appropriate, measurement equipment having a significant influence on the results of the motor vehicle smash repairs shall be calibrated to industrial standards before being put into service, and thereafter calibrated according to an established programmed. Where appropriate, diagnostic machine having a significant influence on the results of the motor vehicle smash repairs, shall be updated to the latest industrial standards accordingly before being put into service.

6.2.7 The organisation shall have documented procedures for dealing with defective equipment. Defective equipment shall be removed from service by segregation, prominent labelling or marking. The organisation shall examine the effect of defects on previous services and repairs and, when necessary, take appropriate corrective action.

6.2.8 Relevant information the equipment, including software, shall be recorded. This shall include identification and, where appropriate, information on calibration or verification and maintenance

7 Process requirements

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7.1 Operation methods and procedures

7.1.1 The organisation shall abide by the methods and procedures for parts and motor vehicle smash repairs which are defined in this standard and practices against which motor vehicle smash repairs are to be performed. All measurements and determination of acceptance or rejection shall be performed in an objective manner.

7.1.2 All instructions, standards or written procedures, worksheets, checklists, manuals catalogue and reference data relevant to the work of the organisation shall be maintained up to date and be readily available to the technical personnel.

7.1.3 The organisation shall have a repair order control system which ensures that:

a) smash repair activity to be undertaken is within its expertise and that the organisation have adequate resources to meet the requirements;

b) the requirements of those seeking the organisation are adequately defined and that special conditions are understood, so that unambiguous instructions will not be issued to technical personnel performing the required duties;

c) smash repair services being undertaken are controlled by regular review and corrective action; and

d) the requirements of the job/work order and repair order have been met.

7.1.4 Observation and data recording shall be subjected to appropriate checks.

7.1.5 The organisation shall have documented instructions for carrying out motor vehicle smash repairs in a safe manner.

7.1.6 The organisation shall manage inventory process in accordance with organisation standard operating procedure.

7.2 Vehicle smash repair process

7.2.1 Insured vehicle smash repair process (see Annex B)

a) the vehicle owner with assistance by the organisation shall submit claim documents to the insurance company e.g. claim form, police report, insurance policy, workshop's estimate and etc;

b) the loss adjuster/in-house assessor shall conduct assessment in accordance with workshop's estimate;

c) the insurance company shall verify detail breakdown of the vehicle repair by the loss adjuster/ in-house assessor;

d) the insurance company shall make arrangement for third party evaluation to decide only for actual total lost (ATL) or beyond economic repair (BER);

e) the insurance company shall release the insurance's approval report to the organisation

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f) the vehicle owner shall sign undertaking letter to insurance company for contract repair arrangement (if applicable); and

g) the vehicle owner shall sign the discharge voucher issued by the insurance company after completion of repair process upon satisfactory services.

7.2.2 Cash vehicle smash repair process (See Annex C)

a) the estimator / claim advisor shall conduct damage assessment and prepare estimate repair cost;

b) the organisation shall issue quotation/ repair order and shall be agreeable by the vehicle owner before proceeds with smash repair process; and

c) the vehicle owner shall acknowledge and sign the final bill e.g. invoice or receipt issued by the organisation after completion of repair process upon satisfactory services.

7.3 Handling motor vehicle smash repair

7.3.1 The organisation shall identify the damaged part to be repaired and refinished. The organisation shall identify passive and active safety parts to be replaced by spare parts in compliance with related standards recognised by the relevant authority e.g. Malaysian Standards, United Nation (UN) Regulations under the World Forum for Harmonization of Vehicle Regulations (WP.29) or other related standards.

7.3.2 The vehicle owner's request shall be interpreted and confirmed and properly recorded. The organisation shall conduct visual inspection on the overall condition of the vehicle prior to vehicle smash repairs.

7.3.3 Any apparent abnormalities sighted shall be recorded and acknowledged by the vehicle owner.

7.3.4 The vehicle shall be properly prepared to avoid deterioration or damage to the motor vehicle during vehicle smash repairs.

7.3.5 The organisation shall ensure the method specification such as remove and replace, repairs, panel alignment, welding/bonding, structural, mechanical, electrical and occupant safety are carried out according to guideline by the related authority or original equipment manufacturer's (OEM) body repair manual.

NOTE. All related stakeholder shall comply with the method specification repair or OEM's repair manual

7.3.6 The organisation shall ensure good identification colour matching, blemishes, gloss levels, texture / finish, paint blends, interior colours, sealers, adhesive, foam are carried out according to related authority guideline or original equipment manufacturer's (OEM) manual or aftermarket parts catalogue.

7.3.7 The organisation shall ensure a proper storage and security of the vehicle.

7.3.8 The organisation shall conduct a post vehicle smash repairs visual inspection on the overall condition of the vehicle to reconfirm with its recorded general condition prior to vehicle smash repairs.

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7.3.9 The organisation shall have documented procedures and appropriate facilities to avoid deterioration or damage to the vehicle under its responsibility.

7.3.10 The organisation shall make sure safety and structural looking of the motor vehicle is not adversely affected as compared with its original standard of manufacture.

7.3.11 The organisation shall have in place and operate a quality control procedure appropriate for validating the quality of each repair including, where relevant, final jig and wheel alignment measurements. The organisation shall have in place procedures to ensure that the quality of repairs undertaken is at least to the level specified in the relevant repair methods. A record of the repair quality control outcomes for each stage in the repair process undertaken shall be signed off by the relevant currently competent person (including for in-house/outsourced sub-contractor).

7.3.12 The organisation shall conduct static and dynamic test for the repaired motor vehicle.

7.4 Vehicle smash repair records

7.4.1 The organisation shall maintain a record system to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of its records related to the compliance with this standard. This is to demonstrate the effective fulfilment of the vehicle smash repairs procedures and to enable an evaluation of the vehicle smash repair.

7.4.2 Access to these records shall be consistent with the confidentiality arrangements. The smash repair records shall be internally traceable to the technical personnel who has performed the vehicle smash repair.

7.5 Vehicle smash repair transactional documents and warranty

7.5.1 The organisation shall provide a vehicle smash repair estimate to the vehicle owner which contains but not limited to the following information:

a) itemised price and type of spare part, paint to be used;

b) itemised price and labour charges;

NOTE. For insured repair process, the information in a) and b) shall be provided by the insurance company to the organisation

c) duration of estimate repairs time from organisation or compensation actual repair time (CART) from the insurance company; and

NOTE. For new parts replacement, duration time that is recognised by the relevant authority should be adopted and no alteration should be allowed (e.g. Thatcham time or OEM time). However, negotiation on opinion repair time is allowable as agreed by the organisation and insurance company.

d) types and duration of warranty which shall be provided as follows:

i) Panel Repairs - Minimum 6 months or 5,000km (whichever comes first)

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Panel repairs are warranted against shrinking, leaking or cracking for a period of minimum 6 month or 5,000km, whichever comes first. The organisation shall not be responsible for the cracking of old body filler on previous repairs.

ii) Structural Replacement - Minimum 6 months or 5,000km (whichever comes first)

All materials the organisation uses in the replacement of structural panels are warrantied for minimum 6 month or 5,000km, whichever comes first. However, if additional or hidden damage that would affect the performance of the vehicle is found during or after the repair, the vehicle owner will be responsible for any additional parts or labor required to make the necessary repairs. This warranty is voided should the vehicle be involved in a subsequent accident, or if structural problem results from the O.E.M. design flaw, or if the vehicle is affected by natural disaster, such as submersion in a flood. The vehicle shall be sent to AATF.

iii) Rust Repair - Minimum 6 months or 5,000km (whichever comes first)

The organisation shall not responsible of rusty effect cause dirt and moisture to accumulate in areas that promote rust due to automotive designs.

iv) Surface Repairs - Minimum 6 months or 5,000km (whichever comes first)

The organisation shall cover surface repair warranty including dent, crack, burr, sharp edge and related surface defect.

v) Painting warranty – Minimum 6 months or 5,000km (whichever comes first)

Panel painting are warranted against cracking, peeling, delamination, blister, blemish or orange peel for a period of 6 months or 5,000 km, whichever comes first. The organisation shall be responsible for the painting process and shall not offer a warranty on the paint of any area where a vehicle owner did their own body work as noted on the repair order.

7.5.2 The organisation shall obtain written consent from vehicle owner for all vehicle smash repairs work to be carried out and also obtain vehicle owner authorisation for additional work and its related costs to be charged.

7.5.3 The organisation shall provide to vehicle owner with a retrievable itemised transactional document for the conducted vehicle smash repairs which shall contain but not limited to the following information:

a) vehicle owner and vehicle details (Vehicle Identification Number (VIN), registration number, make, model and mileage);

b) repairs services conducted and related charges;

c) paint used by name, colour code, and brand.

d) name and address of the organisation;

e) date of repair commencement;

f) date of repair completion, and drive away time where safety is a consideration, e.g. windscreen sealant cure;

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g) details of repair work carried out; and

h) name of technician involved in the repair process.

7.5.4 The organisation shall allow the vehicle owner to inspect repaired vehicle during hand over process.

7.5.5 The organisation shall return the old parts to insurance company/ vehicle owner and obtain their approval to handle the next process e.g. recycling process

7.6 Complaints management

7.6.1 The organisation shall have a documented process to receive, evaluate and make decisions on complaints.

7.6.2 A description of the handling process for complaints shall be made available to any interested party upon request.

7.6.3 Upon receipt of a complaint, the organisation shall confirm whether the complaint relates to vehicle smash repair for which it is responsible and, if so, shall deal with it.

7.6.4 The handling process for complaints shall include but not limited to the following elements and methods:

a) a description of the process for receiving, validating, investigating the complaints, and deciding what actions are to be taken in response to it;

b) tracking and recording complaints, including actions undertaken to resolve them; and

c) ensuring that any appropriate action is taken.

7.6.5 The organisation shall be responsible for gathering and verifying all necessary information to validate the complaint.

7.6.6 Whenever possible, the organisation shall acknowledge receipt of the complaint, and shall provide the complainant with progress reports and the outcome according to the organisation's standard operating procedure (SOP).

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Annex A
(informative)

Terminology related to motor vehicle parts & components

A.1.1 Original equipment parts (OE parts)

Original equipment parts also known as genuine parts are the motor vehicle parts was fitted with on the production line when it was made.

A.1.2 Replacement equipment parts (RE parts)

Replacement equipment parts also known as aftermarket parts or non-original equipment parts are copies of the OEM part that carry their own brand.

A.1.3 Franchise parts

Original equipment parts (OE parts) sold by the local franchisee appointed by vehicle manufacturer and which usually carry the official trademark logo of the franchise and are normally packaged with the automakers name with part number code and warranty by franchiser.

A.1.4 Non-franchise parts

Original equipment parts (OE parts) or non-original equipment parts that sold by the organisation and which usually carry the official trademark logo of the franchise and are normally packaged with the automakers name with part number code and warranty by the organisation.

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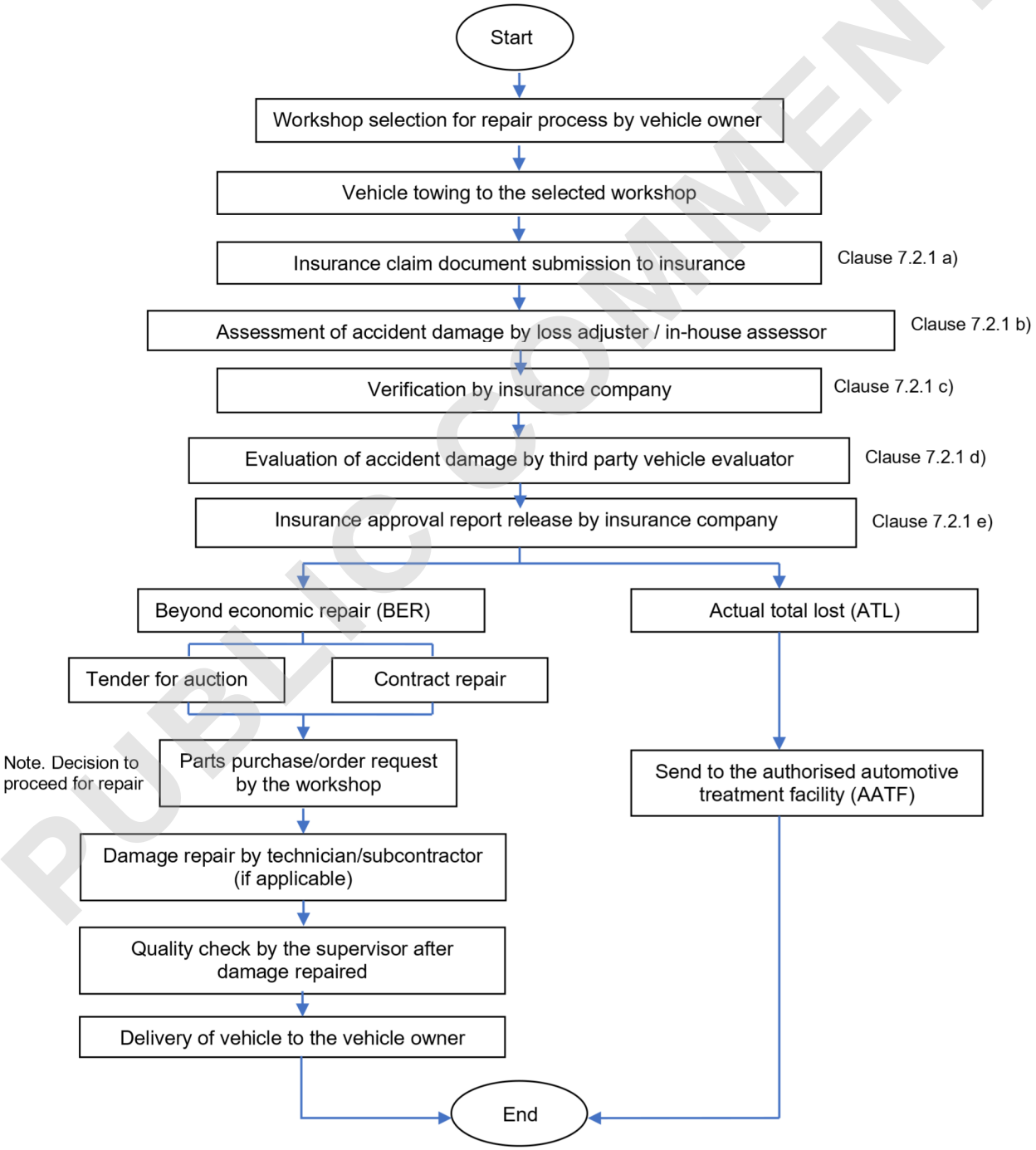
Annex B
(informative)

Proses flow of the smash repair activity – Insured repair process



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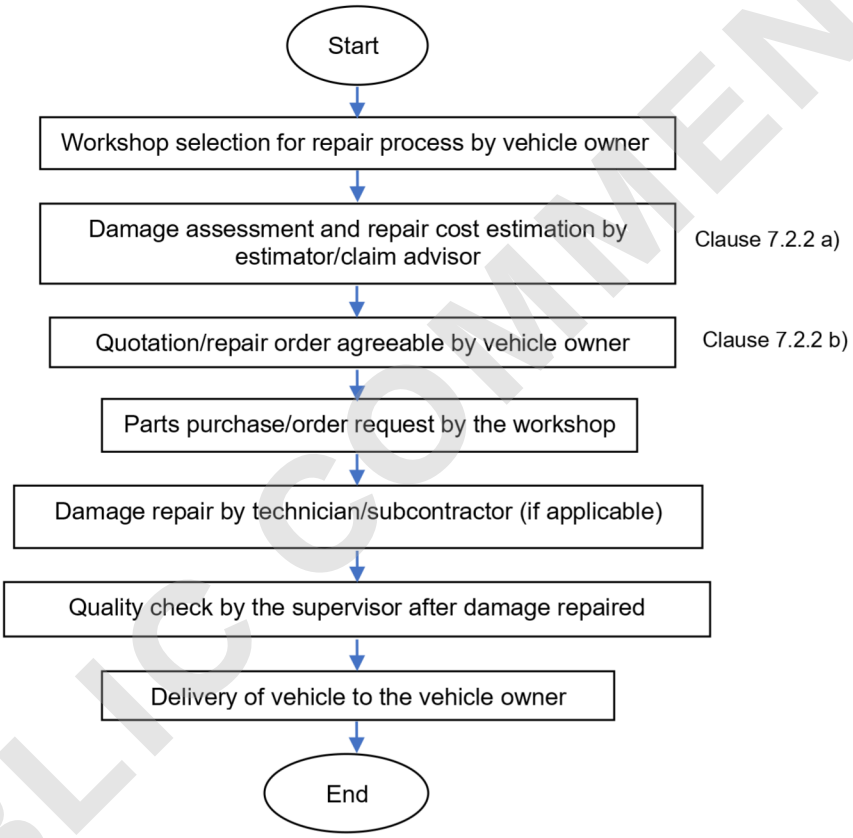
Note. In this MS, workshop refers to organisation

Annex C
(informative)

Process flow of smash repair activity -Cash repair process



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Acknowledgements

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