

TECHNICAL BULLETIN NO.SP25

ASSISTANCE IN THE SOURCING OF MAJOR PARTS ASSEMBLIES

NOVEMBER 2009



This initiative is intended to improve customer service by identifying any supply problems before they impact on the repair process.

Slow-selling complex assemblies are rarely carried in stock by parts distributors and often have to be sourced overseas, resulting in considerable delay to repairs. Complex assemblies typically include: engine blocks, transmission cases, engine and body wiring harnesses, complete bucket seats, etc.

Vehicle owners often expect a much faster turnaround time on repairs involving these parts than can reasonably be provided by the car manufacturer.

In these circumstances, Motor Assessors are encouraged to check parts availability before committing to repairs, to avoid inconvenience to customers.

The IAG Research Centre may be able to assist when major repairs require unusual parts to be replaced.

Motor Assessors should contact the Research Help Desk so that parts availability and the expected time of delivery can be checked.

This information may help to manage customers' expectations and perhaps help to contain repair costs.

Motor assessors should obtain the following information and email: parts@iag.com.au

- Make, model & VIN
- Name of the repairer
- The part number
- The contact details for the dealer and dealer's order number if the part has already been ordered

Or phone the Help Desk: Roy McInnes extn 26849 or Andrew Marshall extn 26850

The availability of replacement parts can often be traced through the car companies' computer systems within 48 hours globally.

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