



Written-Off Vehicles: Repair Diary

Introduction

A repair diary is required for ALL economic repairable written-off vehicles presented for inspection in South Australia. If you live within a 100km radius of the Adelaide GPO, the written-off vehicle inspection must be conducted at Vehicle Identity Assessment Station 7 Naweena Road, Regency Park, SA 5010. Vehicles transported to this inspection by trailer or other means must be offloaded and ready at the time of inspection.

Written-Off Vehicle

From 1 June 2023, South Australia has expanded the Written-off Vehicle Scheme to now include the notification of heavy vehicles. The aim of the Scheme is to encompass a national recording and assessment of written-off vehicles. Under the Scheme, all notifiable damage vehicles are to be classified as either 'repairable write-offs' (RWO) or 'statutory write-offs' (SWO).

A notifiable vehicle is:

Category 1 Vehicles:

- a bus with a GVM greater than 3.5 tonnes or fitted to carry more than 9 adults;
- a prime mover with a GVM greater than 4.5 tonnes; or
- a trailer with a GVM greater than 4.5 tonnes; or
- a truck with a GVM greater than 3.5 tonnes.

Category 2 Vehicles:

- is less than 15 years of age from the month and year of manufacture; and
- is one of the following:
 - a motor vehicle (other than a motor bike or trailer) to which the Australian Design Rules apply;
 - a motor bike;
 - a caravan.
- any vehicle wrecked or wholly or partly disassembled or a part of a vehicle bearing a vehicle identification plate or vehicle identification number.

For further detailed information please visit the following web address:

<https://www.sa.gov.au/topics/driving-and-transport/vehicles/vehicle-inspections/written-off-vehicles>

Statutory Written-Off Vehicle

A vehicle recorded as a Statutory Write-off cannot be re-registered anywhere in Australia. A statutory written-off vehicle is only suitable as a source of limited parts / components.

Repairable Written-Off Vehicle

A vehicle that is recorded as an economic repairable write-off can be re-registered after it is repaired in accordance with the manufacturer's standards, its identity has been verified, and passed a roadworthy inspection, to determine if the vehicle meets relevant standards for registration in South Australia.

The Department requires that the damage which caused the vehicle to be entered on the WOVR as a repairable write-off, must be repaired, restored or replaced, including, cosmetically damaged vehicles (for example a motorcycle with a scratched fairing or a vehicle with paint damage).

Any previous damage not recorded on the WOVR must also be repaired to manufacturer's standards or when not available, industry standard guidelines. Written-off vehicles cannot be modified or upgraded from the manufacturer's build specifications during the repair process.

Unrepaired vehicles or incomplete repaired vehicles will not be inspected.

Purchasing a REPAIRED Written-off Vehicle

If you bought the Written-Off Vehicle (WOV) in a repaired condition, be aware that you are still required to obtain the required original documentation and tax invoices from the previous owner or vehicle repairer. This documentation is vital for the inspection of the repaired vehicle and without the required documentation the inspection will not go ahead.

Same Owner WOV Retention

If you have been involved in a motor accident and your insurance company wish to write the vehicle off but you want to keep the vehicle and seek further registration, you will be required to meet certain criteria for this to eventuate.

You will need to obtain a letter of ownership from your insurance company clearly stating your retention of the vehicle. The vehicle will still be recorded on the national WOVR so you will be required to undertake the same criteria as any other WOV.

You need to obtain the colour photos of the damaged vehicle taken by the insurance assessor at time of assessment, and you must repair the vehicle as stated throughout this fact sheet.

Repairing a Repairable Written-Off Vehicle

All damaged vehicles must be repaired in accordance with the manufacturer's repair instructions, or if unavailable, best industry repair standards.

Repair Diary

A repair diary is a detailed record outlining the repairs conducted on the damaged vehicle, what parts or components have been replaced and a detailed account for the method of repair. Each step should be documented with colour photos and cross referenced with the relevant data from the manufacturer's recommended method of repair or industry standard guidelines.

Keeping a repair diary when repairing a vehicle creates visibility of the repair process and you will be less likely to encounter difficulty when presenting the vehicle for a Tier 3 written-off vehicle inspection.

Original Documentation Required

Diaries should contain the following original documents. Please use this checklist for your repair diary and go to the relevant paragraph in this fact sheet for more information.

- **Purchase receipts:** tax invoice / bill of sale / letter from insurer if same owner retention with colour photos of the damaged vehicle from an auction house or the insurance company
- **Repair reports:** repair tax invoice / detailed self-repair statement
- **Colour photos of the vehicle:** showing the progress steps during repair
- **Manufacturer's repair instruction or industry standard guidelines.**
- **Tax invoice for replacement parts / components:** if parts are second-hand, the donor vehicle VIN is required on the invoice and the donor vehicle must also be recorded as a WOV

Additional documentation: any other relevant documentation you see fit in support of your vehicle, or any other documentation deemed necessary by the inspecting authority to complete the vehicle assessment.

Note: All documents and colour photos must be presented via original hard copy format and not USB, Fax, E-mail or any other formats which are not original hard copy.

Repairable Water Damaged Vehicles

A water damaged repairable write-off will also require all the fluids and filters replaced, such as:

- Engine, gearbox, differential, steering box
- Coolant system
- Brake fluid (system flushing included)
- Air filter / fuel filter / oil filter / pollen filter

A tax invoice for the fluids, filters, and the work undertaken will be required at time of inspection. All repaired water damaged vehicles fitted with any form of Supplementary Restraint System (SRS) or airbag as fitted by the manufacturer will require an SRS report and a detailed tax invoice from a manufacturer's agent as detailed below.

Hail Damaged Vehicle

Vehicles that have been hail damaged from storm events must have the assessed damaged repaired. Any previous damage not recorded on the WOVR must also be repaired to manufacturer's standards. As part of the Tier 3 written-off vehicle inspection you will require an SRS report and a detailed tax invoice from a manufacturer's agent as detailed below.

Vehicles that have been affected by cosmetic hail damage where other components have been damaged i.e. heavy panel damage, when presenting the vehicle for an inspection, the whole vehicle (including the cosmetic hail damage) must be repaired in accordance with manufacturer's repair instruction.

Supplementary Restraint System report (SRS)

SRS reports are required for all water damaged, storm, hail or fire damaged vehicles which are recorded as repairable write-offs, for any vehicle where the SRS systems has been deployed as a result of impact damage, or if the SRS system has been compressed / disconnected due to repairs e.g. removal of seats/dash assemblies.

The SRS report is not a simple SRS diagnostic check. The cost to obtain this report should be noted as there is a significant labour component for an agent of the manufacturer to undertake this work. Any contamination identified during the check will require replacement of the affected components.

You must obtain the MR1419 'Supplementary Restraint System Report' prior to the Tier 3 written-off vehicle inspection. The report can be obtained from the Department's website at <https://www.sa.gov.au/topics/driving-and-transport/vehicles/vehicle-inspections/written-off-vehicles> which must be completed by the manufacturer's agent/dealer and be accompanied by a detailed tax invoice.

Second-hand Air Bags and SRS Componentry

Some vehicle part suppliers are now offering second-hand airbags/systems for sale, including clock springs and modules.

When a second-hand airbag / system is purchased for replacement in a repairable written-off vehicle, the MR1419 'Supplementary Restraint System Report' should be downloaded and printed so that the checking agent can sign-off on the SRS fitment and operational functions.

Note: After-market airbags and SRS componentry are not acceptable replacements and therefore cannot be used to replace damaged components.

Vehicle Purchase Receipts

If you bought your vehicle from an auction house or a dealership, then the company will issue you a tax invoice. The tax invoice must state:

- Dealer detail: name, address, contact details and Australian Business Number (ABN)
- Customer detail: name, address, contact details
- Vehicle detail: Year, make, model, colour, VIN , body type and odometer reading
- Purchase price
- Invoice number and date
- Original photos from an auction house or insurance company
- Bill of sale

If you bought your vehicle from an independent seller, then a bill of sale is your purchase receipt. The bill of sale must state:

- Seller detail: name, address, contact details and signature
- Buyer detail: name, address, contact details and signature
- Vehicle detail: year, make, model, colour, VIN , body type and odometer reading
- Purchase price
- Invoice number and date
- Original photos from an auction house or insurance company

Vehicle Replacement Parts / Components

Tax invoices are required for all replacement parts and/or components used in the repair of your damaged vehicle. 'Ebay' receipts are not acceptable.

If the replacement parts/components are 'new original' or 'after-market' then a tax invoice will be provided to you from the supplier.

If the parts/components are second-hand you will be required to provide the tax invoice which includes the following information –

- The 'Vehicle Identification Number' (VIN) of the donor vehicle
- In some cases colour photos of the donor vehicle might be requested

Eligible notifiable donor vehicles used as the source for parts/components must be recorded as a written-off vehicle in the State or Territory where the vehicle was last registered.

Vehicle Repair Reports

If your vehicle is repaired by a professional crash repairer, then the repairer will issue you a tax invoice for the repair work. The repair invoice must state:

- Repairer detail: business name, address, contact details and ABN
- Customer detail: name, address, contact details
- Vehicle detail: year, make, model, colour, VIN , body type and odometer reading
- List of all the repairs conducted (including manufacturer's repair instructions)
- List of subcontract repairs (paint, airbags, electronic and mechanical etc.)
- Itemised list for all replacement parts, including cost
- List of second-hand parts/components: donor vehicle/s VIN/s required
- Invoice date
- Repair cost
- Detailed colour photos taken during repair process

Self-Repair Statement:

If the vehicle was repaired by you or a non-professional crash repairer, then you must include a self-repair statement, which will be your repair report. The self-repair statement must include the following details:

- Owner detail: name, address, contact details
- Repairer detail: name, address, contact details
- Vehicle detail: year, make, model, colour, VIN , body type and odometer reading
- List of all the repairs conducted (including manufacturer's repair instructions)
- List of additional repair works (paint, airbags, electronic and mechanical etc.), and any subcontracted repairs, including any costs
- Itemised list for all replacement parts, including costs
- List of second-hand parts/components: donor vehicle/s VIN/s required, including costs
- Detailed colour photos taken during repair process

Photos of the vehicle during repair

Photos taken during the repair process must show the progress made on the repair. You may include descriptions for the photos to explain the repair process. The photos must show:

- Logical steps between the progress photos
- Any hidden structure in areas exposed during repair process, when components are being fitted or being repaired and refitted
- **Note:** Depending on the repair area, and how close the photo is being taken, it may be difficult to interpret what part of the vehicle the photo is showing. In these cases it is best to take a photo from a medium distance and then a close up.

Manufacturer's repair instructions

A damaged vehicle must be repaired in accordance with the manufacturer's technical repair instructions. Where a manufacturer does not provide the required repair instruction, they may be obtained from the sources listed at the end of this fact sheet or acceptable industry standard organisations, e.g. I-Car Australia and Thatcham.

The repairer is responsible for obtaining the guidelines. Some manufacturers may charge for this material. If you fail to supply the relevant repair instructions, photographs of repair process or repairs not being to the required standards your vehicle will be redirected to a Chartered Professional Engineer at a further expense to yourself. For details see [MR426 'Chartered Professional Engineer'](#)

For the repair diary, you must include:

- Photos of repaired areas, showing repair marks
- Copy of relevant manufacturer's repair instruction

Refer Figure 1 below, for an example

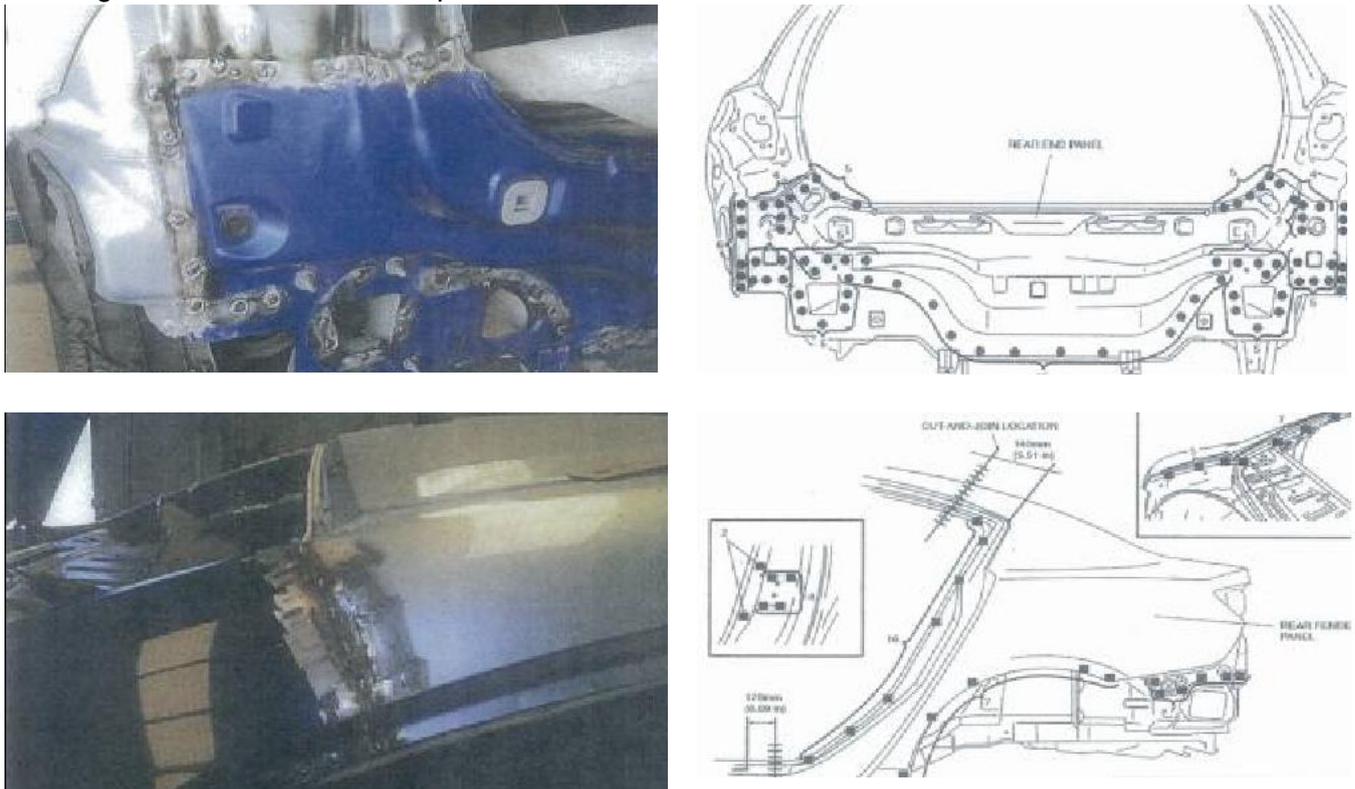


Figure 1, example of photos and manufacturer's repair instruction

Additional documents

Additional documents relating to the vehicle and/or repair process may be required in the repair diary dependent on the vehicle's condition and/or repair process. This includes, but is not limited to:

- **MR1419 'Supplementary Restraint System Report'**
- Structural integrity report provided by a recognised Chartered Professional Engineer
- Chassis jig point report
- Wheel alignment report

Inspection

Once the repair of the vehicle is completed as per manufacturer's guidelines and the completion of a 'repair diary' including relevant tax invoices, receipts and colour photos, a booking can be made for the Tier 3 Written-Off Vehicle inspection.

To attend the inspection an unregistered vehicle permit can be used or the repaired vehicle can be trailed. The repairer may use their own trade plate.

Tier 3 bookings for both metropolitan and country inspections can be made by phoning 13 10 84 or online <https://www.sa.gov.au/topics/driving-and-transport/vehicles/vehicle-inspections/bookings>. Bookings must be made in the name of the vehicle owner and will not be accepted until the repairs to your vehicle have been completed and your vehicle is ready for inspection.

No payments for inspection are accepted at the Vehicle Identity Inspection Station, payment should be made either over the phone or in person at any of the Service SA customer centres.

Please ensure you attend the inspection station 10 minutes prior to inspection time to allow for the completion of the required forms. Failure to do so could result in your inspection being cancelled.

Vehicles presented must be in a state of cleanliness - this includes the interior, exterior, engine bay and the underbody of the vehicle. Vehicles should not be loaded with any non-essential loads.

The written-off vehicle inspector has the right to cancel any inspection if the vehicle is deemed not acceptable for inspecting, examples are –

- Vehicle is not presented in a clean state
- Dashboard warning light/s active
- Vehicle deemed unsafe to drive
- Repairs not completed

Any vehicles with a flat battery will not be inspected.

For further information on the Tier 3 Vehicle Identity inspection, phone **(08) 8400 8764**.

Sourcing Replacement Parts from Statutory Written-Off Vehicles

A detailed legend of acceptable parts and components sourced from a statutory written-off vehicle is attached at the end of this fact sheet, please read carefully.

As a rule it is acceptable to use hung panels such as bolt-on guards, bonnets and boot lids/tailgates, but the use of other parts will not be accepted.

Note: The Department is always available to provide information about the purchase of second-hand parts sourced from statutory written-off vehicle so that repairers avoid unnecessary expense. Initial contact should always be with a Senior Tier 3 Assessor. The Department will provide a response within 24 hours of any such request. A written response will be provided if the initial request was in writing.

Generally, the following parts/components cannot be used from any statutory written-off vehicles when repairing an economic repairable written-off vehicle -

- The section that contains VIN or chassis number stamping
- The chassis rail in most instances for a cab chassis
- The complete body and dependent on the make of vehicle, the portion of the body including, but not limited to VIN, firewall, inner guard and boot section for monocoque construction

Please read next page for a more detailed guide as to the suitability of parts/components sourced from Statutory written-off vehicles.

Statutory Written-Off Vehicle Parts Reference Guide

		Impact 		Water 		Fire 	
Part Description	OK	Depending on condition	No	Part Description	OK	Depending on condition	No
Guards / Bonnet / Boot lid	  			Airbag pre-tensioners			  
Doors			 	Steering column			 
Skirt rail sections			 	Suspension		 	
Front/rear sections			 	Interior/trim			 
Roof cut section (including centre pillar)			 	Seat frames			 
Engine cross-member		 		Wiring looms			  
Lower control arm		 		Instrument clusters & dash controls			 
Seat belts			  	Computer & SRS sensors			 
Airbags / modules		* 	 	Engine / Transmission	  		
Battery Pack			** 				

* If not deployed and evidenced by supporting colour photos. ** Applies to Category 1 vehicles only.

Sources for the Manufacturer's Repair Instructions

Vehicle Brand	Website	Vehicle Brand	Website
Acura / Honda	www.serviceexpress.honda.com	Land Rover	www.landrovertechinfo.com
Aston Martin	www.astonmartintechinfo.com	Lexus	http://techinfo.lexus.com
Audi	www.audi.dds ltd.com or http://erwin.audi.de	Maserati	www.maseratitechinfo.com
Bentley	www.bentleytechinfo.com	Mazda	www.mazdatechinfo.com
BMW	www.bmwtechinfo.com	Mercedes Benz	www.startekinfo.com
Chrysler / Dodge / Jeep	www.techinfo.com	Mini	www.minitechinfo.com
Daewoo	Information included in Daewoo service manuals	Mitsubishi	www.mitsubishitechinfo.com/epacarb/
Ferrari	www.ferrariusa.com or service@ferrariusa.com	Nissan	www.nissan-techinfo.com
Ford / Lincoln / Mercury	www.motorcraft.com www.goodwrench.com/gmgoodwrench.com	Porsche	http://techinfo.porsche.com
General Motors	hjisp/gmspo or www.acdelcotds.com	Rolls Royce	www.rrtis.com
Honda	www.serviceexpress.honda.com	Saab	www.saabtechinfo.com
Hyundai	www.hmaservice.com	Subaru	www.techinfo.subaru.com/html/index.jsp
Infiniti / Nissan	www.infinititechinfo.com	Suzuki	www.suzukitechinfo.com
Isuzu	www.isuzutechinfo.com	Toyota	www.techinfo.toyota.com
Jaguar	www.jaguartechinfo.com	Volkswagen	www.vw.dds ltd.com or www.vw.com
Kia	www.kiatechinfo.com	Volvo	www.volvotechinfo.com

Vehicle Identity Assessment Station

Enquiries can be made to the Supervisor of Tier 3:

- By phone (08) 8400 8764 between 8:00am and 04:00pm Monday to Friday; or
- By email dit.wovr@sa.gov.au

It is important for a potential buyer of a damaged vehicle to understand the risks associated with buying a damaged vehicle. The scope of repairs may expand quickly beyond the intended budget to repair the vehicle, and many unknown factors may come to light during the repair or inspection process.

The information and data on this fact sheet is subject to change without notice. The Government of South Australia may revise this information at any time by updating this factsheet.