

Autocheck

Your guide to buying and maintaining a car



Government of South Australia
Attorney-General's Department

Buying a car can be an exciting and fulfilling experience. But there are some pitfalls to watch out for along the way.

This booklet will help you through your journey, from choosing the right car at the right price, through to organising finance and insurance, comparing different methods of purchase and looking at what to do if things go wrong.

But it doesn't stop there. You need to be prepared for the ongoing maintenance of your vehicle, and in the event of having to arrange repairs, you may need some tips on how to get the best outcome. Lastly, but importantly, the booklet provides some advice on how to get the best fuel economies out of your vehicle.

Although this booklet talks about buying, maintaining and selling a car, the same principles, guidelines, warranty rights and other advice can be applied to motor cycles and other forms of engine powered land transportation.

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Buying a car

When you buy a car it is often a major purchase and should be a pleasant experience rather than a daunting one. Being better prepared means you can avoid pitfalls and get a good deal on the car you really want.

Doing your research

Choosing the right car is a very personal decision. Most of us have a pretty good idea of the type of car we like, but our decision will also depend on how much we have to spend and what we'll be using the car for.

When making your selection it's important to remain practical and think about your day-to-day needs. For example, a tradesperson should consider a vehicle that can easily transport their tools, a large family may need extra seats or storage space and a student may be wise to opt for a smaller and more economical vehicle.

Some of the things to consider when looking for a car include:

- new or used (including demo vehicles)
- engine capacity and fuel consumption
- size (hatch, sedan, wagon, 4WD, utility)
- manual or automatic
- petrol, diesel, LPG, hybrid
- safety features
- cost (purchase, stamp duty, registration, insurance).

Buying a new car

There are many advantages in buying a new car, including the lengthy warranty period and the vast array of vehicles, colours and accessories to choose from. You also have opportunities to purchase with safety features, fuel efficiency and environmental considerations in mind. There are now several hybrid vehicles available that have the size, styling and price tag of similar petrol designs, and most petrol-driven models now have diesel-fuel equivalents.

Be wary when looking around at new cars, because the 'manufacture' or 'build' date may affect the resale value of the car when you come to sell it. A car may be advertised as 'current model' but may have actually been manufactured in the previous year. Car manufacturers occasionally make slight alterations to their vehicles without actually modifying the shape of the car, so whilst the car may be the current shape or model it may be from an earlier series. You should check the information on the build plate attached to the vehicle when it was assembled in the factory – don't just go by the date of first registration.

Buying a used car

Buying a used car involves higher risk than buying a new car; and buying privately involves higher risk than buying through a licensed dealer. Check advertisements for used vehicles carefully as prices for the same year and model of car can vary considerably depending on the car's condition, the distance it has travelled and what extras have been fitted.

What are 'Grey Imports'?

The term grey import, also known as parallel imports, refers to new and used vehicles commercially imported by people or companies other than the original manufacturer or distributor. All grey imports are significantly different to any vehicles sold new in Australia.

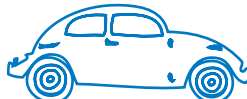
Buying from a licensed dealer

If you choose to buy a used car, the *Second-hand Vehicle Dealers Act 1995* gives you greater consumer protection when buying from a dealer. Choose a licensed second-hand vehicle dealer with a good reputation, because they will usually provide a good follow-up service if problems arise. You can check if the dealer is licensed at www.ocba.sa.gov.au.

Under the Act, the dealer selling the vehicle must display certain information in a Form 1 notice affixed to a window of the vehicle at all times the vehicle is offered for sale. Information on the notice should include:

- the dealer's name and business address
- the address at which any warranty repairs are to be carried out (you may negotiate with the dealer on this point)
- the name and address of the previous owner (which, if not written on the form, must be supplied to you if you request it)
- the total distance the vehicle has travelled (odometer reading) and a statement about the accuracy of the odometer reading, and
- the warranty conditions that apply (including items that may be excluded from warranty).

The dealer must give you a copy of this notice, together with the Form 3 notice on the reverse side, when you purchase a vehicle.



Buying from a private seller

In the case of a private vehicle sale, where you buy a used car from someone who is not a dealer, you are not protected by the Second-hand Vehicle Dealers Act and statutory warranty will not apply. Basically, once you have driven away in the vehicle, you are **on your own**.

If you choose to buy privately, ensure that you ask plenty of questions and obtain written proof of the vehicle's history (including servicing) to be sure that it is a genuine 'private' sale. Be wary of vehicles being sold by a third party who may not be the owner. Also be wary of cars with modifications as there may be insurance and legal implications.

At the time of purchase, make sure that both you and the seller complete and sign the Application for Transfer of Registration and the Disposal Notice, which can be found on the reverse side of the current Certificate of Registration for the vehicle. As the purchaser, it is your responsibility to lodge the Application for Transfer with the Department of Transport, Energy and Infrastructure within 14 days from the date of purchase. Failure to do so may result in an additional fee. It is the seller's responsibility to lodge the Disposal Notice.

Vehicle Securities Register

When you're buying a car privately, it's important to determine if the vehicle has any outstanding payments owed to a finance company, or any other encumbrances that you should be aware of before buying.

You can check the status of the vehicle by calling the Vehicles Securities Register on 13 10 84, online at www.ezyreg.sa.gov.au or by attending any Service SA Customer Service Centre. You must provide the vehicle's registration number, engine number and the VIN (Vehicle Identification Number) in order to do this.

If you buy a vehicle without first checking the register, you run the risk of a bank or credit provider repossessing the vehicle or chasing you for any unpaid money.

Buying at an auction

Buying a car at auction may be cheaper than buying through a dealer or even buying privately, but it also presents the most risk. For example, many auction houses won't let you test drive the car before auction day, so it's difficult to get a 'feel' for the vehicle and to listen for any unusual sounds while driving. So, it's important to inspect the vehicle as much as possible without driving it, including starting the engine, because under the Second-hand Vehicle Dealers (Cooling off Rights) Amendment Act there is no cooling off period if you buy at auction.

When a licensed second-hand vehicle dealer sells a vehicle through an auction they must meet the same statutory warranty requirements as if the vehicle were sold from a car yard. When a vehicle is sold at auction on behalf of a person or business that is not a dealer, warranty requirements under the Second-hand Vehicle Dealers Act do not apply.

In either case, any vehicle for sale at an auction house should have a notice displayed in the window giving details such as:

- the auctioneer's name
- the name and address of the previous owner (which, if not written on the form, must be supplied to you if you request it)
- the total distance the vehicle has travelled (odometer reading) and a statement about the accuracy of the odometer reading
- whether the vehicle is covered by statutory warranty.

For motor vehicles, this information will be on either a Form 7 (a dealer or auctioneer sale) or a Form 11 (a non-dealer sale). For motorcycles, it is a Form 8 (dealer) or Form 12 (non-dealer). If you decide to buy the vehicle, you must be given a copy of this notice and of the appropriate sale notice.

Buying over the internet

This is a very risky practice. If you can't see the vehicle, and can't have it inspected, then you are really taking a big risk.

The Office of Consumer and Business Affairs has received complaints about internet vehicle sales and in some cases the vehicle offer has actually been a scam. On the other hand, there have been reports from consumers who have sent money for a deposit, but lost the lot as it turned out that the vehicle seller was not actually the vehicle owner.

If you are buying from a licensed dealer over the internet, then the same consumer protections apply (i.e. warranty, guaranteed vehicle ownership, etc), but if the dealer is based interstate then different rules may apply. If it's a private sale then it's very much a 'buyer beware' situation.

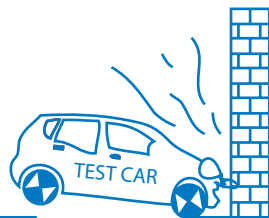


Design standards

Australian Design Rules

The Australian Design Rules (ADRs) are national standards for vehicle safety, anti-theft and emissions. The ADRs are generally performance based and cover issues such as occupant protection, structures, lighting, noise, engine exhaust emissions, braking and a range of miscellaneous items.

The current standards are administered by the Australian Government under the *Motor Vehicle Standards Act 1989*. The Act requires all road vehicles, whether they are newly manufactured in Australia or imported as new or second hand vehicles, to comply with the relevant ADRs at the time of manufacture and supply to the Australian market. When a vehicle is first used on Australian roads the relevant state or territory government's legislation generally requires that it continue to comply with the relevant ADRs as at the time of manufacture.



Australasian New Car Assessment Program (ANCAP)

The Australasian New Car Assessment Program (ANCAP) tests new vehicles under controlled laboratory conditions to determine how well they protect occupants.

The ANCAP five star rating gives consumers consistent information on the level of occupant protection provided by vehicles in serious front and side crashes. The higher the number of stars the car scores, the better it will protect you and your passengers in a crash.

The vehicles purchased for the test program are typical of those vehicles available to new car purchasers. Buying a safer car does not necessarily mean it will cost you more. Many reasonably priced makes and models score well in safety ratings and in some cases better than some of the more expensive models.

If you would like to read more about the ANCAP Crash Testing, or to check the rating of vehicles you are considering, phone (02) 6283 8156, email ancap@ancap.com.au or visit their website at www.ancap.com.au

Used Car Safety Ratings

In addition to the crash testing of new cars, there is also a complementary program with information about used cars which was developed by the Monash University Accident Research Centre.

The Used Car Safety Ratings (UCSR) uses information from over 3 million actual police-reported road crashes in Australia and New Zealand to rate cars according to their on-road crash performance and how well they protect drivers in a crash.

Ratings on combined protection to drivers and harm to other road users are calculated using an internationally reviewed method. The ratings are influenced by the vehicle mass, the structural design of the vehicle body, and the safety features in the vehicle. If you are in the market for a used car, these ratings are a vital guide in choosing the best model to help keep you and others safe on the road.

If you would like to read more about the UCSRs, you can access information on the RAA website (www.raa.com.au) or the federal Department of Infrastructure, Transport, Regional Development and Local Government (www.infrastructure.gov.au).

Centre for Automotive Safety Research

The Centre for Automotive Safety Research (CASR) at the University of Adelaide is internationally recognised as a leading research organisation that conducts high quality independent research into road crashes.

CASR initially began as the Road Accident Research Unit (RARU) in 1973 when it undertook an in-depth study of road accidents in the Adelaide metropolitan area. RARU's research primarily concentrated on two areas: brain injury in fatally injured road users and drink driving and alcohol related crashes. Vehicle speed in fatal pedestrian accidents was also investigated.

CASR also co-authored the first paper in the world to show that car design played a major role in pedestrian protection, revealing that pedestrians are run under, not over, by the striking car.

The Centre is focused on:

- conducting multidisciplinary research to understand how road crashes and the resulting injuries are caused
- proposing and evaluating ways to prevent crashes and injuries
- providing independent professional advice on road safety matters to government and non-government organisations in Australia and overseas.

For more information about CASR's work, please visit www.casr.adelaide.edu.au.

Safer vehicles

Can you imagine driving a car today without standard safety features such as seatbelts, car horns, rear view mirrors or windscreen wipers? Most of us now take these features for granted, but it takes time for safety advances to become standard in vehicles and widely accepted by drivers.

Continued improvements in vehicle design and the incorporation of new technologies have increased the level of protection for occupants and other road users when vehicles are involved in crashes. Improvements include better side impact protection, frontal crash protection, padded head areas, seatbelt interlocks, intelligent air bags and pedestrian protection.

There is no doubt that improved design and technology makes vehicles safer. The risk of death or serious injury of drivers involved in a tow-away crash in cars sold over the last few years is less than half the figure for those built in the early 1970s. The European Transport Safety Council even estimates that, if overnight, every motorist moved into the safest vehicle in the same class as their current vehicle that road trauma could reduce by up to 50 percent.

Some of the new and evolving safety features include the following:

Airbags

Airbags are a Supplementary Restraint System (SRS) and work in conjunction with the seat belt to provide a barrier that can reduce the severity of head injuries sustained in a crash. The location of airbags may vary from car to car, but generally they can be located in the steering wheel, in the dashboard above the glove compartment and in the side door panels or seats.

Airbags are triggered to deploy during strong impact by sensors that detect sudden vehicle deceleration. The airbags fill within milliseconds – faster than the eye can blink. Once inflated, they then deflate quickly by allowing the filler gas to escape through vent holes and the weave of the fabric. The energy of the occupant is absorbed while deflation occurs.

If the car has an airbag it is important to read the owner's manual to understand how the vehicle's airbag system works. In particular how to position the steering wheel (if it can be adjusted) so the airbag will deploy towards your chest and not your head.

Electronic Stability Control (ESC)

ESC is an advanced safety feature designed to automatically apply the brakes to selected wheels if your car drives from its intended path. This ensures the vehicle continues safely in the intended direction. All Australian manufactured cars and a large percentage of imported cars now have ESC fitted as standard.

The Australian Government has recently announced that ESC will be mandated through Australian Design Rules for completely new passenger cars, passenger vans and off-road vehicles from November 2011 and for all new and existing passenger cars, passenger vans and off-road vehicles sold from November 2013.

Depending on the manufacturer, ESC can also be known as:

- Electronic Stability Program (ESP)
- Vehicle Stability Control (VSC)
- Dynamic Stability Control (DSC)
- Vehicle Stability Assist (VSA)
- Vehicle Dynamics Control (VDC).

Antilock Braking System (ABS)

ABS enhances safety by helping to prevent the wheels from locking under braking, as locked wheels can cause your car to lose control. When the front wheels slide, the driver loses steering control over the vehicle. Traction loss at the rear wheels can cause the rear end to break into an uncontrolled skid. ABS can achieve the shortest braking distances possible under most conditions and is designed to meet two essential requirements during every brake application:

- to help provide vehicle stability
- to help retain steering and manoeuvring capability on all types of road (straight-away, curves, asphalt, cement, dirt, wet, snow and ice).



If you are in a situation which requires full braking, you will exploit the full benefits of the ABS system if you apply maximum brake pressure 'panic stop'. Since the vehicle maintains steering responsiveness, you can avoid possible obstacles with a minimum of steering effort, despite the full brake application.

The ABS system activates in fractions of a second. A pulsation at the brake pedal indicates to the driver that ABS is active, that is, that the vehicle is within its maximum braking range. In addition, the audible pulsation that accompanies ABS operation calls the attention of the driver to the reduced traction between the tyres and the road surface and serves as a reminder that the speed of the car should be reduced to adapt to road conditions.

On road surfaces that have a loose layer on a firm base (gravel or snow, for instance), the braking distances with ABS may be longer than with the wheels locked. The same applies when snow chains have been mounted. However, ABS continues to provide enhanced vehicle stability and steering response under these conditions.

Emergency Brake Assist (EBA)

Emergency Brake Assist ensures that the maximum braking capacity is applied to the vehicle's braking system when the vehicle senses an emergency braking manoeuvre is being attempted. If you apply the brakes rapidly the system produces maximum braking pressure and helps to achieve the shortest possible braking distance.

Electronic Brake Distribution (EBD)

EBD manages the front to rear brake pressure balance so that conditions such as cornering with an uneven load or rough road surfaces do not cause the brakes to lock and require the ABS to manage the locked wheel. The stability of a vehicle is affected by anything that causes the tyre to lose grip with the road and this can happen when too much power is applied.

Although not a braking system, it works with the brakes and often in conjunction with a Traction Control System or Electronic Stability Control to monitor when one wheel is spinning faster than the other. It then de-powers the engine or uses the brakes to grab the spinning wheel, or a combination of both, to restore tyre grip and traction.

Traction Control System (TCS)

TCS optimises grip and stability of the car on the road during acceleration by measuring wheel rotation. It stops wheel spin by reducing engine power or temporarily applying the brakes to that wheel, allowing the car to accelerate smoothly, even on slippery surfaces.

Intelligent Speed Adaptation (ISA)

ISA is a road safety technology which can advise drivers of speed limits on the roads they are travelling on and prevent incidences of over speeding.

ISA systems typically use GPS satellites or direct connection to the vehicle, determining the vehicle's position in relation to a digital map of speed zones that the vehicle is travelling in.

Pedestrian Impact – Vehicle safety systems and features

Safety for occupants of cars is often the focus of car manufacturers as consumers demand more and expect a five star safety rating for the cars they buy and drive.

As drivers of cars, we need to remember that pedestrians are also important. There are a number of safety features and new technologies available now that can assist cars becoming safer for pedestrian impact. These include active bonnets, brake assistance, reversing sensors and cameras, parking sensors, collapsible bonnet mounts to provide a crumple zone if a pedestrian hits the bonnet and different construction materials (such as aluminium rather than steel) to provide a softer, less severe impact.

The Australasian New Car Assessment Program (ANCAP) provides ratings for the safety performance of new vehicles in a collision with a pedestrian.



Environmental factors

There are a number of ways you can reduce your 'carbon footprint' with regard to the vehicle you purchase and use. You can buy a car that is more fuel efficient, you can drive the car more effectively, drive your car less (i.e. using other forms of transport and/or car pooling) and you can offset your car's emissions by planting trees or investing in renewable power generation services.

For more information regarding environmental factors, visit:

- www.livinggreener.gov.au
- www.environment.gov.au/settlements/transport/index.html
- www.travelsmart.gov.au
- www.transport.sa.gov.au/environment/travelsmartsa/index.asp

Did you know – for every litre of petrol you use in your car, 2.3 kilograms of carbon dioxide is released from your exhaust?

Fuel consumption

There was a time when fuel consumption and associated running costs were low on the list of considerations when buying a car. Things have changed, and the differences between cars can really add up.

You should compare the fuel consumption of different vehicles and estimate how much it will cost you to run cars of different models and makes. Compare vehicles within the same class, as well as those of different classes. Estimate the mileage you are likely to do over a year, and compare, at current fuel costs, how much you are going to have to pay for the different vehicles you are considering.

The Australian Government has a 'Green vehicle initiative' to help you make a smarter choice, and to help when comparing vehicles and models. Visit the website at: www.greenvehicleguide.gov.au

Test drive

A car may appear to have all the features and looks that you are after, but only after a test drive can you be sure that it is the right one. For example, you may find during a test drive that the car is uncomfortable to drive, the ride bumpier than you expected or that gear changes are difficult.

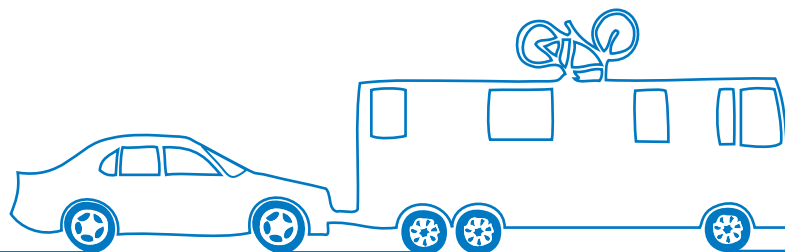
Licensed dealers will usually allow you to test drive the vehicle (or a demo vehicle when purchasing a new car) before you purchase. Some will allow you to test the vehicle overnight or over a weekend, but most will prefer to accompany you on a short drive within the vicinity of the dealership.

Auction houses won't usually let you drive the vehicle before auction day. However they will usually allow you to inspect the vehicle as much as is possible without driving it, which may include starting the engine. If considering a purchase at auction, it is a good idea to test drive a car of similar make and/or model prior to the auction if possible.

For private sales, test driving the vehicle is completely up to the owner. You will need to negotiate this with them and may need to offer some form of 'security' to them (e.g. giving them your driver's licence or keys to your current vehicle to hold).

Before you take a car out for a test drive make sure you understand your legal liability should you be involved in an accident during the test. If test driving a car through a licensed dealer, they should be able to advise you regarding this.

Take the car for a test drive along a variety of different roads and speed limits. Practise parking the car, and perform a U turn to establish the turning circle of the car.



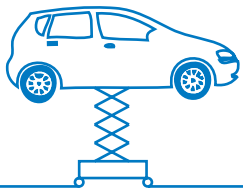
Vehicle inspections

With a second-hand car it's a good idea to have the vehicle inspected by a professional before you buy it. The RAA, MTA service centres and qualified independent mechanics all offer this type of service and will provide you with a comprehensive written report on the vehicle.

Always inspect the car to the best of your ability before you arrange the inspection – this will save you the cost of a mechanical report if you decide the car simply isn't worth it.

Vehicle inspection checklist

Following this basic checklist will help you determine a car's condition and whether or not it is worth proceeding to a professional independent inspection.



Bodywork

- Check bodywork in good light. Daytime in natural light is best.
- Can you see ripples or unevenness in the car's paintwork? Can you see gaps between panels? It may mean the car has been in an accident.
- Check for holes drilled in the car's roof or instrument panel. The car may have been a taxi or police car and subject to heavy wear and tear.
- Check the doors, doorsills, body and boot for signs of rust. Be sure to lift the floor mats and carpet.

Windows and Doors

- Wind windows up and down to ensure they all work.
- Check that all the locks work.
- Check whether doors sag or drop on opening.
- Make sure you don't have to slam the doors to close them. Doors that don't close properly may mean the car has been in an accident.

Steering

When you perform a test drive, can you hear knocking sounds? This could be a sign of bad wear in the steering components.

Interior

- Are all seats bolted down securely? Are there broken or sagging seat springs?
- Are the seatbelts in good condition and do the retractors work correctly?
- Do all the accessories work? e.g. radio/cassette/CD, air-conditioning, alarm.

Electrics

Check the following to make sure they work properly:

- parking lights
- indicators
- tail lights
- hazard lights
- horn
- dashboard light
- brake lights
- headlights on both low and high beam
- windscreen wipers
- airbags.

Tyres

- Are the tyres worn unevenly? This could mean unbalanced wheels, uneven brake action or incorrect wheel alignment.
- Is the spare tyre in good condition?
- Does the car have a wheel jack and associated tools?

Transmission

- Make sure the gears engage smoothly.
- Listen for whining noises when you change into a lower gear. This could mean the gearbox is worn.
- If you notice that the gears seem to grind, this is a sign of bad wear.

- Check that the clutch takes up gradually and smoothly without slipping.

Engine

- Check the oil on the dipstick before starting the car. If the oil is thick or contains water, there may be engine problems.
- After starting the engine, accelerate moderately a few times. Blue exhaust smoke indicates engine wear.
- Oily scum in the radiator may indicate a faulty cylinder head gasket.
- Take note if there are pools of oil or water under the car after it has been run. These may indicate costly repairs.

Suspension

A loud thump over bumps on a rough road usually means worn suspension.

Roadworthiness inspections

The Department of Transport, Energy and Infrastructure (DTEI) regularly conducts roadworthiness inspections to ensure vehicles are fit for use on our roads. The inspector checks various aspects of the vehicle including wheels and tyres, steering, brakes, seatbelts, lamps and reflectors, exhaust and emission controls, windcreens and wipers and the vehicle body and chassis.



In South Australia, a roadworthiness inspection is required when the vehicle:

- has been modified away from standard manufacturers specifications
- construction has been changed (e.g. change to length of wheelbase, change in number of tyres, or the vehicle has been converted from a sedan to a convertible)
- is a bus with seating for 13 or more
- has been issued with a major defect notice
- has been imported from overseas
- was originally manufactured as left hand drive
- has been rebuilt from parts and is a hot rod, beach buggy, etc.
- has a changed seating capacity
- is new and is not fitted with a compliance plate that is required under the Regulations for the year of manufacture
- is a repaired written-off vehicle
- is registered in another state, is more than seven years old and has an unladen mass of 4.5 tonnes or more.

So be wary if you are buying a car that has been modified and/or fits one of the criteria listed above and check that the necessary inspection has taken place. Driving a roadworthy vehicle is critical to your safety and that of other people.

Total cost

It is now a requirement under legislation that prices be advertised or displayed prominently for consumers as a single figure that is payable for the price of the car. It is still acceptable to display the different components of the price, but the single all-inclusive price must be displayed at least as prominently.

Some dealers put a considerable mark-up on accessories such as window tinting, tow bars and rust proofing, so check around to compare prices before you ask the dealer to organise these for you.

Obtaining finance

It pays to be cautious when it comes to borrowing money. Don't be afraid to ask questions about fees and charges; it's important you know what costs you'll be up for. And make sure you carefully read – and understand – the fine print on all contracts, brochures and information leaflets.

If you need to take out a loan, first work out how much you can comfortably afford each month in loan repayments. Remember that the extra charges that come with borrowing money, such as interest and fees, can significantly increase the overall cost of your car. Borrow only what you absolutely need.

Shop around for a loan, in the same way you would shop around for any other major purchase. Many car dealers will offer to arrange finance for you, but you may find you can get more competitive interest rates from a bank or credit union.

Before you commit to any loan, make sure you fully understand:

- the type of loan you're taking out, for example whether it's a personal loan or an overdraft
- the term of the loan, e.g. 3 years or 5 years
- the interest rate, fees and other charges associated with the loan
- repayments and their due date
- the total amount you will have paid at the end of the loan period
- your insurance requirements, and
- the terms of the contract.

The *National Consumer Credit Protection Act 2009* is a national law which regulates consumer credit in Australia. The law regulates many aspects of the provision of certain types of credit and is administered by the Australian Securities and Investments Commission (ASIC). The law came into operation on 1 July 2010. For more information, visit www.asic.gov.au/credit or phone 1300 300 630.



Contract

With any vehicle purchase, if you have specific requirements, now is the time to set them out in writing. Your requirements could include the obtaining of finance, a mechanical inspection or ensuring you receive certain agreed vehicle specifications such as colour, build date or delivery date for new vehicle purchases.

Such clauses might specify that:

- The contract is subject to and conditional upon the purchaser obtaining own finance to complete the purchase.
- Vehicle to be delivered by (insert date) otherwise the contract will be cancelled and deposit refunded.
- The contract is subject to a mechanical inspection to the purchaser's satisfaction.

When purchasing a second-hand vehicle from a licensed dealer, the contract should include Form 5 particulars (or Form 6 for motorcycles).

Form 5 particulars include details such as:

- a description of the vehicle
- costs for any additional items (e.g. accessories, registration, stamp duty)
- payment details (noting any deposit/trade in amounts), and
- who to contact for repair of defects.

The contract should also include information about your cooling off rights.

The dealer should provide you with an exact copy of the Form 1 (Section 16 Notice) that was displayed on the vehicle, and the Form 3 (Notice to Purchaser). The Form 1 gives a description of the vehicle and its price, the last owner, the dealer and information about duty to repair. The Form 3 confirms you as the actual purchaser of the vehicle and is a certification by the dealer that the information in the Section 16 Notice (Form 1) is correct. (For motorcycles, Form 2 and 4 apply).

Read and make sure you understand the form and check that the sale details and costs are correct before you sign it. Never sign an incomplete contract, and remember to keep a copy of what you sign. If you are unsure about anything in the contract, DON'T SIGN IT.

Cooling off

Recent amendments to the Second-hand Vehicle Dealers Act include the introduction of a two day cooling off period for the purchase of second-hand vehicles. The two day cooling off period only applies to second-hand vehicles purchased through a second-hand vehicle dealer. There is no cooling off period if you buy at auction or through a private sale.

A dealer may ask that a deposit of up to 10% of the purchase price of the vehicle be paid. Then if you decide to cool off and not go through with the purchase, the dealer is entitled to keep the non-refundable part of your deposit (which is \$100 or 2%, whichever is less). The balance must be returned to you by the end of the next business day after the dealer receives your notice to cool off.

If the dealer fails to refund the balance of your deposit in time, they have contravened the Act. In these situations, an expiation fee of \$500 or a maximum penalty of \$5000 may apply. Please contact the Office of Consumer and Business Affairs on 8204 9777 for advice if this occurs.

Waiver of cooling off rights

If you are certain about the vehicle you wish to purchase and want to take it with you straight away, you may waive your cooling off rights by signing a special waiver form. However, be wary if the dealer induces you to waive your cooling off rights – it is an offence for them to do this.



Pre-delivery/collection

Collecting your car is an exciting event – but there are a few checks you should carry out before you drive away.

For example, make sure:

- the bodywork has no dents or chips in the paintwork (or no more than were existing when you agreed to buy)
- the interior trim is as expected (no cuts or scratches)
- there is a spare tyre, tool kit and jack
- all lights and indicators are working properly
- all accessories or extras that you ordered have been included
- the vehicle's year and month of manufacture is as you expected and as stated in the contract for new vehicle purchases
- the odometer reading is as would be expected
- your registration is in place.

It's a good idea to collect or take delivery of your car during daylight hours so that any faults can be checked and picked up easily.

Warranties

A warranty is your guarantee that if your car develops faults during the warranty period (faults that you did not cause), then it will be repaired for you. If repairs need to be carried out, make sure you use a repairer who is approved by the dealer/manufacture.

Prior to the expiration of the warranty period it's a good idea to have a full vehicle inspection carried out by a qualified, independent operator to identify any problems that require repair. Notify the dealer/manufacture, within the warranty period, of any faults that have been identified so they can be fixed or replaced.

Trade Practices Act

The *Trade Practices Act 1974* provides warranty protection for purchasers of **new** cars. This protection covers all vehicles purchased for \$40,000 or less, all vehicles purchased for domestic, personal and household use (irrespective of price) and generally also commercial vehicles purchased for over \$40,000 that are primarily for the transport of goods on public roads.

A vehicle must be:

- as described or advertised
- of merchantable quality in line with the agreed price paid for the vehicle
- fit for the purpose that is obvious or that the consumer made known to the dealer.

The consumer may be entitled to cancel the contract, return the vehicle and receive a refund if these conditions are breached. Alternatively, the consumer may negotiate with the supplier for a partial refund, repair or replacement of the vehicle.

Statutory

For **second-hand vehicles**, the Second-hand Vehicle Dealers Act provides a statutory duty to repair (statutory warranty) from the date of purchase. The statutory warranty depends on the sale price, the nature of the defect and other factors of the vehicle.

Statutory warranty applies, from the date of purchase, in the following way:

- For vehicles that cost between \$3001 and \$6000 – the vehicle will be covered under warranty for the first 3000km travelled or for two months, whichever occurs first.
- For vehicles that cost over \$6000 – the vehicle will be covered under warranty for the first 5000km travelled or for three months, whichever occurs first.

If your car needs repairs carried out under the statutory warranty you must contact the dealer within the warranty period before having the repairs done.

It is the dealer's duty by law to fix certain defects, free of charge, when the vehicle is under the statutory warranty period. The dealer may use suitable second-hand replacement parts, but must carry out repairs to accepted trade and industry standards. If you specifically want new parts fitted, you may have to pay the difference.



Your warranty is extended by the amount of time the dealer keeps your vehicle for repairs. You may apply to the Commissioner for Consumer Affairs to extend the warranty period in certain cases particularly where you did not have use of the vehicle due to a defect.

In most cases, the statutory warranty does not apply to defects in:

- vehicles that are sold for \$3000 or less;
- vehicles that have travelled over 200,000 kilometres before the sale;
- vehicles that were first registered more than 15 years ago.

The legislation also outlines that the statutory warranty does not apply (in most cases) to:

- a vehicle that you have had in your possession for three months or more before the date of sale (for example, under lease)
- accessories excluded by the dealer (as listed on the Form 1)
- defects which result from damage deliberately caused to the vehicle after sale
- normal vehicle servicing
- defects arising from misuse or negligence after sale

- defects in the paintwork or upholstery that were reasonably apparent at the time of sale
- defects arising from collision, impact or accident after sale
- defects in the tyres or battery
- defects not reported to the dealer within the warranty period
- contracts when you waive the warranty.

You must provide the dealer a reasonable opportunity to undertake warranty work on your car in the first instance. If you must have warranty work done elsewhere for road-safety or logistical reasons, seek the dealer's approval and make arrangements with them about who should pay the repair costs. Obtain the dealer's approval in writing.

In the case of a private vehicle sale, where you buy from someone who is not a dealer, you are not protected by the Second-hand Vehicle Dealers Act and the statutory warranty will not apply.

When a licensed dealer sells a vehicle through an auction they must meet the same warranty requirements as if the vehicle were sold from a car yard. When a vehicle is sold at an auction on behalf of a person or business that is not a dealer, the statutory warranty under the Second-hand Vehicle Dealers Act will not apply.

Extended

Some manufacturers/dealers sell or provide extended warranties. These are not the same as your statutory warranty or warranty rights under the Trade Practices Act and should not be used until after your initial warranty has expired.

Make sure you understand what the extended warranty being offered actually covers and how much extra it may cost you. Read the policy document or booklet provided by your extended warranty provider carefully.

Waiving your warranty rights

Under the Second-hand Vehicle Dealers Act you have the option to waive the statutory warranty on your car in order to negotiate a better sale price. This option is called a 'Waiver of Rights.' To waive your warranty rights, you must sign an agreement (Schedule 6) and have the agreement witnessed by a Justice of the Peace, a lawyer or an authorised bank manager. The dealer is not permitted to make it a condition of sale. It must be your choice.

You should always have the vehicle checked out independently before you waive your warranty rights. The RAA, an MTA service centre or a qualified independent mechanic can provide this service.

If you are unsure of the Waiver of Rights process, contact the Office of Consumer and Business Affairs on 8204 9777 for advice.

Vehicle safety: recalls

Why recall products?

If a vehicle is unsafe or likely to cause injury it should be recalled as soon as possible. The Australian Competition and Consumer Commission (ACCC) defines a vehicle as being recalled when a supplier voluntarily asks consumers to return the vehicle for precautionary inspection or modification.

Who is responsible for recalls in Australia?

Recall campaigns are the responsibility of the original supplier and the Federal Government via the ACCC. Further information can be found at www.recalls.gov.au.

Vehicle safety: grey imports and recall implications

Are 'grey imports' included in the recall process?

It's important to note that these imports do not receive official support via the original manufacturer's dealer network. Therefore, the responsibility for recalling grey imported vehicles lays with the actual importer of the vehicle not the manufacturer.



However, since the introduction of The Registered Automotive Workshop Scheme (RAWS), which regulates the importation and supply of used vehicles to the market in Australia, there have been many importers ceasing to operate. This means that vehicles originally imported by now non-operating companies will not receive notification or support for important safety recalls.

In these circumstances it is important to have the vehicle's service history thoroughly checked and arrange an independent inspection to determine its condition before purchasing.

Insurance

Car insurance can protect you against costs and liabilities if you are involved in an accident or if your car is stolen or vandalised.

The type of insurance you choose will depend on the type of car you buy and on your budget. When choosing insurance, shop around and find the deal that best suits your needs. Ensure that you know exactly what you are covered for, what your obligations are and the correct procedure you need to follow in the event that you need to make a claim.

Things to consider

Prior to agreeing to any insurance cover, consider the following:

- Is the insurance premium within your budget?
- What excess will you have to pay if you make a claim?
- What value will you be paid if your car is written off or stolen and never recovered?
- Does the policy cover everyone who may need to drive the car?
- Will the policy provide a loan or hire vehicle if repairs are needed?
- What is excluded from the cover?
- What is your driver rating, and are you eligible for a no-claim discount? (A 'rating one' driver will enjoy the lowest premium, for example).
- Ask for information on 'no fault' insurance cover as some policies may also cover a limited amount of collision damage to your car if the damage is the fault of an uninsured driver.
- If you alter or modify your vehicle after taking out your policy will your insurance premium increase?

Policy cancellation or claim refusal

Your insurance policy may be cancelled or your claim refused if:

- you are involved in an accident and you were under the influence of drugs or alcohol
- you were driving illegally
- you haven't disclosed in the 'Duty of Disclosure' section things like:
 - modifications to your car
 - previous accidents
 - prior convictions
 - prior offences or
 - personal disability.

If you disagree with a decision your insurance company makes and further negotiation proves unsuccessful, you can ask for an independent review of the decision by contacting the Insurance Ombudsman on 1300 780 808 or visit www.insuranceombudsman.com.au

Compulsory third party

As the name suggests, this insurance is compulsory. It forms part of the cost of your vehicle registration and covers you, or anyone else, for death or injury if your car is involved in an accident. The insurance does not cover damage to vehicles, and it may not cover injuries you have sustained if they are a result of your negligent actions.

Third party property

This insurance covers you against damage caused to other cars and property. However, it does not offer you any protection for your own car.

Third party property, fire and theft

Also known as 'extended' third party property insurance, this insurance covers you against accidental damage to other cars, property, fire and theft. Unlike comprehensive insurance, however, it does not cover damage to your own vehicle. Some insurers provide special 'uninsured motorists extension' within this insurance type. It pays to ask if your policy will cover this scenario.

Comprehensive

This insurance offers the greatest protection. It covers damage to your car, other cars, property, fire and theft. If you have taken out a loan to buy a car, you may be required to purchase this type of insurance.



Maintaining a car

To maximise comfort, safety and re-sale value it's best to keep your car in good condition. A simple maintenance routine will go a long way to extending the life of your vehicle.

Preventative maintenance

Daily

- Walk around your car and check whether the tyres appear to have even pressure.
- On start-up, check all the gauges and warning lights.
- Note any symptoms such as sluggish or difficult start-up operation, or any abnormal noises.

Weekly

- Check oil, engine coolant and battery electrolyte levels.
- Learn how to do a simple, visual inspection under the bonnet to identify deterioration or changes you want your mechanic to investigate – your car manual will help, or at your next service ask the mechanic to show you what components need checking regularly.
- Check that your lights work, including the head, parking, indicator, brake and reversing lights.

Annually

- Follow the manufacturer's service schedule for your car. However, as a minimum, book your car in for a complete service, including an oil change, each year.

General maintenance

Body

Cleaning and polishing the exterior and interior of the car regularly will:

- enhance its appearance
- keep paintwork from deteriorating
- prevent rust
- help preserve its value.

Tyre pressure

Check tyre pressures when the tyres are cool, as incorrect tyre pressure reduces tyre life and affects fuel consumption.

Use a tyre gauge to check the pressure level. If you haven't travelled more than a couple of kilometres, you can check your tyre pressure at the same time as you fill up with fuel (the recommended tyre pressures for normal driving are generally fixed inside the driver's door frame).

Don't forget to check the spare tyre from time to time as well. It should be given higher pressure than those on the road to compensate for pressure loss over time.

Servicing

It pays to have your car serviced regularly. Regular servicing keeps your repair costs down and can alert you to the need for minor repairs, which might prevent more costly ones later on. Generally speaking, as a car gets older you can count on spending more money to keep it reliable.

An authorised dealer has the expertise and equipment to service your particular make of car. Alternatively, select a reputable service chain or independent repairer.

By following the manufacturer's service schedule, your car will receive correct and ongoing maintenance. The schedule is planned to ensure that no component is neglected and you reduce unexpected repairs. As a minimum you should service your car annually.

Your repairer should be able to warn you of upcoming expenses. For example, at each service your repairer should be able to estimate how many kilometres it will be before you need items such as new tyres, new brake linings or an exhaust. This will allow you to factor these future repair costs into your finances.

Repairs

No matter how well you look after your car at home, sooner or later it will need to go to a repairer. Here are some tips to help you get the work done satisfactorily.

Finding the right repairer

Take time to choose a reputable repairer. Ask friends and relatives for the names of repairers they use and are happy with. Find out if the repairer is a member of an industry or trade association.

Check whether the repairer is qualified to do the job and has access to the necessary equipment. Cars are increasingly complex machines, often with sophisticated electronics and electrical systems, so your general repairer may sometimes need to sub-contract part of the work to a specialist.

Take a look around the premises before handing your car over. A clean and well organised workshop signals an efficiently run business.

Problems come with age

Repair costs are likely to increase with the age and mileage of a vehicle and spare parts could become difficult to obtain.



Keep in mind that diagnosing a car's problems is not always straightforward. Sometimes, exploring one fault can reveal another fault that wasn't part of the original quote.

Help the repairer to find the fault

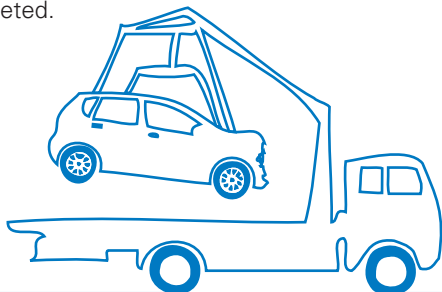
When you take your car to the repairer explain as clearly as you can the signs and symptoms of the problem. Allow enough time to discuss the problem and, if necessary, go for a test drive so you can point out the problems as they occur.

Ask how much the repairs will cost

Ask for a written estimate before you have any work done. The quote should clearly outline the repairs necessary and the cost of the work, including the cost of parts and labour and any agreements or promises given.

It may be appropriate and cheaper to repair your car with second-hand parts, so find out early on if a used part is a safe option for a repair job.

Beware of repairers who ask for up-front payments, either before the work has begun or before it is completed.



Before you leave your vehicle for repairs

When you have explained exactly what you want done, ask the repairer to report any upcoming maintenance that may be required on the car. This will help you to develop a maintenance plan.

Ask how long the repairs will take and make sure you are contactable during the repair period, in case you have to authorise extra repairs.

By law, the repairer must keep a record of each vehicle received for repair, so before leaving the vehicle you should be asked to sign a job card or repair order.

Repairs after the work has started

Make it very clear to the repairer that you must be contacted before any additional work is begun. You will need to discuss the extra cost and how you will pay for it. It makes it easier for the repairer if you make contact regularly for a progress report, and it's important you are available on your contact number when you say you are.

Warranties on repairs

By law, you are entitled to a warranty on the parts used and on labour, so remember to ask about the manufacturer's warranty on the parts and the repairer's warranty on work done. Make sure any warranty details are noted on the invoice. Parts and labour must last for a reasonable length of time.

Second-hand parts

Although second-hand parts aren't always ideal for repairs, sometimes they are all that is available.

After-market parts

There are many after-market or generic parts available for cars, sometimes much cheaper than genuine manufacturer's parts. Whilst most of these may be as good as and serve the purpose of genuine parts, it pays to check your warranty details because you may void the warranty if non-genuine parts are used.

After the repairs

The repairer is obliged to give you any of the parts removed from your vehicle if you ask for them, except when 'change-over' parts are used. Change-over items are returned to the supplier for re-manufacture.

Before you pay, obtain an itemised account listing what repairs were undertaken and how the costs were calculated.

Payment

When the repairs have been completed, ask for a receipt and keep it in a safe place. A receipt may be required before warranty repairs are undertaken or accepted.

If you are unable to pay and you haven't come to any mutually acceptable financial arrangement, the repairer has the legal right to keep your car until you can pay. In some cases the repairer can also charge a storage fee. Your best option may be to try negotiating payment by regular installments until you have paid off the repairs.

For more information contact the Office of Consumer and Business Affairs.

Problems with the repairs

If you experience problems with your repairs discuss them with your repairer. Provide the repairer with the opportunity to rectify any faults.

If you are still experiencing difficulties and the repairs were carried out under insurance, contact your insurance company. If the repairer won't negotiate with you, you should let your insurance company know. It may be necessary to obtain an independent report from a suitably qualified person to back your claims.

For further advice, contact the Office of Consumer and Business Affairs on 8204 9777.

Fuels

Tips on fuel efficiency

Buying cheaper fuel is not the only way you can save money on your fuel bill. The way you use the fuel you buy can also save you money, and contribute to reducing harm to the environment.

Ask yourself, do I need to use the car every time I want to go somewhere? Could I use the bus or a train, walk or ride a bike?

If you do need to use the car:

- Stick to the speed limit – speeds over 100kph use more fuel.
- Drive in high gear – the engine runs most efficiently between around 1500 and 2500 rpm.
- Minimise idling and stop-start traffic where possible.
- Maintain proper tyre pressure – under-inflated tyres reduce fuel efficiency and wear tyres out more quickly.
- Minimise use of the air conditioner – you can use about 10% extra fuel when operating an air conditioner. However at speeds over 80kmh use of air conditioning is better for fuel consumption than an open window.
- Try to do one longer trip rather than several short trips – a warm engine is more efficient than a cold one.
- Don't carry anything you don't need to – it all adds weight and burns more fuel.

- Minimise aerodynamic drag – additional parts on the exterior of a vehicle such as roof racks and spoilers, or having a window open, increases air resistance and fuel consumption.
- Keep your vehicle in good shape – clean air filters keep impurities in the air from damaging the engine and can improve fuel economy.

Petrol prices

The level of petrol prices in Australia is determined by a combination of factors:

- international refined petrol prices
- the Australian/US dollar exchange rate
- excise and the GST
- state government policies (e.g. relating to fuel standards and petrol retailing arrangements) and subsidies
- Australian government policies (e.g. relating to the indexation of excise and fuel standards) and grants
- domestic price cycles
- the level of competition in local markets.

(Source: ACCC publication Understanding petrol pricing in Australia 2005.)



Alternative fuels

Fuels differ in the amount of carbon and energy they contain which will have implications for fuel economy and emissions.

Alternative fuels such as natural gas (NG) and liquefied petroleum gas (LPG) produce fewer emissions than their conventional equivalents and generate substantial cost savings.

LPG has lower greenhouse emissions per litre of fuel consumed than petrol, but also has lower energy content. Therefore equivalent vehicles tend to consume more LPG than petrol to travel a given distance. In the case of diesel, its greenhouse emissions per litre are higher than petrol, but engines designed to operate on diesel tend to be far more fuel-efficient than petrol engines.

In the longer term, increasing consumer demand for fuel efficient vehicles will encourage manufacturers to produce vehicles which are more efficient. This will continue to benefit consumers and the environment.

LPG conversions

Many people choose to convert their car to run on Liquid Petroleum Gas (LPG). When serviced and maintained correctly, it can be an efficient, environmentally friendly and safe fuel for cars or vans, particularly for high kilometre business and private use.

Remember these points when converting to LPG:

- You should use the services of an installer licensed and registered with the Department for Transport, Regency Park.
- If you plan to convert a new car, check with the manufacturer for any special requirements and what effect it may have on the new car warranty.
- Ask the installer whether you need to run the car on petrol at regular intervals. This may help to keep the engine in good condition, and enable you to use petrol if you can't use LPG for any reason.
- All cars fitted with LPG must display the red LPG sticker on the front and rear number plates.
- There must be a compliance plate fitted which is proof of registration with the State Government. It will demonstrate that the job is a safe and legal conversion. However, it's still your responsibility to maintain the safety of your car.
- Your insurance company should be advised of the modification to protect your insurance interests.

Selling a car

How you decide to sell your car will often depend on whether you need the funds from the sale of your current vehicle to put towards purchasing another, and how quickly you want to get rid of your old car.

Trading in

Trading in your current car removes the hassle of selling your car privately, but in most cases you will get less money for the vehicle than if you were to sell it privately. On the other hand, you should be wary of high trade in offers as the price of the car you are buying may be increased to cover the difference.

Ask the dealer for a 'changeover' price. The changeover price takes into consideration all the purchase costs of the car you are buying, plus any transfer fees and charges that may apply. Basically, it is the amount you need to pay in order to leave your old car with the dealer and drive away in the car you have purchased.

If you do decide to trade in, always keep your old car until the car being purchased is ready to be collected.

Selling privately

Selling a car privately can often reward you with a higher price than trading it in, however the process may take some time and effort – there are advertising costs to consider and the inconvenience of making the car available for inspection by potential buyers.

If you have decided to sell your car privately, it is important to do a bit of research first. Check advertisements for vehicles similar to your own (i.e. same year and model and approximate number of kilometres travelled) to gain an estimate of what your vehicle is worth in the marketplace.

Once you have established the market value of your car, investigate your advertising options carefully. There are many options available, such as placing an advertisement in the newspaper or on the internet or putting a sign up on the community notice board in your local neighbourhood. Although print classifieds come at a cost, most providers will also place your ad on the internet, which can help to broaden your sale possibilities.

Selling at auction

If you choose to offer your vehicle for sale by auction, keep in mind that buyers generally assume they will pay less than through a dealer or in a private sale. So be clear to the auction house about your reserve price – but be realistic too!

Some auction houses charge fees and commissions – with or without a sale; others may deduct their charges from the sale price of your vehicle. Either way, ensure you calculate these figures into the whole transaction and set an appropriate reserve price.

Selling to a wrecker

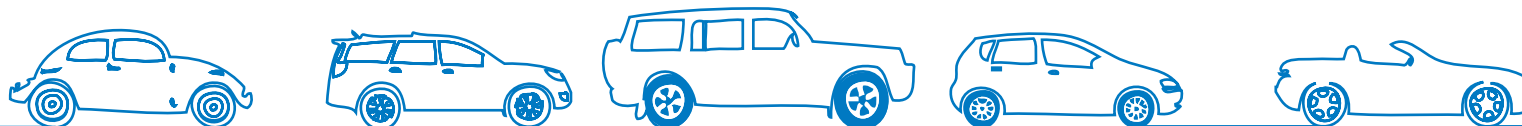
If your car is old, damaged and/or in poor condition and you don't think you will be able to sell it otherwise, you may try selling it to an automotive wrecker or parts recycler. An automotive wrecker buys the car from you and then dismantles the car and on-sells individual parts to car repairers and the general public. In some cases, the wrecking company may be able to collect the car from your home, especially if it is not in a driveable condition.

Transfer of registration

Whatever method you use to sell your car, the buyer is responsible for transferring registration. However, you as the seller are also required to notify the Registrar of Motor Vehicles of the sale or cancel the registration of the vehicle.

At the time of sale, make sure that both you and the purchaser complete and sign the Application for Transfer of Registration and the Disposal Notice, which can be found on the reverse side of the current Certificate of Registration for the vehicle. As the seller, it is your responsibility to lodge the Disposal Notice with the Registrar of Motor Vehicles within 14 days from the date of sale, even if you sold the vehicle to a dealer. It is the purchaser's responsibility to lodge the Transfer of Registration.

The Disposal Notice can be lodged in person at any Service SA Customer Service Centre or by posting to the relevant Service SA Centre.



Contacts

Office of Consumer and Business Affairs (OCBA)

Telephone (08) 8204 9777
Email metro.cab@agd.sa.gov.au
www.ocba.sa.gov.au

Department for Transport, Energy and Infrastructure (DTEI)

General enquiries 1300 360 067
Customer service centres 13 10 84
Accident towing roster 08 8231 5555
Vehicles securities register 13 10 84
Online service www.ezyreg.sa.gov.au
www.dtei.sa.gov.au

Motor Trade Association of SA (MTA)

Telephone 08 8291 2000
Email mta@mta-sa.asn.au
www.mta-sa.asn.au

Royal Automobile Association (RAA)

Emergency road service 13 11 11
General enquiries 08 8202 4600
Vehicle inspections 08 8202 4688
www.raa.com.au

Insurance Ombudsman Service

Telephone 1300 78 08 08
Email ios@insuranceombudsman.com.au
www.insuranceombudsman.com.au

Australian Competition and Consumer Commission (ACCC)

Telephone 08 8213 3444
www.accc.gov.au

Australian Securities and Investments Commission (ASIC)

Telephone 08 8202 8400 or 1300 300 630
www.asic.gov.au

Australasian New Car Assessment Program (ANCAP)

Telephone 02 6283 8156
www.ancap.com.au

Used Car Safety Ratings Program (UCSR)

www.monash.edu.au/muarc/

Green Vehicle Guide

www.greenvehicleguide.gov.au

Alternative Fuels Programs

www.greenhouse.gov.au/transport/
alternative_fuel.html

Glass' Guide

www.glassguide.com.au

The Red Book

www.redbookasiapacific.com/au

National Motor Vehicle Theft Reduction Council

www.carsafe.com.au

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feedback

We value your feedback

Thank you for taking the time to complete this survey about information provided by this Office. The Office of Consumer and Business Affairs (OCBA) is continually striving to improve our service to consumers. Your feedback about the quality of this publication and how well it meets your needs are a valuable means of improving our performance.

The comments you make remain strictly confidential and will be used only for improvement to our information provision.

Please complete the survey and mail it back to us, free of charge, to:
 Publications, EPR Branch
 Reply Paid 1719
 ADELAIDE SA 5001.

Your comments about the information you have just read

How do you rate the quality and relevance of the OCBA publication (please choose a position on the scale 1 to 10, where 1 is not at all/poor and 10 is always/excellent):

Was the information relevant to you
 10.....9.....8.....7.....6.....5.....4.....3.....2.....1

Was the information easy to understand
 10.....9.....8.....7.....6.....5.....4.....3.....2.....1

Was there sufficient information for your needs
 10.....9.....8.....7.....6.....5.....4.....3.....2.....1

Please feel free to make any suggestions that could improve the content.

Your comments about the design and presentation of the information

How do you rate the format and design:

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Would you prefer this information in another form

Yes No

If YES above, please tick what other formats you prefer

Web Face-to-face Seminar
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If you wish, please suggest any ideas that you have to improve our delivery of information.

Your overall impression

Overall, how would you rate the OCBA publication
10.....9.....8.....7.....6.....5.....4.....3.....2.....1

Would you use our material again?

Yes No Maybe

Are you now better informed about your consumer rights?

Yes No Unsure

Once again, thank you for your valuable feedback.

Disclaimer

The information contained in 'Autocheck, your guide to buying and maintaining a car' is intended as a guide only and is not a comprehensive account of the law or a substitute for professional advice.

Although the information in this booklet has been researched and presented with due care, the Office of Consumer and Business Affairs (OCBA) accepts no responsibility for any errors or omissions which may have occurred within the publication.

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