



MEDIA RELEASE

23 May 2022

FOR IMMEDIATE RELEASE

Buyer Beware!

Since 1929, the Motor Trades Association of Queensland (MTA Queensland) brand has remained a trusted symbol of professionalism and quality that consumers across Queensland can rely on.

With cost-of-living expenses rapidly rising and shortages across the entire automotive industry, now more than ever it is imperative that consumers protect themselves and look to MTA Queensland member businesses as their preferred providers of automotive services and products at a fair price.

So far in 2022, consumers have already been stung by repair costs associated with the devastating flooding event, as well as the rising costs of parts and vehicles accredited to global supply shortages. The automotive industry is also aware of frustrating rising instances of odometer fraud, issuing of dodgy roadworthy certificates, and backyard repairs gone wrong, all negatively impacting the legitimacy of the industry and hitting the back pockets of unsuspecting consumers.

The Office of Fair Trading received almost 20,000 consumer complaints in 2021 and 2020, which is well above the 15,000 per year, in the five years pre-COVID. Of major concern, motor vehicle sales, servicing, repairs and parts are consistently in the top five issues for the public.

MTA Queensland CEO Rod Camm said, "In these trying times, we simply want to protect consumers from backyard operators using the internet and businesses who take short cuts. Put simply, don't allow yourself to get ripped off. There are so many traps out there, such as individuals selling cars without a licence, speedo windbacks, cars that have been poorly repaired after being written-off or flooded, and purchasing of cars that have money owing on them or are stolen. The best way to ensure this doesn't happen is to only choose an MTA Queensland member business to perform the required services.

"Whether you are looking to purchase a new or used vehicle, get your vehicle serviced, repaired, or painted, or even hire a rental vehicle, choosing an MTA Queensland member will alleviate a lot of stress, as you can be reassured knowing the business will reliably take care of your best interests.

Motor Trades Association of Queensland

Address: Freeway Office Park, Building 8, 2728 Logan Road Eight Mile Plains QLD 4113 (Postal: PO Box 4530, Eight Mile Plains QLD 4113)
Telephone +61 7 3237 8777 | Toll Free 1800 177 951 | Email info@mtaq.com.au | Website | www.mtaq.com.au

“Additionally, the growth of online sales and servicing platforms has given dramatic rise to unscrupulous dealers and private sellers taking buyers for a ride and advertising vehicles that may be unchecked, stolen, or not roadworthy. We are very worried about the real risk of flooded cars reemerging onto the market via these types of mediums. Only MTA Queensland members are equipped to perform the correct checks and find you the right car, at the right price.”

To gain acceptance as an MTA Queensland member, businesses are put through a rigorous vetting process that includes gaining approval as a legitimate business from their own industry. This is to ensure that only businesses who embody the ten Member Values – Honest, Professional, Transparent, Courteous, Integrous, Caring, Innovative, Proactive, Accountable, and Compliant – are invited to join the Association.

“The stringent application process we put our members through gives consumers confidence that they can trust the business to provide ethical services while also holding the support of an organisation with nearly 100 years of industry leadership and experience behind it,” said Camm.

To find your nearest MTA Queensland member business, visit the [MTA Queensland Find a Member portal](#).

ENDS

For more information:

Matthew Ivers | Marketing & Communications Coordinator | 0413 454 308 | matthewi@mtaq.com.au

Background:

The Motor Trades Association of Queensland (**MTA Queensland**) is the peak body representing the interests of employers in the retail, repair, and service sectors of Queensland's automotive industry. MTA Queensland has been performing its vital representative role for the automotive industry since 1929. In Queensland there are some 16,000 automotive businesses employing more than 90,000 people, that generate more than \$7.24 billion to the state economy annually. The automotive industry is estimated to contribute \$37 billion to the Australian economy each year. The Association represents and promotes issues of relevance to all levels of government. In 2019 MTA Queensland was announced as an ABA100 winner in The Australian Business Awards and a finalist in the Lord Mayor's Business Awards, for Business Innovation.

The **MTA Institute (RTO 31529)** is the leading automotive training provider in Queensland offering nationally recognised training, covering technical, retail and the aftermarket sectors of the automotive industry. The MTA Institute is the largest independent automotive training provider in Queensland, employing experienced trainers who are geographically dispersed from Cairns to the Gold Coast and Toowoomba to Emerald. In the last year, the MTA Institute delivered accredited courses to more than 2,000 students. The MTA Institute is the first trade RTO in Australia to be approved under the ITECA Industry Certification Program and was the winner of the Small Training Provider of the Year at the 2019 Queensland Training Awards.

MTAiQ, Australia's first automotive innovation hub established by MTA Queensland in 2017, is an eco-system that supports innovation and research for the motor trades.

Motor Trades Association of Queensland

Address: Freeway Office Park, Building 8, 2728 Logan Road Eight Mile Plains QLD 4113 (Postal: PO Box 4530, Eight Mile Plains QLD 4113)
Telephone +61 7 3237 8777 | Toll Free 1800 177 951 | Email info@mtaq.com.au | Website | www.mtaq.com.au