

FOR IMMEDIATE RELEASE
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Don't Get Taken for a Ride: MTAQ Urges Consumers to Buy with Confidence

The Motor Trades Association of Queensland (MTA Queensland) applauds the Office of Fair Trading (OFT) for their unwavering efforts to protect consumers across the state, with over 21,150 consumer complaints finalised in 2024. Notably, motor vehicle-related complaints remained a significant concern, making up over 4,350 cases - around 20% of all complaints - and ranking among the top five most reported issues.

The OFT's successful intervention has resulted in more than \$11.8 million returned to consumers, including a substantial refund of over \$76,990 for one Queenslanders who faced persistent issues with a vehicle purchase. This outcome highlights the importance of robust regulation and consumer advocacy in the automotive sector.

MTA Queensland has long championed the cause of ethical and high-quality automotive service providers. As the peak body representing Queensland's automotive industry, we remain committed to eliminating dodgy operators that threaten consumer safety, undermine reputable businesses, and erode public trust.

"Unlicensed vehicle dealers - often referred to as 'backyard operators' - continue to pose a serious risk to consumers," said Rod Camm, CEO of MTA Queensland. "These individuals misrepresent themselves as private sellers to avoid their legal obligations. Consumers who purchase from such sources are denied basic protections like cooling-off periods and statutory warranties - safeguards that apply when dealing with licensed dealers."

To combat these threats, MTA Queensland operates several public reporting platforms, including:

- [Dob in a Backyarder](#) - A tool for consumers and licensed businesses to report unlicensed dealers, assisting OFT enforcement efforts.
- [Report Odometer Fraud](#) - A platform to report illegal tampering of vehicle odometers, helping to prevent financial loss and maintain road safety.

Odometer tampering remains a serious offence in Queensland, deceiving consumers into overpaying for vehicles that may have unseen wear and safety issues. MTA Queensland strongly supports enforcement actions that hold offenders accountable and protect buyers.

"Through our ongoing 'Don't Get Taken for a Ride' campaign, we encourage all Queenslanders to make informed, confident automotive purchases by choosing businesses that are MTA Queensland members. Our '[Find a Member](#)' directory helps consumers locate licensed automotive professionals committed to the highest standards of integrity and service," added Camm.



Whether buying a vehicle, seeking repairs, or maintaining your car, choosing an MTA Queensland member ensures you're backed by industry best practices.

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For more information:

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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.

