

ROYAL AUTOMOBILE ASSOCIATION OF S.A. INC.  
TECHNICAL DEPARTMENT

**REQUEST FOR INVESTIGATION OF A REPAIR  
OR COMPLAINT AGAINST REPAIRER**

Please return to: RAA Technical Department, 101 Richmond Road, Mile End SA 5031

Interviewing Engineer's Name ..... Date: ...../...../.....

1. Name Mr/Mrs/Ms ..... Membership No: .....

2. Address ..... Phone No. .... (Private)  
.....  
..... Postcode ..... Phone No. .... (Business)

3. Name and Address of Repairer: ..... Branch Name of Service Station  
.....  
..... Postcode .....

4. Vehicle Make ..... Reg'd No. .... Year of Manufacture.....  
Model ..... Body Type ..... Engine Size .....  
Present Odometer Reading..... miles/km

5. Date of Repair ...../...../..... Odometer Reading at time..... miles/km

6. Has account been paid? Yes  No  In Full or Part? .....

7. Have you contacted the Repairer? Yes  No  (If no, please do so before proceeding any further)  
If Yes, Date Contacted ...../...../..... Response .....

8. Have we the authority to contact Repairer? Yes  No   
Do we have the Repairer's permission to enter the premises for the purpose of inspecting your vehicle or parts thereof?  
Yes  No  (If applicable)

9. Have all original relevant receipt, accounts and documents been submitted to the RAA?  
Yes  No  (If not, please return relevant receipt, accounts and documents attached to this form)

10. Are all parts subject to this matter available to the RAA for inspection? Yes  No   
(If Yes, are they in your possession? Yes  No  )

11. What do you consider a reasonable basis of settlement? .....

12. Have you obtained information or taken any action through the Office of Consumer and Business Affairs or from  
any person in the legal profession? Yes  No   
What was their advice? (if applicable).....  
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\* Please write a brief summary of complaint on page 2 of this form and sign where indicated.

**Brief Summary of Complaint**

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I solemnly declare the information contained in this statement is a true record of the facts as I know them and agree to abide by the decision of the RAA of SA in relation to any settlement.

Dated this ..... day of ..... 200 .....

Signature of Member

**NOTICE TO MEMBER**  
***Please obtain a receipt for all parts you leave with the Technical Dept. The receipt must be presented when collecting parts after the investigation is completed. All parts must be collected within 42 days of notice or they will be disposed of in accordance with the unclaimed goods act of 1987 and the regulations made thereunder.***