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MRC RESEARCH BROADCAST

SPECIAL EDITION

Motor Claims Industry Report 2024

2024 ACCIDENT RATES BY VEHICLE

CLAIMS PERFORMANCE MEASUREMENT

BEV CLAIMS ANALYSIS 2024

Thank you for reading this MRC Research Broadcast Issue #01/2025/003. If you have any questions regarding the content, or suggestion for improvement, please contact MRC Malaysia via

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INTRODUCTION

Steve Miller
Chief Executive Officer,
MRC Malaysia

The year 2024 marks a significant point in the analysis of automotive industry trends, particularly in the motor insurance claims industry, vehicle repair and accident-related statistics. This special edition of the MRC Research Broadcast presents an in-depth analysis of various aspects of motor claims for general insurers and takaful operators including accident rates, categorised by vehicle year of manufacture, turnaround times for various points within a motor claim, and the variance between the estimated and approved claims amounts.The reports are derived from the MRC claims database, consisting of Own Damage (OD) and Own Damage Knock-for-Knock (OD-KFK).

Furthermore, in this edition, we delve into:

- The dynamics of repairer types, between franchise and non-franchise workshops, and explore the impact of vehicle and manufacturer types on repair and claims outcomes.
- The top 100 most frequently replaced vehicle parts, providing insights into the most common repairs.
- How vehicle age affects part replacements and claims, as well as a state-wise breakdown of claims, offering a localised perspective on the trends and challenges in the automotive repair sector in 2024.

By analysing these critical areas, this article offers a comprehensive view of the current state of vehicle insurance and repair processes, delivering valuable insights for industry professionals and stakeholders. As we continue to move towards a free market environment, the data strongly highlights the importance of such data within an accurate Vehicle Risk Rating calculation allowing insurance companies to accurately provide risk based premiums to the consumer.

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2024 Accident Rates by Vehicle Manufacture Year

This data shows the Accident Rates in 2024 by Vehicle Manufacture Year, providing an analysis of how accident trends relate to the age of vehicles. The accident rate is calculated by dividing the Number of Accidents in 2024 by the number of passenger cars registered in each year, using vehicle registration data sourced from the Malaysian Automotive Association (MAA).

This data is the most accurate and closest available estimate of the total number of vehicles on the road, ensuring a reliable basis for calculating accident rates.

The findings show that vehicles manufactured in 2023 have the highest accident rate in 2024, at 7.87%, followed by vehicles from 2022 at 6.51%, indicating that newer vehicles are more prone to accidents compared to those from earlier years. In contrast, vehicles manufactured in 2019 and 2020 have lower accident rates of 5.51% and 5.36%, respectively.

For vehicles manufactured in 2024, the accident rate is at 3.53% because the average exposure is approximately 6 months. The average accident rate in 2024 for vehicle manufactured between 2019 to 2023 is at **6.24%**.

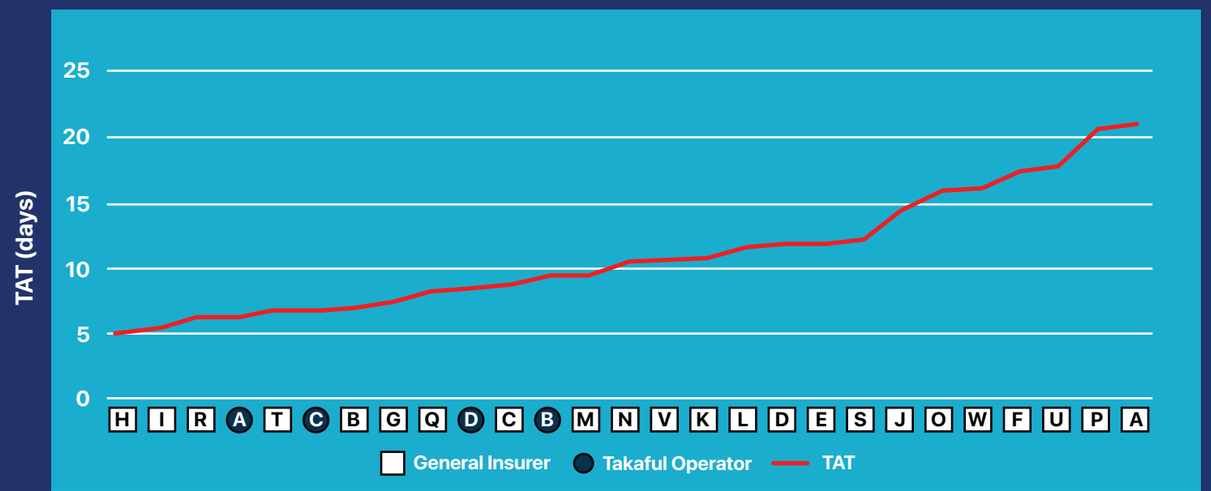
Year Make	Approved Volume in 2024 based on Manufacture Year	Accident Rate
2019	30,310	5.51%
2020	25,773	5.36%
2021	27,018	5.97%
2022	41,786	6.51%
2023	56,627	7.87%
2024	26,342	3.53%

New Passenger Cars Registered

Year	Passenger Cars
2019	550,179
2020	480,971
2021	452,663
2022	641,773
2023	719,160
2024	747,180

Claims Approval Analysis for ITOs in 2024

Performance Analysis: Claims Approval in 2024



In 2024, the average Claim Approval Turnaround Time (TAT) for insurance claim processing across 27 ITOs was 10 days, with a range from 5 to 21 days. Of these, 14 ITOs recorded TAT below average, indicating efficient processing, while 13 exceeded the average, suggesting areas for improvement.

These findings emphasize the need for industry-wide efforts to improve TAT, standardise processes, and address differences in claim approval volumes to enhance overall efficiency and customer satisfaction.

Variance between Estimated Amounts and Approved Claims Amounts in 2023 and 2024

In 2024, total claim volume increased by 9%, from 381,597 in 2023 to 416,567. This growth contributed to a 19% rise in the total estimated amount, from RM5,311,429,744.53 to RM6,304,962,093.65, and a 15% increase in the total approved amount, from RM2,913,958,363.48 to RM3,348,315,934.51. The difference in the growth rates between estimated and approved amounts highlights a widening gap.

The estimated amount and approved amount also increased by 26% and 17%, respectively. The overall average estimated amount per claim in 2024 was RM15,135.53, reflecting a 9% increase from 2023 (RM13,918.95). Similarly, the average approved amount per claim rose by 5%, from RM7,636.22 in 2023 to RM8,037.88 in 2024.

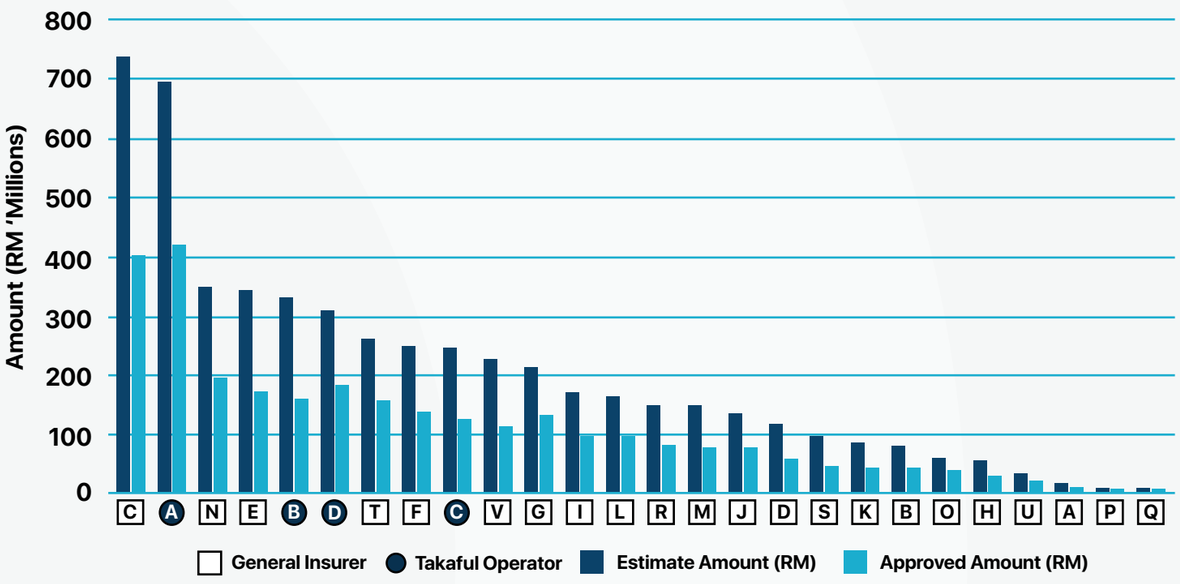
Some possible insights:

Operational Scaling:
The 9% increase in claim volume demonstrates industry growth, potentially reflecting an expanded customer base or higher service demand.

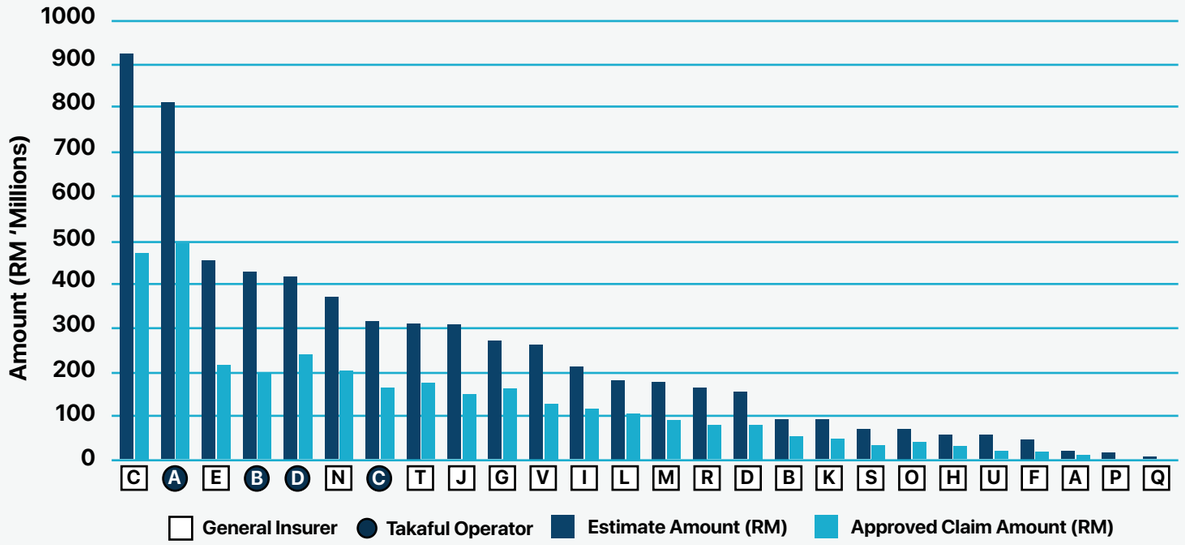
Variance Impact:
The growing gap between estimated and approved amounts may indicate potential inefficiency or policy misalignment, which could affect customer satisfaction and operational consistency.

Range Expansion:
The 26% increase in the range of estimated amounts and 17% in approved amounts suggests greater variability in claims, which may require more standardised valuation frameworks.

Variance in Estimated Amounts versus Approved Claims Amounts by ITOs in 2023

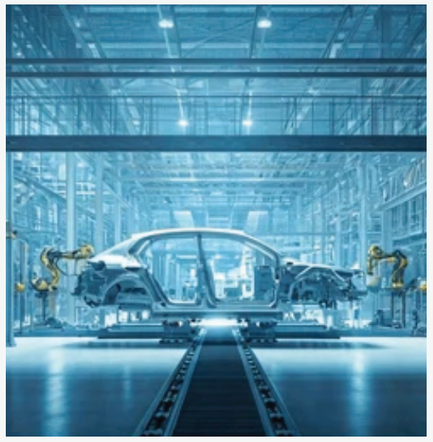


Variance in Estimated Amounts versus Approved Claims Amounts by ITOs in 2024

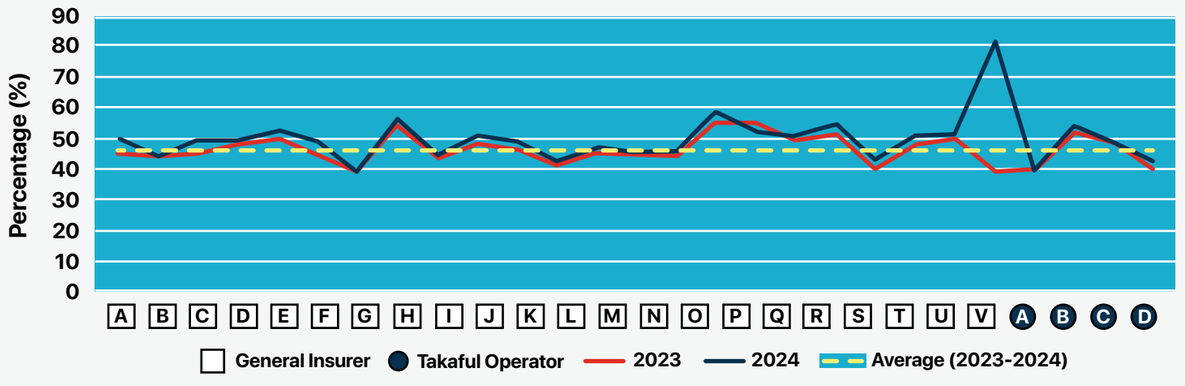


An analysis of the difference between estimated and approved claim amounts across 27 ITOs shows a notable increase over two consecutive years. In 2023, the overall difference was 45%, which rose to 47% in 2024, with an average difference of 46% across the two years. In 2023, 13 ITOs recorded differences exceeding the 46% average, increasing to 18 ITOs in 2024. This suggests that the 2% rise in overall difference is primarily driven by the growing number of ITOs with higher-than-average discrepancies.

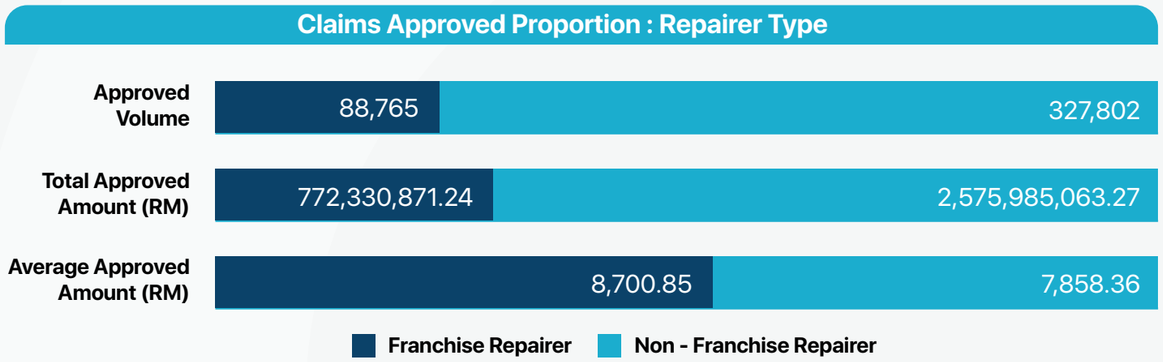
The data indicates a trend of widening variances between estimated and approved amounts, which may reflect stricter approval processes, inconsistencies in claim estimation methods, or increased complexity in claims. This growing gap highlights the need for industry-wide evaluation and acceptance of estimation and approval frameworks to enhance accuracy and reduce inefficiencies.



Variance Difference Analysis: Estimated Amounts versus Approved Claims Amounts

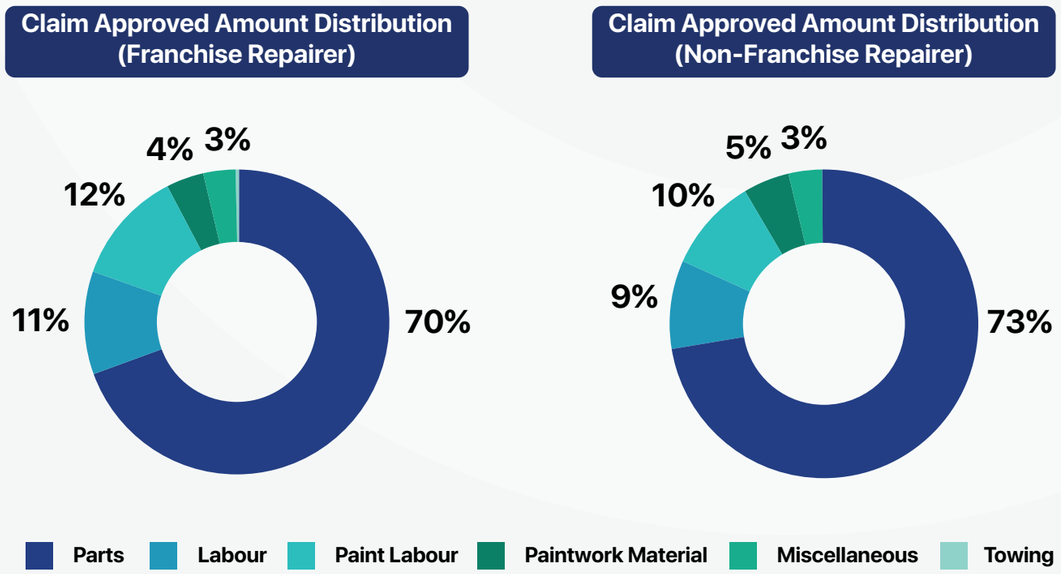


Repairer Types based on Franchise and Non-Franchise in 2024



The analysis of approved claim data in 2024 highlights significant differences between franchise and non-franchise repairers in terms of approved volume, total approved amount, and average approved amount. Franchise repairers recorded 88,765 approved claims, making up 21% of total claim volume, while non-franchise repairers handled a significantly higher volume of 327,802 approved claims, comprising 79% of the total claim volume.

In terms of total approved amounts, franchise repairers contributed RM772,330,871.24 (23%), while non-franchise repairers accounted for the remaining RM2,575,985,063.27 (77%). Although the difference in total approved amounts is largely attributed to the significant difference in claim volumes, the average approved amount per claim reveals a significant difference. Franchise repairers recorded an average of RM8,700.85 per claim, which is 11% higher than the RM7,858.36 per claim recorded by non-franchise repairers.



Parts make up the largest share of the total approved amount for both franchise repairers with 70%, and non-franchise repairers with 73%. The slightly higher parts proportion for non-franchise repairers is possibly due to the lower labour rates.

Franchise repairers allocate a higher percentage of costs to labour (11% vs. 9%) and paintwork labour (12% vs. 10%) compared to non-franchise repairers.

Both repairer types allocate relatively similar proportions to paintwork material (4-5%) and miscellaneous costs (3%). These categories are secondary cost factors but indicate that both repairer types have similar material and service needs.

Towing contributes less than 1% of the total approved amount for both repairer types, indicating that it has minimal impact on overall repair costs.

These findings highlight that parts are the main cost driver for both franchise and non-franchise repairers. The higher labour and paintwork costs for franchise repairers suggest they focus on service quality and adhering to manufacturer standards, which may explain their higher average approved amounts per claim.

VM Category	Franchise Repairer					
	Malaysian	Japanese	Continental	Korean	Chinese	Others
Approved Volume	55,139	25,798	7,223	292	139	174
Total Approved Amount (RM)	312,457,764.16	263,391,709.86	188,463,110.23	3,665,947.30	2,006,704.34	2,345,635.35
Average Approved Amount (RM)	5,666.73	10,209.77	26,092.08	12,554.61	14,436.72	13,480.66
Parts	183,137,302.43	193,004,281.34	154,150,730.46	2,827,070.84	1,617,279.01	1,832,538.40
Labour	48,132,011.75	20,521,679.69	14,688,775.39	311,351.00	144,606.50	196,014.10
Paint Labour	54,628,971.40	24,344.962.76	14,079,742.88	361,875.90	136,134.00	204,400.90
Paint Material	14,076,461.82	13,131,520.80	3,021,942.89	91,737.32	46,153.90	61,749.29
Miscellaneous	11,062,852.76	11,679,303.27	2,442,710.07	70,082.24	59,000.93	46,602.66
Towing	1,420,164.00	709,962.00	79,208.54	3,830.00	3,530.00	4,330.00

VM Category	Non-Franchise Repairer					
	Malaysian	Japanese	Continental	Korean	Chinese	Others
Approved Volume	156,708	144,085	16,949	3,336	2,752	3,972
Total Approved Amount (RM)	806,183,673.10	1,310,532,271.38	334,796,024.10	29,535,892.51	42,340,401.15	52,596,801.03
Average Approved Amount (RM)	5,144.50	9,095.55	19,753.14	8,853.68	15,385.32	13,241.89
Parts	485,903,765.78	994,692,247.37	293,403,607.32	23,891,769.49	34,732,084.91	42,541,898.67
Labour	114,111,151.15	95,954,118.17	15,014,099.45	1,850,584.48	2,680,295.37	3,776,941.55
Paint Labour	122,381,150.72	106,227,707.26	13,955,698.95	2,058,123.54	2,562,354.83	3,620,928.34
Paint Material	44,089,535.98	64,562,094.04	5,437,162.92	873,888.62	981,849.55	1,294,979.15
Miscellaneous	34,044,236.16	44,250,073.04	6,382,088.79	765,626.38	1,300,286.49	1,251,273.32
Towing	5,653,833.31	4,846,031.50	603,366.67	95,900.00	83,530.00	110,780.00

The following table presents a breakdown of repairer types (Franchise and Non-Franchise) by vehicle manufacturer categories, focusing on total approved volume, total approved amount, and average approved amount per volume.

Additionally, the total approved volume is further categorized into parts, labour, paint labour, paintwork material, miscellaneous, and towing. Notably, Continental vehicles record the highest average approved amount for both Franchise and Non-Franchise repairers, despite having lower total approved amounts and volumes compared to Malaysian and Japanese manufacturers.

In contrast, Malaysian manufacturers consistently report the lowest average approved amounts for both repairer types, even though they lead in total approved volumes and amounts, reflecting their cost efficiency in repairs. This analysis highlights the distinct cost dynamics between vehicle manufacturers and repairer types, offering insights into repair trends and financial allocations.

Approved Claims by Vehicle Manufacturer Categories in 2024

The analysis of total and average approved amounts by vehicle manufacturer in 2024 shows significant differences in repair costs across various brands. Japanese vehicles had the highest total approved amount at RM1,573 million, followed by Malaysian manufacturers at RM1,118 million. Continental vehicles rank third with RM523 million, while Others, Chinese, and Korean manufacturers contribute RM54 million, RM44 million, and RM33 million, respectively. These differences are largely driven by the total approved volume, which plays a key role in overall costs.

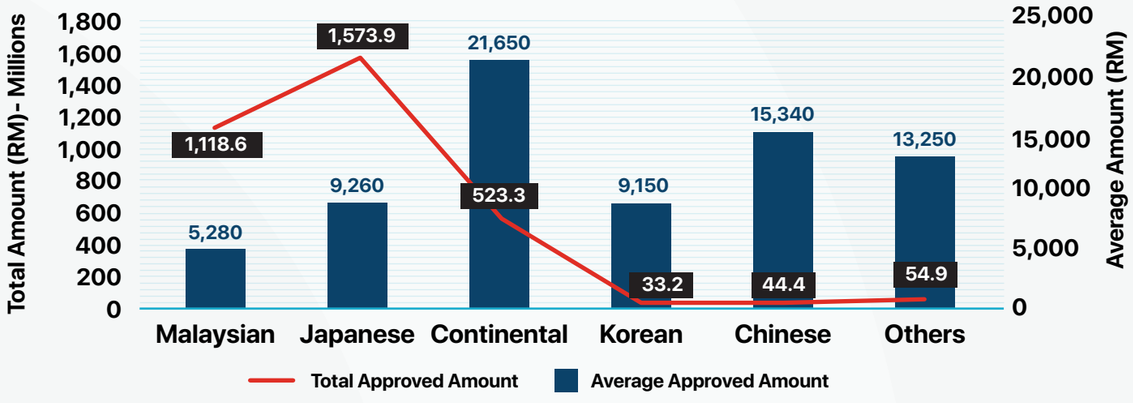
When looking at the average approved amount per claim, Continental vehicles have the highest at RM21,650 per claim, reflecting their premium nature and more complex repairs. Chinese vehicles follow at RM15,340 per claim, with Others at RM13,250 per claim, and Japanese and Korean manufacturers close at RM9,260 and RM9,150 per claim, respectively. Malaysian manufacturers, while contributing significantly to total volume, record the lowest average approved amount at RM5,280 per claim, suggesting their repairs are more affordable and involve simpler parts.

The higher average approved amount for Continental vehicles suggests premium parts and labour costs associated with luxury brands, reflecting their position in the market.

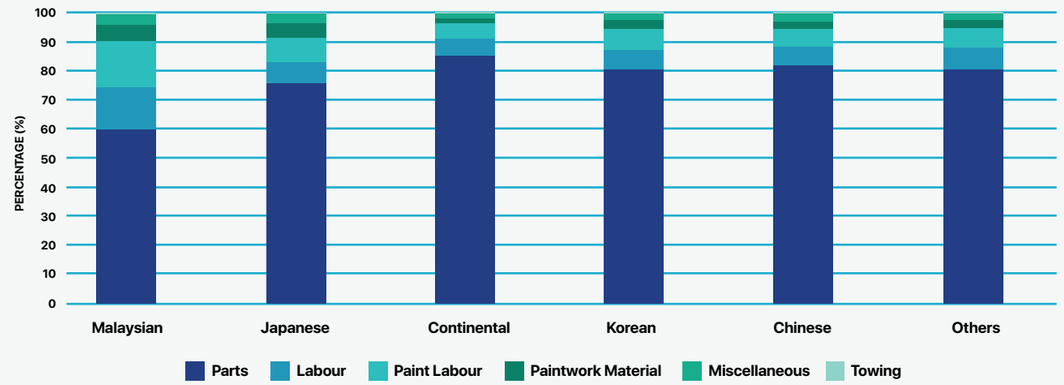
Despite a high total approved amount, the low average cost per claim for local vehicles highlight their affordability in repair, likely due to widespread availability of parts.

The relatively high average approved amount for Chinese vehicles shows their increasing market presence and potential for higher repair costs as their technology improves.

Vehicle Manufacturer Analysis: Total and Average Approved Claims Amounts



Distribution Analysis of Total Approved Claims Amount



The distribution of the total approved amount by cost categories such as parts, labour, paint labour, paintwork material, miscellaneous, and towing, shows clear trends across vehicle manufacturers. Parts dominate the allocation, ranging from 86% of the total approved amount for Continental vehicles to 60% for local vehicles, underscoring their pivotal role in repair costs. Labour and paint labour are the second and third largest allocations, contributing between 15%–6% and 16%–5%, respectively, depending on the manufacturer. Paintwork material and miscellaneous expenses are smaller, accounting for 5%–2% of the total approved amount. Towing costs remain negligible across all manufacturers, consistently contributing less than 1%.

Continental vehicles have the highest percentage of parts allocation (86%), reflecting their reliance on high-cost, manufacturer-specific components. This trend is aligned with the premium nature of these vehicles and their repair requirements.

Malaysian manufacturers allocate the lowest proportion to parts (60%) and relatively higher shares to labour and paint labour, suggesting a broader distribution of repair costs. This could be due to simpler repair processes or the use of more affordable parts.

The following tables show the top 10 vehicle models, ranked by total approved volume, for both Internal Combustion Engine (ICE) and Battery Electric Vehicle (BEV) cars. The ICE tables are categorised by six key vehicle manufacturers: Malaysian, Japanese, Continental, Chinese, Korean, and Others, offering detailed insights into model-specific trends across different manufacturers. The BEV table provides a consolidated view of the most commonly approved models, reflecting the emerging patterns in electric vehicle adoption. These tables highlight the key contributors to repair volumes and amount, providing valuable perspectives on model-specific demand.

Malaysian

Vehicle Model	Approved Volume	Total Approved Amount (RM)	Average Approved Amount (RM)
Perodua Bezza 2020 On	19,336	118,204,730.55	6,113.19
Perodua Myvi 2011 On	15,234	63,515,846.49	4,169.35
Perodua Myvi 2021 On	12,593	71,266,091.17	5,659.18
Perodua Alza 2009 On	11,196	52,023,923.94	4,646.65
Proton Saga 2022 On	10,501	57,139,464.31	5,441.34
Perodua Axia 2014-2019	10,039	40,194,023.77	4,003.79
Perodua Bezza 2016 On	9,197	44,797,643.46	4,870.90
Perodua Myvi 2005 On	9,110	29,045,230.26	3,188.28
Perodua Axia 2023 On	8,510	49,576,612.28	5,825.69
Perodua Axia 2019 On	8,483	42,538,155.49	5,014.52

Japanese

Vehicle Model	Approved Volume	Total Approved Amount (RM)	Average Approved Amount (RM)
Honda City 2014 On	11,062	82,206,243.55	7,431.41
Toyota Vios 2007-2016	6,916	36,318,397.87	5,251.36
Honda City 2021 On	4,149	38,589,897.04	9,301.01
Honda HR-V 2015-2022	3,901	38,393,418.36	9,841.94
Toyota Hilux 2020 On	3,573	58,623,037.71	16,407.23
Honda Jazz 2014 On	3,532	27,875,579.21	7,892.29
Toyota Hilux 2005-2016	3,414	27,266,222.76	7986.59
Toyota Vios 2023 On	3,206	29,761,904.71	9,283.19
Toyota Vios 2020-2023	3,042	30,566,722.93	10,048.23
Honda City 2020 On	2,909	26,389,923.01	9,071.82

Continental

Vehicle Model	Approved Volume	Total Approved Amount (RM)	Average Approved Amount (RM)
BMW 3-Series 2012-2019	779	11,240,977.83	14,430.01
Mercedes C200	663	15,256,011.36	23,010.58
Volkswagen Polo 2010 On	567	4,001,083.49	7,056.58
Mercedes C-Class 2014 On	498	8,901,411.43	17,874.32
Mercedes E-Class 2009 On	385	5,651,012.58	14,677.95
Mercedes C-Class 2007 On	344	3,762,285.72	10,936.88
Mercedes GLC 300	327	9,084,417.84	27,781.09
Mercedes E300	325	11,901,791.13	36,620.90
Mercedes E200	324	8,689,702.33	26,820.07
BMW 5-Series 2010-2017	305	5,069,547.04	16,621.47

Korean

Vehicle Model	Approved Volume	Total Approved Amount (RM)	Average Approved Amount (RM)
Kia Cerato 2013 On	356	2,619,555.97	7,358.30
Hyundai Grand Starex 2018 On	271	2,741,055.43	10,114.60
Hyundai Tucson 2010 On	164	986,546.92	6,015.53
Kia Cerato	130	1,141,887.68	8,783.75
Hyundai Starex 2008 On	129	1,183,056.06	9,170.98
Hyundai Sonata 2006-2012	125	769,098.03	6,152.78
Kia Optima 2012 On	121	1,004,319.65	8,300.16
Kia Picanto 2018 On	115	830,506.62	7,221.80
Kia Rio 2013 On	114	738,589.90	6,478.86
Kia Carnival 2022 On	108	2,613,513.13	24,199.20

Chinese

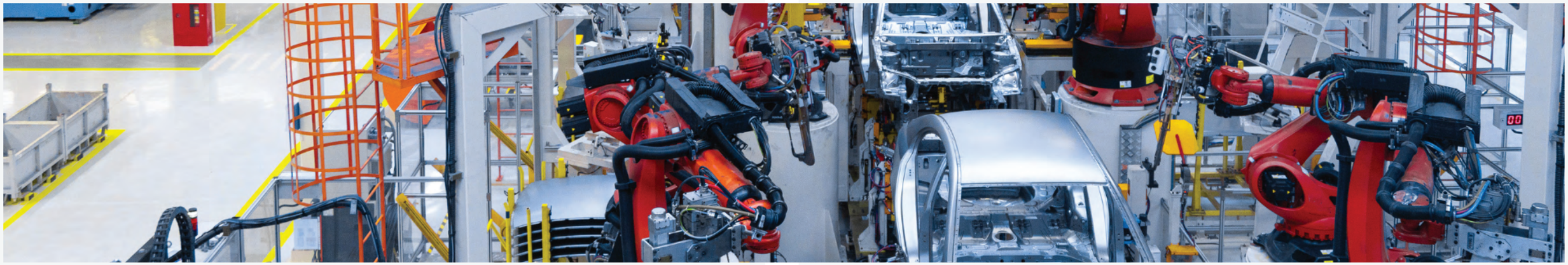
Vehicle Model	Approved Volume	Total Approved Amount (RM)	Average Approved Amount (RM)
Chery Tiggo 8 Pro 2023	76	1,009,446.31	13,282.19
Haval H1	66	540,652.31	8,191.70
Haval H2	51	339,859.82	6,663.92
Foton View C2	48	415,537.28	8,657.03
Chery Tiggo 8 Pro 2023 On	42	800,591.22	19,061.70
Maxus G10	40	434,236.00	10,855.90
Haval M4	40	234,260.43	5,856.51
Chery Tiggo 7 Pro 2024 On	37	384,932.79	10,403.59
Jaecoo J7 2024 On	36	585,165.60	16,254.60
Chery Eastar 2008 On	36	144,462.46	4,012.85

Others

Vehicle Model	Approved Volume	Total Approved Amount (RM)	Average Approved Amount (RM)
Ford Ranger	624	10,339,896.79	16,570.35
Ford Ranger 2022 On	449	7,374,156.58	16,423.51
Ford Ranger 2015-2018	409	3,667,327.38	8,966.57
Ford Fiesta 2010 On	326	1,809,701.35	5,551.23
Ford Ranger 2012-2013	248	1,675,302.98	6,755.25
Ford Ranger 2018-2019	245	3,332,659.18	13,602.69
Ford Ranger 2019 On	211	3,373,901.76	15,990.06
Ford Ranger Raptor 2020 On	144	3,488,508.45	24,225.75
Ford Ranger 2015-2018	123	1,080,721.79	8,786.36
Ford Focus 2012 On	74	438,965.22	5,931.96

Battery Electric Vehicle

Vehicle Model	Approved Volume	Total Approved Amount (RM)	Average Approved Amount (RM)
Tesla Model 3	311	5,838,320.11	18,772.73
BYD Atto 3 2022 On	290	3,164,998.86	10,913.79
BMW IX	191	5,430,125.15	28,429.97
Dolphin 2023 On	146	1,164,905.72	15,638.25
Seal 2024 On	137	1,583,746.63	22,941.20
Tesla Model Y	120	2,578,933.06	21,491.11
BYD Atto 3	100	1,146,889.40	11,468.89
Hyundai Ioniq 2016 On	76	681,774.94	8,970.72
BMW I7	64	1,604,879.51	25,076.24
BMW IX1	44	747,037.79	16,978.13



Approved Claims based on Vehicle Age in 2024

Vehicles aged 1–5 years dominate both total approved amount (RM1,770 million) and total approved volume (180,958 claims), making them the main contributors to repair claims. Following this, vehicles aged 6–10 years account for RM863 million across 112,651 claims, while those aged 11–15 years contribute RM350 million from 64,481 claims. Vehicles under 1 year old have a smaller share, with RM234 million approved for 28,076 claims, and 16–20 years contribute RM111 million for 25,890 claims. The smallest share is from vehicles over 20 years, with only RM17 million across 4,511 claims.

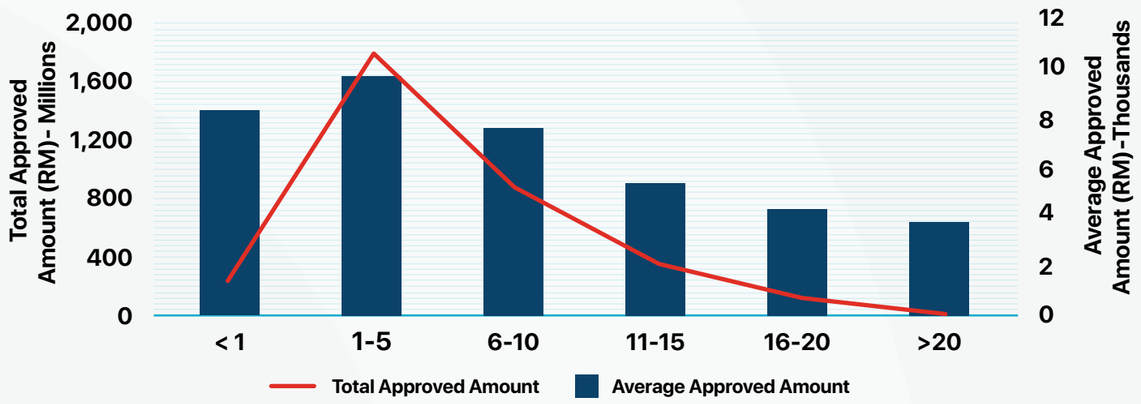
The average approved amount per claim follows a different pattern. Vehicles aged 1–5 years have the highest average approved amount at RM9,785.50 per claim, reflecting their higher repair costs, followed by vehicles under 1 year old with RM8,364.79 and those aged 6–10 years have an average of RM7,669.50. Older vehicles show a gradual decline in average approved amounts, with 11–15 years at RM5,428.47, 16–20 years at RM4,306.61, and vehicles over 20 years at the lowest, RM3,811.59.

Vehicles aged 1–5 years not only have the highest total approved amount and volume but also the highest average approved amount, indicating their higher repair costs, likely due to use of manufacturer-specific components and labour.

Older vehicles (over 10 years) show a clear decline in both total and average approved amounts, which can be attributed to simpler repairs, reduced reliance on genuine parts, and lower repair expectations for aging vehicles.

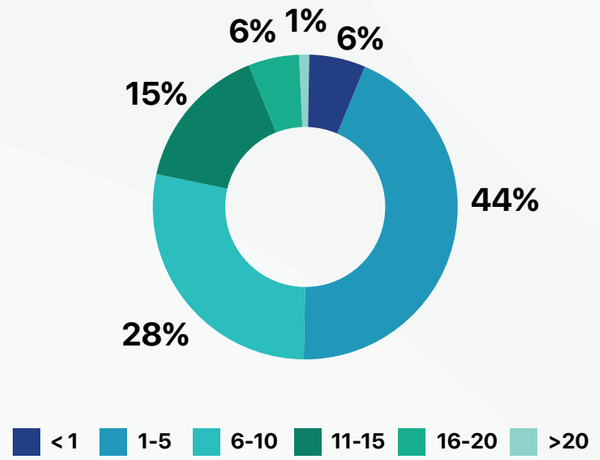
Vehicles age over 20 years, while contributing a small share of total claims, have the lowest average approved amount, highlighting the limited repair and lesser number of vehicle on the road.

Vehicle Age Analysis: Total and Average Approved Claims Amounts



Age of Vehicle (Year)	< 1	1-5	6-10	11-15	16-20	>20
Approved Volume	28,076	180,958	112,651	64,481	25,890	4,511
Total Approved Amount (RM)	234,849,751	1,770,763,935	863,977,014	350,032,933	111,498,223	17,194,076
Average Approved Amount (RM)	8,364	9,785	7,669	5,428	4,306	3,811
No. Parts Approved	559,708	3,947,413	2,500,149	1,372,035	491,053	73,730
No. of MRC Franchise Parts Approved	238,760	1,708,698	1,100,929	606,131	189,676	23,555
No. of Non-MRC Franchise Parts Approved	320,948	2,238,715	1,399,220	765,904	301,377	50,175

Vehicle Age Analysis: Parts Approved Volume Proportion



The updated data on parts approved by vehicle age categories demonstrates clear trends in parts replacement. Vehicles aged 1–5 years account for the largest share at 44%, reflecting their dominance in repair volumes and likely reliance on genuine or manufacturer-specific parts.

This is followed by vehicles aged 6–10 years, contributing 28%, highlighting their significant share in replacement parts as they approach mid-life repair cycles.

Vehicles aged 11–15 years contribute 15%, while those aged 16–20 years and under 1 year each account for 6%. The smallest share comes from vehicles older than 20 years, contributing only 1%, likely due to the limited repair and lesser number of vehicles on the road.

Top 100 Parts Replaced by Vehicle Manufacturer Categories in 2024

The following tables present the top 100 most frequently replaced parts for Internal Combustion Engine (ICE) and Battery Electric Vehicle (BEV) cars, highlighting their importance in repair costs. For ICE vehicles, the parts are categorized by six major vehicle manufacturers: Malaysian, Japanese, Continental, Chinese, Korean, and Others, providing a comprehensive view of manufacturer-specific trends.

For BEV cars, the dataset combines parts replacement information consolidating all manufacturer categories, reflecting the evolving nature of BEV repair patterns. Since parts contribute more than half of the total approved amount, this analysis offers valuable insights into the primary cost drivers and replacement trends across different vehicle types and manufacturers.

Malaysian

Top Parts	Vehicle Model	Volume	Total Parts Amount (RM)	Average Parts Amount (RM)
HEADLAMP ASSY RH	PERODUA (BEZZA)	15,640	13,630,536.35	871.52
HEADLAMP ASSY LH	PERODUA (BEZZA)	15,323	13,272,994.93	866.21
HEADLAMP ASSY RH	PERODUA (AXIA)	14,964	7,582,370.82	506.71
HEADLAMP ASSY LH	PERODUA (AXIA)	14,756	7,537,947.95	510.84
BONNET	PERODUA (BEZZA)	13,073	6,447,757.62	493.21

Japanese

Top Parts	Vehicle Model	Volume	Total Parts Amount (RM)	Average Parts Amount (RM)
GRILLE FRONT	TOYOTA (VIOS)	8,763	2,341,740.10	267.23
RADIATOR AIR DEFLECTOR	TOYOTA (HILUX)	6,797	1,722,354.34	253.40
RADIATOR AIR DEFLECTOR	TOYOTA (VIOS)	6,698	1,184,154.47	176.79
BUMPER FRONT COVER	HONDA (CITY)	6,506	5,146,406.78	791.02
HEADLAMP ASSY LH	TOYOTA (VIOS)	6,248	4,315,248.92	690.66

Continental

Top Parts	Vehicle Model	Volume	Total Parts Amount (RM)	Average Parts Amount (RM)
WHEEL CENTRE	BMW (3-SERIES)	890	202,824.55	227.89
BUMPER FRONT SENSOR	BMW (3-SERIES)	851	356,138.80	418.49
TRIM COVER	BMW (3-SERIES)	750	1,324,139.89	1,765.52
GRILLE FRONT	BMW (3-SERIES)	716	258,384.12	360.87
HEADLAMP ASSY RH	BMW (3-SERIES)	490	1,101,741.86	2,248.45

Korean

Top Parts	Vehicle Model	Volume	Total Parts Amount (RM)	Average Parts Amount (RM)
BUMPER REAR COVER	KIA (CERATO)	208	171,461.40	824.33
GRILLE FRONT	KIA (CERATO)	183	122,438.40	669.06
FRONT PANEL	KIA (CERATO)	167	161,945.80	969.74
BUMPER FRONT IMPACT PAD	KIA (CERATO)	165	29,010.00	175.82
HEADLAMP ASSY LH	KIA (CERATO)	147	324,643.40	2,208.46

Chinese

Top Parts	Vehicle Model	Volume	Total Parts Amount (RM)	Average Parts Amount (RM)
BUMPER FRONT UPPER COVER	CHERY (OMODA 5)	305	477,414.41	1,565.29
BUMPER FRONT LOWER COVER	CHERY (OMODA 5)	271	176,701.86	652.04
BUMPER REAR LOWER COVER	CHERY (OMODA 5)	244	155,838.95	638.68
REAR SKID PLATE	CHERY (OMODA 5)	201	112,522.83	559.82
TAILGATE	CHERY (OMODA 5)	184	604,776.63	3,286.83

Battery Electric Vehicle

Top Parts	Vehicle Model	Volume	Total Parts Amount (RM)	Average Parts Amount (RM)
BUMPER REAR FINISHER	BYD (ATTO 3)	89	23,762.44	266.99
REAR BUMPER LOWER	BYD (ATTO 3)	75	14,810.57	197.47
TAILGATE	BYD (ATTO 3)	68	358,159.53	5,267.05
BUMPER REAR COVER	BYD (ATTO 3)	65	171,800.98	2,643.09
BUMPER REAR COVER	TESLA (MODEL 3)	59	220,038.50	3,729.47

Top 100 Parts Replaced by Vehicle Manufacturer Categories in 2024 provides a comprehensive analysis of the most commonly replaced spare parts across various vehicle manufacturers. By scanning the provided QR code, you can access detailed insights into replacement trends, categorised by vehicle manufacturer, highlighting the most popular parts for each vehicle model.

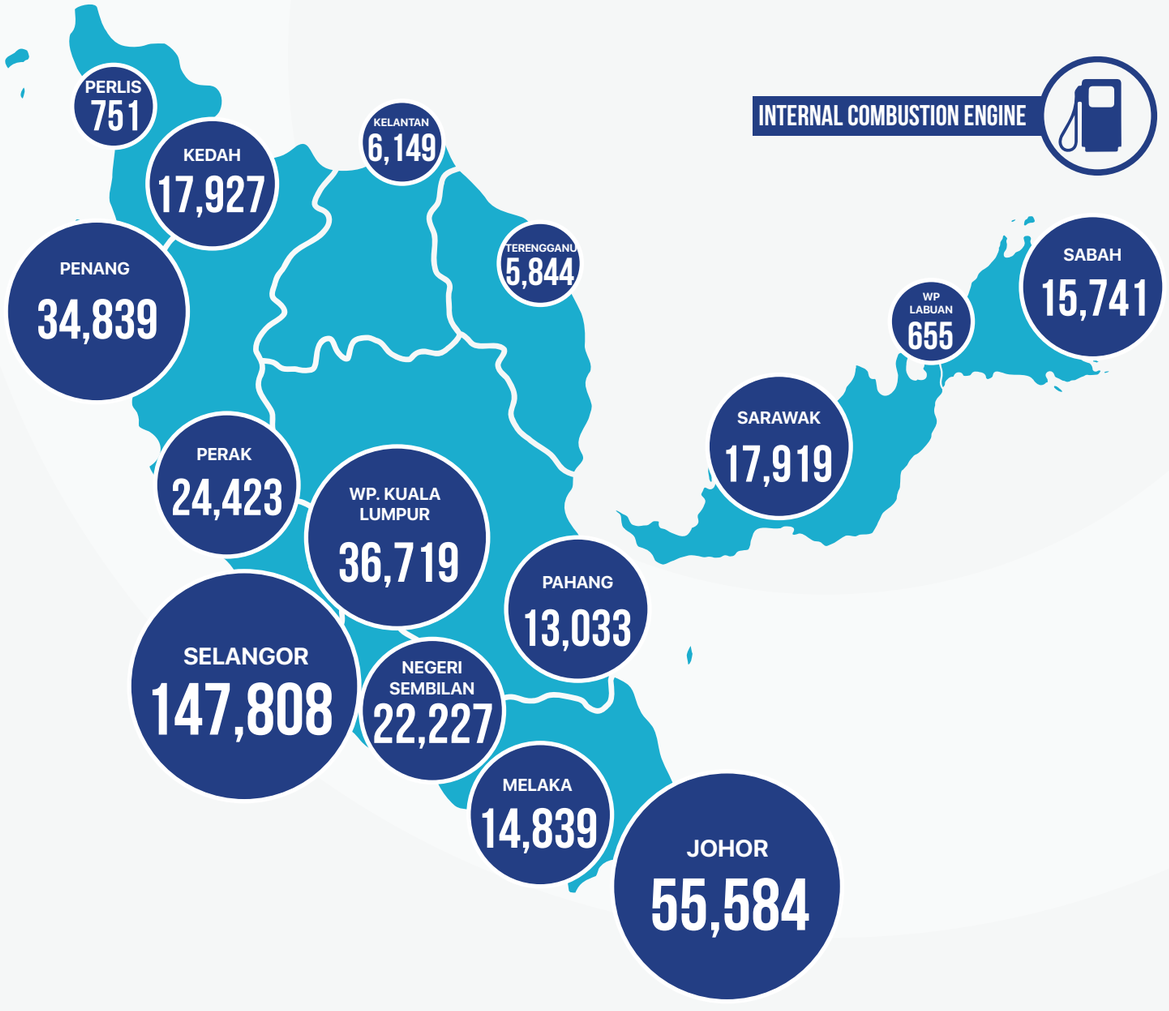
Please scan the QR code for full report

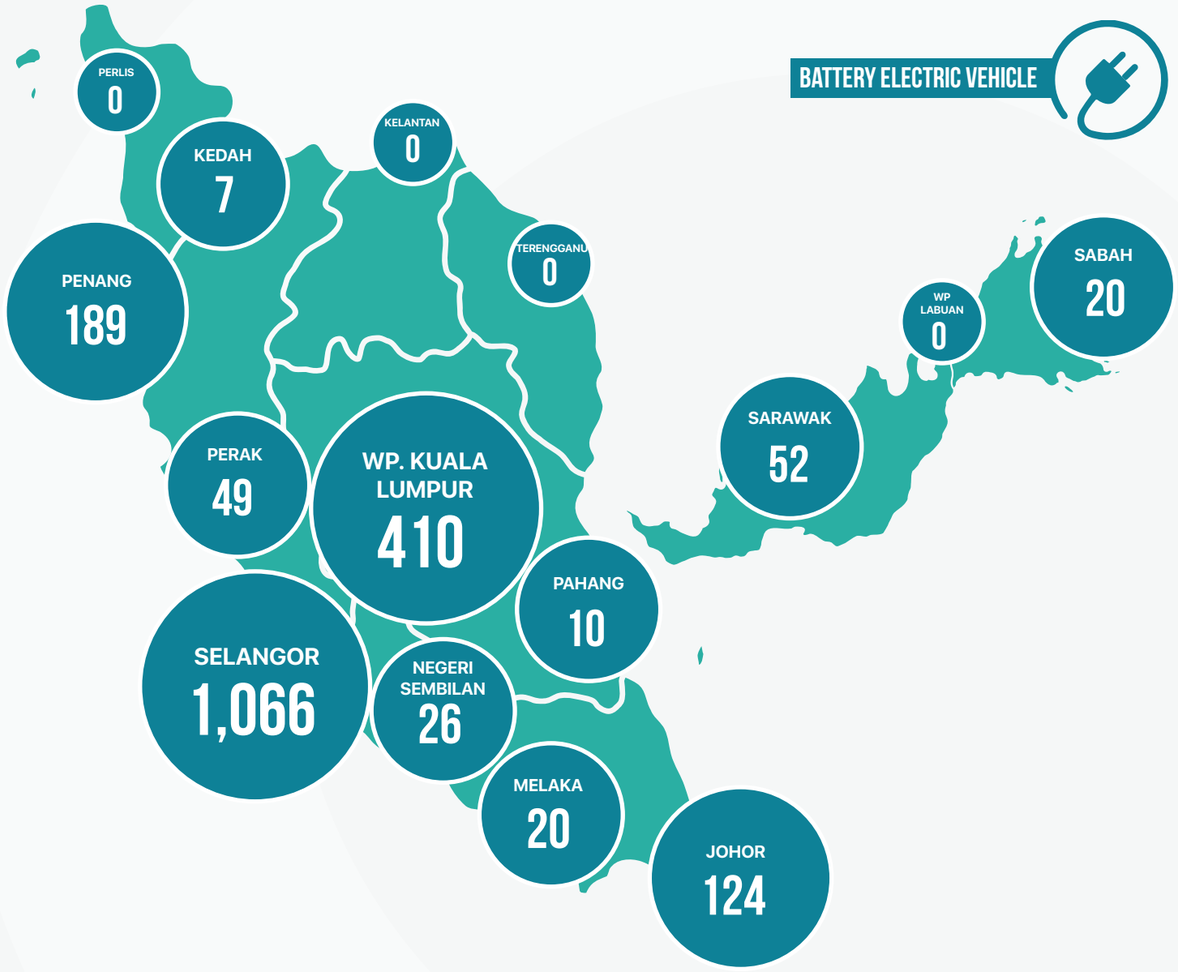
Approved Claims by State in 2024

This report provides an overview of approved motor claims by vehicle type; Internal Combustion Engine (ICE) and Battery Electric Vehicles (BEV) across Malaysia, based on where repairs were carried out. The data highlights the dominance of ICE vehicles in claim approvals, while BEV repairs are increasing, mainly in the Central and Northern regions.

In 2024, a total of 414,594 approved claims were recorded for ICE vehicles, including 136 claims without a specified repair location, making up 99.53% of all claims. The total approved claim amount for ICE repairs stood at RM3.31 billion, reflecting the widespread availability of ICE repair workshops across all regions.

The Central Region (Selangor and Kuala Lumpur) recorded the highest ICE claims, with Selangor at 147,808 and Kuala Lumpur at 36,719. The Southern Region followed, led by Johor (55,584 claims), Melaka (14,839), and Negeri Sembilan (22,227). In the North, Pulau Pinang (34,839) and Perak (24,423) saw significant activity. Meanwhile, the East Coast Region (Kelantan, Terengganu, and Pahang) and East Malaysia (Sabah, Sarawak, and Labuan) continued to rely on ICE repairs, with no BEV claims recorded in Kelantan, Terengganu, Perlis, and Labuan.





While BEVs still represent a small fraction of total claims, their presence is growing. In 2024, 1,973 approved BEV claims were recorded, totaling RM35.99 million in claim value. Selangor led with 1,066 claims (RM19.31 million), followed by Kuala Lumpur (410 claims). Pulau Pinang and Perak also recorded BEV repairs, while Johor (124) showed steady adoption.

However, the East Coast and East Malaysia still heavily rely on ICE vehicles, reflecting concerns over charging accessibility, road conditions, and familiarity with EV technology. These challenges continue to hinder BEV adoption and repair network expansion in these regions.

Despite the rising number of BEVs on Malaysian roads, their repair network remains concentrated in the Central and Northern regions, while the Southern, East Coast, and East Malaysia still depend on ICE repairs. This disparity may be due to limited charging infrastructure, technician expertise, and spare parts availability.

ICE vehicles continue to dominate due to their established repair ecosystem and consumer preference. However, as EV adoption grows, expanding BEV repair capabilities nationwide will be essential. With improved workshop certifications, charging networks, and public awareness, BEV claims are expected to increase in more regions in the coming years.

