We are writing to you in regard to submissions regarding the Car Retailing Industry Market study.

I have been a motor Mechanic for 35 years and have operated a small family run workshop

For 12 years.

Over the last 9 years, we have noticed a steady decline in customer numbers.

Some of these are long term customers.

We have been advised by many customers that they have bought new vehicles. Nearly all of these

Customers have been told by the Dealer, that they would VOID THEIR WARRANTY if the vehicle is

Not returned to Dealership for servicing. One Dealer has even been telling new Owners they can’t

even top up their own oil in between services as well as their trade in values will be less if not

serviced at dealers etc.

No matter how much we try and reassure people this is a false statement it has been to no avail.

Even though we have invested heavily in diagnostic equipment and knowledge, we cannot compete

through lack of information and find ourselves reluctantly turning away work, regarding security

coding keys, computer coding, component coding to security systems etc.

We feel that the long term success of our Business is in jeopardy regarding these issues and the imminent closure of Independent workshops nationally.