



## New car retailing industry market study: Small business questionnaire responses – PART 2

The Australian Competition and Consumer Commission (ACCC) has commenced a market study into the new car retailing industry in Australia. As part of its consultation process for the new car retailing industry market study issues paper, the ACCC conducted an online questionnaire. The online questionnaire was a streamlined process designed for consumers and small businesses to make a submission. Included below are those responses to the questionnaire received by 14 November 2016, for which the submitter gave their approval for use of their responses by the ACCC. Some responses have been edited to remove information which the ACCC considered could enable identification of the submitter or is regarded as potentially defamatory or libelous.

### Online Questionnaire

The online questionnaire asked consumers and small businesses to answer the following questions. Consumers and small businesses were not required to answer every question.

#### Operation of consumer guarantees and warranties

1. What information were you given about your consumer guarantee rights in the Australian Consumer Law, the manufacturer's warranty or the dealer's extended warranty when you bought a new car? What information were you given about how these interact?
2. What are your experiences with obtaining a repair, replacement or refund for a new car under your consumer guarantee rights, manufacturer's warranty or dealer's extended warranty?

#### Fuel consumption, CO<sub>2</sub> and noxious emissions, and car performance

3. When buying a new car, what information were you given about its fuel consumption, emissions and performance?
4. How important was information about fuel consumption, emissions and performance to you when choosing your new car?
5. Were there differences between what you were told about your new car's fuel consumption, emissions and performance and its actual fuel consumption, emissions and performance?

#### Post-sale service arrangements

6. Please tell us about your experiences accessing parts and tools for repairing or servicing a new car.
7. Please tell us about your experiences with accessing paper-based and online logbooks and whether repairers can access them.

#### Access to repair and service information and data

8. Please tell us about your experiences with access to repair and service information and data issues in new cars.

## Other issues

9. Are there any other issues you may have identified in the new car retailing industry that you think the ACCC should look at?

## Small Business Responses

The responses the ACCC received from small business are provided below.

### Small Business 122–

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**Question 1 -**

**Question 2 -**

**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6 -**

**Question 7 -**

**Question 8 -** From time to time we encounter a vehicle that has a thrown up a fault code, although that code deciphers that a certain part may need replacement we do not have the appropriate data available to make thorough and conclusive diagnosis. Often leading to the wrong parts or modules being replaced with little or no benefit to the customer.

Access the data would allow our business to offer an in-house solution to modern day faults and repairs.

**Question 9 -**

### Small Business 123– Ultra Tune Carindale

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**Question 1 -** Bought a new vehicle and was told that it need to go back to dealer for servicing and repairs.

**Question 2 -** I have no repairs or servicing done refuse to go to dealer always wanted to do thing not needed or asked for.

**Question 3 -** was not told anything had to look it up myself

**Question 4 -** not very

**Question 5 -** was not interested bought car I wanted not what they wanted to sell me

**Question 6 -** I do all my own servicing have bought a scan tool for the workshop that is worth

\$7500.00 for me to keep up to date with vehicles today

If we could access more dater from manufactures we could look after customers better and prices would be cheaper for everyone.

**Question 7** - Very difficult ring dealers don't tell you anything which makes it hard for customers there is enough to go round greed.

**Question 8** - Can't do it all walls go up every time we ring and ask for something its like we have some sort of disease it ridicules.

why can't there be a central body that looks after manufactures data and when some one is after information it can be accessed at a nominal price then the customer is happy as well.

**Question 9** - Just darter and information sharing would be a good start.

#### **Small Business 124-**

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**Question 1** - i was told by the salesman when purchasing my kia sportage brand new in 2014, that i had to have it serviced by them to maintain the warranty. when i informed him i was a mechanic and ran a workshop and what he had just told me was incorrect and misleadin

**Question 2** - a friend of mine sister had a fiat punto that spent 10 out of the 1st 12 months in the workshop and after they finally admitted they couldnt fix it they bought it back

**Question 3** - kia sportage stated 8.2lt per 100, i get more like 9.5 ltrs per 100

**Question 4** - moderately important

**Question 5** - yes

**Question 6** - efi diagnosis data is quite had to get on a lot of newer cars

**Question 7** - cant access the online ones

**Question 8** -

**Question 9** -

#### **Small Business 125-**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - from time to time we receive enquiries from loyal customers that have purchased new vehicles as to servicing their car with us we are constantly having to reinforce the fact that they can service the vehicle outside the dealer network without any issues in regards to voiding the warranty.data sharing & an effective imformation campaign would go along way to appeasing our customers concerns

**Question 7** -

**Question 8** -

**Question 9** -

## **Small Business 126–**

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**Question 1 -**

**Question 2 -**

**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6 -**

**Question 7 -** We serviced a Land Rover and found out the service history is kept online.. This was its first service and it had no book to stamp. The customer was keen to have an official record of service history. We of course gave them their detailed receipt covering the work completed but the service log stays with the car and outlines the service history. So I inquired with Land Rover as to how they deal with the independent workshop being able to enter details into the online history.

It was a mess around but I was given the opportunity to fill in a service update spreadsheet provided through Land Rovers TOPlx (online support and tech information) and was asked to supply this Service update form and the Customer invoice of the service and was told that TOPlx support will enter the service in the Online Service History. The Service update form had some very dealer specific items which I was unable to fill in. I'm not sure if it was entered. I think they responded that the customer could access the online service history and update it.

We just ended up buying a replacement logbook from Land Rover so the customer can have a paper logbook with them in the car. The replacement logbook cost 38.50 incl GST.

**Question 8 -**

**Question 9 –**

## **Small Business 127–**

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**Question 1 -** Bought a brand new Mazda 2 in 2014. Dealership told me nothing about Australian Consumer Law. The told me that my service price would be fixed for the warrantable life of the vehicle (no extra cost). The offered to sell me an extended warranty but I ha

**Question 2 -** No problems with car. Serviced vehicle outside of dealership network.

**Question 3 -** Was not informed about any of the above. Fuel consumption sticker was missing from windscreen.

**Question 4 -** Not bothered by any of the above.

**Question 5 -** N/A

**Question 6 -** As a small aftermarket automotive service and repair business (4 employees including myself), the manufactures & their dealership are extremely reluctant to provide reasonable price for parts and to share vital information pertinent to the main function of my business. I have listed some examples:

- Parts prices have little or no margin when sold to my business
- Oil specifications are becoming increasingly unusual meaning that we can't buy from aftermarket suppliers.
- Manufacturers are licencing their oil specifications so that I have to purchase from a dealership at an inflated rate, even though I am a direct customer of the same oil producer.

**Question 7** - Cannot access electronic service logbooks. We are unable to record service information for the customers records.

**Question 8** - I recently invested \$7150 on a tool that can up date and program a vehicles on board computers but the manufactures are withholding the data required to carry out said programing preventing me being able to repair late model vehicle.

Also, the manufacturer's issue their dealerships with Technical Service Bulletins which explains how to fix common problems with there vehicles. I cannot access this information which forces me to spend hours upon hours diagnosing faults where the fix is already know. The dealerships can then perform a repair without charging the customer for diagnosis time.

**Question 9** - Data sharing laws within the industry. Without vital service, repair and electronic files - my business will not be viable into the future.

Capped price servicing is pricing me out of the market. It's not fair the a Toyota dealership can charge a customer \$129 for a log book service that costs my business that much to carry out, and then get a rebate from the manufacturer.

## **Small Business 128-**

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**Question 1** - N/A

**Question 2** - N/A

**Question 3** - N/A

**Question 4** -

**Question 5** -

**Question 6** - As a small business specialising in service and repair we access replacement parts and supplies daily. In order to profit from running the business we buy at a trade price and sell at a recommended retail price (RRP). The aftermarket trade price allows a reasonable mark-up to be added whilst keeping the retail price competitive.

However, when we are required to buy genuine (from dealerships) the trade price is usually very close to the RRP. Therefore, if we were to mark-up in order to achieve a reasonable profit we become dearer than the dealership.

Accordingly, so as not to be seen as being dearer than genuine we arrange for our clients to buy from the dealer and have the item/s delivered to us for fitment. This is a convoluted process which adds to the time required to run the business and has an impact upon "the bottom line" - by missing an opportunity to profit from selling quality parts. Not to mention additional inconvenience for the client.

When replacing timing belts in numerous models of vehicles, the procedure requires the use of specialised tools, which in some cases, are only available from the dealerships.

Considering a car may only have a timing belt replacement twice whilst being serviced by our centre, the cost of maintaining an inventory of these specialised tools is an additional burden on the business and not viable.

**Question 7** - I cannot access any of the documents or service bulletins issued by manufactures. I am required to pay for an aftermarket database to confirm service requirements of vehicles. This is an additional cost to the business.

**Question 8** - Whilst my business has a automotive scan tool for communicating with vehicle computer data we are sometimes denied full access to the computer information. For example, the vehicle will display a engine light on the dash indicating the vehicle has logged a fault code. When the vehicle is scanned we are unable to identify the fault code which assists with diagnosing problems with vehicles. The owner is then required to take the vehicle back to the dealer who access the code with propriety equipment/software to deal with the problem. Time consuming and frustrating for both owner and service centre.

Some vehicle have non standard automatic transmission service procedures. For example, refilling after the transmission has been drained. There is no information available from the manufacturer network on how some transmissions are refilled. This means that if the information cannot be found, the service centre is not able to carry out the full service and cannot book the car in, thus missing out on business. If the information can be found from contacting other members in the aftermarket service network it translates into lost time researching the information placing you at a disadvantage. Lost time equals lost profit.

**Question 9** - Vehicle owners being either directly told or it has been intimated that the new car warranty would be at risk if they do not service their motor vehicle with the dealer. In a similar vane they are told that if they do not use genuine parts this also voids warranty.

### **Small Business 129– Ultra Tune Morningside**

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**Question 1** - last time I bought a car in 2014 I was told that I had to take it back to the dealer and my warranty would be void if

I took it any were else.

**Question 2** - the only time I took my vehicle back was for warranty work and as soon as they found out that that was all I wanted done they said it could not be done for 2 weeks however if I had a service I could book it in sooner why the difference I asked and was told that it could be looked at during the service bullshit.

**Question 3** - no didn't ask salesmen never tell the truth anyway so did my own research

**Question 4** - sort of but not very performance was my interest to get performance they use fuel

**Question 5** - always is

**Question 6** - as before I don't use dealers they are only interested in the next sale not looking after customers.all parts at wildly to expensive

I have bought a scan tool for \$7500.00 with other ones I use I do all my own serving I need to be able to get info from dealers to do upgrades if needed however when you ask them for something you get nothing but excesses it illegal to give out information things like that all we want to do is service vehicle's and look after customers and keep peoples services lower.

**Question 7** - don't do it they make it to hard all I tell my customers is to hold onto there invoices

**Question 8** - I have tried to get information form dealers there is a brick wall that goes up every time you ask for something as before I spent thousands of dollars on scan tools and am unable to get info from dealers its a joke the way they treat small workshops and our customers

**Question 9** - yes we need to get repair information from the manufactures we can get it from anywhere else in the world except Australia as per normal small business is treated like a joke when we employ the most people as a collective.the government dose not have to look after the car industry anymore as we don't build here now.

### **Small Business 130-**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** -

**Question 7** -

**Question 8** - access to data very limited to properly identify & diagnose fault codes leading to misdiagnosis and extra time and cost to the customer to effect a repair voluntary data sharing in the industry has not worked ,..we need government agencies to enforce proper fair legislarion

**Question 9** -

### **Small Business 131-**

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**Question 1** - N/A

**Question 2** - N/A

**Question 3** - N/A

**Question 4** - N/A

**Question 5** - N/A

**Question 6** - Parts access is easy but prices are not competitive. My trade price as a small business is often the same as retail, which essentially prices me out of the market.

**Question 7** - I can't access the online logbook for Land-Rover Group. Customer's can't even access this information. I can service the vehicle but can't update the log book.

Other manufacturers are reluctant to share logbook information.

**Question 8** - I cannot get any of this data from a dealership or manufacturer.

Programming Electronic Control Units is impossible because manufacturers with hold the data files. I can install ECU's but then have to put the car on a tow truck and send it to a dealership. The dealership then charges me an exorbitant amount to program the ECU (usually more than retail) which I then have to pass on to the customer.

**Question 9** - Capped price servicing is anti competitive! Dealerships can know charge the customer much less than what a can but pick up the difference from the manufacturer by receiving a rebate.

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**Small Business 132**– shane plumridge

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**Question 1** - n/a

**Question 2** - n/a

**Question 3** - n/a

**Question 4** - n/a

**Question 5** - n/a

**Question 6** - As a business owner for over 25years,In the Automotive industry.Getting information or assistance in any way from the Manufacture or Dealer network is impossible.

Always the car must go back to them (as apparently they are the only ones capable of fixing it).If a vehicle needs an update it must go back to them at a cost to the customer!!. If we diagnose a issue with the vehicle the dealer will always re-diagnose the vehicle at the customers cost.

The consumer is always being told by the dealer that we cannot service the vehicle while under warranty.Which is against the ACCC statute

**Question 7** - Some Manufacturer have recently removed the service schedule from the log book,making it more difficult for us to follow the the required program as there is no other reference to follow.And the dealer will not give us any information to assist.

This forces the customer to take the vehicle back to the dealer for service so warranty is not void.

If the service schedule was readily available we could carry out the work at a competitive price for the customer.

**Question 8** - Simply we cannot get any current information from the dealer network !!!!!!!

**Question 9** - The dealer network telling our customer the new car warranty is void because we serviced the vehicle .

The dealer network often tells the customer verbally they cannot have the vehicle serviced by an independent repair as it voids the new car warranty.

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**Small Business 133**– Warren Oldfield

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**Question 1** -

**Question 2** -



**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6 -**

**Question 7 -** We find it hard to find service schedules

**Question 8 -** We find it hard to find service reset procedures

**Question 9 -**

### **Small Business 134**

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**Question 1 -** We haven't purchased a new car but hear from most people that they cannot take their car to be serviced anywhere else other than the dealer other wise their new car warranty is void.

**Question 2 -** Not Applicable

**Question 3 -** Not applicable

**Question 4 -** It would be very useful to consumers

**Question 5 -** Not applicable

**Question 6 -** When dealing with most dealerships they never have the tools for repairing (well just not wanting to share more the point)

**Question 7 -** We haven't experienced this as we have had no need .

**Question 8 -** The most common answer is "oh we have never come across anything like that".

**Question 9 -** Perhaps people who are driving with permits on their cars the fact that most will not have insurance.

Look into if you have a licence a vehicle then its compulsory to have insurance to at least cover damage they may do to other people cars.

Look into untrained people and unqualified people are working on cars which is just plain dangerous - it should be apart of their insurance policy requirements.

### **Small Business 135-**

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**Question 1 -**

**Question 2 -**

**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6 -** access to parts & specialist tooling is available ,..however genuine parts are uncompetitive

**Question 7 -** Land Rover have gone to online logbook that can only accessed by the dealer network,..in the inner city we are now seeing lots more European made vehicles

it is imperative that we easy access to all relevant data so we can effectively diagnose & repair these vehicles in a timely and cost effective manner .at present our customers are telling us that the dealers are still suggesting that they are being told by sales staff they have to bring the vehicle back for service or it may affect warranty ,..as we know this is wrong information & grossly misleading we would just like to operate on an even playing field,..it will help us maintain a high standard of service & satisfaction with our clientele

**Question 8 -**

**Question 9 –**

**Small Business 136–**

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**Question 1 -**

**Question 2 -**

**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6 -** Continually we get feedback that dealers are informing consumers that they will void their warranties if they take their car to the aftermarket.

Feedback regarding fixed price service:

-many customers have fed back that it is unusual that the consumer actually pays the advertised price. The use of additives, or over servicing such as wheel rotations and wheel alignments are common reasons.

- on the flip side, under servicing is an issue, examples we hear of are cabin (pollen) filters not being replaced etc.

**Question 7 -**

**Question 8 -**

**Question 9 -**

**Small Business 137–**

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**Question 1 -** Depending on what question you ask. The first thing us and our customers are told is that if they dont bring it back to them it will void there warranty. They also say that if they do service it with a dealer they have a better chance they will accept a w

**Question 2 -**

**Question 3 -**

**Question 4 -**

**Question 5 -** Customers have told me that certain aspects of the vehicles running requirements have not been explained to them at time of purchase. Example - a vehicle with a diesel particulate filter does not suit a certain type of driving condition's eg short trips, city driving. We have many consumers that have bought vehicles with these and have nothing but problems that they end up paying for. If at the time of sale the correct information was shared it would alter there choice of vehicle purchased.

**Question 6 -** Some parts as simple as a dipstick can be hard to get as manufactures make vehicles with no dipsticks so the consumer or the mechanic can not check the fluid. Some other speciality tools required for service and repair are not made available to the aftermarket until either the aftermarket makes it or the manufacturer sells it, this may be such tools as timing belt tools, timing chain tools, even some thing simple like a sump plug socket tool. The biggest tool missing is software, software to update the vehicles computers at service or when replacing a computer on the vehicle. Most parts are not hard to get for 'common vehicles'. Even though what is a common vehicle in Aus these days?? We have over 60 manufactures selling cars here, a manufacturer only selling low volumes of the vehicle never has all the parts in Aus. So if the car is new and in an accident customers sometimes have to wait over 3 months for parts. We see this all the time, sometimes we have cars making dead space for well over 3 months. This costs the insurance company more money in loan cars etc, and some consumers dont understand the manufacturer does not have the part in Aus. We have a Skoda in work right now that has been 2 months waiting for parts. Back on the note of manufactures in Aus can the government tell me why we have over 60 manufactures with a massive amount of models sold for a population of 25mil and America has around 200 models sold for a population of 320mil! No wonder we have a problem getting parts and info.

**Question 7 -** We can not access on line log books. Eg landrover tells us to just put it on a piece of paper with letter head in glove box when we have done the service. The consumer does not want this, thats a clear disadvantage to them. Its saying go to the dealer and you will have it updated on computer, go to aftermarket and it wont. This takes away the customers freedom of choice, that reduces competition, then its the Aus family's that end up paying more and small business loose out, which by the way contribute a massive amount to the Australian economy (sorry im off track now) :). There are also manufactures like BMW that keep service information in the key, unless you but the correct readers and software you cannot access it correctly, this one isn't really hard to do its just an investment required. But the online log books is a problem as we can not get any access to them. The manufactures need to explain there motive behind this.

**Question 8 -** I could go all day here. So briefly first we cant get software for any new modules/ecus we install on vehicles expect some from Holden, even then though if we dont have the access codes we need to get them from the manufacturer and they wont always give them to us. The manufacturer will not release all repair and service information - example, we cant get a workshop manual for it so if we need to say do something as simple as a trans service it may have a complicated procedure, suppliers like Autodata that we pay a subscription to pays for access to SOME of the info but they cant give it to us directly for copy right reasons so either have to explain it over the phone or re write it. We had a BCM on a holden a few months ago, the fault was diagnosed, then we ordered the new part. We had problems getting the correct access codes and software from Holden so it had to go there and the customer was slugged another 300 on top of there bill for a 10 min software fix. Technical service bulletins are not released to the consumer or aftermarket, these can be common problems with updated parts required to make the car safe or reliable but we dont get that info. The consumer is a definite loser here as they will not know if there car has an

outstanding TSB unless they take it to a dealer. We cant get test procedures for some sensors or even the location in some instances. Most manufactures have some sort of online portal now, but these definitely dont have ALL the info we require. I guarantee the system the dealers use would differ greatly from what we have access to. We changed a Audio system in a new Ford, we had the training and equipment to complete the diagnostics, then we couldnt complete the job again because we didnt have access to the software or the codes to do the required links of the new module. Again the consumer looses, time gets added to the repair as it has to be towed to ford then extra cost again. Sometimes the customer even has to pay for diagnostics again as the dealer (and i can understand this) wants to check the diagnostics is right, so they pay twice! Even oils for servicing is becoming a problem now, just have a look at how many different oils are required now for servicing, the manufacturer doesn't always tell us which oil suits.

**Question 9** - First of all i and another independent wants nothing for free. I want to pay for the information, i just need it all available. Keep it a fair playing ground and everyone wins.

Make it clear to consumers there warranty will not be void servicing the vehicle elsewhere, even with all your publications its absolutely amazing how many dealers tell customers when buying a car they need to service it there. I hop this survey gives you that information.

The consumer gets to keep there freedom of choice, this keeps competition strong, this keeps prices fair, this gives aftermarket repairers a chance, that keeps small business alive, that keeps Australia going. And on the note of small business i acknowledge that 'dealers' are small business to in some ways, i dont think its them who doesn't want the aftermarket to have the info its the manufacturer. Lets make it fair.

### **Small Business 138– Mohammad**

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**Question 1** - I get asked a lot from customers if we can do logbook servicing because they have been lead to believe from the dealer when they buy their car from them that if they take their car anywhere other than a dealer their car will not be under warranty if anyth

**Question 2** - A customer with a Volkswagen that was still under it's new car warranty had an alternator problem, I recommended to the customer to go back to the dealer as this will not cost them any money as it would be covered under warranty, if we were to repair the car we would have to charge him. We called the local Volkswagen dealer to get them to send a tow truck to pick the car up. At first they (the dealership) refused because the car had been serviced outside of the Volkswagen network, I explained to the customer that this was incorrect they had had their logbook servicing done by an authorised automotive workshop. I had a call from the customer 3 months later, the car was very close to running out of it's new car warranty and Volkswagen had still not collected the car from him. I called the dealership for the customer and told them I will provide all the documentation to prove the servicing had been done as per the manufacturers recommendations. Finally they came to the party and fixed the car.

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - Subaru are very difficult to get parts from. They will not give me trade prices. I cannot set up an account with them. They will not deliver C.O.D. I have to go to them and pay for the parts and collect them myself. Running a busy workshop with a small team I cannot afford to be leaving and spending valuable time doing this. Not Fair!

**Question 7** - We cannot access online logbooks, this has been a major problem for us with Mini and BMW in particular.

For example I had a mini come into my workshop for a logbook service for 40,000 or 50,000km (can't remember exactly which one it was) service, I was unable to find any information about what was needed to be done to this car as per the manufacturers specifications. This was very frustrating and made me feel unprofessional. We need to be able to access this simple information in order for us to service our customers cars if they choose to service their car outside of the dealership network.

**Question 8** - Radio codes are very difficult to get we cannot give a customer their car back with no radio and ask them to contact the dealer. We contact the dealer and they tell us they are too busy to give us these codes.

Also we have the same problem with fault codes and resetting service codes if our scan tools do not have this software downloaded on them. We struggle to be able to access this software. We have to try and research on the internet to find other scenarios where workshops like us have had similar issues and have been kind enough to share this information with us. If we take it to the dealer we get charged from them and this is not something we can charge the customer as we look inadequate and unable to service their car. We risk losing this customer for a situation that is out of our control.

We had an issue with a BMW 318i that we had to work on all day, trying numerous things to find the root of the problem:-

The car's RPM's were going up & down

Put scan tool on it, picked up camshaft position sensor which we replaced

Did not resolve problem

Next we saw air conditioning pulley not operating correctly, we tried to fix this problem still not resolved

We then found that the vacuum hoses were cracked, we repaired these, problem still not resolved

Unfortunately we could not find the issue with this car and had no other option other to send the customer to BMW.

Finally we need access to diagrams for example wiring diagrams, belt diagrams, component locations etc

**Question 9** - Most importantly the dealers need to stop misleading customers that if they come to us (and we don't use genuine parts) that their car cannot be fixed under warranty.

## **Small Business 139-**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - tooling & parts are widely available ,..genuine parts are not competitive

**Question 7** - Land Rover becoming an issue

**Question 8** - recent experience VW Golf GT

had issue with the DSG gearbox programing , vehicle had to go to dealer for reprograming inconvienicing the customer & adding approx \$600 of unessarry cost to the customer.

data sharing would have allowed us to fix the vehicle inhouse keeping costs at a minimum for the customer

**Question 9** -

### **Small Business 140– Andrew Manning**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - We replaced tyres on late model Dodge with tyre pressure monitors. Client reported 2 weeks later that one sensor had stopped working. no obvious damage. Most likely had just stopped working unable to access any info on resetting or clearing codes. send to Dodge dealer with a view to prompt resolution for client . Dealer charged us \$450 to replace 1 sensor and clear code. I feel this was extortion.

**Question 7** -

**Question 8** -

**Question 9** -

### **Small Business 141–**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** -

**Question 7** -

**Question 8** -

**Question 9** - DEALER TELLING CUSTOMERS THEY MUST GET THEIR CARS SERVICED AT THE DEALERS TO MAINTAIN WARRANTY

#### **Small Business 142-**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - Without certain information it is near impossible to recommend a service item for a customers vehicle. This is made extra difficult being in a remote area where dealerships are few and far between. The general public are often frustrated by the tongue twisted words that are written in their log book and therefor feel obliged to wait weeks to obtain a genuine part.

**Question 7** -

**Question 8** - If a vehicle is 5 years or younger information is impossible to obtain.

**Question 9** - The manner in which a vehicle log book is worded.

#### **Small Business 143-**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** -

**Question 7** - we are starting to get some Land Rover vehicles for service ,...these have electronic log book that we cannot access,..making it hard for loyal customers to keep returning

**Question 8** - customers are telling us that upon buying a new car they are still being told they have to return to the dealer for service

this is wrong advice and does not give the customer a clear choice

**Question 9** -

#### **Small Business 144-**

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**Question 1** - N/A

**Question 2** - N/A

**Question 3** - N/A

**Question 4** - N/A

**Question 5** - N/A

**Question 6** - VW - DSG Auto Transmission Tool

60,000km Service cannot be completed as this includes transmission service and a tool is required to put the fluid into the transmission. VW refuse to sell this tool to the trade and therefore we cannot complete the service.

Impact - customer that has had previous services completed in our Centre then needs to go to VW for the 60,000km service.

**Question 7** - N/A

**Question 8** - N/A

**Question 9** -

#### **Small Business 146-**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - special tools are readily available however the data to use diagnostic tools effectively is not

**Question 7** - we get plenty of land Rover vehicles ,...some of the Log books are now on-line with restricted access.

**Question 8** - our business operates from a major shopping centre car park ,...our service and location provides multiple convinces for our customers. A lot of them are concerned as they are updated to new vehicles, they are concerned that we will be unable to look after their vehicles. The sales team have told them that only they can look after their new vehicle as we don't have the service information.

**Question 9** - We need the legislation to be passed ASAP to finally have it out in the public domain so the customers has a clear, informed choice as to where they can service their vehicle.

#### **Small Business 147- Gurkirat Singh**

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**Question 1** - We get customers saying that they were not aware of that they could get their car serviced from an other workshop that is not a dealership and still not void their manufactures warranty.



they are forced to come back to the dealerships to keep their manuf

**Question 2** - customer bought a mazda bt -50 after 1 year he had a transmission issue instead of dealer putting a new transmission they got the transmission rebuilt from an aftermarket transmission rebuilder and he still had the same problem with the transmission and it was not resolved by the dealership.

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - we can purchase these tools but they are so overpriced that we can not justify to buy the tools. if the technical information was available there would have been no need to buy these tools.

**Question 7** - new volvo ,mini,bmw that we have come across do not have logbooks and any information regarding service guides, therefore we cannot stamp and service their cars and we sound unprofessional to our customers.

**Question 8** - we had a mercedes vito which had a fault code which our scan tool could not understand so we had to take it to the dealership to have it looked at.

**Question 9** - stopping dealerships in providing misleading information to the consumer about their warranty policies.

we should provide us with more technical information about the cars like wiring diagrams and location of the parts and obd locations .

#### **Small Business 148-**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - - had trouble sourcing a socket to tension the 2002 volkswagen golf head bolts

**Question 7** -

**Question 8** - - unable to clear service reminders on newer audi's and volkswagen.

**Question 9** - Dealer ships telling customers their warranty will be voided if serviced elsewhere.

#### **Small Business 149- Carol**

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**Question 1** - When purchasing a new vehicle for a loan vehicle at work we were told by the sales person that if we had the vehicle serviced with the dealer that we would receive a better trade in price when the time came to trade the vehicle in for a newer vehicle.

**Question 2 -**

**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6 -** We had a Mercedes Sprinter that required a ECU replacement. We were not able to purchase a ECU through any Mercedes dealer as the dealers will no sell ECU to other repairers. This then meant that we were not able to repair the vehicle. The customer request we take the vehicle to the dealer and deal with them for the repair as the customer refused to deal with any dealer due to past experiences. This then caused us a great cost due to a lose of 2 hours dropping off and picking up the vehicle.

**Question 7 -** We service a great number of Mitsubishi Tritons for Reece Plumbing. Both ourselves and Reece Plumbing Fleet are not able to access any log book service times from any Mitsubishi dealer. This is also with Reece Plumbing purchasing a large number of the Triton utes for all their stores Australia wide.

We were also unable to access any information regarding a Holden Epica regarding the timing belt or fault codes from either any dealer or VACC.

We were also unable to receive any information regarding a heater system on a Holden Cruze through either any dealer or VACC.

**Question 8 -**

**Question 9 -**

## **Small Business 150-**

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**Question 1 -** Not Applicable

**Question 2 -** When I have tried to facilitate this on a customers behalf there is always problems especially with an extended warranty, customers have been informed that due to the fact that the car was serviced at an UltraTune there may be no warranty, the dealerships are always putting this fear into customers.

**Question 3 -** In most cases the only information is the sticker on the window

**Question 4 -** This can have a great affect on what vehicle I purchase as running costs are a big part of our household expenses

**Question 5 -** Yes a big difference have never been able to match it

**Question 6 -** In many cases the manufacturers are restricting the sale of tools that are required to carry out repair tasks on their vehicles and the reply is always you need to bring it back to us, This does not help the customer who has come to us to fix there vehicle and in reality this is inhibiting our ability to carry out repairs and forcing the customer to only go to one source for repairs.

**Question 7 -** This is becoming another issue where even the customer is not informed of what is required to service his vehicle, this means he could go in for a service and the dealership could tell him anything they like needs to be done and the customer is none the wiser. It also means again they have to return to only the one point for a service.

**Question 8** - For a majority of manufacturers this is incredibly hard to do, the websites are restricted and normally if accessing from Australia you are locked out.

We are not asking for access to information that is not available elsewhere in the world, this is already occurring in America and the EU and in these days of online access to most things to allow the same for Australia is not a big task.

We are not asking for free access just access at a reasonable price.

**Question 9** - Another path of resistance from the Manufacturers is that the Aftermarket is not properly trained to repair there vehicles, then please give us access o your training, again happy to pay a reasonable price but many are happy to attend training in the aftermarket, if they do not have it already as many are ex dealership and already trained.

### **Small Business 151–**

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**Question 1** - What is written in vehicle handbook. No verbal explanation. No indication that I would be forced to purchase software updates from dealer network.

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - dealer networks do not sell specialist tools required to perform certain jobs. dealer networks will not sell certain parts outside of their networks due to security reasons. dealer networks will sell computer modules but not provide initialization codes to activate these modules.

**Question 7** - online logbooks can be accessed but not updated outside the dealer networks.

**Question 8** - continual frustration at having access denied to initialization codes and information pertaining to the Australian market while other countries can access these codes in their zone and perform necessary jobs.

**Question 9** - Vehicle ownership should be treated in similar fashion as computer ownership. I can update the software on my computer using the internet but can only have the software of my car updated by the dealer network and am unable to have my preferred independent repairer quote this job. At no stage is this message conveyed to prospective vehicle purchasers.

### **Small Business 152–**

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**Question 1** - N/A

**Question 2** -

**Question 3** - truthful everyday figures not best that were obtained as in

**Question 4** - all aspects are what i look at including safety

**Question 5** - generally the figures are done under striked test conditions that do not simulate normal everyday driving

**Question 6** - generally the after market is okay with accessing these tools

**Question 7** - we are finding we cannot obtain this info as its dealer log in only

**Question 8** - We reconditioned an auto for new ford ranger, the car then had to go back to dealer to program auto so it would run and shift properly

Great wall v240 unable to get basic info or wiring diagrams to test circuits so car had to return to a dealer

Its becoming a greater problem to obtain info and date to repair vehicles

**Question 9** - no

### **Small Business 153– Taekhui Lee**

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**Question 1** - Some of my customers told if they come to us for service, it void warranty.

I got asked if I can service their car and stamp on their log book, because they have been told they have to bring their car to dealer for logbook service.

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - If I want to do timing belt or timing chain, I need special tool to do the proper job.

It is hard to get the tools and expensive.

**Question 7** - I can not access to online logbook.

**Question 8** - Some of cars do not have oil dipstick. If I don't know how much oil it takes, I can not oil service the cars.

**Question 9** - Dealer force to car owners if they want keep the warranty, they have to come to dealer for service.

### **Small Business 154–**

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**Question 1** -

**Question 2** - As a mechanical workshop we find it difficult to diagnose fault codes that was only issued to OE dealers.

We have to send vehicles to dealers to have codes reset and we are losing business because of this.

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - Finding information on fault codes is a challenge. We have to spend time on the phone to dealers which is not always helpful. We sometimes have to send customers to dealers to have codes reset and am losing business. For any small business this in itself is a setback as we are remote and would prefer to be able to assist our customers.

**Question 7** - We as a repairer can not access online logbooks.

**Question 8** - We have no access and a lot of data issues

**Question 9** -

#### **Small Business 155– David Armstrong**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - Have been in the industry 45yrs am registered trades trades person in western Australia ( reg no mr307 ) currently owner of an ultratune franchise which I have been in 6yrs which gives us access to current servicing technics and data

**Question 7** - being in an automotive franchise gives us access to all current information

**Question 8** - See answers on q7 and q6

**Question 9** -

#### **Small Business 156–**

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**Question 1** - customers are been pressured to return to the dealerships on the misconception on purchasing of vehicle.

**Question 2** - our customer had a warranty issue and return to dealership. Dealership would not accept stamped log book and asked for all invoices and still questioning the problem.

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - no service information is ever forthcoming on request

**Question 7** - always unable to access as customer only

**Question 8** - limited information available and hard to access

**Question 9** - educate customers what rights they have on the cars they purchased.

## **Small Business 158-**

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**Question 1 -**

**Question 2 -**

**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6 -** access to special tools are impossible through any dealership

**Question 7 -** as we are aware paper based or online logbook information is not available to independent repairers

**Question 8 -** we experienced difficulty in obtaining transmission oil specs for a one year old vw vehicle and that even if the dealer could supply it would cost almost \$500 per litre for the oil as the dealer did not stock this particular oil

**Question 9 -** new car dealers should be honest and transparent with the information that is needed to maintain their product

## **Small Business 159-**

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**Question 1 -** Purchased a new vehicle in our business name, salesperson just said... Im sure you will be servicing it

**Question 2 -** recalled once, no issues

**Question 3 -** none

**Question 4 -**

**Question 5 -**

**Question 6 -** have trouble excessing special tools, for repair work

**Question 7 -** no we cannot access them

**Question 8 -** We actually have a good relationship with most dealerships where we are, Im sure many others dont though.

We do need to be able to purchase special tools and data from them though

We should also be notified if there is any recalls on vehicles and any issues with certain vehicles

Radio codes and key programing

**Question 9 -** They bully there customers into thinking they must have there vehicle serviced with them, its a scare tactic.legally this is not the case, but they say it to every customer

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## **Small Business 160-**

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**Question 1** - not applicable

**Question 2** - dealers have been very reluctant to honour their parts warranty due to them not fitting the parts.

hyundai especially will not cover an EGR valve purchased through their dealership even though it was faulty straight out of the box.

**Question 3** - not applicable

**Question 4** - na

**Question 5** - na

**Question 6** - Dealerships are very unwilling to allow us access to required software and special tooling required for certain jobs.

Holden would not release a customers radio code even forced the customer to drive 40 mins back to thier dealership so they could enter it themselves.

A customer called a few days ago and was standing in a subaru dealership after buying a new car, the service tech there was adamant that if he didnt bring his new car back to them it would void his warranty.the customer knew better and called me right then and there and asked the question,

**Question 7** - dealers will not release this information in my experience

**Question 8** - refer question 7

**Question 9** - if a consumer purchases a vehicle, then they have purchased the right to it and the dealers have given up thier right to control how that car is used. if a consumer wishes thier vehicle to be serviced by another workshop then such is their right.while this is the case now it is not enforced and not public knowledge, because of this dealers are able to say as they please and withhold tech data and software updates from the workshops that consumers wish to use.

## **Small Business 161-**

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**Question 1** - Was given information that when service work done by an outside party that the warranty will be void.

**Question 2** - Just recently the customer was accused by a dealership for putting the incorrect oil in the vehicle. The issue carried on for a long time with the customer being put out and having to go without a vehicle while we helped the customer prove the correct oil was used and they had the wrong listing for the vehicle.

The whole experience was made extremely difficult for the customer just because they had used their preferred shop.

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - We have had issues where we haven't been informed that a part for a Diff that required replacement had a revised part due to an ongoing issue with the performance of the Diff. Which resulted in constant issues for the customers and the vehicle being off the road for over 6 months.

**Question 7** - Finding the wording on the log book can be quite misleading with the information being provided. They no longer have service times in a lot of books.

**Question 8** - Lack of consistency of information for repair times and procedures.

**Question 9** - It should be looked in to all the misinformation of service and warranty that is explained to customers when they are purchasing a vehicle.

### **Small Business 162– Steven Rennie**

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**Question 1** - When purchasing a new Ford the selling dealer offered an extended warranty if I only used the dealership for all servicing on the motor vehicle. After having back 3 times for warranty work which they were unable to fix I had no choice but to take a differ

**Question 2** -

**Question 3** - Nil except for the sticker claiming a fuel consumption which I was never able to achieve driving the vehicle.

**Question 4** -

**Question 5** - See Q 6a

**Question 6** - Being an Ultratune franchise I have found the price of parts between retail and wholesale to be small mostly below 5%, this makes it very hard to compete on pricing with the car dealerships.

**Question 7** - I have noticed a lot of cars now have paperless log books be it online or stored on the cars computer, which we have no access to as well as we often can't reset the service light. Yet again making it hard to compete with the dealerships.

**Question 8** - Can't tell you how many times we can't diagnose a problem as the manufactures won't supply specifications and procedures to assist us diagnosing and repairing the vehicle.

Manufactures seem to constantly changing oil specifications with each model which means we have to often purchase from them or in some cases we can purchase from our oil supplier but often in bulk and you end up finding you have to stock 100's of different oils for all the different vehicles we service.

**Question 9** - My daughter purchased a new Hyundai and I went with her to take delivery, we were both wearing our Ultratune uniforms but salesman kept on insisting that car had to go back to them for service as not to void the new car warranty, even after I explained that's not true he still said that it was. I think he had been taught that by the dealership.

### **Small Business 163–**

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**Question 1** - Customers feel that they are locked in to servicing only with the dealer as they are told at time of purchase that they must have vehicle serviced by the dealer & to keep the warranty valid.



Consumers think they are getting a great deal with capped pr

**Question 2** - Not relevant to operating a small business.

**Question 3** - N/A

**Question 4** - N/A

**Question 5** - N/A

**Question 6** - Genuine parts if required to purchase from the dealer are very expensive, as compare to after market parts.

**Question 7** - Do not have the ability to upload the information, therefore the customer needs to go back to the dealer.

Reduces opportunities to build a long term relationship with your customer.

**Question 8** - hard to access information.

**Question 9** - opening up the market to all repairers having access to information.

#### **Small Business 164-**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - vw engine light on and glow plug light flashing

**Question 7** -

**Question 8** - diagnosed problem with electric water pump car is running on limp mode went back to dealer due to no information handed out on witch water pump was needed as there are 3 fitted to vehicle.

**Question 9** -

#### **Small Business 165-**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** -

**Question 7 -**

**Question 8 -** As a Volvo Car Specialist repairer gaining access to service, repair and more importantly software is only available from volvo dealers.

Perth has exclusively one dealer in Western Australia, where we are able to get software programming to be able to repair vehicles.

Volvo offer a independent repairer access to all countries except Australia and New Zealand, and after persistent requests am still being refused access.

If legislation was in place as in Europe/US this would not be a issue.

**Question 9 -**

**Small Business 166-**

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**Question 1 -**

**Question 2 -**

**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6 -** In the event of requesting technical documentation, under certain circumstances dealerships would not provide the required information to assist the customer.

**Question 7 -** Land-rover requires an online log book, in which we (small business) cannot access without dealer approval.

**Question 8 -** No assistance or information is provided to assist with customer concerns with diagnosis.

**Question 9 -** The customer should not be locked into a service history with a center based upon whether or not they purchased extended warranty.

**Small Business 167-**

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**Question 1 -**

**Question 2 -**

**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6 -** When accessing art and tools to repair/service new passenger vehicles/4WD and vans we have been affected by the post-sale service arrangement as we have found the parts are genuine and require a special tool to fit them. This becomes very costly and we are unable to be competitively priced as in order to do the job we have to buy the special tool.

**Question 7** - In regards to this we are limited with access to the information that is released by the car manufacturer. We cannot access online logbooks or service information as these are only supplied by a dealer.

**Question 8** - We service a fleet of new vehicles and we are unable to obtain the service and part information on this vehicle as it has not been released by the manufacturer. We therefore do the best we can and use the systems and data bases that we have available to us.

The inability to access tools, parts, or data has negatively impacted on our business and the consumer as it has increased costs and reducing choice for consumers. It also operates as a barrier for small business in the market for repairs and servicing of new cars.

**Question 9** - Regarding new cars, the ACCC needs to look at:

consumer guarantees and warranties for new cars, fuel consumption, emissions and car performance, access to parts and tools and access to repair/service information and data. These all negatively impact on small business by increasing the costs and reducing the consumers choice.

## **Small Business 168–**

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**Question 1** - N/A

**Question 2** - N/A

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - As a small business and a contractor to RACV we were called to a job where the member was concerned that her car was leaking oil. The vehicle was a 2008 Toyota Klueger and on arrival our patrolman found it had a high pressure oil leak. The vehicle wasn't able to be driven so we towed it into our workshop. We diagnosed the leaking oil pressure pipes in about 15 minutes and phoned Patterson Cheney Toyota to order the part that needed replacing. They refused to supply the part, explaining that it was a 'field fix' and that if the customer had taken her car to Toyota for servicing she would have known about it and had it replaced. Patterson Cheney Toyota advised that our only option was to have the vehicle towed to a Toyota dealership to have it repaired. I phoned again and spoke to a manager of spare parts & a manager of their servicing department to explain that the RACV member and existing customer of ours car was on the hoist and asked again if we could obtain the part to fix the customers vehicle. They both refused and again said the only option was to get the vehicle towed to a Toyota dealership as they would not be supplying the part and we could only get it as a genuine part. The customer explained under no circumstances did she want her car to be worked on by a dealership. After making a few more phone calls we were able to obtain the part from another dealership and the customer was happy that we were able to fix her car even though it took a few extra days to receive the part. The time it took in phone calls, the frustration and communicating to the customer that she may have to have her car towed to Toyota was totally unnecessary.

**Question 7** -

**Question 8** - In the example I've given in question 7, if the information had been available to independent workshops the oil leak wouldn't have happened. If that vehicle owner didn't pull

up when she did and notice the leak and continued to drive it WOULD have without a doubt caused extensive damage to her motor.

The information should not only be available to vehicle owners that take their car back to the dealership to have serviced. Every person who purchases a vehicle has the right to take the car wherever they want to be serviced so the information being kept from non-dealership workshops is not fair on the owner of the vehicle or the small business who is servicing the vehicle.

**Question 9 -**

### **Small Business 169-**

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**Question 1 - n/a**

**Question 2 - n/a**

**Question 3 - n/a**

**Question 4 - n/a**

**Question 5 - n/a**

**Question 6 -** one cannot get hold of special tools and the agents will not loan out tools.

parts are available through the agents.

servicing new cars are not normally an issue.

**Question 7 -** we rely on the vehicle's log book to provide us with service schedules but some log books don't show what is required at service intervals and the dealers are never willing to divulge logbook info.

We have Boyce's automotive library with log book servicing details however this does differ to some log books from time to time.

**Question 8 -** We rely on Boyce's automotive library which is limited and tends to be a bit out of touch with some repair times.

Dealers don't give out info on repair times and fitting instructions.

Scanning new cars is dependent on your own scan tool and the software that is available and some times you cannot

get into the car or its is very limited in its functionality.

We have even tried to send one car to the dealer to scan but they got rid of their scan equipment as the car is too old and too much grief as they told us. Shameful !!

**Question 9 -** Warranty work !!

Some dealers around us refuse to resolve genuine warranty work.

Reasons are mostly the oil leak is not bad enough or the noise is not loud enough in the diff or gearbox.

Or as you have serviced the car else where (a logbook registered repairer) then they refuse to rectify that leaking radiator or fix the rear main oil leak etc.

It seems they prefer to wait till the car is outside warranty periods and charge the owners instead.

### **Small Business 170-**

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**Question 1** - No information provided on the above.

**Question 2** - At less than 100km, the alternator on my FPV Super Pursuit Ute failed. The local dealership fitted a second hand reconditioned unit from a local auto electrician which failed the day after it was fitted. Ford then decided to fit a new alternator.

**Question 3** - None.

**Question 4** - Not very.

**Question 5** -

**Question 6** - Cannot get special service tools. Manufacturer will only supply these to their dealerships. Eventually the aftermarket makes the tools at a very expensive price.

Genuine OEM parts are often double and triple the price of an after market equivalent. If my business is forced to purchase an OEM part, my margin is sometimes as little as 5%.

**Question 7** - Impossible to access Land Rover online service books. Only dealers have access to these.

**Question 8** - Only GM gives us access to this data, on a pay per use basis. I own a \$7000 scan tool that can program the many electronic units in modern vehicles, but I do not have access to the data. If I replace any of these units, I have to then tow the vehicle to a dealership for reprogramming at my cost.

**Question 9** - Capped price servicing is killing my business. I'm fine with competition but these deals are not fair and anti-competition. The capped price is so low that I can't compete. The dealerships can afford to do it so cheap because they get a rebate from the manufacturer.

### **Small Business 171-**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - Was trying to do repair work on a Volkswagon Golf it requires specialized tool from the dealer. I called to see if I could borrow the tool and the dealer declined.

**Question 7** - Land Rover all online

Jeep have not released service schedule. Called Dealership they would not release schedule.

**Question 8** - Dealer unwilling to release information.

**Question 9** - Dealers telling customers who purchase new cars that they cannot service with us because they will void their new car warranty and we will not have the to fix them anyway.

### **Small Business 172-**

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**Question 1** - N/A

**Question 2** - N/A

**Question 3** - N/A

**Question 4** - Not very

**Question 5** - N/A

**Question 6** - Can't get special service tools. Manufacturers only supply to dealerships.

OEM parts are way more expensive than aftermarket and there's no margin. For example, this week a brought a plastic breather valve from a Mercedes Benz dealership to fit to a customer's car. My cost was \$26.10 inc GST and the retail price was \$28.50 inc GST. This doesn't come close to covering my royalty fee.

**Question 7** - As a aftermarket repairer, I do not have access to either! Manufacturer's who are adopting electronic logbooks will not update these book unless they are taken to a dealer.

**Question 8** - Again - can't access any of this information from the manufacturer. I have spent nearly \$7500 on a scan tool that can program on board computers of all cars. All but one of the 60 odd manufacturers in Australia does not allow access to this data!!! In some cases I can't even reset the service light after performing a service.

**Question 9** - Struggling to compete with capped price servicing. I used to mostly service vehicles that were less than 5 years old. Now I mostly get very old cars that are too expensive to repair and I miss out on income.

### **Small Business 173-**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - Genuine parts are charged out at maximum price and we are unable to be competitive. Work price is forced up and the customer is put in a position where they have to go to the dealer.

**Question 7** - Unable to assist Land Rover customers. We are unable to update their log book services as we don't have access.

**Question 8** - Unable to get repair times to ensure the work is charged correctly to the customer. Any service information is very difficult to obtain.

**Question 9** - The information from the dealers needs to be made available to all licenced mechanics. Customers should be able to have a consumer right to service their vehicle at their wish.

#### **Small Business 174-**

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**Question 1** - Cap Pricing and Servicing

**Question 2** - Had to have a water pump replaced and was advised that there would be charge to look at it and if it was maintained correctly then the cost of replacement would be at our cost.

**Question 3** - No explanation

**Question 4** - Very important

**Question 5** -

**Question 6** - No issues accessing parts, found that tools for new cars are not available yet.

**Question 7** - Very difficult

**Question 8** - Can find the information but being charged a cost to access the information.

**Question 9** - Cap pricing is it being done correctly

#### **Small Business 175-**

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**Question 1** - N/A

**Question 2** - N/A

**Question 3** - N/A

**Question 4** - N/A

**Question 5** -

**Question 6** - No access at all to special service tools.

Genuine OEM part are extremely expensive compared to equivalent after market parts.

Dealerships sell parts to my business at only a fraction less than retail. I can't make any money off these parts.

Some manufacturers are getting better with pricing such as BMW.

**Question 7** - No. Obviously cannot access either as an aftermarket repairer. Some manufacturers are starting to use online logbooks which require a dealership access code. I have no way of updating service records.

**Question 8** - We do not have access to any of this data (except from Holden). The dealers withhold repair information such as Technical Service Bulletins. We have expensive tools

that the program onboard computers but the manufactures only give their dealerships access to the data. I have to tow vehicles to a dealership to have computers programed at my cost.

**Question 9** - Capped price servicing is becoming a problem . I have had many customers complain that the dealer constantly tries upselling services that are not actually required .

### **Small Business 176–**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** -

**Question 7** -

**Question 8** - As a repairer, we have experienced some difficulty accessing diagnostic data required to appropriately diagnose issues which we have encountered with our customers late model vehicles. In turn the customer have no other option but to return the the dealership to have their vehicle repaired, which in most cases is not what they have wanted to do.

**Question 9** -

### **Small Business 177– Michael Crossley**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** -

**Question 7** -

**Question 8** - Repairing cars, machine, trucks, ect. is becoming ridiculously hard. It is costing a lot of money to subscribe to different manufactures or companies to gain information. This has to be passed on to the consumer and then the vehicle still may need to go to the dealership if special tools are needed to complete the repair.

We are sadly moving away from repairs due to the difficulties.

I don't believe we should have to pay for repair information and it should be easily accessed.



**Question 9 -**

**Small Business 178– Woodward's Auto Repairs P/L**

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**Question 1 -**

**Question 2 -**

**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6 -** We find it difficult to access updated/ modified parts from dealers to rectify problems with our customers vehicles.

Technical Service Bulletins are not readily available, therefore our customers are often disadvantaged.

**Question 7 -** We find it difficult to access repair manuals/ procedures with dealers.

**Question 8 -** We often have customers who need new / extra keys for their vehicles, and we have to refer them back to a dealer to have them programmed to the car.

**Question 9 -** Being able to access and update electronic log books.

**Small Business 179– Ange**

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**Question 1 -** I don't recall getting any information at the time.

**Question 2 -** From my experience getting any repair work done while a car is under warranty is very difficult if the vehicle has not been serviced by an authorized dealer even though the log book has been filled out and all the correct service schedule has been carried out by a reputable independent.

**Question 3 -** Liters per 100km,exhaust emissions and performance were all given at the time.

**Question 4 -** fuel consumption very important,and performance.

**Question 5 -** No fairly accurate.

**Question 6 -** Parts are easy to get,tools are impossible(genuine tools)

**Question 7 -** As a independent repairer information is not available from the dealer network as such.All service info is supplied from various companys that source info for workshops at a cost.

**Question 8 -** As stated above service info is not available from the dealer network so its very difficult to even follow service schedules for certain makes and models.The other important issue we have are software upgrades that vehicles require through there service life which is very important to the vehicles performance( fuel economy,emissions),once again has to be performed via dealer only.

**Question 9** - Only that every consumer has the right to information about the vehicle he or she has just purchased. Vehicle manufacturers are dictating to people that they can only get their car serviced at a dealer.

#### **Small Business 180-**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - been told by dealer we must use genuine parts

**Question 7** -

**Question 8** - dealers not allow access to info

**Question 9** -

#### **Small Business 181- Rod Scott**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** -

**Question 7** - As a small repair business it is impossible to access important information that allows independent operators to repair cars in an affordable and timely manner

**Question 8** - Critical information is withheld regarding service items on vehicles. I can understand intellectual property wanting to be protected. As issues arise with vehicles through the life of production. This information eg software updates, is critical to the consumer, environment and the independent repairer. Vehicles have to be returned to dealers constantly because this information is impossible to get.

**Question 9** - The sharing of information or lack of in my opinion is a deliberate way the Manufacturers want to weaken the independent repairer. It allows them to monopolise the repair industry. The consumer inevitably pays more and without the independent they cannot handle the volume

## **Small Business 182– Ben Bloxsidge**

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**Question 1** - AS disclosed in the new car purchase contract/statement

**Question 2** - Parts Warranty can be difficult at times, some manufactures take the approach "unless fitted by OEM warranty is VOID"

**Question 3** - Expected results, generally reasonably close to actual figures.

**Question 4** - Very, when choosing a new vehicle these are extremely high in the factors considered upon purchase

**Question 5** - Not that are overly noticeable, obviously all is dependant on the way the vehicle is driven/operated

**Question 6** - Specialist tooling can be hard to acquire for newer models, OEM do not like to sell specialised tooling as it dilutes their business

**Question 7** - Paper-Based - Generally located in the glove compartment,

Online - Never attempted

**Question 8** - Mixed results, generally OEM will not release technical documents, I have found the only way to obtain these is to forge a relationship with the Dealer/OEM in question and persistence,

**Question 9** - Mainly freedom of access to information, diagrams, schematics, Etc

## **Small Business 183–**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** -

**Question 7** - As a small independent repairer we have very limited access to paper based and online repair information.

**Question 8** - if information is available it is at a cost of subscription quite expensive for a small independent and even then not all information is available.

We have found that on a number of occasions, we are limited what repairs we can do as vehicle are locked in to return to the dealerships for access to computer diagnosis and recoding of replacment parts and security systems

**Question 9** - Customers are told they must return to the dealership for all servicing to be eligible for warranty repairs and if not serviced by the dealer often customers have difficulty with a warranty claim.

## **Small Business 184-**

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**Question 1** - Constant fear that if we work on their vehicle that their warranty will be void.

**Question 2** - Customers are struggling with having warranty work carried out because they have chosen to service out side of the dealership. The book has been stamped and invoices issued and still they have to go round the world to have it sorted.

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - Its now at the point where we don't even bother dealing with the dealerships.

No help or information is forth coming to assist the customer.

**Question 7** - Unable to assist the customers with online log books as we aren't granted access to update them. Which results in the customer having to run around to validate their service. Some times even told this will come as a cost to them.

**Question 8** - No information on repair times or processes to carry about repairs is made available. It makes it very hard to assist customers and provide another option that they are entitled to. Their hand shouldn't be forced.

**Question 9** - In a regional area it is harder to work with as more often then not one or two people own all the dealerships pretty much putting everything in lock down. Some ruling needs to be made to stop the monopoly.

## **Small Business 185- Ron Atkinson**

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**Question 1** - None

**Question 2** - My experience has not been good, you really have to battle with the dealer, usually there is a huge resistance to help you out.

**Question 3** - the only information given was on the fuel consumption sticker 10 litres per 100klm

**Question 4** - very important

**Question 5** - yes

**Question 6** - as A small business it is very difficult to obtain any data or information from the dealer, they treat us as the opposition and slander us whenever they can, even before carrying out any assessment of the vehicle i.e. Oh they probably put the wrong oil in your engine. We are the only ones that can perform these services.

**Question 7** - I spend approx \$3000 to\$ 5000 on aftermarket libraries and information software packages, in some instances the info is inaccurate, we receive 0 information from the Dealer, because of this we spend considerably more time on the job which intern costs the customer more.

**Question 8** - to be honest we cannot access any info from the dealer. we do not have access to technical bulletins or information which helps in the repair of the vehicle.

we are strongly disadvantaged because of these conditions and I challenge any one to do what we do.

**Question 9** - extended warranties (which are insurance policies)

data sharing and access to internal tech bulletins

The consumer when purchasing the vehicle should be explained in detail the running costs or conditions required for the vehicle to run at optimum levels, i.e. DPF burn-offs, Add Blue water injection in exhaust.

That is dont sell someone a diesel vehicle if they do short trips to school etc.

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### **Small Business 186-**

**Question 1** - Customers are under the impression we do not have the ability to look after their vehicle as the dealer has told them that we can't and that will end with your warranty to be cancelled.

**Question 2** - Have had a customer come through saying a dealer told them that their new car warranty will be void if we carried out any work on their vehicle. We made a request to the customer to have it put in writing so they would be safe but they refused.

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - Have had experience where we have had to source tools from overseas as the dealer will not make them available for work to be carried out. The customer is now left with an extended time frame to have their vehicle repaired.

**Question 7** - Getting any information from a dealership in regards to log book servicing is very difficult.

**Question 8** - The experience that our customers go through when repair work is required and data sharing needs to occur from the dealer is very unpleasant. The delay it causes in repairs if they go anywhere outside of the dealer network is excessive. No customer should have to be put at such an inconvenience because the dealer does not want to allow access to the vehicle information.

**Question 9** - What wording is used by the dealer network for what the customers can and can't do in regards to looking after and maintaining their vehicle.

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### **Small Business 187-**

**Question 1** - Brought a new Mercedes Benz C200 in June last year and was not told anything about consumer guarantees or warranty. Was shown the service department but nothing else. I got the feeling they were ignoring discussing the above. 12 months later the servic

**Question 2** - I also own a new Mitsubishi Lancer which required warranty repairs. I went to the dealership as an anonymous customer and was told that there was nothing wrong with the car. I had to return to the dealership in my Ultra Tune uniform before they would have a

technician look at the car and acknowledge that a repair was indeed required. The car was at the dealership for a week with two faults, only one fault was repaired.

**Question 3** - None. Only knew the fuel consumption figures because the sticker was on the windscreen.

**Question 4** - Not all that important.

**Question 5** - N/A

**Question 6** - Can't buy special service tools from manufacturers. As an aftermarket service provider I look to the after market first. Buying OEM part from a dealership is far too expensive. Parts are often not available and margins are very small.

**Question 7** - Aftermarket repairers are not given access to either.

**Question 8** - This information is usually not available and as soon as you tell them that you are an aftermarket service provider you get blocked straight away. I spent over \$7000 on a scan tool which can program ECU's (required log book services) but the manufactures keep the data files within their dealer networks. My business does not have access to these files which means in some cases I can't fully complete a log book service.

**Question 9** - Capped price servicing. I think it is misleading to the customers and often we find that the service has not been carried out in full by the dealership service department even though log book has been stamped.

Dealership are often reluctant to carry out a legitimate warranty repair if the vehicle has been serviced by an aftermarket provider. I recently had a Volkswagen Tiguan with a failed rear diff bearing which was initially rejected by the dealer for a warranty repair because the vehicle had not been service by the Volkswagen Dealership.

### **Small Business 188– Des**

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**Question 1** - limited information there needs to be information handed out with ever new vehicle bought

**Question 2** - you have to push to have any repairs made under warranty

**Question 3** - the sticker on the windo thats it

**Question 4** -

**Question 5** -

**Question 6** -

**Question 7** -

**Question 8** -

**Question 9** - customers are told that warranty void if work not done at dealership.

infomation sharing from dealerships is difficult at the best of times often asking for vehicle history has a reply of tell them to bring it here and we will look at it

## **Small Business 189–**

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**Question 1** - Brought a new Ford Ranger in 2015. Was not told anything about consumer guarantee rights or warranty. They did try to sell me an extended warranty but I would have to have the car serviced at the dealership to keep warranty.

**Question 2** - Have not needed any repairs yet.

**Question 3** - None of the above.

**Question 4** - Fuel consumption is but I had already done my own research.

**Question 5** - Fuel consumption is little higher around town.

**Question 6** - Can't get special service tools.

Dealerships have not been able to give me oil specs. Have source elsewhere.

Genuine OEM parts are too expensive. Generally use aftermarket parts.

**Question 7** - Repairs cannot access these. Dealers won't let us.

**Question 8** - No access for any of these from manufacturer. Only available to dealerships and they don't share with the competition. This information is increasingly important for me to correctly service vehicles.

**Question 9** - Capped price servicing is a scam. I have had countless customers come in who tell me that the "cap" is always blown out with us sells.

## **Small Business 190– Tristan Curran**

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**Question 1** - I was trained in dealerships in Perth, Hyundai, Chrysler Jeep, Isuzu, Ford.

It is known and discussed through out the process into tricking the customers into using dealers for servicing only.

**Question 2** - Unfortunately now the dealerships have been flooded with low grade 457 workers - the quality of work is very low and customers are forced into bad service with the owners making the profits.

The quality mechanics with more competence should be given the ability to repairs the same vehicle's.

Scenario: Brand new car which has done over the allowable warranty KM/ repairable write off has broken, this customer has to go to a dealer to have modules replaced and pay top dollar.....when a local repairman could do the same job with equal information rights.

**Question 3** - Minimal

**Question 4** - Minimal -

**Question 5** - Yes, the stickers are incorrect.

**Question 6** - Sadly now the dealerships have been flooded with low grade 457 workers - the quality of work is very low and customers are forced into bad service with the owners making the profits.

The quality mechanics with more competence should be given the ability to repairs the same vehicle's.

Scenario: Brand new car which has done over the allowable warranty KM/ repairable write off has broken, this customer has to go to a dealer to have modules replaced and pay top dollar.....when a local repairman could do the same job with equal information rights.

**Question 7** - As a repairer access is not a option - unlike Europe and America

**Question 8** - As a repairer access is not a option - unlike Europe and America

**Question 9** - As before the flood of 457 workers in dealerships!

This has driven the wage of Aussie mechanics into the floor, one of the most highly skilled trades is worthless, done for love at the cost of your family's prosper - this should be a crime, the mining boom is over - send them home and give struggling family's there jobs back.

### **Small Business 191–**

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**Question 1** - n/a

**Question 2** - n/a

**Question 3** - n/a

**Question 4** - n/a

**Question 5** - n/a

**Question 6** - Information from manufacturer regarding vehicle specifications, programming and scan code details, fixes etc.

**Question 7** - nil. This information is only available to purchase through third parties

**Question 8** - Limited information is available. This needs to be changed so manufacturers share information like they do in the US.

**Question 9** - Vehicle repair information that is portrayed/ given to the customer regarding choice of repairer i.e. dealer only otherwise you're warranty will be void!

### **Small Business 192– Les Petersen - Owner of Ultra Tune Ashgrove**

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**Question 1** - Brought a Toyota FJ Cruiser.

Brought a Ford Falcon XR6.

Toyota tried to sell me an extended warranty.

Ford tried to sell me an extended warranty.

**Question 2** - Toyota were good.

Ford were ok.

**Question 3** - Nothing about fuel consumption or emissions from either manufacturer.

**Question 4** - Not very important.



**Question 5** - Both cars were a lot thirstier than quoted.

**Question 6** - Can't get service tools from manufacturers at all. Have to wait for aftermarket. Can get OEM parts but they are so expensive!! Little or no margin in parts.

**Question 7** - Can't get either. Land Rover is all online. We don't have access to update these online logbooks.

**Question 8** - Shit. Have no access at all. Dealer with hold this information. I have a \$7500 tool which can code and program on board computers but manufactures with hold the data. I would have to travel to Europe or the US to get the data. We need this information to carry out common repairs and services.

**Question 9** - Fixed price servicing is killing the after market industry. And it's misleading. Some of my customers report having much larger bills than there cap from unnecessary up sells.

### **Small Business 193**– Graham Cooper

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**Question 1** - N/A

**Question 2** - N/A

**Question 3** - N/A

**Question 4** - N/A

**Question 5** - N/A

**Question 6** - The availability of parts and tools is not a problem. Getting the info to allow a good diagnosis is the problem. Other wise we could be installing parts on a guess and they can't be returned. This produces an unhappy customer and an out-of-pocket mechanic.

**Question 7** - No such vehicles have yet been to this workshop

**Question 8** - We have 5 different scan tools in this workshop to enable interrogation of the vehicle's fault code system. These tool are updated every few months, yet they are sometimes unable to communicate with certain late model vehicles. During the last 2 years we have had to transport a Mercedes Sprinter, a Volvo XC90 and a VW Tiguan to the Dealer for resolution. This caused us a lot of frustration and embarrassment to us and unnecessary cost to the Owner.

**Question 9** - If manufacturer's information is not made available (at a price?) to independent workshops, the Franchised dealer network will be a complete bottleneck for consumers trying to get vehicles serviced and repaired. The dealers just do not have the capacity for the 17 million Australian vehicles.

### **Small Business 194**–

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5 -**

**Question 6 -** accessing parts is no problem most times. we have no access to tools or scan tools or software programs.

**Question 7 -** we have certain vehicles at times which have no logbook requirements or repair times available. mazda for example.

**Question 8 -** customers are told they will void warranty if they do not return to dealership or use non genuine parts.

Ford make it very hard for customers to acquire their radio codes, charge \$45 to do so and stereo must be removed..

most other dealerships will request vehicle return to dealership for radio code.

**Question 9 -**

**Small Business 195-**

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**Question 1 -**

**Question 2 -**

**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6 -** A daily situation in our small business is lack of access to simple information about the vehicle that we are repairing which can include (Service light resets, radio codes, specific information and repairs required where fault codes are logged by the vehicles computer. In one recent instance we had a Peugeot 308 in our workshop for 2 months trying to diagnose an intermittent engine stalling problem. With an aftermarket computerised diagnostic scanner we were able to elicit multiple engine fault codes but none related to a specific diagnosis. We referred the customer to a Peugeot dealer before Christmas for specific diagnostics but the dealer did not want to look at the vehicle. Our technicians have spent probably 20 hours trying to ascertain the problem but have not been able to gain the specific information required for a diagnosis. Our customer has now decided to sell the vehicle as is. We are not able to repair it without a diagnosis and the dealer is not prepared to look at it. We are not able charge our customer for all the time spent trying to obtain a diagnosis so we have to write off the lost time.

This loss of income is not sustainable for the long term profitability of small business. We work diligently to build a profitable business but are constantly hamstrung by the lack of access to vehicle specific information.

**Question 7 -**

**Question 8 -**

**Question 9 -**

**Small Business 196-**

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**Question 1 -**

**Question 2 -**

**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6 -** not getting the right information in regards to servicing / service light re-sets

**Question 7 -**

**Question 8 -**

**Question 9 -**

### **Small Business 197–**

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**Question 1 -** N/A

**Question 2 -** N/A

**Question 3 -** N/A

**Question 4 -** N/A

**Question 5 -** N/A

**Question 6 -** I have found most spare parts departments are quite helpful with trade customers such as myself, although borrowing specialised equipment and tools from most dealer workshops is difficult in most cases unless asking a friend who is working at the particular workshop.

**Question 7 -**

**Question 8 -** As a mechanic who worked in the car dealer network for a number of years I witnessed numerous occasions of independent workshops call asking for information and advice on the repair of particular problems with newer vehicles, without going into detail the calls were more than often answered with them getting told to either book it in and let the dealer repair the issue or figure it out themselves without any additional information. some dealers also charge for getting access to radio security codes, while the fees are not outrageous (eg \$30) I have been able to access the info at the dealer I worked for and it takes less than a minute on most occasions to access this data.

**Question 9 -** Dealers advising new car buyers that the dealer is the only place that can service their car in order to retain their new car warranty.

### **Small Business 198–**

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**Question 1 -** very little .

**Question 2 -** none so far

**Question 3** - only a speal by the salesman , which later turned out false as the fuel consumption was higher that suggested.

**Question 4** - very

**Question 5** - yes ,

**Question 6** - some are hard to obtain and very expensive , and of poor quality made vehicles

**Question 7** - none as yet

**Question 8** - dealerships are reluctant to offer information to smaller workshops

**Question 9** - the quality of some vehicles is appalling , a lot of unhappy customers who have bought these vehicles and continually have problems with them like engine warning lights ,

### **Small Business 199–**

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**Question 1** - I bought a new vehicle and i was advised that i had to take my vehicle back to dealer for service and warranty

**Question 2** - Dealers will try and avoid warranty issues if car has been serviced anywhere else than the dealer.

**Question 3** - Sticker on windscreen

**Question 4** - no important

**Question 5** - yes it uses more fuel than i was told

**Question 6** - recently had an Ah astra which required a combination switch. bought the part from holden and then we found out that it required programing.

**Question 7** - n/a

**Question 8** - major issues, vehicle manufacturers will not give us any information hense a major restriction on our businessfixed

**Question 9** - fixed price servicing with a purchase of a new car. Also service with dealer and dealer will extend warranty.

### **Small Business 200– Ben Grimes - Manager at Ultra Tune South Brisbane**

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**Question 1** - Brought a new Subaru Impreza WRX. Dealership told me nothing about consumer guarantees. Nothing about factory warranty.

**Question 2** - - Lower control arm bushes tore within a day of owning. Dealership was a nightmare to deal with. Had to jump through hoops to get control arm replaced.- Sat nav screen blew after a week of owning. Car was at dealership for 6 weeks before fault was re

**Question 3** - None what so ever.

**Question 4** - Not really.

**Question 5** -

**Question 6** - Genuine parts are way too expensive and have no margin. Better off buying aftermarket parts. Have had dealerships try to knock back warranty for not using genuine parts.

**Question 7** - We can't get this information. Dealers do not give us this information.

**Question 8** - Can't get any of this information either. I need access to data files so that I can program and update computers in cars. Have the tool to do so, but don't have access to the information. I need this to correctly service and repair cars or I have to send them back to the dealership. I don't understand why this data is available in Europe and USA but not Australia!!!

**Question 9** - Capped price servicing is way too cheap. I will try to match where I can but often my cost are too high. Plus the dealers get paid by the manufacturer. Not fair and anti competition.

### **Small Business 201– Michael Strano**

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**Question 1** - That new vehicles are able to be serviced at any licenced mechanic.

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** -

**Question 7** -

**Question 8** - As a licenced mechanic/repair business owner. I had contacted GM Global connect to request to purchase a temporary log in to access wiring diagrams for a vehicle we had to repair. We were refused and told "only a holden dealership can use the data"

**Question 9** -

### **Small Business 202– Russell**

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**Question 1** - very little

Customers are told there warranty will be voided

**Question 2** - customers are scared to have us repair or even service because the dealer tells them it will void their warranty

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - without the correct information we can not service or repair our customers vehicle, so we have to send them back to the dealer where they have been over charged for the same repair

**Question 7** - we no longer able to update the owners book, and when they go back to the dealer update the online enter they are been charged for it

**Question 8** - with out the correct information the owner is forced to go back to dealer for the repair.with out the small repairs the dealer network will charge even more

**Question 9** - we should be all on a level playing field why is i can purchase the same genuine part from oversea 70% cheaper than a Australia stocked part

#### **Small Business 204–**

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**Question 1** - The dealership that sold me two of our new personal cars advised all servicing must be carried out by an authorized dealership which being at the time, Toyota & Mitsubishi. If they were serviced elsewhere, the warranty will be voided. Later on we found ou

**Question 2** -

**Question 3** - I was not given any information about the above apart from "look at this sticker, it is environmentally friendly".

**Question 4** - The information about emissions and fuel consumption is VERY important to us as we do alot of city driving. We do not want to contribute to global warming.

**Question 5** -

**Question 6** - VERY difficult as the dealerships won't co-operate with small businesses. We are happy to help the dealerships but they are not happy to help us out.

**Question 7** - Access to online and paper based is seldom.

**Question 8** - Very little, again. The dealerships withhold as much information as much as possible from us small business owners.

**Question 9** -

#### **Small Business 205– David Porter**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - Access to parts is normally not a problem -

Specialised tools are a different matter. They are often not available to external workshops , Or must be obtained overseas or through a Non Genuine source.

This is frustrating as it only adds time and additional costs to the work being carried out .

**Question 7** - Most vehicles carry owners operating handbook and the scheduled Service book. Not all manufacturers put detailed descriptions of what is required though , so not only does the consumer not Know what is to be done , They cannot get an idea of the requirements of service ,time , and potential costs.

Some service schedules are vague . Mercedes / BMW are typical of this.

**Question 8** - It is quite often impossible to obtain service and repair information from any manufacturer's if you

Are not an authorised agent or dealer to the manufacturer.

Sometimes and only sometimes friendships with spare parts personnel assists.

But not all the time.

This type of issue alone makes carrying out some repairs time consuming and costly.

The choice of repairer has been taken away from the consumer!!

It is always put to them they risk voiding warranty by going outside the dealer network.

**Question 9** -

### **Small Business 206-**

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**Question 1** - As a small business and motor vehicle repairer, we were told that it would not void a customers warranty if they were to have their vehicle serviced by a licensed motor mechanic.

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - on many occasions, dealers have, if not refused, made it very difficult to obtain parts for or information about new cars.

**Question 7** - Online logbooks are not available to us. usually, customers will have their manufactures logbook with them when servicing cars.

**Question 8** - as stated above. on many occasions, dealers have, if not refused, made it very difficult to obtain parts for or information about new cars.

**Question 9** -

### **Small Business 207-**

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**Question 1** - Full information

**Question 2** -

**Question 3** - None

**Question 4** - Semi important

**Question 5** - The fuel consumption information does not match the actual consumption

**Question 6** - Very difficult, if there are specialised tools required to carry out repairs they are mostly only available to the dealers, when we try to buy or borrow tools we cannot do this and when we ask the dealers what should we do to fix the vehicle the only response given is that we should take it to the dealer.

**Question 7** - very difficult for Land Rover and BMW as they now have their log books online and we cannot get access to these, some manufacturers have not publicly released service schedules on their latest vehicles so we do not know what is required to maintain our customers warranty. When we have called the dealers for service schedules they refuse to give them to us.

**Question 8** - Some fault codes do not have any or enough information, when you call the dealer for more information they decline to explain.

Cannot get dealers/manufacturer to release wiring diagrams

Cannot get radio codes from dealers without paying for a fee even though their warranty department can get them by searching the VIN

**Question 9** - Always have customers tell us that they cannot service their cars with us because the dealers have told them they will void their new car warranty, also that we will not perform the job correctly because we do not have the correct parts, tools and scan tools.

### **Small Business 208-**

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**Question 1** - N/A

**Question 2** - N/A

**Question 3** - N/A

**Question 4** - N/A

**Question 5** - N/A

**Question 6** - Manufacturers will not supply the after market with any special servicing tools period.

Peugeot no longer supply parts to a after market repairer. Margins are very thin with OEM parts so we generally use after market parts where possible. I have had dealerships try to knock back warranty when after market parts have been fitted.

**Question 7** - No access to either. Can't update Land Rover online logbooks at all.

**Question 8** - Can not access repair and service information and keep. Manufacturers keep it within their dealer network.

**Question 9** - Capped price servings is a crock of shit. Based on what my customer's are telling me, they go in for a "capped price service" and come out with a bill much higher due to up sells. Our business struggle to match the prices, but dealers get a rebate from the manufacturers. How is that fair.



### **Small Business 209–**

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**Question 1 - -**

**Question 2 - -**hard to deal with dealers on warranty claims for our customers.

-dealer passing the buck back to the smaller workshops.

**Question 3 - -**vehicles standard fuel consumption on dealers tag.

**Question 4 - -** fuel consumption to dollars spent.

**Question 5 - -**yes some vehicle have false or next to nothing near tested fuel consumption.

**Question 6 - -**very poor next to nothing help or direction from dealers

-very poor customer service.

**Question 7 - -**struggle to find any information.

**Question 8 - -**once again very hard or near impossible to gather information for a vehicle with wiring diagrams, repair times or even location on parts.

**Question 9 -**

### **Small Business 210– Walter Epple**

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**Question 1 -** I never bought a new car, but I'm telling my customers that the Dealers can't reject Warranty but they can make it very difficult

**Question 2 -** N/A

**Question 3 -** N/A

**Question 4 -** I wouldn't be to bothered

**Question 5 -**

**Question 6 -** it is almost impossible to get information and I never got any special tools from a Dealer

**Question 7 -** only through Auto Data

**Question 8 -** the Dealer don't want to give you any information

**Question 9 -**

### **Small Business 211–**

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**Question 1 -**

**Question 2 -**

**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6 -** Access to special tools for safely and efficiently repairing, removing vehicles

**Question 7 -** access is extremely limited and very few manufacturers are not willing to assist people that have purchased a vehicle from them

**Question 8 -** There is no access to online manuals for either repair or recording of customer service information

**Question 9 -**

### **Small Business 212–**

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**Question 1 -** No never have been given information regarding this on any new car I have purchased

**Question 2 -** Experience has not been good as most concerns with the vehicle they know the problems but do not forward information on to customers for repairs. Example I have a 2014 Holden Colorado that the passenger seat shakes uncontrollably on the highway when no one is sitting in it. This is a know problem but until I complained they said nothing. My head lights are sun damaged after 2 years and they are not covered by warranty.

**Question 3 -** Sticker on the window and that is it. Their fuel consumption claims are very far from true.

**Question 4 -** Fuel consumption figures are very important. I watch every tank and compare.

**Question 5 -** 7.2lt per 100kms

Most times 16lt per 100 is what is on 95 premium unleaded

**Question 6 -** Parts are getting better with the trade clubs but still very little margin. Specialty tools have to wait a long time fro after market to bring out as trying to buy from dealers is very difficult as they don't want to sell them

**Question 7 -** We look at log books in vehicles but find 9 out of 10 times the log books are not vehicle correct and accurate. Jeep is one of the worst for this. We have to call service departments to get correct vehicle servicing schedules to make we job correctly. We have to pretend to be a customer otherwise no information is given to us.

**Question 8 -** We have no access unless you know someone in a dealer ship.

**Question 9 -** Cap price servicing. This is built into the price of the car to not allow any one else the opportunity to help customers. They also do not do the right thing by the customer for example Toyota will not clean and adjust hilux drum brakes as apart of the service. This is an extra charge.

### **Small Business 213– Matthew Fish**

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**Question 1 -**

**Question 2 -**

**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6 -**

**Question 7 -**

**Question 8 -** 2011 Volvo XC60 with a "Maintenance Service" warning on the dash .

Nothing regarding what is required for a "Maintenance Service" in the service book, owners manual, or online.

If I am going to perform this "Maintenance Service" (and stamp the log book) for my customer I am saying that I have performed that service as per the manufacturers requirements.

The problem is I do not know what this service entails.

2002 Peugeot 307 not starting after a battery change.

Also no central locking, stereo, heater fan, power windows, door chim, headlights and dash illumination.

Vey specific way to reconfigure the computers for the car to start and telling the customer he has to go back to the dealer to complete the job as we could not get the information.

2004 Holden Adventra not starting.

Found to be a faulty PIM (Powertrain Interface Module).

Needs to be programmed by the genuine scan tool only.

And I have many more.

PS What also makes this hard is when we are hours away from some of these dealers and the customer has no choice but to take their car to an independent workshop.

Thank you.

**Question 9 -**

## **Small Business 214-**

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**Question 1 -**

**Question 2 -** I found that I've lost customers through extended warranties due to them having to return for servicing.

**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6 -** poor help from dealers

**Question 7 -** ok

**Question 8 -**

**Question 9 -** need service bulletins on common faults or repairs

**Small Business 215-**

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**Question 1 -** NONE

**Question 2 -** NONE

**Question 3 -** Listed

**Question 4 -**

**Question 5 -**

**Question 6 -** Very hard to obtain information even when outlaying \$11,000 for a special Scan Tool

**Question 7 -**

**Question 8 -** Dealers will not give out technical information. ie; to obtain flywheel bolt torque for a late Toyota car I had to go through the back door & use a long term acquaintance for this vital information. Obtaining technical help for a BMW resulted with a flat no. Send it to us & we will fix it. Similar problems have been encountered with Holden Dealers. I believe this is restrictive trade.

**Question 9 -**

**Small Business 216-**

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**Question 1 -**

**Question 2 -**

**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6 -** specialist tools are available ,...mostly have to be imported from overseas

**Question 7 -** manufacturers are limiting information to service vehicles correctly on log books

some have now introduced online log books which cannot be accessed by the aftermarket

**Question 8 -** very difficult under the volantry scheme

**Question 9 -**

## **Small Business 217– Michael Weber**

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**Question 1** - with the last three new cars I have brought, I have only been told that I have manufacturers warranty.

**Question 2** - We have many customers who have been told their manufacturers warranty will not be covered if they get the car serviced anywhere but the dealership.

I have also been told by several people that they were informed that it was illegal to get their car serviced by anyone but the dealer while it was in warranty.

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - We have a huge problem now, where a lot of the control units in the vehicles require special coding or programming after they are replaced, to make them operational. This is only available through the manufacturer.

**Question 7** - Many of the new vehicles are coming without a paper log-book, instead it is written into the vehicle at each service, this is only possible with the manufacturers software, which we don't have access too.

**Question 8** - For the vehicles we work on, we have access to the mechanical repair manuals, however this quite often doesn't allow you to do the whole job, as the part you are replacing may require programming/coding to allow it to work.

This is only available through the manufacturer, who has restricted access to these features in Australia.

This is causing a huge problem because all of the new tools to do this programming/coding are relying on access to these files, which are available in most other regions around the globe. leaving us in the dark.

**Question 9** - In regards to fixed price servicing, it has been my experience that particularly with VW, the fixed price service they are offering does not even comply with the manufacturers logbook specifications, they omit or make optional service items that are required by there own service specifications which can be found in their own service/repair manuals or some versions of the vehicle service books.

This makes it hard to compete on price when they are not doing the correct work for that particular service.

**See supplemental submission at Attachment A.**

## **Small Business 218–**

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**Question 1** - Nothing

**Question 2** - Dealer talked their way of responsible

**Question 3** - Nothing

**Question 4** - Not really that important

**Question 5** - No

**Question 6** - Some repairs require specialised tools which we can't access.

**Question 7** - BMW and Landrover have online service which are not accessable to me

**Question 8** - Very difficult and vague. Need to buy special electronic scan and diagnosing tools that are still way behind as we can't get up to date information.

**Question 9** - Customer feedback tells us that they are harassed by dealers into returning the car to them for various reasons which include voiding warranty

### **Small Business 219–**

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**Question 1** - None

**Question 2** -

**Question 3** - None

**Question 4** - Semi important

**Question 5** -

**Question 6** - Very difficult, some repair work requires specific tools to complete the job that are only available to the dealers, when we ring to borrow/buy these tools the dealers decline to help.

**Question 7** - Manufacturers have not released service schedules for their most recent models and when we call the dealers for the schedules they refuse to release them to us.

BMW have some models log books that can only be accessed online and require an account to log into which we cannot.

**Question 8** - When running diagnostic scans if there is a code we are unable to get information from online we call the dealerships to clarify and they will not help us.

**Question 9** - We are constantly told from customers that the were told from the dealers that we are unable to perform their services whilst the car is under new car warranty because they were told by the dealers that it would void their new car warranty.

### **Small Business 220–**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - cant get nfomation on resetting service light ect

**Question 7** - wiring diagrams ect

**Question 8** - faults with vehilce we call for infomation of common faults and they are not will to help

**Question 9** - customer say they cant service vehilce with us with out voiding there warranty

### **Small Business 221-**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - Customers frequently given false information that their vehicles require servicing by the manufacturer otherwise it will void their new car warranty.

Also customers purchasing second hand vehicles from a dealer are incorrectly advised that they must service the car at that dealership otherwise voiding any warranties or extended warranties given.

**Question 7** -

**Question 8** -

**Question 9** - Poor experiences with Jeep advising incorrect information about their vehicles. Had a customer with power steering leak, within warranty period, returned customer to Jeep for steering rack replacement, Jeep falsely accused our store of incorrectly diagnosing the problem. Upon customers persistence was booked in for replacement of the rack, upon receiving the car back, customer returned to us to check the work - rack was not replaced - customer was told to bring it back as the part required was not available and required ordering.

Finally steering rack was replaced, but not without accusing our store of falsely diagnosing the issue and inability to service Jeeps to the required standard.

Unfortunately for customers, information provided by the dealers/manufacturers, even when it comes from an unqualified service advisor or staff member, tends to be trusted or at least makes them incorrectly question the validity of the information we provide to them as qualified mechanics.

### **Small Business 222-**

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**Question 1** - Very little was explained to me as a consumer, basically I was told about the length of the warranty period but not what it actually covered, I was offered a extended warranty but rejected it because I had to take the car back to the dealership for ongoin

**Question 2** - The car dealership was pretty insistent that only they could service my car to the required standard and were very derogatory towards me taking it to another mechanic they stated that the car required special tools that only they had and that other mechanics outside the dealer network aren't trained to the standard required.

**Question 3** - very little information was offered.

**Question 4** - Very important

**Question 5** - yes, it used a lot more fuel than they stated.

**Question 6** - I do have my car serviced at a large national auto service centre however I had to take my car back to the dealer to have the service and engine light reset because the codes are not available to my mechanic, the dealership charged me \$50 for that and were quite blunt about the fact that they should be serving my car and this sort of thing wouldn't happen.

**Question 7** - nil

**Question 8** - it appears to me that the dealership has been less than forthcoming in providing information to my mechanic when it comes to service information.

**Question 9** - Extended warranty's appear to me to be a rip off and are not a true warranty in fact they seem to be an insurance policy.

### **Small Business 223–**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** -

**Question 7** -

**Question 8** - we have tried calling dealer ships for the various brands for information on certain issues with our customers vehicles but have been told we have to send our customers to them if they want the vehicle fixed, most customers find it hard to go out of their way to drop the vehicle to be fixed & still be able to go to work

**Question 9** - access to diagrams for vehicles where we can identify parts & their operation also fault codes that are specific to the vehicles

### **Small Business 224–**

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**Question 1** - can not carried out service new car because dealer told customer have to bring to the dealer to service ,if car not service with the dealer will void warranty

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - unable to get special tool to fix some new car and dealer wont provide detail or instruction how to fix customer car problem (example Toyota Aurion oil cooler hose leak ,



dealer wont sell the part , they require customer bring vehicle in for dealer to fix only with charges )

**Question 7 -**

**Question 8 -** we cant access service and repair data from the vehicle manufacture

**Question 9 -** data sharing , spare part must available for both dealer and independent repairer (currently some part only for the dealer)

### **Small Business 225-**

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**Question 1 -** virtually no information..... it was briefly mentioned in passing, but only that

**Question 2 -** excrutiating on a new car we purchased privately. Dealership did everything it could to annoy us and waste our time when we made a complaint during warranty about a faulty suspension copmponent

**Question 3 -** fuel consumption was on windscreen... no ther info.

**Question 4 -** fuel consumption was very important in our decision

**Question 5 -** yes... I don't know how they obtained their fuel consumption figures; they weren't even close

**Question 6 -** Dealership parts are extremely expensive compared to aftermarket parts. Dealerships will not provide a good discount on parts if it is an independent workshop purchasing - we get about 10% to 15% discount which makes the parts extremely expensive for our client (and makes us look like rip-off to our own customer). Smash repairers obtain discounts of 50% to 60% for the same products.

**Question 7 -** as an independent workshop, most of the manufacturers representatives (dealerships) either straight out refuse to supply information OR find an excuse why they can't give it at the time ie: such and such is the only one able to provide that info and he/she is away/ on holidays/etc OR after waiting on the phone for 10 minutes the call is cut off, etc etc. Normally we ask the client to try and obtain the info, which is long winded and not always successful.

**Question 8 -** Broadly, the manufacturers representatives (the dealerships) do not want to provide the information needed to repair the vehicle. In general they react by (1) asking us to send the vehicle to them for repair (2) we have had some dealerships ring the client and tell them their warranty will be void if the car is not returned to them to rectify the issue; (3) the delaerships generally always make it difficult to get at correct information, providing information or parts they know do not fit that vehicle (even though the VIN number has been quoted) (4) they will tell us there is only one person authorised to supply us with that info and he/she is on holidays (5) they will not hire equipment to us OR the hire charge is astronomical (like thousands of dollars to hookinto their code reader) (6) they will not supply circuit diagrams because they are copyright/ commercial in confidence to the manufacturer OR they supply a useless block diagram at an extremely high fee which is useless to aid in repair/fault diagnosis.

**Question 9 -** The single most issue with repairing modern vehicle electronic systems is lack of access to usefull data. In America, for a few thousand dollars a year, mechanics are able to access information on all vehicles sold in the US. The information is extremely specific right down to circuit diagrams, wiring harness plug and join points, expected voltages/waveforms at critical components. I would safely say that for 95% of vehicle models

sold in Australia, that information is denied to exist by the manufacturers/importers/dealerships or flat out refused to be available.

General mechanicing has not changed for the 40 years I have been in the industry. However the sophisticated electronic devices attached to engine management, security, vehicle safety and passenger comfort have developed in a secretive manner with very little information made available to the non-delearship mechanic/technician.

The dealerships basically refuse to share critical information to (so called) outside repairers.

### **Small Business 226–**

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**Question 1** - Dealers are regularly promoting that non dealer parts and nin dealer servicing will void warranty.

**Question 2** - N/A

**Question 3** - As per the sticker on the vehicle.

**Question 4** - Consumption very important.

**Question 5** - Yes the vehicle does not perform as advertised and the consumption is greater.

**Question 6** - It is very difficult to access OE repair data around spec and tech to repair a vehicle.

**Question 7** - I have not found such access to be available.

**Question 8** - It is extremely hard to access such and my opinion this is to force you back to the dealer and reduce competition. Monopoly behaviour.

**Question 9** - The FCAI seems to be used as a propaganda tool to over state and mislead. Recent examples include the AAAA response to counterfeit claims made by the FCAI. Is this body performing to its charter or is it acting anti competitively.

### **Small Business 227– Helen White**

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**Question 1** - I was told nothing about my consumer guarantee rights. I was told that I needed to have the vehicle serviced at the dealership to maintain my warranty. At the time that I bought my car extended warranties weren't being used to frighten people to service t

**Question 2** - When my vehicle was new, within 7500kms, it developed a clutch shudder. When my husband took it in to the dealer to get this repaired he was told that there was no clutch shudder. He then approached the dealer principal with his dissatisfaction and after chasing them up twice was eventually told that the New South Wales Technical Manager would be on site on a certain day and that he should take the vehicle for assessment by this gentleman. He rode in the vehicle with the Manufacturers Local Technical Manger to be told at the end of this test that whilst the vehicle had a clutch shudder they would not be repairing it because it wasn't as bad as other vehicle the manufacturers was dealing with. It was at the time that manufacturers were removing asbestos from clutch plates. My husband wrote to the public relations area of the Manufacturer and eventually achieved the replacement of the clutch plate under the authorisation of the Public Relations department.

When my husband bought a new vehicle recently there are two problems with the vehicle. When he reported one of the cruise control dropping out after driving the vehicle for three hours on country roads during high atmospheric temperatures he was advised that the repair section of the dealer could find no supporting evidence for the problem and that they would not be pursuing it. With this type of attitude he didn't bother reporting the other issue when it showed up at a later time.

Because repair of warranty issues are not as rewarding to the Dealer as normal retail charges, dealers will persist in denying there is a problem until the vehicle is outside warranty and then lo and behold they confirm there is such a problem.

**Question 3** - Only what was printed on the sticker on the window.

**Question 4** - These figures were a factor that we considered but we were more able to look at the specifications - weight, torque and power we were able to check the printed figures and determine whether what was reported was reasonable. We had also prechecked items of this nature before we visited to look for a vehicle.

**Question 5** - At a level which is explainable by the difference between a laboratory controlled test to provide an absolute best figure and normal operational use.

One has to be given the correct information. There is a Manufacturing organisation which at the moment has dealerships replacing engines in one of their vehicles because the vehicles have been run on E10. When the Dealers are challenged about this their answer is that their Owners Handbook says that the vehicle can be run on E10 but it is not recommended! The same manufacturer recently had a problem of over fueling with one of their vehicles. When vehicles were returned for replacement of their engines during the normal warranty period, due to failure because of the over fueling problem, the owners were advised that they had not serviced the vehicle correctly and were directed to the severe service paragraph in the Owners Manual. It would appear that this provision was not pointed out to the owners prior to their purchase. Dealers are telling people that they can service their vehicle once every 12 months or 15 000kms but are not explaining to them that the use of their vehicle mainly for trips of under 10 kilometres, in constant stop/start traffic, with a lot of idling mandates more frequent servicing. Dealers are not treating their customers with care.

**Question 6** - We have generally been able to access parts and tools for repairing vehicles. However the delay in being able to access special tools always has an extended delay whilst they are supplied from Interstate. We also maintain good relationships between different Dealers of same Vehicle Brands as we have found that we have been told that our Dealer of choice may not have the required part another dealer will have plenty. It is annoying when Dealer's won't check availability within the local area from other Dealers and obtain the part for you. When a dealer is unable to supply a part it may be for legitimate stock/financial control reasons but there is an attitude of carelessness towards the ultimate customer, the person who owns the vehicle.

**Question 7** - Online Log Books are an attempt to restrict the consumers freedom of choice of repairer. Non Dealer repairers cannot obtain access to Online Log Books. It also prevents the consumer from accessing their primary sale tool. When the consumer wants to sell their vehicle a large number of potential purchasers want to view the Service Log Book. There is no valid reason that Log Books are restricted access. Open access can be achieved by keeping them as paper-based Log Books or by providing the consumer with the digital address of the Log Book so they can print it out if they wish, and so they can maintain its currency.

There is no reason except restriction of trade and consumer choice for restricted access to Log Books. The Log Book belongs to the vehicle owner. It is their record of the vehicle's maintenance record and is not the property of the Manufacturer or the Dealer.

**Question 8** - Service and repair information is impossible to access from Dealership, Manufacturers networks. We have to obtain most of the information that we require from agents in Australia of overseas companies. We spend \$5000 per annum to maintain membership of these organisations, so that we can obtain access to the information that we require. We were unable to complete a repair on a Volvo XC90 recently as we have no access to the software for the ABS module or any other module on the vehicle. Our diagnosis of ABS module failure was challenged twice by Volvo Dealerships and both admitted to the client that our business's diagnosis was correct. The client had to have the module replaced by the dealer at their prices and not by us who had their confidence due to the diagnosis.

This lack of availability of information is very threatening to consumers freedom of choice into the future. We were told by one of the Volvo dealerships who challenged our ability to diagnose that we were better diagnosticians that they had at their dealership. Yet they have tools specific to the brand. It is also threatening to the future of consumers choice because already dealers service areas are having to extract computer information from a vehicle, send the data to the manufacture's main office and are then advised what components to replace to overcome the problem that has been presented. If the problem cannot be diagnosed by the local dealer how is the client going to know that the solution being offered is not a shotgun solution replacing more components than absolutely necessary thereby ensuring that overservicing happens. The current Tiguan has an engine that is referred to as being sealed for life. Without information on how to access the vehicle for servicing consumers freedom of choice is negated. A fundamental of Australian Consumer Law is treated with contempt.

**Question 9** - A friend of mine was told that unless they serviced the vehicle at the dealership their warranty would be void.

A business colleague has advised that the manufacturer's dealers in Dubbo are essentially owned by one company/gentleman. Because Ultra Tune advertised that they could service new vehicles whilst they were under manufacturers warranty, in Dubbo the owner of the Dealership sold parts to Ultra Tune in Dubbo at higher prices than he sold to other repairers in that area. He also refused to carry out warranty work unless the vehicle which had been serviced outside the Dealership network carried genuine service items, even though the warranty claim was for a totally unrelated issue. This issue of selling to Ultra tune centres at higher prices is also happening at dealerships in the northern suburbs of Sydney where there is a single company which owns a number of dealerships. These matters are difficult to report during normal business because the challenge becomes potentially damaging to the reporting business's future trading. My friend who has an extended warranty had the extended warranty sold to her as an extension of the Statutory warranty and that it covered all the same components that the statutory warranty covered. It is also noticeable that extended warranties are now given and not sold as they used to be in the first instance when they came into existence, because by not overtly charging for these extended warranties the dealers can purport privately, person to person, that they are an extension of the Statutory Warranty. Dealers need to be obliged to advise consumers that this is a totally separate entity. This is a sleight of hand deception to the consumer. Everything that is done is from the sales person to the customer. Nothing of this nature is written down. This means that ACCC cannot prove that this is going on.

Manufacturers advertise reduced service costs, capped service costs, or free servicing for a period of time. This is a distortion of information to the consumer as they have paid a higher purchase price than necessary for the purchase of the vehicle, as the difference between what the owner pays the dealer for their service under this reduced servicing costs and what the dealer requires for the service is charged to the consumer as a capital cost included in the cost of the vehicle. Again I believe an action which is outside the spirit of Australian Consumer Law.

The distortion of Australian Consumer Law by the new vehicle dealership network requires urgent action as it calls into question the reason for consumer law and the law's intent. It is the manipulation of a select position of power to the detriment of the consumer's ability to choose. Our business is situated in a very convenient position for consumers with a very high level of easy access to community facilities and transport, yet whilst the current situation exists consumers can't make an unincumbered choice to use our facilities.

### **Small Business 228–**

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**Question 1 -**

**Question 2 -** It is made as difficult as possible for the repairer and the customer when the vehicle has been serviced elsewhere

**Question 3 -**

**Question 4 -**

**Question 5 -** often incorrect

**Question 6 -** extremely difficult,  
impossible to obtain information.  
specialty tooling often required.

**Question 7 -** very difficult

third party publications often slightly inaccurate or vague

**Question 8 -** made as difficult as possible unless you are dealer or factory affiliated

**Question 9 -** Scare mongering customers and giving false information in regards to repairs and servicing undertaken by independent workshops

### **Small Business 229– Sharon Henry**

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**Question 1 -** We purchased a truck not a car and we were not given any of the above

**Question 2 -** We have had a truck that has been repaired almost from the date of delivery and it is now three years old and have not had all the problems fixed , we are fobbed of between the dealer we purchased the truck from and the manufacture

**Question 3 -** nil

**Question 4 -** Very important for a truck when you are running a business

**Question 5 -**

**Question 6 -** We have had no end of problems getting our truck repaired and i was told by the dealer whom we purchased truck from that it is not him that i should have a problem with but the manufacture

**Question 7 -**

**Question 8** - I have records of all the times our truck has been sent back for repairs and been off the road

**Question 9** - Not sure about cars but plenty of issues need to be looked at with truck, as they affect our business when they are off the road for such lengths of time

### **Small Business 230-**

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**Question 1** - this vehicle should be serviced by dealer using genuine filters may void warranty

dealer offered free road side assist (nrma) & free navigation system updated (approx. \$600.00)

**Question 2** - no comments from dealer hidden in contract clause if you do not go ahead with contract you would have to pay 10% of contract price extended factory warranty must go back to dealers for servicing

**Question 3** - pointed to sticker on windscreen

**Question 4** - not

**Question 5** - no

**Question 6** - purchase genuine filters to save arguments special tools not supplied by dealer

**Question 7** - service book has service list at service times & klm but now no service time listed unable to go on line on customers behalf

**Question 8** - back to dealers for updates will not provide information or scan tool

**Question 9** - 15 year customer brought new holden commodore ute 2015 this vehicle has three year warranty extended to 5 yrs included in purchase package free roadside assist first three years services & paid green slip on first rego free map updates

### **Small Business 231-**

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**Question 1** - I WAS GIVEN THE CAR HAD 7 YEARS WARRANTY BUT ONLY TO FIND OUT IT WAS ONLY 3 YEARS MANUFACTURES WARRANTY AND THE OTHER 4 YEARS WAS MORE ONLY A INSURANCE POLICY WITH A THIRD PARTY AND IT HAD TO GO BACK TO THE MANUFACTURES FOR SERVICING BECAUSE THIS IS HOW T

**Question 2** - FOUND OUT WITH THE EXTENDED WARRANTY GIVEN MOST OF IT WASN'T COVERED AS LEAD TO BELIEVE AND ONLY PORTION WOULD BE PAID FOR.

**Question 3** - IT WAS ON THE FRONT WINDSCREEN

EMISSIONS ARE AUSTRALIAN GOVERNMENT PROBLEM

IT IS THERE DUTY OF CARE TO MAKE SURE THAT ALL VEHICLES ARE IMPORTED ARE UP TO AUSTRALIAN STANDARDS.

NOT THE DEALERSHIP OR MY PROBLEM (DUTY OF CARE)

**Question 4** - FUEL ECONOMY IMPORTANT

AUSTRALIAN GOVERNMENT, DUTY OF CARE OR THE DEPARTMENT IN CHARGE OF EPA

IF THE CAR DOES NOT MEET THE AUSTRALIAN STANDARDS IT SHOULD NOT BE LET INTO THE COUNTRY NOT THE CONSUMERS AGAIN - DUTY OF CARE / FAIR TRADING

**Question 5** - NO MY RIGHT FOOT HAS THE PROBLEM

**Question 6** - INDEPENDENT REPAIRS LOCKED OUT, MANUFACTURES KEEPING TOO MUCH INFORMATION FROM INDEPENDENT REPAIRS WHO HAS THE EXPERT TO MEET ALL THE AUSTRALIAN LICENCES AND QUALIFICATION

VERY UN AUSTRALIAN

**Question 7** - SAME AS ABOVE INDEPENDENT LOCKED OUT BY MANUFACTURES

**Question 8** - CAN'T ACCESS

NEED MANUFACTURES INFORMATION - COMPLETELY LOCKED OUT

**Question 9** - THE DATA PLUG IN THE CAR SHOULD ALL BE THE SAME AND THE INFORMATION SHOULD BE AVAILABLE TO ALL REPAIRS AS IN AMERICA MAYBE DONALD TRUMP NEEDS TO BE THE PRESIDENT FOR A WHILE. THE INDUSTRY SHOULD BE A LEVEL PLAYING FIELD BECAUSE AT THE MOMENT IT'S A UP HILL CLIME.

IF YOU WOULD LIKE TO HAVE ANY MORE INFORMATION PLEASE CONTACT ME.

### **Small Business 232-**

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**Question 1** - The car should be serviced at the dealer to enable warranty, and that being serviced elsewhere would void warranty. No other rights were communicated.

**Question 2** - Only obtainable if services have been carried out at the dealer network.

**Question 3** - Information was displayed on a sticker in the car window, no extra information was provided.

**Question 4** - Very important.

**Question 5** - Figures on window sticker have not be obtainable.

**Question 6** - Special tools are needed along with specialist diagnostic equipment to allow even the simplest of tasks to be carried out. These tools are often very expensive & come with waiting to times.

**Question 7** - Online log books are not accessible. Paper log books have items unable to be checked off due to the being dealer only items.

**Question 8** - Information is very rarely accessible, some of the information provided is often very shallow. Wiring & diagnostic information is very hard to find. Specific service/repair procedures are not accessible.

**Question 9** - Manufacturing to dealer rebates on specific services while under warranty instead of gross margin retention on NEW sales.

### **Small Business 235– Ricky**

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**Question 1** - When I last purchased a vehicle I mentioned to the salesman that I would be taking it elsewhere for servicing, that made no mention of warranties or voiding warranty if that was done, but I understand warranty work would have to be carried out by the dealer

**Question 2** - I have since had a replacement tail lamp assembly under warranty with no issues.

**Question 3** - Nothing was mentioned about fuel economy or emission, and there was no sticker on the windscreen, but it was three years old, but still under warranty.

**Question 4** - I bought a diesel for the performance when going uphill and the fuel economy.

**Question 5** - No as I wasn't informed of the specifications when buying the car.

**Question 6** - Whether from the Dealer or aftermarket auto parts stores, most wearing and service parts are readily available, where as less common parts for instance tail lamps would have to come from interstate or overseas.

**Question 7** - Paper based logbooks are fairly easy to access and read, on that note, Renault, Peugeot and Volvo, are very difficult to discern what is due in that service, or the schedule doesn't exist with any of the books. Land rover online, we are unable to access, where as Toyota we can. BMW unfortunately requires a key reader which BMW does not sell.

**Question 8** - Our relations with certain dealers give us consideration due to our reliance on them for certain parts, and give us information and data depending on what we ask for, to a degree.

**Question 9** -

### **Small Business 238– Henare Kiwi**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - parts are not a problem, tools are a problem. If calling the dealer for a tool, they say bring it to us for repairs.

**Question 7** - have not had to access online log books yet, but can see it would be a problem when I need to.

**Question 8** - very poor information given here. If I can't get the information I need, I call friends in NZ dealerships.

**Question 9** - all information that we need to repair new vehicles, should be available.



## **Small Business 239–**

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**Question 1 -**

**Question 2 -**

**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6 -** As a small business operator for almost thirty years there has been a noticeable & steady shift by all of the various brands available within Australia to either restrict or inhibit access to information, tooling & software. In the instances where it may be available it is generally cost inhibitive to purchase outright or on subscription. This has led to great stress & frustration to us & our clients & has also proven to be extremely inefficient for the consumer.

Why are there many other countries around the world that have this information, tooling & software available not just to the trade but the consumer at affordable prices with an efficient service?

**Question 7 -**

**Question 8 -** As a small business operator for almost thirty years there has been a noticeable & steady shift by all of the various brands available within Australia to either restrict or inhibit access to information, tooling & software. In the instances where it may be available it is generally cost inhibitive to purchase outright or on subscription. This has led to great stress & frustration to us & our clients & has also proven to be extremely inefficient for the consumer.

Why are there many other countries around the world that have this information, tooling & software available not just to the trade but the consumer at affordable prices with an efficient service?

**Question 9 -** Yes new car statutory warranty, we have known of instances where the dealerships sales staff have directly informed clients (verbally of course) that they will void their statutory new car warranty if not returned to the franchised system. We have also had clients told that they must even return their vehicle to the selling dealer or the statutory warranty will be void (not an extended warranty).

Extended warranties where the vehicle must be returned to the selling dealer - new or second hand. These seem divisive & restrictive.

## **Small Business 240–**

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**Question 1 -**

**Question 2 -** The Toyota Corolla Hatch was purchased new in September 2015 with the Toyota Dealer knowing that the vehicle was being purchased for the purpose of driving instruction. At the first service (10,000 km) I attended Sci Fleet Toyota Kedron and complained that the gearbox was crunching when changing into first gear. I again complained at the second service (20,000 km) and added that the gearbox was crunching when being changed to second gear as well. On the third service (30,000 km) I again complained that the gearbox was crunching when changing to first gear, second gear and third gear. A mechanic from Sci Fleet Toyota test drove the vehicle with me for the first time.

The mechanic was able to identify the fault and could replicate the problem in each of the gears. The car was parked in the driveway of the service area and while stationary the mechanic was able to crunch the gears in first and second and the sound was so audible that a member of the service team could clearly hear the noise of the gearbox while standing outside the vehicle. The response from the mechanic was to replace the gearbox oil with heavier 80 grade oil. I returned the next week to have the oil replaced and was informed by a member of the service team, by telephone, that the mechanic had driven another vehicle similar to mine and that it also crunched through gears when he changed it quickly and that this was normal behaviour. I informed him that I did not think that this was normal behaviour that a new car would crunch while changing into first, second and third gears. I then attended the service centre and the mechanic test drove the vehicle with me as passenger. He yelled at me that my learners were changing the gears too rough and that he had test driven another employees vehicle with 10,000 km on it and when he changed the gears quickly it also crunched. He informed me that this was normal behaviour for the vehicle. The vehicle has continued to crunch when changing to first, second and third gears and now there are problems with selecting first gear and regularly fails to engage that gear and when attempting to engage the clutch moves from first gear and grinds extremely loudly. This was detailed to the service centre at the 40,000 km service and two mechanics drove the vehicle and I was informed that they were not able to identify any problem. The mechanic who is able to replicate the problem did not drive the vehicle on the test drive. I complained to the staff at the service centre and I was informed that the Service Manager would contact me within 2 days to address these complaints. I was never contacted by the Service Manager in relation to this matter. I again complained about all these matters at the 50,000 km service and the vehicle was driven by another different mechanic and I was informed that they were unable to identify any problem. I was then contacted by a member of the service team who stated that they wanted to resolve the matter that day. I was then asked if I could provide more information and asked when this happened. I provided that information and informed the staff member that a particular mechanic had replicated the fault and that 80 grade oil had been replaced in the gearbox. The staff member then asked again for more information and I informed her that the fault had been replicated by their mechanic. The staff member's line of enquiry was to ask again for more information which had been provided at each service. I informed the staff member at least 6 times that the fault had been replicated by Sci Fleet Toyota's mechanic and that it had not been rectified, however, they continued to ask for more information. The questions that were asked were extremely basic and I felt that they were being asked as a matter of course with no plan for resolution of the problem. Eventually the staff member asked me to attend the service centre and take the mechanic for a test drive. I informed the staff member that the problem had been replicated by the Sci Fleet mechanic and that I did not wish to attend the centre. The fault with the vehicle has been attributed to my learners actions by changing the gears either too rough or too quickly. The fault has been identified and I believe that Sci Fleet Toyota Kedron has abrogated their responsibility to repair my vehicle under the new car warranty. The problem was identified within the first 10,000 km use of the vehicle and this was replicated by Sci Fleet Toyota's mechanic who attempted remedial action for the fault. This action did not rectify the problem and I stated to the mechanic that I considered that I was being given a 'snow job' and I remain convinced that this situation has not changed. Sci Fleet Toyota continue to deny that there is a problem with the vehicle and that it is a user fault. I remain extremely disappointed, frustrated and find it difficult to understand how Toyota, whose advertising highlights integrity and technically advanced vehicles with extreme reliability, is unwilling to fulfill their warranty obligations.

**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6 -**

**Question 7 -**

**Question 8 -** Sci Fleet Toyota Kedron have service staff who are unable to provide detailed information regarding technical issues. They appear to be trained to provide as little information as possible and I personally found it difficult to have them forward any information to the Service Manager or have any technical person speak with you regarding your vehicle. I find this frustrating and consider it to be deliberately evasive.

**Question 9 -** It appears that the dealerships are aware that there is little recourse for any complaint and have an arrogant attitude virtually telling you to go your hardest. I informed the Service Manager that I was intending to make a complaint to Toyota Australia and he rushed to his office and returned with his business card to arrogantly let me know who he was. Lemon laws should be introduced to protect the consumer.

### **Small Business 241-**

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**Question 1 -** I recently bought a new BMW X5, I was told by the salesman that it must be returned back to the dealer for servicing to ensure the warranty is not void. When I mentioned that I was an Ultra Tune Franchisee the salesman changed his tone as he was caught out

**Question 2 -** Scenario 1:

Customer dropped in for their 40k service on their 2015 Nissan Pathfinder, asked us to check a noise in the right hand rear which has been there since the vehicle was brand new, Nissan during its previous service told the customer that everything is fine and could possibly be road noise that they are hearing. My customer lost their confidence with their local Nissan dealer so dropped into my service center for their next service. Upon completing the safety and mechanical check over we noticed a leaking right hand rear strut. In fact leaking that bad it was completely faulty, all oil had leaked out, all over the other suspension components and the strut itself was knocking. This is the noise the owner has been reporting to Nissan about since new, I advised the customer to contact Nissan and book in to have it replaced under warranty. Customer very disappointed with Nissan, extremely happy with Ultra Tune.

Scenario 2:

Customer with a 2014 Ford FG XR6 Ute. Since new always been to Ford for servicing, customer been reporting about a noise in the exhaust for a while. Ford always comment all is fine, no fault found. Customer fed up, booked in for an inspection with us as his warranty was due to expire, we found the rear muffler leaking at a factory seam. This is something Ford had been ignoring and suspect waiting for customer's warranty to expire.

**Question 3 -** None was explained or discussed during recent purchase of 2016 BMW X5

**Question 4 -** I feel as it was very important, making sure we are purchasing a fuel efficient vehicle and also environmentally friendly also.

**Question 5 -** See section A

**Question 6 -** Alfa Giulietta 2015, unable to reset service light, vehicle was locked from the aftermarket and had to be sent back to the dealer for this. Dealer charged my customer to reset which I then re-reimbursed. This not only is unprofessional but a big inconvenience to my client. I feel as I let my customer down and also wasted their time.

**Question 7** - BMW X5, My own vehicle, as discussed above in section 4.

My father, recently bought a new 2016 Mercedes GLA, again, no service log books, no access to it online and salesman again, advised that warranty will be voided if not taken back to the dealer for servicing.

**Question 8** - 2012 Holden Captiva Diesel, (out of warranty vehicle) starter motor failed, replaced starter motor. 2 weeks later, vehicle back in workshop with another failed starter motor. This time the wiring harness to the starter motor was also burnt out. When i contacted local Holden dealer asking if this was a commonly known issue they wouldn't release this information and advised that the vehicle had to be towed back to them for inspection at a charge of \$125.00.

I then was lucky enough to have a friend at another local Holden dealer which advised about a re-call on the vehicle wiring harness which fails the starter motors.

**Question 9** - Access to online log books is the biggest aftermarket killer, I suspect that many other vehicle manufactures are going to be following on to this which will dramatically effect the aftermarket servicing industry,

## **Attachment A: Supplemental submission - Small Business 217– Michael Weber**

'Michael Weber Prestige and Performance

To ACCC,

I am writing this submission to the ACCC review into “access to service and repair information for motor vehicles”.

I own and operate a small mechanical business that employs 8 people and specialises in late model VW, Audi and BMW vehicles.

Since around 2007 the vehicles we work on have been becoming increasingly reliant on constant software updates to keep them running as intended and they also require special coding to replace many of the computer based modules that are fitted to these vehicles. Failure to carry out this coding results in modules that are stuck in a basic operating mode, eg.

(1) automatic transmission modules that are stuck in first gear until they are unlocked by the dealer.

(2) Anti-lock braking modules that although they are the same as the module you are replacing require a different code to make them operate correctly.

(3) Stereo amplifiers that require coding after replacement to give an output to the sound system.

At present these operations can only be carried by an authorised dealership as the software is not available to anyone outside the network even though these cars are outside the age range of what the dealer network normally works on.

There used to be a small number of aftermarket diagnostic tool suppliers that would reverse engineer the software for use by independent workshops however due to the fact that most of the rest of the world has mandated the availability of this information and due to the small market size we have here in Australia this service is no longer viable for these companies. All of the new diagnostic software tools on the market use the pass through method that connects to the manufacturers servers and downloads the new software or coding straight from the server to the vehicle.

Many of the new generation vehicles that are coming on to the market also use this technology for the service records making it impossible for non-dealer workshops to fill in the service “book”.

As part of the voluntary agreement that many of the manufacturers entered into they did release their online repair manuals which you can subscribe too, however for the Australian market they removed the icons for software updates/coding, these can easily be found if you look on their overseas websites that look identical but with the extra icons.

The manufacturers here have long stated that they do not want to release the software as it is their intellectual property and also for security purposes however none of this has proven to be an issue in other markets as you need to be a verified workshop to get access to the server in the first place and when a car is programmed it inserts a marker in the software that indicates which workshop did the work.

With the demise of the Australian vehicle manufacturing industry, the number of imported vehicles will increase exponentially, the vehicle dealer networks do not have the capacity to

maintain this number of vehicles nor do they wish to maintain vehicles much past the 5 year mark.

Without legislation mandating the free flow of information it is going to be hard for independent mechanics to safely maintain most of the vehicles you see in the carpark today. This will result in two undesirable outcomes, firstly there will be a lot of unsafe vehicles on the road as the dealers don't have the capacity to maintain them or people don't like the dealers and want to take their vehicles to an independent service centre, but they don't have the necessary information to work on them correctly. Secondly, it will slowly kill off the remaining Australian automotive sector as it will be unable to sell parts or fit them without this specialist information.

I have several emails that have been forwarded to me from customers, where the dealer is telling them we couldn't have looked after their vehicle correctly because we don't have access to the correct software. I have had other customers tell me, that they were informed by the dealer, that it was illegal for an independent workshop to work on their vehicle, while it was under warranty.

People are entitled to a choice, especially when it comes to what for most people is the second largest investment in their life (and increasingly the largest). Restricting them to a system that is not really interested in helping them, once their car is a few years old, is not free choice.

As a closing point, I was in Frankfurt recently for the Automechanica (trade show). At all the major diagnostic software tool suppliers they were very eager to show us their latest wares, until they asked us where we were from. When we told them we were from Australia, Everything was taken off the table and we were told they couldn't help us. I found this rather confronting as the reason I went to the show was to bring back the latest tools to keep us ahead of the game and here I am being told yes we have them, no you can't have them due to the legislation in your country.'