



**ACCC - New Car Retailing Industry Market Study**

**Supplementary Public Submission from Ultra Tune Australia Pty Ltd**

**PART 3**

*Experiences in Ultra Tune Centres accessing parts, tools and data for repairing or servicing cars*

**Ultra Tune Gladstone – Queensland**

11/04/17

2012 Chery J3 we have serviced this vehicle in the past several times and have had no issues in resetting the service light, however this time we have not been able to reset. Called the local dealer and they told us they even have trouble performing this and that there is not much we can do. We will explain this to the customer when they pick up their car.

**Ultra Tune Milton – Queensland**

I am lucky enough to have a contact at Ford that I use at times, when trying to establish common faults. Yes, this does take time out of my day that I cannot charge my customers, and at times it can take 1/2 day for them to get back to me with an answer.

Porsche 924 older vehicle. Warm up regulator information found on a web page after a lot of wasted time that I cannot get back or be financially rewarded for.

**Ultra Tune Clayton – Victoria**

We recently had an LDV G10 2016 petrol van in for the first service (10,000ks).

We were unable to clear the service indicator. We contacted the dealer and they said the customer must go to them and pay \$20 to have it cleared. They also stated they have the rights for 5 years on the software?

Commented [TP1]:

### **Ultra Tune Mount Druitt – New South Wales**

We are always wasting time on finding out the correct transmission/gear box fluids to use on cars, often it will be **refer to dealer** on both Castrol & Valvoline websites. Here are two examples in the last week.

#### Example 1

Mitsubishi Lancer Manual 2.4 2009

Phoned Mitsubishi Parts and asked for spec's their reply was we get Castrol to make up the oil as we require it & wouldn't give us any info at all, not even GL4 or GL5. If you refer to Vehicle Log book it states Genuine Mitsubishi Only.

#### Example 2

Mazda BT50 Turbo Diesel Manual 3 Litre 2011

Same thing as above **refer to dealer** same problem, contact dealer and either they really don't know or they have been told not to tell us little guys the spec's. You are left with no alternative but to purchase the fluids through the dealer and in most cases pay an inflated price.

### **Ultra Tune Bibra Lake – Western Australia**

2010 Hyundai Santa Fe.

Keyless entry inoperable. Electrical steering column lock failure. No information available for me - vehicle is now having to be towed to Hyundai for repairs.

### **Ultra Tune Manly – New South Wales**

On Holden Commodores the transmission cooler lines have a clip on type connector that there is no tool available after market to remove them, we have made a tool that works ok.

Holden will gladly sell us new transmission lines but cannot supply the tool to remove the old transmission lines, our local Holden spare parts confirms there is a tool available but they cannot sell it to us.

### **Ultra Tune Wyndham Vale – Victoria**

2006 Holden Vectra ZC faulty electric power steering pump, customer complained about vibrations and noise which we diagnosed vehicle has a faulty power steering pump, which on further investigation we discovered, even after us fitting the new electric pump we couldn't programme the new pump. So, we outsourced the vehicle to a reputable power steering company and then they discovered they couldn't programme it either, even with the latest scan tools.

The vehicle was sent to Holden to be programmed leaving the customer without a vehicle for nearly two weeks because no-one other than Holden could program it and they certainly weren't in a hurry to get the vehicle back to us.

#### **Ultra Tune Kingaroy – Queensland**

We had a 2011 Jeep Grand Cherokee in the other day that had a cracked auto pan, weeping slightly.

As they have no dipstick we contacted jeep to order a dipstick only to be told they cannot be purchased.

On asking how we could perform an auto trans service we were basically told vehicle must go to jeep. We had to inform the customer that we couldn't do the transmission service and that their vehicle had to go back to Jeep.

#### **Ultra Tune Point Cook – Victoria**

Service light on a 2014 Mazda 6 diesel will not reset as shown in Boyce's sent to Mazda to reset.

#### **Ultra Tune Ingleburn – New South Wales**

We had a 2014 Renault in to replace tyre pressure sensor. Replaced sensor could not recode sensor to car. Rang Peter Warren as they are Renault dealer, they could not tell me how to reset the sensor. They told me to book car in with them and it would cost \$90.00. I had booked the car in, which the customer was not happy about it. We lost my mechanic for 2hrs, where I could have made 2hrs out of my mechanic. The dealers want us to buy parts of them but don't want to help us with the additional information that is needed to complete/perform the job!