

Dear Mr Bulle,

We act for the Swedish Car Company, a licensed MTA approved repairer of Welshpool WA, specialising in Volvo cars. The proprietor is Darrell Pitcher, who has spent 42 years in Volvo servicing and repairs.

Our submission is simply the brief account of the experience of one local business in its interaction with a large international vehicle manufacturer to illustrate a particular problem arising from lack of access to servicing information.

As can be seen from the above, our client's personal and financial investment in working with the Volvo brand is a substantial one and has extended over decades. The difficulty our client has experienced in the day to day operation of his business is the absence of on-site access to Volvo technical/servicing information from the company direct. This creates a significant inconvenience to him in running the business, though one he has ameliorated over the years by obtaining access to this information through a commercial arrangement with a Volvo dealer. The practical operation of this solution has meant that cars being serviced or repaired, for which access to technical service information or settings is required must be taken from the Swedish Car Company premises to a dealer to gain access to the dealer's information portal. It has been an inefficient means of managing the problem, but no other option has been available.

It is our client's belief that as an expert after-market vehicle repairer, his services, like those of other such businesses, benefit the motoring public in WA. In relation to his particular business, the services are beneficial to Volvo owners and indirectly therefore enhance the Volvo brand due to the added convenience to customers in having an additional option for car servicing and repairs.

Our client has made a number of requests to Volvo for direct access to the servicing information (as recently as this year), but these have either been refused or ignored.

In our submission, the matters highlighted above are an example of a most unhelpful and unnecessary restriction on access to information. We understand from our client that these restrictions are not universally applied by Volvo and therefore seem to our client to be unfair, create an impediment to the efficient operation his business and more broadly are damaging to the industry that our client is a part of.

Regards

Vidal Hockless

Partner

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