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Ref OEM Vehicle Manufacturer Warranties and Aftermarket Accessories,

I would like to outline a brief scenario which is becoming increasingly common within the industry TJM Products resides. This is happening more frequently every week.

TJM customers often return to TJM after the OEM dealership has refused to repair or even investigate a fault with their vehicle. The direction from the dealership is that the fitment of the aftermarket accessories has caused the failure. TJM are left to investigate and prove that the fault is not caused by the aftermarket product and quite often in our experience it is not. Often the connection between the aftermarket product fitment and OEM failure is very weak.

The customer has a right to fit aftermarket accessories to make their vehicle fit for purpose and safe for the occupants. The aftermarket is willing to work with the OEMs to develop realistic guidelines for accessory compatibility. But in the first instance they owe it to their customers to do everything in their power to investigate the fault before rejecting the claim.

## Luke Truskinger

ENGINEERING MANAGER | TJM PRODUCTS PTY LTD

e [luke.truskinger@tjm.com.au](mailto:luke.truskinger@tjm.com.au)

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