



3/30 MICHAEL STREET PAKENHAM VIC 3810
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ABN: 86 352 427 366



Mitsubishi Motors Australian Limited (MMAL) Exclusive Dealing Notification RN1000433.

Interested Party Response – Objection to the Notification

Email to: adjudication@acc.gov.au

I object to this notification and request that the ACCC revoke this notification because this conduct:

- has the purpose, effect or likely effect of substantially lessening competition, and
- in all the circumstances, will not result in likely public benefit which would outweigh the likely public detriment.

I have been in the motor trade in my own business for over 40 years, and together with my wife, currently own and operate Andrews Autos in Pakenham for the last 2 years.

We employ 4 qualified technicians, 1 apprentice and 2 office ladies.

We perform industry best practice services and maintenance on all makes and models and maintain the latest diagnostic equipment to be able to do so. We also perform air conditioning servicing and VicRoads roadworthy inspections, with all the appropriate licenses and equipment.

We collectively engage in continual improvement programs and attend many industry training and skills events, to ensure we have the most appropriate and up to date skills and knowledge to service and maintain our customers cars.

If this was to go ahead, I believe it will hurt all non-dealership workshops by, by removing all choice, and forcing people to have to go to dealerships, to maintain their manufacturers' 'extended warranty'.

An extension to this would be the likelihood of reduced workload in our business, placing in jeopardy the livelihoods of several families.

We pride ourselves on placing our customers safety, best interests and values at the forefront of our business dealings at all times.

Vehicle manufacturers focus on warranty instead of consumer guarantee obligations, and consumers are confused between warranties and consumer guarantees, because the sale process places minimal focus on consumer guarantees and rights, that are automatic under the Australian Consumer Law.

There is a lot of confusion and fatigue when purchasing a vehicle, limited information on consumer guarantees at the time of purchase, and the impression given to the consumer regarding servicing and warranties at the time of sale can be misleading.

Consumers already have rights and it is difficult to see what rights they would have that are additional under an extended warranty. Even the term 'extended' is misleading. Given the existing level of confusion and the significant power imbalance, this Notification will fuel the problem and not support consumer rights and the consumers' knowledge of their rights.

Yours sincerely,
Ian Weightman
Director