
From: Auto Europe [REDACTED]
Sent: Wednesday, 7 October 2020 4:03 PM
To: Adjudication
Cc: [REDACTED]
Subject: MMAL Exclusive Dealing Notification RN10000433 - Objection
Categories: Submission

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

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

We are a small family business engaged in managing an Automotive Workshop in Midvale WA 6056. We specialise in the Servicing and Maintenance of European Vehicles however we repair all makes and models as our customers own additional vehicles.

We have been operating since 1994 in the same premises and locality. We employ 3 full time staff in addition to myself and my wife.

I wish to express some of my concerns with regards to this Notification.

Car owners are already confused about warranty and choice. Dealers are generally fuelling this misconception that if you go to an independent repairer you will void the new car warranty.

- **This extended warranty effectively sanctions and perpetuates this myth.**

The overwhelming majority of my customers tell me that when they purchase a new car they will no longer be able to bring the car to an independent workshop until the end of the warranty period. I have a large number of well-educated and well-informed clients that are all under the impression that a new car means dealer only servicing for the next four to five years.

It is not legal to say that using an independent will void the warranty – but if you approve this notification it will be OK to say that you will void the extended warranty if you use an independent repairer. All of the effort we have put into making consumers aware that they do have choice, will be lost because you will be officially approving a deal that removes choice.

- **Mitsubishi market share is only 7-8%, and on face value that should not affect the whole aftermarket but if ACCC does not revoke the notification it is obvious that other new vehicle manufacturers will follow suit.**

Other car brands have demonstrated a remarkable ability to replicate each other's offers in the market. Same tactics but with a lack of transparency for consumers.

If the largest car brands have all of the vehicles serviced by 'authorised' dealers, we will see a lessening of competition because the independent repair sector will be excluded.

If consumers don't have any choice or think that they don't - These car brands will have a monopoly. Vehicle manufacturers could raise prices for parts and repairs for a sustained period, produce lower quality products with no corresponding reduction in price, fail to offer any product variety and lower customer service standards.

All of us as Independent Repairer's have worked very hard to elevate our industry into a Reliable and Reputable body and we would like to see this action revoked , not only for our benefit but also for the benefit of our customers and consumers in general.

Yours Faithfully

Sevi Matz
Business Partner / Administrator
Auto Europe

