
From: Scott Day [REDACTED]
Sent: Thursday, 8 October 2020 3:13 PM
To: Adjudication
Subject: Mitsubishi Motors Australian Limited (MMAL) Exclusive Dealing Notification RN10000433

Categories: Submission

To whom it may concern,

Re: Interested Party Response – Objection to the Notification

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.

Auto Leaders started in 1998 and we currently have 6 locations throughout South East Queensland. We employ about 40 people throughout the group and specialize in servicing all makes & models of cars with a particular focus on later model cars with logbook servicing. Customers love having a viable alternate to dealerships when it comes to their servicing – the prospect of quality servicing without voiding their new car warranty, for a consistently better price than a dealership, is very appealing. This offering is frequently at the core of our advertising, as we know there is a lot of confusion with consumers when it comes to logbook servicing. Most new customers to Auto Leaders are surprised to learn that they can have their car logbook serviced by an independent workshop without voiding a new car warranty. And generally our customer retention is very strong, once they learn this and are comfortable with it (along with the positive, high quality service they receive at Auto Leaders).

The proposed “extended warranty” of 10 years from Mitsubishi will further cloud consumer perception of their rights regarding logbook servicing. I feel this will be a big step in the wrong direction for both our industry and our customers. It is extremely uncompetitive and does remove the freedom of choice that consumers currently have. The other risk if this extended warranty is allowed, is the potential for other manufacturers to follow suit, sending our industry into a monopoly situation, where customers will have no choice and will ultimately pay through the roof.

We only wish to operate in an environment that is fair for all, and not weighted unfairly towards manufacturers. If this were to happen, independent workshops across the country will suffer and of course, so will consumers who will be left with no choice.

Regards,

Scott Day
Auto Leaders (Aust) Pty Ltd
[REDACTED]