
From: Dudley Leighton [REDACTED]
Sent: Friday, 9 October 2020 7:21 AM
To: Adjudication
Subject: RN10000433. MMAL

Categories: Submission

Dear Andrew,

I would like to raise my concern & objection to the proposal from Mitsubishi Motors Australia.

In principle I support a 10 year / 200,000km warranty, this is good for the consumer although, from the information I have read, I do note this is still a limited warranty.

The request to have the customer exclusively use the dealership for servicing to retain this warranty is what is of concern to me. Many manufacturers are offering long warranties without forcing their customers to return to their dealerships for servicing. Removing the consumers right to choose means they are locked into the dealer network, having to pay whatever is charged, deal with whatever kind of service they receive & have the fear that should they have to service elsewhere (eg people living remotely / on holidays) that they could lose their warranty.

I run a successful independent automotive repair & service centre, the majority of vehicles we work on are 3-10years old, I employ 8 staff, so directly that's 8 families, indirectly we support many many more; independant parts suppliers, IT personal, sundries suppliers, OEM parts suppliers, trainers for upskilling staff, the local coffee shop etc....

We have already felt the pinch of the anti competitive nature of free & capped price servicing. We have had our customers purchase new vehicles & have dealers state that it will void their warranty by taking to an independent such as us.

I urge you to consider the entire aftermarket industry when making your decision, should this go ahead it will set, in my opinion, a dangerous precedent & if other manufacturers follow suit it will certainly kill off a large sector of the automotive industry.

Regards

Dudley Leighton

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