
From: Graham Cooper [REDACTED]
Sent: Thursday, 8 October 2020 3:26 PM
To: Adjudication
Subject: Objection: Mitsubishi Exclusive Dealing Notification RN-10000433

Categories: Submission

To the ACCC,

I am the Owner of Jackmans Garage P/L of 94-96 Gormanston Road, Moonah, Tasmania. The business has been on operation since 1946 and I've been the Proprietor since 1987.

We employ 5 full time and 3 part time staff. We concentrate on mechanical and under-car repairs and services of light motor vehicles. We look after Mums and Dads and small Commercial customers.

I object to this Notification and ask that you refuse it on the grounds that it will lessen competition and increase the confusion of new car buyers with respect to their rights as consumers.

Mitsubishi claim their Dealers have more care and skill when servicing vehicles. This is untrue when compared to major independent workshops. We have an instance today where a new customer brought his car to us now the warranty period has expired. We found the Dealer had not placed a reminder sticker on the upper right corner of the windscreen, nor had he recorded the last service in the owner's log book. What else wasn't done?. This is not the first example. We find about one new customer a month comes to us because of dissatisfaction with the Dealer.

Competition will lessen if the car owner believes he must return to the Dealer for all services.

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Regards Graham Cooper
Jackmans Garage P/L
03 6272 4266