
From: Emily Martin [REDACTED]
Sent: Friday, 9 October 2020 11:08 AM
To: Adjudication
Subject: (MMAL) Exclusive Dealing Notification RN10000433 - OBJECTION

Categories: Submission

We 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 have been in business in Western Queensland for 15 years. We are a Repco Authorised Service workshop, and RACQ Roadside assistance contractor. We match capped price servicing plans for our good, local customers, which costs us financially on those transactions, and we do this because most of the new car dealerships are 400km away, in Toowoomba, which is an 800km round trip. And we factor this cost into our business, because we are looking after fleets of vehicles for mostly farm businesses, and it important to look after these customers.

Every year we witness the extreme inconvenience and cost to the local community, and travellers, when they are required to take vehicles back to dealers for servicing and warranty work. The nearest Mitsubishi dealership is 400km away.

We also experience the difficulty in accessing the latest diagnostic information, required to solve (often electrical issues) on new cars, when customers decide not to endure the hassle of taking their car back to the dealer.

When making this decision, we request the ACCC consider the vast distances those of us working in regional Australia have to travel. It is not cost effective, efficient or feasible for us to travel back to dealers every time we need a dash light diagnosed.

Thankyou
Emily Martin

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WINNER "RACQ Contractor of the Year Award (Level 3) 2015"

WINNER "Repco Authorised Service Customer Service Award 2012"