
From: [REDACTED]
Sent: Tuesday, 6 October 2020 6:18 AM
To: Adjudication
Subject: RN10000433– Mitsubishi Motors Australia Limited – submission

Categories: Submission

To whom it may concern

I personally opposed to MMAL plan to offer 10 years manufacturers warranty only if it is serviced by MMAL authorised service centre. It restricts customers' options to where they want to get it serviced. As a prospective new car buyer I welcome MMAL 10 year warranty offers, but after spending a lot of money to own a car, I dont feel comfortable knowing that I dont have any other choice than to service my car with them.

It is my own car, and I believe that I should have my own freewill as to where I want to get it serviced, because some people have their own trusted mechanics. I understand and fully agree that it is our responsibility to make sure we service the vehicle according to manufacturers recommendation, and failing this, manufacturer has the right to void warranty.

It is also important to maintain competitiveness between authorised and independent service centres in order to maintain their standard of services.

I hope ACCC will make a wise decision.

Regards

Richard