
From: Info SCAS <info@scas.com.au>
Sent: Wednesday, 7 October 2020 2:52 PM
To: Adjudication
Subject: RN10000433 Mitsubishi Motors Australia Limited Submission

Categories: Submission

Dear Andrew and ACCC

I write regarding the submission from Mitsubishi Motors Limited as referenced in the email subject line and wish to convey my objections.

I own and operate an independent automotive repair centre in regional Victoria and hold firm belief that Mitsubishi Motors Limited being allowed to entice customers with a 10 year warranty on the provision that all servicing be completed by an authorised dealer to be a limitation of true competition and a restriction on the choice a customer has in choosing their service provider.

Many of the objections already lodged have touched on the same concerns I have, and I thank those people for raising their concerns.

For me, my concerns include:

- Customers not wanting to have their vehicle serviced at the authorised dealer for various reasons (perhaps past poor experiences, lack of trust in the work performed or having an established relationship with an independent provider), yet they will feel pressured into using the dealer services or risk voiding their warranty
- Customers in remote areas having little or no access to an authorised dealer creating long wait times for repairs and servicing or potential voiding of warranty through no fault of their own
- The requirement removes the option for independent repairers to compete with the dealer, impacting on small business owners across the country and taking away the right of the customer to choose their repairer
- The lack of competition will allow Mitsubishi Motors Limited to set their own prices which customers will be compelled to pay in order to retain a valid warranty
- If said prices above do increase it may cause customers to delay servicing thus creating issues with the vehicle which would ultimately not be covered under warranty due to incorrect servicing

The core focus of our business is providing high quality service to all customers, we spend time on diagnostics and ensure our customers understand any vehicle issues and have the best opportunity to service and repair their vehicle at competitive prices – it is our experience that dealer repair centres do not take the same approach and ultimately it is the customer who is impacted in a negative way.

I strongly object to the submission by Mitsubishi Motors Limited.

Regards

Bronwen Levett

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