



Ultra Tune Tuggerah  
Unit 2 42-44 Gavenlock Road  
Tuggerah NSW 2259  
Phone – 02 43530488  
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MVRL Number 55091

9 October 2020

Dear Sirs,

**Submission in response to Mitsubishi Motors Australian Limited (MMAL) exclusive dealing notification RN100000433.**

I refer to the above notification by MMAL.

I have been a franchisee for Ultra Tune for 30 years with multiple stores.

I have owned my current franchise for 13 years and currently employ 4 mechanics, 2 of which are apprentices.

I object to MMAL's notification. This decision will have such a negative effect on our business and also take away consumer rights and choices when it comes to servicing their vehicles. Many of our clients have made the switch to us due to poor communication and customer service they have received from dealerships. We pride ourselves of making our customers the priority. If this notification is accepted our industry is going to be non-existent. Our apprentices and qualified mechanics will no longer be able to learn and enhance their skills to further their careers.

The dealership will most certainly have a monopoly in the service sector, which will give consumers even less choice. Not to mention this means they can raise prices to whatever they see fit. Due to COVID-19 our economy is suffering and consumers are now more than ever looking for ways to make their money go further, especially when it comes to maintenance and servicing their vehicles.

Dealerships still incorrectly advise customers of their warranty requirements when it comes to servicing, often bullying the buyer into thinking that their warranty is void if they don't pander to their enormous service prices. Why should consumers be continually subject to all of this misinformation? We have had many instances of this happening. Most recently one of our customers had gearbox issues with a Nissan vehicle to which they had paid extra for extended warranty. Nissan are still refusing to abide by a warranty that is set by them. It's no wonder that customers are exercising their right to look for alternatives.

By giving this application the green light it would be a major setback in the automotive industry and consumer rights.

Yours Sincerely,

Jeffrey Eyles

