



Ultra Tune Willeri Drive
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Dear Sirs,

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

I am the franchisee for Ultra Tune Willeri Drive, Perth, Western Australia since 2015.

I have been a mechanic for over 20 years, working in both dealerships and aftermarket repairers.

I object to MMAL's notification as it will have a negative impact on consumer choice, and is not of public benefit by preventing independent servicing workshops (like mine) from servicing their vehicles.

If their notification is accepted, other new vehicle manufacturer's will follow suit and thereby lessening competition and servicing choice for customers.

- Concentration of manufacturer marketing power for an extended period.
- Monopoly on the first 10 years of servicing for a vehicle, dealer may raise prices for repairs & parts. Lower customer service standards further. Less choice.

Customer misunderstanding / confusion of warranty and service requirements.

- Open to abuse of power by dealer when selling/promoting their vehicles. Not all information regarding their warranty may be brought to the attention of consumer.
- Customer are likely to only hear "10 year warranty if servicing done by dealer".
- Customers may incorrectly believe that they need to have repairs done at a dealer.
- The warranty does not provide any substantial benefit above the existing Australia consumer law.
- Customers are unable to properly compare the benefits of aftermarket servicing against maintaining their 10 year warranty as MMAL have not provided service pricing. Already 9/10 have car serviced by dealer while under warranty.
- Encourage an attitude of fear (amongst customers) of losing a 10 year warranty. Which does not really offer any substantial benefit to the customer.

The proposal does not improve the quality of vehicle servicing to customers (due to MMAL exercising significantly greater control over its Dealer and services centres").

- We provide independent & cheaper servicing.
- We provide better customer service. Many leave dealers because of bad customer service.
- The customer has the right to choose who services their vehicle, by qualified tradesman.

As a young business owner with a dedication to the community's best interest I urge you to reject Mitsubishi's attempt to ruin Australian small business.

Make no mistake – you hold in your hands, the very future of your fellow Australians and their children.

Tristan Curran
Owner/Operator
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