



7/10/20

RE:

Mitsubishi Motors Australia Limited (MMAL) exclusive dealing notification **RN10000433**
Interested party response- Objection Notification

To: adjudication@acc.gov.au

To Whom it may concern,

I object to this notification and request the ACCC revoke this notification because this conduct;

- Has the purpose, effect or likely effect of substantially lessening competition, and;
- In all circumstances, will not result in likely public benefit which would outweigh the likely public detriment

I have been in the motor vehicle industry for over 50 years and have owned and operated an independent workshop for the last 20 years, of which I would like to continue to operate and offer a competitive service to our community. I currently have 3 full time mechanics and 2 administration staff employed.

Many businesses within the service and repairs industry have worked hard to make changes over the years to ensure the industry is run fairly across the board. This included making regulations that manufacturers could not hold the monopoly on servicing new vehicles under warranty. Prior to the ground-breaking changes, the manufacturers had in place a policy that restricted the consumers choice; their choice of repairer, their choice to obtain competitive service quotes, their choice to support a local workshop without fear of losing support when experiencing a warrantable concern. The proposal that (MMAL) are currently offering is putting into motion the reversal of these changes.

If this proposal is accepted by the ACCC, then I am fearful that this will give the other manufacturers an open door to implement the same restrictive policies. The result will be another blow to the independent garage and consumers. This is a step in the wrong direction.

Being in a small rural town in Victoria, consumers have limited access to local dealerships, and therefore must accept whatever service rates and charges are given. As the majority of Capped Price service prices are based on metro dealer rates, this is comparatively more expensive than that of the local garage. In my opinion, this places rural consumers at a distinct disadvantage.

If MMAL was genuinely concerned about the public benefit of ensuring a "high degree of care and skill" in servicing, it would have taken steps to ensure independent service providers had access to repair and servicing data and information.

MMAL did not comply with the Voluntary Heads of Agreement to share vehicle related service data with the car owners' repairer of choice. This erroneous claim regarding care and skill seems insincere and disingenuous.

Dealers use repair and service to contribute over 70% to the profit of the dealership. Capturing consumers for 10 years is likely to be driven by a commercial motive.

Yours Sincerely,

Mr Alan Woodward.