



Re: ACCC New Cars Survey

Dear Sir/Madam,

I welcome the findings of the ACCC New Car Retailing market study.

It is without a doubt that new cars and some older cars are more technologically advanced than we could have imagined a decade ago. Vehicle systems are becoming more and more complex and as such it is imperative the correct repair and correct repair procedures are carried out on these vehicles to ensure a clean and safe motoring environment for consumers.

Vehicles that have exited the warranty period are mostly serviced, maintained and repaired by the independent workshops, whilst many vehicles still within the warranty period are serviced by the independent repairers. The days of the motor mechanic being able to carry out the repairs and maintenance on these modern vehicles without specialist equipment or information has long since gone and as such the requirement for accessing technical information and diagnostic tools or special tools, which is available to franchised dealers, is needed for independent repairers now so repairs and maintenance on vehicles of all ages can be carried out as the manufacturer intended throughout the lifetime of the vehicle.

I welcome all findings in the market study draft report and I welcome all recommendations put forward in resolving the issues surrounding the New Car Retailing market study.

Regards
Matt Douglass

