



## PUBLIC SUBMISSION TO ACCC MARKET STUDY INTO NEW CAR RETAILING INDUSTRY

To whom it may concern,

Gejay Automotive Bendigo have found all areas of service information, Dealer Technical Service Bulletins (TSB) and repair information difficult to obtain for most makes and models. Some recent issues are as follows:

1/ 2010 Mercedes Benz C 250 1.8 Lt SIDI 4 CYL petrol engine, travelled 67,000 Km. Owner was reluctant to return to dealer due to a previous poor service experience. Vehicle had engine run faults, losing power, engine cutting out, but would restart. ECU fault code scan indicated codes:

P 0002 Fuel volume regulator control circuit.

P 0087 Fuel pressure too low.

Scan tool data used had limited information and functions for this model.

Scan tool indicated Fuel pressure okay.

Contacted local Mercedes Dealer for possible TSB relating to fault.

Advised by Dealer Service Manager no information will be available or released through dealer.

Owner will need to book in vehicle for diagnosis.

Due to poor dealer service previously, owner decided to drive 2 hours to Melbourne to a dealer recommended by a colleague.

We were only able to charge a minimum diagnostic fee after spending 2 – 3 hours researching for technical information relating to fault.

2/ 2006 Holden Commodore V 6 Ex Police vehicle.

Extensive engine repairs carried out requiring battery disconnection.

Restarting engine detected interior dash engine control display not working.

Carried out systematic test procedure unable to detect any faults.

Contacted local Holden Dealer who advised of a known fault with Ex Police vehicles needing a Body Control Module (BCM) reset and police mode disabled.

Research procedure and identify procedure is not able to be carried out by any aftermarket scan tool on the market.

Vehicle would need to be booked in to the dealer for BCM reprogramming.

Contacted Dealer for booking, advised earliest available time 4 advance days.

Owner advised he would need to leave the car at our workshop until BCM reprogramming could be carried out.

Vehicle booked in to dealer and reset carried out.

Extra unquoted costs to customer for reset passed on.

Extra uncharged time from our business employees to identify fault and take the car to and from dealer, approx. 2 hours uncharged time in total.

3/ 2011 VE V6 Commodore

Vehicle arrived in our workshop with all center dash display not working.

Carried out test procedure, ok.

Carry out ECU data check and identified Code:

U 0140 No Communication with body control module.

Dealer contacted and we were advised a BCM upgrade required.

7 working days advance booking required.

Owner of the vehicle lived 45 minutes from Bendigo.

Booked in at dealer 10 days later.

Customer returned to our workshop.

Staff member drove to Dealer at time agreed.

Procedure took 15 minutes to perform and staff member returned to workshop.

Charged \$120.00 for service which was passed on to our customer.

If the manufacturers would release this information to the aftermarket repairers we would have been able to have carried out the upgrade in house without inconveniencing our customer.

4/ 2009 Chrysler Voyager 3.8 Lt V6 Petrol engine

Vehicle ABS display & continual alarm fault with ignition on.

Test procedure and fault data identified ABS module fault.

Contact local dealer and were advised of known common fault with ABS module.

Purchased and fitted genuine part from dealer.

Module initialization carried out via our workshop scan tool but would not complete procedure completely.

Contact local dealer regarding fault.

Advised dealer software is required to complete procedure.

Local dealer unable to book vehicle in for 14 days.

Owner lived in Melbourne and was working in Bendigo for the week.

Vehicle was able to be driven so owner returned to Melbourne.

Contacted local dealer when arrived home.

Took vehicle in the following day.

Procedure completed while customer waited which took 20 min.

Extra costs paid by customer.

Approx 2 hours spent researching fault to rectify, nil cost to owner.

5/ 2012 Mazda CX 5 2.2Lt DOHC Turbo Diesel

Engine 90,000 km service book service completed.

Owner returned 1 week later with oil light flashing intermittently.

Carry out all checks including oil pressure checks, ok.

Check for any known technical faults relating, report none detected.

Contact local dealer relating to fault.

Local Dealer advised known fault (TSB) with engine oil life parameter reset required and would need to be returned to dealer for procedure to be carried out.

1 week booking required.

Booked in for reset procedure with dealer as directed.

Further researched fault and contact scan tool manufacturer used in workshop.  
Scan tool Manufacturer advised procedure is available in workshop scan tool.  
Owner returned, procedure carried out and fault rectified.  
Dealer booking cancelled.  
Time to research fault and carry out procedure 3 hours.  
No expense to customer other than to return vehicle twice to our workshop for fault to be rectified.  
Procedure has since been distributed to aftermarket technical suppliers.

6/ 2013 Audi Q7 3 Lt V 6 Diesel

Vehicle has been towed to our workshop.

Customer advised of ongoing fuel injector faults.

Owner advised they had spoken to Audi purchasing dealer relating faults.

Dealer advised owner of known faults and to return vehicle to dealer.

Contact local Audi dealer regarding known faults or TSB.

Local service manager verbally advised faults and TSB.

When asked for a copy of TSB manager advised he was unable to supply copy as directed from manufacturer.

If he did so, he has been advised he would lose his job.

7/ A loyal regular customer purchased a new 2016 Holden Colorado 2.8 Lt Diesel.

After signing the contracts, the sales representative was advised he would be taking the vehicle to Gejay Automotive, local Repco Authorised Service Centre for scheduled log book servicing.

The sales representative advised our customer that if he did not return the vehicle to a Holden Dealership for servicing the Manufacturer's Warranty would be void.

The above examples are just a sample of the day to day issues we are faced with.

If any further clarification or information is required please contact me at any stage.

Sincerely,

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