

## Mitsubishi Information Request

1. Please outline the process a business must go through to become a MMAL dealer or service centre.
2. Please outline the costs involved for independent service/repair businesses to service a Mitsubishi vehicle, including any necessary training or technology investments (including but not limited to software licences) and the amount and structure of any MMAL fees (including whether these costs are one-off or ongoing).
  - a. How much does MMAL charge independent businesses for access to data/information required to service Mitsubishi vehicles? How frequently does MMAL make software and other necessary technology and information updates available to independent businesses?
  - b. Does MMAL intend that access, cost, and/or frequency of updates to data/information required to service Mitsubishi vehicles currently provided to independent businesses will change under the extended warranty?
3. Paragraph 3.2 of the application states that MMAL does not expect any significant increase in the wholesale prices charged to MMAL dealers arising from the extended warranty. Please provide MMAL's calculation of the anticipated wholesale price increases to dealers for each vehicle type.
  - a. Please outline any modelling undertaken by MMAL to factor the cost of the extended warranty into the marketed price for new vehicles.
4. Paragraph 6.13 of the application states 'MMAL expressly markets its vehicles by reference to whole of life costs, including servicing costs.' Please provide examples of this marketing that demonstrate how information about the whole of life cost is communicated to consumers and an explanation of how MMAL calculates 'whole of life' costs (by reference to a real example if possible).
5. Would MMAL implement any adjustments to account for purchasers based in regional/remote areas that do not have nearby MMAL service centres or dealers?
  - a. Would the extended warranty be voided if a purchaser services their vehicle at a non-MMAL service centre or dealer due to the unavailability of MMAL service centres and dealers in the region?
6. Would MMAL dealers provide a discount on the price of a new vehicle if a purchaser wanted to opt out of the extended warranty offer at the time of purchase?
7. In Annexure 1 of the application, the Limited Life Warranty Items include 'any component subject to regular servicing'. Please clarify whether this effectively gives MMAL dealers and service centres discretion to choose which parts they replace over the duration of the warranty period, beyond the 12 months or 20,000km limits.
8. Please provide any documents/manuals that:
  - a. MMAL has or will use to communicate or promote the extended warranty to prospective purchasers/the public; and
  - b. MMAL has or will use to instruct or guide MMAL dealers in relation to the promotion of the extended warranty to prospective purchasers and the communication of the extended warranty at the point of sale.