

Chubb, Sarah

From: Greg Verburg [greg.v@mcintoshandson.com.au]

Sent: Tuesday, 15 May 2007 10:20 AM

To: Chubb, Sarah

Subject: C2007/679 CNH Australia

Hi Sarah,

In response to the correspondence I have received, I wish to submit the following:

- 1,
The quality & quantity of new machinery warranty is very important to the customer, some warranties are better than others & customers take this into account when purchasing new machinery.
- 2,
Yes, it is an industry standard, warranty has conditions that must be adhered to, in the interests of providing the best care for the machine & its operation.(Also resale value.)
- 3,
Yes, extended warranties also rely on the consistent use of the recommended parts & lubricants.
- 4,
Yes, the manufacturers only supply "genuine" parts & accessories to their respective dealer networks.
- 5,
It is common for dealers to stock more than one brand, to remain competitive in today's market. They have a choice whether to, or not.
- 6,
There are many avenues to obtain spare parts & lubricants, sufficient to support many "will fit"suppliers.Only in some cases, are the specially made parts available from the sole supplier.(No different to anyone else.)
- 7,
It is in the customer's best interests to have his machinery serviced by factory trained technicians, who know what they are looking at & what to expect. It is common that if a customer chooses to seek service from an untrained service provider, the job takes longer & costs the customer more.
- 8,
The customer has a choice with certain items, but no choice with some technical requirements. That is no different to any other consumer good available to any consumer, world wide.

If I can be of any further assistance, please do not hesitate to contact me.

Regards,

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