

Mitsubishi Motors Australian Limited (MMAL) Exclusive Dealing Notification RN10000433.

Interested Party Response – Objection to the Notification

I object to this notification and request that the ACCC revoke this notification because it is not in the best interest of the consumer. It will lead the way for all Car Manufactures to follow the MMAL's lead, and it will give the car manufacture an unfair advantage in the market place.

1. This has the purpose, effect or likely effect of substantially lessening competition, as the consumer will be confused into believing their only option during the 10 year life of the vehicle is to solely and only use the dealer service centres
2. This will not result in any consumer public benefit and can only outweigh the likely public detriment, causing less competition and therefore costing the consumer more in the long run.

I run a successful small business in Brisbane, Allautos Advanced Tuning an independent aftermarket automotive service and repair centre.

- I currently employ 2 technicians, one 3rd year apprentice, and an admin staff. As my business is growing I hope I will be employing more staff in the future.
- I have been running this business for over 20 years and I have built up a strong and good relationship with my clientele over this time.
- I specialise in modern vehicle diagnostics and have many local automotive businesses bringing their difficult diagnostic problem jobs to my business.
- I continue to train my staff so that they can keep up with modern technology and better themselves in the field they are in.
- I believe my business is giving expertise and choice so the consumer as an alternative option from the car manufactures dealerships.

I worry that if the consumer feels they have lost the opportunity to choose an aftermarket repairer in lieu of a dealership that not only will this cost them more, but I feel the safety of their cars will be in jeopardy due to potentially missed or undiagnosed defects.

Let me give you two examples of 2 vehicles that were both under new car warranty that we saw last month.

- 2018 Great Wall with less than 10,000 kms that we serviced and we reported to our customer that his vehicle had defected rear suspension bushes. When the customer took his vehicle back to the dealer for warranty, they rejected the problem. We were then able to present to the dealership a video showing the excessive movement that these faulty bushes had and prove to the dealer they were in fact not safe and needed their attention.
- 2019 Mini around 6,000 kms, had just recently had its 12 month routine dealership service (less than a month ago) we had to do a roadworthy inspection due to a change of ownership, and we failed this vehicle because it had a hydraulic brake fluid leak from a wheel brake calliper.

This was either unintentionally or intentionally missed by the servicing dealer and could have had a devastating outcome if the vehicle brakes had failed (and they would have if this problem was left unattended) I was able to call up the dealership and report this problem to them and this customer now has an appointment with the dealer to have her car made safe under her new car warranty agreement.

I could give you many more similar examples, but I feel these 2 above examples are sufficient enough to demonstrate how import our role is in the aftermarket automotive repair industry. Without us the car manufactures dealer service department will have no accountability and the consumer will have no alternatives or choices.

In summing up my objection I feel it would be improper if the ACCC did not see behind the true objective of MMAL, it is not that they want to give their customers more piece of mind by way of an extended warranty. It is all about retaining their customers to their dealer workshops and reducing the competition in the aftermarket automotive industry, taking away consumer choices and creating an unfair market for the consumer.

Yours Sincerely

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