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**From:** [REDACTED]  
**Sent:** Friday, 9 October 2020 12:49 PM  
**To:** Adjudication  
**Subject:** Mitsubishi Warranty

**Categories:** Submission

To Whom It May Concern,

It is my understanding that Mitsubishi want the ACCC to sign off on a new 10 year warranty that will force the vehicle owner to have their vehicle serviced by a Mitsubishi Dealer from day one to qualify for the 10 year warranty.

I own & run a Mechanical Workshop in [REDACTED]

I have many of my customers owning relatively new Mitsubishi vehicles that choose to have their vehicles serviced with us, rather than the dealer.

You may think that the reason the vehicle owners would choose not to have their vehicles serviced by the dealer is the cost, no, many of these owners refuse to return to the Dealer due to the poor way in which they treated.

It's not uncommon for us to find warranty related issues with these vehicles & therefore have to refer the owners back to the dealer to have these issues rectified.

The reaction from these owners can be anything from exasperation to down right refusal to take the vehicle back to the dealer.

Mitsubishi Dealers & many other Dealers of varying manufacturers are driving their customers out the door with poor service & an increasingly bad attitude when it comes to dealing with their vehicle owners.

In speaking with other workshop owners over the past couple of years I am hearing this reluctance & refusal by these owners to return to the Dealers over & over again for exactly the same reasons already mentioned.

If Mitsubishi Dealers & other Dealers were doing such a great job at providing their customers with a high level of service why are their customers looking for alternatives when it comes to Handbook Servicing under warranty?

To force the owners of these vehicles to go back to the Dealer is taking away the consumer's rights to have their vehicle serviced by whomever they wish, & providing a better value service at the same time by a non Dealer.

There is no doubt that my business would lose the ability for these owners to seek an alternate servicing agent & repairer of their choosing & be forced to return to an establishment they no longer wish to patronise.

It is my belief that if they were doing such a great job for the consumer why would they insist on such a huge imposition upon the customer by having them return to the dealer for their servicing. Surely their product is good enough to withstand the scrutiny of time without forcing the owners of these vehicles to return to an establishment to which they don't want.

I urge you to consider the far reaching ramifications of this demand by Mitsubishi.

Sincerely Yours

[REDACTED]