

ACCC  
23 Marcus Clarke Street  
Canberra ACT 2601  
[adjudication@acc.gov.au](mailto:adjudication@acc.gov.au)

13<sup>th</sup> October, 2020

Dear Sir/Madam,

**RE: MMAL – EXCLUSIVE DEALING NOTIFICATION RN1000043**

We would like to submit our opinion, for the consideration of the ACCC, in relation to rejecting or approving the request by Mitsubishi Motors Australia Limited for exclusive dealing in relation to their 10-year warranty proposal.

We are all for long warranties on products, especially on products such as cars where the financial investment made by the customer validates a longer warranty. However, we are not in favour of allowing Mitsubishi to bolster exclusivity and shut out any competition in the servicing department. Allowing this would potentially lead to price gouging by eliminating consumer choice when it comes to vehicle servicing. Australian consumers must be able to choose where they spend their money, even if they choose to buy a Mitsubishi; and they should not be disadvantaged in any way for making that choice.

To sum up, although we are in favour of the 10-year warranty, we are not in favour of allowing MMAL to make the warranty conditional upon exclusive servicing. If they can remove the conditional exclusive servicing from their proposal, they stand to gain more respect from an Australian consumer perspective, as well as from the motoring industry as a whole.

Thank you for considering our opinion,

