
From: Andrew Brown <browniesshedautos@gmail.com>
Sent: Thursday, 8 October 2020 4:08 PM
To: Adjudication
Subject: RN10000433– Mitsubishi Motors Australia Limited – submission
Categories: Submission

I am writing in response to Mitsubishi Motors Australia Limited submission to extend their warranty to 10 years under the condition that the car is to be serviced exclusively at a Mitsubishi Dealership.

As a Mitsubishi owner myself and the owner of an Independent repair business, I find offering a 10 year warranty is great- but NOT under the premise of being serviced exclusively at a Dealership.

I was trained at a Mitsubishi Dealership as were many independent mechanics, so the service my customers receive is no different to what they would get at a dealership.

The current law surrounding warranty repairs is that new/ used car warranties will not be void if an independent repairer carries out repairs- so long as they use genuine/ quality OEM parts- which I am pretty sure ALL reputable mechanics would use anyway. In the case of a 10 year warranty- it really should not be seen as any different to a 3, 5 or 7 year that every other brand adopts.

If the 10 year warranty with exclusive rights to Dealerships is allowed to go ahead, what does that mean for Independent repairers when other car manufacturers follow suit?

It is already enough that dealerships mis-inform customers that they need to return their cars to the dealerships for any repairs or services in order to keep warranty- so it's very mis- leading to consumers to think that they will be receiving a 10 year warranty on their new car- without being informed of all the conditions that will be attached to it.

And then what happens when I, a qualified Mitsubishi trained mechanic, purchases my next Mitsubishi? Am I expected to PAY (be overcharged for use of better words), to have my own car serviced so that I dont void warranty?

It really is a bit of a kick in the teeth to all the hard working, honest, reputable independent mechanics out there.

Thank you

Andrew Brown

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