
From: Ashraf Abdelmoteleb [REDACTED]
Sent: Friday, 2 October 2020 9:32 AM
To: Adjudication
Subject: RN10000433– Mitsubishi Motors Australia Limited – submission

Categories: Submission

Dear sir/madam,

I strongly oppose the proposal by Mitsubishi Motors as it sets an unacceptable precedence in the Automotive Industry.

There are two key reasons for my opposition to the proposal:

The first is that dealer service centres are not always the most cost effective option. New vehicles require minimal maintenance often confined to oil changes and basic safety checks, yet dealers can sometimes be substantially more expensive for no specific reason. More importantly as the vehicle ages, dealers are likely to demand that certain components not covered under warranty be changed. OEM equipment used are often significantly overpriced compared to quality aftermarket options. Consumers would not be able to receive competitive quotes without impacting the warranty.

The second relates to aspects of competence and honesty associated with only being able to rely on a dealer (especially where proximity of alternates are not feasible). For my new vehicle of a brand I will not disclose, I received a 5 year fixed service cost from the dealer. Yet at the first 15,000km service, I disputed that the dealer never conducted the service that I paid for and did not change the oil or oil filter. The dealer insisted that they had done so and gave me some story about the oil colour being normally dark. Yet at the second 30km service, the oil and filter had been clearly changed and the oil was clean. The very same dealer also conducted an expensive swap of the A/C compressor under warranty claiming that the compressor was faulty. Yes the performance of the A/C did not in my view change in the before and after scenario. Forcing consumers to only be serviced by a dealer, means that consumers are then stripped of choice when they receive poor service from an un-trust worthy dealer.

I believe that Mitsubishi's proposal is unacceptable unless they are prepared to guarantee competitive costing, put in place means of auditing the quality of service by dealers and extend a certification process beyond dealerships to independent mechanics who can provide an equivalent service.

Regards,
Ashraf Abdelmoteleb

Sent from [Mail](#) for Windows 10