
From: Andrew Austin <austinautorepairs@outlook.com.au>
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To: Adjudication
Subject: RN10000433-Mitsubishi Motors Australia Limited-submission

Categories: Submission

To Whom It May Concern,

I own and operate a small "One Man Show" independent workshop, Competition is already difficult enough, decreasing profit margins, higher overheads, multiple workshops in small country towns, customers mainly always looking for best price rather than best service.

this move by MMAL is exactly the sort of thing that the ACCC was designed to stop.

I have a lot of Families as customers with multiple vehicles, some newer some old, it is already difficult enough convincing customers that they do not have to return to the dealer for Servicing and generally the ones who do understand still decide to because they believe they will be better off, which sadly is not the case, I saw firsthand when I purchased a new vehicle early last year, critical safety errors with dealer fitted accessories. workshops with mostly apprentice staff who are always pushed to get jobs done quicker. Capped Price Servicing and Free Servicing for X amount of years was the first nail in the coffin for Consumers and Independent Workshops, don't allow this to be the last.

Consumers and independent Workshops will both be greatly disadvantaged if this is allowed to go through. It's a no-Win situation.

Kind Regards,

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