
From: Gold Coast <goldcoast@autostop.com.au>
Sent: Wednesday, 7 October 2020 1:26 PM
To: Adjudication
Subject: Mitsubishi Motors Australian Limited (MMAL) proposal

Categories: Submission

Mitsubishi Motors Australian Limited (MMAL) proposal

To whom it may concern

I own and operated three mechanical workshops and have done so for the last 30 years. We provide logbook servicing, engine reconditioning and all mechanical repairs. We pride ourselves on being the one stop shop for all your vehicle needs.

I employ 15 people in these three workshops, and I would have to say the past eight years have been toughest I have encountered and with that being said I started my businesses in a recession back in 1990.

There would not be too many days that I don't have one of my managers complaining about the fact that our **long term customers** intend to upgrade their vehicle and the perception the car dealer has delivered to them is that **if they don't get the vehicle serviced by the dealership it will void all warranty**. I have other situations where I don't even find out about my long term customers going to the dealerships for their new car services and then coming back to me after their warranty has finished only for us to finally get a chance to tell them that this whole time they could have had their services done by us, needless to say they are devastated.

Do not even get me started on the capped price servicing that I have witnessed on many occasions not being performed correctly, but the dealership can get away with poor servicing because customers think they have no choice. We perform our services correctly to enable less hassle for the client when warranty issues need to be performed by the dealer.

I have had countless scenarios were I try to use car company branded parts or so called 'genuine parts' when the vehicle is under manufactures' warranty just to make sure that I eliminate any argument with the manufacture should a warranty issue arise but then I find out that the customers cannot afford some of the excessive prices for so called 'genuine parts'. In my experience the so called genuine part is often between 20 and 60% more expensive than the high quality equivalent parts that I source. Sometimes these parts are actually manufactured by the same supplier – same part, different box.

I think that if this does get passed **other manufactures will follow suit** and the pricing on services will rise for the consumer. Most customers will not be able to afford their service and this will result in unroadworthy vehicles and a threat to our road safety. We keep car maintenance affordable – and we want to keep doing that.

I would respectfully request that this Exclusive Dealing Notification is revoked.

Kind Regards,

Michael Daly
Managing Director

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