
From: Rob [REDACTED]
Sent: Monday, 5 October 2020 10:10 AM
To: Adjudication
Subject: Mitsubishi Motors Australia 10 Year Warranty

Categories: Submission

Andrew Mahony

RN 10000433

My name is Robert Hodge and I am the General Manager for AutoPlus Pty-Ltd, we are an automotive franchise chain with several locations around Melbourne. We have been in operation since July 1990.

It is apparent that Mitsubishi Motors Australia is proposing to offer a 10-year 200,000 km warranty on the purchase of new vehicles providing they are serviced exclusively at Mitsubishi dealerships.

I am extremely concerned for both the aftermarket automotive industry, as well as the consumer at large. I therefore object very strongly to this proposal by MMAL.

I believe this proposal is completely anti-competitive and would cut all aftermarket dealers out of the Mitsubishi market until year 11. The proposal completely removes the right for the owner of the vehicle to have a choice about where the ongoing service and repairs are carried out.

Consumers are already confused about warranty's and I believe this will only add to that confusion with MMAL 5x5 warranty. I can foresee many people being disadvantaged and warranties not honoured through no fault of their own.

Where do they stand with regards to emergency break downs when circumstances dictate, they can't get to a Mitsubishi dealer? A large number of customers do not understand the difference between servicing and repairing a vehicle, adding to the chance of the warranty becoming null and void by innocently taking the vehicle to an aftermarket workshop.

Those of us that have automotive workshops would never buy a new Mitsubishi because we would obviously service it ourselves again making the warranty null and void.

I hope my concerns are given due consideration as they are forwarded with genuine intentions.

Please feel free to contact me to discuss.

Regards,

Rob Hodge.

AutoPlus Pty-Ltd

Mob: [REDACTED]

Ph: [REDACTED]

Factory 7 / 14 Capital Place, Carrum Downs 3201

PO Box 8138, Carrum Downs 3201

[REDACTED]
www.autoplus.com.au



We'll Keep Your Car In Great Shape