
From: Chris N. AutoplusWA [REDACTED]
Sent: Wednesday, 7 October 2020 1:41 PM
To: Adjudication
Cc: Lesley Yates
Subject: Objection - Mitsubishi Motors Australian Limited (MMAL) Exclusive Dealing Notification RN10000433.

Categories: Submission

To whom it may concern,

My name is Chris and we own Autoplus WA in Midvale WA that employees 12 awesome team members and looks after 100s of customers cars and their families each week. We look after all makes and models including a lot of Mitsubishi vehicles.

I'm writing today in objection to this notification and request the ACCC revoke this notification as it will be at a detriment to our business.

I suspect it's going to have the effect of minimising the competition as its effectively locking the consumer to one dealer if they want to 'maintain their warranty'. Why would a consumer want to seek out another repairer or option when it's going to void there warranty? This will minimise the consumer's freedom of choice and may then end up costing them more.

I can see no advantage to the consumer on implementing this, only for MMAL who effectively locks the consumer to the dealer. If the consumer is using the services of a registered (State applicable), reputable workshop for there servicing and they are servicing it to manufactures specifications then there will be no effect to there vehicle and hence their warranty. If this was the case we would have an issue now with vehicles being serviced outside the dealer network in there first 5 years of warranty.

In closing, we see the implementation of this warranty which is in effect forcing the customer to stay with a select repair to maintain their warranty is,

1. Taking away their (consumers) freedom of choice,
2. Removing competition (as can only go to the dealer to keep warranty),
3. Increasing pricing (Not having the option to compare elsewhere),
4. Taking away the option for work to be done in the aftermarket network (as it will void their warranty).

Thank you for your time,



Chris Notte

Manager at [Autoplus WA](#)

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