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**From:** Conti Best Drive : Ferntree Gully <ferntree@bestdrive.com.au>  
**Sent:** Wednesday, 7 October 2020 2:22 PM  
**To:** Adjudication  
**Cc:** [REDACTED]  
**Subject:** RE: RN10000433 Mitsubishi Motors Australia Limited's Exclusive Dealing notification  
**Categories:** Submission

Dear Sir/madam,

We have today been made aware of Mitsubishi Motors Australia Limited's Exclusive Dealing notification N10000534 and note the closing date for submissions is 9 October.

I object to this notification and request that the ACCC revoke this notification because this conduct:

1. has the purpose, effect or likely effect of substantially lessening competition,
2. in all the circumstances, will not result in likely public benefit which would outweigh the likely public detriment, and
3. Further forces the mis conception to the customer base that service and repair work carried out at an independent retailer is inferior and detrimental to their vehicle

The business which I manage is a tyre and auto service that looks after all makes and models of cars of various ages and classes, Car owners are already confused about warranty and choice as dealerships are generally fuelling this misconception that if you go to an independent repairer you will void the new car warranty and can in some circumstances cause damage or unreliable service to you vehicle. It is not legal to say that using an independent will void the warranty – but if you approve this notification it will be OK to say that you will void the extended warranty if you use an independent repairer. All of the effort we have put into making consumers aware that they do have choice, will be lost because you will be officially approving a deal that removes choice.

My customers are just wanting honest advise and a choice of reliable parts that will fit their budget. Mitsubishi does not mention how this notification will affect the market for the supply of aftermarket parts. When consumers go to the authorised dealership – they are not offered a choice of parts. We offer choice: car company branded(Genuine parts), independent and reconditioned parts. A choice of parts provides price competition and maintains car maintenance affordability. If all car owners go to the dealers – we have no need for generic parts, superior parts or the creation of new and innovative accessories and auto components.

The team at my store prides itself in offering choice and value to our loyal customers and we are extremely concerned that if the largest car brands have all of the vehicles serviced by 'authorised' dealers, we will see a lessening of competition because the independent repair sector will be excluded.

We have had instances in the past where aftermarket parts and services are superior to the dealership network. Customers should ultimately have a choice of who and where their vehicles get repaired.

Regards,

Jay Varsani.  
Store Manager



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