

Factory 6/ 23 Stephen Rd

Dandenong South Vic 3175

P: 03 9792 2262

M: [REDACTED]

E: [REDACTED]

DANIELLO'S AUTOMOTIVE CENTRE

ABN: 73 635 538 260

Mitsubishi Motors Australian Limited (MMAL) Exclusive Dealing Notification RN10000433.

Interested Party Response – Objection to the Notification

To whom it may concern,

I Armando D'Aniello object to this notification and request that the ACCC revoke this notification because this conduct: has the purpose, effect or likely effect of substantially lessening competition, and in all the circumstances, will not result in likely public benefit which would outweigh the likely public detriment.

I have been in operation since 1991, almost 30 years ago. I service and repair a wide range of makes and models. All vehicles range in age and a high percentage are new vehicles or under 5 years old. If this exemption is granted, I predict my workload will decline dramatically as I imagine many other dealerships will follow suit.

Mitsubishi states that there is a public benefit because under the Notified Warranty, cars are serviced with a "high degree of care and skill" beyond the high degree of care and skill ordinarily provided by independent service providers.

That is simply NOT true – our services are delivered with care and skill and our customers have protections under consumer guarantees. We also provide a 12 month / 20,000 km warranty on our services, parts and labour.

Additionally, independent service providers such as I, are impartial when it comes to defects diagnosed during servicing and will advise consumers to return their vehicle to the dealership to remedy the defect, if the issue is deemed to be warrantable.

In summary, independent workshops can provide equal knowledge, care and integrity to a dealership, as our very livelihoods depend on our capability, honesty and trust when providing any service to consumers.

Yours sincerely,

Armando D'Aniello