
From: David Barber [REDACTED]
Sent: Thursday, 8 October 2020 8:32 PM
To: Adjudication
Subject: RN10000433– Mitsubishi Motors Australia Limited – submission

Categories: Submission

To whom it may concern.

My name is Dave, I'm a mechanic in Hobart and have been for 9 years.

I'm emailing you to express my disagreement on mitsubishi's submission. If mitsubishi is prepared to offer this additional warranty, Why can't the customer have the choice to service the vehicle elsewhere and still be eligible? Independent repairers look at more things than dealerships on services. I've seen oil leaks, coolant leaks, defective parts on cars still in their warranty period. That dealers turn a blind eye too and deny warranty on, and unless the matter is pushed further nothing gets done.

What is the consumer going to get when every service has to be through the dealer network that does everything in its power to avoid warranty repairs? If a consumer comes to us for a service and to check out a issue at 7 years or 150,000km. Any warranty would be denied because an independent serviced it.

Consumers more often than not have no idea there is a warranty issue with there car until we tell them.

If this is passed it sets the precedence for any dealership network to put this in place and control the vehicle repair market. Independent service centres won't be able to cope with the decline in customers.

This isn't just about the independents loosing business. Our customers come to us because they want an alternative to dealership servicing, including an alternative to the more expensive costs of dealership services. We do as good and, in my workshops opinion, alot higher quality of work than dealerships having to meet targets, this is also supported by our repeat customers still in their warranty periods returning time and again for services. We do this without all the technical data the dealerships control and wont release to the independent service centres or consumers, but thats another issue we are fighting to change. If I was in America I could call my dealership who would give me the Information I ask for, or test procedure, as I own the car I have the right to repair it.

Consumers should have that right too.

Kind Regards Dave

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