
From: accounts@hondacare.com.au
Sent: Thursday, 8 October 2020 11:47 AM
To: Adjudication
Cc: 'Admin - Hondacare Future Sumner Park'
Subject: Interested Party Response - Objection to the Notification | Mitsubishi Motors Australian Limited (MMAL) Exclusive Dealing Notification RN10000433

Importance: High

Categories: Submission

Mitsubishi Motors Australian Limited (MMAL) Exclusive Dealing Notification RN10000433.
Interested Party Response - Objection to the Notification
Email to: adjudication@acc.gov.au

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, and
2. in all the circumstances, will not result in likely public benefit which would outweigh the likely public detriment.

I started Hondacare in 1999, we have been in the same location servicing the Centenary suburbs and beyond for the last 21 years. Then in 2014 I purchased Future Auto Wynnum. We service and maintain all makes and models of vehicle and have staff with various specialties. Over the two branches I employ a total of 9 people, currently looking for 2 more! Most of my employees have worked with me for over 10 years, the shortest being our current third year apprentice, the longest; our service manager at Sumner Park of 16 years.

Vehicle manufacturers focus on warranty instead of consumer guarantee obligations and consumers are confused. Consumers already have rights and it is difficult to see what rights they would have that are additional under an extended warranty - even the term 'extended' is misleading. Given the existing level of confusion and the significant power imbalance, this Notification will fuel the problem and not support consumer rights and the consumers' knowledge of their rights.

Mitsubishi market share is only 7-8%, and on face value that should not affect the whole aftermarket but if ACCC does not revoke the notification it is obvious that other new vehicle manufacturers will follow suit.

If the largest car brands follow suit all of the vehicles serviced by 'authorised' dealers, we will see a lessening of competition because the independent repair sector will be excluded. If consumers don't have any choice or think that they don't - These car brands will have a monopoly. Vehicle manufacturers could raise prices for parts and repairs for a sustained period, produce lower quality products with no corresponding reduction in price, fail to offer any product variety and lower customer service standards.

I urge the ACCC to revoke this exclusive dealing notification.

Warm Regards

Scott Glendinning

Direct contact number - [REDACTED]



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