
From: Gary Homan [REDACTED]
Sent: Wednesday, 30 September 2020 3:41 PM
To: Adjudication
Subject: RN 10000433 MMAL

Categories: Submission

Good Afternoon Andrew.

Further to my previous email I would like to add that my other concerns are for the aftermarket parts suppliers and more importantly the owner of the Mitsubishi vehicle. If the vehicle has to go back to the dealer the consumer is locked into Genuine parts at genuine parts prices and the genuine dealership upsell and labour price which is usually higher than the independents .

Some say genuine parts are the best but that is not always the case and there are great manufacturers and suppliers in Australia that have equal or superior products at a more competitive price.

One example is Bendix Brakes in Victoria and DBA rotors in NSW. Does this mean they will no longer be able to supply parts for the Mitsubishi product.

Most complaints we get are due to poor service from the dealership. The Dealer network also has a lack of skilled technicians and the book in back log can be weeks and the inconvenience to the owner of the vehicle is enormous.

The general public usually find and trust reputable repairers in there own locality. Across the industry there are some very clever technicians and they are not sitting at dealerships. We urgently need right to repair on the level of Europe and the USA as it will increase the ability and skill network Australia wide which will then produce better results for the consumer.

If you wish to turn to you tube and watch the ability of Bernie Thompson at Automotive Test Solutions in The USA you will see what is capable here for the whole industry .

Thank you
Kind Regards
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From: Gary Homan [REDACTED]
Sent: Wednesday, 30 September 2020 11:55 AM
To: Adjudication
Subject: RN 10000433

Categories: Submission

Hello Anthony Mahony

I have read the submission proposed by Mitsubishi motors with regards to warranty extension provided the customer returns to a Mitsubishi Dealer. This is appalling and I was of the understanding that we were getting Right to Repair as is the case in most countries. As an independent mechanical workshop we pride ourselves on trying to stay with the technology ,information and equipment to safely and effectively service and repair vehicles.We quite often are better at this in a more cost effective way for the consumer.

There is a massive skilled trade shortage already in Australia and is also due to lack of information available and the Dealer network are not always the best at service,repair of vehicles regardless of what they say either.

So here is the scenario . If you were travelling in Regional/Country Australia and had a problem or needed a Service and the nearest Dealer was Hundreds of Kilometres away does this then void warranty if you need to go to the local skilled mechanical repairer. Same goes for the person who buys a vehicle and lives in a country town.

The Manufacturers /Dealers would be better off embracing the Mechanics of Australia and allow us access to information easily to serve the consumer better. Have they thought that when we are asked as to what vehicle to purchase we may steer them to a brand that can be conveniently serviced and repaired in this vast nation. It is interesting that the Parts Departments of the Dealer networks love selling us parts though.

Thank you
Kind Regards
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