

**From:** [Mark Awramenko](#)  
**To:** [Adjudication](#)  
**Subject:** MMAL Exclusive Dealing Notification RN1000433  
**Date:** Wednesday, 7 October 2020 1:22:50 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)  
[image004.png](#)

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Whom it may concern

My name is Mark Awramenko

I have an independent auto service and repair business in Geelong Victoria

The business employs approx. 10 people.

This business has operated since the 60's and I have owned it since 1991.

We have highly trained staff, expert in most facets of vehicle diagnosis and repair and constantly invest in training.

I applaud Mitsubishi vouching for the quality of their product with an extended warranty but am extremely concerned with this application by MMAL to amend the Australian Consumer Law to suit their ends and increase profit which will come at consumer expense.

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

- 1- will substantially lessen competition, particularly when other companies not limited to auto use this as a precedent to keep all service/repairs "in house"
- 2- will result in consumer detriment. While the offer appears good at face value, few consumers have sound knowledge of the inner workings of their vehicle and little idea of the excluded items under normal wear and tear above tyres, but which are hugely expensive in relation to the cost of the vehicle. Examples would be fuel injectors, diesel particulate filters, catalytic converters, exhaust gas recirculation valves etc, etc. These are components our business replace on a daily basis. How will the consumer react when they had been getting their vehicle serviced at the dealership in order to have an extended warranty then told 'I'm sorry those faulty injectors and resultant failure of the DPF are normal wear and tear and not covered by warranty but will cost approximately \$10,000'. Sure to be a phone call to ACCC!
- 3- in fact, under the terms of this extended warranty the consumer rights for remedy may be considerably reduced. Extended warranties are a highly saleable product to the uneducated and unwary and those that act out of fear of losing so called additional consumer rights for warranty claims. I have dealt with many extended warranty holders over the years who have realised the policies/contract they paid for was not worth the paper written on.
- 4- The independent service and repair industries of Australia, not limited to auto, will be negatively affected by this change to the ACL if successful.

**Mark Awramenko**

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