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**From:** Jeremy Stone [REDACTED]  
**Sent:** Saturday, 3 October 2020 12:24 PM  
**To:** Adjudication  
**Subject:** RN10000433-Mitsubishi Motors Australia Limited-Submissions.

**Categories:** Submission

To whom it may concern.

I write to raise my concerns with the anti competitive practices that MMAL are suggesting. It is my experience that current vehicle owners already believe that dealer servicing is the only way to maintain standard vehicle warranties and that extended warranties only serve the purpose for the customer to be locked into overpriced repairs over a longer period of time.

This due to customers being led into believing that their warranty covers items for an extended period of time when this is not the case. MMAL state clearly in their warranties that the common wear and tear items on a vehicle are only covered for 12months or 20000 kms. This list includes but is not limited to fuel system components, ignition components, brake components, suspension and driveline components.

These items that regularly wear out are often overpriced in comparison to aftermarket options that are available and often come with double the warranty offered by MMAL. For example, shock absorbers from KYB who are an OE manufacturer for Mitsubishi come with a 3 year warranty when purchased in the aftermarket and this is limited to 12 months/20000 Kms when fitted as an OE part by a dealer.

It is also common across the trade to report items on cars 3 years old to customers which should be covered under warranty with photographic evidence so that customers can pursue warranty claims with manufacturers. In these cases these items are often glossed over and not corrected due to manufacturers incorrectly informing vehicle owners that they are not a warrantable repair. This is common for excessive oil leaks that would fail RWC standards in most states.

In seeking to rely on customer insecurity and lack of knowledge around car repairs by offering a conditional extended warranty takes the choice of repairer option away from consumers and often forces them into a substandard service and repair schedule. This often results in the customer going to sell a car privately, and finding out for the first time that their car is not in a roadworthy state and that unexpected costs are required. I have witnessed many customers' dismay when they have told me that they just had their car serviced at the dealer only to find out numerous roadworthy failures need to be rectified.

I believe this is because dealers have a vested interest in selling cars and wish to do the bare minimum and under service vehicles so that once a car is out of warranty, the cost of repairing the vehicle becomes unviable and the purchase of a new vehicle seems a better option.

Given the carbon footprint of vehicles is measured across 3 stages including manufacture, use and recycling, it is prudent for us to ensure that vehicles are maintained in a way that last beyond the manufacturers planned obsolescence cycle.

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Kind Regards

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