
From: admin@letstorqueautomotive.com.au
Sent: Friday, 2 October 2020 10:57 PM
To: Adjudication
Subject: RN10000433– Mitsubishi Motors Australia Limited – submission'

Categories: Submission

Hi Andrew,

I am against this proposal going ahead.

As an independent repairer I can see disadvantages if this proposal were to go ahead for both consumers and the independent repairer sector.

1. Consumers - While a 10 year warranty is an attractive idea, being locked in to one repairer or repairer network can be very restrictive and in some cases unrealistic. I believe consumers get the most value from their warranties when an independent repairer can bring warrantable repairs to the owners attention and advise them to return to the dealer network for repairs to be carried out under warranty. In my experience, consumers are sometimes unaware of faults arising and the dealer networks are reluctant to point out repairs that must be completed under warranty.

2. Independent repairers - If this proposal were to go ahead, it would set a precedent for other dealer networks to follow and essentially lock consumers into their repairer networks under threat of warranty being voided. I see that this would have a huge impact on the independent sector.

While it's a nice promotional idea and I think would appear to give security to consumers, I expect if this proposal were to go ahead we would see very few of these vehicles reaching their 10 years still covered under warranty as at some point, most people will need an independent repairer where they do not have access to the dealer network.

Kind regards,
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