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**From:** Alan Major <majorautotechnics@gmail.com>  
**Sent:** Thursday, 8 October 2020 2:16 PM  
**To:** Adjudication; [REDACTED]  
**Subject:** MMAL Exclusive Dealing Notification RN 10000433

**Categories:** Submission

To Whom It May Concern,

I am the Owner of Major Auto Technics and have been in Business for 24 years, 1996. In this time we have offered total car care for our customers and their vehicles, whether they have been new or older vehicles. We have been servicing and repairing vehicles that have been still under new car warranty, and have referred customers back to their Dealers when faults have been found whilst the vehicle is under Warranty. Some vehicles have been brought to us as the customer is totally dissatisfied with the service from the Dealer and then we find faults that should have been rectified by the Dealer under Warranty in the first place. The vehicle is then sent back for warranty work.

How can it be allowed that one Car Manufacture can even think that they are above the Law in requesting that they be Exempt from Common Law.

We as Business owners Totally Object to any Company being Exempt from any law that others have to abide by, Mitsubishi Motors Australian Limited (MMAL) should NOT BE GRANTED EXEMPTION by the ACCC, to be EXEMPT FROM COMMON LAW.

Major Auto Technics have been part of the Bosch Automotive Network and members of BASDN (Bosch Automotive Service Dealer Network), now a member of AASDN (Australian Automotive Service Dealer Network). We continually do training with both organizations to maintain a high level of knowledge of our Profession.

In our experience with a Mitsubishi Warranty, we had one customer that had a recall on their Mitsubishi Prado for a timing chain fault. This vehicle was off the road for over 2 Months waiting for Mitsubishi to repair the problem. This was Total Inconvenience to the owner of the vehicle. We rated this as totally poor Service by Mitsubishi with their delays in giving approval for work to be done. No Customer Service from the Vehicle Manufacture. We have to give Customer Service to stay in Business.

Now they are Requesting that they be Exempt from Common Law. It tells me that their customers are going to be penalized even further when they have NO Right to Consumer Law, not being able to select their own Service Centre.

If the ACCC allows this to occur then all Manufactures will apply to be exempt. Then Independent Small Businesses in the Automotive Industry will be Bankrupt or Severely Impacted.

We believe that the independent workshops have been able to keep Car Servicing prices to an affordable cost to the owner of a vehicle. If you allow MMAL to be Exempt from Common Law it will only be time until Serving Costs become too expensive for the vehicle owner as the Manufacture will be able to dictate terms.

As we have indicated above, "We OBJECT to the Notification that has been proposed by Mitsubishi Motors Australian Limited and Strongly Request that the ACCC revoke the Notification", We believe their will not be any benefit to the Public and it will lessen competition in the future.

Regards

Alan Major

Major Auto Technics

6 Elgee Road

Bellevue 6056, WA

08 9250 4115