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Sent: Friday, 18 September 2020 7:52 PM
To: Adjudication
Subject: Rn10000433- mitsubishi motors Australia limited submission

Categories: Submission

Although the apparent 10 year warranty appears excellent. I believe it is a breach on consumer law.

As an avid traveler a current mitsubishi owner and potential future mitsubishi owner. I believe that mitsubishi has excellent products should be able to offer a ten year warranty however

I see the following issues with the mandatory dealer service

- there is currently no fixed price servicing beyond 3 years.
- mitsubishi's dealer network is not large enough to provide the required services. for instance there is no dealer between Perth and Darwin 2 years ago while traveling I had to get a service done in Port Headland by a reputable mechanic. So I void my warranty?
- many consumers will get caught out and may not read the fine print on this warranty. And I guarantee mitsubishi will advertise 10 year warranty very loudly
- in my experience dealers are mediocre at repairs/ damage components and can only manage services and will only offer extremely genuine parts
- this 10 year lacks freedom of choice and fair competition for servicing.
- many regional areas only have one Mitsubishi dealer who have a monopoly on this servicing business.

In summary I think it would be unwise and unfair to the consumer to allow mitsubishi to offer 10 year warranty with the condition that it must be serviced at the dealer

Regards Matt Smith