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**From:** Michael J's and Son Mechanical Repairs <mjmech@hotmail.com>  
**Sent:** Thursday, 8 October 2020 2:47 PM  
**To:** Adjudication  
**Subject:** RN10000433-Mitsubishi Motors Australia

**Categories:** Submission

Good afternoon,

As an independent automotive business owner I would like to say that as Mitsubishi wishes to offer customers a 10 year warranty on their new vehicles that would be great, but I believe it is up to the owner of the vehicle where they wish to have their car serviced and maintained as its their vehicle and should not be bullied in to having it taken back to Mitsubishi.

I feel like they are trying to control customers.

Some customers have trust issues with dealerships and only want their trusted mechanic to work on their vehicle. It should be up to the owner of the vehicle if they would like their car serviced by an independent mechanic or a Mitsubishi dealer.

We have had past issues with dealerships, where a customer was told they needed \$3000 to be spent on their car as front and rear brakes where less than 5%. The new customer came to us for a second opinion and both front and rear brakes still had 80% brakes left. The information that was stated on the quote was completely misleading by the dealer ship and was just a way of them making extra money incorrectly. Everyone should be entitled to a second quote whether it be an independent mechanic or through a dealer.

There are many more examples like this that I have seen over the 30 years of owning my own business. We have 4 staff here including myself. We are a family owned business and each car is checked and worked on like it's our own.

Also I would like to state if this Exclusive Dealing arrangement were to go through, any business owner in the automotive industry that currently owns a Mitsubishi would never buy one as they would refuse to pay for a service they could do themselves, but would now have to pay Mitsubishi to do it. I find that quite impossible to happen, no mechanic would ever recommend a customer to buy a Mitsubishi.

Regards,



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