

Mitsubishi Motors Australian Limited (MMAL) Exclusive Dealing Notification RN10000433.

Interested Party Response – Objection to the Notification

Email to: adjudication@acc.gov.au

I object to this notification and request that the ACCC revoke this notification because this conduct:

1. has the purpose, effect, or likely effect of substantially lessening competition, and
2. in all the circumstances, will not result in likely public benefit which would outweigh the likely public detriment.

Midas Australia

Midas has been trading in the Australia for over 35 years; our franchisees specialise in vehicle servicing and offer handbook service to our customers

We have 70 + franchisees who offer our customers an alternative to their dealership for new car service, while still maintaining their statutory warranty

A significant number of our customers tell us that when they purchase a new car, they will no longer be able to bring their car to Midas until the end of the warranty period. Why is it that well-educated and well-informed clients are under the impression that a new car means dealer only servicing for the next four to five years?

Car owners are confused about warranty and their choice of repairer because dealers perpetuate the misconception that if you go to an independent repairer you will void the new car warranty. The MMAL extended warranty effectively sanctions and perpetuates this myth.

If it is reasonable for independent repairers to service & repair vehicles without affecting a 5-year new car warranty, then how does an extension to 10-years make us suddenly unsuitable?

The Mitsubishi submission nominates that purchasers will remain able to obtain repairs (as distinct from servicing) from an independent repairer or service centre without it affecting the 10-year warranty. The reality is however that a significant proportion of repairs are identified **at the time of servicing**, hence the extended warranty is likely to affect both servicing and vehicle repair, limiting the opportunity for the consumer to look for alternatives.

MMAL's claim regarding care and skill in the aftermarket seems insincere and disingenuous to our group of dedicated and professional staff. We take great care in our work, we offer warranty on parts and service and a vast majority of our customers come to us from great word of mouth recommendations and reviews. We perform a very important role in keeping people safe on our roads and providing a competitive and caring alternative to the dealers. If a large volume of these deals are accepted by the ACCC, the future of the independent repair sector is in some doubt

We urge the ACCC to revoke this notification.



Rob Lewis | General Manager

Midas Australia Pty Ltd

p: [redacted] | m: [redacted] | e: [redacted]