

OBJECTION TO MMAL NOTIFICATION RN10000433

I wish to object to the exclusivity notification by MMAL the reasons for this objection are

1. It would be difficult for consumers, especially used vehicle consumers to find out if their vehicle was covered by the MMAL ten-year warranty. Most if not all used car dealers give a vehicle a small service prior to being placed on the lot. This would then automatically render the ten-year warranty null and void.
2. The MMAL proposal disadvantages consumers by giving them a lack of choice in where their vehicle is serviced. In the regional areas of our country, it would be even worse due to the lack of coverage by the MMAL Dealership Network.
3. The foreign made MMAL Genuine Parts may not be easily assessable to enable vehicle servicing and repairs. This would cause consumers to be subject to potentially long delays in getting their vehicle back on the road or have to use a non genuine part and thus void the ten-year warranty. There is also a problem if Mitsubishi Motors stop supplying parts by making them obsolete, forcing consumers to use non genuine parts and again voiding the proposed warranty.
4. Consumers may think this ten-year warranty gives them the same coverage as the current factory warranty. It does not.
5. Genuine parts are almost always more expensive causing the consumer to pay more for their vehicle service and repairs. In some cases you can buy the same part produced by a parts supply company, but not in a Mitsubishi box for far less.
6. The whole point of consumer law is to give people choice as to where their car is serviced and to reduce the cost of ownership. This removes that choice.

I have had over twenty years in the automotive industry, this includes being a workshop owner who is trade qualified and licenced. I have employed and trained staff including apprentices. Attending training courses to maintain skills and learn new technologies has always been one of my priorities to help deliver great customer service. Even though I have now sold my business I still work in the industry and now provide support in assisting automotive businesses.

For Your Consideration

Best Regards

Mike Smith