
From: Mat - NYP Car Fix [REDACTED]
Sent: Thursday, 8 October 2020 9:47 AM
To: Adjudication
Subject: Fw: MMAL RN10000433

Categories: Submission

To whom it may concern,

I object to this notification (RN10000433) and request that the ACCC revoke this notification because this conduct has the possibility of reducing competition and the likely effect would not be in the best interest of the consumer. While I admire a 10 year warranty I am concerned of the financial impact that this will have by locking a customer in with the dealership and preventing the customer from having their choice of repairer.

Our business has been operating for nearly 20 years and has been built up on trust with our customers, a lot of our customers come to us because they have lost faith in the dealerships and question their honesty. As an example, one of our customers had their vehicle at the local Mitsubishi dealer because their air bag light was on, the dealer checked the car and told them it could cost around \$2000 to fix, the customer opted to not do the repair. While this vehicle was in our workshop for a service I noticed the air bag light was on so I checked it out and found the seat belt pretension under the passenger seat was unplugged, I connected the plug and the fault was gone, this is just one example of how customers are losing faith with the dealerships. We are a family owned business in a rural area, we employ locals and support our local community charities and sports clubs. We know this request will have a big impact upon our business as log book servicing is a major part of our business.

So many of our customers tell us that when they replace their car with a new one, they will no longer be able to bring the car to us (a independent workshop) for servicing until the end of the warranty period, we inform them that this is not true and supply them with information from the ACCC. If this request is approved it will be legal for the dealer to say that "you will void the extended warranty if you use an independent repairer". All the effort we have put in to making consumers aware that they have a choice will be lost because you will be officially approving a request that removes choice.

I ask that this Exclusive Dealing notification is revoked in the interests of competition, consumer rights and vehicle safety. It is in the public interest that MMAL is not granted permission to condition their 10 year warranty by reducing competition and accountability.

Kind Regards
Mat Whitbread
NYP Car Fix
Repco Authorised Service
Kadina SA