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**From:** Mark Rippon [REDACTED]  
**Sent:** Wednesday, 7 October 2020 1:52 PM  
**To:** Adjudication  
**Subject:** RN10000433– Mitsubishi Motors Australia Limited – submission

**Categories:** Submission

Please be advised,

The exclusive dealing notification made by Mitsubishi Motors Australia Limited (MMAL) to the ACCC is of an **extremely anti-competitive nature**. The notification involves MMAL offering a 10-year or 200,000km (whichever occurs first) warranty to purchasers of new Mitsubishi vehicles on the condition that the purchaser **exclusively acquires all scheduled services** through the authorised Mitsubishi Motors dealer network.

MMAL's notification is in direct violation of the "choice of repairer" submission made to the ACCC and the 'consumer guarantee' rights under the Australian Consumer Law (ACL). Manufacturers adopt these monopolising marketing strategies in an attempt to confuse consumers in regards to consumer guarantees, warranties against defects and extended warranties. The consumer's freedom of choice is especially restricted when dealers and manufacturers make broad statements that consumers will 'void their warranties' or similar if they go to an independent repairer, as is the case with the MMAL notification.

To allow these practices sets a dangerous precedent that will be exploited by other manufacturers. MMAL's exclusive schedule servicing proposal is of an anti-competitive nature, and will lead to the monopolization of the automotive repair industry in Australia.

Regards,

**Mark Rippon**

CEO

**M:** [REDACTED]

**E:** [REDACTED]



**Rapid Tune Pty Ltd**



