



07/10/20

To whom it may concern:

I would like to express my concerns regarding the proposal by to make the extended warranty conditional on the servicing being carried out by franchised dealers.

I have run my independent workshop for 20 years employing 3-4 mechanics, support office staff and currently one apprentice. As a part of the Repco Authorised Service, we pride ourselves on quality workmanship, supporting and value adding for our customers and local community.

Customer should have the choice and not feel "bullied" into where they can have a service done.

Already there are guidelines on "logbook service requirements" and in most cases the independent workshops look beyond the "minimum logbook service "requirements and take a holistic/longevity approach to maintenance. This can often pick up issues that are classed as "Warranty "for the manufacture.

The spirit of competition is to "benefit" the customer. Competition also allows for job and manufacturing/third party supply growth.

I feel that is would be a mistake to approve submission RN1000433 Mitsubishi Motors Australia Limited.

Regard

Jacqui Chalmers

Rawson Motors Pty Ltd

Repco Authorised Service Centre Officer