
From: [REDACTED]
Sent: Friday, 9 October 2020 2:57 PM
To: Adjudication
Subject: Objection to the MMAL Exclusive Dealing Notification

Importance: High

Categories: Submission

To:
Andrew Mahony

Please find below my objection to the MMAL Exclusive Dealing Notification and I can confirm that I am happy for my submission to be published on the ACCC public register for this matter and I note that my non-public contact details will be redacted.

[Emailed to: adjudication@acc.gov.au](mailto:adjudication@acc.gov.au)

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

Interested Party Response – Objection to the Notification

I object to this notification and request the ACCC revoke this notification as

1. The consumer will be disadvantaged from this request
2. Competition will be affected throughout the car repair industry

We have been servicing and repairing vehicles in our area and beyond for 36 years. Within our independent

workshop all servicing and repairs are carried out on all types of vehicles and with three very experienced technicians and one apprentice our customers are very confident the work carried out is of high quality. Our good service reputation is the reason why so many return continuously.

If this request is granted I feel it will impact the independent repairers and more so the consumer. Not only their choice of repairer will be denied but the very important competitive component on pricing will be lost. The dealership servicing and branded parts are more expensive than the independent sector. As an independent workshop we can offer the consumer a choice of parts where authorized dealerships cannot. We offer the choice of car company branded, independent and reconditioned parts. All of quality workmanship. This provides competition and maintains care maintenance affordability.

If Mitsubishi are concerned about the level of care and skill provided by the independent workshops then why would they not provide the access to repair and servicing data and information. It would show that they were sincere if they complied with the voluntary heads of agreement to share vehicle related service data with the car owners repairer of choice. The request to extend to 10 years of forced servicing by Mitsubishi is driven by commercial motive as a large percentage of the profit within the dealership comes from repair and service.

My customers have felt confused and sometimes frightened especially the elderly as to where they stand with their new car warranty and the choice of repairer. In one particular case a customer presented to me a letter from an authorized dealership maintaining the fact that if he was to choose an independent repairer to maintain his car he would void his warranty . I then forwarded the letter to our local government representative who presented it in parliament in Canberra on behalf of our campaign to regain absolute choice of repairers for all consumers.

Angelo Torrisi

Business Owner

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