



**ULTRA TUNE CARINDALE
ULTRA TUNE MORNINGSIDE
ULTRA TUNE MACGREGOR
P O Box 1046 Carindale Qld 4152**

08th October 2020

Dear Sirs,

Submission in response to Mitsubishi Motors Australian Limited (MMAL) exclusive dealing notification RN100000433.

I refer to the above notification by MMAL.

I am the franchisee for Ultra Tune Carindale since 17 Years.

I have been in the car industry for 43 years and Ultra Tune for the last 17 .
Started off as apprentice with dealership. Then traveled and work with independent shops for 5 years.

I then went back to the dealership for the next 15 Years. I left the dealership as I found them to be too hungry to get every cent out of the customer if you didn't sell it or fix it you were asked why and dragged over the coals for not doing the repairs even if not needed at the time.

I then had the opportunity to buy an Ultra Tune franchise and since then I have been able to give customer all of our attention and only do the repairs that are needed at this time of servicing and not over charging on parts and labour which allows us to be able to give the customer best value for money.

I have three Ultra Tune Franchises and employ 12 people across all three franchises.
If the MMAL should go ahead this will restrict my ability to keep employing this amount of personnel through my franchises.

This would be one of the worst things to happen to consumers as it would restrict them to be able to go to the franchised dealers only! to maintain their vehicles.

If this was to happen all independent workshops may as well close up now.
How many more people would join the unemployment line if this went ahead.

I object to MMAL's notification as it will have a negative impact on consumer choice and is not of public benefit by preventing independent servicing workshops (like mine) from servicing their vehicles.

If their notification is accepted, other new vehicle manufacturer's will follow suit and thereby lessening competition and servicing choice for customers.

- Monopoly on the first 10 years of servicing for a vehicle, dealer may raise prices for repairs & parts. Lower customer service standards further. Less choice.

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Customer misunderstanding / confusion of warranty and service requirements.

- Open to abuse of power by dealer when selling/promoting their vehicles. Not all information regarding their warranty may be brought to the attention of consumer.
- Customers are likely to only hear "10 year warranty if servicing done by dealer".
- Customers may incorrectly believe that they need to have repairs done at a dealer.
- The warranty does not provide any substantial benefit above the existing Australia consumer law.
- Customers are unable to properly compare the benefits of aftermarket servicing against maintaining their 10 year warranty as MMAL have not provided service pricing. Already 9/10 have car serviced by dealer while under warranty.
- Encourage an attitude of fear (amongst customers) of losing a 10 year warranty. Which does not really offer any substantial benefit to the customer.

The proposal does not improve the quality of vehicle servicing to customers (due to MMAL exercising significantly greater control over its Dealer and services centres").

- We provide independent & cheaper servicing.
- We provide better customer service. Many leave dealers because of bad customer service.
- Manufacturer undue influence on dealer.
- We offer the customer choice of more expensive genuine parts or cheaper but equivalent quality aftermarket parts.

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This will give concentration of manufacturer marketing power for an extended period of time.

Regards

Wayne Kinch
Ultra Tune Carindale
Ultra Tune Morningside
Ultra Tune Macgregor