

Ultra Tune Glenelg
155 Brighton Rd
Glenelg South SA 5045
Ph 08 8376 1522

9 October 2020

Email adjudication@accc.gov.au

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 Glenelg since 2018, having taken over from my Father who was Franchisee for 20 years.

We are a Family Owned & Operated shop with many loyal local customers. Ultra Tune Glenelg has been offering friendly, personal service from this site for 30+ years.

Our customers regularly comment how good it is that they can drop their car into us for service & walk home. Many have started at the Dealerships & quickly grown tired of being a number & waiting like cattle. Not to mention driving across town in peak hour traffic. They feel a weight has been lifted when they find stores like ours.

Accepting this notification will only cause consumers to feel further trapped & inconvenienced for a much longer period of time. We hear comments of people feeling guilty into returning to the dealer already. The customer has paid a fair price for the vehicle, it is not rented, should they not have the choice of repairer?

Another consideration in this post Covid-19 world is shopping local. To minimise interactions & stop the spread it is a very real point. We should be travelling the shortest distance where possible. Visiting your local independent workshop skips the queues & public transport ride across town. Contactless drop off is more viable, etc.

As people we are generally very trusting. If the nice sales person says that the vehicle must return to the Dealer everytime or void the Warranty, 90% of people take this to heart. And not just for servicing, they will have the vehicle towed from one side of town to the other for fear of a Warranty issue. This is already happening & customers are so relieved to come & see us after 3-5 years. Unfortunately they do not get the full story, or know their options until out of the Dealer system. Please do not allow this to happen for 10 years!