



3/50 Alliance Avenue
Morisset NSW 2264
Ph – (02) 4973 3354
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Nileras Pty Ltd
T/as **Ultra Tune Morisset**
A.C.N. 068 273 521
A.B.N. 18 068 273 521
morisset@ultratune.com.au

Dear Sir \ madam,

Response to Mitsubishi Motors Australian Limited (MMAL) exclusive dealing notification RN100000433.

Good morning,

I am the franchisee for Ultra Tune Morisset , NSW

I have been a franchisee of 2 stores in total for over 24 years

A reasonable amount of my vehicle servicing & repairs , are on very new vehicles

Over many years, the dealerships have MISLED the consumer on what they can \ can't do to the point of fear !!!!

As you are aware, the ACCC led a advertising compaign, that was to RE-EDUCATE THE CONSUMER of their entitlements

In my opinion, if this 10 YEAR warranty service deal is allowed to progress, the entire industry will be back to the start

The consumer MUST have CHOICES !!!!

Once again, in my opinion, as independent motor vehicle repairers-

WHY DO THE CONSUMERS LEAVE THE DEALERSHIPS IN THE 1ST PLACE ????

- Cost effective servicing--NOT ALWAYS ABOUT PRICE !!!!
- * BETTER SERVICE & TREATED LIKE A HUMAN BEING---NOT A \$\$\$ SIGN
- We offer the customer choice of more expensive genuine parts or cheaper but equivalent quality after market parts.



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Unfortunately, this decision could have the potential to affect the fleet servicing that we carry out, therefore also affecting my employees employment

I sincerely hope, that all the decision makers take a very good look at this proposal & the hard work the ACCC carried out

I also hope that you all take a good look at what the Dealerships are trying to implement

Concerned Business owner,

Leo Tagaroulis
Ultra Tune Morisset

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