



Ultra Tune Toowoomba West
2/189 Anzac Ave
TOOWOOMBA 4350
Ph 07 46332383

8 October 2020

Email: - adjudication@accc.gov.au

Dear Sirs,

**RE: MITSUBISHI MOTORS AUSTRALIAN LTD (MMAL) EXCLUSIVE DEALING
NOTIFICATION RN100000433**

My name is Anthony Erbacher, me and my wife Donna are the franchisee's for Ultra Tune Toowoomba West, which we have owned for the past 15 years. I have been involved with the motor vehicle industry for the past 30 years and the Ultra Tune brand for the past 27 years. We are a family owned and operated business and we employ 5 staff, both qualified technicians as well as apprentices.

We wish to put across our objection regarding MMAL proposal as we believe it will impact not only our business but impact customer choice as well. From what we have read for a customer to be eligible for the 10 year warranty, the customer must have their car serviced **SOLELY** by a Mitsubishi dealer, otherwise their 10 year warranty will be void and only a 5 year warranty will be offered on their vehicle. One of our concerns is, will the customer understand that the vehicle is to be solely serviced by Mitsubishi to be able to take advantage of the 10-year warranty during the sales pitch. As there is a lot of information to take in when purchasing a new vehicle, it could easily be overlooked.

There is no benefit to the consumer by not allowing independent mechanical workshops to service their motor vehicles. People should be allowed choice, and this does not allow them to properly compare the benefits of repairing their vehicle outside of a dealership. Independent workshops provide more competitive prices when it comes to vehicle servicing. We offer customer's the choice of genuine parts and the flexibility of using non genuine parts that are cheaper, yet are still great quality parts for their vehicle.

If MMAL's request is accepted then this will open the door to other car manufacturer's following the same path as MMAL and the impact that this will cause to independent mechanical workshops will be huge and it will also leave consumers out of pocket in the long run.

Thank you for taking the time to read our objection.

Regards,

Anthony Erbacher
ULTRA TUNE TOOWOOMBA WEST