
From: James Burt [REDACTED]
Sent: Friday, 9 October 2020 11:52 AM
To: Adjudication
Cc: [REDACTED]
Subject: Mitsubishi Australia 10 year warranty

Categories: Submission

Uneek4x4 Australia currently employ over 40 permanent employees and have been manufacturing in Victoria Australia for over 30 years. Uneek4x4 Australia are a market leading brand operating predominantly in automotive aftermarket accessory segment supplying aftermarket accessories to the 4wd industry through a national reselling network.

Uneek4x4 Australia has been an active member and supporter of the Australian Automotive Aftermarket Association and their campaigns for open and fair competition that the AAAA.

The recent submission with the ACCC by Mitsubishi Motors Australia Limited for exclusive servicing associated with the 10 year warranty is a large step backwards in consumer rights and fair competition. Although the consumer may have the right to revert to the 5 year warranty if they choose to use an independent service agent, majority of car owners will not understand this option and at no point will Mitsubishi clearly explain this to them.

Car owners are already confused about their rights when it involves vehicle warranty associated with repairs. OEM's continue to create doubt and fear with consumers about their rights relating to the use of non-genuine parts and accessories. Although the Mitsubishi submission to the ACCC suggests that consumers remain able to obtain "repairs" from an independent repairer or service centre without affecting the 10 year warranty, the reality is that majority of repairs are identified at the time of vehicle servicing.

Original equipment parts and dealership labour rates are higher than independents majority of the time. At a dealership repair centre, the consumer is not given the option of genuine or non-genuine parts, or shown/explained the difference in pricing and/or quality. Under this submission from MMAL, consumers will therefore pay more money for both servicing and repairs, plus surrender their right of choice under Australian Consumer Law. At what point is the consumer notified whether the 10 year warranty offer will cost them more or less? The cost of servicing and repairs is never disclosed during the sale of the vehicle.

Uneek 4x4 Australia, as an experienced business in the industry, firmly believes that the Mitsubishi Exclusive Dealing notification if not revoked by the ACCC will likely have a negative effect on the industry by lessening competition and increasing the vehicle maintenance costs to the consumer. We would hope that the ACCC will make a decision on the MMAL submission that will allow consumers to compete on price, quality and service, supplying quality Australian made products to Mitsubishi vehicle owners without any fear that their actions would result in loss of their warranty rights.

James Burt
General Manager

[REDACTED]

T: [REDACTED]
E: [REDACTED]
W: www.uneek4x4.com.au
W: www.bardenfab.com.au

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