



Mitsubishi Motors Australian Limited (MMAL) Exclusive Dealing Notification  
RN10000433

### Interested Party Response – Objection to the Notification

I object to this notification and request that the ACCC revoke this notification because the conduct: has the purpose, effect or likely effect of substantially lessening competition, and in all the circumstances will not result in likely public benefit which would outweigh the likely public detriment.

We are a longstanding family owned and operated business of over 30 years in Hastings, Victoria. We service both the general public Vehicles as well as fulfilling various commercial and government fleet contracts. We are a licensed vehicle Tester, and are both LPG and ARC licenced and employ 5 people. If this exemption were to be granted it could be the catalyst for other manufacturers to follow suit and moving to more exclusive servicing of vehicles. Moving forward this would have severe ramifications for independent workshops across board, with an ensuing wave of lay-offs and closures due to the anti-competitive market. Furthermore, we have had a history of seeing that warranty work was attended to by dealers despite the vehicles regular maintenance being undertaken by us. It is possible that without our objective viewpoint this warranty work may have been overlooked or not addressed.

Car owners are already confused about warranty and choice.

Dealers are generally fuelling this misconception this if you go to an independent repairer you will void your warranty.

This extended warranty scheme will consolidate this misconception.

A majority of my customers tell me that when they purchase a new car, they will no longer be able to bring the car to an independent workshop until the end of the warranty period. I have a large number of well-educated and well-informed clients that are under the impression that a new car means dealer only servicing for the next 4 to 5 years.

It is not legal to claim that using an independent will void your warranty. If this notification is approved it will become legal to say that your extended warranty will not be honoured if you use and independent repairer. All of the effort we have put into educating consumers of their rights will be for naught as this deal effectively removes their freedom of choice.

Yours Sincerely  
John Houben

Owner/Director