



Australian  
Competition &  
Consumer  
Commission

## New car retailing industry market study: Small business questionnaire responses – PART 1

The Australian Competition and Consumer Commission (ACCC) has commenced a market study into the new car retailing industry in Australia. As part of its consultation process for the new car retailing industry market study issues paper, the ACCC conducted an online questionnaire. The online questionnaire was a streamlined process designed for consumers and small businesses to make a submission. Included below are those responses to the questionnaire received by 14 November 2016, for which the submitter gave their approval for use of their responses by the ACCC. Some responses have been edited to remove information which the ACCC considered could enable identification of the submitter or is regarded as potentially defamatory or libelous.

### Online Questionnaire

The online questionnaire asked consumers and small businesses to answer the following questions. Consumers and small businesses were not required to answer every question.

#### Operation of consumer guarantees and warranties

1. What information were you given about your consumer guarantee rights in the Australian Consumer Law, the manufacturer's warranty or the dealer's extended warranty when you bought a new car? What information were you given about how these interact?
2. What are your experiences with obtaining a repair, replacement or refund for a new car under your consumer guarantee rights, manufacturer's warranty or dealer's extended warranty?

#### Fuel consumption, CO<sub>2</sub> and noxious emissions, and car performance

3. When buying a new car, what information were you given about its fuel consumption, emissions and performance?
4. How important was information about fuel consumption, emissions and performance to you when choosing your new car?
5. Were there differences between what you were told about your new car's fuel consumption, emissions and performance and its actual fuel consumption, emissions and performance?

#### Post-sale service arrangements

6. Please tell us about your experiences accessing parts and tools for repairing or servicing a new car.
7. Please tell us about your experiences with accessing paper-based and online logbooks and whether repairers can access them.

#### Access to repair and service information and data

8. Please tell us about your experiences with access to repair and service information and data issues in new cars.

## Other issues

9. Are there any other issues you may have identified in the new car retailing industry that you think the ACCC should look at?

## Small Business Responses

The responses the ACCC received from small business are provided below.

### Small Business 1

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**Question 1** - I deal with customers who have new cars. They are being led to believe that they can only service the car at the dealership because they will void their warranty. The sale staff never put it in writing but they make the unsuspecting customer believe this.

**Question 2** - Have not had to do that

**Question 3** - n/a

**Question 4** - n/a

**Question 5** - n/a

**Question 6** - As a small business servicing cars for customers we find that we cannot perform many repairs or replace parts because they need to be programmed by the dealer.

Mercedes Benz has now stopped us ordering a list of parts thereby cutting us out of work and giving the customer no choice of where they get repairs done.

**Question 7** - The car dealerships will not give us access for any workshop manuals, we must rely on outside parties such as the VACC (Victorian Automobile Chamber of Commerce) or access overseas sites via google. This causes an issue as there are some differences between overseas models and Australian Models. This causes delays for customers and extra expense.

**Question 8** - We have had many cases where we cannot replace parts because they need to be programmed and linked to the car.

What they call Variant coding where the module needs to be coded with information such as the country, car VIN number as well as being linked into the other modules in the car must be done or they do not work. This means we cannot perform repairs. Also clearing service schedule reminders cannot be performed.

**Question 9** - deceptive marketing such as fixed price service prices. The consumer is not made aware that the actual service cost for the life of the car is actually factored into the final sale price. Many customers who do not want, or can't get to dealerships are actually paying for something that they never receive. So when we try to quote a service to a customer they think we are ripping them off because the dealership service price is falsely cheaper.

### Small Business 2- Christopher Lee

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**Question 1** - all questions not applicable except for number 9. Detail completed below.

**Question 2** - n/a

**Question 3** - n/a

**Question 4** - n/a

**Question 5** - n/a

**Question 6** - n/a

**Question 7** - n/a

**Question 8** - n/a

**Question 9** - We are a National Vehicle Brokering business with 5 staff members - Red Plum Automotive Pty Ltd. I have worked in Sales & Management with Audi, BMW & Mercedes-Benz for close to 15yrs previous to establishing this business 4yrs ago.

We have experienced issues with dealers refusing to quote. Audi has also put a blanket ban on their entire dealer network against using or working with brokering services. Dealers have been warned they will get hefty fines or possibly even lose their dealers licence. Toyota are making waves of doing the same.

This practice limits a clients ability to utilise a service that gives them fair purchasing options, best pricing, as well as a time saving and convenience. A large proportion of our clients utilise our services as they either don't have the time or inclination (or both) to venture through the buying minefield themselves. Dealers that blacklist brokers take away the opportunity for a consumer to make that choice.

I understand a dealer's perspective that with many brokering services the broker facilitates the hand over, not enabling the dealership to control the vital importance of a delivery process themselves. Some brokering firms also purchase vehicles from dealers, then on sell to their clients on their own sale contracts in an attempt to make more money themselves on the way through - this should not be allowed. We don't do any of these things. We charge the dealer a fee, the contract is simply between the client and dealer and the client picks up the vehicle from the dealership enabling a completely controlled handover. We just facilitate the sourcing of a vehicle, the purchase price and manage the paperwork and co-ordination with financiers etc on the clients behalf.

Many clients come to my business because they are scared or intimidated by the buying process and may quite often have been taken advantage of in the past. Whilst we are ever so conscious of working peacefully and in harmony with dealers, our role is to protect our clients and make the purchase experience a happy and pain free experience. We have partnerships with approx 17 different financiers - a couple of which are very major ones - that refer their clients to us because of the care, regard & protection we give to their clients. Unfortunately when we get strong armed by dealers or national manufacturers it very unfairly limits a consumers right to the free choice of making the decision to get a firm like ours to look after and protect them.

I have attempted to correspond in writing to a couple of the manufactures regarding these decisions - to no avail. Our suggestion was for them to screen brokering firms to ensure the processes taken are similar to ours which allows the consumer to have us look after the process and negotiate for the client whilst still protecting dealers brands. image, delivery process and ultimately customer satisfaction ratings.

I am available for further discussion anytime should you wish to do so.

Kind regards,

Chris Lee.

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### **Small Business 3**

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**Question 1** - The manufacturer's book has a big sticker on the front outlining the ACL. So did their website

**Question 2** - No problem.

**Question 3** - There was a govt sticker on the windscreen. It was what was referred to in the manufacturer's advertising claims. I understand the govt sticker represents an Australian Standard test results. Not manufacturer claims?

**Question 4** - Somewhat important

**Question 5** - There usually is. But the Govt standard is not based from real life driving, so how can you blame the manufacturer or dealer? Sometimes the sticker understates, sometimes overstates..

**Question 6** - Fixed price servicing is nice. No problems

**Question 7** - NA

**Question 8** - NA

**Question 9** - Sometimes manufacturers expect unreasonable amounts of compliance to policies and procedures of Dealers in order for the Dealer to claim warranty payments. Often warranty 'chargebacks' are inflicted on Dealers due to clerical or procedural errors. So a Dealer can repair a vehicle in good faith, and due to a small error in timing, administration or procedure, the entire claim can be rejected or claimed back. The ability to do this is covered by a Dealer's franchise agreement.

I suggest the ACCC investigates how manufacturers audit warranty claims made by Dealers, and how they approve 'ex gratia' claims outside of warranty periods. Is it fair or legal that repairs carried out in good faith on the manufacturer's behalf can end up being at the Dealer's expense? I suggest that the Heavy Truck manufacturers are also looked at in this regard. Mack, Freightliner, Cummins, Detroit etc. The truck industry seems to be well behind the car industry.

### **Small Business 4– Mark Wild**

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**Question 1** - None I did ask about getting a replacement due to all the issues this car had. was told this was not possible as they could fix all the problems.

**Question 2** - Holden captiva purchased January 2015 Top of the range Captiva

First month, car computer system replaced 3 times was advised that I would have to live with the fault because other cars did the same. The test Vehicle I test drove did not have this fault but the one I was given did, they showed me another car with the same fault and they wanted to close the case, but other cars in the yard did not. The reversing camera took 1-2 minutes to turn on when you put the car into reverse. Was advised it was an advantage as it forced the driver to warm up the engine for a couple of minutes before going for a drive it will make your engine last longer. They finally identified the fault and replacement part required an upgraded computer system as the car had the 2014 wiring. The new computer system they put in now shuts down while driving and then restarts losing all your settings. I have been advised I have to video it happening on my phone while driving before they will investigate it, I advised its intermediate fault and I can not hold my phone on record,

recording the computer screen every time I drive. I was told they can not action until they have the video recording of it happening.

Before the 15,000km (first service) service the car started to leak oil. They had to take the motor out to fix the problem. This went on for a couple of months trying to fix the leak, the motor has been in and out of the car now 4 times with more and more glue pumped in trying to stop the oil leaking. Currently there is no oil leak as far as I can tell. Under the bonnet looks a mess, caked in oil everywhere, and nothing is nicely clipped in anymore, you can easily tell there has had a lot of work done. At first look you would say it has been in a bad accident and had a back yard repair done.

I requested about getting the car replaced and as it was a bit of a joke, I was advised that it doesn't apply in WA and they have fixed all the problems with the car and my issues are minor issues with any new car. I did not push it as it was too hard.

Radiator replaced as that too started to leak, but I have the feeling they damaged it removing the motor and gear box so many times.

Twice I had to return it at the oil light comes on and no oil showing on the dip stick, Nothing at all it was dry when you put it back in after wiping it. They filled the oil saying it only needed 100 mls and sent me on my way. I asked to do an oil consumption test. They over filled the oil by about 2L and sent me on my way to come back in a couple of weeks. I questioned them why the oil reading is so high on the dip stick they told me that is normal it is just full. (they treat you like your dumb).

Second service 30,000km. The car rattles like it has done 200,000km. the front bumper doesn't clip on correctly anymore, front side panels are not aligned any more nor the bonnet the gaps either side are different. The car looks and handles like its clapped out. very unhappy with it the last captive was much better.

The service department advised at the 30k service done this month that looking at my service history with this car I should get it upgraded with the new 2016 Captiva as they have fixed all the problem I'm having on this one. They got me an evaluation on a trade in. Wanted to \$20k to upgrade. Did not take them up on the offer.

**Question 3** - The sticker on the windscreen. This is my second captiva, the first one used about 7L per 100km actual driving when I traded it in. The new one was to be more economical than the old one by the numbers. But currently its sitting on about 11L per 100km which is very bad

Information providing by the on board computer.

**Question 4** - VERY and the reason why it was purchased but the readings are nowhere near the numbers advertised.

**Question 5** - Yes second captiva purchased, the first one used about 4L per 100k less than the new one but the new one advertised better numbers than the old one. The new Captiva has a unknown special mode you can put the car into which give you better economy.

Was told it will get better over time, I'm now at 30K still the same 11L per 100k. I was advised to get the numbers advertised I need to use the eco mode and not drive over 80kmph to get the advertised numbers. No one in there right mind would drive this in eco mode it is so slow and unresponsive.

If the car has "eco", "normal" or "sports" mode options all 3 fuel numbers must be advertised on the windscreen so when test driving the the car you can test it in the mode you want the fuel outcome.

Not happy

**Question 6** - 2 services which they booked in with paper. But many times returned for warranty issues but only on the first issue was paperwork created on the second return they don't use paper booking you juts drop it off no signing anything on drop off or pick up. They are very clever they don't book them in so the records are limited.

**Question 7** - A lot of the returns for warranty work they don't book them in they juts take the car without signing any paperwork when I pick it up there is no paperwork to sign so I say there is limited paper trail. It would be interesting to see if the paper work follows the problems I had. But i doubt this would be made available to me.

**Question 8** - On there website for service information. Problems with the cars not been advised where I can find this.

**Question 9** - Lemon laws need to be more enforceable and simple to action on bad cars and clearly labeled at car yards. Showing your rights to a Repair or a refund for both sides. Showing what would be acceptable for a refund, a simple check sheet.

IE: Same fault returned more than 3 times would qualify for a refund or replacement.

The process and what charges they can and can not make you pay (new licencing, registration, transfer, etc)

Very simply put as anyone can understand it including the dealer so there is no hiding their responsibility.

The law's need to be clearly visual in the showroom where you can not miss it.

### **Small Business 5– Andrew Slabosz**

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**Question 1** - I was not given any information, was told verbally re warranty and to refer to owners manual.

**Question 2** - It was an extremely difficult process and I was made to feel like I was complaining for no reason about items that were clearly not up to standard.

**Question 3** - No

**Question 4** - At the time it was not really a consideration.

**Question 5** -

**Question 6** - Very difficult in the end it was so frustrating and I seemed to be getting nowhere with a resolution i ended up,selling the vehicle for a heavy loss.

**Question 7** - Paper based books that are in the vehicle are no problem, mainly because an after market repairer can stamp it. But I have found the on line log books impossible to get logged if not serviced by the dealer.

**Question 8** - I have had problems on numerous occasions in accessing data in relation to codes required to activate different modules in vehicles. The dealers have no problem selling you the component but then will not give you the information required to make the component work. Even when the necessary equipment is on hand to do the job.

If I bought a TV from Harvey Norman and needed a code or a program to make it work and my only choice was to use their service department at what ever rate they wished to charge to get it to operate, I think this practice would be outlawed very quickly.

But in the automotive industry it seems to be acceptable.

**Question 9** - The misleading practice of fixed/capped price servicing.

The ability to prevent a vehicle from being driven if it's not serviced by them and logged in their system. ( there is a manufacture that will stop the vehicle from starting if it goes too far over the service interval) To me this would be like a dealer or repairer taking my keys and refusing to give them to me if they don't get to service my vehicle.

## **Small Business 6**

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**Question 1** - No verbal information. I assume there was a written warranty somewhere but not advised as such.

**Question 2** - Poor. I have had a number of things go wrong with my brand new mazda cx9. Most of which were fixed however the dealer wasn't happy. In one case denied anything was wrong. The major issue I had was that I paid extra to have a gps unit added. I was not advised it was being installed by a third party and that it wasn't a genuine mazda part. When I started having problems with it the service centre told me it was my issue to deal with and that I had received what I asked for. I had to go to great lengths and contact the owner of the dealership to get it resolved as the unit had been paid for with the car they had chosen to contract out the installation.

I've also had issues with the paint which hasn't been an easy process and is still unresolved.

**Question 3** - Fuel consumption we were told would range from around 11 to 14 L/100klm the 14 being for around town running 11 for combined running. What I actually get is 14.2 for combined.

**Question 4** - Extremely. As I use the car for my business it's important to have an economical car. We also would have put more consideration into buying diesel if we had known petrol usage would be so high. As Mazda don't offer the cx9 in diesel they would have lost the sale.

**Question 5** - Yes as per 6(a)

**Question 6** - I've had no problems with this other than the time I've had to take away from my business to have the car fixed.

**Question 7** - I haven't had to do this.

**Question 8** - I haven't had to access this.

**Question 9** –

## **Small Business 7**

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**Question 1** - Information/feedback that I receive from our customers in our motor workshop is that we are not allowed to service customer vehicles whilst they are under new vehicle warranty

**Question 2** - They fight you tooth and nail to deny a warranty claim

**Question 3** - N/A

**Question 4** -

**Question 5** -

**Question 6** -

**Question 7** -

**Question 8** - In our small workshop these are extremely difficult to access

**Question 9** - Capped price dealer service offers can be very misleading for the consumer

### **Small Business 8**

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**Question 1** - Just the usual warranty documents in with the service book.

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - We have been in the auto repair business for 40 years and now some manufacturers are taking the service book off us by making it only accessible to dealers which should be against the trade practices act because even the owner of the vehicle can't get information on their own vehicle if they are capable of servicing it themselves.

**Question 7** - Apart from help that we have to pay dearly for from places like VACC and Repco, Autodata, Boyces and so on the manufacturers are very secretive and no help at all.

**Question 8** - Terrible experiences because we repair automatic transmissions on all vehicles and the dealers don't even have anyone capable of this work and yet they expect us to be able to do repair work for them with no information.

**Question 9** -

### **Small Business 9**

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**Question 1** - None. Generally only told that I have to take the car to the manufacturer for warranty purposes which is a lie

No info on how to deal with warranty issues

**Question 2** - None

**Question 3** - Only the sticker on the windscreen claiming its economy

**Question 4** - Not at all

**Question 5** - No

**Question 6** - The dealer takes you and introduces you to the service department and makes you feel very obligated to take your car to them. Also that you could not do it yourself or take it to a normal workshop

**Question 7** - Only access I have found is through the Vacc

**Question 8** - The dealerships that I have had a relationship with are generally helpful. But have had issues with the more prestigious brands like Mercedes, Bmw and Honda. Very abrupt and some refusing to help

**Question 9** - I think the new capped price servicing is generally a scam. Nearly all the manufacturers doing it have just changed their service schedules so that while under the capped price its just an oil and filter change. Or they have special conditions that allow them to charge over the cap price anyway.

### **Small Business 10– Joe Brogno**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - Being an independent repairer of BMW and Mini vehicles, we are not allowed to purchase the factory equipment and scanning tools required to access and program the computer and electronic systems of the vehicles. We are also not allowed to subscribe to the manufacturer's network of data, specifications and program files in order to update all the vehicle's systems during and after working on them. This is very frustrating because we are unable to keep these cars running clean and reliably. What's more frustrating is our counterparts in the USA and Europe are allowed to buy the factory equipment and subscriptions, but we are not! It simply does not make sense.

**Question 7** - Each time we perform a service on a BMW we are required to stamp the service book in order to update the service history for that particular vehicle; this maintains and the warranty and value of the vehicle. Lately, the manufacturers and dealers are doing away with the service booklets and stamps by now recording the service online or electronically, which is connected to the manufacturer, however as an independent repairer, we are excluded from accessing the online servicing log book because they are not allowing us to purchase the factory equipment or subscribe to the network which could allow us to record the service which we just did. Owners are now choosing to exclude us from performing their services because we now cannot record the services, thus severely and negatively impacting our business.

**Question 8** - As an owner of a motor mechanics business specialising in BMW and Mini, we are always required to drive the car to a dealership to have basic programming and coding performed on our customer's cars. We also find it very difficult to access important information like wiring diagrams, service bulletins and general specifications required to keep these vehicles running clean and reliably. In some instances, the dealer will sell us a spare part but neglect to tell us that it would need to be coded and programmed, so after we have installed the part, we would then have to drive or tow the vehicle to the dealer to have the final programming or coding performed. This is very inconvenient for both us and the owner, who in many cases would have to be without their car for a longer period of time.

**Question 9** - Yes, we are increasingly being negatively impacted by the so called, "Free Servicing" being given to people buying new cars. BMW and other dealers are now offering 3 to 5 years of service included when you buy the car. This will then force the owners to take the car back to the dealer to have their service performed at no charge for the first 5 years, totally excluding us from servicing the vehicles. The problem is most owners are told that it's "Free Servicing" for 5 years, however it's not free; it's prepaid servicing, because the price is loaded by around \$1500 at the point of sale. However, the biggest issue impacts most owners without them even knowing it, because many, many owners do not realise that if they were to travel less than 15,000 kms per year, will not receive the value from the servicing being included. It's a fact that the less kilometers they drive, the less servicing is required, so many owners are paying for the (prepaid) service but not actually using it; basically the consumer is being unfairly ripped-off by the dealer.

Prepaid servicing can be quite a legitimate marketing tool, however I believe it should be law to disclose the full costs/price of the vehicle to include the price with and without the servicing included to give the consumer choice to decide if the prepaid servicing will be good value or not. At the moment, unscrupulous sales people are not telling the buyers the full story and it's costing them lots of money, and of course, us independents are missing out on legitimate business.

### **Small Business 11– Robert Mason**

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**Question 1** - No information was provided other than being told the warranty was 3 years, I paid additional to extend to 5 Years

**Question 2** - My VW Touareg, has been off the road since taking ownership in excess of 30 Weeks due to vehicle faults.

1. Rear Engine oil seal leak, VW extended warranty to 5 years
2. Computer system failures
3. Central locking issues
4. noisy moon roof
5. noisy mirrors
6. Rear engine oil leak again, but in a different area - top part of engine this time - VW advised give us one more go at repairing car "Renu customer experience centre)
7. Car returned 24th December 2015 and on the 1st January 2016 computer issues again, cruise control failures, central locking issues again
8. 11 days after cars return car is now leaking more oil then when it went in
9. Lodged with Ncat - went to hearing and VW was to assess issues with car, they had another go at repairing car at another dealership, I made the mistake of going against VW, I should have gone against the selling dealer and should have gone to Vcat where the car had been purchased, the NSW judge could not rule on case
10. Car starts to play up again with central locking, VW advised to take car to another dealer, so we took car to Blacktown VW, and also had a service carried out, they could not find the reason for the fault and requested the car be returned for a further two days of investigation, we also asked to have brakes checked while car was being serviced, they advised at next

visit it would need to be changed, also bonnet lever was loose and they advised they would replace on next visit

11. Car returned for Central locking issue and was found that switch was faulty, also they charged to look at breaks and then advised that they would change brake pads, also they advised that the bonnet lever was going to be replaced, but on return it still had original dust on lever, on the trip to dealer cars speed & Taco display went blank for a short period of time, dealer unable to find reason for fault

12. Found new oil marks on my garage floor after latest serviced, took car to independent mechanic which advised that car was again leaking from rear engine area, and Turbo, and that there was crushed pipes and poor workmanship from work that had been carried out, called VW "Andrew Dowling Senior case Manager" Andrew advised I would not have to jump through hoops, just send details and he would advise, he arranged for local dealer to look again

13. Local dealer inspected car and confined leaks were back, local dealer did not want to see the car again

14. Andrew Dowling, is now on extended leave and no one knows anything about the case

15. after multiple calls and advisers, VW asks that they will take the car to Sydney head office to inspect and advise what they will do, I asked would they replace and they said they would look into and came back and said no

16. VW arranged for a Hertz Rental car and Hertz wanted my credit card details for the rental bond and rental details I said no

17. VW rang and advised they will now put a new long engine into car and extend the warranty by another two years, I still do not have the car back.

If the consumer guarantee was working I should have had a refund or replacement by now, as a new engine is a major fault, help

**Question 3** - None

**Question 4** - Fuel consumption and performance is important but not a deal breaker

**Question 5** - No

**Question 6** - My VW Touareg, has been off the road since taking ownership in excess of 30 Weeks due to vehicle faults.

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**Question 7** - no experience

**Question 8** - My VW Touareg, has been off the road since taking ownership in excess of 30 Weeks due to vehicle faults.

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If the consumer guarantee was working I should have had a refund or replacement by now, as a new engine is a major fault, help

**Question 9** - LEMON LAWS, needs to happen, even Ncat said no one wins when I spoke to an advisor, system has failed me - PLEASE HELP

## **Small Business 12– Joe Musolino**

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**Question 1** - i recently had a phone call from a dealer that i brought a car from who questioned weather i was ready to update my car to which i replied no thanks

to which he replied to me that he would highly recommend me to take out an extended warranty to which

**Question 2** - well recently only in the last month my daughters 2yr old corolla was having some serious CVT transmission faults as to the point it was so dangerous for her to drive due to it neutralizing on take off and then lunging forward so i asked her to take it to the dealership and explain like she did to me and leave the car there now this is were the arrogance starts they return the car and tell us it was an exhaust leak and the thudding into gear has been fixed by greasing the back of the brake pads so we got the car back and of course the vehicle still does the same thing so i now have taken the car back and with my 35yrs of experience i explained to the technician that i have scanned this vehicle with my Snap on Scanner and found no software issue to he swiftly responded with no those aftermarket scanners dont work on these cars so i responded with yes but common sense works for free and told him that it will need a new CVT transmission that i was ready to provide him of 9 other cases around the world with the exact same problem and thats right you wouldnt believe its the first one they have had go wrong yeh right i responded with

**Question 3** - based on the wind screen

**Question 4** - fairly important

**Question 5** - pretty fair

**Question 6** - we constantly are told of certain electronic replacement components can only be reprogrammed by dealers and manufacturers recently had to repair and replace an engine component bought the genuine component but the would not sell the specialized tool to fit it a interstate dealer wanted \$469.00 for it we purchased it for \$9.50 from a independent European parts supplier .

To which brings me to trade pricing there is no margins whatsoever in spare parts eg 1you ring for a part lets say its \$1400 for the part and \$140 labour to fit so without marking up or adding a margin the total quote would be \$1540.00 total customer takes it back to the dealer and they do the whole job for \$900.00 so who is in the wrong here from the customers prospective ?

This is what is going on in the real world Ladies and Gentlemen and fellow repairers

now because the dealers are getting away with it now the private sector is on the same course eg2 we once had

Motor Traders

Repco

Sprint Autoparts

we had a healthy competitive market good margins happy buisness owners happy suppliers and most of all happy customers

Motor Traders was taken over by Burson Auto Parts to which margins started to shrink but we still had our Repco and our Sprint Auto still ok

Then Burson Acquire Sprint Auto and guess what all the margins are almost questionable

**Question 7** - only paper log books accessible

**Question 8** - nil or privileged information

**Question 9** - fixed priced servicing as to how much is built into the price at the sale of the car and the myths as to who can maintain their new cars and they need to define the word genuine parts as they dont make most the consumable parts themselves so what does genuine mean a genuine Ryco filter is more a true statement manufacturers dont make there filters so in a sense they are fooling you to believe like they fool you with fixed price servicing and you must service with them or your warranty is out the window.

So in short i am an independent family run business and i have a couple of stores both my sons run one store along with my wife in the office and i run store no2 with another couple of technicians and i am concerned deeply with what is transpiring in our industry and would like to try and make a difference with all my fellow automotive repairers we would equate to approx 45,000 across the country and we need to now more than ever **STAND UP FOR OUR AUTOMOTIVE INDUSTRY**

We as the whole automotive community Manufacturers,Dealers,Auto Repairers Mechanical and Collision Repairers

And Auto Electrical Need a firm Level playing field

We will all benefit from this lets all fight this united and head on for a sustainable future.

#### **Small Business 14– Craig Ainsworth**

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**Question 1** - I are a mechanical repair business and I are submitting this on behalf of my customers of on going costs from dealers

**Question 2** - the customers have extreme costs past on to them with fixed price servicing and also security codes etc where if we had access to data through dealers the costs should be lower

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - the dealers will not pass on common problem fixes like tsb etc where if we had access to these the costs of repairs would be cheaper to owners

**Question 7** - customers are using there log books more and more to make sure everything is being done on there service so if they do not have a service book they cannot check this

**Question 8** - I have had customers cars here and had to have dealers recode body modules etc so they are increasing costs to consumer

**Question 9** - dealers are not passing on information to workshops so this is costing more for repairs

## **Small Business 15**

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**Question 1** - Dealership mentioned it was Required to Service Vehicle to keep warranty valid.

**Question 2** - Have to Travel to Dealership 60Km away just to have warranty repair, Had to Wait for a good part of Day (approx 5hrs) and then return home 60Kms. Very Inconvenient!

**Question 3** - a Sticker was present on vehicle with this info explained.

**Question 4** - Very Important, would like to know how we effect our environment.

**Question 5** - The vehicle was much Better than stated!

**Question 6** - Fortunately, we do have contacts with dealerships that provide parts to our business, However the mark up is very Low to our business to keep our customers with dealership pricing. This does not help our small Business that supports a community with limited dealerships in the area.

**Question 7** - VERY DIFFICULT!!! It takes a lot of time and effort to access required information for some Vehicles.

**Question 8** - The Dealerships can be very difficult to retrieve all required information for some Vehicles, Some Computer information is just not available to small Business'. Then we require the customer to return to the dealership - this impacts us greatly, as Our customers are obviously comfortable with our work and if the information was readily available our qualified Technicians would confidently supply a quality service. Customers have made a choice of their trusted repairer, especially in Country area where many would need to travel afar and frequently wait to have their vehicle attended too. This often is more than one day , as often Dealerships inspect one day and re book to complete another day. Comments of our customers have been of disapointment, and they often tell of their reasons why they would prefer not to return to the dealership of their purchased vehicle.

**Question 9** –

## **Small Business 16**

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**Question 1** - they advise to use them for servicing and use genuine for warrenty.

they wont pass information on to other repairs

**Question 2** - they tell you for warrenty you should by genuine parts etc

**Question 3** - nil

**Question 4** - very

**Question 5** - na

**Question 6** - dealer ships don't like to pass on information to other repairers

**Question 7** - as a repairer we have to ask customer to photo copy there service book to get any information as the dealership want pass it on

**Question 8** - very limited most places will not give information, the ones that do share some ask for payment for procedures etc

**Question 9** - transparent service and repair info mainly

## **Small Business 17– Rokeby Service Centre / Andrea Hall-Tansey**

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**Question 1** - N/A

**Question 2** - N/A

**Question 3** - N/A

**Question 4** - N/A

**Question 5** - N/A

**Question 6** - We have been unable to buy a replacement battery for an electric car. The dealership would not sell it to us.

Some tools are so prohibitively expensive that we do not take on the work, ie. a Saab 9000 timing belt - we referred our customer to the dealership.

**Question 7** - Many paper based books state they should only be stamped by a dealer.

We have never had a vehicle present that had an online log book.

**Question 8** - There have been numerous occasions where we have contacted a dealership for help in diagnosing and repairing newer vehicles and been denied the information. If you are lucky enough to personally know a technician who works at a dealership it is better to ring them direct.

**Question 9** - We have heard that in Europe and USA that manufacturers are rolling out an accreditation scheme for repairers. If you are not accredited you can not buy security related parts. For example a replacement ignition barrel and key, locks and some have included in their list of parts things like body panels and windows that have a security code on. This seems to me to be aimed at stopping vehicle theft and re birthing but it will also have the effect of decreasing the work that independent workshops and body repairers can perform for their customers. It has started in Australia and there is not an accreditation scheme here.

## **Small Business 18– Christopher Ciccotelli**

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**Question 1** - Many of my customers call me after purchasing a new car to thank us for our previous service but to let us know that they now need to take their new car to the dealer for the warranty period to keep their warranty. My customers are all being told at the

**Question 2** - Near impossible! We often find and report faults on our clients cars while carrying out log book servicing while their cars are under warranty. We give them a detailed report on our invoice and also supply them with photo's to take with them to the dealer when seeking a warranty repair. The general report back I get from all customers is as soon as they mention their car was serviced elsewhere they get the rough end of the stick. In one particular instance the customer returned 6 months later for their next service and we found that instead of performing the correct repair at the dealer under warranty (rear main oil seal on a Nissan Murano) the dealership simply covered the drain hole with sikaflex to stop the leak until the car was out of warranty. When we removed the sikaflex litres of engine oil poured out of the blocked drain hole which had been building up inside the bell housing. In another instance a customer with a Hyundai i45 (Paul Kearnan) was dragged through the mud for months and months after his engine suffered a major mechanical failure. It is a well documented and common failure for the i45 2.4L engines but the dealership first tried every possible way to avoid carrying out the repairs under warranty including requesting us to not

only provide invoices with the oil weight shown, but to then show our BUSINESS invoices showing our purchasing of said oil from our oil supplier. It was not until Paul got the ACCC involved that they finally agreed to fix his car under warranty. Now I advise all my customers to not bother contacting the dealership AT ALL regarding any warranty work and to put their complaint or request for warranty work in writing directly to Toyota/Ford/Hyundai Australia to avoid being stitched up by the dealership. In our own private experiences - we purchased a brand new \$55,000 Ford FPV ute in 2011 and the tail shaft failed at 15,000km. The dealership made us put it on a tow truck and pay to tow it to them where they then voided our warranty claim saying that because the vehicle had been lowered 1.5 inches that it was modified and voided all warranty! This is a work utility capable of carrying 800kg of weight in the back and I can tell you with 800kg of weight in the back it sits much lower than 1.5 inches off the standard height. We then had to pay for another tow truck to return the car to my workshop where I then purchased an aftermarket upgraded tailshaft to fix the problem which was another well documented failure component.

**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6 -** Generally speaking the dealerships will keep all their fast moving items such as brake pads, filters, belts on the shelves. Anything that's a little obscure is generally warehoused in Melbourne and requires 1 or 2 days to have it air freighted to Brisbane. In many instances, a part is only sold as an "assembly" here in Australia by Toyota Australia. Yet searching Toyota America shows the said part is sold individually for a fraction of the cost. IE - Throttle position sensor on a throttle body is faulty but Toyota Australia will only sell the sensor as a completely throttle body for \$1000+. Yet the throttle position sensor can be bought genuine from America for \$50. As far as special tooling I have not found a SINGLE dealership that will sell factory tooling. Many cars require special tools for complex jobs such as changing timing belts which cannot be bought from the manufacturers.

**Question 7 -** As a repairer we can only use the paper based log books which come with most vehicles. These paper based log books usually include service schedule which show the recommended service intervals and required service items. Newer European cars are moving towards using digital service books saved within the cars computers or storing them online. In all instances of digital log books the manufacturer DOES NOT make this information available to repairers outside their networks. In this instance private repairers are unable to obtain service schedule information including oil specifications, items required at service intervals and in many cases are un-able to reset the service lights on the dash board despite owning the latest multifunction diagnostic scan tools.

**Question 8 -** At the moment there is zero access to repair and service information. Repairers are collaborating in private forums and information sharing services such as TaT to gain technical data &/or service information. Often I attempt to log into American manufacturers websites to gain the technical data but due to geo-blocking through the internet it will not allow Australian residents access to the data. In all instances of obtaining factory service manual's or technical data we are forced to search the internet looking for bootlegged copies or copies from international sources. We also have no means to access information about service bulletins or software updates on vehicles. A service bulletin is essentially a warranty/faulty item that has been discovered by the manufacturer but they are not required to contact the customers and advise them of the repair required. It is only when the car is bought to the dealership that the service bulletin is supposed to be carried out. Quite often customers are paying to have problems rectified that fall under the "service bulletin" category either at the dealer or private repairers. Private repairers also have NO ACCESS to software updates - the only time the manufacturer updates software is to rectify

a problem and consumers are being CHARGED to have software updates carried out when the vehicle is outside of warranty period.

**Question 9** - I believe the costing structure of genuine parts is obscenely disproportionate to the cost of manufacturing & supply. People are being forced into purchasing new vehicles as the cost of servicing and repairing their existing car is to high. Electronic components which are the cheapest to manufacture are the most common to fail and are always the most expensive. It is not uncommon to pay up to \$2000 for an electronic control unit with further costing involved to have the dealership "link" or "program" the ecu the car which is a simple task of entering a pin number. A system designed only to force consumers back to the dealership.

I also believe the ACCC needs to tackle head on the problem with Manufacturers telling consumers that they will loose their warranty by taking the cars to private workshops. The manufacturers are taking the Australian public for a ride at the cost of the small business sector. For most Australians, their car is the second largest financial purchase in their life second only to a family home and they have the right to select who repairs their vehicle due to convenience or cost. When the dealer tells a new vehicle owner that they must service the car with them unless they want to loose their warranty they are breaking the law and taking away that owners right to make an informed choice.

#### **Small Business 19– Terry Green**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** -

**Question 7** -

**Question 8** - We have had numerous problems with accessing parts and information for cars An example that comes to mind , we had a VE COMMODORE GTS, the display screen was faulty, we were not allowed to purchase one from our Holden parts dealer ( Amcap) but had to take the car to a Holden dealership to have it fitted.

This is ridiculous..

**Question 9** - Yes the insistence from car dealers , telling new car buyers that a dealer is the only one that can service their new car without voiding the warranty.

#### **Small Business 20**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4 -**

**Question 5 -**

**Question 6 -** can access genuine parts ok but get tools or service information

**Question 7 -** Can not access online logbooks

**Question 8 -** Can not access repairs or service information on new cars, we have to just base most of it on just common sense "basically guessing what is required"

**Question 9 -** sharing all information on servicing and repairing late model vehicles

### **Small Business 21– Jeff Swann**

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**Question 1 -**

**Question 2 -**

**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6 -**

**Question 7 -** Repairers are unable to access online logbooks causing significant discrimination to the client and their choice of repairer.

**Question 8 -** Unable to access service information as the info is only available through the dealer online network.

**Question 9 –**

### **Small Business 22**

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**Question 1 -** not applicable

**Question 2 -** not applicable

**Question 3 -** na

**Question 4 -** na

**Question 5 -** na

**Question 6 -** tools for specialist jobs are hard to source and parts for cars from genuine suppliers are becoming more difficult to access

**Question 7 -** as a repairer we cannot access online log books and therefore validate that a car has been serviced and also what is required in a particular service

**Question 8 -**

**Question 9 -**

## **Small Business 23– Mark Uphill**

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**Question 1** - I was told that I must return to the dealer to have my car serviced to maintain my warranty. I had to inform them that I am a licenced automotive tradesman with my own business and that I can service my own vehicle so long as I follow the manufacturers ser

**Question 2** - Most warranty items are rectified by the dealers with only minimal hassle. On some occasions warranty is refused on parts (tail shaft tubing that should have lasted the life of the vehicle) as it was just out of the warranty period, this appears to go against the consumer guarantee as the parts were of faulty manufacture and should have lasted the normal life of the vehicle in a normal persons expectation.

**Question 3** - Nil

**Question 4** - Very important (we research online etc. before we buy)

**Question 5** - The advertised fuel consumption is not very often achievable by consumers.

**Question 6** - some special service tools are not available from the dealer (with no help as to how or where we can obtain them, leaving us to attempt to manufacture them ourselves.

Some manufacturers cannot supply parts for new vehicles under 2 to 4 weeks wait.

**Question 7** - Unable to update online log book systems after completion of service.

Paper based log books issued with new vehicle can often be incorrect schedule for vehicle / model.

**Question 8** - Information for repair and service of new and late model vehicles can sometimes be non existent. The dealer has no interest in supplying the information and online subscriptions can have insufficient information (you only find out after paying).

Other manufactures only have diagnostic information and specifications in their own proprietary scan tools that we have no access to.

**Question 9** - Capped price servicing. The impression capped price gives is of a fixed price. Often the final service bill greatly exceeds the "capped price" due to upsells. where a "capped price" is what most normal service establishments offer, ie. informing the customer of the final cost of service before starting work.

## **Small Business 25**

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**Question 1** - No information was given. It was inferred that my options were limited and at the manufacturers discretion.

**Question 2** - In my experience the options to repair or maintain my new vehicle have been extremely limited. I feel as though the automotive industry has a major restriction of trade. The manufactures do not freely provide the industry with the technical information necessary to give consumers the option to choose which repairer they wish to use.

**Question 3** - None

**Question 4** - 50/50

**Question 5** - N/A

**Question 6** - The manufactures make accessing technical information difficult. This information is imperative when servicing a new vehicle. Examples are

- Resetting Service Information
- Radio Security codes (Radio Codes)
- Engine management code translations
- Recall and update information
- Technical procedural information
- Specialist tools and equipment
- Connected car systems logins or compatibility (the new vehicles directly link to the dealerships when services or recalls become due.)

The above severely restricts the choices available to consumers and forces competition out of the market place. Monopolization at its finest.

**Question 7** - There is on portal of information available to aftermarket repairs for all manufactures. We work with the scattered information available to us that has been accumulated by default through certain networks (VACC, Boyce Auto Data). These information collections companies would also endure the controlling effects of the manufactures behaviour in turn making the data inaccurate and not current.

**Question 8** - Same answer as above.

"There is on portal of information available to aftermarket repairs for all manufactures. We work with the scattered information available to us that has been accumulated by default through certain networks (VACC, Boyce Auto Data). These information collections companies would also endure the controlling effects of the manufactures behaviour in turn making the data inaccurate and not current."

The only difference is that we can call our local dealer and beg for some new car information. This process is similar to Oliver begging "Please sir, may I have some more?" Sometimes the dealer will flick us some crumbs.

**Question 9** - Definitely the following -

- sharing of technical information. (as described in question 7)
  - Resetting Service Information
  - Radio Security codes (Radio Codes)
  - Engine management code translations
  - Recall and update information
  - Technical procedural information
  - Specialist tools and equipment
  - Connected car systems logins or compatibility (the new vehicles directly link to the dealerships when services or recalls become due.)

- Also the constant inference that consumers must have their new vehicle serviced at the dealerships.

- Using fear tactics involving loss of trade-in value

- Using fear tactics involving loss of warranty

-With holding recall and update information so as the consumers must return to the dealerships

The tactics used by the manufacturers force the consumers to return to their dealers and severely limit the choices of the consumers. As a competitor we are locked out with no ability to compete.

### **Small Business 26– Paul Dare**

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**Question 1 -**

**Question 2 -**

**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6 -**

**Question 7 -**

**Question 8 -** As we are a busy small business we rely on return business and customer retention. We try and help all our customers with any issues with their vehicle so when it comes time to repair or replace certain items we require pin numbers, security codes or further information to rectify the complaint. Getting these is almost impossible or if we can come with much frustration and cost.

If we try and help the dealership, say with getting the customer's car in for a possible warranty check we are met with, why is the customer there? or you can book it next Tuesday week and that will cost x amount for the inspection, blah blah. It is as if they don't want to know us at all, but that quickly changes when they want to sell us new parts.

Information that they hold on to makes our job harder and inevitably more costly for the consumer.

We don't mind paying a fair price for accurate and convenient information but have a little issue with being held to ransom.

**Question 9 –**

### **Small Business 27**

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**Question 1 -** (Personal experience - may have been different because they were aware of our occupation as workshop owners.)

Not any very meaningful information at all at point of sale of the vehicle - very glossed over. Dealer was more concerned about pushing their "

**Question 2** - Holden refused three requests from a customer to warrant a transmission replacement under warranty because they it hadn't been serviced by a Holden Dealership. Customer had given go ahead after multiple weeks and multiple rejections to have the transmission reconditioned. Holden contacted customer after transmission was back at the workshop and ready to be fitted advising that they would honor the warranty ON THE CONDITION that the vehicle is immediately transported to the Holden Dealer for the fitment of the transmission. To transport the Cruze would have literally meant reassembly of the car and transmission. After multiple calls it was approved to replace at our workshop.

Twice this week we have not been given Pin In codes to code new keys from Mitsubishi. Excuses given were (a) the customer needs to ring (was given a False Code) (b) we can only give out the code if the customer is a current customer of that particular Mitsubishi Dealer (c) Mitsubishi Australia do not allow the release of said Pin In Codes to anyone outside of their dealerships (d) the customer will have to tow the vehicle (150km) to the nearest Dealer for them to code the new keys. Another alternative is to remove multiple electronic components and send down to Melbourne to have the components re-coded (which means at least 4 days with the vehicle immobile. Eventually we rang a member in our RAS network and they somehow got a code to allow us to program the key which was done in 10 minutes. In addition to this, I was placed on hold with the dealer and sat on the phone for 10 mins. Frustrated I hung up and redialled, only to be answered by the very receptionist who'd placed me on hold, without any form of apology, even though she had said she'd already spoken with the service department and received the "gotta bring it here" excuse!

Big company customer had issue with their delivery truck. Isuzu Truck would on great pains give us a test procedure but would not return calls/avoided calls/promised to call back with pin-out sheet so that we could carry out test procedure. Eventually customer rang Isuzu and had to drive truck down 150km at 60km/h to nearest dealer, hire a Truck for the down time at their expense, only to have the diagnosis confirmed as our unprovable suspicions because of blocking on info.

We have multiple other examples from our 11 years in business.

**Question 3** - No information at all at point of sale, nor attention drawn to where in the paperwork I could find the information.

**Question 4** - Minimal. Only option was I definitely did not want to purchase a vehicle with a Diesel Particulate Filter due to problems I had in my personal Holden Captiva

**Question 5** - We were not told of fuel consumption at point of sale but have been slightly disappointed in the actual consumption of our new car.

**Question 6** - Have had to source or borrow tools from after-market suppliers or repairers because of prohibitive cost involved in sourcing these from the manufacturer or dealerships. This takes up time in calling around trying to source these tools.

**Question 7** - Have not had experience in online logbooks as yet but have had other owners in the network tell us of their issues.

**Question 8** - In anywhere other than major cities this is a MASSIVE problem. In the town I live we have a Toyota Dealer and a Holden Dealer. They do not specialize in any other brand. Customers are mislead to believe that they must drive the 130km+ one-way trip to Townsville (nearest city) to service their vehicle at cost of voiding their warranty. When vehicle's break down we are refused information to allow the customer to have the vehicle repaired in their home town without the high cost of towing the vehicle to Townsville, plus the

additional cost of travel in a borrowed vehicle/bus service to collect the vehicle. Even when confronted with this information at dealerships who ask US to help THEM out with diagnostics/repairs of their second-hand vehicles, we still receive blatant forms of blocking of information. Rural and Regional vehicle owners are being SEVERELY disadvantaged both personally and financially by the Manufacturers games of information blocking. In each of these cases, we would be prepared to pay a small fee to access this information and I could guarantee that customers in our region would happily pay those small amounts instead of having to waste almost entire days travelling then sitting around at a dealership

**Question 9** - Unfair advertising in "capped price" servicing and "lifetime" servicing. We frequently have customers who bring their vehicles to us after the completion of their "capped price" services only to find items such as air filters, cabin filters, brake and clutch fluids and even cartridge filters (not visible when looking under the hood) HAVE NOT been changed at all during the capped price service period even though logbooks have been ticked and completed as having been replaced. Some are under-servicing vehicles to maintain their margins and giving a false sense of security to "Dealership" servicing

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### **Small Business 28–** Melanie Leney

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**Question 1** - N/A

**Question 2** - N/A

**Question 3** - N/A

**Question 4** - N/A

**Question 5** - N/A

**Question 6** - Parts we have not had an issue with (apart from having a minuscule markup on these of about 10% between cost & RRP). Tools can be very difficult, we have had occasions where we can't check a customers oil level as we cannot access the specialised dip stick required for the vehicle. This was obviously very frustrating for both us as a business and the consumer who was using our services. We have had times when a vehicle is behaving abnormally and called the genuine assistance line and told that they will not give us the information we need due to being an aftermarket service provider (we obviously would be happy to pay for this service but that was not an option). The main issue is that lack of information sharing.

**Question 7** - Most of our customers keep their log books so accessing these has not been a problem for us at this stage.

**Question 8** - As mentioned above, the only time we can actually access it is when we have a contact at the genuine dealership who will be helpful or where the whole aftermarket has the information. It's very frustrating.

**Question 9** -

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### **Small Business 29**

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**Question 1** - the dealers rep said we would void warranty on vehicle if we did not take vehicle back to them for service

also not using genuine parts

if serviced by them we would get free up dates on navigation system & maps not serviced by them a cost of approx. \$60

**Question 2** - this would not happen this is why you have warranty

**Question 3** - none pointed to sticker on windscreen

**Question 4** - not important you would expect new vehicle to be within regulations

**Question 5** - not told did not ask

**Question 6** - parts are ok tools not available for sale or hire

**Question 7** - not available for genuine

**Question 8** - dealers not helpful

special tools not available

**Question 9** - fixed price servicing capped price servicing

extended warranty ,genuine & aftermarket

free servicing for life of warranty

free green slips small business cannot afford to compete with these systems

### **Small Business 30**

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**Question 1** - Recently I had a booking from one of my fleet customers for a service on one of their new cars. The reception lady who made the booking asked about us servicing her car which was under a extended warranty bust due to the wording of the extended warranty

**Question 2** - Recently a customer who owns a Ford Territory with a extended warranty and was being denied his warranty by the dealer and was given a bill that was over \$750.00. After a lot of pain the dealer agreed and he was given the paper work to say the \$400 warranty claim was covered.

So now my customer was bullied to pay \$750.00 then finally it turned into a \$400 warranty claim? This customer will never deal with this dealer again.

This also demonstrates how much the dealers are abusing their rights by over charging and by using bully tactics when it comes to consumer rights.

**Question 3** - I have a Customer who bought a new Toyota Yaris and because he did not get the fuel consumption that was advertised on the sticker on his windscreen. So he took the car back to the dealer. They told him there was nothing wrong with the car. Not satisfied he brought the car to me, I also carried out some checks that proved the car was running properly and proved that the issue was not the car but the sticker was misleading.

**Question 4** - To my customer it was the only reason he chose the Yaris over a Mazda.

**Question 5** - With my customer this was clearly the case

**Question 6** - I have a case where I bought a SRS (Air Bag) Module for a Holden Astra and it was faulty. I have the tools that are compatible to Holden to initialise and set the module to this car. The module was faulty and the dealer would not give me warranty on the module because the I initialised the module. In the end after a lot arguing and disputing they agreed

to fit a new module and initialise it but I had to pay for the process until they proved the original module was faulty. After many months I was given a refund on the module but no refund on their labour or their initialising fee. I also lost this customer as she was without her car for a week while all this took place and could not understand the situation.

**Question 7** - I have a good customer that was booked in for a service and when he discovered I could not log into his electronic service book then he cancelled his service and booked with the dealer.

This is not an isolated case and is fast becoming a growing problem.

**Question 8** - This is an every day problem, today I have a 2007 Peugeot and this car has taken me 2 days to discover I have a software issue that is known by the manufacture but not shared with us the aftermarket. My customer has now had to pay for some of my wasted diagnostic time and now book his car in with the dealer because vital information is not being shared with us.

**Question 9** - Apart from know this from my own business I am also a technical adviser for an national automotive Association (TaT) and I am continually hearing story after story were our members are being denied technical information on many makes and models of cars.

I am also hearing stories where dealers are failing to fix certain problems with cars, showing an incompetency in some dealerships. One of the most alarming case was where a car accelerator would intermittently sick on a high RPM, after weeks of not knowing how to resolve this problem the car was simply returned to the owner. An aftermarket technician eventually fixed a wiring issue that was causing this issue.

My point is we struggle to get wiring diagrams and technical information needed and the dealers have all this info, but many times they still can not fix the problems they are faced with. We need this information and it created a very unfair and uncompetitive playing field for us as we have to spend hours of research and delving into grey areas to access our information. And there are definitely case were we lose business to the dealers because the manufactures have withheld vital information from the aftermarket.

## **Small Business 32**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - Specialty oils such as transmission oils that can only be purchased from the dealership are then not available to buy from the dealership.

**Question 7** - Most of the service booklets have wording in them to "steer" the customer back to the dealership.

Online logbooks are becoming more popular and just can't be accessed by the general repairers therefore forcing those customers that want to use a general repairer to keep all service records in order to resell the vehicle.

**Question 8** - Many times we have had experiences where a fairly routine part is fitted but then realize that that part has to be recoded to the vehicle and therefore sent back to the dealership.

Some of the manufacturers information can be accessed overseas but this information can be unreliable as models and engines vary greatly from country to country.

**Question 9** - The secrecy behind extended warranties and the upselling of such warranties. The misleading information and use of capped price servicing.

### **Small Business 33**

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**Question 1** - I had the manufacturers warranty explained to me and I was offered an extended warranty which I did not take up.

**Question 2** - None yet.

**Question 3** - None

**Question 4** - N/A

**Question 5** - N/A

**Question 6** - I have had to purchase specialized tools to be able to service new cars

**Question 7** - None at this stage.

**Question 8** - I have had to subscribe to several resources to be able to service new cars.

**Question 9** - Capped price servicing. Are consumers best interest ie safety being looked after here and are Common issues such as the need to change fuel filters in Toyota 200 series being addressed as they are not on Toyota service schedule.

### **Small Business 34– Craig Baills**

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**Question 1** - We were unable to get our vehicle serviced by an independent workshop, it had to be returned to the dealer and can only use genuine parts.

Also ,as a small business workshop, i receive feedback from our customers that warranty repairs on new vehicles g

**Question 2** - Very poor with warranty repairs. I have found that new car dealers are more interested in finding reasons to negate a warranty repair, rather than repair the vehicle under the warranty.

**Question 3** - Only the information on the sticker attached to the vehicles window

**Question 4** - 8 out Of 10

**Question 5** - Yes

**Question 6** - As a repairer, the dealers spare parts departments will sell us whatever we need when required, however when it comes to the vehicle being returned to the dealer for warranty repair, the customers get hassled because the vehicle hasnt been serviced by the dealer.

**Question 7** - Have never been able to access workshop manuals or information from a dealer, even when we have offered to buy the info. I get excuses like the information is confidential, against company policy, it will come back on us if something goes wrong etc.

**Question 8** - Much the same as the above. If we need service history, sometimes dealers will release, if we need warranty history, dealers wont give us anything.

**Question 9** - Denial of warranty claims and reasons for denial would be on top of my list.

Information that dealers give to new car buyers about where they can have there car serviced would be next.

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### **Small Business 35– Russell**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** -

**Question 7** -

**Question 8** - Manufacturers and dealerships appear in most cases, to be monopolising the automotive repair industry by withholding vital technical information, sometimes even forcing vehicles only to be diagnosed by the dealerships. In cases such as these, the dealership can charge whatever they like.

Some dealerships are enticing new car buyers to keep bringing them back there for servicing etc. In so doing, they have dramatically affected the non dealership repairers. Small mechanical repair shops are shutting their doors as a result of unfair dealership/manufacturer, monopolising/bullying.

**Question 9** -

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### **Small Business 36– Amanda Barnard**

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**Question 1** - No information was provided by the Dealer about my consumer guarantee rights in the Australian Consumer law at the time of sale however I did receive information about the manufacturer's warranty and the dealer's extended warranty.

**Question 2** - I have had no issues obtaining repairs under the manufacturer's warranty however I am having issues try to exercise my consumer guarantee rights. The service advisors are not trained in consumer guarantee rights (they have openly said they are not aware of such rights) and try to push everything back to the manufacturer.

**Question 3** - I am unable to recall.

**Question 4** - Quite important.

**Question 5** - Not applicable.

**Question 6** - No issues so far.

**Question 7** - No experiences to date.

**Question 8** - No experiences to date.

**Question 9** - Misleading and Deceptive conduct (sales staff making representations at the time of sale that are not then told to service staff)

Dealers selling so called "Lemons" and the customer's rights when the car has "systemic" unrelated defects

### **Small Business 37– Danny**

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**Question 1** - no information was given to me about consumer law. To keep warranty to take it to a dealer ,No information was given to me how they interact

**Question 2** - should be choice of my repairer Not any repairer that you are sent to, I want some one I trust to do the repairs

**Question 3** - Told it read the info on the ute

**Question 4** - Very important

**Question 5** - Yes

**Question 6** - this is a joke as closest Dealer was 400km away use a local mechanic

**Question 7** - You can not get access to this information unless you have a contact on the inside of that car brand dealer

**Question 8** - Experience is Shocking you just can not get the info

**Question 9** - The way dealers scare the customer into extended warranty, it just another scam to take money of people, if they where serious about their product it should be covered in under the stranded warranty

### **Small Business 38– Don Manson**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** -

**Question 7** -

**Question 8** - The deakers are very secretive and give out false info they also sell parts to retail cheaper than trade customers

**Question 9** –

### **Small Business 39– John Quinlivan**

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**Question 1** - i have never bought a new car but many people tell me they were urged to return to the dealers to protect their warranty.

**Question 2** - I think extended and extra warranty supplied by some companies is a waste of the paper it is written as you hear of many people who cannot claim for one reason or another and after reading a lot of things covered it really is a waste of money.

**Question 3** - n/a

**Question 4** - n/a

**Question 5** - n/a

**Question 6** - it is very hard if not impossible to obtain servicing specs and information from dealers.

**Question 7** - access is hard and even the providers of technical data cannot get from the car companies

**Question 8** - almost impossible to obtain in most cases

**Question 9** - on the whole i think the industry is a good one but freedom of information and data along with a better warranty claiming system would be advantageous.

### **Small Business 40**

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**Question 1** - To receive extended dealer warranty you had to go back to that dealer to remain eligible.

**Question 2** - So far so good but I don't take my cars to the dealer for services because they overcharge and don't do the work properly.

**Question 3** - A sticker on the window

**Question 4** - Reasonably important

**Question 5** - It is always higher consumption because they don't test the cars in a real environment.

**Question 6** - Mostly available but harder for European parts

**Question 7** - Fairly good as long as you know where to get the information from.

**Question 8** - Fairly good as long as you know where to get the information from

**Question 9** - Fixed our capped price servicing. The dealers simply don't do what the log book says the vehicle needs. I have had cars come to my workshop that have been serviced by the dealer and haven't had an oil filter replaced in years, air filters blocked, especially intake systems on diesel engine models with huge carbon build ups because the dealer doesn't clean them correctly.

### **Small Business 41– Allen Boyd**

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**Question 1** - None

**Question 2** - We bought a Holden commodore for the business it developed a engine fault which require a engine rebuild at 20,000 km to have it fail 2000 km latter and the dealer or manufacture did not what to know us

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - Infomoaton os not available

**Question 7** - None

**Question 8** - Only VW has a online data base

**Question 9** -

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### **Small Business 42**– Nick katsenos

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**Question 1** - Dealers lead customers to believe that nobody other then the dealer can service the new car, they also "sell"to the customer cap priced servicing which really only covers oil changes, misleading customers to think they will revive all maintenance that the

**Question 2** - N/a

**Question 3** - Limited

**Question 4** - Fuel consumption and performance are important

**Question 5** - N/a

**Question 6** - Take my cars to an independent workshop, never had issues

**Question 7** - N/a

**Question 8** - N/a

**Question 9** - Capped price servcing- misleading information by dealers, ruining independent workshops

Brainwashing about warranty void if not serviced by dealer

This monologue should not be allowed. The accident should stop the missleading of people with capped price service

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### **Small Business 43**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5 -**

**Question 6 -**

**Question 7 -** Online log books are not accessible for inspection by someone that is external from the manufacture this will be a problem for all that aren't a dealer as you will have no idea where the vehicle servicing is up to and could become dangerous to the owner for premature failure to the vehicle components as well as there safety

**Question 8 -** Fixed & capped price servicing from the dealers

customers are to be aware that when they are buying a new car there is a load in the price for fixed price servicing so for example if you buy a new vehicle car is \$50000 there might be a load of \$2000.00 for fixed price service which is dribbled back to the dealer from the manufacture when each service is complete. customers are unaware of this so for example a \$170 service might actually be \$350 service but the owner of the vehicle is unaware of this. There should be an option for the customer to pay this or not as a load as it is an unfair advantage to small external business fro servicing as it appears that are servicing the vehicle a lot cheaper than the independent service provider.

**Question 9 –**

#### **Small Business 44– Bailey**

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**Question 1 -** Extended warranties are now used to stop people everyone else. It's killing business' and I'm sick of it. Government drag their feet for decades before they help.

**Question 2 -** It's painful. They will attempt to deny it no matter what the issue.

**Question 3 -** Who cares, get over it.

**Question 4 -** Not at all.

**Question 5 -** Doesn't matter. I only care about servicing the damned thing.

**Question 6 -** It's expensive. Dealers are not providing a fair playing field. It's the most anti-competitive business in the country.

**Question 7 -** You need to pay for the access, but more could be done.

**Question 8 -** Getting hold of any information is damned near impossible.

**Question 9 -** Used car warranties forcing people back to the original dealership.

#### **Small Business 45– no name provided**

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**Question 1 -**

**Question 2 -**

**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6** - the dealerships dont keep enough stock and dont keep the special tools we need

**Question 7** - We cant get the info we need to repair new cars

**Question 8** -

**Question 9** -

### **Small Business 46**

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**Question 1** - majority of customers that come into my centre with a new car say that the dealer has told them that they cannot service with me as this will void there new car warranty , this make its really hard for me to convince them that I can in fact service there

**Question 2** - I have day to day struggle with trying to get information in regards to oil specification and resetting of service lights ect

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - just this week I have a Volvo in invoice number 201377

with the engine light on found to be an issue with the DPF but getting any data from Volvo or find any information online .

this has made It extremely hard to not only diagnose but repair this car .

**Question 7** - I have tried getting data from Volvo and also online but with no success

**Question 8** - I feel that this issue in this Volvo which is only one case of many , has made the customer loose faith in my ability to diagnose and repair their car , which may result in me losing a customer , which is a big deal to myself and my business it takes a lot of work to gain one customer so too loose them so easy is sickens me !

**Question 9** - all data should be free to access for all repairs , make the industry fair , the dealers have a point of difference anyway in big new state of the art centres

### **Small Business 47– Dan Clancy**

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**Question 1** - A brief over-view by the salesman, and the owners manual

**Question 2** - The remote entry battery went flat within three months. The local dealer repaired it at no charge. I commented at that time that the left-hand rear "push-and-lock" window hinge was loose and noisy. The Maintenance Foreman said, "oh, that's pretty normal". No action to remedy the complaint was taken. I subsequently purchased a new one, and it's hinges were not loose and not noisy. I made no further claim.

**Question 3** - Obligatory information within the owners manual and a sticker on the windscreen.

**Question 4** - somewhat

**Question 5** - none

**Question 6** - I can't access any tools from any of our local Dealers. Parts are dependent on individual franchise arrangements. Sometimes we purchase parts from Brisbane, when the local dealer's supply chain is too slow.

**Question 7** - Logbooks are not an issue.

**Question 8** - There are only a very few Dealers who allow access to technical information.

Toyota, Ford and Holden are the only Dealers to offer Pay-for-view access, to this business.

All other dealers approached have not offered any access to technical information.

**Question 9** - The "Lemon" law.

We have had numerous customers who have had to take their new car back for constant repairs. Sometimes their vehicle is off the road for prolonged periods. An temporary courtesy car is provided, however, after a certain time even this courtesy is withdrawn. One customer, in particular, had their "new" car in and out of the local dealers workshop for nearly three months. Numerous times they asked for an exchange vehicle, because obviously this one was riddled with technical issues. The Dealer was not obligated, so therefore they were not entitled. No application by the customer to Head office was processed. Eventually the customer traded their vehicle in on another brand from a different dealer within the area.

#### **Small Business 48– Gray Edmonds**

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**Question 1** - There was no information given apart from they Will send me a text when the car is due for servicing.

**Question 2** - One issue when I was charged for a new battery for a car under warranty but this was misdiagnosed and the battery was not the problem however the charge for the battery remained even though this was not the fault. If they were better trained in using their diagnostic equipment this would have never happened.

**Question 3** - Only what was on the label on the window of the new car

**Question 4** - Very important it helped me make a choice on the type of car to purchase

**Question 5** - Only a minor difference it always seems to be less fuel efficient than what is advertised

**Question 6** - This is where it gets complicated as I get told by the independent repairer that he can not do the repair as he does not have access to the information from the dealer. They say that that own the information but if I own the vehicle and I choose to use an independent repairer then I should have access to information to repair a car that I own. If I own the car then I should also own the information

**Question 7** -

**Question 8** - Please refer to the answer to question 7

**Question 9** - The withholding of information regarding servicing and repairing new vehicles needs to be addressed, if you purchase a new vehicle then your repairer of choice should have access to the information. Being told that they own the information when you own the vehicle is not what I would call fair practice.

## **Small Business 49**

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**Question 1** - Citroen sedan. 2008 vehicle battery was flat and car would not start.

**Question 2** - No information was available without towing vehicle to a dealer in brighton, to have the car reprogrammed.

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - Was not able to access any information aftermarket.

**Question 7** - Was not able to get any information on this vehicle

**Question 8** -

**Question 9** - No information available about known product recalls, especially ones involving safety.

Technical service bulletins

## **Small Business 50– Bill Bilal**

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**Question 1** - was told that i have to return car for servicing or loose my warranty

**Question 2** - you got to fight hard for any warranty work or the dealer will not repair or replace.

**Question 3** - none

**Question 4** - none

**Question 5** - no

**Question 6** - hard to get technical information about car

**Question 7** - land rover discovery 2014 electronic log book

**Question 8** - in most cases there is no access to information on new vehicles ex Isuzu D Max 2013 requires valve adjustment for 40k service no info available for specs or tolerances.

**Question 9** - the fact that customers return to dealers for first service, but no oil or filter is ever replaced.

## **Small Business 51**

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**Question 1** - At least once a week on average a customer will tell me they would like to bring their newer vehicle to me for servicing but are under the impression they have to take to the dealer or they will void their warranty.

**Question 2** -

**Question 3** -

**Question 4 -**

**Question 5 -**

**Question 6 -** At least once a month we come up against fault codes they difficulty in determining what is wrong with the vehicle. We have to take unnecessary time to research these fault codes. If the data was shared it would cut down repair times.

**Question 7 -** We are completely locked out from access to the aforementioned materials namely online logbooks, manufactures technical service bulletins & recalls.

**Question 8 -** We are completely locked out from access to the aforementioned materials namely online logbooks, manufactures technical service bulletins & recalls.

**Question 9 -** Due the difficulty involved with determined the fault codes various modules where replaced to rectify the problem, however a dealer was slit required in resetting the faults codes, which resulted in unnecessary expense for the customer and wasted time for us.

### **Small Business 52- Graham Tickner**

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**Question 1 -** None that I recall at time of purchase, but working in the automotive repair industry have some knowledge

**Question 2 -** Personally know Dealer that we purchased from - so ok with our vehicle.

Have recently sent client vehicle in for warranty repairs to different dealer for repairs on the air conditioner system.

At time of booking and when the vehicle was dropped off for repairs to the dealer we informed the service advisor that the vehicle was required by the client to travel into the country the next day, all was agreed. When we rang at 4:00pm that day to organise collection of the vehicle we were advised the vehicle repair was not done and the vehicle would be required for longer than the agreed time, more client in convenience.

**Question 3 -** only the sticker on the window or what I had researched on line

**Question 4 -** As most people would agree, my requirements for a vehicle need to be met then look at the most economical option.

**Question 5 -** reasonably accurate as I spoke to current owners as well as the research I did on line

**Question 6 -** Most service parts are available, I find it interesting that some service items such as in tank fuel filters that have a scheduled replacement in the logbook have to be ordered in from interstate (not all dealers), this creates more inconvenience for our clients if they have to return for additional repairs.

Most electronic modules need to be coded into the vehicle at the time of replacement, we can not get coding to be able to do this from the dealer network, we currently have 5 scan tools to cover most makes and models, all have coding functions but we need the manufacturer code to perform this function ( ie common vehicle BMW e90 3 series - steering angle sensor fault - need to replace steering column module, needs then to go by tow truck to BMW dealership for coding/handshake into vehicle dealer estimate 2hrs @ \$160/hr. all unnecessary expense for client if we were able to just purchase code)

**Question 7** - The variation between models in most makes it very hard to accurately estimate any servicing for our clients. At the time of an enquiry we ask for the vehicle vin number and/or a manufacture date but still there are variances in models. We will also ask the client looking for an estimate to bring the log book in so as we can identify correctly the service items required, apart from the inconvenience for the client this installs an amount of doubt in the client as whether we can perform the servicing to meet the standard if we don't have the information, this creates confusion for the client and drives them back to the dealership.

We are unable to access online logbooks to update or verify our clients service history, I am curious how that helps the re sale value of the vehicle if the seller cannot provide the service history to a potential purchaser therefore devaluing the clients asset.

**Question 8** - Accessing repair information is taking up more and more of our day, we have 4 independent information programs plus technical help lines we can contact, if we use a help line to request information on later model vehicle they generally can not assist. Getting information from a dealership is impossible unless you have built a relationship with a staff member at that dealership. The general response from the service department is bring it in for us to diagnose. The additional time taken sourcing information such as wiring diagrams is either lost productivity an expense to the workshop or an expense borne by the client.

**Question 9** -

### **Small Business 53**

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**Question 1** - Peugeot came in with engine light no data available. had to send to dealer.

**Question 2** - looked on line, rang vacc and boyces, tried other workshops, could not get any information.

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - customer has lost faith in me not being able to repair his car

**Question 7** - cant give customer accurate pricing and have to guess as to what items are due for service.

**Question 8** - cant get any information from dealers and keep losing faith from the customers

**Question 9** - should be more of a fairer playing field with information, and we are happy to pay for that information.

### **Small Business 54– Harry**

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**Question 1** - A lot of customers think that if they bring their car to us for servicing, when it is still under new car warranty, that this warranty will be void. They are told this when they buy their new cars.

**Question 2** -

**Question 3** -

**Question 4 -**

**Question 5 -**

**Question 6 -**

**Question 7 -**

**Question 8 -** on 2 occasions we have had Volkswagen Golf Tsi 2011 & 2013 models with faulty water pumps.

This is a known issue to Volkswagen, not to us!

We have repaired the customer's car not knowing that this can be done under warranty. If we had known this had a recall on it we could have advised the customer to get their money back from Volkswagen.

Also this water is a very specific part, it needs to be super charged and turbo charged, not something that is made known to us independently.

All of our mechanics at least 2 times per day have to stop work and research the internet to find how to reset service codes, fault codes or simple things that we should be made aware of. This slows down our repair times. Our scan tools should be allowed to have this data on them to assist us in repairing/servicing our customer's cars.

**Question 9 -**

### **Small Business 55**

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**Question 1 -** we had a Ford come in with air only blowing out one side we had to put in a new heater fan module, and to reprogram this there is no data available, we had to take the car to Ford to be programmed

**Question 2 -** they would not give us any information it had to go to Ford

**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6 -** we could fit the new part diagnose everything ourselves but had to take the car to Ford

**Question 7 -** all we need is data and all could have been done in house

**Question 8 -** allow us to get data, we are happy to pay

**Question 9 -** make it all fair. Dealers don't get the monopoly

### **Small Business 56**

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**Question 1 -** N/A`

**Question 2 -** N/A

**Question 3** - N/A

**Question 4** - N/A

**Question 5** - N/A

**Question 6** - Audi Q5 2014, ADBLUE - advised by Audi that should be refilled at every service, information supplied to Boyce states, replacement every 4 years only.

Special tools required for refilling, no part number available from Audi

Service completed in July ADBLUE not added due to info supplied, light came on and customer had to return to dealer to have fluid refilled at her expense

**Question 7** - N/A

**Question 8** - N/A

**Question 9** - N/A

### **Small Business 57– Hasan Meer**

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**Question 1** - we are a small business and we got customer coming in with there car but when we approach them for there newer cars they always says they want to because its closer to there home or work and more convenient for them but they are scared that there warranty

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - in some cases with volvos and most european cars very hard to find part that are non genuine

**Question 7** - BMW after 2011 do not issue log books anymore and a small business like us cant access the online log books

**Question 8** - most of the car manufacturers wont give any information like wiring diagrams etc - numerous occasions because we cant get recall information we have to spend hours and hours trying to find problems

**Question 9** - they should not been misleading the customers to believe they have to bring there cars back to them for service

### **Small Business 58**

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**Question 1** - You loose your extra warrantee eg 4th & 5th years on my new Suzuki unless it remains at the dealership for servicing.

**Question 2** - Very had if you have no dealership history?

**Question 3** - Nil

**Question 4** - Very would help in my car selection!

**Question 5** - didn't check

**Question 6** - No information was shared after calling dealerships for help!

**Question 7** - ?

**Question 8** - No information is being shared at all.

**Question 9** - Scan tools & software

### **Small Business 59**

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**Question 1** - That new car warranty would be voided if vehicle was to be serviced outside dealership.

**Question 2** - That we as a small business could not touch or repair any vehicle or warranty would be voided.

Very difficult to book vehicle in to have any warranty repairs carried out.

**Question 3** - That servicing of the vehicle is be returned to dealership so that fuel consumption could be achieved, if not no guarantee was given.

**Question 4** - very important as most customers choose the vehicle to be driven on this information.

**Question 5** - very much so, as they do not allow for a full vehicle of passengers, school kids, clothes, toys, prams etc into account.

**Question 6** - tools to repair some items have been a nightmare, as vehicles seem to now be built around having to use factory tools to even loosen some nuts and bolts, let alone having to reset any modules of any type. No info on anything is available. Consumer choice is now out the door, with no choice at all.

**Question 7** - Logbooks are impossible to reach, no stock, or not available is what keeps coming up.

**Question 8** - information or data has become impossible to get a hold off, normal reply is that vehicle has be return to a dealership workshop, for diagnose and repairs.

**Question 9** - The information held back from consumers and workshops, and also the having to pay top dollar to excess the information when they deem available, at an extreme cost.

### **Small Business 60**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

### **Question 5 -**

**Question 6 -** As a small workshop we are forever coming up with problems with removing service lights, information on timing belts as well as special tools needed to do these jobs & the only way to buy these tools are from the dealers & they are not for sale.

**Question 7 -** Some auro cars don't even have a service list to follow for the workshop or the consumer to know whats coming up on there next service.

As a workshop I have no access to these logbooks & as a consumer the say they have no trust in the dealerships & would like a choose.

**Question 8 -** Trying to find information on most new cars is now taking a huge amount of time and money for my workshop & then after all that time, I have to send my customer back to the dealer to have their problem diagnosed because with all the scan tools & updates in the world out there, their only as good as the information released, which is stuff all.

**Question 9 -** I think all small business & consumers want from the government is fair choose.

consumers can't always get to a dealer when they break down out the middle of nowhere, trust me they are really not happy when you tell them ( sorry we can't help you because dealerships wont release the information to program that new part you need )

### **Small Business 61**

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**Question 1 -** A Holden Cruze came in with a instrument cluster issue where the vehicle would start but nothing would display on the cluster.

**Question 2 -** I phoned up Holden to get some guidance on what is the best way to be able to get this working or the customer and was advised that I could not do anything and that the vehicle had to be taken to a Holden dealership to get the problem rectified.

**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6 -** I was not able to help the customer in anyway and told the customer that I was advised to tell him to take the vehicle to Holden

**Question 7 -**

**Question 8 -** Should be a fair playing field where all mechanics should have access to all data and references to be able to fix and repair customer vehicles.

**Question 9 -** We are just wanting to be able to get access to all data and references to be able to repair vehicles.

### **Small Business 62**

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**Question 1 -** couldnt service cars anywhere else ,was told it will void warranty

**Question 2 -** was told that we could not commence on repairs as vehicle had to go to dealer for repairs

**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6 -** certain times spoke to dealer regarding a few fault codes and repairs and was not helped was told vehicle needs to go to them

**Question 7 -** couldnt access dealer servicing logbooks

**Question 8 -** most of the time dealers are not helpful and say car needs to go to them

**Question 9 -** should have access to dealer quotes and logbooks servicing and repair times ect

### **Small Business 63**

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**Question 1 -** Just purchased a new vehicle recently and was told by the dealer that i need to my car serviced by them or my warranty will be voided, when i know this is not true.

**Question 2 -** Very Secretive

**Question 3 -** Sticker on windscreen

**Question 4 -** Very important, i am a greenie

**Question 5 -** Yes

**Question 6 -** Very difficult at times, dealers are normally not willing to help

**Question 7 -** Dealers info we have no access and when we do ask, we get told no!!

**Question 8 -** No Access given to us by any dealer, tried getting info on a new BMW X5 regarding oil and service resets only to be told bring the vehicle in them.

**Question 9 -** I think we should ave the right to all information regarding all vehicles, as it is available around the world.

### **Small Business 64– Simon Kennedy**

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**Question 1 -**

**Question 2 -** Our customers have told us numerous stories about the difficulty they have encountered in getting warranty repairs carried out without having to pay for them. Mostly the European manufacturers, with some lesser representation from Nissan, Holden and Ford.

**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6 -** We use a Hanatech Ultra Scan, which is regularly updated, but we often encounter issues where we can't access the parts of the ECU which are causing the issue.

Once all avenues have been exhausted - which involves a lot of time - we refer the customer to the manufacturer. Clearly, we can't bill our customer for the time.

**Question 7 -**

**Question 8 -** We have had some success with Holden and Toyota in getting assistance over the phone regarding recalls and known faults. Usually, the dealerships will refuse to give any information, and insist that the customer be referred to them. Not every customer wants to go back to them, citing previous experiences.

**Question 9 -** There still appears to be confusion (and fear) amongst the buyers of new cars regarding the conditions for maintaining their new car warranties. We often get phone calls from people who ask over and over about whether their warranty will stand if they elect to bring their cars to us. They find it hard to believe it will, and I can only presume it's due to the spiel the salespeople gave them when they bought their cars.

#### **Small Business 65– Jason Noll Alstart Tyre And Auto**

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**Question 1 -**

**Question 2 -**

**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6 -** new parts for new models are always much more expensive and manufacturers are not willing to share important information with smaller businesses ie my small business and alot of others in my situation

**Question 7 -** very hard to access them for all important information,manufacturers need to provide more details

**Question 8 -** again ditto also ref answers 6 & 7

**Question 9 -** tell them to make information more redily available to smaller repairers

#### **Small Business 66**

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**Question 1 -**

**Question 2 -**

**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6 -** if we call a dealer requesting parts, they are available to us although if there is dealer knowledge about fitting the parts or technical information they will not provide us with the information as we are in competition with them for servicing vehicles.

**Question 7 -**

**Question 8** - dealers do not supply service information or data as we are in competition with them

**Question 9** -

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### **Small Business 67**

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**Question 1** - N/A/

**Question 2** - N/A/

**Question 3** - N/A/

**Question 4** -

**Question 5** -

**Question 6** -

**Question 7** -

**Question 8** - Extremely hard if not impossible to get good information out of dealerships

**Question 9** –

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### **Small Business 68**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - Parts & tools are often hard to obtain as the manufacturers do not carry enough and will supply their own dealers before independent businesses.

**Question 7** - Access to any information from manufacturers is impossible to obtain for small independent repairers. Car manufacturers should be made to share information freely as they do not have the capability to service all of their customers especially in rural communities.

**Question 8** - Again this is impossible to access as manufacturers will not share this information with independent businesses. We can usually find more information through website forums from others than from manufacturers.

**Question 9** –

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### **Small Business 69**

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**Question 1** - cruze had engine light holden dealer would give any info

**Question 2** - Lost customer to dealer had no info

**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6 -**

**Question 7 -**

**Question 8 -**

**Question 9 -**

### **Small Business 70**

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**Question 1 -** They explained the warranty period, the extended warranty I do not pay any attention to as it is the way a salesperson makes more commission is the way I see it

**Question 2 -** The repairs they carried out under new car warranty I regret getting corrected as the repairs had not been carried out to a standard that I believe is appropriate and now I recommend to our customers if they buy a new car get it serviced and repaired outside of the dealer if they want to keep the vehicle any period

**Question 3 -** Not a lot nobody really cares about emissions only economy and performance if you have good economy the emissions will follow

**Question 4 -** Not really that important it was more important the purpose of the vehicle and its suitability to do the job

**Question 5 -** The illusion that a new car is going to get fuel economy because it has low emissions is not correct

**Question 6 -** Purchased 1 import car and can still only buy filters genuine for it none of my cars have ever gone to the dealer for service work

**Question 7 -** I have not ever found a good source yet but we rely on auto data

**Question 8 -** Vacc usually end up helping

**Question 9 -** The illusion that if the car is not returned to the dealer for service warranty will be void

### **Small Business 71**

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**Question 1 -** customers claiming warranty extended by 4 years if car serviced with them.

**Question 2 -** always a 10 day lead time to get in

**Question 3 -** not much

**Question 4 -** not really

**Question 5 -** not much

**Question 6** - with holding technical data about warning lights restricts our ability to service vehicles

**Question 7** - this is very hard to get access to their data

**Question 8** - this is very hard to get access to their data

**Question 9** - capped price servicing is built into the new car price and hidden from the customer

### **Small Business 72– Bob Rudd**

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**Question 1** - nil

**Question 2** - n/a

**Question 3** - n/a

**Question 4** - n/a

**Question 5** - n/a

**Question 6** - mazda dealer stated they were not allowed to provide wiring diagrams

**Question 7** - have to rely on owner of vehicle providing paper data

**Question 8** - some helpful some not

**Question 9** - the dealers can not service and or repair all vehicle the nation requires small business like mine to repair the majority of older vehicles, hence it is a must that the manufactures technical data be available

### **Small Business 73**

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**Question 1** - been informed car must return to dealer for service to maintain warranty

**Question 2** - Long delays to retrieve vehicle for warranty repairs.

**Question 3** - N/A

**Question 4** - N/A

**Question 5** - N/A

**Question 6** - Hard to get info and help from dealerships and their cronies.

**Question 7** - hard to know what to service when there is no log book in vehicle.

**Question 8** - Hard to get relevant data and some cases unable to fit new parts or get specialized tools.

**Question 9** - N/A

## **Small Business 74**

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**Question 1** - Business has been lost when customers have brought new cars and have been told by the dealership that any work carried outside will void their warranty. As such customers will not have us touch their vehicle until their warranty has expired.

**Question 2** - We have had customers who have had their log book servicing done through us as required by the book and when a warranty issue has occurred and they have taken the vehicle back to the dealership they have been made to jump through numerous hoops to prove the vehicle has been looked after correctly.

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - Having issues in regards to getting service information

ie Jeep diff oil requires regular service intervals - they won't provide any information on the oil for you to source outside of their product. They won't provide any information in regards to volume so you can ensure the right amount is coming out so you can put the correct volume back in.

**Question 7** - Unable to access any information - advise the customer that the books are online but we are unable to access the book and they will need to go through the portal with the dealership.

Find customers are very frustrated by the fact they have to do so much running around just to validate having their vehicle serviced. Unable to understand why we are locked out the way we are.

**Question 8** - Very minimal information is provided. Dealerships will not provide the information for a code as they have not scanned the vehicle and they just tell you to book the vehicle in. No assistance is provided in helping source information about removing parts or if special tools are required we are told they can't be purchased.

**Question 9** - Recall information should be made available - a database to be accessed so you can see if a vehicle has any outstanding recalls. Numerous amount of times we have carried out repair work with neither party being aware there was an outstanding recall or service exercise and once again the customer has to jump through hoops to get their money back.

## **Small Business 75**

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**Question 1** - HAVE BEEN TOLD NUMEROUS TIMES THAT TO KEEP THE WARRANTY I HAVE TO SERVICE MY VEHICLE AT THE DEARLERSHIP ONLY.

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** -

**Question 7 -**

**Question 8 -**

**Question 9 -**

### **Small Business 76**

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**Question 1 - NA**

**Question 2 -** When the customer contacted 2 Dealerships he was quoted between \$200-\$800 for the service. This was the first 15,000km service and they could not provide details of why the cost was so broad.

**Question 3 - NA**

**Question 4 - NA**

**Question 5 - NA**

**Question 6 -** Electronic service book - had we not had the top of the range Autoland scan tool we would not have been able to complete the service as this was required to clear all of the codes and ensure the service was complete.

For example the vehicle does not have a dip stick so to ensure enough oil was put into the car as we did not have information on the amount of oil required. Owner manual gave instructions to run the car needs to run for 30 minutes to check.

**Question 7 -** No information available on what is included in a Handbook Service and dealership also could not provide. Followed instruction from the scan tool.

BMW - 2014 - 218i

This was not an issue on low kms but will be an issues in future services.

**Question 8 -** No information available from VACC and Boyce Automotive.

**Question 9 -**

### **Small Business 77**

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**Question 1 -** Was told I had to service my vehicle from the dealer in order to keep warranty valid.

**Question 2 -**

**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6 -** Unable to replace parts on the vehicles as special tools are required that the dealers will not sell you.

Unable to access manufacturing data to program vehicles during a repair.

Not having the ability to update electronic service history in vehicles

**Question 7** - Unable to access electronic service history or update after service

**Question 8** - Repair instruction / procedures not available outside dealer network

**Question 9** –

### **Small Business 78**

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**Question 1** - None

**Question 2** - None

**Question 3** - Sticker on windscreen

**Question 4** - Not important

**Question 5** - Yes

**Question 6** - Very happy.

**Question 7** - Not a lot of information

**Question 8** - If you know someone at dealer ship I can get information. If not its impossible to get any help or information.

**Question 9** - Component testing information.

### **Small Business 79– Ian Daniel**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** -

**Question 7** -

**Question 8** - Repair information and data is the biggest problem that small businesses face. It is almost impossible to gain access to this. We must have a level playing field so that all dedicated businesses can remain competitive, provide a good service and remain in business.

We need access to data, testing procedures, diagrams and software to apply relevant programming procedures and software updates from vehicle manufacturers.

**Question 9** -

## **Small Business 80**

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**Question 1** - have been misled into believing i had to return my vehicle back to the dealer to service or i would lose my new car warranty.

**Question 2** - have not made any claims as yet

**Question 3** - sticker on the window

**Question 4** - not very important

**Question 5** - well of course

**Question 6** - specialist tools not being sold to the aftermarket, therefore repairs were not able to be performed on customer vehicles

**Question 7** - not applicable at this stage

**Question 8** - very limited and mostly un helpful and un related info

**Question 9** - misleading the general public reg warranty on new car servicing from the aftermarket

## **Small Business 81**

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**Question 1** - NA

**Question 2** - NA

**Question 3** - NA

**Question 4** - NA

**Question 5** - NA

**Question 6** - - Customer had her Holden Captiva 2007 towed into the centre

- We spent 4 hours diagnosing the issue - Roller Rocker issue

- Once established the issue - ascertained that a recall had been raised on the vehicle but the customer had not received notifica

**Question 7** - #NAME?

**Question 8** -

**Question 9** -

## **Small Business 82**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5 -**

**Question 6 -**

**Question 7 -**

**Question 8 -** No information available, if you call the dealership where the vehicle was actually bought from they deny any information and say 'THEY have to pay for that info so why should they pass it on for free?'

You can try to Google info etc but how correct the information is can be a guess.

**Question 9 -**

## **Small Business 83– jamie kite**

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**Question 1 -**

**Question 2 -** I had arranged on a customers behalf to take his vehicle taken to a local Nissan dealership for a warranty repair to the engine. We had already diagnosed the fault as a noisy timing chain which is a common fault. I was then phoned by the local dealership and told that the warranty was denied based on the service history. I had attached all of the service history when dropping the vehicle off and strongly disagreed with them. Upon picking up the vehicle I was forced to pay a charge for the diagnosis of a fault that I already advised them of. I then took the vehicle to another dealership across town and even before I returned to my own workshop, I was phoned advising me that the warranty repair had been authorised and repairs were to be undertaken immediately. I demanded a refund from the local dealership which never eventuated.

Another customer of mine had her Holden Captiva serviced by us. We had noted that the engine had major oil leaks which was also a very common fault. The customer returned the vehicle to a Holden dealership and was told that the oil was probably leaking from the engine as the independent workshop would have used the incorrect oil. The vehicle was not even sighted and this statement was already being made. She was told that to ensure that her warranty be kept in tact, she would have to take the vehicle only to a Holden dealership.

All too often we hear these types of things being said.

**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6 -** Up until this year, we were always able to purchase replacement components for vehicles except for keys on some makes. I am now unable to purchase engine control units, transmission control units or ignition switches. Audi, Volkswagen and Mercedes are all doing this citing that these items are security based and for this reason are not available to me. Why for many years I have been able to purchase them and now I can't ?. It is very frustrating given that these exact same parts are available to independent repairers in other countries.

In what way is a transmission inductor plate a security based item ?.

**Question 7 -** We are unable to make an entry into a vehicles onboard service log as we are denied access to it. The only way that this can be achieved is by the customer taking the vehicle to a dealership to have the service performed. We can purchase a paper based

logbook from the dealership but the the onboard vehicle information system displays that the vehicle has not been serviced. This is totally anti competitive and denies both this workshop and the customer the opportunity to have the vehicle serviced anywhere but a dealership. Not only this, the resale value will also be less.

**Question 8** - I am an aftermarket automotive service centre with extensive diagnostic capabilities and skills. Almost on a daily level, we are having serious issues in relation to obtaining repair information and data that is required to repair or even service a vehicle.

I can give an example that has occurred recently in our workshop. A customer brought into us a Skoda for transmission repairs. The car was previously taken to a dealership for repairs and the customer was advised that a complete transmission replacement was required. I am fortunate enough to have an Autologic scan tool that comes with support but due to copywrite reasons they were unable to pass on that information other than verbally on the telephone. It was suggested that we register to become a user to access the online information that is based in the UK. When I purchased the online license to use for two hours, I then inputted the VIN number so that I could get the information that was relevant to that particular vehicle. I then received a message back saying that as the vehicle is an Australian delivery, no information can be obtained and that I am to go to a local dealership. I then put in a VIN number that I sourced from a vehicle that was advertised for sale from the UK and all of the information that I required was made available to me.

Being that we are unavailable to receive this information, it is viewed by us as being totally anti-competitive and unfair. Both the customer and this workshop were denied information that is available to other workshops in different countries.

**Question 9** - For vehicles that have a paper based logbook, their is provision to fill out the particulars of the service performed including the standard date and kilometres travelled but it makes a statement as follows,

"By stamping this form you confirm that you are an Authorised Toyota Service Centre and that all aspects of the Toyota Service using Toyota Genuine Parts have been completed".

Almost all of the manufacturers have a statement similar to this on the service entry of the logbook. I have had a number of customers question me about this and some not willing to have a vehicle serviced by us in fear of having the warranty in some way made void. I am sure that many more customers would read this and wouldn't even consider bringing the vehicle into an aftermarket workshop. Once again, a misleading and unfair playing field in the market.

The customer is given misleading information in relation to servicing their vehicle and we can point out that they can make a decision to have the vehicle serviced outside of manufacturer based dealerships but what about the many customers who read this misleading statement and think that there isn't no other choice.

I would have thought that it is an end users right to have the correct information given to them. It is blatantly obvious that statements such as that above are misleading and unfair.

Manufacturers in Australia are hiding behind antiquated laws that give them protection from allowing us access to information that is required even to carry out some of the most basic functions. I am happy to pay for this information but I'm not even given a chance. Why is it that the very same manufactures have to allow to access to information in other countries but not in Australia ????. Once again, the independent workshops and end consumers are denied choice.

**Question 1** - Mercedes e240 couldn't scan ecu

**Question 2** - Mercedes didn't give information

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - very in helpful

**Question 7** - looked online no info available

**Question 8** - we feel we've lost this customer to the dealers

**Question 9** - all information should be available in all repairs

### **Small Business 85**

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**Question 1** - Customers are very concerned in regards to bringing their new vehicle to us for servicing or any repair work as they are adamant that they will have their warranty voided.

**Question 2** - Customers experience alot of grief in regards to having to get warranty repair work done after something has been picked up at service but because they serviced the vehicle outside of the dealership and what guarantee do they have that the work has been carried out correctly, even though all paperwork has been provided including logbook stamped and dated.

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - Had one instance when pricing a whole tailshaft assembly to be replaced on a luxury vehicle. The dealership parts department over priced on the part so the job would be over priced. The customer's partner called around to check the price happened to call the dealership and the whole job itself was priced cheaper than the part alone which was quoted. This ended up with the customer feeling we had ripped her off especially since she had been a long term customer and had lost all trust with us. The dealership had put the customer in a position where they had no choice but to go to the one place and not have a choice of repairers.

**Question 7** - Get alot of grief from dealing with Ford with engine management issues and transmission issues. Try and contact them to see if a vehicle was logged on the list of known issues and not any help. Was told not to touch the vehicle and the customer will have to bring the vehicle in themselves and get it looked at by them (diagnostic fee may be applied)

**Question 8** - Constant issues when trying to find out what type of oils are needed in certain parts - diffs and transers Told only the oil can be purchased from them and no information on quantity either.

No information on torque for certain components being replaced to ensure correct fitment is provided either.

**Question 9** - Extended warranty implications when it comes to servicing a vehicle where it locks them into servicing with the dealership for the whole warranty time frame. Not letting them go where it is convenient or where they can trust the mechanic.

## **Small Business 86**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - We have found a reluctance by dealers in our local area to provide specialised tools needed.

**Question 7** - No access provided by dealers.

**Question 8** - There is a general reluctance by new car dealers to assist with information regarding fault codes. One local dealer won't even assist with codes to reset the radio after power has been interrupted by say a battery replacement.

**Question 9** - Dealers are still informing their new car customers that warranty will be voided if the customers were to take their vehicle elsewhere for servicing and log book work.

## **Small Business 87– Jason Glazner**

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**Question 1** - On numerous occasions we do have customer's informing us that they have cars under a New Car Warranty, they have been advised by the dealership that they originally purchased the vehicle from that they MUST bring it back to them, so the warranty is not v

**Question 2** - I had my own personal experience with this kind of incident.

I purchased a Mazda CX-7 from Max Kirwan Preston in 2012.

As a new vehicle.

My vehicle came out of warranty in September 2015, the Turbo blew on my vehicle Feb 2016, the vehicle only had 56,500 kms on it at the time. I had maintained all my services, in the correct time frame allocated by Mazda, I have used only genuine Mazda parts at all times. I was even questioned by the Service Advisor at Mazda Ringwood that my vehicle should have been presented in a dealership by now for its servicing, as this had not happened, this is the reason why it had probably occurred.

This resulted in my Warranty claim being rejected, even though we were just out of our Time Frame Warranty.

After some research we found out this was a common fault with this vehicle.

**Question 3** -

**Question 4** -

### **Question 5 -**

#### **Question 6 - \* 2010 Toyota Landcruiser 200 Series**

- \* Vehicle came in for a service
- \* Battery went flat,
- \* Jump started vehicle,
- \* Spiked the Sat Nav (This is the heart of interactions with different modules in the system)
- \* System Shut Down,
- \* Spent over 10 hours to reset, this included, internet research, telephoning and industry contacts, etc.

The vehicle was worked on up until 7pm Xmas Eve 2015.

- \* Fitted 2nd hand unit, still no success
- \* Forced to sent to Toyota, they were able to rectify the problem, sue to having access to the solution, which we did not have the same access to.
- \* We had to swallow the cost from the dealer as we could not ethically pass on the costs to the customer.

**Question 7 -** On average we spend 2-3 hours per week having to research information that is not readily available to us.

In particular accessing European Car Code Information.

We had a 1998 Jackaroo

- \* Spent 2 hours trying to locate OBDII Plug, no information on Internet, VERY FRUSTRATING.

**Question 8 -** Being previously from The New Car Dealership Network, as a Master Technician, I am fully aware of the continuous information that is given to the dealerships on a regular basis, in relation to known faults, updates, warranty.

These come in the form TSB (Technical Service Bulletins), 1 vehicle can receive 20 TSB's on average, for 1 issue that spans across many years for 1 particular model of car.

Product information letter (PIL) for example the GT & GTP Falcon had excessive oil consumption issues causing engine failure, this type of information is not made available to independant's.

Patch Disks: These are for Scan tools to update data and contain various information for many different models of vehicles.

Inconjunction with problems that have developed over time with certain models of vehicles.

None of the above is available for Independant's to access. This causes a lot of wasted time diagnosing these known issues.

**Question 9 -** Dealerships should be disclosing to vehicle owners who is ACTUALLY WORKING on their vehicle in the Service Department. Are these people qualified Mechanics or just simply an Apprentice.

Most Dealerships only have 1 Foreman overseeing NUMEROUS Apprentices at one time.

It is NOT physically possible for 1 Foreman to oversee all of these individuals to ensure that the job has been done correctly. Does this raise safety Issues? Are these vehicles leaving the dealerships 100% safe after a 2nd Year Apprentice has worked on this car.

How many Fully Qualified Mechanics do individual dealerships employ to safely service and repair their high volume of cars that go through their workshops on a daily basis.

This really needs to be looked into and disclosed to the customer who is paying, I am sure, an hourly labour rate in the belief that a qualified, highly trained Mechanic is working on their vehicle.

### **Small Business 88**

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**Question 1** - Customers are told that their warranty is only valid if they maintain their vehicle through the dealership.

**Question 2** - Experience parts being faulty and having to go back and forth with the dealership and defend our work to ridiculous levels to prove that the part hasn't been fitted incorrectly and that it has just failed, This causes a lot of upset with the customers because they are put out and then it questions the ability of our work and why its all being so difficult.

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - Have a fleet of vehicles at the moment where their contract is for genuine parts only and the dealership is pricing us out of the market on parts to maintain the vehicles.

All fleet work has to be done at agreed rates and with the excessive mark up on parts it makes it impossible to be able to justify doing the service

**Question 7** - No service information is provided on how to reset service lights so there is no light on the dash and the reminder has been reset for the correct dates.

**Question 8** - Not being able to reset the service lights really messes the customer about. Not only have they already have to take time out to get their vehicle serviced they now have to take time again to get the light reset because the dealership won't pass on the information or only their in house scan tool can reset it.

**Question 9** - Charges to customers to have service lights reset. They are told "well if you had had the service done here we include the reset as part of the service" customers shouldn't be having to pay for a system to be reset that they have locked down.

### **Small Business 89– Jeff Biddle**

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**Question 1** - I have purchased numerous new and used vehicles and have had little to no verbal info a few forms thrust at me or been told to read the handbook.

**Question 2** - have found when dealing with a local dealer things are easier. have had the refer to your hand book speech

**Question 3** - nil

**Question 4** - 5 out of 10

**Question 5** -

**Question 6** - dealer tools not available to hire or purchase. tool manufactures that are making for dealers are unable to sell direct to no dealer wksp

**Question 7** - can only access when paying for non dealer systems

**Question 8** - after sales non manufacturer info often incorrect or not quite accurate. dealers/manufactures will not reales info get told send customer to us

**Question 9** - the point that customers are told that they can only maintain warranty by going to the dealer. fixed price servicing that is designed to appear low cost compared but is factored into dealer pricing to hide true cost that when exposed costs customer more than using non dealer small business

### **Small Business 90**

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**Question 1** - N/A

**Question 2** - N/A

**Question 3** - N/A

**Question 4** - N/A

**Question 5** - N/A

**Question 6** - 2010 Mercedes CDX in for a service and the only information available to me was that it was due for an "A Service". No description available on Boyces as to what an A service is. The same when it says a "B Service", the only way to get this information is to hopefully know someone at Mercedes Benz that is willing to share. Unfortunately this doesn't happen.

**Question 7** -

**Question 8** -

**Question 9** -

### **Small Business 91**

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**Question 1** - Plenty, but understanding the pitfalls is difficult

**Question 2** - Being country and having VW work van it's very difficult  
My whole work schedule has to be based around city service centre  
I knew that when I bought the vehicle, but it's more difficult that you realise

**Question 3** - Having a VW caddy maxi we were lied to big time

No recall seems likely in Australia

**Question 4** - Highly important

**Question 5** - We are told about VW's problems all the time in the media

Obviously our government has no control over VW

No recall, no buy back, no lip service from VW except for a couple of empty letters saying they are looking into it

**Question 6** - VW service is very well organised, but it's in Adelaide 400km away

Local guys in town are reluctant to even do an oil change

My last VW sat dead on the side of the road for weeks and had to be transported on the back of a truck at great expense to Adelaide when the ECU failed

Local guys have trouble reading the codes and diagnosing the problems

**Question 7** - Not possible with VW

**Question 8** - Just getting an Oil change was difficult locally, took ages to figure out what Oil and where to obtain

VW told me to get the oil changed and the type, but it wasn't that simple, the mechanic eventually figured it out

Repcos were no help, eventually changed the oil and got told off by VW that I didn't change the filter

Well they didn't say to do that

**Question 9** - With the greatest respect the ACCC might look at some stuff, but do they actually do anything about it

I bought a van that has been recalled or remediated worldwide except here in Australia

Therefore we must condone this behaviour

I will be out of pocket when I attempt to sell this van, who cares?

## **Small Business 92**

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**Question 1** - Customers being told that they can't use aftermarket parts - all parts have to be genuine or the warranty will be cancelled

**Question 2** - Very difficult. Finding a lot of times only genuine is available as dealerships haven't released any information for aftermarket parts to be made. A lot of the time we have to take a sample of what we need and get it matched.

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - Having to call around everywhere to get parts for a vehicle (like an engine pipe for an exhaust) and then left with the option of having to go through a dealership to get parts and have to justify to the customer the cost of the parts or wait for an aftermarket group to build the pipe but with that a sample has to go to the store which means it has to come off the car and left at the shop and the customer is left without a vehicle.

**Question 7** - If the customer has left the log book at home, no chance of getting information out of the dealership of what is due in a particular service.

**Question 8** - Any information in regards to having a part replaced and the strip down process is not provided. A dealership can do the job in an hour or two where it may take us 3 to 4 hours because a simple information of an action like i.e removing the bumper to get to the radiator supports isn't made available. This makes it so hard to compete with their pricing because we don't have access to the repair manuals

**Question 9** - All service data needs to be made available. Customers shouldn't be pushed in to having to take their vehicle to a dealership. There is consumer laws in place that an option has to be available - fuel, banks, food stores....why not automotive.

### **Small Business 93**

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**Question 1** - I GET MANY CUSTOMERS WHO ARE WORRIED BY TAKING THERE VEHICLE TO A NON DEALER IT WOULD VOID THERE WARRANTY...

**Question 2** - IF THERE IS A PROBLEM WITH THERE VEHICLE THAT REQUIRES REPAIR UNDER WARRANTY , I RECOMENDED THAT THEY RETURN THEIR VEHICLE BACK TO THE MANUFACTURE OF PURCHASE.

**Question 3** - THE INFORMATION GIVEN IS THE FUEL RATING STICKER ATTACHED TO WINDSCREEN.

**Question 4** - SAVE MONEY ON FUEL AND EMISSIONS ON OUR ENVIROMENT.

**Question 5** - NO

**Question 6** - DELERSHIPS WILL NOT GIVE ME ANY INFORMATION.

**Question 7** - IF I NEED INFORMATION REQUIRING REPAIRS I GOOGLE SEARCH IT.

**Question 8** - YOU CANT

**Question 9** - NO

### **Small Business 94– Ross Thompson**

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**Question 1** - Basic description about terms of manufacturers warranty.

**Question 2** - Manufacturers warranties have always been honoured.

**Question 3** - Only what I found on the internet

**Question 4** - Quite important. Fuel consumption and performance are particular buying indicators.

**Question 5** - Fuel consumption is invariably higher than listed figures.

**Question 6** -

**Question 7** - Paper can be accessed by aftermarket repairers. Online cannot.

**Question 8** -

**Question 9** - Dealership extended warranties. They are really no more than a glorified service contract with very restrictive terms.

### **Small Business 95– Nilesh Bansal**

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**Question 1** - When I bought a car I was told by the dealership that the manufacturers warranty as well as the extended warranty would be void in case I got my car serviced

anywhere other than the dealership. Even at my workshop I get a number of customers who tell me t

**Question 2** - I have not had any experience in this regard.

**Question 3** - No information in this regard was provided. I was only told that the vehicle meets the emission regulations.

**Question 4** - It was very important as I wanted optimum fuel consumption as also I did not want to damage the environment.

**Question 5** - Not applicable.

**Question 6** - When working on some of the vehicles which we get in our workshop at times we need some information with regards to accurate diagnosis of the fault. At times we need specialist tools. Both the and many other things that are available in the dealerships are not available outside thus forcing us and the customers to go to the dealership. I feel this is wrong and needs to be corrected ASAP.

**Question 7** - We do not have any access to online logbooks like the dealerships.

**Question 8** - We do not have access to repair and service information and data issues in new cars as also in some old cars.

**Question 9** - The new car dealerships give a lot of misinformation and a lot of very lucrative deals which are not so. They should be made to issue a PDS when giving a deal so that the customer can make an informed decision.

## **Small Business 96**

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**Question 1** - Regular customers tell me that dealerships require them to return a car for servicing or customers will void warranty

**Question 2** - n/a

**Question 3** - n/a

**Question 4** - n/a

**Question 5** - n/a

**Question 6** - Very hard and very expensive

**Question 7** - yes very hard

**Question 8** - very hard

**Question 9** - cap price servicing

## **Small Business 97– Bernie**

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**Question 1** - Regularly I get asked if I can stamp the book and servicing car with me will this void my warranty.

I believe this is because customers are lead to believe the dealers are the only ones to service the car because of warranty.

**Question 2** - I believe that this is an issue for the customer to take up with the dealer as it is a warranty repair/replacement and the dealer will not speak with me as I don't own the car.

It's a freebie for the customer and I would have to charge the customer for my labour time and parts etc.

It would be good if we could fix the vehicle for the customer and charge them and the customer could then claim the money back from the dealer.

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - Can't get the tools as the dealers will not part with these. I have been to a dealer to have their tech tool scanner used, which I had to pay a fee to do this. The downtime involved in this is frustrating. I am a small business owner with minimal staff and to have to take the cars offsite costs me money in time. This has happened with Holden, Nissan, Ford, Chrysler, Dodge Jeep & Toyota to name a few that come to mind.

As far as parts are concerned I can buy genuine parts direct from the dealers if I have to they don't care it's a sale!

**Question 7** - We are unable to service these European vehicles due to the logbooks being in the key and we are unable to get access.

Renault is a classical example we cannot get any information in this country. I ring the VACC and they cannot assist me as there is no information available.

These cars come into our country with no supporting technical information for us independents to access and the customer does not get to choose who they repair their vehicle with other than the dealer/manufacture

I often get asked by potential customers if I can fix these cars and I cannot confidently say yes due to no information available to me.

**Question 8** - Sometimes simply resetting a service code isn't easy to do and we have to spend time researching how to do this, again more wasted time.

Renault is a classical example we cannot get any information in this country. I ring the VACC and they cannot assist me as there is no information available.

These cars come into our country with no supporting technical information for us independents to access and the customer does not get to choose who they repair their vehicle with other than the dealer/manufacture

I often get asked by potential customers if I can fix these cars and I cannot confidently say yes due to no information available to me.

**Question 9** - New car sales people are selling the wrong vehicle to the customers for their requirements.

For example a retired couple that will not be doing a lot of kilometers should not be sold a diesel vehicle, as a local run around.

New car buyers should not be misled into believing that they can only take their car back to the dealers for servicing, this is what they are being told and the customer has a fear of voiding their warranty if they bring it to a registered independent like myself.

## **Small Business 98**

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**Question 1** - Customers are being told they have to service for the full 6 years to make sure they get the full warranty

**Question 2** - Experiencing customers not wanting to get repairs done outside of servicing because they are worried about their warranty being void for someone else touching the vehicle.

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - Very difficult to be competitive with dealerships on pricing.

Getting genuine parts are pretty much not an option because the parts are so expensive and then the service becomes so expensive.

**Question 7** - If the customer doesn't have their log book or lost it we can't call the dealership to get the service details. We have to pretend to be a customer to find out what is involved in a service as they won't tell us to make sure the correct service is done for the customer.

**Question 8** - We can't do some repairs because we can't access the measurements to do the work to put it back together. The lack of data sharing preventing us being able to provide a service to our customers. The customers become unsure and confused why we aren't able to do the work and they have to go back to the dealership.

**Question 9** - Customers need to be able to have access to servicing at their choice and convenience. Customers should be able to have confidence with their chosen repairer to have their vehicle serviced - with the correct service information, with correct measurements, with correct parts.

## **Small Business 99**

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**Question 1** - vw polo dpf problems with no info to reset or reburn

**Question 2** - dealer offered no info

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - dealer no help

**Question 7** -

**Question 8** - should be a fair playing field

**Question 9** - need more dealer info into service requirements

### **Small Business 100**

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**Question 1** - Had BMW 530I with ABS light on. We were able to diagnose the fault with the module but the car had to go back to the dealer to get it programmed to the car.

**Question 2** - Dealer offered no assistance

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - Dealer unhelpful with supplying specialized tools and information.

**Question 7** -

**Question 8** -

**Question 9** - I believe we should have access to the same information the dealers have to enable us to properly service customers cars.

### **Small Business 101– Lennard**

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**Question 1** - when i bought my toyota hilux in 2013 i was told even if i was a after market repairer myself i could not service and maintain my own vehicle as i would void my new car warranty

**Question 2** -

**Question 3** - none

**Question 4** - semi important

**Question 5** - was not told anything

**Question 6** - part are not a problem but as far as tools go its near imposible

**Question 7** - impossible every time we ask for any information we are told to bring the car to them and they will look at it

**Question 8** - as above

**Question 9** - i have many customers under the impression that if i service there car they will lose there new car warranty as thats what they are told when going to the dealers

Some new vechile service schedules are not available to us and we get refused by the dealer to access the information

### **Small Business 102**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4 -**

**Question 5 -**

**Question 6 -** Parts are a joke. Had an issue with one of my work vehicles and was told that it would take 7 to 10 days to get the parts from the Eastern States. Un-expectable when it is a work vehicle.

**Question 7 -**

**Question 8 -** Pay through the nose for a parts and service manual is utter rubbish. Then they don't have parts department open on Saturdays.

**Question 9 -** Cost and availability of parts in WA.

### **Small Business 103**

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**Question 1 -**

**Question 2 -**

**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6 -** Obtaining original manufacturers part numbers is commonly not shared, we sell aftermarket brake parts and dealers will not share any related data to do with correct measurements or part numbers so we can conveniently assist clients to obtain aftermarket parts to suit..

**Question 7 -** We are not able to apply, being an independent seller and not a Genuine re-seller these tools are simply not available..

**Question 8 -** We only deal in supply aftermarket parts..

**Question 9 -**

### **Small Business 104**

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**Question 1 -**

**Question 2 -**

**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6 -** As an owner of an independent workshop i am continuing finding myself in situations where the manufacturers specialty tooling is required and can not be purchased from the dealerships. This lack of product accessibility is forcing me to turn away customers at a cost to my business.

**Question 7** - Online logbooks is unfair trading as it forces new car owners to return to the dealership for servicing. This sort of basic information should be public. It is not only for the consumer but also myself as the technical information is required to correctly service any modern vehicle.

**Question 8** - As a member of the VACC and the AAAA i am finding harder to resource current technical data for repairing new cars.

With the current push to remove OBD2 Connectors from vehicle it will make it near on impossible to correctly diagnose and repair.

**Question 9** - Capped priced servicing needs to be regulated so that the consumer is completely aware of their rights of repair. I am constantly hearing stories from my customers that have been in for a capped price service and have been charged hugely inflated prices for other basic items that are apparently not included.

### **Small Business 105– Dave Mack**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** -

**Question 7** -

**Question 8** - FG ford with faulty instrument panel. Fitted second hand dash, went to scan it in to the vehicle and got a "pin" request. Rang the dealer who after a few hours gave me the wrong "pin". Locked the vehicle down, no start. Reinstalled old dash to get car running, still locked down no start. Car got towed to a dealer at my cost and unable to charge customer. 05 Holder rodeo with faulty key, bought 2 new keys from dealer, taken keys to locksmith to get cut. Went to scan keys into car then get a pin number request, dealer would not give pin number out. Vehicle got towed to a dealer, customer charged only for keys.

Lots of cars are pin number protected to keep it dealer only. I always check on the scanner if I have the option as in above do I have option to link dash or program keys. The problem becomes apparent when you actually proceed after buying parts etc. Volkswagons have pin numbers for near every control unit. Changing ECU in BMW's requires a BMW only scanner to reinstall info into new unit. Impossible on any aftermarket scanner. Most manufacturers of vehicles manufactured after 2005ish are all locked down due to pin numbers making it all but impossible to change any engine management or immobiliser, body control units. Wiring diagrams and ECU pinouts basically do not exist, full workshop manuals are all but not for sale and if available start at around \$700.00 for 1 disc on one model. Impossible to pass the cost on.

**Question 9** - We had ADR lighting rules for all vehicles some years back. I don't know when they got removed but in my opinion they need reinstating. Many of the new cars on the market are way out of line with the old rules and the lighting is dangerous and misleading. With the implementation of LED lights the maximum wattage rating of lighting in a vehicle is

now of no use. The amount of light emitted from for eg a 5 watt led is around 5 to 10 higher than an incandescent bulb.

The two major brands of automotive cable being supplied to the industry is flammable as in catches on fire when overloaded .I have contacted both manufacturers/importers of the cable and two of my suppliers with no success.I discovered this approx three years ago. Note that today cars and buses are actually catching on fire. This flammable cable is now in our vehicles.

When chinese flammable cable was installed in houses there was a recall on the product. Seems vehicles dont matter.

2013 colarado had a recall due to the alternator rubbing on the battery box then catching on fire.On this vehicle the battery box is made of plastic, it can not make it short out. The reason for the recall is not valid.I assume they know the cable is flammable.

Between myself and my father, both Auto Electricians we can go back to the 1950's and until recently neither of us have ever seen cable bust into flames when overloaded. It has always smoked severely and melted in half.

Someone is going to die in a burning car if nothing is done about this.

## **Small Business 106**

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**Question 1 -**

**Question 2 -**

**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6 -** As a repairer and servicing workshop we have many customer who are under factory warranty with vehicles and we would like dealerships to share information regarding servicing and repairs and fault finding to much information is withheld with dealerships or now they ask you to pay for the previlage of information i feel this is wrong as we should be able to obtain information for our customers and our customer should not have to feel they have to return to dealer for repairs

**Question 7 -** every workshop now has to have a system like Auto data or a servicing guide for vehicle repairs online log books are not available for all vehicles

**Question 8 -** dealership with hold to much information and also do not inform on regular faults with vehicles

**Question 9 -** Freedom of information regarding fault finding and repair procedures

## **Small Business 107**

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**Question 1 -** As a small automotive business repairing and servicing vehicles of all types i have found the following complains coming from my customers:

1. They are not happy with the standard of work carried out by dealers.

2. They object to the incorrect informa

**Question 2** - See above comments

**Question 3** - You are not told about the inlet manifold sooting problem of common rail diesels.

**Question 4** - No body is interested in that, if it goes good and looks good that is what sells a vehicle

**Question 5** - This is in ideal condition

E10 fuel cost you more that 98 to run a vehicle, you try to convince your customers of that, they won't take any notice because it is cents cheaper but you cover less km per tank, who checks this

**Question 6** - We have problems with price and availability

**Question 7** - Log book service details are hard to find if the log book in no in the vehicle.

Information on resetting service lights are hard to find.

Log book servicing is not the same as fixed price servicing.

**Question 8** - The only access we are able to obtain is via after mark publication which adds to our costs

**Question 9** - What customers are told and lead to believe in relation to log book servicing and warranty

### **Small Business 108**

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**Question 1** - N/A

**Question 2** - N/A

**Question 3** - N/A

**Question 4** - N/A

**Question 5** - N/A

**Question 6** - Mercedes 1997 - E200

Electronic Ignition Key

Mercedes refused to sell the part for replacement to be completed by our centre

Insisted the owner take the vehicle to Mercedes for diagnosis and replacement of the part

We were unable to complete the work and the customer had to take the car to Mercedes for the repair to be completed

**Question 7** - N/A

**Question 8** - N/A

**Question 9** -

## Small Business 109

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**Question 1** - Ford Flacon , ECU reprogramming not possible unless car was returned to Dealership.

No assistance was available from Dealership.

Customer was regular, and now has lost faith in the Network as a result of not being able to repair their car and having

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - New car technology is becoming more and more difficult to access and maintain safety and reliability as lack of information and specific tools required to do vehicle maintenance is being retained by Dealership network, restricting our performance as an automotive repaired.

**Question 7** - limited information from Dealerships, at best usually a verbal "possibility" but always trying to have vehicle returned , We have the tools here"

**Question 8** -

**Question 9** - lack of safety related information, servicing procedures, service resets,

## Small Business 110

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**Question 1** -

**Question 2** - We deal with customers on a daily basis who have experienced problems at the dealership where they purchased their new vehicle. This can be for a range of problems, including air conditioning and electrical. Often the dealership will claim no warranty is valid for items, and the customer will come to us, and we find that a part has failed and should be claimable under warranty and have to send them back to the dealership.

Additionally we have people come to us with problems caused by electrical work completed on the new vehicle by the dealership. The customers will have refused to return to the dealership to have the work rectified as they believe they cannot trust the dealership, and will have us complete the work and claim a refund from the dealership if possible.

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - We deal with customers on a daily basis who have experienced problems at the dealership where they purchased their new vehicle. This can be for a range of problems, including air conditioning and electrical. Often the dealership will claim no warranty is valid for items, and the customer will come to us, and we find that a part has failed and should be claimable under warranty and have to send them back to the dealership.

Additionally we have people come to us with problems caused by electrical work completed on the new vehicle by the dealership. The customers will have refused to return to the dealership to have the work rectified as they believe they cannot trust the dealership, and will have us complete the work and claim a refund from the dealership if possible.

**Question 7** - We often have difficulty when trying to access wiring diagrams or fault information about new vehicles. Even though we have new scan tools and the latest software we are still unable to access information and repair some late model vehicles. This is often a problem for the customer as they believe the price charged by the dealership is onerous.

**Question 8** - We often find that the dealership is unable or unwilling to provide information for as little as radio codes so that we can reset after the battery has been disconnected. Often this information is unreliable.

We have had fault codes on vehicles that we have no information on. When a dealer is approached they are unable to provide any information on the fault.

Getting any technical information from the dealership is impossible. The dealership always claims to be too busy, don't know anything about it and are unprepared to help with any problems. We need to be able to contact the manufacturer and get information, not a dealership. This is possible with many other manufacturers, but not for cars.

**Question 9** - the dealership will always claim work by an independent business to be the cause for faults in a vehicle, rather than any work they may have completed.

We have experienced a time when we install a brake controller at a customers request. When a fault occurred with the vehicle the dealership claimed that the unit was incorrectly installed by us, and charged the customer to rectify. They cut our existing electrical circuit, and reconnected the circuit in exactly the same manner at another point and charged the customer and told them to return to us for a refund. The fault remained with the vehicle and was found by us to be unrelated to the brake controller, and for a part that was in fact covered by warranty as it had failed.

Dealerships carry out work that is not to the same standard as an auto electrician. It is annoying to find that people will believe a dealership before a professional, even though the dealerships do incorrect and inferior work.

## **Small Business 111**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** -

**Question 7** - recently we had a near new Land Rover in for servicing a loyal customer had just upgraded his Prado and wanted us to continue servicing his new car as he had trust in our work and this franchise was convenient for him. this vehicle however has an electronic log book that can only be accessed by the Land Rover dealer network ,..this puts the

customer at a disadvantage and limits his choice of repairer severely. In short we were not able to service the vehicle and validate the warranty by signing off on the log book.

**Question 8** - as part of the voluntary code of data sharing, ...nothing has improved in the aftermarket industry, ...dealers are still spruiking that the car MUST be taken back to them for service to have ECU updates performed. The aftermarket is honest with the customers when they ask about latest data updates, ...ultimately the car ends up back at the dealer as the customer is brainwashed that the vehicle requires constant latest calibrations.

**Question 9** - still advising customers that they MUST take their new car back to them for service to keep warranty

### **Small Business 112**– Brian Benson

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**Question 1** - As a mechanic for over 20 years, I have heard and seen a number of issues between customer and dealer. Whether it be over charging, unnecessary additional costs, poor workmanship. I recently had a customer tow his car out of a dealer workshop because part

**Question 2** -

**Question 3** - This is an issue I hear a lot. That customer thinks their vehicle is still under warranty, is out of tune because fuel economy is not the same as when vehicle was purchased as stated, when all vehicle tune is good.

**Question 4** -

**Question 5** -

**Question 6** - I had a Holden Cruze doing a timing belt for a customer that needed a special aligning tool that I went to Holden for access to special tool, but was told they could not help me. I was ordering a coolant hose for another Holden Cruze. The customer was waiting for his vehicle so he could take his wife to doctor's appointment later that day. When I received the hose it was wrong. If I was able to view part ordering system myself this may not have happened.

**Question 7** - Customer should have the right to know their vehicle history in full.

**Question 8** - I was fitting a blinker switch to customer Peugeot. Once fitted, the air bag light was flashing. When I tried getting information from the dealer they told me that vehicle will need to be booked in and checked by them at a cost.

With the amount of technology in new a vehicle, having access to this information is imperative for safety of the customer and all involved.

**Question 9** -

### **Small Business 113**

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**Question 1** -

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5 -**

**Question 6 -** previous Lexus owner bought a new Land Rover wanted us to service vehicle but we unable to tick off electronic log book as we have no access ,..customer was assured all the correct lubricants were used however log book not updated,..this is unfair to the customer

**Question 7 -** cannot access

**Question 8 -**

**Question 9 -**

### **Small Business 114**

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**Question 1 -** We haven't purchased a new car for a long time.

However, many of our customers have been told they MUST return to the dealership for servicing to maintain their warranty.

I have lost count of the number of times we have regular customers turn up saying

**Question 2 -**

**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6 -** Any European built vehicle can sometimes be very hard to source parts.

On one occasion I phoned an Audi dealership and was told they do not sell parts to independent workshops. I had no alternative but to refer the customer back to the dealership.

Parts for Asian built vehicles seem to be much easier to source parts for.

Despite updating scanning equipment on a regular basis, many of the newer vehicles are impossible to extract fault codes.

**Question 7 -** Very difficult at times.

**Question 8 -** Service information is readily available but data issues are extremely difficult.

**Question 9 -** Dealership salespeople need to stop putting the fear of God into people who wish to take their new vehicles to their independent (and trusted) local guy for servicing.

Many people have been told new vehicle warranty will be voided if it is done by anyone other than the dealership.

I know of people who have actually asked the question "can I take my new vehicle to my own mechanic for servicing"

More often than not the salesperson's answer is a straight out 'no' or they will then continue to bad-mouth independent workshops telling the customer we don't know what we are doing.

## **Small Business 115– Chris**

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**Question 1 -**

**Question 2 -**

**Question 3 -**

**Question 4 -**

**Question 5 -**

**Question 6 -** Most vehicles at some point require special tools to complete part of their log book servicing. Without these tools often times the job is impossible. A lot of tools are not available to small business and we have had to source tools from overseas. In some cases decline jobs because parts and tools are simply not available to small business which has a direct impact on business giving customers the impression that small business cant competently service their needs.

**Question 7 -** We can access information regarding log book services for most older vehicles via an online program which we pay monthly for however we find a lot of new cars are not available. Information which is imperative to the maintenance of vehicles is not readily available to small business. This forces us to spend time, money and valuable resources chasing information so we can service our customers.

**Question 8 -** As a small business in a place which has a high percentage of retirees it is so important to have access to repair, service and technical data on all makes of cars. Many of our clients find it very stressful to navigate city traffic to find a dealer and extremely inconvenient to wait around while their car is repaired or diagnosed. In some vehicle makes a simple issue as replacing a tyre means warning lights are on and cannot be turned out by anyone other than manufacturers. Engine fault codes which should be available become a trip the manufacturer. Customers are unable to obtain advice or second opinions because information is not openly available. Our Tradesmen customers whose time is incredibly valuable, who needs to have their vehicles in and out in a couple of hours to minimize their down time are left stranded as we try to source information to repair their vehicles, many of whom their vehicles are their offices. With access to technical data and diagnostic issues would increase our ability to service our customers needs with the inconvenience.

**Question 9 -**

## **Small Business 117– Ultra Tune Southport**

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**Question 1 -** As a service and repair centre we often are asked if customers are able to have their car serviced with us and keep their new car warranty. As far as we are aware it is ok for us to carry out service work on new cars, but the dealers keep saying that the

**Question 2 -** I understand that extended warranties are usually given by the dealer and not the manufacturer- a clause in this situation is that the vehicle must always (even under new car warranty period) be serviced at the selling dealer. This also monopolises the customer into using the dealer- when often the smaller mechanical workshop has the more experienced technicians and staff on hand and will do a better job for less cost to the customer- while still being able to use genuine manufacturers parts as part of the repair or service.

**Question 3 -**

**Question 4 -**

### **Question 5 -**

**Question 6 -** We are often faced with being unable to complete certain engine repair work due to not having vehicle specific tooling, these tools are only ever sold by the manufacturer to dealers and not offered to small business workshop repairers. i.e timing belt/chain assembly tools., engine position locking tools.

It is usually a few years after manufacture that these tools are produced by after market tool manufacturers, in the mean time the customer is again forced to return to the dealer.

**Question 7 -** Just recently we had a Range Rover Evoque and new Land Rover Discovery, after completing the services the customer asked us to go online and fill out the service 'log book', this required a dealer and customer access 'key', both of which the customer nor us had access to( the customer was deliberately not given their access key from the dealer). Thus resulting in the customer not having correct service history for their own vehicle.

**Question 8 -** often we are presented with a vehicle that has driving/engine related fault that needs a 'scan tool' for correct diagnosis. Not all scan tools in Australia have full manufacturers programming on them and as a result we are often forced to send the customer back to the dealer to repair the fault as our scan tool programmers aren't able to access dealer information to program the scan tools correctly so we can repair the vehicle for the customer, resulting in a loss of income for the small business repairer

### **Question 9 -**

## **Small Business 118**

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### **Question 1 -**

### **Question 2 -**

### **Question 3 -**

### **Question 4 -**

### **Question 5 -**

**Question 6 -** Previously had to send vehicles to the dealer as special tool are required and not available to the public.

### **Question 7 -**

**Question 8 -** Some vehicle manufacturers have not released certain information in regards to some vehicles. I have been unable to access and diagnose some areas due to the lack of information.

**Question 9 -** All information should be released to all repairers in order to guarantee the safety of the public.

## **Small Business 119**

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**Question 1 -** When we did buy our new IX35 Hyundai we were given no information other than the location of the dealers workshop

**Question 2 -** The Hyundai starting have brake noise issues within 5,000 kms and because it is a low km vehicle the dealer was not interested as they said that the time limit had expired for any brake issues even though the vehicle had travelled less than 10,000 kms.

**Question 3** - none. I would presume that that is our responsibility to ask or research first,

**Question 4** - Not a major issue . Buy the vehicle that you can afford to run.

**Question 5** - We are happy with the performance and fuel consumption

**Question 6** - When going about my daily business I at times require special tools. If these are not available aftermarket then I have found the dealers will not make them available

**Question 7** - I have long ceased to even try and get them

**Question 8** - If I can find a friendly dealer then all is well.If not then we struggle

**Question 9** - The pricing e.g discounts given to aftermarket workshops from the dealers.10% is barely a discount.This forces us as a franchise to charge over the recommended retail or dealer price .In doing so we risk losing customer. If not we lose money after loyalty payments.

Misinformation given to customer about the freedom to choose their repairer .As an aftermarket repairer I fully realise the importance of quality oils and parts. this protects myself and my customer.

#### **Small Business 121– Ultra Tune Oxenford**

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**Question 1** - customers advise that if they get their vehicle service or repaired at Ultra Tune their vehicle will not be cover for warranty any more.

customers wait until the vehicle is out of warranty to take it to Ultra Tune due to this misleading information gi

**Question 2** -

**Question 3** -

**Question 4** -

**Question 5** -

**Question 6** - certain parts can not be replace outside the dealers networks as some times it requires special equipment or tools to complete the repairs

**Question 7** - in some new vehicles log book information is only accessible online by the dealer

giving the customers and small repair shops no option when it comes to perform the service according to manufactures specifications.

**Question 8** - when it comes to replace ECUs ( electronic control unit) for after market ECUs the software required to program this ECUs is held by the dealer giving no option to the client to get his/her preferred mechanic performing the job, forcing them to go back to the dealer

**Question 9** –