

Productivity Commissioner

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### Competition in the Australian Financial System - Consumer Law

I came across this during watching a few YouTube Vid's. from an American Car Mechanic.

I was interested, as when I had my Veh. Serviced here, (in Melb.) quite a few times at "Local Mechanics"  
( not the dealer of the Manufacture )

The annoyance I came to have to endure, was as a consequence of the Mechanic not being able to obtain information

from the Manufacturer's Service Dept. the Veh. was back into the Mechanics workshop again and again until they eventually were able to Fault Find, (6 trips-Bus home -very frustrating) - Not so much the Mechanics lack of knowledge, more the Computer Scanning Tools are not given all the Information from the Veh. Manufacturers.

Mechanics are not given information from Manufacturers in a timely manner, if at all. They are basically left to their own devices.

Back to the US Vid.- somebody in the States had asked him whether he had to have his new Veh. Serviced at the Dealers, as they had threatened him with voiding the Warranty if went elsewhere.

Mechanic said :- US REGULATION'S - Eng. Problems that SHOW A FAULT on DASHBOARD or SCANNER "MUST" be able to be "CLEARED" BY THE OWNER-  
Therefore:- Dealers and Mechanics are not the "ONLY WAY TO DO the REPAIRS".

**So, they have LAW that Manufacturer's cannot dictate that they must be the only ones to do Servicing.**

This is an area that I feel strongly about, - MANUFACTURERS NOT DICTATING WHO IS ALLOWED TO SERVICE THEIR VEHICLE. -*THEY NO LONGER HAVE ANY CONTROL OVER THAT VEHICLE – THEY SOLD THEIR RIGHTS TO THAT VEHICLE WHEN THEY SOLD IT TO YOU. – END OF STORY ( if I sold you a House with a 10 Yr. Warranty, Can I VOID it IF you Replace or Re-Design the Kitchen – change a Window-add another Room- NO As Long as you use a Registered/Qualified person and work is done within and to the Regulations, the Original Warranty Stands)*

I want to see that BLUFF Removed from their SALE and WARRANTY DOCUMENTS ( VOIDING WARRANTY ) and OPEN their INFORMATION OF SERVICING + UPDATES MADE AVAILABLE TO ALL SCANNING TOOLS and OPENLY ASSIST PRIVATE MECHANICS.

A MECHANIC IS A MECHANIC, WHETHER THE MECHANIC WORKS FOR THEM OR SOMEONE ELSE.  
THEY BOTH WENT TO THE SAME TRADE SCHOOL, BOTH WHERE TRAINED BY A TRAINED MECHANIC.  
SOME OF THEIR MECHANICS WHERE EVEN TRAINED BY THE OTHER MECHANICS.  
ALL INDEPENDENT MECHANICS, ARE EQUALLY TRAINED, AS THEIR MECHANICS ARE.  
ALL TRAINED PEOPLE ARE TRAINED TO HAVE THE SAME SAFETY STANDARDS.

Unfortunately, I'm "Elderly" enough to 'example' products from the 50's - 60's.

At that time, we had Australian Made - and expensive.

25 yr's. was the acceptable length of time for a FRIDGE / TV / IRON / KETTLE / RADIO to last.

Because they were expensive, we expected them to last, generally they did. (and did we complain when they didn't)

During the 70's a transition occurred, Money was prevalent, people were saying I want a more Modern Product, bought the new product, and gave away the perfectly good Product to others that were not that well off, or were new to the Country, and needed some of these items for a short time, until they were more financially viable.

As money was still relatively easy to receive, people here were eager to update, (maybe to keep up with the jones's - New Product New Product New Product )

By the 80's Manufacture's Markets altered to Engage this - they all vied for a large slice of the market.

Markets became you bew't - good looking - low cost.

after 20 years everything made in third world country's - Now its all Plug/Play (that is component parts that have electrical circuit plugs on each component- for ease of replacement-now just throw away the worn/malfunctioned part) ( 10 years is the Australian legal requirement to hold Vehicle Parts-manufacturer's then dump those excess parts into landfill as they need to free up warehouse space for newer products - sometimes we may get lucky if there is enough parts left of a popular mod. to be on sold, through a third party to hold and retail with manufacturer's help with redirecting parts phone no's so as that third party can gain that income source - But that will be at the Buyer's Expense-I mean "Expense" (I found myself in that position with a Refrigerator, was around 13 years old, GREAT FRIDGE-2Dr.UPRIGHT FREEZER - just wanted to replace some Cracked Plastic parts (Handle/Crisper/a Rack Pin/Brckt./sml.Plstc. Shelf ))

Parts were now through a Third Party-luckily just up on the Hwy. - 5 mins. drive.

but prices were exorbitant.

Was same in the late 90's - Main Plastic part for a Vac. (cracked)-Price was half a new Vac.

Had 2 Vac's. - same manufacturer, same Unit, Different Model, - WHICH MEANT-DIFFERANT FITTINGS, EVEN THE HOSE.

NONE OF THOSE COMPONENTS INTERCHANGED.

I would like to see manufacturers forced to KEEP SAME FITTING END ON THE NEW MODELS so as PREVIOUS FITTINGS CAN BE UTILISED.

Yes, they should be Obligated to take back their used Product. ( many have parts that are dangerous to environment )

The biggest problem is - that there are Too many Manufacturer's w./Too many DIFFERENT MODELS THAT are REPLACED TOO OFTEN. I think they do this to gain a larger market share.

NONE OF THEM WILL MAKE A PART, 'ON PURPOSE', THAT WILL EITHER, SWAP INTO THEIR NEXT MODEL, OR BE ANYWHERE REMOTELY THE SAME AS A COMPETITOR -

Laws in all country's would need to force them (manufacturer's) to make UNIVERSAL COMPONENTS (THE SAME SIZES-SAME FIXING BRKT'S/SAME BOLT/SCREW HOLES FOR ITEMS LIKE THE FRIDGE/OVEN FANS - ALSO OVEN HEATING ELEMENTS FOR ALL MODELS + MAKES. - For the Most Common Replaced/Repaired Components

- THIS WOULD NOT RESTRICT THEM TO THEIR OWN 'INDIVIDUALALITY OF DESIGN'.

- THOSE MOST COMMONLY REPLACED COMPONENTS ARE NOT VISIBLE.

THEY CAN WORK TOGETHER TO DO THIS, THEY JUST NEED SOME PRODDING.

Previously they have proven they can.

Of all the different Wall-Oven Manufacturer's, they have after some years COME TOGETHER TO MAKE A STANDARD SIZE, L.W.+ D. - TO ENABLE CABINET MAKERS 'Mostly' WORLDWIDE, TO HAVE THE SAME SIZE OPENINGS WITHIN CABINETS.

THE TAX IMPLICATION IS AN EXCELLENT IDEA, - NO TAX ON ANY REPAIR. – SAVING ON ENVIRONMENTAL COSTS. RETAINING SERVICE EMPLOYEES. WIN WIN