



John Deere Limited
Incorporated in Western Australia, Australia
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Luke Chandler
Managing Director Australia/New Zealand

1 February 2021

Right to Repair
Productivity Commission
4 National Circuit
Barton ACT 2600
Australia

RE: Productivity Commission Right to Repair Issue Paper (December 2020)

John Deere Limited (JDL) is a subsidiary of Deere & Company (Deere) that manages Deere operations in Australia. Deere and JDL are dedicated to supporting those who grow our world's food, build our infrastructure and keep us running. JDL and JDL dealers employ more than 4,000 people in Australia with the majority of those employees located in areas supporting rural and regional communities.

JDL thanks the Productivity Commission for the opportunity to make a submission in response to the Commission's Right to Repair Issue Paper of December 2020. In addition to this letter, we respectfully attach for reference our April 2020 submission to the Australian Competition and Consumer Commission (ACCC) regarding after-sales service and repair for agricultural machinery in Australia.

JDL considers that the markets for the sale of agricultural machinery and after-sales services and repair in Australia are competitive, and that there are no industry wide issues which would warrant legislative intervention beyond the retention of existing competition and consumer law protections. JDL provided thorough responses to the ACCC in their review of this matter in October 2018 and April 2020. These comments outline the detailed information and tools that are currently available to customers and independent repairers and highlight the real environmental, safety and intellectual property concerns that result from unregulated access to and modification of software code. This is a key reason that John Deere supports our customers' right to maintain and repair their equipment, but not the right to modify embedded code in equipment.

In addition, JDL would like to share that in an effort to provide further information about the availability of repair information for customers and independent repairers, JDL hosted a virtual demonstration in July 2020 for the ACCC of John Deere Customer Service ADVISOR™, as well as other tools, manuals and resources available to the public online and through the John Deere dealer network for maintenance and repair of John Deere equipment.

JDL rejects any allegation that owners of John Deere equipment are prevented or limited from performing repairs. See *Right to Repair, Productivity Commission Issues Paper, Dec. 2020, p. 15*. Owners of John Deere equipment are not barred by passwords or any other methods from



repairing their equipment. JDL invites the Commission to review Deere's prior submissions to the ACCC for additional detail and to consider the motivations of those levelling such allegations, particularly with respect to their own financial interests through sales of tools, manuals, advertising and/or access to funding.

Please advise if you require any additional information or clarification on any of the information outlined above or in our April 2020 ACCC submission.

Yours sincerely,

Luke Chandler

Managing Director Australia/New Zealand