



GIPPSLAND DIESEL REPAIRS

April 6th, 2020

Australian Competition and Consumer Commission
23 Marcus Clarke Street
Canberra ACT 2601

agriculturemachinery@acc.gov.au

Re: Agricultural Machinery – After sales markets Discussion paper - February 2020

I am an independent qualified diesel mechanic servicing and repairing agricultural and earthmoving equipment. I have been operating my own business for 5 years. I commenced my diesel mechanic apprenticeship with a local agricultural machinery dealership and completed my apprenticeship with an earthmoving company at Healesville.

I have many farmers who have engaged my services to maintain and repair their tractors and agricultural machinery as they are unimpressed by the excessive costs charged by local dealerships.

Modern agricultural machinery is computerised and dealerships are currently the only businesses authorised by the manufacturers to have access to the computer software for their machines. The software is unavailable to independent repairers. I have received a quote for generic software for diagnostic purposes and the costs are extremely prohibitive. \$8000 for the computer equipment and basic software plus \$1000 extra for each brand of machinery software plus \$4000 annual fee for software updates. For the number of brands I regularly service and repair I would be required to pay \$25000 for the computer equipment and software and an ongoing cost of \$4000 per annum. These costs are for generic software sourced from Europe that is not genuine brand software. I would have to significantly increase my charges to farmers to cover this outlay for computer diagnostic software.

I am unable to provide farmers the full service they require because I cannot access the diagnostic equipment at a reasonable cost, so machinery with software errors needs to be repaired by authorised dealers. The only way I can repair a machine with electronic error codes is to use manual diagnostic processes which can be very time consuming and increases the costs to farmers for repairs.

Re-calibrating machinery is not a difficult task, however because I am unable to access the computer software, I am unable to provide this service to my customers.

Currently dealerships have a monopoly on repairs, with farmers being burdened with higher costs and limited choice of repairers. I believe service to farmers would be greatly improved and costs reduced if they had a choice of repairer they can engage for servicing and repair of their machinery. If independent repairers could access brand specific computer software for diagnostic and calibration purposes, at a reasonable cost, farmers would be provided a better service and costs would be more competitive.

Kind Regards

Daniel Fusinato
Owner
Gippsland Diesel Repairs