

RE: Car Servicing Repair Costs

Submission:

Further to the article in the Sun Herald on 12/2/19, please look on the Choice website where they set out the overcharging of service costs on new cars. They say that as sales of new cars are so competitive, car dealerships have to make their money from the after sales servicing. Dealerships might offer extended service agreements to ensure that the client feels obliged to come back and pay excessive costs for parts and service. This is a con as I believe that any licensed repair shop can do the necessary checks and service the car under the warranty provided they have the necessary information.

I read that dealerships and manufacturers support the con by refusing to share information to other workshops. This limits my choice of provider and therefore is against fair trade practices.

The local car workshop which serviced my car very successfully before I purchased my new Fiat 3 years ago with a 5 year extended warranty, was reasonably priced and they gave me personal service. They have offered to use only genuine Fiat parts if necessary and to look after my car in future.

I asked questions of Fiat regarding the extended warranty and they told me that as the dealership where I purchased my Fiat has been sold, the extended warranty is worthless and was just a sales pitch. Apparently my car is now out of warranty and I can safely return to my trusted car workshop.

In 3 years I have only driven 6000 km so it is unlikely that I will have a problem in the next few years. If I do, the workshop guarantee their repairs and the manufacturer guarantees the parts that they use. I can't see that the dealerships have a leg to stand on regarding new car buyers returning to them for servicing at a greater cost and inconvenience. Of course, in order to do this, they would need the necessary information from the manufacturer.

Congratulations on addressing this anomaly and I hope that something is done about it fairly soon. I am glad to see that it has been reported in the press.

Yours sincerely

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