

Mrs Jeanette Stevens



28/9/2015

John Krause MP

Beaudesert Electoral Office

Re: Inquiry into Consumer Protection for People who buy new cars

Dear Mr Krause

My husband and I bought a new Mitsubishi from [REDACTED] in February 2010. My husband fell ill shortly after this and was unable to drive. I became his carer, and was unable to leave him for any length of time. My husband unfortunately passed away at Christmas.

Since purchase, the car has only been used for brief trips into Beaudesert, mainly for shopping, and consequently has covered only some 12500 kilometres – less than one year of normal or average use. It has been serviced every year at [REDACTED]

At the end of August this year, while driving into town, a message came onto the car's information panel indicating a problem with the ABS system. I made an appointment for a service and asked for the problem to be checked out. I was shocked to hear that a system failure would cost almost \$3000 to correct, even though I was in no way to blame for the failure. As I am an aged pensioner, and this amount was equivalent to my total savings, I asked if there was a cheaper alternative. I was informed verbally that they did not recommend using a second hand part as these ABS modules were known to fail and have been updated, and I was forced to pay for the replacement.

I contacted Mitsubishi Motors in Australia, asking for assistance in this matter, and I was told that they knew of no problems with this module, and that I should contact the factory in Japan. On hearing that I was very unhappy about this situation, the Manager of [REDACTED] also contacted Mitsubishi Australia, and was told they would do nothing as the car ran out of warranty in February this year.

As I understand the ABS module is essential to the safety of the car, and the car has done very few kilometres, I believe that Mitsubishi has sold me and my late husband a faulty car, and should be held responsible for the cost of the replacement of the module. I have completely lost trust in Mitsubishi cars.

I attach copies of the service invoice for your further information. Thank you for your interest in this matter.

Yours Sincerely

Jeanette Stevens

