

Pamela Pearce

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6<sup>th</sup> October 2015

This submission is being presented by Pamela Pearce and Benjamin Besanko and his extended family. To help Change the Law for New Cars so that Lemon Cars are refunded.

We were pleased to hear that the State Government is having an inquiry into new Lemon cars and calling for submissions from people who have been not happy with the process. Benjamin Besanko was one of these and this is his story. Ben purchased his first new car from South Coast Nissan, it was a Nissan Navara in November 2013. Within two weeks his Air Con was squealing and stopped working. This was in the middle summer and the new belt had to come from Japan which took four weeks. Then when it was fitted guess what, it was the compressor and it was in Melbourne so it was sent for. The Ute had rust in it the first four weeks. There was a rattle in the suspension on the right hand side and it had rust. Ben was sent to South Tweed Smash repairs to get the rust cut out and was told not the first one to be sent there. The rust came back more aggressive than ever. The air con was not 100% it was a LEMON and he would have liked to have it replaced and as you will see nothing helped. One of the hard things was to get hold of Head Office in Melbourne and we sent the emails to a Sales section to have sent on. As finance was also supplied by Nissan they would not help either. After going to Fair Trading he sent this letter to South Coast Nissan. On the 11th June 2015. It was my belief when I purchased this vehicle that I was purchasing a new vehicle not one that was going to be repaired within 38 days. I do however understand no product is perfect for example if a part is faulty it should be replaced by the seller with a new part. The vehicle I have received has rust and rust is rarely stopped. You have had it repaired once already and after an extremely short time it has returned. Rust cannot be cured in the same context as a faulty part can be replaced by a new part. As the body and the chassis both have rusted, it is these that need replacing not repaired so that is why I am asking for a refund. As you will see they sent an email to say no refund.

I paid \$32,500 and sold it for \$22,000 18 months old and it only had 25,000 Kms on the clock, as it was always being repaired the last time it went in December 2014 and was returned the end of February 2015.

Regards Benjamin Besanko.

My mobile no is [REDACTED]

[REDACTED] I am willing to appear at the hearing if it will help anyone else to be saved by suffering as I did, I was depressed for some time and hope this will change for others in the future.

I can be contacted on [REDACTED] Regards Pam Pearce.

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