

Transport and Public Works Committee

From: Benjamin Frawley [REDACTED]
Sent: Wednesday, 16 January 2019 1:44 PM
To: Transport and Public Works Committee
Subject: Amended Submission to TWPC
Attachments: FW: QCAT Submission. (Fair Trading Act 1989 Lemon Laws)

Categories: CSO - Submission to process

Good Afternoon.

I Benjamin Frawley, would like to make a submission to TWPC in relation to a faulty motor vehicle I purchased new, from [REDACTED] on the 06/02/2017

Testimony:

Within the first day of taking delivery of this motor vehicle I noticed that between the speeds of 50-60kmph and at 1450-1600 rpms the vehicle shudders and vibrates at an uncomfortable rate, (still to this day might I add) and one that leaves me feeling unsafe whilst driving.

Informing [REDACTED] of this issue I returned the vehicle in an effort to eliminate or resolve the problem. Alas unsuccessfully. I have since returned the vehicle no less than six times in an attempt for them to fix this problem, a problem that they admit is there but have no solution or method to fix. Details of their attempts to fix this shudder and vibration include fixing dampners, affixing weights to the vehicle, greasing tailshafts (excessively), removing the vehicles artificial intelligence, retraining the vehicles driving style, wheel balances, tyre rotations, different tyres, the list goes on. All to no avail.

Upon consultation with the office of fair trading, I sought legal advice a lawyer at from a legal firm in Bundaberg, as I had lost patience with [REDACTED] attempts at trying to fix this admitted problem. When [REDACTED] became aware that I had sought legal advice they arranged for [REDACTED] technical operations Manager, to come to Bundaberg in a last ditch attempt to fix my vehicle.

After all attempts failed in fixing my vehicle I was informed that "This condition is normal operation for the model and whilst an undesirable condition there is no component that can be replaced to change this normal condition" Doc222631-99

It was at this time that that I was also informed that if I was to take this matter to court that [REDACTED] would pour its unlimited resources into fighting this case. This left me feeling despondent and helpless as I could ill afford to pursue this matter further.

[REDACTED] have since tried to repair our relationship by providing me with five free services, free tow bar and ball and 50% off the cost price of a stone reflector and nudge bar.

Attached to this email is the correspondence I have had with [REDACTED]. PDF (421KB)

Response I received from [REDACTED]. PDF (166KB)

Email Sent to The ACCC. Benjamin Frawley's Dealings with [REDACTED]

Correspondence (Office of Fair Trading) . Ben Frawley's Prado x3

I was also in contact with [REDACTED] through their hotline and my case number is 2017033484

In summation, I have tried and yet failed to get my vehicle fixed through [REDACTED] and through [REDACTED] and feel as though to fight this matter in court, prior to this amended act, I would have been left financially crippled and unable to afford it. I can assure you or anyone who drives this vehicle that it is not normal operation for it to shudder and vibrate like this whilst doing the urban speed limits and believe that this matter qualifies completely for this amendment bill.

I am in support of an amendment to the current bill regarding motor vehicles (Lemon Laws) and permit the TPWC to publish any of the information I have supplied in support of an amendment to this bill.

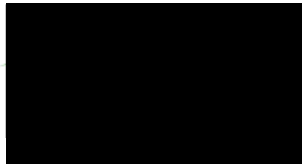
I hope from the above submission I have provided some useful information to support an amendment to the proposed bill change and I look forward to hearing from you soon.

Yours Sincerely,

Benjamin Frawley



BENJAMIN FRAWLEY



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