

## Submission on Preliminary report

The aspect I would like to address in this submission concerns:

Page 27 of the preliminary report “there are at least 260 businesses that manufacture components and accessories for the aftermarket (AAAA, sub. 54).”

I have a current NSW CTTT claims against a well-known national 5th wheel trailer hitch and wiring company involving a current model popular vehicle so I won't mention names.

In conducting my research around various vehicle brands authorized dealers service departments, etc. it became apparent that all of the current major models have a network of computers on board to manage various systems.

A local representative tells me there are at least 6 on board computers in a popular current 3.5 tonne towing, 4x4 pick-up ute - ABS/ESP, ECM, BCM, TCM, SRS, and an Immobilize... a computer network on wheels!

I suggested that vehicle manufacturers are increasing freezing third party electrical accessory suppliers out of the market... he agreed saying it was good for our (their) business. Word around the industry is you can't change the volume on your entertainment system without one of the computers knowing!!! Therefore any 3<sup>rd</sup> party electrical connection must have the appropriate software protocols/ drivers for the on-board computers to “know” how to manage this new appliance. Vehicle manufacturers consider their computer operating system as proprietary knowledge and will not release the kernel of that system. A great market/manufacturing strategy don't you think... the impact of this could be as much as 20% of these small companies' turn over.

There are possibly hundreds of new vehicle buyers who have had a 3<sup>rd</sup> party electrical trailer connection attached that is not fully compatible. The problem is, as happened to me, is when these computers started to fail (due to runtime errors) while travelling around in the outback of Australia it can be quite devastating and costly to get appropriate rectification and recompense for one's ordeal. The installer, who may be a thousand kilometers away, claim they wanted an opportunity to “fix” it under their warranty if you are able to get it to them??

You might see the possibilities of this developing into a class action suit... with repercussion coming back to the installer for a refund for expenses.

On the other hand it could be the start of a class action suit by third party accessories manufacturers of restrictive trade practices similar to those taken out against IBM, Microsoft and Apples in the 1980-09s when computer peripherals started needing software protocols/ drivers installed... very expensive but if you consider vehicles are becoming mobile computers networks especially if society demands developments proceed towards driverless cars!!!!