

No.	Name	Description of the stakeholder	Date received	Submission
1.	Nicky Thorp	Franchise Director - Thorp Motor Group	23/09/2017	General Motors is leaving South Africa at the end of 2017. Mr Thorp has been a GM dealer for 24 years. He alleges that GM has ceded all the Sales, Service and Parts distribution to the Williams Hunt Group who in turn have decided to take those rights away from the Thorp Motor Group and carry out those rights in the Cape Town Metro themselves. This will have an impact on employment – he has already closed his parts distribution business. As at 1 January 2018, he will be prevented from servicing and repairing all Opel and Chevrolet vehicles that are in warranty and as 75% of his 3 branches is made up of service and repair in warranty, this will lead to further retrenchments. If he continues to repair these vehicles after 1 January 2018, the Williams Hunt group will reject the warranty claim. He requires advice on whether he should retrench all the technical and surplus of non-technical staff in December and then reapply when the Code of Conduct is enforced next year.
2.	Jacque Marais		29/09/17	Mr Marais submits that the insurers are currently focused on lowering of cost of claims ratios. However, he alleges that the OEMs approvals is a stumbling block in that they list what repairers need to have inside their shops to qualify them as "approved" repairers to specific brands. Each OEM has its own unique criteria which differs from OEM to OEM. He alleges that it has become a <i>“money making racket and if the repairer doesn’t meet what the OEM thinks is good, he is out”</i> . He alleges that OEMs require the repairer to invest in expensive and unnecessary equipment and also dictate who the equipment must be purchased from. OEMs also limit the number of OEMs per area.
3.	Dumi Ntuli	President - South African Black Automotive Chamber of Commerce & Industry (SABACCI)	3/10/17	Mr Ntuli submits that saying that the code is voluntary and yet binding is contradictory. SABACCI submits that the Code should be compulsory and carry <i>“economical punitive measures such as 30% tax of the annual gross earnings of that company.”</i> SABACCI further recommends that such tax be deposited into a specific account for the sole use in the development of black companies’ empowerment. Since the automotive standard quality standard can be very expensive to implement, without lowering the quality, SABACCI submits that South Africa should set acceptable attainable minimum South African Automotive Industry Quality Standards which will regulate, guide or guard the various activities in the industry from Manufacturing, Supply, Distribution, Retail, Repair, and disposal of vehicles. This standard could be offered in form of levels e.g. (A, B and

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				<p>C) where “A” allows a service provider to offer a certain service. If the standard is attained, it would be the equivalent of accreditation. This would allow HDI service provider to have the opportunity to start giving service from an easily attainable low level “A” and graduate to higher level “C” rather than pushing for a single level which may be hard to get.</p> <p>Regarding insurance, SABCCI submits that Insurance companies should function in a similar approval process like Medical Schemes. The service provider needs only to submit details of vehicle to be repaired, and the service provider own credentials or code. The Insurance would then provide an authorization number. Payment is to be done within 48hrs after insurance has received the invoice.</p> <p>SABCCI also proposes changes to the wording of the code: The most significant of these changes include that:</p> <ul style="list-style-type: none"> • insurance, registration and administration costs must be separated and disclosed when a vehicle is sold. • when the OEMs establish dealer selection processes, <i>“the compliance requirements must be POSSIBLE and achievable, in which case HDI with interest, passion AND THE RIGHT NTREPRENEURAL INTENT, must BE GIVEN THE REQUIRED ASSISTANCE TO ENABLE QUALIFICATION.”</i> [sic] • OEMs should submit a written plan regarding their intent to give preference to historically disadvantaged persons. There must be measures in place to monitor implementation of this intent. An HDI representative must ascertain if the measures adopted to give preference to HDIs indeed fulfil the intended goal. • A duration of 3 to 5 years be specified for the appointment of service providers by OEMs. • Representation in participation should be at least directly proportional to the race population % in that area/geographically. • Spare parts may be imported and if imported, must carry the certification from its OEM, which certification can be verified from its original source.

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				<ul style="list-style-type: none"> The composition and representation of the MIOSA and the NRCS should display the participation of the HDIs in a reasonable way
4.	Shannon Mohamed Ali	SME – owner of workshop	17/10/17	Mr Ali states that the <i>“Bill will empower us and hopefully sustain our lives.”</i>
5.	Jason Higgy	Consumer	17/10/17	Mr Higgy alleges that dealerships have been benefitting for years from maintenance and service plans at the expense of the consumer. They force consumers to comply with threats of voiding the warranty. For example the dealerships charge R300 to change a light bulb on a Volkswagen Polo 2014 model whereas he changed it himself for R36 in four minutes after watching a YouTube video. For a dealership to replace the same bulb, the car would have to be booked in at 07h30 and collected 16H30.
6.	Gerhard Schutte	Consumer	18/10/17	According to Mr Schutte <i>“Yes this code of conduct is a fantastic idea. Thank you I think we as the public have been robbed for far too long, this is why Africa is so far behind the rest of the world.”</i>
7.	Chris Prinsloo	Consumer	18/10/17	Mr Prinsloo supports the code provided that the participants have the correct qualifications, training, tools, etc. He raises another issue which he terms <i>“Manufacture Banks”</i> . This relates to <i>“the inordinately high targets the dealerships are forced to meet. These “targets” do not offer the retail customer the best deal and in many cases, the customers are coerced into weaker deals.”</i>
8.	Senzo Mqadi	Consumer	18/10/17	Mr Mqadi is happy with the code because he is of the view that dealerships are charging unreasonable prices for fixing cars. He believes that insurance premiums will go down dramatically. He raises concern that manufacturing companies like Toyota do not want to give accreditation certificates to small companies especially black owned companies.
9.	Simon Mothoa	Consumer	19/10/17	Mr Mothoa is of the view that dealers are not the only people who can repair cars and supports the code.
10.	Thamsanqa Mahlathi	Consumer	19/10/17	Mr Mahlathi supports the freedom to choose any workshop provided that it is a certified workshop. Amongst other requirements is that there must be a certificate of competence of the staff. Further licenses should have a time frame of five years and there should be regular

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				refresher courses especially when there are new models introduced. A standardized way of service should be established to ensure that the quality of service stays the same.
11.	Etienne Bester	Contractor for a vehicle manufacturer/ Consumer	20/10/17	<p>Mr Bester does not think that the code will work and raises the following concerns (which are his own views):</p> <ul style="list-style-type: none"> • Regarding the provision that car manufacturers will not be allowed to impose unnecessarily strict requirements on smaller independent dealerships, he is of the view that "<i>unnecessarily strict</i>" is very open to interpretation as different brands have different standards. Independent dealerships who hold themselves out to be authorised representatives of a specific brand, should be required to meet that brand's corporate identity standards, with some leeway given to the size and space of showrooms and office space. • He is of the view that allowing independent service providers to undertake in-warranty maintenance and service work and use unbranded parts, creates a minefield when it comes to the CPA and he queries who would be held liable for a vehicle's conformation to specifications. He alleges that the SABS is in "<i>shambles</i>" and he does not trust it as mark of quality. He further alleges that the amount and frequent changes in parts will overwhelm the SABS's ability/capacity to properly certify the parts used on vehicles. • According to Mr Bester vehicle and OEM part producers put a lot of effort into the continuous development and management of their part inventories. Mid-life and frequent product updates even within the same model years being a prime example. He queries why an independent service provider should be allowed to fit potentially sub-standard parts while still maintaining a warranty that then has to be carried by the original manufacturer. He alleges that there would be overheads that a manufacturer would incur in order to prove that a part was sub-standard that this unfairly moves the responsibility to the manufacturer. • Regarding original equipment manufacturers/car manufacturers having to supply independent service providers with product and parts-fitment training, Mr Bester alleges that training centres take time and effort to run. Many of the dealerships will not survive if they lose out on this income stream - unintended consequences will be

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				<p>that brand specific dealerships may no longer be profitable. He queries how independents would be able to afford some of the more specialised equipment required to service the vehicles and with the move towards "Over The Air" software updates and fault finding/reporting - how independents will gain access into these highly specialised networks.</p> <ul style="list-style-type: none"> • He submits that having a closed maintenance and repairs eco system has another benefit - the protection of the manufacturer's intellectual property.
12.	Barry Henning	Panel Beater - Greenstone Autobody	20/10/17	<p>Mr Henning expresses concern that smaller repair shops are not sustainable <i>"in the face of the onslaught of a large group of panel beating shops"</i> which have <i>"monopolized the towing industry, panel beating industry and direction of spend via the insurance companies and their assessing companies."</i> These groups have concluded service level agreements and obtained OEM approvals.</p> <p>Accordingly he does not believe that an all-encompassing code is going to root out the underlying problems that are going on unless specific provision and more importantly a working and active mechanism for accountability is instituted.</p>
13.	Nhlanhla Tshabalala	Panel Beater - Greenstone Autobody	20/10/17	<p>Mr Tshabalala is of the view that the Code does not address the <i>"Insurance Industries direction of work/repairs"</i> and alleges that <i>"Insurance Companies are as guilty of directing repairs as the OE's."</i></p>
14.	Jackie Combrink	Consumer	20/10/17	<p>Mr Combrink is in favour of allowing non- franchised workshops to service and repair a vehicle that is still under warranty. He points out that the code <i>"might just force the franchised workshops to be more reasonable with their prices they are charging in order to retain business and make it easier or more affordable to the average Joe to use their services, as they will then be subject to more even competition, and it will possible bring down the cost or warranties as well."</i></p>
15.	Graham Pinnock	Consumer	21/10/17	<p>Mr Pinnock supports the code. However, he points out that the manufacturer receives the full amount of the price of the motor plan which is an upfront payment for all future repairs and services on the day that the vehicle is sold. Should the vehicle be written off in the first few years, the manufacturer retains the full payment of the motor plan and has been unjustly enriched.</p>

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				Accordingly, he suggests inclusion of the following: should a motor vehicle be written off while still under a motor plan, the manufacture is obliged to refund the unused portion of the motor plan to the owner of the vehicle or the insurance company which settled the claim. They should have to refund the unused balance which indirectly will assist the purchasers.
16.	Fire Hornet	Independent Mechanic	21/10/17	This independent does not support the code and argues that the lack of training and skills on the part of mechanics is a problem. He calls these mechanics " <i>plug and play</i> " or " <i>PP's</i> " and states that all they can do is plug in diagnosis machines in and then replace the part. However, it is noted that he provided an example of a PP not doing his job properly and that this incident was at an agent for a vehicle under warranty. He submits that the code will make " <i>the roads more dangerous to drive on causing more deaths</i> " and that he has " <i>seen a lot of pathetic repairs to vehicles key safety equipment like the brakes, steering and suspension which makes those vehicles a death trap because some idiot unskilled person worked on it especially if it was from a workshop that weren't a agent.</i> " [sic]
17.	Simphiwe Madlanga	Consumer	20/10/17	Mr Madlanga supports the code.
18.	Kenny Uzzell	Retired service manager	22/10/17	Mr Uzzell is of the view that small independent service centers should not be allowed to carry out repairs on vehicles under warranty because persons who effect such repairs require specialized training and special tools and DVD/online work instructions to carry out repairs which are extremely expensive. He queries what guarantees the public have that the correct specification oil is used and that genuine parts are used in their vehicles. He also queries who would be liable when a small independent is proved responsible for causing huge problems to a vehicle which is still under warranty.
19.	MM Swartz	SME – Swartz Motor Works	23/10/17	Mr Swartz supports the code because he has been running a small independent workshop for the last 3 years and believes that the current structure is entirely favoring the Dealership and that the smaller independent dealerships have no chance to become a successful workshop.
20.	Gordon Pope	SME- PE Windscreens	23/10/17	Mr Pope has commented on the code in respect of the Automotive windscreen replacement market in South Africa. He submits that windscreens are a high risk item and prone to replacements. Windscreens have no fitment procedures whereby the replaced windscreen is installed to the same position as the Original factory one. He submits that windscreen

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21.	Pulelo Mahura	Consumer	23/10/17	Mr Mahura supports the code and feels " <i>ripped off</i> " because he owns a Peugeot 407 and the nearest workshop is in Bloemfontein/Klerksdorp. He stays in Taung (North West) which is about 2 or 3 hours hour's drive and he needs to firstly spend on fuel before he even spend on servicing the car, whereas he could take his car to Hartswater.
22.	Mark	Consumer	23/10/17	Mr Mark supports the code. However, he requests that the entire value chain be considered including exclusion based on Financing. He requests that the Commission " <i>please find a way of getting financing available to PDIs, especially to Black Africans.</i> " He also queries how cars that are imported are cheaper than those vehicles that are manufactured in South Africa.
23.	Abdul Rehman Ebrahim	Consumer	23/10/17	Mr Rehman supports the code as he owns an Audi and he alleges that certain part " <i>costs an arm and a leg</i> " and he " <i>cannot even get after market shocks</i> " for his car.
24.	Julian Maggott	Consumer	24/10/17	Mr Maggot supports the code.