



**MOTOR INDUSTRY OMBUDSMAN
OF SOUTH AFRICA**

FOUNDER MEMBER OF THE OMBUDSMAN ASSOCIATION OF SOUTH AFRICA NPC
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Press Release

COMPETITION COMMISSION AUTOMOTIVE AFTERMARKET GUIDELINES

It has been three months since the inception of the Automotive Aftermarket Guidelines. Though the Motor Industry Ombudsman of South Africa (MIOSA) was contemplating an influx of enquiries from the beginning of July 2021, there has not been any registered complaints that resulted from the guidelines except for a few informal enquiries.

Despite the above, the MIOSA reminds consumers to adhere to the normal terms and conditions of the manufacturer's warranty every time their vehicles are due for service, repair or routine maintenance.

The MIOSA reiterates its position in terms of providing for an alternative dispute resolution (ADR) platform for consumers and the automotive industry participants. Consumers can visit our website (www.miosa.co.za) should they wish to lodge complaints online.

For updates on existing complaints or for advice, the MIOSA's Information and Liaison Department can be contacted between 08h30 and 16h30 from Monday to Thursday, and Friday between 08h30 and 16h00.

Contact details are: 010 590 8378 and info@miosa.co.za.