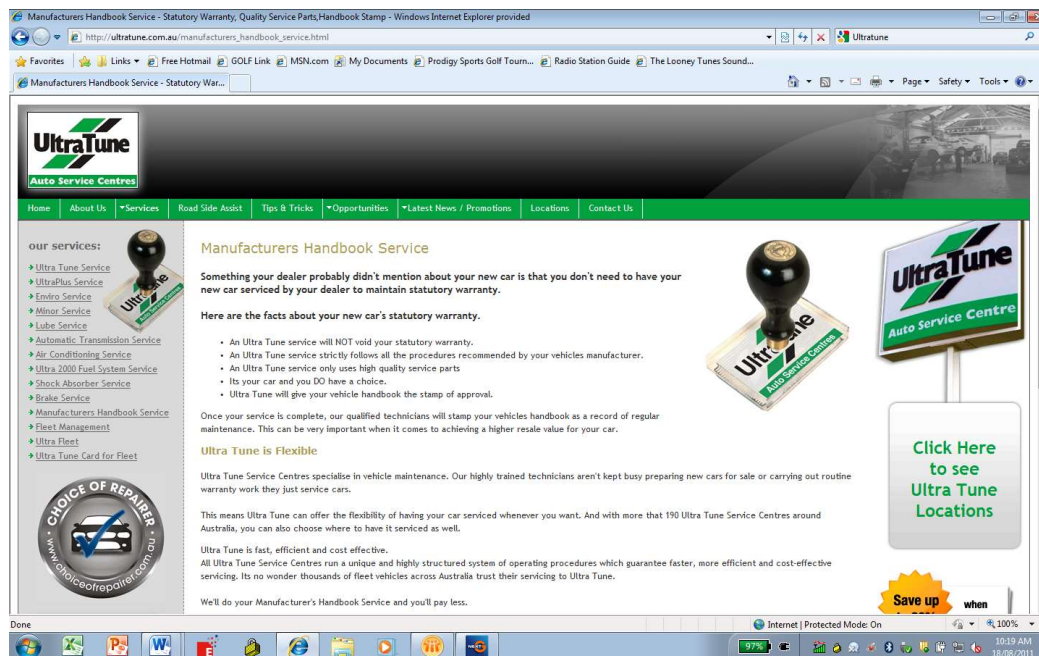


ATTACHMENTS

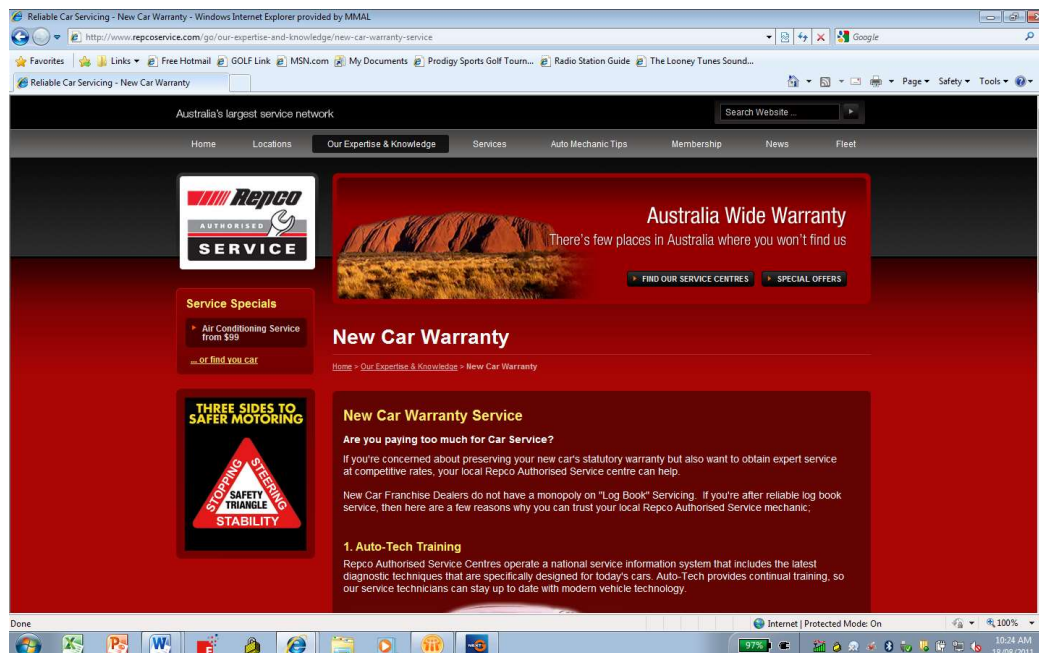
ATTACHMENT A

Examples of claims by independent repairers regarding their ability to repair motor vehicles

<http://www.ultratune.com.au/> web site with reference to Manufacturers Handbook Service



<http://www.reposervice.com/> web site with reference to New Car Warranty Service



www.fixedpricecarservice.com.au/ web site with reference to Fixed Price Manufacturers Logbook Service

The screenshot shows the Fixed Price Car Service website. At the top, there is a navigation bar with links for Home, Car Service Centres, Why use FPCC, and Contact Us. A prominent banner at the top right says "Updated with new & used cars everyday Over 100,000 cars" with a "Search now" button. Below this is a "SEARCH & BOOK ONLINE" form with fields for Make (MITSUBISHI), Model (TRITON), Year (2009), Version (ML 3.2 Lite TD Auto Diesel), Service (Interim / 30,000km / 24mo), and Location (NORWOOD). To the right of the form is a section titled "The smartest way to book a Car Service" with a photo of a smiling man holding a "FACTORY APPROVED LOGBOOK" document. Below the search form is a list of "Approved logbook servicing for" various car brands, including ALFA ROMEO, ASIA, AUDI, BMW, CHRYSLER, CITROEN, DAEWOO, DAIHATSU, DOODGE, FORD, HOLDEN, HONDA, HYUNDAI, ISUZU, JEEP, KIA, LADA, LANDROVER, LEXUS, MAZDA, MERCEDES, MINI, NISSAN, PEUGEOT, PROTON, RANGEROVER, RENAULT, ROVER, SAAB, SSANG YONG, SUBARU, SUCUK, TOYOTA, VOLKSWAGEN, and VOLVO. A "Major Auto Service groups" section is also visible at the bottom left of the main content area.

ATTACHMENT D

www.fixedpricecarservice.com.au/ web site with sample of service schedule operations listed

Service Schedule

Make: MITSUBISHI
 Carline: TRITON ML 3.2 Litre TD / 4WD Utility /
 Service: Auto / Diesel / 4cyl / 2005-2009
 Interval / 30,000km / 24mth

Job instructions

- Pressure Test Cooling system (Report GlycolInhibitor condition)
- Inspect Wheel Bearings (Freeplay)
- Inspect Brakes (Hydraulics/Cylinders/Hoses/Pipes/Clean)
- Inspect & Adjust Brake/Clutch Free Play
- Inspect & Adjust Park Brakes & Linkage
- Road Test (Check & Report on Engine/Trans/Brakes/Steering/Suspension)
- Inspect Seatbelts (Operation)
- Inspect & Lubr All Locks and Hinges
- Inspect Lights/Washers/Horn/Indicator Switch/A.C. Operation
- Inspect and Inflate Tyres (including Spares)
- Inspect Battery (Levels/Security/Clean Terminals)
- Inspect Air Filter
- Inspect/Adjust Drive Belts
- Inspect Cooling System (Levels/Hoses/Leaks)
- Inspect Top Up all Fluid Levels
- Change Engine Oil & Filter
- Inspect/ Top Up Trans. & Diff (Levels/Leaks)
- Inspect Underbody (Security/Leaks)
- Inspect Exhaust
- Inspect Steering/Suspension/Engine Mounts
- Inspect Brake Pads & Discs Front & Rear
- Inspect Power Steering Hoses (Leaks/Condition)
- Inspect CV's & Drive Shafts (joints/Rivets/Leaks/Damage)
- Reset Service Lights
- Replace Pollen Filter As Req. (Extra Cost)
- Flush Coolant - 4 Litres - Glycol
- Check & Adjust Idle Speed

Parts

- Flush Brake Fluid Material - 1 unit(s)
- Glycol Coolant - 4 unit(s)
- Oil Filter - 1 unit(s)
- Fuel Filter - 1 unit(s)
- Engine Oil - Refer Specs. - 9.3 unit(s)
- Adjust Valve Clearances Material - 1 unit(s)

Location	Fixed Price	BOOK online
MITSUBISHI TRITON ML 3.2 Litre TD Auto Diesel 2009 Interval / 30,000km / 24mth	\$550.80	BOOK online
MITSUBISHI TRITON ML 3.2 Litre TD Auto Diesel 2009 Interval / 30,000km / 24mth	\$735.38	BOOK online
MITSUBISHI TRITON ML 3.2 Litre TD Auto Diesel 2009 Interval / 30,000km / 24mth	\$638.32	BOOK online
MITSUBISHI TRITON ML 3.2 Litre TD Auto Diesel 2009 Interval / 30,000km / 24mth	\$634.47	BOOK online

www.fixedpricecarservice.com.au/: sample of service costs – note the range of prices quoted

MITSUBISHI TRITON ML 3.2 Litre TD Auto Diesel 2009 Interval / 30,000km / 24mth Service

Your search returned 10 matches

Service Centre	Fixed Price	BOOK online
PROFLIX Profile Service Centre Norwood	\$550.80	BOOK online
pulse automotive Pulse Automotive Services	\$735.38	BOOK online
ABS ABB Glycol	\$638.32	BOOK online
ABS ABB Auto Service Centre	\$634.47	BOOK online
IMRF Midren Automotive	\$682.30	BOOK online
ABS ABB Kewwick	\$698.40	BOOK online
Approved Automotive Services	\$711.68	BOOK online

Example of advertising on discount voucher website

The screenshot shows a Groupon deal for a car service. The main headline is "\$49 Complete Car Service -- Fluid Checks, Brakes, Suspension, Under-Body Inspection, Wheel Rotation and More (\$545 value)". A large green button says "Buy Now!". Below this, it shows the amount is \$49.00, a 91% discount, and that the user saves \$496.00. A timer indicates the deal can be bought over the next 07 hours, 23 minutes, and 50 seconds. A progress bar shows that 6 deals have been bought out of a total of 10. The deal includes a photo of a mechanic and a list of highlights and fine print. To the right, there are other deals listed, such as sunglasses for \$39.00 and hot pants for \$29.00. The browser address bar shows the URL: http://www.groupon.com.au/deals/national-deal/virginia-automotive-715858308?nlp=&CID=AU_CRM_1_0_0_257&a=715827934. The browser is Internet Explorer, and the system tray shows the time as 4:34 PM on 14/09/2011.

91% Off Complete Car Service with Virginia Automotive, Brisbane - Windows Internet Explorer
http://www.groupon.com.au/deals/national-deal/virginia-automotive-715858308?nlp=&CID=AU_CRM_1_0_0_257&a=715827934

\$49 Complete Car Service -- Fluid Checks, Brakes, Suspension, Under-Body Inspection, Wheel Rotation and More (\$545 value)

Buy Now!

Amount: \$49.00

Discount: 91% | You save: \$496.00


Buy it for a friend!

This deal can be bought over the next:

07 Hrs. 23 Min. 50 Sec.

6 Bought!

0 / 10



Highlights

- 2-hour comprehensive car service including complete fluid check, oil filters, suspension, ABS brakes, SRS airbags, conditioning system, comprehensive underbody

Fine Print

- 1 voucher per person
- Purchase additional as gifts
- Valid for 3 months
- Valid Mon-Fri only
- Call to book: (07) 3256 6466
- Quote voucher codes

More Deals

- \$39.00** instead of \$325.00: Authentic Designer Sunglasses with Delivery from Ozsale, Online. [View](#)
- \$29.00** instead of \$69.00: Loss HOTPANTS™ from Zaggora, Online. [View](#)
- \$59.00** instead of \$175.00: Half Hour 737 Simulated Flight with a Real Pilot or Max the Action for \$99 with a One Hour Session from Jet Flight Simulator. [View](#)

Internet | Protected Mode: On | 4:34 PM | 14/09/2011