

## The motor vehicle industry

In this article, we focus on the motor vehicle industry in Namibia.

During the last decade, we have seen a sharp increase in new motor vehicle brands and numerous new models on the market. The price of new vehicles and the number and prices of second hand vehicles and dealers have increased. However, the price of second hand vehicles have in comparison increased less than the price of new motor vehicles due to oversupply, making the second hand vehicle market an even bigger buyers' paradise than the new motor vehicle market. For most people, this means that the service provided by new, second hand dealers and service agents (garages) has become critical for acquiring spare parts and maintenance.

The Automobile Association of Namibia (AA Namibia) offers vehicle examination and advisory services and will "negotiate on behalf of the member, with the vehicle manufacturer concerning problems related to new car warranty claims, and also in the event of disputes concerning repairs or purchases of a vehicle". However, AA Namibia is not a watchdog. Dissatisfied motor vehicle owners do not have an independent mechanism to report to.

### OTHER OPTIONS

Your options include the dealer from



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whom you have bought your vehicle and/or the service provider responsible for servicing your vehicle and/or your spare part dealer. Sometimes the brand dealership is the only provider of essential spare parts, making it a monopoly.

Without competition, brand dealership can exploit vehicle owners in terms of the pricy spare parts. The vehicle owner have limited options, e.g. to pay and accept the situation and/or complain with very little effect and/or try to buy a pirate part of less quality, however less costly.

Roberts said "Exploitation is the spiritual language of profit".

Next week read about the Motor Industry Ombudsman of South Africa (MIOSA).

### References

Automobile Association of Namibia. [www.aa-namibia.com](http://www.aa-namibia.com).

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