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11 October 2017

QCAT  
GPO Box 1639  
BRISBANE QLD 4001



**Re: 691VIX\_TMBKF75LXE6047916\_Skoda Yeti\_Mr Kevin Manning Re. QCAT Ipswich Claim 0000141/17\_Notice of Hearing Date 08-11-2017 9:30 AM Re. Removal of rear registration plate frame**

Dear Sir / Madam

We respond as follows to Mr Kevin Manning's notice of hearing:

Firstly we need to note that on the QCAT "Application for minor civil dispute" form received – consumer dispute Part C 2. states this is for vehicle registration number 169VIX, not the correct registration of 691VIX.

As the Trader, we acknowledge a business decision was made to exchange (not steal) the existing rear registration plate frame that contained our business name - replacing it with a plain black, unlabelled registration plate frame.

The plate frames with our business name on them are a medium of advertising our business to the public.

In this case it was felt that displaying our business name, in conjunction with the consumer's rear window advertising, was negatively representing our business.

We do not see that the consumer's rear window advertisement represents the truthful nature of his concern; therefore we do not support our name to be used in conjunction with it.

Every effort has been made by ourselves and the vehicle manufacturer (represented by Skoda Australia) to address the concerns with the vehicle. It is important to note that it is our combined strong opinion that there is no fault with the vehicle. Therefore the message displayed on the vehicle is completely untrue and unnecessary.

In relation to the upcoming hearing, it will not be possible for us to provide representation. We operate a very reputable, long-term family business that employs close to 150 staff. We object to the motives of this customer, but will abide by any decision made by QCAT.

If you require any additional information, I am more than happy to oblige.

Regards

A handwritten signature in black ink, appearing to read "Buckley".

Brett Buckley  
General Manager