

**Question for written answer E-010404/2014
to the Commission**
Rule 130
Brian Crowley (ECR)

Subject: Discriminatory practices in the after-sales car network in Ireland, and consumer choice

Recent car dealership network reorganisation and the enforcement of qualitative selection distribution systems in Ireland has resulted in several car repair companies being excluded from providing services, maintenance and repairs, which meet the objective and non-discriminatory standards in relation to technical capacity, to Irish consumers.

The conditions imposed by a leading car dealership in Ireland upon non-exclusive – yet authorised – repairers, such as refusal to honour its own ‘free service’ offers and discriminatory terms of business, have resulted in consumers being forced to travel to authorised dealerships to have promotions and offers honoured instead of their local or traditional repairer. Authorised repairers are being forced to turn away long-standing customers as they do not have the same conditions or opportunities as their competitors.

Irish consumers are therefore limited to receiving after-sales service, repairs and maintenance from a small select number of exclusive dealers due to the dominant position of the parent company and the strategy they have imposed.

1. Is the Commission aware of this situation?
2. What action could the Commission take to address this abuse of position by a dominant market player?
3. What is the Commission’s position with regard to the infringement on and reduction of consumer choice in this regard?