

From: [Mark Mckeown](#)
To: [FamiliesCommunities Committee](#)
Subject: FW: Bill 203 - The Fair Trading Amendment Act
Date: Wednesday, September 28, 2016 12:16:35 PM
Attachments: [image002.png](#)

I would like to participate as much as possible in these proceedings, as a local business owner and community member. I do not feel that the original scope of Bill 203 protected consumers, nor did it help retailers to best service the second most expensive investment our customers have.

Extended warranties on white box or used parts deliver an incorrect message about the serviceability of these parts which do not always meet or exceed vehicle manufacturers specifications.

The inability to charge for diagnostic time (not the same as an estimate) undermines our ability to discover root causes in favour of "the most likely problem." Leaving the customer with the same problem and less faith in the automotive repair industry and less money in their pockets.

The Fair Trading Act is a fantastic guideline, as it is ethical and fair, the original Bill 203 left consumers less enlightened about their vehicles and tied the hands of repair shops. Some tweaking may be needed as the computer age has taken over and more and more issues are CPU related.

I only see 2 faults with the current Fair Trading Act; 1) Consumers are unaware of it. 2) Shady retailers will always undermine it, no matter the form or name.

I welcome this open discussion and hope to help shape the best plan(s) for our customer and communities,

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