

**From:** Ryan [REDACTED]  
**To:** [FamiliesCommunities Committee](#)  
**Subject:** Re: Review of Bill 203 - Fair Trading (Motor Vehicle Repair Pricing Protection for Consumers) Amendment Act, 2016  
**Date:** Wednesday, September 28, 2016 9:26:21 PM

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Absolutely!

As a repair business owner myself, I find it almost ridiculous that these practices that are considered just plain good business, are not already law! I receive at least three calls a month from consumers that have had work done at dealerships, independent, and chain repair centers that felt there was something not right or not fair about the way their experience went. They hear of me through word of mouth, so I talk with them and find out what the complaint was (what the vehicle went in for), what was done, if they received a written estimate before the work was completed, how much the estimate was exceeded by, if the repair actually fixed the problem and if they received their old parts back when they picked up the vehicle. All too often, the case is.... there was no written estimate, just verbal and the repair cost exceeds the estimate by sometimes 40%, a far cry from the 10% I was told was acceptable if necessary and the customer could not be reached. Most of the time the repair actually fixed the problem, though there is usually an excess of parts that are replaced, that are not really necessary. For example, I received a call from a truck owner that took his truck in to get a turbocharger replaced on warranty, the turbo was only 8 months old, yet the owner still ended up with a \$2200.00 bill, the reasoning was that the bolts were stuck, so they had to replace the exhaust manifold, I have NEVER replaced an exhaust manifold for a turbo, a quick call to Cummins Western Canada said the same thing! Because they claimed they had to replace the manifold, they had to replace numerous other smaller things, and then top it all off with a 25% shop supplies charge!..... another erroneous charge that needs to be examined! The kicker on top of it all, the turbo that was replaced 8 months ago was over 8 years old, yet there was no problem getting it off, so there is maybe a case that someone damaged the manifold by crossing threads, etc when they put this one on, but without parts to examine, it speculation..... I asked if he got his old parts back, manifold etc, he said no. He had one of his drivers pick up the truck and no parts were in the truck like he said he had asked the shop to do. He went back to the shop the next day and was told that his parts were in the scrap bin and it was a safety concern and no one was going digging for them so he would have to trust them or take his truck to a different dealership the next time around. I then suggested filing a complaint with AMVIC, but he shyed away from that idea as it sounded like more paperwork and hassle then just being a little bitter and thicker skinned for next time. So yes, there is a definite need for solid legislation and consumer education, so that they know that they have rights when it comes to repair, and if it doesnt seem fair, they have a choice and a place to go for help! NONE of these people knew what AMVIC was or that there was even such a thing! Radio ads, media blitz, even posters for AMVIC members to hang in their customer greeting area I think would give consumers more confidence and get some of these charge happy businesses to think twice! We need to bring GOOD BUSINESS back to businesses!

Ryan Baker  
StudeBaker Industries Ltd.

On Wed, Sep 28, 2016 at 3:17 PM, FamiliesCommunities Committee  
<[FamiliesCommunities.Committee@assembly.ab.ca](mailto:FamiliesCommunities.Committee@assembly.ab.ca)> wrote:



**LEGISLATIVE ASSEMBLY OF ALBERTA**

**STANDING COMMITTEE ON FAMILIES AND COMMUNITIES**

September 28, 2016

**STUDEBAKER INDUSTRIES LTD.**

Dear Stakeholder:

**Re: Review of Bill 203 - *Fair Trading (Motor Vehicle Repair Pricing Protection for Consumers) Amendment Act, 2016***

Bill 203 - *Fair Trading (Motor Vehicle Repair Pricing Protection for Consumers) Amendment Act, 2016* was referred by the Legislative Assembly of Alberta, after first reading, for review by the Standing Committee on Families and Communities. Bill 203 recommends changing the way in which auto service and repair businesses operate in the province in order to provide increased protection to consumers. The Bill proposes amendments to the *Fair Trading Act* that would require automotive service and repair businesses to provide written estimates, invoices and warranties, and to return removed or replaced parts.

The Committee is seeking input from stakeholders and would like to invite your participation. Please share this invitation with your colleagues and any other parties you believe may be interested in participating in this review. All written submissions should be forwarded to the **Standing Committee on Families and Communities, c/o Committee Clerk, 3rd Floor, 9820 - 107 Street Edmonton Alberta T5K 1E7** or via email at [FamiliesCommunitiesCommittee@assembly.ab.ca](mailto:FamiliesCommunitiesCommittee@assembly.ab.ca)

**The deadline for written submissions is Friday, October 28, 2016.** Please note that submissions and the names of submitters may be made public, however, all third-party personal information will be removed. The Committee may decide to hold public meetings at a later date. If you wish to make an oral presentation to the Committee providing additional information, please clearly indicate this in your written submission.

The Standing Committee on Families and Communities is a multi-party committee consisting of 15 Members of the Legislative Assembly of Alberta. Committee meetings are open to the public, audio-streamed live and recorded by Alberta Hansard, and can be accessed online. The Committee's website, with a membership list, access to meeting transcripts, and the online audio feed, is [www.assembly.ab.ca/committees/](http://www.assembly.ab.ca/committees/)

[familiesandcommunities/index](#)

Thank you for your consideration of the Committee's request. If you have any questions, please contact the Committee office at [780.427-1350](tel:780.427-1350).

Sincerely,

**Standing Committee on Families and Communities**

*In order to provide you with the information above your contact information was indirectly collected [s.34(1)(b)], used [s.39(1)(c)] and disclosed [s.40(1)(bb.1)] in accordance with Alberta's Freedom of Information and Protection of Privacy Act.*