

From: [Barry Dale](#)  
To: [FamiliesCommunities Committee](#)  
Subject: BILL 203  
Date: Thursday, September 29, 2016 4:26:28 PM

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TO WHOM IT MAY CONCERN:

WE ALREADY KEEP THE USED PARTS FOR THE CUSTOMER TO SEE. HAVE BEEN DOING THIS FOR ALL OF OUR 17 YEAR HISTORY. WE PROVIDE WRITTEN ESTIMATES AND SEND THEM BY EITHER EMAIL OR KEEP A COPY FOR THE CUSTOMER TO SEE. WE DISCUSS IT AND WE ALSO GIVE THEM THE OPTION FOR A SECOND OPINION. AS FAR AS PROVIDING A WARRANTY.. THAT IS A WHOLE OTHER KETTLE OF FISH. WE WILL PROVIDE THE MANUFACTURER WARRANTY FOR THE PART.. WE HAVE ALWAYS DONE THIS. IF THIS PROPOSED BILL WANTS US TO PROVIDE ANY MORE WARRANTY THAN WHAT THE MANUFACTURER PROVIDES. I WILL ALWAYS FLATLY REFUSE TO DO THIS EVEN IF IT BECOMES LAW. THAT IS A SUREFIRE WAY TO GO BROKE. WE ALWAYS BUY TOP OF THE LINE PARTS FOR OUR CUSTOMERS AND FOR 17 YEARS I HAVE ALWAYS GONE ABOVE AND BEYOND TO KEEP OUR CUSTOMERS HAPPY. IF THE CUSTOMER BRINGS ME PARTS THEY ARE MADE FULLY AWARE OF THE FACT, THAT I WILL NOT PROVIDE ANY WARRANTY FOR THE PART OF ANY KIND. I WILL ALTHO, SUPPLY WARRANTY FOR OUR WORKMANSHIP ONLY. IF THE PART IS A WHITEBOX PART, THEN THE CUSTOMER GETS TOLD RIGHT UP FRONT, THAT THE PARTS ARE SUBSTANDARD AND WILL NOT BE SERVICEABLE FOR VERY LONG. SO FAR, WE HAVEN'T BEEN PROVED WRONG IN 17 YEARS. MY BIGGEST COMPLAINT TO THE MAINSTREAM MANUFACTURER REPRESENTATIVES WE DEAL WITH, IS MADE IN CHINA PARTS. WE HAVE BEEN TOLD THAT THEY ARE AT THE SAME LEVEL AS MADE IN USA OR CANADA PARTS. WE HAVE NOT FOUND THIS TO BE ALWAYS THE CASE. I FEEL THAT HAVING A PERSON OFF THE STREET WHO KNOWS NOTHING ABOUT VEHICLES IS ALLOWED TO REPLACE OR REPAIR THEIR VEHICLE THEMSELVES OR EVEN TO BUY SAFETY RELATED PARTS IS LUDICROUS. EG. ANY FRONT END, STEERING, SUSPENSION, BRAKE PARTS. YOU AS A GOV'T WOULD BE UP IN ARMS ALL OVER THE PLACE IF WE WERE ALLOWED TO BUY OVER THE COUNTER CONTROLLED DRUGS THAT ONLY DOCTORS CAN SUPPLY. IT SHOULD BE THE SAME FOR ALL AUTOMOTIVE SAFETY RELATED PARTS. I HAVE LOST COUNT OF THE AMOUNT OF WORK WE HAVE HAD TO DO TO REPAIR WORK THAT HAS BEEN DONE BY UNQUALIFIED PEOPLE ON VEHICLES. THIS SHOULD BE WHAT YOU SHOULD BE MAKING A BILL ON, NOT THIS WARRANTY, GIVING PARTS BACK ETC. THAT IS SOMETHING UNQUALIFIED, UNEDUCATED PEOPLE WOULD FIND IMPORTANT. I HAVE BEEN IN THIS INDUSTRY BOTH AS A LICENSED HEAVY DUTY MECHANIC AND LICENSED AUTOMOTIVE MECHANIC FOR OVER 40 YEARS. THIS HAS ALWAYS BEEN A CONCERN TO THIS INDUSTRY. WHEN THERE IS AN ACCIDENT, MAYBE A HUGE QUESTION SHOULD BE, "WHAT REPAIRS WERE DONE AND WHO DID THEM." AS WELL AS THE OTHER QUESTIONS. I HAVE BEEN INVOLVED WITH INVESTIGATIONS AT VARIOUS TIMES IN MY CAREER, AND SOME OF THE VEHICLES ARE IN AWFUL MECHANICAL CONDITION. WHERE ARE THE 5 YEAR SAFETY CHECKS THAT SHOULD BE MANDATORY ON ALL VEHICLES INCLUDING FARM VEHICLES. THE FARM VEHICLES ARE THE ABSOLUTE WORST

CONDITION I HAVE EVER SEEN AS A GENERAL RULE OF THUMB. FARMERS ARE NOTORIOUS FOR THEIR "WAYWIRE AND BALING TWINE "FIXES. IF YOU GUYS WANT SOMETHING THAT WOULD MAKE A DIFFERENCE, PLEASE TAKE THESE SUGGESTIONS SERIOUSLY. WHAT THIS BILL IS ABOUT IS A RIDICULOUS.INSULT TO ALL GOOD HONEST REPAIR SHOPS. ALSO YOU SHOULD BE ADDRESSING THE ISSUE OF THE "BACKYARD MECHANIC WHO WILL DO IT CHEAPER THAN THOSE RIPOFF SHOPS". THE BACKYARD MECHANIC IS A RAMPANT PROBLEM ALL ACROSS CANADA. YOU GUYS TALK ABOUT A MINIMUM WAGE AND YET YOU DON'T ADDRESS THE PROBLEM OF THE UNDERGROUND ECONOMY THAT IS SO RAMPANT IN ALBERTA WITH THE AUTOMOTIVE INDUSTRY. YOU EXPECT US TO GIVE A WARRANTY AND BACK UP THE PARTS ETC. BUT YOU COMPLETELY IGNORE THE FACTS OF THIS OTHER SIDE OF THE COIN. THEY DON'T PAY TAXES AND THEY DON'T PAY HEALTH INSURANCE AND THEY DON'T WARRANTY THEIR WORK AND THEY DON'T CARE IF THE WORK IS NOT UP TO INDUSTRY STANDARDS. WE AS REPUTABLE SHOPS, PUT OUT HUNDREDS OF THOUSANDS OF DOLLARS A YEAR TO RUN AND EQUIP OUR SHOPS WITH THE LATEST EQUIPMENT AND TRAINING AND WAGES AND BENEFITS, THAT THESE JOKERS WHO ARE EMPLOYED ELSEWHERE, ARE UNDERMINING. I WOULD LIKE YOU GUYS TO KNOW SOME OF THESE THINGS THAT ARE ACTUALLY HAPPENING UNDER YOUR VERY NOSES AND YOU ARE ALL BLINDLY IGNORANT OF. IF THE MINISTER WHO HAS STARTED THIS FARCE, WAS MAD AT A SHOP, THEN THEY SHOULD HAVE HAD ENOUGH SMARTS TO ASK QUESTIONS AND ASK FOR A QUOTATION OF THE WORK THEY WANTED DONE.AND THEN ASK FOR THE PARTS BACK. HE WOULD MOST LIKELY HAVE BEEN ACCOMMODATED VERY GLADLY IF HE HAD GONE TO A REPUTABLE SHOP. LIKE I SAID, WE HAVE DONE THIS SINCE MY COMPANY'S INCEPTION 17 YEARS AGO AND DO IT WITHOUT HAVING TO BE ASKED.

YOUR'S TRULY  
BARRY DALE  
OWNER

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TRINITY REPAIR LTD.

