

**From:** [webmaster@assembly.ab.ca](mailto:webmaster@assembly.ab.ca)  
**To:** [FamiliesCommunities Committee](#)  
**Subject:** Fair Trading Amendment Act - RESPONSE October 4, 2016 12:09 PM  
**Date:** Tuesday, October 4, 2016 12:09:57 PM

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**PART A: Submitter Contact Information**

First Name: Neil  
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City/Town: Edmonton  
Are you now or have you ever been employed by the automotive service or repair industry? No

**PART B:**

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Feedback  
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the one issue that I have run into with the dealership was my vehicle being held hostage while waiting for a quote. The last 2 times that I brought my truck to crosstown dodge, if I would not just sign the sheet that stated I approve all repairs I would not get my vehicle back the same day.

The reason was the second the mechanic could not work on my truck because they needed my input (approve the quote), they took him off my truck and put him on the next job. Which meant my truck would not be touched until the next day.

So if you are going to put in a fair quote procedure you also need to allow for a fair amount of time for the customer to be contacted. My suggestion would just be 30 minutes.

My feeling is that if you do not force the store to give 30 minutes to give the customer the "fair" quote, that most customers will just sign something to bypass it because the dealerships will just make it so that you lose your vehicle for multiple days if you want your program.

**PART C: HOW DID YOU HEAR ABOUT THIS REVIEW?**

- Newspaper
- Radio
- Kijiji
- Facebook
- Twitter
- Other