

From: webmaster@assembly.ab.ca
To: [FamiliesCommunities Committee](#)
Subject: Fair Trading Amendment Act - RESPONSE October 4, 2016 3:13 PM
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PART A: Submitter Contact Information

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 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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I read Bill 203 and I would like to add the following for inclusion under 'diagnostic' or 'estimates':

When a mechanic repair shop is authorized to diagnose the engine problem via a use of a computerized machine hooked up to the appropriate engine computer connection, the shop owners/mechanics should be required to produce a legible printout and in plain English with the appropriate parts description(s) of just what the vehicle computer is stating what is and what is not required. This printout should preface a final estimate of the amount of the work to be done and billed so that the vehicle owner can see for themselves what their vehicle computer is actually registering as being in need of repair. Even better, the vehicle owner should be allowed to be beside the mechanic when the diagnostic printout is produced and the vehicle owner should be allowed to see the printout for themselves and have the mechanic explain or confirm what is needed by the printout codes with use of any necessary repair manuals.

Many shops if not all, do not currently allow customers to actually view what the computer diagnosis has produced and in my opinion, we are being misled as to what is the exact type of repair being needed, to often unnecessary repairs.

Also, the division of parts prices from labour prices is not detailed in most estimates. For instance, I priced out spark plugs, ignition cables and two oxygen sensors for my Dodge Grand Caravan 2011 from Part Source and these came to about \$550. I obtained two different estimates on this needed work. One garage would do it all for \$1200 while the second garage would do only the spark plugs/cables for \$1500. Both garages listed the labour charge as \$100, at about one hour's work. They were marking up the parts prices between 2.5 to 3.0 times the actual value of the parts while the labour is not actually detailed relative to the mechanic's industrial manual. This manual actually lists how long on average most repair jobs of every sort and type actually take, time wise. But garages do not disclose to the consumer this manual nor state that the labour is being charged based on the manual and instead expect the consumer to "trust" the goodwill of the shop. Which is a load of crap. I say, make it mandatory for the shops to have these manuals available for consumer review in their shops and have the written estimate state the value of the labour as per such and such a page/paragraph number/etc. of this industrial manual, in addition to the cost of the parts. I am sorry, but I don't know the name of the manual as the shops never show it to me but they justify their estimates supposedly on the authority of industrial practice as captured in this manual.

PART C: HOW DID YOU HEAR ABOUT THIS REVIEW?

- Newspaper
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