

From: webmaster@assembly.ab.ca
To: [FamiliesCommunities Committee](#)
Subject: Fair Trading Amendment Act - RESPONSE October 5, 2016 10:01 AM
Date: Wednesday, October 5, 2016 10:01:23 AM

PART A: Submitter Contact Information

First Name: Marvin
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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 have experience with a brand new vehicle bought at a dealership that they try to double charge example a hole repair in tire with plug on invoice 2x when only one plug used. on the same invoice for a tire repair for a nail there was an environmental charge. I challenged and had one tire repair and the environment charge reversed. To me looking at a business that does repairs for a living the extra charges and the environmental charges put on my invoice amount to nothing less than theft.

on another invoice to have the oil changed (free) and the tires rotated (not free) it was discovered that the alignment on my SUV was out of alignment? because I drove over a pothole?. For this invoice there was a charge for shop charge of 22.50. I asked for an explanation and they usually state that they charge everyone this charge 22.50 for one rag? if the shop services 5 cars a day, 5 days a week 52 weeks a year this amounts to 29 thousand dollars a year in shop charges for what? The labour rate for a shop should cover all the overhead to run a shop.

All the other people that paid the extra charges when they did have to, what does that amount to.

If I have to pay 22.50 for a couple rags then I want to know. The computer systems they use for invoicing can be utilized a bit better.

I recommend a common software be used by all dealers for invoicing and stop the stealing by making them a more accountable.

Thanks

PART C: HOW DID YOU HEAR ABOUT THIS REVIEW?

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