

From: webmaster@assembly.ab.ca
To: [FamiliesCommunities Committee](#)
Subject: Fair Trading Amendment Act - RESPONSE October 6, 2016 1:53 PM
Date: Thursday, October 6, 2016 1:53:58 PM

PART A: Submitter Contact Information

First Name: James
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City/Town: Sherwood Park
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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Personal experience prompts me to offer this feedback. I have 4 different mechanics shops that I typically take any of my 4 vehicles to for service and repair. All of these I trust and only because they will give me an estimate they honour after the repair is completed (unless they find a reasonable issue during the repair) and they also provide a warranty with the repair. I no longer deal with a dealership because this above does not seem to apply. Dealership service centres are often more expensive than an OEM shop and I have found more difficult to deal with when post repair issue arises. I believe this is because with my OEM shops I can build a relationship of trust more easily than with a dealership. Trust could also be managed through Bill 203 if policy provides definitive rules for all auto repair shops to work within. Thanks for this opportunity...

PART C: HOW DID YOU HEAR ABOUT THIS REVIEW?

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