

**From:** [webmaster@assembly.ab.ca](mailto:webmaster@assembly.ab.ca)  
**To:** [FamiliesCommunities Committee](#)  
**Subject:** Fair Trading Amendment Act - RESPONSE October 12, 2016 10:50 PM  
**Date:** Wednesday, October 12, 2016 10:50:28 PM

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**PART A: Submitter Contact Information**

First Name: Len

Last Name: Bullock

E-mail: [REDACTED]

Phone: [REDACTED]

City/Town: Vegreville

Are you now or have you ever been employed by the automotive service or repair industry? Yes

**PART B:**

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 Feedback  
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I have previously worked in the automotive industry as a Service Consultant & as a Service Manager for over 10 years. Automotive dealerships & smaller mechanical shops in my opinion must charge a diagnostic time when trying to figure out difficult problems. With the advancement in automotive technologies diagnostics & more convenience features added to vehicles it's not uncommon to having diagnostic times of anywhere from 1 to 3 hours. That being said I believe there needs to be a responsibility by automotive shops to have their staff trained properly with updated courses and diagnostic equipment. Many problems I personally have found with customer vehicles were not problems at all but a lack of consumer knowledge on the product they had purchased and simply did not know how a feature was designed to work or did not now the feature had existed in the first place. So some of the responsibilities fall on the customer & the establishment or person who sold them the vehicle in the first place. Now I've personally witnessed what a dishonest technician can do & how it can negatively affect a businesses operations but a good reputable manager and automotive business would take care of the customer. I feel strongly that you should gather more advise as you are doing now before you pass this bill because I believe there is more discussion needed. I would offer you some of my personal time if you wish to have a conversation via telephone or in person because I believe that I may have some good advise that you all could take into consideration. I do feel that educating the customer more & proper technician & front line staff training are probably the two biggest problems in this industry today a deserve some attention before you make this bill law. There are definitely points within the bill I do agree with as well & I hope you take my offer and speak with me because I feel I could help in a positive way.

Len Bullock [REDACTED]

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

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