

From: [Wayne Gallant](#)
To: [FamiliesCommunities Committee](#)
Cc: [REDACTED]
Subject: Bill 203
Date: Thursday, October 13, 2016 1:47:54 PM
Attachments: [Document2.docx](#)

STANDING COMMITTEE ON FAMILIES AND COMMUNITIES

-

-

Attention: Bill 203 Submission

-

-

-

I have been in the Automotive Industry for over 30 years, starting in the service department as a technician and now as the Dealer Principal of Lethbridge Dodge. Our team consists of 63 staff and we write over 9,000 service repair orders per year. We invest in our staff to provide our customers with the best experience possible. We invest in technical training (\$7,500.00/per month) so we can accurately and efficiently diagnose our customers concerns. We invest in customer service training so we can ensure our customers have a positive experience and want to come back again. We also invest in process training so there is no misunderstanding between the customer and our Lethbridge Dodge team. If we didn't make these kinds of investments our customers would not return to the dealership and service customers are the backbone to any successful dealership.

Are we perfect? Absolutely not. Every day we make mistakes but we are committed to not making the same mistake twice and to learn from our mistakes. When a mistake happens we also make sure that we fix it immediately as we want to insure our customer returns to the dealership.

Legislation is important for consumer's protection and Lethbridge Dodge has always supported AMVIC. The data provided by the Alberta Motor Dealers Association endorses our current legislation.

- In a 12 month period June 30/2014 – July 01/2015
- A registered complaint rate of 0.000009%
 - o 45 AMVIC complaints out of 5,049,750 repair service orders

Bill 203 is an attempt to legislate something that is already legislated through AMVIC. I firmly believe that such legislation will confuse consumers and provide limits on what a dealership can do to assist our customers.

I would like to offer the Standing Committee a real life experience of an Automotive Service Department. You are all invited to spend a day in the service drive through to see how our

customers presents there automotive concerns, how we listen/diagnose/address those concerns and all of the processes that we have in place to protect the consumer and our staff.

Further I would be more than willing to set up or be part of a focus group that would include customers, service advisors and members of AMVIC to explore what exactly Bill 203 is trying to achieve that our current legislation doesn't provide.

Thanks for your time and I look forward to speaking with you further on the matter.

Sincerely,



Wayne Gallant
President
Lethbridge Dodge Chrysler Jeep Ltd.
2324 - 5 Avenue North
Lethbridge, Alberta T1H 5B5
Phone: (403) 329-4455
Fax: (403) 380-3529

Web: www.lethbridgedodge.com