

From: [Glen Barreth](#)
To: [FamiliesCommunities Committee](#)
Subject: bill 203
Date: Friday, October 14, 2016 12:17:04 PM

To all committee members,

Upon review of Bill 203 as a General Manager of a Ford Dealership, I would make the following observations for your consideration:

1. Estimates are already provided to customers at no charge.
2. Estimate Fees could mean inspection or diagnostic fees which could be different and should not be subject to government regulations due to varying complexity.
3. Consumers normally authorize repairs listed and we already have procedures for further authorization via email or text.
4. Posting signs is demeaning as we are AMVIC licensed and conform to regulations via The Fair Trading Act. AMVIC should determine signage required.
5. Disclosure of work and return of parts is already a practice we adhere to as normal protocol.
6. Industry standards already exist for warranty on parts and records are kept as per CRA requirements.
7. We currently deal and accept responsibility for sub-contractor repairs.

As a Ford Dealer, we are currently held to a very high standard of customer service and are rated by each customer as part of the factory repair process.

In my opinion, Bill 203 is redundant as it relates to Alberta's Fair Trading Act and would do little to serve consumers and place a significant burden on the industry.

Sincerely,

Glen Barreth

General Manager
Advantage Ford
12800 Macleod Trail SE
(403) 225-3636