

From: [Scott Wawryk](#)
To: [FamiliesCommunities Committee](#)
Cc: [REDACTED]
Subject: Bill 203
Date: Friday, October 14, 2016 12:51:46 PM

Hello,

My name is Scott Wawryk, and I am an owner of Brooks Motor Products, a General Motors dealer in Brooks Alberta.

I would like to voice my displeasure over the proposed legislation of Bill 203. Let me start by saying that I am very much in favour of legislation protecting both consumers and businesses alike, however, Bill 203 seems like a solution to a question that has not been asked. I'm not certain if the MLA that tabled the bill has looked in to what laws and regulations or governing bodies currently are available to protect consumers, but there are many. The Alberta Fair Trading Act, Ministry of Service Alberta, Ministry of Transportation, the Alberta Motor Vehicle Industry Council, and the Motor Dealers Association of Alberta are all available resources for consumers and businesses to rectify any situations that may arise. Not to mention the Better Business Bureau, local chamber of commerce, or even review sites such as google or yelp.

I do believe that the intentions of this bill are there for the sake of fairness and have good intentions, however it does seem that there is little understanding of the automobile industry, and limited knowledge of dealers procedures, protocols, and processes while performing service repairs on vehicles.

The governing bodies above have been installed to ensure the legalities of current legislation are followed and adhered too. I am certain that had there been proper due diligence applied beforehand that the MLA or any comities involved in tabling this bill would have found more than adequate evidence that consumers have proper protection within the laws that currently exist, that dealers follow on a daily basis. If those laws and governing bodies aren't enough, every manufacturer also conducts audits to ensure their customers are being taken care of properly by each of its dealers, and the employees that work at each facility. Manufacturers send customers Satisfaction Surveys to gain feedback on how dealerships handle their customers, and those surveys are monitored not only at the manufacturer level but also the dealership level. I can assure you that there is not a new vehicle dealer in Alberta that is interested in losing customers, we are all trying to attract more, and keep our current consumers. Many of our discussions and meetings are spent figuring out ways to keep our current customer base happy, engaged, and returning to our stores. The only way that can happen is if the customer needs are being met, or in most cases exceeded.

Bill 203 is constructed in a way that would completely change the way the automotive repair industry operates based on the bills thoughts on estimates, approvals, and parts returns. It not only would affect manufactures, but also insurance companies, as well as the repair facilities in the way parts are stocked, distributed and paid for. This not only affects customers in a negative way, but will also add needless time spent waiting, rather than using their automobile as a means of transportation.

Had the MLA looked in to total consumer repairs versus consumer complaints, which could have been done with the Alberta Motor Vehicle Industry Council (the governing body for all Alberta vehicle dealers and repair facilities), I'm very certain that they would have found a very miniscule number of consumer complaints compared to actual work order counts. Far less than 1% of all repair orders would have a complaint attached to it when a consumer was having a repair completed at a licensed new vehicle automotive dealer. The practices that are in place currently are not only regulated very well, but have also served consumers and the industry well. To add more legislation that overlaps most of the current laws (without proper understanding of those current laws) makes very little sense. When looking at actual facts the evidence would demonstrate that it is very rare that consumers have a complaint about their repairs when dealing with new vehicle dealers, and the automotive repair industry in Alberta has provided customer satisfaction levels that other industries would love to have.

The fact that Bill 203 has been tabled, as an add on, with very little research or understanding of our industry is embarrassing to say the least. If our current NDP government is looking to find solutions to problems, let's begin with the unemployment rate, accumulated debt, and the lack of urgency in helping the oil and gas industry employees get back on their feet, rather than searching for solutions to a non-existent problem, in an industry with a phenomenal record of customer satisfaction. If the MLA's current government were held to the same standards of the New Vehicle Dealers industry I would argue that the outcome would not be very flattering for the MLA or the NDP. The consequences of Bill 203 would actually do much more harm than good, not only to the business owners, but also to consumers. This Bill should not be able to proceed. Please find important issues, that really affect Alberta families, to prove your worth, rather than trying to add laws to an already over regulated industry.

Sincerely,

Scott Wawryk
General Manager
Brooks Motor Products

