



S T E R L I N G
Western Star Trucks
Alberta Ltd

October 14, 2016

Re: Submission to the Standing Committee on Families and Communities Input on Bill 203

Submitted by Sterling Western Star Trucks Alberta Ltd.

Dear Committee Members:


As Dealer Principal of a heavy truck franchised dealer, I am pleased to submit comments to the members of the Standing Committee for Families and Communities who are tasked with receiving and reviewing input on Bill 203 – Fair trading (Motor Vehicle Repair Pricing Protection for Consumers) Amendment Act, 2016.

We are very supportive of consumer protection legislation, however, Bill 203 has been tabled with little regards or knowledge of the existing laws and regulations of Alberta's Fair Trading Act and Section 12 of the Automotive Business Regulations. There are some areas of Bill 203 which would impact my business quite significantly and I believe these legislations, if put in to effect, would end up costing consumers higher prices on parts and service and a significant amount of more time for business owners. Bill 203 would enact dramatic changes in how business is conducted in our dealership and would not serve the customers nor the business.

For example, the language used in Bill 203 with regards to estimates, approvals and on the return of parts would completely change the way our service and body shop currently operate. These changes would make a direct and immediate impact on the consumer which I believe they are not prepared for. Processes for paperwork approvals and insurance would take longer resulting in longer wait times for vehicle return and employee burden. This would lead to slower production time of the repairer leading to longer wait times for the consumer to receive their vehicle. Warranty also needs to be considered. Although Dealerships can manage warranty through the manufactures warranty network, the smaller independent shops do not have the strength of the same network. This will eventually lead to the loss of employees and closing of the smaller independent shops.

In closing, Mr. Carson needs to further research the laws and regulations which are currently in place in Alberta under the Ministries of Service Alberta, Ministries of Transportation, Alberta Motor Vehicle Industry Council and the automobile repair industry.

Sincerely,


Cynthia (Cindy) Clark
Dealer Principal