

October 14, 2016

Submission Regarding Bill 203

Submitted by T&T Honda

Esteemed Committee Members:

On behalf of T&T Honda and our 140 staff members, I would like to share some concerns regarding Bill 203 with you.

In essence Bill 203 is attempting to legislate what is already common practice in the Automotive Service industry. We operate in a transparent, full disclosure environment with our customers. If customers do have concerns they currently have various levels of escalation to pursue their concerns. This would include management at dealership level, the manufacturer level, as well as AMVIC. These avenues are available for the customers but in reality there are not many complaints so we are perplexed at the need for this legislation.

Customers are continuously given the opportunity to rate our service and bring up any concerns. We are held accountable for Customer Satisfaction by our manufacturers and take these comments seriously.

The norm for us is open and honest communication with the customer. While we understand and encourage oversight, that oversight is already in place and there is no need for Bill 203.

We hope the Committee will take our comments into advisement and thoroughly look at Bill 203 and find it to be an unnecessary piece of legislation.

Sincerely,



Izzie Manji

President

