



Friday October 21, 2016

Attention: Bill 203 Submission

Standing Committee on Families and Communities

C/O Committee Clerk

3<sup>Rd</sup> Floor, 9820 – 107 Street

Edmonton AB, T5K 1E7

Dear Committee Members:

I am the managing partner of two Kia Dealerships in Calgary. I would like to say that I am very supportive of consumer legislation that protects consumers.

The reason that I am writing is because of my strong concern over the Private Members Bill 203. Much of what Bill 203 is proposing is already covered under the Fair Trade Act of Alberta. And although I believe that MLA Carson has good intentions, it appears that he does not fully understand the current automotive repair industry.

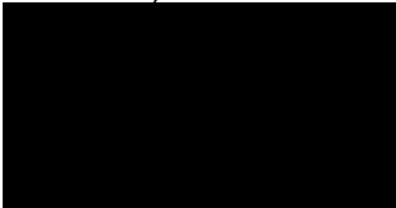
My primary concerns are:

1. Section 57.2 – Estimates are already provided to consumers at no charge
  - a. This section needs to be more clearly defined
2. Section 57.3 (1) b Estimate fees should be set to a maximum set by government regulations
  - a. An estimate is just what it is called; An estimated or approximate amount of money for repair work. Because vehicles are mechanical, it is not always possible to avoid additional costs when breaking down and doing complicated repair work.
  - b. I feel that MLA Carson is confused over what an "Estimate" is versus doing "Diagnostic work".
    - i. Diagnostic is the time a professional technician is actually working on a vehicle. The amount cannot have a flat cap because various work requires varying amounts of diagnostic times.
3. 57.6 – Authorization Not in Writing
  - a. This requires further clarification as there are many variables to be debated as to what would be an effective authorization system.
4. 57.8 – Posting Signs
  - a. I personally find this insulting. It is a defamation of character of the good people who work in the automotive industry which plays such a large part of the Alberta economy.
  - b. Consumers understand their rights. Dealerships already have signs posted that stated we are licensed under AMVIC and follow the Fair Trade Act.

Each year in Alberta over 5 million repair orders are written by repair shops. AMVIC data shows that from June 30, 2014 to July 1, 2015, there were only 45 consumer complaints regarding vehicle repairs. 45 repairs equates to 1/1000<sup>th</sup> of 1%. It appears to me that committee members should focus on more pressing Alberta matters.

Please feel free to contact me if you would like further clarification.

Sincerely,



Kelly Temple  
Dealer Principal