

**From:** [webmaster@assembly.ab.ca](mailto:webmaster@assembly.ab.ca)  
**To:** [FamiliesCommunities Committee](#)  
**Subject:** Fair Trading Amendment Act - RESPONSE October 22, 2016 10:40 PM  
**Date:** Saturday, October 22, 2016 10:40:44 PM

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PART A: Submitter Contact Information

First Name: Sean  
Last Name: Penrose  
E-mail: [REDACTED]  
Phone: [REDACTED]  
City/Town: Fort McMurray  
Are you now or have you ever been employed by the automotive service or repair industry? No

PART B:

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Feedback  
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Have been charged for repairs without consent, have been subjected to ridiculous hourly shop charges exceeding 200\$/hr, have had refusal or months wait for service because of not buying locally, and pressured to pay thousands more to buy locally or be denied service. Have never had a warranty repair done in this town without added unwarranted unauthorized charges for ridiculous claims like bad rotors on a truck with 12000 kms on them. When asked for old rotors they could not provide and would not release vehicle until I paid the 600\$ bill for parts. We are being taken for a ride because of our remote location. My purchases are out of town simply because other dealers can beat their best price by thousands which for me amounted to a 450 payment as opposed to a 780 payment for same vehicle. about time for regulations. please.

PART C: HOW DID YOU HEAR ABOUT THIS REVIEW?

- Newspaper
- Radio
- Kijiji
- Facebook
- Twitter
- Other