

From: [Bob Lewis](#)
To: [FamiliesCommunities Committee](#)
Subject: Fraudulent estimates
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Giving of fraudulent estimates not being addressed by this bill. This only helps protect the givers of the estimates. These amendments do little to solve the problems of unfair actions of the dealerships. They have computer programmes set up to advise the customer that they need repairs when in cases they don't. For example: I take my car to the stealer ship.. ask that they check my rear brake pads. I get a print out stating I need almost \$1000.00 of repairs. Estimate given. But I am a trained professional who asks them to chamfer the rear brakes and rotors. I am told that I need new rotors and pads all round. Well that is not true. That my rotors are worn below safe limits. Not true. I am sitting there watching a woman get the same print out and she only has 46000km on her vehicle. I refuse the service and find that they haven't even pull the wheels off the vehicle before giving the estimate. Go home pull the wheels and get out my micrometer. After looking up the standard new rotor dimension is 26mm... mine are 25.4 and 25.2mm minimum safe is 21mm. Remove rust burr on the rotors and replace all components needed for \$102.00

This is scam artistry at the worst... the legislature should be addressing the issue of policing repair shops and dealerships. Insuring an estimate is given does stop the fraudulent practices. It just gives an inaccurate printout validity. The woman with the 800.00 estimate bought in... my vehicle had 96000 km hers had about half that. We need a means of policing these charlatans.

When I went back to the stealership I asked them why they had tried to mislead me? The answer came back, that is what the computer said. BTW... the oil change I did have done plus the analysis of the rear brakes cost 132.00... but was reduced to 32.00 when I showed the manager that they had done nothing but printed out the estimate. We need to stop this "theft" by computer estimate.

The computer bases the estimate on the mileage of the vehicle. I am a 63 yr old ex-military officer...

We need enforcement and consumer education to stop this. The dealerships just bought these new programs in the last 2 years. You may phone me at [REDACTED]
I would like feed back on this please.

If there is some organization set up for policing these problems, I am unemployed...