

**South Trail Kia**

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Legislative Assembly Office
Committee Services

October 20, 2016

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

Dear Committee Members:

After reading Bill 203 proposed by MLA Carson, I believe that the committee member's time would be much better spent reviewing more relevant and pressing issues facing Albertans.

Much of what Bill 203 suggests is already in place and is being enforced by the Fair Trading Act. Some of what it suggests is absolutely unnecessary, is already in place, and proposes increased costs for both the consumer as well as Alberta repairers.

1. Section 57.2 - Estimates are already provided at no cost to the customer.
 - a. However, providing an estimate to a customer, and diagnosing a vehicle issue, are two very different things, which I do not believe MLA Carson understands.
2. Section 57.3(1) b - The cost of providing diagnostic time to the customer should not be limited by legislation. Repairers invest in special equipment, as well as very skilled technicians to do this. As determined by the Fair Trade Act, all repairers currently inform the cost of the diagnostic time to all consumers before completing work.
3. Section 57.8 – Posting signs in Automotive Repair customer reception areas in attempt to inform a consumer of their rights is unnecessary. I believe consumers already understand their rights. However this is frankly insulting to the character of Alberta business owners.
4. Section 57.11 – Sub contractors deal directly with repairers if warranty work is required. It is standard practice that warranty is the responsibility of the repairer, not the sub contractor.

The Fair Trading Act, as well as section 12 of Automotive Business Regulations, are already in place and are protecting both the consumers as well as repair facilities. Over 5 million work orders were performed at Alberta Automotive dealerships in 2014, and AMVIC only received 45 complaints that year.

At far less than 0.01% of customers feeling they aren't treated fairly, MLA Carson still assumes that Alberta business owners are still not capable operating business with full disclosure?

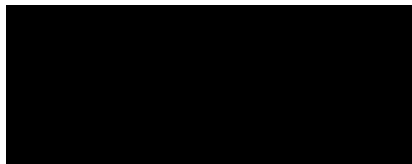
I thank the committee members for taking the time to read my thoughts, and wish the best of luck while debating this issue.



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Please don't hesitate to reach out to me if I can provide clarification on any of my notes.



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