

October 17, 2016

RE: Concerns Regarding the Submission of Bill 203

From: Airdrie Honda

Dear Committee Members,

On behalf of Airdrie Honda, it is with great concern that I write this letter regarding Bill 203.

It would appear that Bill 203 is an attempt to introduce legislation to the already successfully operated and monitored Alberta Automobile Industry. The Alberta Automobile Industry already has multiple regulations and best practices in place that promote and ensure full transparency and disclosure to the consumer.

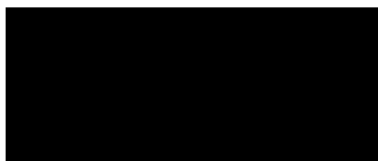
To address customer concerns or complaints, there are a number of options already present. Such options are: the business management, the franchise's or manufacturer's involvement as well as AMVIC.

There were 45 complaints noted in Alberta over the course of a one-year period (June 2014 to July 2015) and this represents approximately one ten-thousandth of one per cent (0.00089%) of the total number of service repair orders created in Alberta. I do not understand why there is a need to introduce additional controls/legislation to an industry that has served its consumers as well as this for many years.

Honesty and communication with customers is a cornerstone to any successful business and this especially holds true within the automotive industry. Dealerships are already continually monitored and measured by their customers through manufacturer surveys, customer relations departments and of course social media and online reviews. The premise that a dealership or repair facility can currently operate without full disclosure and will not be held accountable for the ways in which it conducts business is simply unfounded.

I hope the members of this Committee will take this letter into serious consideration when it comes time to discuss and further debate the merit of Bill 203 and ultimately find this to be an unwarranted piece of legislation.

Sincerely,



Jason Hansen

General Manager

