

OK Tire Spruce Grove
#20 South Avenue
Spruce Grove, AB
sprucegrove@oktire.com

October 26, 2016

Jon Carson
Suite 235, 17010 - 103 Avenue
Edmonton, AB

Dear Mr. Carson,

My husband [REDACTED] and I own and operate OK Tire in Spruce Grove, an automotive repair facility and tire shop. Ok Tire has been in Spruce Grove for almost 40 years and we are the third owners, proud members of the Spruce Grove & District Chamber of Commerce and in our fourth year of business.

The proposal of Bill 203 leaves us with more questions than it does answers. What I would like to understand Mr. Carson, is how you came about bringing this bill forward? Did you have a personal experience within the automotive industry that left you less than satisfied? Were you poorly treated or mistreated at a repair facility? If so, as a consumer, were you aware that AMVIC (a mandatory organization that all repair facilities pay into yearly) even existed? And if you did approach AMVIC, did you feel that your concerns were not thoroughly investigated?

Our business is truly based on OK Tire's motto 'Honestly Driven' and we do our best to meet and exceed our customer's expectations each day, which includes quotes on estimates and customer consent before the work takes place. The key to our success is not only excellent customer service, it is also being efficient in our scheduling of automotive work. Certain aspects of Bill 203, such as written consent would hinder our efficiency and our livelihood as customers generally do not wait with their vehicle for automotive repairs. This would also create unneeded challenges for our customers. As a reputable facility we already have manufacturer warranties of parts and labour in place and do our best to retain our customers and alleviate any potential issues on site if parts are to fail outside of these timelines.

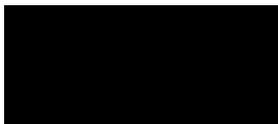
Diagnosis of a front end 'squeak' may take minutes while diagnosis of an electrical issue may take hours. Open communication with the customer is key to keeping them aware of the time it takes to address certain issues. In our shop we are proud to have 3 Red Seal Certified Journeymen Automotive Technicians with a combined experience of 45 years. One of the many tools available which we utilize in diagnosis is *Identifix*, which helps technicians narrow down possible causes of vehicle issues. This tool not only provides questions for technicians to lead to a solution, it also provides diagrams and live technicians to help with diagnosis. Should the time it takes to diagnose now be free if the customer chooses to go ahead with the work, repair facilities will suffer. Technician labour billed is a big part of a repair shop's income and helps to pay for technicians, new tools, front staff, rent, utilities, taxes and much more. Cutting this income with free diagnosis will have a strong negative impact on business which can lead to cutting wages, hours, layoffs and possible business closure.

From my understanding Alberta is unique in that we have AMVIC to help regulate our industry and build consumer confidence. Prior to owning our shop and as a consumer I wasn't aware that AMVIC even existed. I did, however, as a consumer understand that it was my responsibility to choose a reputable shop for my vehicle needs. Perhaps further legislation is not needed and this is an excellent opportunity to build upon the foundation that AMVIC has already set forth and increase consumer awareness of this group.

As a business owner and also as a consumer, I am in favour of open communication and transparency in our industry. I do not feel, however, that open communication or transparency took place with the creation of this bill. Industry is your ally, Mr. Carson, as we live and breathe this business every day. I encourage you to open your doors to consultation with industry, get to know more about AMVIC and also I invite you to visit us in Spruce Grove and spend time getting to know one of the many small businesses in Alberta that help to drive this economy forward.

Thank you for your time. It would be a pleasure to meet and discuss our concerns in greater detail. We can be reached at 780-962-6063.

Sincerely,



Elaine Walton
Owner/Operator
OK Tire Spruce Grove

