

From: [REDACTED]
To: [FamiliesCommunities Committee](#)
Subject: Bill 203 input and recommendations.
Date: Wednesday, October 26, 2016 5:12:41 PM

Hello:

My name is Ryan Chipchase and I own and operate a small business in Calgary that specializes in automotive repairs, maintenance and upgrades. I am writing this letter in response to the proposed changes of bill 203 outlined here:

http://www.assembly.ab.ca/ISYS/LADDAR_files/docs/bills/bill/legislature_29/session_2/20160308_bill-203.pdf

I feel that a few of the proposed changes in Bill 203 unfairly target small business owners and our responsibilities to our customers as outlined below.

57.5.1: 10% is an unreasonable amount. 10% means we have to accurate to 6 minutes within 1 hour of each quote. Most labor guides and book times estimate the time it takes to do a job on a brand new car. If that car is 25+ years old or in poor condition it could be next to impossible to accurately estimate the job. This is not the fault of the shop or technician who is doing the work, but rather of the age and condition of the vehicle.

57.6: I would estimate 95% of authorizations to repair cars are given over the phone. If we find a problem with a customer's vehicles we absolutely need authorization to repair, but getting that authorization in writing for every problem is totally unreasonable. Perhaps if the repair or estimate is greater than say \$2000 it could be required in writing / email that would make more sense.

57.9.2.b: This makes sense for some parts or parts we have been authorized to replace, but general service parts like an oil filter could also fall into this description and why is it our responsibility to supply them a clean container as well? We should be allowed to charge a packaging fee or similar if we are expected to package typically broken, damaged or worn out parts for the customer.

57.11(1) This is very unreasonable for the small business owner. If we purchase the replacement parts directly from the dealer or manufacture they don't supply us with this warranty, especially with labor if a part fails. So we could do our job perfectly fine, using genuine OEM parts, but if the part fails we are responsible to pay for the entire repair, including possibly towing costs? The car could be 25 years old and the OEM parts could even be discontinued. Parts suppliers do not warranty our labor.

Other considerations are the brand of the parts installed, and what about aftermarket or custom parts? They have no warranty in general.

Specifically we are not talking about new vehicles that have factory warranty, but older vehicles that do not have any factory warranty.

Also what about customer supplied parts? If we install it perfectly, but the part fails how is that our fault?

Lastly what about collateral damage from parts failure? Say for example an engine timing belt was replaced, but the brand new timing belt tensioner assembly fails, the timing belt then loses tension and the engine becomes damaged. Assuming all the parts were installed correctly, but one of the new parts failed we as an independent repair shop would not get reimbursed for anything besides the actual part that failed.

57.11(5) This should also apply to aftermarket parts, custom parts, performance parts and customer supplied parts.

57.11(7) So now the business must pay out of pocket for the return of the parts that have supposedly failed, also totally unreasonable

57.11(8) So now legally any parts business is required to provide us with warranty including labor at our charged out shop rate for defective parts? This will never happen with a small business trying to

collect warranty from a large dealership. Not to mention the time frame for us to get a refund from the parts supplier isn't specified so they could simply drag the process out forever.

In closing I think standing behind workmanship is very important, but on older cars sometimes parts fail, sometimes the original parts are no longer available, and sometimes the parts have to be modified to work. We should not be held liable to warranty a repair on an older car if the workmanship was done properly.

Thanks for your time.

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