

October 27, 2016

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

Dear Committee Members:

In regards to Bill 203 I would like to provide my input as a new car dealer in Alberta. I have been involved in the automotive industry for over 25 years. I believe the introduction of this bill is unnecessary and addresses a non-existent problem.


Section 57 is the most concerning. The definition of 'estimate' and 'diagnostic' cannot be used simultaneously - there is a clear difference between the two and section 57.3(2) uses them in conjunction. An estimate by itself does not lead to a result. A diagnosis leads to a result. In most industries "diagnostic" constitutes part of the repair: a doctor testing patients to determine the root cause or an electrician troubleshooting why there is no power. The estimate of a diagnosis cannot be determined until a person begins an action.

When it comes to Section 57 in regards to estimating, diagnosing and repairing. Estimates generally constitute items looked at for a customer upon their request and include items such as diagnosing, troubleshoot and visual mechanical inspection. For example, a short in a wiring harness, you may have to remove and install numerous panels to access, separate a 40 wire harness to locate and identify the short, which to repair the wire itself is minimal. In this case the diagnostics and troubleshooting would be 10 times the amount of the simple repair. The vagueness of this section in the Bill does not seem to allow charging out for this.

If you look at the medical profession, it could take several trips to the doctor to diagnose a concern. If Bill 203 was applied to the medical industry every time the doctor sees the patient they would not be able to be reimbursed from the government since the problem still had not been rectified.

As a dealership, we work hard to ensure our customers feel valued and are satisfied with their services. We provide free estimates, and ensure that customers are aware of any charges and approve any work before completing it on vehicles. This bill is unnecessary as many of the things covered in the bill are already done under existing legislation and regulation. Some of the proposed changes would be cumbersome and most likely do more harm than good. I strongly believe the committee should recommend that this bill should not proceed.

Sincerely,

  
~~Greg Ducharme~~  
Owner  
Ducharme Auto Group