

**From:** [webmaster@assembly.ab.ca](mailto:webmaster@assembly.ab.ca)  
**To:** [FamiliesCommunities Committee](#)  
**Subject:** Fair Trading Amendment Act - RESPONSE October 28, 2016 9:22 AM  
**Date:** Friday, October 28, 2016 9:22:08 AM

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PART A: Submitter Contact Information

First Name: Pat  
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City/Town: Stony Plain  
Are you now or have you ever been employed by the automotive service or repair industry? No

PART B:

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Feedback  
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I'm pleased to see Government open the Auto Repair Industry for public input, consideration and review.

Over the years I have often experienced frustration at the high cost of even simple repairs and being "at the mercy" of service providers. I believe mechanics should be paid well for their work but lack of warranties and willingness to make things right once the bill is paid leaves the consumer in a disadvantaged position. We need our vehicles to function in daily life... so we accept what is charged.

Unnecessary repairs at [REDACTED] led us to seek a small auto shop alternative. We were told at the latter, this actually doesn't need repair at this time, but we will keep an eye on it and try to stretch out the life of your engine..." This was the exact opposite recommendation and saved us over \$700 in this one incident.

My hope is that this review will remind auto service providers that they are being watched, but not ultimately add to the costs of repairs passed on to the consumer. Tread lightly, act in wisdom and refrain from a punishing attitude and we should see something come out of this that will actually help people.

Respectfully,

Pat Hansard

PART C: HOW DID YOU HEAR ABOUT THIS REVIEW?

- Newspaper
- Radio
- Kijiji
- Facebook
- Twitter
- Other