



100 Woodgate Road
Okotoks, Alberta, T1S 1L2
1-855-736-6515
okotoksnissan.com
info@okotoksnissan.com



October 28, 2016

Standing Committee on Families and Communities

C/O Committee Clerk

3rd Floor, 9820 - 107 Street

Edmonton, AB. T5K 1E7

Attention: Bill 203 Submission

To Bill 203 Submission to Standing Committee on Families and Communities,

As a new vehicle dealer, I have always had my customer's best interests in mind. We have created processes to ensure our customer's rights are protected. From full disclosure forms at time of purchase to line by line estimates on service repair invoices prior to any repairs being performed. This was not done because of any legislation but rather to build a lasting dealer/customer relationship.

With respect to Bill 203, we do have some concerns; concerns that are beyond our control. Under the section of "Warranty" 57.11(1). Under normal circumstances when using Original Equipment Manufacturer (OEM) parts from the Manufactures' their warranty far exceeds the 90 days 5,000 for parts and labour, but when aftermarket or used parts are used, rarely is there any consideration for labour warranty. These types' of parts are only used at the request of the Insurance Companies, in the case of Body Shop repairs, or the consumer because of the perceived cost savings. The customer is made fully aware of the warranty ramifications when using these types of parts. 57.11(2) in many cases it's the consumer themselves or the Insurance Company that would delay the delivery of the repaired vehicle. Lack of funds to pay for the repair, consumer disagreement with the Insurance company, the consumer being unavailable to pick up vehicle for their own personal reasons, to name a few. The warranty start date needs to start when the final invoice has been printed. If a consumer decides to not pick up a vehicle for 2 years; the warranty would then start 2 years later?

Why should the repair facility, through no fault of theirs, be the only one bearing this unreasonable burden? 57.11(3) It is made note of "reasonable". What is reasonable? Distance? Time? When using OEM parts the consumer has many repair facilities located throughout Canada. When using aftermarket or used parts, of the consumer's choice, those options are limited. It is like building a home with Jayman and then having Albi come do repairs and then Albi gets to send a bill to Jayman?

As a stakeholder in this process; it is imperative that all committee members have a full understanding of existing laws and decisions are based on factual information that their own agencies can provide. We would be more than happy to assist in any capacity the Committee may see fit.

Respectfully,


Braun Kos

Operations Manager

Okotoks Nissan