

**OKOTOKS** GM**CHEVROLET BUICK GMC**

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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. Alberta New Home Warranty starts on the possession date but if you choose to not go into your new house for a year after signing legal documents; the warranty doesn't get extended because you chose to delay moving it.

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 buying produce at Sobeys, returning it to COOP and then COOP sending Sobeys a bill for it?

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,

[Redacted Signature]

Shaun [Redacted]

General Manager

Okotoks Chevrolet Buick GMC

