



The Heartbeat of Fort McMurray

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To Whom It May Concern,
October 28, 2016
RE: Bill 203

Our job as dealers is to look after the customer's best interests. There are already several regulations that have been put into place by the Alberta Fair Trade Act and Section 12 of the Automotive Business Regulations to protect consumers. With the additional involvement of AMVIC ensuring that any and all complaints are handled appropriately, Bill 203 is duplicate, redundant and unnecessary.

We have some concerns with some of the directives of Bill 203. Being a franchised dealer, there are a number of requirements and mandates that the manufacturer puts in place. The 90 day warranty on all service and parts becomes an issue. If this bill is passed, someone in an independent shop would be able to do the warranty work that the manufacturers regulate and charge the dealer for their fix. It is important to us that we as the franchise approved dealer would get priority to fix any mistake made before another shop is able to be involved. It would be very difficult to enforce payment from one shop to another when something was not fixed properly on the first visit. Bill 203 does not have enough clarity on this matter.

When we use Original Equipment Manufacturer (OEM) parts their warranty far exceeds the 90 days 5,000 kms for parts and labour. However, when aftermarket or used parts are used, it is very rare that any consideration is made for labour warranty. We only use these types of parts if an insurance company has requested it or if the consumer is looking for cost savings. In every case we are sure to fully inform what the warranty ramifications are when using these types of parts. There are many cases where it is actually the consumer themselves or the Insurance Company that delays the delivery of the repaired vehicle. This is often caused by either lack of funds to pay for the repair, a consumer disagreement with the Insurance Company, or in some cases the consumer is not available to pick up their vehicle for personal reasons.

When sticking with using OEM parts, there are many facilities across Canada for the consumer to choose for their repairs to be completed. However, when it is aftermarket or used parts that are used, those options become more limited.

Currently the regulations that are practiced in today's marketplace are fair to both the businesses as well as the consumers as the final bill cannot exceed 10% of the estimate. Bill 203 will only create a burden for both the businesses and the customer. The wording of Bill 203 shows that it would slow down the approvals and estimates by making the customer involved in every step of the process. It is already difficult to communicate with the customers based on their schedules and commitments. This added delay will have a dramatic impact on customer satisfaction levels based on the lengthened turnaround times for the repairs. I firmly believe that both the business and the customer would lose and it would only cause more complaints as the cycle time would drastically increase.

We are very committed to improving our industry and enhancing the customer experience in any way that we can. Unfortunately we do not see how Bill 203 will help in doing either one of those; it is just a duplicate measure that is only going to add burdens, complaints and frustrations. This will ultimately poorly affect customer satisfaction which is what we as dealers have worked very hard to provide. We vote no on Bill 203.

Regards,


Trevor Christensen