

**From:** [James Oancia](#)  
**To:** [FamiliesCommunities Committee](#)  
**Subject:** Review of Bill 203 - Fair Trading (Motor Vehicle Repair Pricing Protection for Consumers) Amendment Act, 2016  
**Date:** Friday, October 28, 2016 3:08:16 PM

---

Hello

I would like to share a few thoughts regarding the proposed amendments described below. Our Company includes a Collision Center and 7 new vehicle dealerships here in Calgary.

I would say that we are strongly in support of written estimates, invoices and warranties - all service and repair providers should agree to this. We currently provide these to all our customers.

I do have a question/concern about being required to return removed or replaced Parts. If the defective/replaced parts are covered under a vehicle manufacturer warranty, or installed parts warranty, they need to be returned to the warranty provider. The customer cannot have a part replaced under warranty if they are getting a replacement for free. Some customer pay parts have a core charge where there is an additional cost not to return the part, because it can be remanufactured. IF parts are being replaced under insurance, the insurance company may require the parts back to verify the correct repairs were completed.

Most customers don't want their old parts back, but if they do, they should request to have to old parts returned to them. If they ask for the parts back, and there are no reasons why they should not be returned to them as above, then Service providers should ensure the parts are returned.

I would not recommend that we require all service providers to return parts to customers unless they ask for them. There will be instances where customers will become unhappy that their old parts were returned to them without being asked for, and potentially cause an unhappy customer.

Thank you

**James Oancia**  
*Director of Fixed Operations*  
**Dilawri Group of Companies**

Website: [www.dilawri.ca](http://www.dilawri.ca)



----- Forwarded Message -----

**Subject:** Review of Bill 203 - Fair Trading (Motor Vehicle Repair Pricing Protection for Consumers) Amendment Act, 2016  
**Resent-Date:** Wed, 28 Sep 2016 14:54:55 -0600  
**Resent-From:** [REDACTED]  
**Date:** Wed, 28 Sep 2016 21:00:36 +0000

**From:**FamiliesCommunities Committee  
<[FamiliesCommunities.Committee@assembly.ab.ca](mailto:FamiliesCommunities.Committee@assembly.ab.ca)>

**To:** [REDACTED]



LEGISLATIVE ASSEMBLY OF ALBERTA

**STANDING COMMITTEE ON FAMILIES AND COMMUNITIES**

**September 28, 2016**

**DILAWRI COLLISION CENTRE**

Dear Stakeholder:

**Re: Review of Bill 203 - *Fair Trading (Motor Vehicle Repair Pricing Protection for Consumers) Amendment Act, 2016***

Bill 203 - *Fair Trading (Motor Vehicle Repair Pricing Protection for Consumers) Amendment Act, 2016* was referred by the Legislative Assembly of Alberta, after first reading, for review by the Standing Committee on Families and Communities. Bill 203 recommends changing the way in which auto service and repair businesses operate in the province in order to provide increased protection to consumers. The Bill proposes amendments to the *Fair Trading Act* that would require automotive service and repair businesses to provide written estimates, invoices and warranties, and to return removed or replaced parts.

The Committee is seeking input from stakeholders and would like to invite your participation. Please share this invitation with your colleagues and any other parties you believe may be interested in participating in this review. All written submissions should be forwarded to the **Standing Committee on Families and Communities, c/o Committee Clerk, 3rd Floor, 9820 - 107 Street Edmonton Alberta T5K 1E7** or via email at [FamiliesCommunitiesCommittee@assembly.ab.ca](mailto:FamiliesCommunitiesCommittee@assembly.ab.ca)

**The deadline for written submissions is Friday, October 28, 2016.** Please note that submissions and the names of submitters may be made public, however, all third-party personal information will be removed. The Committee may decide to hold public meetings at a later date. If you wish to make an oral presentation to the Committee providing additional information, please clearly indicate this in your written submission.

The Standing Committee on Families and Communities is a multi-party committee consisting of 15

Members of the Legislative Assembly of Alberta. Committee meetings are open to the public, audio-streamed live and recorded by Alberta Hansard, and can be accessed online. The Committee's website, with a membership list, access to meeting transcripts, and the online audio feed, is [www.assembly.ab.ca/committees/familiesandcommunities/index](http://www.assembly.ab.ca/committees/familiesandcommunities/index)

Thank you for your consideration of the Committee's request. If you have any questions, please contact the Committee office at 780.427-1350.

**Sincerely,**  
**Standing Committee on Families and Communities**

***In order to provide you with the information above your contact information was indirectly collected [s.34(1)(b)], used [s.39(1)(c)] and disclosed [s.40(1)(bb.1)] in accordance with Alberta's Freedom of Information and Protection of Privacy Act.***