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To: [FamiliesCommunities Committee](#)
Cc: [Calgary Shaw](#)
Subject: Bill 203 Submission
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Bill 203

I own an auto repair shop that employs 5 people. I have seen the proposed amendment to the FTA in Bill 203 and have multiple issues with it. The general undertone of the bill seems to presume that auto repair shops are dishonest and shows little understanding of the complexities of repair of modern automobiles and the fluid nature of getting the customers vehicle repaired while working with the sometimes mutually exclusive goals of; affordable costs, customer budgets and expectations, business profitability, and more.

A one size fits all approach of estimating all work shows a poor understanding of how complex todays cars are – cars today are a disposable commodity designed to last slightly longer than the warranty period but considered by owners to be a durable good. Many service schedules are based on inspection and replacement as required –The requirement for signatures forces busy customers to make multiple trips to a repair facility for even a basic service and gives “street wise” customers tools to make a business buy parts for a dishonest customer’s car.

A high-end car (my specialty) can have 70+ computer modules on 4 networks (3 copper wire – 1 fiber optic) – I had 1 car that took over a year to solve all the problems with it. This including electrical connectors used to splice an optical cable and a network issue caused by a bullet (the bullet entry points had been repaired by a bodyshop under the care of the previous owner). An extreme example to be sure but how can this sort of work be accurately diagnosed and repaired for a predetermined cost?

I believe that the one size fits all approach of this bill does not recognize the effort and costs of diagnosing repair work. Additionally, a no margin for error estimate will drive auto repair business to overestimate repairs to cover the eventualities and worst case scenarios. The combined effect of these requirements may cost Alberta consumers more than the effectiveness of free market choice and social media interactions.

There are MANY other issues with this Bill that needlessly constrain ethical business and their relationship with consumers and does nothing stop unethical business from harming customers and the industry. The biggest issues are with;

Estimate fee 57.3(3) Many faults are discovered during diagnosis/estimating period and the actual repair is trivial – it is grossly unfair to prevent a business from recovering cost for the substantial resources in training, experience and equipment to achieve this type of diagnosis/estimate.

Warranty 57.11(1) It is not the place of government to mandate warranties. Sections (3) (4) (7) are ripe for misuse and misinterpretation.

Return of Parts in a clean box 57.9(2)b – That is just petty and underscores the entire tone of the Bill.

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