



ALBERTA MOTOR VEHICLE  
INDUSTRY COUNCIL

Alberta Motor Vehicle Industry Council  
ALBERTA'S AUTOMOTIVE REGULATOR

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**DIRECTOR'S ORDER UNDER SECTION 157 OF THE *CONSUMER PROTECTION ACT***

**TO**

**Carter Klepper Inc.**

This Director's Order was issued under Section 157(1) of the *Consumer Protection Act* (CPA) in response to, in the opinion of the Director, contraventions of the CPA. As mandated by Section 157(3) a person or publisher who is subject to an order under this section may appeal under Section 179.

Pursuant to Section 179, to appeal the order, the person must serve the Minister of Service Alberta with a notice of appeal within thirty (30) days after receiving the order. Please include your name, your address for service, details of the order being appealed and your reasons for appealing.

December 3, 2019

DIRECTOR'S ORDER UNDER SECTION 157 OF THE CONSUMER PROTECTION ACT

TO

Carter Klepper Inc.

ISSUES

The Alberta Motor Vehicle Industry Council (AMVIC) has identified the following issues during the course of an investigation (file #19-11-450).

- 1) Evidence is provided that Carter Klepper Inc. is engaging in the solicitation of motor vehicle sales to the public in Calgary without having the required class of licence to do so in the Calgary area, which contravenes Section 104(1) of the *Consumer Protection Act*. The contravention is as follows:

Licence required - designated businesses

104(1) No person may engage in a designated business unless the person holds a licence under this Act that authorizes the person to engage in that business.

SYNOPSIS

On Nov. 15, 2019 AMVIC received a complaint regarding the operations of Carter Klepper Inc. (file #19-11-450). The investigation has determined Carter Klepper Inc. is advertising motor vehicle sales and soliciting sales to the public in Calgary, a jurisdiction where he does not hold a licence class with AMVIC to do so.

DIRECTOR'S ORDER

Carter Klepper Inc., must immediately:

1. Remove all vehicle advertisements on any form of mass communication until properly licensed.

NON COMPLIANCE WITH ORDER

ANY PERSON WHO FAILS TO COMPLY WITH AN ORDER OF THE DIRECTOR UNDER SECTION 157 OF THE *CONSUMER PROTECTION ACT* CONTRAVENES THIS ACT AND IS GUILTY OF AN OFFENCE AND MAY BE PROSECUTED PURSUANT TO SECTION 163 OF THE *CONSUMER PROTECTION ACT*.

"original signed by"

Malcolm Knox, Registrar  
Alberta Motor Vehicle Industry Council (AMVIC)  
Director of Fair Trading (as delegated)  
December 3, 2019