

IMPACT

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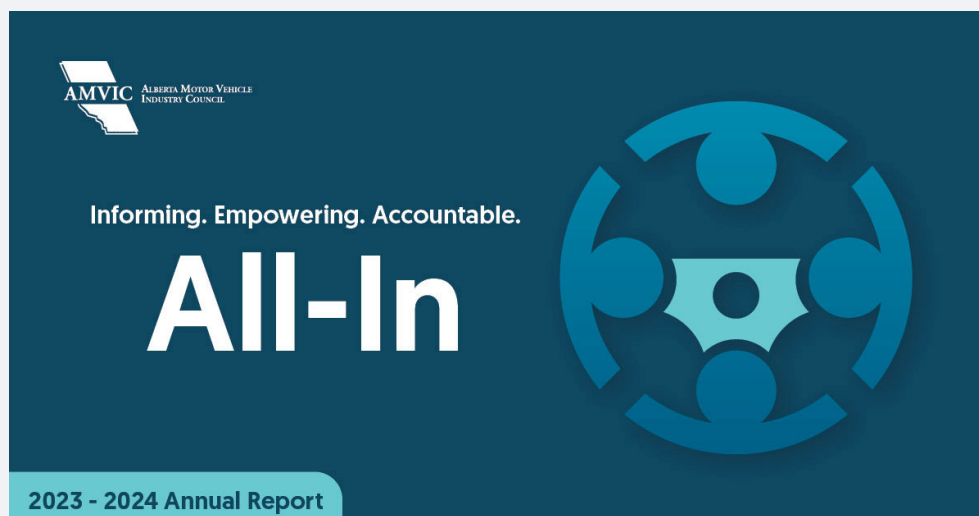
2023 – 2024 AMVIC annual report released

As the regulator of Alberta's automotive business industry, AMVIC's delegated authority is to regulate the industry and enforce consumer protection legislation. AMVIC works hard to protect Alberta automotive consumers from unfair business practices, and toward building trust, confidence and regulatory compliance.

2023 – 2024 highlights:

- The AMVIC 2023 - 2024 annual report includes the final results of the AMVIC initiated Advertised Price Compliance Inspection and Enforcement Project which focused primarily on all-in advertised pricing and advertised price compliance.
- AMVIC continued to drive consumer awareness through a successful advertising campaign focused on all-in advertised pricing. AMVIC was able to provide consumers with three different consumer guides, now available in 10 different languages, to consumers at three trade shows.

[Click here](#) to read the annual report.



Top consumer complaints of 2023 – 2024 and how to fix them



AMVIC consistently works towards ensuring a fair marketplace for both automotive consumers and businesses. In highlighting the top five consumer complaints received in 2023 – 2024, AMVIC hopes to provide insight into the marketplace, opportunities for improvement and education on legislation for future business practices.

1. Condition of vehicle

An automotive business operator must disclose vehicle history in writing to the consumer before purchase. Licensed businesses must also provide the consumer with a completed Mechanical Fitness Assessment (MFA) **before** a contract is signed.

Remember, under Alberta's *Consumer Protection Act* (CPA) Section 6(4)(a)(h), it is an unfair practice to do or say anything that might reasonably deceive or mislead a consumer, and it is an unfair practice to represent that goods have a particular prior history or usage if that is different from the fact.

Best practice tip: AMVIC has an MFA form available on amvic.org. This standardized form ensures a uniform process for assessing all used vehicles.

2. Contract issues: sales

These range from clarification on terms and conditions to details of the financial agreement. To help reduce this type of complaint, ensure that all salespeople on your team are aware of bill of sale related requirements from the CPA and the Automotive Business Regulation (ABR), including those related to financing. Make sure the client understands the difference between a bill of sale and a deposit agreement.

Best practice tip: Review the bill of sale to ensure that everything listed in the ABR Sections 31.2(1) and (2) is included. For added value in terms of transparency, make use of the [deposit agreement form](#) on amvic.org, if needed.

3. Repairs: mechanical

Repair-related consumer complaints regarding workmanship are outside of the legislation AMVIC enforces. Other mechanical repair-related consumer complaints relate to unfair practices including, but not limited to: not returning consumer parts and upselling repairs to consumers that may not be necessary.

In some complaints, businesses completed work that the consumer did not authorize; or the business is not transparent regarding the part type, such as used, OEM (original equipment manufacturer) or aftermarket.

Businesses that use subcontractors for portions of a repair job must have consumer authorization to do so.

Best practice tip: Only complete the work you are licensed to perform. Ensure your technicians and customer service representatives review and understand the requirements for estimates and consumer work authorizations under the ABR, including proper record retention. AMVIC offers a voluntary [Service and Repair Course](#) for \$40 that provides valuable knowledge of the legislation relating to the service and repair industry.

4. Unlicensed for repair activities

Businesses must be licensed for the activities they are completing. For example, a business licensed only for retail sales should not be repairing vehicles, and a business licensed for only service station activities should not be performing autobody work.

All journeypersons, apprentices and other staff must be adequately trained in their respective fields. Should a business have untrained staff members performing duties of certified tradespeople, the business can be held responsible for employee conduct (see [CPA](#), Section 166).

Best practice tip: A comprehensive list of all automotive repair activities and certificates required can be found on amvic.org. Reference the [Alberta Apprenticeship and Industry Training website](#) for certificate requirements.

5. Curbing

Curbers are individuals or automotive sales businesses operating without an AMVIC licence to sell to consumers. AMVIC encourages consumers to look up the business or salesperson they are dealing with to ensure they are licensed or registered. Curbing complaints can sometimes result from incomplete advertisements from licensed automotive businesses that fail to include their business name, as they appear to be unlicensed.

Best practice tip: Ensure all of your advertisements include your business name. Social media posts by salespeople, even on their personal channels, are considered advertisements. If you would like to report a curber, you can file a complaint on amvic.org or, should you wish to remain anonymous, AMVIC is partnered with [Crime Stoppers](#) at 1-800-222-8477.

Complying with legislation and using best practices can reduce the possibility of consumer complaints. Read up on [unfair practices](#).

Q1 Administrative review enforcement actions: April 1, 2024 – June 30, 2024

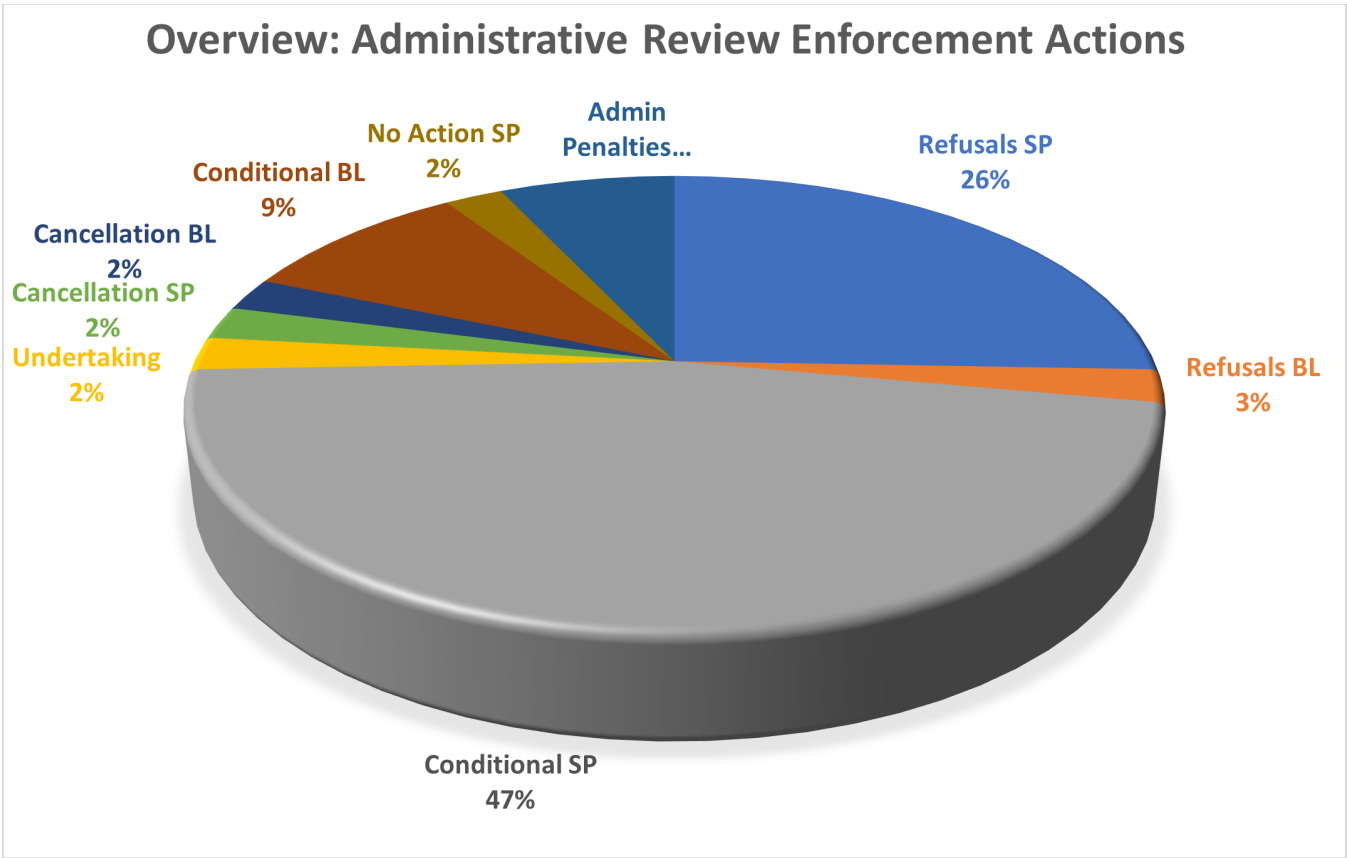
As the regulator of Alberta’s automotive industry, AMVIC makes public, on its website (as per the *Consumer Protection Act* (CPA) Section 157.1 (1) and (3)), information that is related to breaches of legislation.

A record of Undertakings, Director’s Orders, court orders, Administrative Penalties and any other prescribed document or information (collectively known as administrative enforcement) is available on amvic.org.

Administrative review outcomes may include:

- no further action,
- conditions added to licence or licence cancellation or suspension,
- Administrative Penalty,
- Director’s Order, or
- Undertaking.

The chart below highlights the administrative enforcement actions for Q1 of 2024 – 2025



Legend
BL = Business licence
SP = Salesperson

Quarterly levies are due by Oct. 31, 2024

Every automotive business that sells or leases vehicles in Alberta is required to remit a \$10 levy per vehicle sold or leased, to AMVIC. We're reminding businesses licensed for retail sales and leasing that levy payments are due quarterly. Levy payments that accumulate from July 1 to Sept. 30, are due in **October 2024**.

How to remit the levy payment

Levy payments are due quarterly and you can remit payments through your [AMVIC Online](#) account.

AMVIC receives its authority to collect a levy from Section 136(8) of the *Consumer Protection Act*.

Services such as licence renewals, registration, courses and

levy payments by credit card are all available on your AMVIC Online business profile.

For more information such as levy remittance on consignment, fleet sales, recreational vehicles and more, visit [amvic.org](#).



Want to report a curber anonymously?

In our efforts to protect consumers and industry from unfair practices in Alberta's automotive business industry, AMVIC regularly works with local agencies and organizations such as Edmonton Police Service (EPS), Calgary Police Service (CPS), the Royal Canadian Mounted Police (RCMP), Alberta Transportation, the federal Fraud Prevention Forum Partners and Crime Stoppers.

Should a situation arise where someone feels more comfortable submitting a complaint anonymously, AMVIC's partnership with Crime Stoppers allows consumers and industry members to do so by calling 1-800-222-8477. AMVIC's senior manager of investigations is the Crime Stoppers contact for anonymous tips. If the tip is within AMVIC's jurisdiction to investigate, a file will be generated and an investigation will begin.

There are five Crime Stoppers chapters in Alberta, Edmonton and Northern Alberta, Central, Calgary, Lethbridge and Medicine Hat. AMVIC would like to acknowledge our partnership with Crime Stoppers in the collective efforts of reducing crime. Go to [amvic.org](#) for more information about submitting a complaint.



Did you know?

You must let AMVIC know about your off-site sales event and ensure all salespeople are actively registered with an issued status for the entire event duration. Find the off-site sales event form on [amvic.org](#).



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Investigations office
Suite 205, 10655, Southport Rd SW, Calgary, AB T2W 4Y1
The Calgary office is not open to the public.