

## Compliance Activities July 1—September 30, 2018

This quarter included four Decisions of the Registrar and two Compliance Undertakings. The undertakings involved deceptive acts and practices and sale of an unsafe vehicle. Activities in the past three months also included responding to over 1,000 enquiries from consumers, closing 80 investigations with consumer restitution of \$300,000 and completing 180 dealership inspections. All formal compliance activities are posted on the VSA website within seven days of the decision date. Previous compliance activity reports are also available on the [VSA website](#) and may be a useful tool for dealers to evaluate their current business practices.

### Decisions of the Registrar on Business Practices and Licensing Matters

Decision Date	Respondent	Issue	Outcome
September 4, 2018	N.W. Auto Depot Ltd. and Westminster Motors Ltd.	Suspension of Licence	Interim suspension of registration
August 14, 2018	Asif Aslam	Suitability for licensing	Licence denied
August 10, 2018	Lake Country Motor Sports Ltd. and John Dumaine	Consignment sale in violation of restrictions on dealer registration; violation of the Motor Dealer Consignment Sales Regulations; deceptive acts and practices	Consumer restitution ordered; dealer - administrative penalty; investigation costs; cancellation of dealer registration; John Dumaine - salesperson licence cancelled
July 6, 2018	Carmel Custom Contracting Ltd., dba Mill Bay Motors and Jason William Coburn	Consignment sale in violation of restrictions on dealer registration; violation of the Motor Dealer Consignment Sales Regulations; deceptive acts and practices	Dealer - administrative penalty and investigation costs; Jason Coburn - ban from reapplication for salesperson licence

### Undertakings

Decision Date	Respondent	Issue	Outcome
September 20, 2018	Pioneer Garage Ltd., dba Driveco Motors, Fraser Valley Pre-Owned, Pioneer Chrysler Jeep, Pioneer Motor Group (#40213 and #40193)	Deceptive Acts and Practices; Breach of Undertakings	Administrative Penalty; Investigation Costs
August 24, 2018	Lucky Eight Enterprises Ltd., dba Lucky 8 Auto	Deceptive acts and practices; advertisement of unavailable vehicle; sale of unsafe vehicles	Administrative Penalty; Investigation Costs



The VSA is an independent, non-profit agency that oversees the retail sales of personal-use motor vehicles in British Columbia. Please send your questions and comments to [communications@mvsabc.com](mailto:communications@mvsabc.com)

Vehicle Sales Authority

