

## Dealer Opportunities

# VSA Consumer Complaint Handling

An increasing number of dealers have stated that they did not receive the *Notice of a Consumer Complaint* when a complaint has been made against them.

It is VSA policy to send a *notice* providing details of a complaint and to require that all related records be provided to the VSA. This is also an opportunity for the dealer to respond to errors in the complaint and resolve the dispute directly with the consumer, when possible.

The *notice* is emailed to the *Authorized Spokesperson*. The *Authorized Spokesperson* is designated by the dealership as the one authorized to speak, decide, and act on behalf of the dealer on all matters regarding licensing and compliance. This is generally the owner, Dealer Principal, General Manager or a senior manager.

To guarantee that all notices are received and the required action is taken, a dealership must maintain a spokesperson with the authority described above. If no response is given to a *notice* within the time requested, an investigation will be started without the benefit of a response from the dealer. Failure to provide records in response to a *Notice of Consumer Complaint* may also be dealt with by the Registrar as a licensing matter.

The VSA must be notified if the spokesperson or their contact information changes. The Registrar is requesting that all dealers review the designated *Authorized Spokesperson* and make any changes in the next 60 days. To help with this, emails will be sent to the current *Authorized Spokesperson* and a dealership email with the information currently on file with the VSA. Please respond to the email by verifying or correcting the information.

**A helpful tip:** The VSA domain should be selected as a *trusted site* to make sure that all emails and attachments from the VSA get through.

## PST Tax Exemption for First Nations

The Ministry of Finance has released a bulletin that provides information on First Nations PST tax exemptions. Full procedures and requirements are described in the bulletin [here](#).

## New Structural Integrity Inspection Requirements

Commercial Vehicle Safety and Enforcement (CVSE) is now applying stricter rules for *rebuilt from salvage* vehicle inspections. For a *rebuilt from salvage* vehicle to be insurable and considered safe to drive, it must be declared properly rebuilt to industry standards by a trade qualified auto body technician and pass both a Body Integrity Inspection and a mechanical safety Private Vehicle Inspection (PVI).

As of April 2013, all vehicles designated as salvage, modified or reconstructed are subject to the new rules. It is now required for the Authorized Inspector (AI) to oversee the rebuilding process and be satisfied that all vehicle components, including any structural repairs, are safe for operation on the highway.

To support this change, two new forms have been created:

1. The Body Integrity Inspection Report requires the AI to examine the designated vehicle before, during, and after the rebuilding process.
2. The Structural Integrity Declaration Report needs to be signed by a Trade Qualified Auto Body Technician. It is a declaration that the vehicle has been rebuilt properly. This replaces the current Structural Integrity Report (SIA or MV3201).

With these changes, the **Authorized Inspector** and the **Designated Inspection Facility** assume full legal responsibility for the vehicle meeting the requirements of the *Motor Vehicle Act* and all applicable *Motor Vehicle Act Regulations* upon the issuance of a certificate of approval decal.

## Resources

[Vehicle Inspections and Standards Notice](#)

[The new Structural Integrity Process Guidelines](#)