



Compliance Activities: April 1, 2015 – August 31, 2015

VSA compliance activities over the last five months were in response to misleading advertising, alleged deceptive practices, the sale of unsafe vehicles and licensing concerns. Administrative penalties, payment of investigation costs and consumer restitution were agreed to or assessed following detailed investigations. Licensing conditions were also imposed on some of the dealers and salespeople involved.

In addition to a Registrar’s compliance order which was also filed in court making it a court order, a Registrar’s decision on a licensing matter was issued, several undertakings were signed and the penalty phase of a prior decision was issued. An undertaking is a voluntary acknowledgement of breaching the legislation. When signed, the involved parties recognize that they have made an error and are willing to take the necessary steps to fix those errors. All compliance activities are posted on the VSA website. See the [previous Bulletin on compliance activities](#).

Other activities in the five months included responding to 1,000 enquiries from consumers, closing nearly 800 investigations - with \$455,000 returned to consumers as restitution - and inspecting 300 dealerships.

Decisions of the Registrar on Business Practices

Date	Respondent	Issue	Outcome
August 13, 2015	Northland Chrysler Jeep Dodge, Frederick Brent Marshall	Business practices: alleged deceptive practice	Deceptive acts found to have occurred; administrative penalties assessed, costs to be determined
April 28, 2015	Golden Year Auto Broker, Bo (Bill) Pan	Business Practices: alleged deceptive practice	Deceptive acts found to have occurred; offering unsafe vehicles for sale; administrative penalties assessed, dealer principal and salesperson barred from being licensed as a dealer or either as salespeople for a minimum of 5 years.

Decisions of the Registrar on Licensing Matters

Date	Respondent	Issue	Outcome
June 26, 2015	Neil Sudra	Licence review	Conditions placed on licence

Court Order

Date	Respondent	Issue	Outcome
July 20, 2015	Golden Year Auto Broker, Bo (Bill) Pan	Misrepresenting vehicle condition; misleading advertising	April 28, 2015 Compliance order filed. Dealer’s letter of credit applied to costs and penalties.



Undertakings

Date	Respondent	Issue	Outcome
August 20, 2015	Nanaimo Mitsubishi	Misleading advertising	Conditions on licence, administrative penalties and costs
August 19, 2015	Pioneer Chrysler Jeep, Robert William Taggart	Non-disclosure of vehicle damage; failure to provide records	Conditions on licence, administrative penalties and costs
August 14, 2015	Willowbrook Motors Ltd.	Misleading advertising	Conditions on licence, administrative penalties and costs
August 14, 2015	Mann Motors	Unlicensed salespeople	Conditions on licence, administrative penalties and costs
August 13, 2015	Peter Baljet Chevrolet Buick GMC	Misrepresentation of financing restrictions and mileage	Conditions on licence, administrative penalties, costs and consumer restitution
August 5, 2015	Peter Baljet Chevrolet Buick GMC	Financing Misrepresentation	Conditions on licence, administrative penalties and costs
August 4, 2015	Spectrum Auto Group Inc.	Unlicensed salespeople	Conditions on licence, administrative penalties and costs
July 23, 2015	Willowbrook Motors Ltd.	Misleading advertising	Conditions on licence, administrative penalties, costs and consumer restitution
July 21, 2015	Vernon Dodge Jeep Ltd.	Sale of unsafe vehicle	Conditions on licence, administrative penalties, costs and consumer restitution
July 7, 2015	Silk Road Autos and Karim Quraishi	Deceptive and unconscionable acts	Conditions on licence, administrative penalties and costs