



Compliance Activities: September 1, 2015 – December 31, 2015

In the last four months, the VSA compliance team investigated issues of alleged deceptive acts, licensing concerns and misrepresentation. Several of these investigations were brought to hearings before the Registrar. These hearings resulted in administrative penalties, investigation costs and conditions placed on salesperson and dealer licences. A number of respondents also voluntarily acknowledged that they breached legislation by signing an undertaking.

All 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 current business practices.

Other activities in the four months included responding to 1,000 enquiries from consumers, closing nearly 290 investigations - with \$600,000 returned to consumers as restitution, while also completing 200 dealership inspections.

Decisions of the Registrar on Business Practices

Date	Respondent	Issue	Outcome
November 26, 2015	Street Trendz Auto Sales & Customization, Maxwell Maclean, Christopher Anthony Yacoback	Business practices: alleged deceptive act	Deceptive acts found to have occurred; administrative penalties and costs assessed, motor dealer and salesperson licences cancelled
November 13, 2015	New Star Motors and Arthur Tong	Business practices: alleged deceptive act	Deceptive acts found to have occurred; motor dealer and salesperson licence suspended pending further investigation
November 13, 2015	Darryl's Best Buys Auto Sales Ltd.	Reconsideration requested by complainant	Reconsideration denied
October 5, 2015	Darryl's Best Buys Auto Sales Ltd.	Business practices: alleged deceptive act	Deceptive acts found to have occurred; conditions placed on licence, administrative penalties and costs assessed

Decisions of the Registrar on Licensing Matters

Date	Respondent	Issue	Outcome
December 3, 2015	K.F.M. Auto	Unlicensed salespeople	Motor dealer licence suspended for three days
November 27, 2015	Harpaljit Sandhu	License review	Conditions placed on licence



Undertakings

Date	Respondent	Issue	Outcome
December 9, 2015	Sukhi Bath Motors, Sukhi Bath, Kitveer bath, and Nazer Ali Ahmed	Misrepresentation; non-disclosure; failure to provide records	Conditions on licence, administrative penalties, costs and consumer restitution
December 9, 2015	Sukhi Bath Motors, Sukhi Bath, and Amrit Sethi	Misrepresentation; non-disclosure; failure to provide records	Conditions on licence, administrative penalties, costs and consumer restitution
December 7, 2015	Chase Discount Auto Sales Ltd.	Misrepresentation of vehicle safety	Conditions on licence, administrative penalties, costs and consumer restitution
October 28, 2015	Darryl's Best Buys Auto Sales Ltd.	Misrepresentation of mechanical condition	Conditions on licence, administrative penalties and costs
September 15, 2015	Pinnacle Car Sales and Leasing Ltd.	Misrepresentation of unpaid lien	Conditions on licence, administrative penalties and costs
September 9, 2015	Mainland Ford Ltd.	Misrepresentation; non-disclosure; non-compliant lease documents	Conditions on licence, administrative penalties, costs and consumer restitution