



Compliance Activities: January 1, 2016 – March 31, 2016

Compliance actions in the final quarter of the fiscal year included Registrar’s Decisions on business practice and licensing issues, Undertakings, and Court Orders. Misleading advertising was a common issue for dealers, with two dealers breaching legislation due to poorly executed marketing campaigns. Two decisions were the result of procedural reviews. One was a reconsideration request and one involved the alteration of an undertaking. Depending on the issues, the enforcement actions resulted in administrative penalties, consumer restitution, investigation costs and conditions placed on salesperson and dealer licences.

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 past three months included responding to 700 enquiries from consumers and closing 800 investigations, with \$200,000 returned to consumers as restitution. In addition, 225 dealer inspections were completed.

Decisions of the Registrar on Business Practices

Date	Respondent	Issue	Outcome
March 29, 2016	KFM Auto and Farshad (Fred) Sharifpour	Business Practices: Alleged Deceptive Act	Deceptive acts found to have occurred; administrative penalties and costs assessed, new hearing ordered
January 25, 2016	Pioneer Chrysler Jeep, Sarabjit Mander, Jaspaul Mann, and Raymond K. Van Empel	Improper changes made to Undertaking	Undertaking refused and Hearing ordered
January 12, 2016	Northland Chrysler Jeep Dodge, Frederick Brent Marshall and Murray Leonard Carlson	Reconsideration requested by respondent	Reconsideration denied

Decisions of the Registrar on Licensing Matters

Date	Respondent	Issue	Outcome
February 23, 2016	Stephen Albert Ironside	Licence application review	Licence granted with conditions
January 14, 2016	Robert Taggart	Failure to comply with Undertaking	Conditions placed on licence



Undertakings

Date	Respondent	Issue	Outcome
March 30, 2016	Haley Dodge	Misleading advertising	Conditions on licence, administrative penalties and costs
March 17, 2016	Suburban Motors	Misleading advertising	Conditions on licence, administrative penalties and costs
February 22, 2016	The Carboy Auto Sales	Misrepresentation of warranty and failure to provide records	Conditions on licence, administrative penalties, costs and consumer restitution

Court Order

Date	Respondent	Issue	Outcome
February 16, 2016	Street Trendz Auto Sales & Customization	Business practices: alleged deceptive acts	November 27, 2015 Compliance order and notice of penalty filed