



Compliance Activities: July 1, 2016 – December 31, 2016

The last six months included four Decisions of the Registrar and five Compliance Undertakings. Other activities in the past six months included responding to 1,700 enquiries from consumers, closing nearly 404 investigations—with \$738,000 returned to consumers as restitution—and completing 340 dealership inspections.

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 their current business practices.

Decisions of the Registrar on Business Practices

Date	Respondent	Issue	Outcome
November 7, 2016	Pinnacle Motors, Pioneer Chrysler Jeep, Thomas Rayson and Raymond Hayes	Business Practices: Alleged Deceptive Act	Pioneer Chrysler entered into an Undertaking on September 28, 2016, for its actions in this case. Pinnacle marketed the vehicle and made the representations to the consumer about the vehicle. The Registrar determined that deceptive acts by Pinnacle Motors occurred. Conditions placed on salesperson licences; compliance order issued; administrative penalties and costs assessed; motor dealer licence of Pinnacle Motors cancelled.
September 26, 2016	Pinnacle Motors, Carmine Risi and John Bond	Business Practices: Alleged Deceptive Act	Deceptive acts found to have occurred; conditions placed on dealer and salesperson licences; administrative penalties and costs assessed
August 12, 2016	Autolines Motor Group Ltd. and Cory Dewinetz	Decision on Reconsideration	Reconsideration denied
July 15, 2016	Autolines Motor Group Ltd. and Cory Dewinetz	Business Practices: Alleged Deceptive Act	Deceptive acts found to have occurred; conditions placed on dealer and salesperson licences; administrative penalties and costs assessed



Undertakings

Date	Respondent	Issue	Outcome
December 6, 2016	Mainland Ford Ltd.	Misrepresentation; undisclosed fees	Conditions on licence; administrative penalties and costs assessed; consumer restitution
November 29, 2016	Super Sale Auto Ltd.	Misrepresentation; unsafe vehicle; unauthorized consignment sales	Conditions on licence; administrative penalties and costs assessed
November 23, 2016	Hwy 97 Truck & Auto Gallery Ltd.	Misrepresentation, non-disclosure, unauthorized consignment sales	Conditions on licence; administrative penalty and costs assessed; consumer restitution.
September 28, 2016	Pioneer Chrysler Jeep	Misrepresentation; non-disclosure; failure to provide records	Conditions on licence; administrative penalties and costs assessed; consumer restitution
July 27, 2016	Maple Ridge Hyundai and John Bradley Kot	Misleading advertising	Conditions on licence; administrative penalties and costs assessed; consumer restitution

VSA Works to Shut Down Scam Website

Last month, the VSA alerted the industry and the public about lego-auto.com, a scam website that used the name and address of Lego Auto Sales, a legitimate VSA licensed dealer. The fake website simply used inventory from a real dealership in Texas.

The VSA contacted the Canadian Anti-Fraud Centre on December 19, 2016. Due to this action, lego-auto.com was suspended by December 29, 2016.