



## Compliance Activities April 1, 2017 – June 30, 2017

During this quarter, the VSA entered into undertakings with dealers that involved misrepresentation, non-compliant advertising, the sale of unsafe vehicles, and unauthorized consignment and offsite sales. The undertakings resulted in administrative penalties, the assessment of investigation costs and the placing of conditions on dealer licences. Consumer restitution was also agreed to.

A Decision of the Registrar involved the review of a dealer and a salesperson licence application.

In addition, 970 enquiries from consumers were processed, 217 investigations were closed and 179 dealership inspections were completed during the quarter. Over \$430,000 was returned to consumers in restitution.

All formal compliance activities are posted on the VSA website within seven days of the decision. 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 Licensing Matters

Date	Respondent	Issue	Outcome
April 3, 2017	A Vancouver Auto Ltd. and Shahram Moghaddam	Dealer and salesperson licence application review	Dealer and salesperson licences denied

### Undertakings

Date	Respondent	Issue	Outcome
June 21, 2017	MSA Auto Shore Ltd.	Unsafe vehicles, advertising, and unauthorized consignment	Conditions on licence, administrative penalties, investigation costs assessed and consumer restitution
May 24, 2017	Country Road Enterprises Ltd.	Unlicensed salesperson and an unauthorized offsite sale	Administrative penalties and consumer restitution
May 2, 2017	Island Chevrolet Buick GMC	Misrepresentation of financing	Conditions on licence, administrative penalties, investigation costs assessed and consumer restitution
April 4, 2017	Fuel Motorsports	Misrepresentation of unsafe vehicles	Conditions on licence, administrative penalties, investigation costs assessed and consumer restitution