

## Compliance Activities January 1—March 31, 2020

This quarter included three Decisions of the Registrar and three Compliance Undertakings. These undertakings involved deceptive acts and practices, unlicensed salesperson, false odometer recordings, and breach of prior undertaking. Activities in the past three months also included responding to almost 700 enquiries from consumers, closing 192 investigations with consumer restitution over \$512,750. All formal 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 and Licensing Matters

Decision Date	Respondent	Issue	Outcome
January 3, 2020	Super Sale Auto Ltd. & Navid Khoshbakht	Breach of prior Undertaking; deceptive act or practice; and consumer remedy sought	Dealer licence suspended; salesperson licence suspended; and imposition of conditions and consumer remedy denied.
January 20, 2020	Barnes Wheaton (North Surrey) Chevrolet Buick GMC & Devron Donald Quast	Deceptive acts or practices	Dealer found liable for allegations; separate hearing to address compliance action ordered.
March 13, 2020	Affordable Auto Sales & Services, Mr. Mohammed Nadir Ghani Zadeh	Deceptive acts & practices	Dealer found liable for allegations; separate hearing to address compliance action ordered; registrar's order for consumer remedy.

### Undertakings

Decision Date	Respondent	Issue	Outcome
February 7, 2020	Neil Dha	Deceptive acts and practices; breach of previously signed Undertaking	Administrative penalty
February 27, 2020	Taurean Joshua Windrum	Unlicensed salesperson	Administrative penalties
February 27, 2020	Apna Motors Ltd. and Ranveer Puran-Singh	False odometer recordings	Conditions on licence; administrative penalties; costs; suspension of dealer licence; suspension of salesperson licence
*November 18, 2019	Lisa Davis	Deceptive acts and practices, Code of Conduct violation	Administrative penalty

\*Undertaking from previous quarter

Vehicle Sales Authority



The VSA is an independent, non-profit agency that oversees the retail sales of personal-use motor vehicles in British Columbia. Please send your questions and comments to [communications@mvsabc.com](mailto:communications@mvsabc.com)