



Compliance Activities April 1, 2014 – March 31, 2015

As a public body, the VSA is required to be as transparent as possible without violating provincial and federal privacy laws. In order to meet this requirement and to provide the information dealers need to manage their operations, the VSA will be producing a quarterly compliance activity report. Dealers may find these reports helpful in the hiring of salespeople, the evaluation of current business practices and in the resolution of disputes with consumers. All the Registrar’s decisions are published on the VSA website within seven days of the decision being made.

[Decisions of the Registrar on Business Practices](#)

Date	Respondent	Issue	Outcome
March 10, 2015	Silk Road Autos	Misrepresentation; failure to produce records for an investigation	Compliance order issued; motor dealer licence suspended two weeks, condition to produce records or suspension continues
September 10, 2014	Northland Chrysler Jeep Dodge	Request for recusal of Acting Registrar	Recusal denied
August 18, 2014	Auto Empire and Trinity Auto Centre	Deceptive practice	Salesperson licence suspended, enforcement hearing to follow
May 23, 2014	Northland Chrysler Jeep Dodge	Deceptive Practice	Deceptive acts found to have occurred, appropriate penalties to be determined at another hearing

[Undertakings](#)

Date	Respondent	Issue	Outcome
February 2, 2015	M.K. (Mukunghwa) Auto	Misrepresentation; non-compliant lease documents	Undertaking signed
February 2, 2015	Strathcona Toyota	Misrepresentation	Undertaking signed
September 2, 2014	Goldline Motors Inc.	Misrepresentation; unsafe vehicle	Undertaking signed
June 16, 2014	Pinnacle Car Sales and Leasing Ltd.	Misrepresentation	Undertaking signed



Decisions of the Registrar on Licensing Matters

Date	Respondent	Issue	Outcome
March 4, 2015	Eugene Field	Failure to complete CE requirement	Hearing notice set aside, explanation accepted by the Registrar and 90 days given to complete CE requirement
November 20, 2014	Pinnacle Car Sales and Leasing Ltd.	Unlicensed salespeople	Hearing adjournment granted, conditions on registration to produce records
November 20, 2014	Edward Chieduch	Licence review	Licence issued with conditions
November 7, 2014	Justin Quocksister	Licence review	Licence denied
July 8, 2014	Ali Asghar Laal	Licence review	Licence denied
June 12, 2014	Robert Taylor	Breach of licence conditions	Licence suspended for seven (7) days
May 21, 2014	Anwar Badshah	Licence review	Licence issued with conditions
April 17, 2014	Lloyd Clement Schell	Licence review; past direct sales ban by Consumer Protection B.C	Licence denied

Judicial Reviews by B.C. Supreme Court

Date	Respondent	Issue	Outcome
February 18, 2015	Peter Fryer	Criminal convictions; false declarations; unlicensed selling; licence denied	Registrar's decision upheld
May 23, 2014	Windmill Auto Sales & Detailing Ltd.	Misrepresentation; penalties, compliance order issued	Registrar's decision upheld
May 22, 2014	Crown Auto Body and Auto Sales Ltd.	Misrepresentation & deceptive act; motor dealer licence cancelled	Registrar's decision upheld

VSA Activity	Amount
Inspections	787
Investigations	711
Liaison Visits	828
Consumer Restitution	\$1.03 million

Note: See [Part 1](#) of the Regulatory Update for an Insurance Council dealer fine and in-house financing and leasing compliance. [Part 2](#) details a \$30 million fine on misleading pricing and \$1.1 million fine for breaching Canada's Anti-Spam Legislation (CASL).