



## Compliance Activities: April 1, 2016 – June 30, 2016

The first quarter of the 2016/2017 fiscal year included six Decisions of the Registrar and four Compliance Undertakings. Three Undertakings involved misleading advertising. These compliance actions resulted in administrative penalties, investigation costs and conditions being placed on salesperson and dealer licences, as well as consumer restitution.

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.

Other activities in the past three months included responding to 900 enquiries from consumers, closing nearly 200 investigations - with \$265,000 returned to consumers as restitution - and completing 192 dealership inspections.

### Decisions of the Registrar on Business Practices

Date	Respondent	Issue	Outcome
June 27, 2016	Joel Paul Gobeil	Business Practices: Alleged Deceptive Act	No deceptive acts were found to have occurred; allegations dismissed
May 24, 2016	New Star Motors and Arthur Tong	Business Practices: Alleged Deceptive Act	Deceptive acts found to have occurred; motor dealer and salesperson licences cancelled
May 20, 2016	KFM Auto and Farshad Sharifpour	Business Practices: Alleged Deceptive Act – Follow up Hearing	Deceptive acts found to have occurred; conditions placed on dealer and salesperson licences; administrative penalties and costs assessed

### Decisions of the Registrar on Licensing Matters

Date	Respondent	Issue	Outcome
June 8, 2016	Sanjay Ashok Sharma	Licence application review	Licence refused for three months until further review, where licence may be granted with conditions
May 9, 2016	Jeffrey Terrence Armstrong	Licence review	Salesperson licence conditions upheld
April 21, 2016	Thomas Van Vu	Licence application review	Licence granted with conditions



Undertakings

<b>Date</b>	<b>Respondent</b>	<b>Issue</b>	<b>Outcome</b>
May 25, 2016	Pioneer Motor Group	Misleading advertising	Conditions on licence; administrative penalties and costs assessed; consumer restitution
May 9, 2016	Pioneer Chrysler Jeep	Misleading advertising	Conditions on licence; administrative penalties and costs assessed
April 20, 2016	Harris Victoria Chrysler Dodge Jeep Ram Ltd.	Misleading advertising	Conditions on licence; administrative penalties and costs assessed
April 19, 2016	Pioneer Chrysler Jeep	Misrepresentation of financing approval	Conditions on licence, administrative penalties and costs assessed