

FILED



By the Office of the Registrar of Motor Dealers
on February 23, 2026

Investigation File No.: C-25-02-259
Hearing File No.: H-26-02-004

UNDERTAKING

**IN THE MATTER OF THE *MOTOR DEALER ACT*, RSBC 1996, c 316 and the
BUSINESS PRACTICES AND CONSUMER PROTECTION ACT, SBC 2004, c 2**

BETWEEN:

Harris Victoria Chrysler Dodge Jeep Ram Ltd.
(DL #31254)

(the "Respondent")

AND:

The Registrar of Motor Dealers

WHEREAS:

1. The Respondent is a Motor Dealer as defined in the *Motor Dealer Act* (the "**MDA**"), incorporated in accordance with the laws of British Columbia under the name Harris Victoria Chrysler Dodge Jeep Ram Ltd. and registered with the Vehicle Sales Authority of B.C. ("**VSA**") under Motor Dealer License No. 31254.
2. The Registrar of Motor Dealers is the Registrar as defined in the MDA, (the "**Registrar**"), and is responsible for the administration and enforcement of the MDA, its regulations, and the prescribed provisions of the *Business Practices and Consumer Protection Act* (the "**BPCPA**").
3. The Respondent is the subject of an investigation launched by the VSA in response to a complaint made by a consumer, Zachary Petropolis (the "**Complainant**"). The Consumer Complaint and investigation findings are outlined in VSA File No. C-25-02-259 and the investigation report of VSA Investigations Officer, Sean Plecas ("**IO Plecas**"), dated July 2, 2024.

AND WHEREAS:

4. On July 2, 2024, the Complainant purchased what he believed was a 2023 Dodge Ram Classic Tradesman (the "**Vehicle**") from the Respondent for a total of \$98,000.00.
5. The Purchase Agreement prepared by the Respondent and provided to the Complainant showed a VIN associated with the Dodge Tradesman but described the Vehicle as a 1500 model. Whiteout can be observed covering text written next to the model.
6. The Deal Management Approval Sheet (the "**DMA**") indicated that the Vehicle was a 2023 Dodge Ram 1500 TRX Crew Cab SWB 4WD (the "**Dodge TRX**"). The Respondent submitted the DMA to the lender for financing approval.

7. Furthermore, the DMA indicated that the lender increased the Respondent's incentive bonus from \$800.00 to \$1,300.00 for the sale of the Dodge TRX as the TRX is a higher and significantly more expensive trim level.
8. Approximately 6 months later, the Complainant noticed that the Conditional Sales Contract ("CSC") showed that the amount financed was for a Dodge TRX rather than a Dodge Tradesman.
9. The Dodge TRX model has a premium trim level and is more expensive than the Dodge Tradesman model, which has the lowest trim level.
10. The Manufacturer's Suggested Retail Price ("MSRP") for the Dodge TRX is valued at \$108,395.00, whereas the MSRP for a 2023 Dodge Ram Classic Tradesman is valued at \$52,245.00, thus the Complainant was overcharged close to \$50,000.00 for the Vehicle.
11. Following the discovery, the Complainant made the Respondent aware of the discrepancy. On April 17, 2025, the Respondent acknowledged the error and offered to buy back the Vehicle from the Complainant. Although the buyback did not take place until November 20th, 2025.
12. On November 20th, 2025, the Complainant was still paying the price for the Dodge TRX while only ever receiving the base model Dodge Tradesman.
13. The Registrar asserts that the Respondent has contravened the following legislation:
 - a. Section 33(2)(a) of the *Motor Dealer Act Regulation*, BC Reg 447/78 ("MDAR") for failing to act with honesty and integrity in the course of business, by charging the Complainant for the price of the Dodge TRX while providing him with the less expensive Dodge Tradesman model.
 - b. Section 5(1) of the BPCPA by engaging in a deceptive act or practice in respect of a consumer transaction by making a representation that the Vehicle was of a particular standard, quality, grade, style or model when it was not, specifically, representing the Vehicle as a Dodge TRX in the Purchase Agreement, DMA and CSC when it was a Dodge Tradesman.
 - c. Section 9(1) of the BPCPA for committing or engaging in an unconscionable act or practice in respect of a consumer transaction by charging the Complainant a total price for the Vehicle that grossly exceeded the total price at which Dodge Tradesman was readily obtainable by similar consumers.

NOW THEREFORE the Respondent undertakes, acknowledges, and agrees with the Registrar:

1. To comply with the MDA, MDAR, BPCPA, and the sections thereunder.
2. To pay an Administrative Penalty in the amount of **\$80,000.00** in relation to the subject matter of this Undertaking as per the Notice of Administrative Penalty which will be provided to the Respondent upon receipt of the fully executed and filed Undertaking;

3. To reimburse the Registrar a total of **\$1034.68** representing 100% of the investigation costs incurred to date in relation to the subject matter of this Undertaking within thirty (30) days of the Registrar signing this Undertaking;
4. That this Undertaking is binding on the Respondent until such time as it is either terminated in writing by the Registrar or terminated by Order of the Supreme Court of British Columbia;
5. That in addition to rendering the Respondent liable to further penalties and proceedings as provided for under the BPCPA, it is an offense under the BPCPA to fail to comply with any part of this Undertaking that has not been previously terminated;
6. That the Registrar may, upon breach of any part of this Undertaking by the Respondent, declare the Undertaking to be at an end and may institute such proceedings and take such action under the BPCPA, or the Act as considered necessary; and
7. That any communication with the Registrar in connection with this Undertaking shall be made to the following address:

Registrar of Motor Dealers
 Vehicle Sales Authority of B.C.
 #280 – 8029 199th Street
 Langley, B.C. V2Y 0E2

And in the case of the Respondent Motor Dealer, to the following address:

721 Meaford Ave.
 Victoria, B.C. V9B 0X4

unless another address for delivery is given to the other party, in writing, by either the Registrar or the Motor Dealer.

The Respondent acknowledges and warrants that they have had an opportunity to seek legal advice as to the terms of this Undertaking.

ACCEPTED by Harris Victoria Chrysler Dodge Jeep Ram Ltd. (MOTOR DEALER #31254) this 11 day of FEB 2026.

Per:



Signature

Kyle Bachman
 Name of Authorized Signatory

) **ACCEPTED** by the Registrar of Motor Dealers this
) 23 day of FEBRUARY 2026.

) "Original signed"

) 

) Patrick Poyner
) Registrar of Motor Dealers

Withheld in accordance with section 22 of FOIPPA

