



FILED

By the Office of the Registrar of Motor Dealers
on April 9, 2026

Investigation File No.: C-25-07-266
Hearing File No.: H-26-04-003

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:

Woodgrove Chrysler Dodge Jeep Ram
(DL #8485)

(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 Woodgrove Chrysler Dodge Jeep Ram and registered with the Vehicle Sales Authority of B.C. ("**VSA**") under Motor Dealer License No.D8485.
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, Corey Williams (the "**Complainant**"). The Consumer Complaint and investigation findings are outlined in VSA File No. C-25-07-266 and the investigation report of VSA Investigations Officer, Jared Collier ("**IO Collier**") dated February 11, 2026.

AND WHEREAS:

4. On June 19, 2024, the Complainant purchased a 2019 Dodge Grand Caravan (the "**Dodge**") from the Respondent for a price agreed upon by the parties.
5. In addition, the Complainant signed a contract for the purchase of a Platinum Auto Care Package (the "**Platinum Package**") for a price of \$4,000.00 and signed a contract for the purchase of an extended warranty (the "**Warranty**") for a price of \$4,055.00. However, the Respondent inaccurately itemized the cost of the Platinum Package as \$7,135.50 and the cost of the Warranty as \$9,995.00 in the Purchase Agreement.
6. The Complainant paid \$7,135.50 for the Platinum Package and not the \$4,000.00 agreed on.
7. The Complainant paid \$9,995.00 for the Warranty and not the \$4,055.00 agreed on.

8. Further, the Respondent charged the Complainant a \$1,500.00 documentation fee when the Respondent's website indicated that the documentation fee is \$899.00 fee for all of their vehicles.
9. The amount of discrepancies found in the Purchase Agreement for the Warranty, the Platinum Package, and the documentation fee amounted to \$9,681.50 in overcharges incurred by the Complainant. The Respondent was unable to provide reasons for the discrepancies.
10. The Registrar asserts that the Respondent has contravened the following legislation:
 - a. Section 33(2)(e) of the *Motor Dealer Act Regulation*, BC Reg. 447/78 ("**MDAR**") for making false or misleading representations with respect to any amount charged in respect of a consumer transaction by making false representations with respect to the amount charged for the Warranty, Platinum Package and documentation fee in the Purchase Agreement.
 - b. 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 price for the Warranty, Platinum Package and documentation fee that grossly exceeded their actual selling price.

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 **\$50,000.00** 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 **\$1,841.56** 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

