



FILED

By the Office of the Registrar of Motor Dealers
on August 18, 2026

Investigation File No.: C-25-05-193

Hearing File No.: **H-26-08-003**

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:

JOURNEY CDJR SALES POCO LTD. dba
JOURNEY CHRYSLER DODGE JEEP RAM
(#D50153)

(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**") and registered with the Vehicle Sales Authority (the "**VSA**") under the name Journey Chrysler Dodge Jeep Ram under Motor Dealer Licence No. D50153.
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 consumers, Emily and Mateo Scott (the "**Scotts**"). The Consumer Complaint and investigation findings are outlined in VSA File No. C-25-11-193 and the investigation report of VSA Investigations Officer, Daryl Dunn ("**IO Dunn**"), dated November 19, 2025.

AND WHEREAS:

4. In November of 2024, Mateo Scott ("**Mateo**") was 16 years old. He had saved \$23,000 to buy his first car. He saw an advertisement for a 2018 Ram 1500 Crew Cab Eco Diesel (the "**2018 Ram**") on Facebook Marketplace posted by the Respondent. The 2018 Ram was advertised as "in good condition", "reliable", "built for both work and play", "a great choice for daily driving or heavy-duty tasks" and "dependable".
5. Emily Scott ("**Ms. Scott**") is Mateo's mother. She paid a deposit for the 2018 Ram on November 15, 2024. The Scotts visited the Respondent's dealership to buy the 2018 Ram on November 16, 2024. The Respondent allowed Mateo to test drive the 2018 Ram.
6. Mateo purchased the 2018 Ram and signed the Purchase Agreement. Ms. Scott was not there when Mateo signed the Purchase Agreement. This was the first time Mateo purchased a vehicle.

7. The Respondent rushed Mateo through the signing and added the declaration "not suitable for transportation" to the Purchase Agreement at the last minute and/or after Mateo signed it.
8. Mateo did not understand what "not suitable for transportation meant" and the Respondent did not explain it to him.
9. The Respondent knew the 2018 Ram was not suitable for transportation in compliance with the *Motor Vehicle Act* ("**MVA**") before they sold it to Mateo and before they allowed him to test drive it.

AND WHEREAS:

10. The Registrar asserts that the Respondent has contravened the following legislation:

- a. Section 33(2)(i)(iii) of the *Motor Dealer Act Regulation*, BC Reg 447/78 ("**MDAR**") for, in the course of business, aiding, abetting or causing a person to contravene any other law of British Columbia or of another jurisdiction, specifically, allowing Mateo to test drive the 2018 Ram despite declaring the 2018 Ram was not suitable for transportation and was being sold for parts only contrary to section 219 of the MVA.
- b. Section 5(1) of the BPCPA for committing or engaging in a deceptive act or practice in respect of a consumer transaction by making a representation that uses exaggeration, innuendo or ambiguity about a material fact or that fails to state a material fact, if the effect is misleading, specifically advertising the 2018 Ram as "in good condition", "reliable", "built for both work and play", "a great choice for daily driving or heavy-duty tasks" and "dependable" when it was not suitable for transportation.
- c. Section 9(1) of the BPCPA for committing or engaging in an unconscionable act or practice in respect of a consumer transaction by taking advantage of Mateo's inability or incapacity to reasonably protect his own interests because of his age and inability to understand the character, nature or language of the consumer transaction.

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, specifically Investigation File C-25-05-193 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 **\$6,305.13** 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;

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

Journey Chrysler Dodge Jeep Ram
1300 Dominion Avenue
Port Coquitlam, B.C. V3B 8G7

ACCEPTED by Journey Chrysler Dodge Jeep
Ram (#D50153) this 26 day of July 2026.

Per: Jeff Kornatowsky
Name _____

Signature _____

) **ACCEPTED** by the Registrar of Motor Dealers this
) 18th day of August 2026.

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Patrick Poyner
Registrar of Motor Dealers

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