



Compliance Activities: January 1, 2017 – March 31, 2017

The last quarter of the 2016-17 VSA fiscal year included 7 Decisions of the Registrar and 4 Compliance Undertakings. The Undertakings involved misrepresentation and unauthorized consignment sales. These compliance actions resulted in administrative penalties, investigation costs and conditions being placed on salesperson and dealer licences, as well as consumer restitution.

Other activities in the past three months included responding to almost 1000 enquiries from consumers, closing 165 investigations - with \$194,000 returned to consumers as restitution - and completing nearly 800 dealership inspections.

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.

Decisions of the Registrar on Business Practices

Date	Respondent	Issue	Outcome
March 14, 2017	Fuel Motorsports Ltd. and Cody Christopher	Request for hearing adjournment	Hearing adjournment granted with conditions
March 3, 2017	Richmond Kia, Kia South Vancouver; Larisa Rene Kungel, Justin Michael Van Noord, Danielle Schelini, Jody Lynn Frazer, Miaki Hara, Larisa Rene Kungel and Kristina Hardman	Review of Undertakings regarding misrepresentation of fees	Undertakings rejected and re-submission requested by March 24

Undertakings

Date	Respondent	Issue	Outcome
March 27, 2017	Kia South Vancouver	Misrepresentation of lien payout	Conditions on licence; administrative penalties and costs assessed; consumer restitution
March 27, 2017	Richmond Kia	Misrepresentation of lien payout	Conditions on licence; administrative penalties and costs assessed; consumer restitution
March 27, 2017	Masset Services Ltd.	Misrepresentation/unsafe vehicle	Conditions on licence; administrative penalties and costs assessed; consumer restitution
January 27, 2017	Corsa Auto Gallery Ltd.	Unauthorized consignment sales	Conditions on licence; investigative costs assessed



Decisions of the Registrar on Licensing Matters

Date	Respondent	Issue	Outcome
March 15, 2017	GN Motor Sales "N" Rentals	Motor Dealer Licence Review	Registration denied; Hearing adjourned for further investigation
March 9, 2017	Carmel Custom Contracting Ltd. dba Marlin Motors and Carmel Custom Contracting Ltd. dba Mill Bay Motors	Motor Dealer Licence Review	Hearing adjourned
January 27, 2017	Aida Saba	Licence Application Review	Salesperson licence granted with conditions
January 19, 2017	Spencer Jaymes Hedges	Licence Application Review	Conditional licence granted with conditions
January 10, 2017	Stephen L. Tyers	Licence Application Review	Salesperson licence refused