

Car RIGHTS

- Vehicle owners in Canada are entitled to easy access to information regarding their rights with respect to vehicle purchases and services, including but not limited to such things as price gouging, denied warranties, recall notices, discrimination, refusal to service, cancellations, and long delays.
- Car Manufacturers and their dealers are obligated to make their terms and conditions easily available to perspective buyers, and owners.
- Vehicle transportation regulations specify what elements must be addressed in a Car Manufacturer's terms and conditions of purchase.
- Car Manufacturers are required to address matters such as compensation for denied warranty services, repair delays and cancellations. These Manufacturers are also required to address compensation for price "gouging".
- All Canadian Vehicle owners or perspective buyers have recourse to a complaints resolution process that begins with the Car Manufacturer. Under this process, individuals should seek direct redress or remedy first for any breach of service commitments or obligations.
- Passengers may seek corrective measures or a refund of direct expenses incurred, if they believe a Car Manufacturer or dealer has not lived up to the commitments or treated consumers fairly.
- If a complaint is not resolved the individual can contact the Canadian Transportation Agency at 1-888-222-2592 or by e-mail at info@cta-otc.gc.ca. The Agency is an administrative tribunal with quasi-judicial powers. It is responsible for a wide range of adjudicative and economic matters pertaining to federally regulated vehicle transportation.
- The Agency initially uses an informal approach to manage complaints. If individuals are unsatisfied with the informal process, they can launch a formal complaint to the Agency.

September 2008

CODE OF CONDUCT OF CANADA'S Car Companies and dealers

1. Consumers have a right to information on all price and vehicle changes and recalls. Car Manufacturers must make reasonable efforts to inform consumers of "price gouging" tactics, warranty and other issues that could hurt the consumer.
2. Car purchasers are entitled to fair vehicle pricing! . If the vehicle is overcharged or the consumer is prevented from purchasing said vehicle because of Country, race, sex or religion the Car Manufacturer must:
 - a) find the consumer a vehicle at a fair price. b) buy the consumer a vehicle at a fair price from a company with whom it has a mutual agreement; or
 - c) refund the consumer's money.
3. Nothing in *Car Rights Canada* would make the Car Manufacturer or dealer responsible for acts of nature or the acts of third parties. Car Companies are legally obligated to maintain the highest standards of safety and it must be harmonized within North America, otherwise the Car Company must provide and install retro-fit kits at a reasonable price.
4. *Car Rights Canada* does not exclude additional rights you may have under the tariffs filed by your Car Company with the Canadian Transportation Agency, or legal rights that international and trans-border car buyers and owners have pursuant to international conventions (e.g., the *Warsaw Convention*) and related treaties.

September 2008

This document was created with Win2PDF available at <http://www.win2pdf.com>.
The unregistered version of Win2PDF is for evaluation or non-commercial use only.
This page will not be added after purchasing Win2PDF.