

JE is a very popular consumers show in Quebec – this has been translated from the French original version.

Start – it is preferable to read this while watching the video for the image effects.

March 7, 2008 – JE has a rating of approximately 1 million viewers.

JE: If you bought a new car recently from the US you may have faced certain difficulties and you know that it is more and more difficult to buy in the US

It started with certain manufacturers who ordered their American dealers to stop selling to Canadians. And since January some manufacturers have imposed new restrictions to importing a car into Canada.

Elsa Babai: A record year – 2007 - Nearly 190,000 Canadians bought a car in the US last year, something unheard of. This is 68% more than in 2006. Guy Jutras is one of many consumers who want to benefit from our dollar's parity by buying in the USA –

Mrs. Jutras: This is the same vehicle that we have in Canada. There's the picture – except for the colors.

Elsa: Mr. Jutras and his spouse have been retired for the last 10 years and recently began enjoying a new pastime.

Guy Jutras: We found we would have to shop for a new car, as we now own a boat that we want to tow – so we need a larger vehicle with which to tow that boat.

Elsa: They chose a Honda Odyssey. However, the color that the couple selected is not available in Canada. That's when they turned to an American dealer.

Guy Jutras: The same car in Canada is approximately \$54,000 and in the US it is \$39,000. That's a huge difference.

Elsa: Guy Jutras deals with a broker because the transaction had become quite complex. That's because the majority of dealers in the US will no longer sell cars to Canadian consumers, per orders from car manufacturers. Certain consumers therefore go through a USA resident willing to acquire the vehicle on their behalf.

Guy Jutras: He (the broker) was to have the van purchased by one of our friends in Florida. And then we would proceed to buy it back as a used vehicle through the broker.

Elsa: But a bad surprise was awaiting him.

Guy: The manufacturer objected and said we would not get a recall letter that would allow us to bring it to Canada.

Elsa: Transport Canada demands this letter before they will allow your US purchased vehicle to be allowed across the border. The document, supplied by the manufacturer, indicates if there have been recalls applicable to your car. Honda's refusal does not surprise the Association Autos Sans Frontières. (CWB)

Serge: When the recall letter becomes a means to block importation, there's a problem. The government does not help. A new car should not need a recall letter. It's new!

Elsa: Serge Bergeron started his association in November 07 to help people who are buying cars in the USA. But at the time it was Transport Canada that was imposing conditions before permitting the importation of certain makes in the country.

Serge: I wanted to buy a new car so I bought in the US, after shopping around. When I tried to get my vehicle into Canada I was unable to do so because regulations kept changing. I discovered with a friend from Montreal – the co-Founder of CWB Robert Lamb, that we were hundreds of persons in the same situation. So we started a website.

Elsa: Serge Bergeron and thousands of other persons were finally able to recuperate and import their cars when Transport Canada in December 2007 modified the list of admissible vehicles from the USA.

Elsa – This is the car that you bought in the USA?

Serge: Yes (yes) this is our new 2008 Hybrid.

Elsa: But since January it has become much more complicated to buy an American car. JE called some 15 manufacturers in Canada as well as in the USA to check on their car importation rules.

Elsa on the phone: "I am about to buy a Honda and I would like to know what your (importation) procedures are".

Elsa: First observation – each company has its own rules.

Elsa on the phone: You're not giving out the recall letters?

Person on phone: We cannot issue the letter. They can't sell Acuras or Hondas to Canadian citizens because you will not be able to register the vehicle in Canada.

Man's voice on phone: For the recall letter, there is an additional amount of \$500 that has to be paid.

Elsa: The results of our inquiry shows that nearly half of the 15 manufacturers that we called impose restrictions to Canadians by charging, for instance, amounts for documents required by Transport Canada. This is the case with Ford, GM, Mitsubishi, Mercedes-Benz and BMW. The amount can be as high as \$850. Some even charge administration

fees. At Hyundai, the policy is not clear. JE called their service department twice using an “untraceable phone” and were told the following from Hyundai USA:

Elsa on the phone: Why don't you give the recall letter?

Man on the Phone Hyundai: We are not able to – as you know, this is due to regulations with the Canadian government.

Elsa: But media officials at Hyundai Canada and Hyundai USA deny imposing any restrictions on Canadians.

Man of the phone at Hyundai: Hyundai acknowledge that the problem exists and they are working towards... working to correct it.

Elsa: The maker using this type of practice the most is Honda. The manufacturer will not supply any recall letters, so people like Mr. Jutras are unable to import a car.

Guy Jutras: So, this is when we decided to stop the process and abandon the idea.

Elsa: Honda Canada refused to comment on their car import policy with JE. It's because there is a class action lawsuit against them and other manufacturers accusing them of over-charging (gouging) Canadians.

Serge: I like to give the example of buying a nice new TV – for \$1,000 you can get a nice big TV – you can get them \$200 maybe \$300 cheaper in the USA – but you can't for cars because there are special laws.

Simon Potter: I think it is not reasonable that Canadians encounter so many problems.

Elsa: Simon Potter is a lawyer specializing in commercial and international law at McCarthy Tétrault.

Simon: We are doing a study on this and I believe that the true responsibility lies with Canadian regulations that erect barriers that are almost insurmountable.

Elsa: And it is Transport Canada that is responsible for these regulations.

Simon: We allow American tourists to come to Canada with their cars and to remain for 6 months. Evidently, we do not think that their automobiles are unsafe.

Elsa: Transport Canada refused to give an interview with JE. The communications agent wrote that they do not as a practice give interviews on television. They also say that the federal agency is obligated to make certain that road users are safe. And it is for that reason that they insist on having the No-recall letters.

Simon: Do we really think that American automobiles are unsafe? The Canadian

government's web site boasts that it has an auto safety system that is as restrictive, as rigorous as the safety system in the US. Therefore, the Canadian government considers the US safety system to be on an equal footing with the Canadian system.

Elsa: Are you disappointed?

Guy Jutras: Very disappointed. So disappointed that as far as I'm concerned, they not only lost a sale in Canada and in the US but they have also most likely lost a customer as well.

Serge: My daughter is also presently looking to buy a Hybrid from the US.

Elsa: Serge Bergeron was successful in buying his Toyota Prius from a US dealer, exactly 5 months ago.

Serge: It will be difficult to buy a new one.

Elsa: She will go for a used car?

Serge: Yes a used car with 1000 miles – that won't be a problem.

Elsa: And luckily for his daughter, Toyota, for the time being, does not impose many constraints on Canadian consumers.

Elsa: As for Guy Jutras – he has found another solution.

Guy: We are most likely going to go with another kind of vehicle and another company.

Elsa: That you will be buying here in Canada?

Guy: That we will most likely lease here in Canada.

JE: Above the problems caused by the recall letters, certain manufacturers are applying restrictions on warranties in Canada. If you want more details about warranties, go to our web site at TVA.Canoe.ca. In fact the regulations have become so complicated that the Automobile Protection Agency (APA) is strongly recommending that any consumer who absolutely wants to import a car from the US should deal with a car broker.

That's it – translated by Serge Bergeron (best I can)