

(0:02) Who am I speaking to? (0:05) Hi, my name's Luke. (0:07) Luke, you're the manager manager? (0:10) I am one of them, yes sir. (0:12) Yeah, I'm really, really sad that we had to like, you know, go through like three levels of corporate to get you to call me back here. (0:18) But, um, that's kind of what I had to do, I guess. (0:23) Yeah, I guess sort of, I mean, I'll let you, sir. (0:26) I always kind of believe in letting someone say their piece first. (0:28) So, you kind of maybe tell me what's going on on your side of this, and we can go from there. (0:34) Um, so I kind of, um, I kind of have your sales team here in quite a predicament of them refusing to disclose the full repair estimate on that vehicle. (0:50) You know, which breaks the, uh, MR, the MR 30 2013 section 2, uh, subsection 1 of the, you know, consumer protection laws. (1:00) For something to be an estimate, would there not have to be an element? (1:08) Hmm? (1:09) I mean, technically this isn't really an estimate, right? (1:15) Like, it's not like we're estimating this and charging you anything, right? (1:19) This is, this is all frankly internal. (1:22) The autohome Volkswagen is paying the bill for this repair. (1:25) Uh, yeah, but that, so this, this whole thing was sold to us, uh, in, in good faith that it was supposed to be, you know, like you guys on the bill of sale. (1:36) It quite clearly states, you know, like, like you guys did the, uh, um, not the safety inspection. (1:45) The, uh, there's another one and I'd have to go read the bill of sale there to go get it right. (1:51) Um, but the, uh, let me just go get that. (1:56) Yeah, no problem. (2:16) The mechanical fitness. (2:19) Okay. I mean, that's, yeah, that's more or less. (2:23) It's not though. It's, it's separate. (2:32) That's just the federal thing, right? (2:34) So if you're going to take that stance too, then I guess we'll just bring it to consumer protection, man. (2:37) Like it's fine, right? (2:39) It's all, it's all good. (2:40) It doesn't feel like you're interested in collaborating in any way. (2:45) Well, I've, I've, I've, I've, I've tried really hard, you know, like I've tried really hard to get a positive resolution from here, but I'm just kind of seeing coercion and coercion, unfortunately. (2:57) I, I, I, I don't know if that's, maybe here's my side of this and like set the record straight on me here. (3:06) Vehicle was purchased. (3:07) Obviously Manitoba safety issue came up with something. (3:12) This may be a layman's term, something and you would think your selector causing an error for you guys. (3:18) We said, Hey, here's what the fix is. (3:21) You seem to think that there's a larger fix needed or something along those lines when our shop is saying, Hey, here's what needs to be done. (3:30) You guys requested to pick the vehicle back up saying that you're going to take it to MPI. (3:34) So we just haven't really had the chance to follow through on that. (3:37) We're offering you this resolution and you're saying it's not satisfactory. (3:42) Um, no. (3:44) So you guys aren't disclosing the actual teardown cost of what it takes to get to the selector mechanism. (3:49) That's kind of the issue here. (3:50) Okay. (3:51) So it's like the issue is more so with the procedure of the servicing that's going on with the vehicle. (3:58) The disclosure of the estimate of repairs. (4:03) So the concern is that we're not explaining every step is kind of what you're doing. (4:13) No.

(4:13) So you've given me a bunch of cropped pieces of documents when I when I've asked very explicitly for like the whole bills of sales and stuff on certain things. (4:22) Right. (4:23) And I've just been given cropped pieces.

(4:25) Right. (4:26) And that's not what I requested. (4:28) So if we're just going to deal with that, then you can then we can do the consumer protection thing.

(4:34) Right. (4:34) You know, it's fair. (4:35) You know, I've done everything I can, you know, to try and resolve this in a personal way.

(4:43) But I don't know. (4:46) I guess this is what you want to do. (4:48) Right.

(4:49) Well, it's certainly not what I want to do. (4:51) Right. (4:51) But I mean, there's I don't think it's fair to say that we've done anything super on tour here.

(4:57) So the last thing. (5:00) Yeah. (5:02) There's been quite a quite a bit of collaboration, I believe, you know, like when we're constantly given like broken answers and and the last.

(5:13) Yeah. (5:14) The last statement from Colin there is quite coercive, you know, telling us that if we don't take your word for it right now, then we can go get our repairs paid for on our own dollar. (5:28) I'm trying to I'm trying to what, sir? (5:31) Like, gotcha us on something which isn't proper English.

(5:35) But it seems like it's the there is no messages doesn't seem like it's working towards fixing the car. (5:44) It seems like we're trapped in a procedural procedural here about disclosure and this and that about like the primary concern fixing the vehicle. (5:54) At this point, no, it's kind of like trying to understand why you're going through so many coercion tactics, you know, to, you know.

(6:03) What are we like coercing you out of? (6:05) It's not money. (6:08) We're not asking for money. (6:09) The information of what's supposed to be done to the car and like that's my right as a consumer.

(6:16) Right. (6:17) You know, and that's kind of the issue here. (6:19) You know, you're you're not disclosing mechanical things.

(6:22) We told you that it's like you seem to be under the impression that this is a multi-day job and there's this and that going on. (6:29) And what's happening is from what I understand, again, I'm also not a mechanic, but it is a four hour job. (6:37) I believe that provides the part number that is being replaced or repaired.

(6:41) Like what additional disclosure are you looking for? (6:46) There's it's more than just a four hour job, sir. (6:48) Like, I guess if that's what we have to do. (6:50) Right.

So we'll do the consumer protection thing and then we'll they'll go and do whatever it is they're going to do. (6:56) Right. But yeah.

(6:57) Yeah. I mean, like it's it's it's it happens from time to time where someone goes that alley.

(7:04) Most people hear their side to the story and try and determine if there's any wrongdoing that's been done.

(7:10) I'm I obviously don't want that to be the case. (7:13) But I mean, if that's it's your speak of right going on, it's your right as a consumer to go that route if you'd like to. (7:19) So if if there's nothing that sort of doesn't need to be directly on this phone call, if you need me to call you back and get like a full understanding of step by step, what this mechanic is doing.

(7:30) I have no problem doing that, but that what they're quoting us at the repair procedure for this issue. (7:37) I don't know what more we can do other than say we're covering that at no expense to you. (7:46) I mean, OK.

Like it's just really strange. (7:54) Like I've already asked, like I've like when I talk to this with the Volkswagen corporate, they've also kind of agreed, like it takes at least like eight hours to get to the area, you know, where they need to do what it is they're doing. (8:05) You know, like they were we were kind of in an agreement there, but there's nothing that they can do, unfortunately, because they're Volkswagen and you're a third party dealership.

(8:13) Right. So there's not really much we can do with that for sure. (8:19) Yeah, but they've like they've like corporates agreed with me that the you know, the the hours at least are kind of kind of absurd for like the.

(8:27) On that topic, an hour is an hour of billed labor, not like it's not like they're only obligated to only put four hours in and whatever's done in four hours. (8:40) All right. So it back up.

This is all we're doing. We're going to get paid for four hours. (8:44) It's just, I guess, like it's called Mitchell times off and on these things that is a job like this.

(8:52) Labor rate is not it's not a gospel of tools working on the vehicle. (9:03) Yeah, well, it's kind of the kind of contradicts like my car has like I just got it repaired from the shop and it has quite the extensive time and everything. (9:13) Like, you know, the hour, like it's very it's a very detailed report.

You know, it's definitely nowhere near what you've given us. (9:22) So, I mean, OK, I mean, it's again, it's I don't want to like I'm not here to give an ultimatum. (9:35) But if you're not comfortable proceeding with the repair that has been recommended to us, then I guess to put it kind of in the kindest way possible, (9:44) the ball is in your court to to, I guess, sort of exercise any right that you think you you may have for for any sort of wrongdoing on your side here or on our side.

(10:00) Yeah, it's just sad. We kind of have to do that. And like I was, you know, this this whole thing should have been dealt with like like a long time ago.

(10:12) Like you guys like looking at the report and stuff, you know, you guys drove the car about eighteen hundred kilometers or whatever. (10:21) You know what? I don't know. From from when, like the one failure had happened until when it was sold to us.

(10:28) There was a there was like eighteen hundred kilometers of like driven time on there on the odometer, you know. (10:35) So like there's just a whole bunch of things here where you guys are trying to claim negligence or like you're trying to trying to claim that you didn't know that the fault was happening (10:44) when the fault occurred July 18th, twenty twenty five at like seven forty seven p.m. or whatever, you know, with one hundred and thirty five occurrences on the ECU. (10:54) You know that which, you know, tells us, unfortunately, the whole thing.

(10:57) That's what the Otis report says, man, like the main damage that's being repaired was back in July 18th, twenty twenty five. (11:06) Right. And then the first the first sign of failure on the ECU says like May 31st.

(11:11) And it's like a completely random component, but it's still connected to the BCM. (11:16) Right. So for the for the first repair or the report on the July 18th, July 18th, twenty twenty five is when it says.

(11:26) On September 4th. Well, we we got the vehicle September 19th. (11:35) OK, right. So they sold it to you with that with that thing, you know. (11:40) Yeah, it's certainly possible. Right.

I mean, that's unfortunate. (11:44) Yeah. So then so then what is it like? (11:50) There's like there's five or six hundred kilometers there of yours, I guess.

(11:53) But like, you know, that damage was there July 18th, twenty twenty five. (12:00) And the first sign of electrical failure was May 31st at like two in the morning or something. (12:08) You know, like unfortunately, it all just kind of coincides with that recall failure and stuff.

(12:14) Right. And like it is just a random electrical failure. (12:17) Right.

It's just it is it is a completely random occurrence, unfortunately. (12:21) But it's just without it's way out of our, you know, thing. (12:25) And then unfortunately, with the whole teardown and stuff of the vehicle.

(12:29) Right. Like there's there's just so much work that really needs to be done, man. (12:34) You know, like I'm not a Volkswagen expert, you know, but I was hoping that those mechanics would have been kind of more (12:42) honest with like their output, I guess, like if they're lying to you as well, then that's kind of a thing that you guys need discovered.

(12:47) Right. Like they shouldn't be lying to you. (12:51) You know, they shouldn't nobody should be lying to nobody.

Right. (12:54) I'm just trying to get to the bottom of it. (12:57) Yeah, no, I mean, I understand. I think what you kind of where you're coming from. (13:02) But there's also a part to it where they don't know what everyone's doing. (13:06) The baby with the bath water on a repair.

(13:08) Right. If they're going to if this is perhaps often like from factory repair procedures for these things are a there's been a failure. (13:18) It's causing this fault.

Can you replace that? Oh, that does not fix the problem. (13:21) Then maybe there's something bigger at play here. Bring it in.

(13:25) Larger diagnosis. OK, that didn't work. We need to replace a larger component or something.

(13:30) Again, I'm not a mechanical expert or mechanic or any such thing. (13:36) But that's kind of why we take our instruction from our shop and our shop doesn't come up with this stuff on a whim. (13:45) Yeah, they're taking their instruction from handbooks.

(13:47) So, yeah, I mean, I don't know that there is much else to say. (13:55) Like I diagnosed that problem without the scan, man, like I knew what it was like about a week later. (14:00) All right.

Like just by going off of like I was pretty close, you know, (14:08) how did that because how did I know it doesn't really matter, man. (14:13) I got the scan that proves that I'm right. (14:15) You know, like while the part was off by like a generation and it wasn't the micro switch lever, (14:22) Volkswagen confirmed with me that the that the switching module is the is the same.

(14:27) Like the failure type is the same, unfortunately. (14:30) You know, and then when we got the Otis report, it showed again the exact part. (14:36) I couldn't tell you the name of it off the top of my head.

(14:38) I don't know that, you know, but like at least the type of electrical failure that was happening, (14:42) I was able to diagnose that without, you know, without scanning the thing myself and, you know, doing that. (14:50) Right. It's just going off of like the the best chosen assumption from like, (14:55) what are what are the known recalls that are that are around globally.

Right. (14:58) And that's the only thing that fit, you know, like I'm all for if you got, you know, (15:02) if it was me that like if I gassed it somewhere and I and I spun something too much, you know, (15:06) and I and I ruined something. Right.

And I shook it. Right. (15:09) Because it's a part because it's a parking mechanism failure.

That's my fault. I did it. (15:12) You know, it's a cool car.

Right. You know, so it's very easy to do something like that, probably. (15:16) You know, but unfortunately, this is the issue as to what it is, you know, (15:19) and whether or not I'm Nostradamus or whatever, you know, and I whatever.

Right. (15:24) You know, like the Otis report, unfortunately, confirms what I believed. Right.

(15:29) So, like, there's not really much that can be said on that. Right. (15:33) Like whether or not like I'm making stuff up, you know, whatever.

(15:36) Like the Otis report in the end kind of just proves what I assumed it to be, you know,

(15:44) and that's like I have to go off of my intuition here. Right. (15:49) Sure.

And I guess, yeah, by the same by the same logic, (15:54) my shop foreman and my my fixed officer operations manager. (16:01) Our offer, obviously, it stands. If you say, hey, you know what? (16:07) Just work on this thing.

Bring it by. We will begin working on it. (16:11) If you're not OK with us performing that repair.

(16:15) Well, you guys. So do you not understand, like, so I'll do the consumer protection thing.

(16:21) Right.

But now, like, you guys don't have like they're going to make you do the repair either way.

(16:26) Right. Unfortunately, like that would be the opinion of someone who is going to go down that road.

(16:33) But I guess, yeah, I'm not going to leave that, I guess, without comment. (16:39) But if you if you are correct with everything you're saying, that is the way it will go. (16:43) Yeah.

Because, like, like, I'd rather it just be done on, like, your own merit and stuff. (16:48) But, like, they're going to make you guys, like, pull up the whole estimate repair and stuff, too. Right.

(16:52) I was just trying to get it without you guys, without this having to be a thing, you know.

(16:56) But if that's what we have to do, unfortunately, I guess that's it. (17:00) But I will.

So I've been recording. I'm going to transcribe this and send it to the consumer protection people. (17:06) I don't recall giving you that to record this conversation.

(17:09) Sir, it's called the one party consent law. You don't have to give me permission. (17:12)

This is for my own personal safety.

Right. Like it doesn't matter. (17:15) You'll only be using it for your personal safety.

(17:18) It's that's what it's for. Yeah, it's for it's for this to send it. (17:22) I wouldn't know.

Sorry. Like, I wouldn't. (17:24) I'm definitely not making a YouTube video and trying to do anything goofy like that.

(17:28) No, for sure. It's only for this case and it's only I'm not using. (17:34) I'm telling you very explicitly it's not being used for anything else other than the consumer protection case that we're talking about.

(17:41) That's it. And you don't you don't have to give me consensus. (17:46) It's called the one party consent law.

Do you not understand that? (17:48) Like when we walk into your business, you record us and you don't give us permission to to audit that and to to stop that from happening. (17:54) Right.

It's called the one party consent law.

It's a federal law. (18:01) So anyways, I will be sending that in, I guess, and we'll be dealing with that. (18:07) Like, I really didn't want to have to do anything like this, man.

(18:09) Like, it's not it's frustrating to be to say the least. Right. (18:17) But, you know, we'll be doing that then.

Thank you. (18:22) Have a good day. Yeah.