



Ontario's Vehicle Sales Regulator

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## Consumer Line 2010

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### Issue #6 (Jul 2010)



July 2010

#### CONSUMER PROTECTION

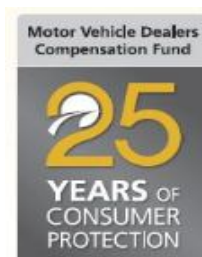
Looking for an Ontario-Registered Dealer? Look for the decal.



Ontario-registered vehicle dealers are identifiable by their "Ontario-Registered Dealer" decals. Remember that registered dealers have a permanent lot and ownership and are licensed professionals who follow the regulations of the *Motor Vehicle Dealers Act*. They are also regulated by OMVIC, the governing body of Ontario's motor vehicle sales industry. You lose out on the protection of a regulated industry if you buy your vehicle privately.

#### INDUSTRY HEADLINES

##### Dealer-supported consumer protection fund



Ontario-registered If problems arise from a transaction with an Ontario-registered dealer, consumers may be eligible for compensation from the Motor Vehicle Dealers Compensation Fund, a dealer-supported consumer protection fund. The Compensation Fund is administered by OMVIC on behalf of a Board of Trustees and supported entirely by Ontario's 8,300 motor vehicle dealers. Learn more about the Compensation Fund [here](#).

#### HAVE YOU HEARD?

##### Need to file a complaint?



Ontario-registered Although the vast majority of transactions go smoothly, there is help available if you happen to run into a problem with your purchase through an Ontario-registered dealer. OMVIC's complaint handlers are available Monday to Friday, 8:30 a.m. to 5:00 p.m., at 1-800-943-6002. Be sure to have any documents related to your transaction available. You'll also want to contact your dealer before you call OMVIC to see if the problem can be worked out.

#### EXTRAS :

##### Auto Talk

*Motor Vehicle Dealers Act (MVDA):*

The MVDA is the legislation that governs motor vehicle dealers and salespeople in Ontario. OMVIC enforces the Act on behalf of the Minister of Consumer Services.

To learn more about the MVDA click [here](#).

##### Contact Us

If you have any questions, comments, or suggestions for Consumer Line, email us at [consumerline@omvic.on.ca](mailto:consumerline@omvic.on.ca) and let us know what you think!

##### Featured Links

- Ministry of Consumer Services
- OMVIC Consumer Survey
- OMVIC's Facebook Page

Consumer Line is a monthly publication by the Ontario Motor Vehicle Industry Council - OMVIC, and is sent to you because you have requested it. If you have received this e-mail in error, or prefer not to receive more issues, you can unsubscribe at any time by following the link below.

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OMVIC is the self-management organization of the motor vehicle dealer industry and administers the Motor Vehicle Dealers Act -- a public protection statute -- on behalf of the Ministry of Consumer Services. OMVIC's mandate is to maintain a fair and informed marketplace by ensuring registration of motor vehicle dealers and salespeople, regularly inspecting all of Ontario's 8,800 dealerships, maintaining a complaint line for consumers and conducting investigations. OMVIC also administers the Motor Vehicle Dealers Compensation Fund.



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#### OMVIC

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#### Connect



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