

**Ministry of
Small Business and
Consumer Services**

Office of the Minister

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**Ministère des
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Dear Dealers and Salespeople:

When I became the minister of the newly created Ministry of Small Business and Consumer Services in July 2008, I was very pleased to see that one of the first major initiatives that we would be delivering to Ontario is the new *Motor Vehicle Dealers Act, 2002*.

Car purchases and leases are key consumer spending items. When the new act comes into force on April 1, 2009, Ontario consumers will see a major step forward in their protection.

The support that major industry groups have given to key components of the act is very gratifying. However, as important as it is to improve legal protections, the law is only a minimum standard of fairness and honesty. I know that many of you surpass this standard every day as you strive to earn customer satisfaction and loyalty.

I am also pleased the ministry and the industry's representatives were able to work together to minimize regulatory burden under this new act. Ontario business benefits from a balanced approach to regulation. Creating different classes of registrant and imposing only those obligations necessary for dealers in a particular class achieved this balance.

Consultations and work with stakeholders have been intensive and productive. I want to thank all who took the time to respond to the consultation papers, draft acts and regulations. I am particularly grateful for progress made by my predecessors in the consumer portfolio, the Honourable Gerry Phillips and the Honourable Ted McMeekin.

The standards in the new *Motor Vehicle Dealers Act, 2002* will support a strong economy through consumer confidence and fair competition. Improved enforcement powers under the act will further help protect those dealers complying with the law against unfair competition from curbsiders and others.

You will be receiving more information and guidance about the new act in the coming months to help you prepare for April 2009. The regulations are available to view online at the Government of Ontario e-Laws website: www.e-laws.gov.on.ca.

In closing, let me wish you, your employees, families and customers all the best.

Sincerely,

A handwritten signature in black ink that reads "Harinder S. Takhar".

Harinder S. Takhar
Minister