



## Code of Practice

1. Upon request, CAA members will be provided with a written estimate of repair costs, giving an indication of the work required and the part needed. Where it is found that because of additional repairs or unforeseen difficulties the estimate will be exceeded, members will be advised so that they may authorize the additional work or have an explanation of additional costs.
2. The repair facility has the right to refuse to take on a particular repair job, especially if it could be of a complex nature, or a vehicle for which the repair facility does not hold a franchise. However, once repair work has been started, the repair facility will see to it that the repair is carried through speedily, to a satisfactory conclusion. As evidence of work performed, all replaced parts will be returned to the member upon request, with the exception of those that must be returned to the manufacturer under a warranty or exchange program.
3. The repair facility carrying out the repair work will provide a warranty covering the effectiveness of the repair or renewed parts or components under normal operating conditions for a period of 12 months or 20,000 km, whichever occurs first. If, due to the age or condition of the vehicle, there is risk that the repair may not be wholly satisfactory, the member will be advised accordingly.
4. The repair facility agrees to quickly resolve any cases of dispute between the repair facility and CAA members. If however, after negotiation, attempts at settling the dispute have failed, the member or the repair facility may submit the case to CAA. CAA will act as an arbitrator and the association's decision shall be final. The member has the right to pursue additional means of reconciliation. In this event, CAA must be notified of such dispute within 90 days of the occurrence.

This business is annually inspected by the  
**CANADIAN AUTOMOBILE ASSOCIATION**

If you have any comments concerning this business,  
please contact CAA Manitoba at:

Phone: 204-262-6182 or 1-800-222-4357 email: [kenf@caamanitoba.com](mailto:kenf@caamanitoba.com)

