

September 1, 2020

Owasco Volkswagen/Owasco Audi  
2030 Champlain Avenue  
Whitby, Ontario, L1N 6A7

During the week of **July 20, 2020**, OMVIC Investigators conducted a Mystery Shop Program in the Durham Region. The program is designed to identify compliance regarding the "all-in-pricing" requirements as set out in Section 36 of Regulation 333/08 of the *Motor Vehicle Dealers Act, 2002* (the "MVDA"). Dealerships were randomly selected in that geographic location.

On **July 22, 2020**, Investigators attended your dealership posing as consumers and interacted with a member of your sales staff to discuss the pricing of one or more of your dealership's advertised motor vehicles.

During this mystery shop, our Investigators identified that one or more of your dealership's advertisements complied with the "all-in-pricing" requirements. For clarity, this exercise was not a comprehensive investigation of the entirety of your dealership's advertisements. As such, we encourage you to continue to review these requirements to ensure that your operations comply with the MVDA and Regulation 333/08.

Sincerely,  
ONTARIO MOTOR VEHICLE INDUSTRY COUNCIL



Steven Byrd  
Director of Enforcement

