

A dealer must not tell you things about the condition of the vehicle that are not true

The VSA may be able to help with issues with the condition of the vehicle at the time of the purchase. A dealer must not tell you things about the condition of the vehicle that are not true. If they do, the VSA can review what the dealer said.

BC law says dealer must conduct vehicle purchases and leases in a clear and open manner. This means that the dealer must provide you with vehicle information. This information is what you need to make an informed decision. It also means the dealer must stand behind what they say about the vehicle. The dealer must not misrepresent the condition of the vehicle. For example, the dealer cannot tell you that they have done an oil change when that is not the case.

If the VSA cannot assist, there are other options for getting help.