

Vehicular Parts

in the world this kind of bill is introduced in this House of Commons. I do not think there should ever be a need for this kind of legislation. The industry itself must realize that it is not just a question of salesmanship, of being able to sell big machines. It is not simply a question of computerizing and tabulating farm implement sales on a balance sheet at the end of the year and congratulating salesmen on a tremendous job done. The industry has to do more than that. It must understand that in order to gain the confidence of the people it has to be able to earn it, and in this regard I think the industry has, to some extent, been very sadly lacking. In interprovincial transactions, provinces have the right of scrutiny of terms and conditions. I think the same right should apply equally in regard to companies that operate within the province. I do not think that companies that sell equipment, machinery and motorized vehicles in all provinces should be singled out.

The situation outlined by the hon. member is a very common and irritating one. I have personally had countless experiences of this kind. I had one combine which sat idle all fall waiting for a piston cap to arrive, and we had to use only one combine. This kind of situation is ridiculous. I had an experience where another farmer and I were working together and started to harvest very early. One of his machines broke down and he waited about three weeks for a part to arrive. Finally, when I completed my own combining my machine had to work his fields as well, and he was a little disturbed that his machine had to stand idle. He had only recently purchased it, yet he could not get the part required. I told him I would fix that in a hurry and I phoned the company. I had a little difficulty trying to get through in order to explain to them the nature of the problem. Of course, the officials were away and the secretary was just acting as sort of a buffer between those making the complaints and those at fault, so the matter was continually put off.

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While I do not like to use my position to bring pressure to bear, I finally had to resort to this. I told them that, as a member of parliament, I was taking the matter up on behalf of one of my constituents, and might have to use other measures to force the company to realize there was a problem. After about half an hour, I finally got a call through. I must say that the dealer was very hard-pressed. He sent off no less than three telegrams and made a phone call. He did everything possible, and I am convinced that he was not to blame. The representative of the company in question said: Okay, what is your problem? I knew the part number and I said: We need these parts immediately. He said: Well, we will look into it, and within two days they did send out the parts.

After I got through to the president, the company unloaded all the parts, in addition to the one we ordered, that the dealer had ordered over the past six months, all send c.o.d. This dealer was probably having difficulties with the company and he had to run all around the countryside to collect enough money to pick up that one c.o.d. which may or may not have contained the part we wanted. In any event, they did send the one part. The following day the dealer had another consignment sent to him c.o.d., and he had to run around the country to all the people who owed him money as well as to all the credit

[Mr. Korchinski.]

sources he had in order to pay for that one consignment. At one time he went to the fellow at the bus depot and asked him to open up the consignment. That fellow said: I can't do it; you pay for the c.o.d. and I will open it up. The dealer said he did not even know whether the part was in there.

Mr. Knowles (Winnipeg North Centre): All you wanted was one nut.

Mr. Korchinski: That was about the size of it, but that is exactly how ridiculous the situation can be. You can tie up a \$15,000 or \$18,000 piece of machinery, yet the dealer does not know who is at fault. It may not even be his fault. Dealers have had their financial difficulties and I am very loath to fault the local dealers because of their difficulties.

I have had similar experience with the John Deere Company which is discontinuing machine dealerships all across the country. It does not matter how many machines these dealers have sold in the past, that is not important. The important thing is how many machines the dealer has sold in the last year. I have seen the same situation in respect of other companies such as J. I. Case and International. These companies have forced dealers to move from one part of the country to another and have just caused some of them to go bankrupt. Then, if a dealer has not sold anything in the last year the company tells him he is out.

At the same time I think I should point out one other thing. We are all too ready to lay the blame on the company, but we must recognize that there are people working within those companies. Very often the attitude of those employees is that they could not care less. They do not care whether they drop a part and it breaks or whether it is in proper condition when it is received. Apparently that is not their concern. I suggest that transportation companies adopt the same attitude of not caring. They feel that they have done their job and if the part is broken that is not their fault. They believe it must be somebody else's fault.

I have heard of many cases of people phoning in and not being able to get any response on a Saturday or a Friday after three o'clock. Can we really blame the companies for everything that goes wrong, and assume it is the responsibility of the company? It seems that is what most of us assume? I suggest that the general attitude of our society is not conducive to improving conditions. I think workers employed by those companies must share a part of the blame. It is too easy for most of us to put the blame on the machine companies, but these companies cannot operate without the services of the people who work for them. I think we must recognize that a great deal depends upon the attitude of those within the organization, and it is this attitude that produces good relationships all the way down the line. Surely, the dealer does not want to lose a customer, the machine company does not want to lose the customer, and surely to goodness the people employed by these companies do not want to lose their jobs.

It is too easy for hon. members such as the hon. member for Regina East (Mr. Balfour) to suggest, as he did a few moments ago, that it is the fault of the companies, because the companies are big and they can take the blame. Some members take this attitude because they must restrict themselves in their criticism. That statement may be a