

ROSE CITY  
CHRYSLER  
DODGE JEEP  
RAM FIAT



# News 'n views

VOLUME 1 — ISSUE 2

JUNE 2020

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**your photos**  
**and WIN!**

## Jeep Renovation Complete

In the last issue we told you about the re-branding to our building showcasing Jeep.

Well, except for the signage, which has been delayed due to COVID-19, the reno is complete.

Inside the dividing wall was removed and Cameron Robertson (our Sales Manager) got a new office. Then we added 2 new sales offices plus a research area, all in the new Jeep colours.

Outside the Red Fiat panels were replaced with the new Black & Bamboo Jeep theme.

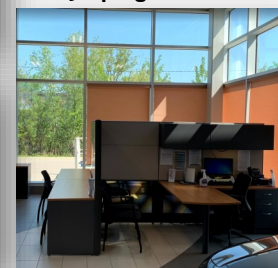
Rose City Chrysler is proud to be only the second dealer in Canada to have this re-branding done to the store. Here are some pics!



Rose City Chrysler Before



It will look like above when Jeep sign arrives



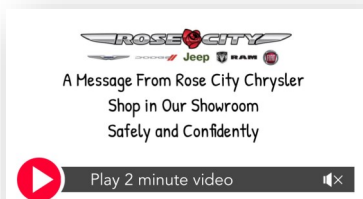
## Covid-19

OMG... What a few months we have all had. As a local business owner, it was very difficult to lay off much of our staff for part of March and most of April, but with a skeleton team, we got through the mandated closures. While service and parts remained open, aside from some online sales, we were not able to open our showroom until May but when we did, Welland responded in spades! We had a record May in New Car Sales.

While I'm always grateful to all of our customers, a special thanks has to go to those who purchased cars during the months of March, April and May. Because of you our entire staff is now back to work.

Like everybody, we have to operate a bit differently these days to help protect against the spread of the virus but one day soon, I know we will be back to normal and this will all be in the

rear view mirror! Until then here is a short video on how we are doing business together, while staying apart.



Nick Sebastian  
Dealer Principal

## Dealers Must Follow OMVIC's Online "All-In Price" Rules

Shopping For a New Ride?

Ask to see the seller's OMVIC license. If they are unable to produce one, walk away!



## THE DISCIPLINE FILES



### Oakville Dealer Fined Third Time for Breaching All-In Price Advertising

An Oakville dealership and four staff were fined a total of \$21,500 for breaching the regulations made under the Motor Vehicle Dealers Act (MVDA) and Code of Ethics.

██████████ and ██████████ were disciplined by the Discipline Committee for failing to comply with Ontario's All-In Price Advertising regulation.

A [Discipline Panel](#) heard the dealer advertised a 2017 Ram with a price of \$51,488 and attempted to sell the vehicle to a consumer, adding a \$399 administration fee and \$10 OMVIC fee to the advertised price, a violation of the Regulations and Code of Ethics. The dealer argued the attempted sale was a wholesale transaction, not to a consumer, and that therefore the all-in price advertising regulations did not apply. The panel disagreed, finding, in part, the dealer:

- used a retail bill of sale
- referred to the purchaser as a "customer"
- wrote "No Trade" on the bill of sale, an element of retail transactions
- charged a \$10 OMVIC fee, when no such fee exists for wholesale transactions
- sold a tire and rim protection package
- took a deposit from the purchaser

#### Past Disciplinary Action

██████████ was previously fined [\\$2,000 in 2015](#) and [\\$3,500 in 2018](#) for failing to comply with the All-In Price Advertising requirements.

As the previous penalties had little deterrent effect, the Panel ordered:

- ██████████ to pay a fine of \$10,500
- General Manager ██████████ to pay a fine of \$4,000
- General Manager ██████████ to pay a fine of \$4,000
- General Manager ██████████ to pay a fine of \$2,000
- Sales Manager ██████████ to pay a fine of \$1,000

The panel also ordered the individuals to retake the OMVIC Certification Course.

**REMINDER:** If a dealer advertises a price for a vehicle (new or used), the [MVDA](#) requires that the price include all fees and charges the dealer intends to collect. More information can be found visiting <http://bit.ly/3b6BbLY>.

## Tips for Buying from an OMVIC-Registered Dealer

Ensure salesperson understands your needs. Not being listened to? Buy elsewhere

Take thorough test drive – not just around the block

Understand "all-in" pricing, negotiate finance terms, don't accept additional

charges (except HST and licensing)

Only pay for optional products or services you want and believe have value

Used vehicle? Ask for history report; consider inspection by trusted mechanic

Get all conditions in writing (e.g., repairs to be conducted)

Get all disclosures and promises in writing (e.g., no accidents)

Carefully read contract (and loan agreement) – there's no cooling off period once signed

## Our \$200 Keg Card Winner - Nate Matthews (and his son Cooper)!



With each issue we pick a winner from our "Happy Rose City Customer submissions and reviews. See the back page for details.

Hello!

My name is Nate Matthews and purchased my first ever Ram in August from Claude.

I have always been a "Chevy guy" and was dead set on getting another Silverado as I had a '16 and wanted to get the new trail boss.

After a lot of reviews online I went to check out the Ram, for the price (which was similar to the Silverado) there were a lot more

options that came with the truck.

After my first test drive of the classic I was pretty much hooked but I had to test the Silverado first. After I did it was no question

that I was going with the Ram. Mostly because of how the ride was, all of the options. Bigger display, heated steering wheel, heated seats, power folding mirrors, back up sensors, rear slider I could go on but Claude had a big part of me joining the Ram family. I can appreciate a salesman who acts like he cares and with Claude he did. I'd say we even became friends and still talk 6 months after my purchase. Since I had a truck before but only a double cab my wife and I always wanted another one now that we have kids and to this day talk about how we're glad we

went with the crew Ram and you gotta love that hemi! We got the Warlock and the only complaint I have is I should have got one sooner, next one will be the Rebel!



I've purchased a lot of cars and never been treated so well by Claude and the Rose City family. I know when it's time to get another vehicle, I'll be coming back to see Claude!



**Send Us  
Your  
Pictures!  
You  
Could  
Win Too!**

## Why Not Lease Your Next New Car:

Play 1 minute video Dodge Jeep Ram and Fiat, at 916 Niagara Street in Welland

Dealer For  
The People  
E-Z Lease  
Plan...  
Nothing to  
Fear!



# Traxxas RC Ram Conversion Project



Traxxas  
Stampede 4x4  
To Slash 4x4  
Conversion with  
RAM TRX Body



**HOBBIES:**  
Build your  
own RC  
Ram TRX  
4x4  
"If I Can  
Do It...  
...You Can  
Do it Too"  
Video Series

A number of months ago, the kid in me took up a new hobby... Remote Control Cars. The product I chose was Traxxas. They seemed to be a leader in that field. The model I chose was a Stampede Monster Truck, but after a very short period of time I was disenchanted with that model. After some research, I found out you could convert the Stampede to a Slash 4X4 which is bigger, more stable, less monster trucky and best of all, uses many of the same drive components as the Stampede I already owned.

SO... I made a series of videos called "If I Can Do It, You Can Do It Too. Below are the 7 videos showing how to convert the Stampede to a Slash 4x4 with a Ram TRX Body. Hope you enjoy them as much as I did making them.

Part 1 How We Began



Part 2 Picking the Colour



Part 3 Dismantle Front



Part 4 Dismantle Rear



Part 5 Reassemble Slash



Part 6 Body and Paint



Part 6.1 Second Body (Option)



# Instant Pot Chicken Cacciatore



## Ingredients:

8 bone-in, skin-on chicken thighs (about 2 1/2 pounds)

Kosher salt and freshly ground black pepper

2 tablespoons olive oil

3 strips bacon

1 medium onion, chopped

2 medium carrots, chopped

2 cloves garlic, minced

3 tablespoons tomato paste

1 tablespoon fresh thyme leaves

3/4 cup red wine

1/4 cup chopped fresh flat-leaf parsley

**Serving suggestion:**  
With polenta or pasta

1. Turn a 6-quart Instant Pot® to the saute setting on high (see Cook's Note) and wait for it to say Hot, about 4 minutes. Meanwhile, sprinkle the chicken with 1 teaspoon salt and a few grinds of black pepper. Add the oil and 4 pieces of chicken, skin side-down, to the pot, and sear until the skin is golden brown, 3 to 4 minutes. Flip and continue to sear until the bottom of the chicken is opaque, 2 to 3 minutes. Remove the chicken to a plate and repeat with the remaining chicken.

2. Line a plate with a paper towel. Add the bacon to the pot and cook, stirring occasionally, until just golden brown, 5 to 6 minutes. Remove the bacon with a slotted spoon to the lined plate. Remove all but 2 tablespoons of the bacon drippings and add the onion. Cook, stirring occasionally and scraping up any brown bits on the bottom of the pot, until the onions are just softened, 2 to 3 minutes. Add the carrots and garlic and cook, stirring occasionally, until the carrots just begin to soften, 2 to 3 minutes. (Note: The saute setting on most pots only runs for 30 minutes. If your pot turns off, simply turn it back on the saute setting on high.)

3. Add the tomato paste and thyme and cook, stirring constantly, until the paste has softened, 1 to 2 minutes. Pour in the red wine and cook, stirring occasionally, until it has reduced by half, 5 to 6 minutes. Add 1/2 cup water, the reserved bacon, 1 teaspoon salt and a few grinds of black pepper and stir to combine. Turn off the saute setting and add the chicken.

4. Follow the manufacturer's guide for locking the lid and preparing to cook. Set to pressure cook on high for 20 minutes. After the pressure cook cycle is complete, follow the manufacturer's guide for quick release and wait until the quick release cycle is complete. Be careful of any remaining steam and unlock and remove the lid.

5. Remove the chicken to a platter. Turn the pot back to the saute setting on high and reduce the sauce until thickened and about 2 cups remain, 15 to 20 minutes. Pour the sauce over the chicken and sprinkle with the parsley. Serve with polenta or your favourite pasta.



RECIPE COURTESY OF FOOD NETWORK KITCHEN  
RECIPE COURTESY OF FOOD NETWORK KITCHEN

Level: **Easy**

Total: **1 hr 45 min**

Yield: **4 servings**

Active: **45 min**

## COOK'S NOTE

Settings may vary on your Instant Pot® depending on the model. Please refer to manufacturer's guide.



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**"WE WON'T SELL YOU A CAR...**

**WE'LL HELP YOU BUY ONE"**

Rose City Chrysler is the only Chrysler, Dodge Jeep Ram & Fiat dealership in Welland serving the entire Niagara region.

We are your neighbors so not only is your complete satisfaction very important to us but, at a personal level for myself and our entire staff, so is our reputation in the community. If you have a problem, then I have one too! For that reason I publish my personal email address for you to use at any time.

If there is ever anything I can do for you, please feel free to contact me personally at [nick@rosecitychrysler.com](mailto:nick@rosecitychrysler.com)

**Nick Sebastian**  
Dealer Principal / General Manager

## Send Us Your Pictures! You Could Win!

What newsletter would be complete without customer pics and reviews?

Send us a picture of you and your new "Rose City Ride" with a few words about you, your new vehicle or even the sales rep.

With every Edition, we'll enter all submissions into a draw for a \$200 Keg Gift Card!

Email your submission to  
[Newsletter@RoseCityChrysler.Com](mailto:Newsletter@RoseCityChrysler.Com)

