

From: [Sonya Watt](#)
To: [FamiliesCommunities Committee](#)
Subject: Automotive amendment
Date: Saturday, October 1, 2016 2:57:10 PM

Hello Committee members,

Thank you for the opportunity to speak on behalf of this important possible amendment. We currently uphold a standard of the industry and surprisingly surpass in order to maintain a trust between customers and ourselves. Parts are always returned to customers, some refuse, actually a large percentage, and of those that do oblige, may not truly understand the difference between good and bad parts. But the honesty factor is there. I believe every shop should have to prove they replaced part in question.

The current paper work load on behalf of automotive business is Huge. We currently have a few different types of customers, fleet card users, just do it customers and need prices first customers. Fleet company's have a card holders limit.. If the customer complains of issues the fleet card company is called with a quote and is then authorized. Payment comes from outside source afterwards. Warranties are provided at time of authorization with said fleet company.

Just do it customers come in and don't want a quote, they don't have time just need it fixed in order to resume work with said unit. These repairs are completed and billed no estimate provided. Warranty information is provided for these customers if the ask. Most to all of customers do not retain copies of invoices to refer back for warranty information they just call or come back if there are issues.

The last type of customer requires a written quote and invoice with all pertinent vehicle information and work order info. I believe that customers should be able to refer to there invoice to remind of what was done and possibly what needs doing in the future.

The automobile industry is a competitive one, just in our population we have 6 repair shops, with a couple who have reputation for requiring repairs when specs on part are in line with current standards. This is where I would say shops could benefit from not needing to return used parts. Some parts have a core charge, if we returned the part to customer we would then need to charge the customers core charges. These customers would not be able to return for credit due to supplier of part needing sufficient paperwork held by the shop who purchased.

The biggest problems with customers of the automobile industry is that they haven't got a clue about vehicles, and now that they keep getting more complex with more electronics less and less are able to do their own repairs. More schooling perhaps might help prior to graduation just basic understanding of auto components at least.

So perhaps in closing, yes I guess some changes should be in place to protect the consumer. Even perhaps encouraging the consumer to not always trust the first shop they stop at for diagnosing, to shop around so to say.

I just ask, please don't add anymore paperwork on my part, we do more than our fair share for a population who just asks for the information again anyway.

I would like to thank you again for asking for input. I am a little shy in front of crowds so I should refrain from speaking, but would love to attend a meeting or discussion forum in the future.

Sincerely

Sonya Watt

Bond Auto Spa

Sent from my iPhone