

GENE'S



DODGE



Jeep



RAM

THE OFFICIAL DEALERSHIP OF LIFE IN ALASKA

Date: January 30, 2024

Representative Jesse Sumner, Chair

House Labor and Commerce Committee

State Capital, Room 421

Juneau, AK 99801

RE: HB 233 – Relating to rates and time allowances for required motor vehicle work

Dear Chair Sumner and members of the Committee:

I am writing to you in support of HB 233- as it relates to rates and time allowances required for vehicle warranty repair work.

My name is Susan Hicks and I am the Service Director at Genes Chrysler in Fairbanks Alaska. I have lived in Alaska since 1998 and have been employed by Genes since 1999. Genes employs 75 full time employees.

This Bill is important for several reasons. First, it is important that Alaskan workers be compensated fairly for the work they do. Dealership technicians who perform warranty repairs are paid less than their counter parts performing the same repair for an Independent Repair facility. For instance, to replace an engine in a Ram 1500, warranty would pay the technician 9.1 hours. An Independent facility would pay a technician 29.8 hours to perform that same repair. This fact alone makes it harder for Dealerships to attract and keep qualified technicians, as they can make more money working for an Independent Facility. Second, Manufacturers require technicians to be "Factory Trained" in order for the Dealership to be reimbursed for any warranty repair. However, that training is done at the sole expense of the Dealership. Independent facilities have no such requirements. Last year, Genes Chrysler spent approximately \$52,559.18 for Factory Training. Lastly, the Manufacturer requires Dealers to

have specific tools. Those tools are simply sent to the Dealer and the Dealer is billed. Independent facilities can choose which tools they buy, and Dealer can not. If you add the expense of training and specialty tools together, Dealerships face an economic hardship that is simply not there for an Independent Facility.

In closing, requiring Manufactures to pay the same rates and time allowances as a retail customer will allow Dealers to attract and maintain skilled Alaskan Technicians.

Thank you for your consideration of HB 233, I strongly urge your support in passing this important protection for Alaskans.

A handwritten signature in cursive script that reads "Susan Hicks". The signature is written in dark ink and is positioned in the middle-left area of the page.

CC: Representative Frank Tomaszewski, Sponsor

WARRANTY REPAIR ORDER

			Work Phone	R/O Open Date	R/O Number
				5/09/23	6057309/2
			Home Phone	R/O Close Date	Cross Reference #
			907-888-0122	10/31/23	Original
			Body	Mileage In	Mileage Out
			PK	29865	29891
Year	Make	Model	License Number	Service Advisor	
2019	RAM	1500 (5.7L)			
Vehicle Identification Number		Color		Delivery Date	In-Service Date
1C6SRFMT5KN674700		SILVER		4/30/22	9/05/19

MARC

DESCRIPTION OF SERVICE AND PARTS

COST

AMOUNT

noticeable on cold start. removed valve covers to inspect rocker arms for looseness, found exhaust rocker arm loose on cylinder 7. removed left cylinder head, found lifter plunger collapsed, causing ticking noise. no damage to rocker arms or pushrod. necessary to replace lifter packs and related gaskets.
replaced left lifters in accordance with service procedure. changed oil and bled cooling system. test drove to verify repair. 09850107 4.2 hrs, 07FF0150 0.3 hrs, 09FF0350 0.1 hrs
after replacing lifters, noise present masked by failed lifter. rod knock present under load and at cold idle. removed oil pan and inspected rod and main bearings. found unusual wear on rod journal and scoring on rod bearing. determined internal restriction in passages causing localized oil starvation. replace long block

#11 *MR ENG: ENGINE /ENGINE PERFORMANCE DIAG AND REPAIR

ADDED OPERATION

Cust concern after lifter replacement tech found vehicle lower end rod knock . Replace long block

Op: 09017022: 09017022

ADDED OPERATION

Tech: 231 9.10hrs @

Op: 0901016G:

ADDED OPERATION

Tech: 231 0.30hrs @

Op: 07FF0150:

ADDED OPERATION

Tech: 231 0.30hrs @

Op: 09FF0350:

ADDED OPERATION

Tech: 231 0.10hrs @

Op: 09017077: ENGINE

ADDED OPERATION

Tech: 231 2.30hrs @

Op: 21FF0555:

ACCOUNT #

LABOR

PARTS

METHOD

SUBLET

SHOP SUPPLIES

SALES TAX OR TAX I.D.

RECEIPT #

DEDUCTIBLE

TOTAL DUE

SIGNATURE X

2021 Dodge or Ram Truck RAM 1500 Truck 4WD V8-5.7L

Vehicle > Engine, Cooling and Exhaust > Engine

PARTS AND LABOR

Parts

OEM PART #

PRICE

Engine

Engine

NOT SERVICED

0.00

Long Block

68409357AA

5805.00

Lower Overhaul Gasket Kit

68223390AB

265.00

Short Block

NOT LISTED

0.00

Cylinder Head & Valves

Valve Grind Gasket Kit

68417512AB

143.00

Labor

SKILL

WARRANTY

STANDARD

Remove & Replace

Engine

Engine, R&R

B

0.0

24.8

Includes: Transfer Of All Fuel & Electrical Units. Does Not Include Transfer Of Optional Equipment.

Engine, R&R

NOTE (Optional Labor)

With Skid Plate, Add

0.2

Long Block, R&R

B

0.0

29.8

Includes: R&I Engine And Replacement Of All Necessary Components.

Long Block, R&R

NOTE (Optional Labor)

With Skid Plate, Add

0.2

Short Block, R&R

See Long Block, R&R.

0.0

Includes: R&I Engine And Replacement Of All Necessary Components.

See Long Block, R&R.

NOTE (Optional Labor)