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SENATE FINANCE COMMITTEE REPORT

DATE: 1/23/90

FURTHER:

DATE TURNED INTO OFFICE: \_\_\_\_\_

The Finance Committee considered SB 349

An Act requiring dealers of new motor vehicles to be franchised.

and recommended:

- replace with \_\_\_\_\_ CS \_\_\_\_\_
- or adopt \_\_\_\_\_ CS \_\_\_\_\_
- attached amendment(s)
- \_\_\_\_\_ letter of intent adopted

- same title
- new title
- technical title change (HB only)

- do pass *Hearing 2-23-90*
- do not pass *Died in subcommittee*
- no recommendation *under Senators Binkley*
- individual recommendations *and Duncan.*
- further referral to \_\_\_\_\_

ATTACHES NEW FISCAL NOTE(S): Dept/Date:

fiscal note(s) \_\_\_\_\_

zero fiscal note(s) \_\_\_\_\_

appropriation-no fiscal note

APPROVES PREVIOUS: Dept/Date:

fiscal note(s) \_\_\_\_\_

zero fiscal note(s) \_\_\_\_\_

SIGNING DO PASS:

OTHER RECOMMENDATIONS:

\_\_\_\_\_  
\_\_\_\_\_  
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1. \_\_\_\_\_ -- 2. \_\_\_\_\_  
Co-Chairs: Signatures and Recommendations

34

SENATE COMMITTEE REPORT  
FIRST COMMITTEE OF REFERRAL

DATE: January 8, 1990

FURTHER: Finance

Date of 5-Day Notice: 1/18/90  
(in accordance with Uniform Rule 23)

DATE TURNED INTO OFFICE: 1/23/90

Labor and Commerce Committee considered

SENATE BILL NO. 349

"An Act requiring dealers of new motor vehicles to be franchised."

and recommended:

replace with \_\_\_\_\_ CS SB 349 (L+C)  same title  
 attached amendment(s)  new title  
 \_\_\_\_\_ letter of intent adopted *reports it back as follows:*

do pass

do not pass

no recommendation

individual recommendations

further referral to \_\_\_\_\_

*OK*

ATTACHES NEW FISCAL NOTE(S):

Department(s)/Date:

Department(s)/Date:

fiscal note(s) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

zero fiscal note(s) Public Safety 1/16/90  
\_\_\_\_\_  
\_\_\_\_\_

appropriation-no fiscal note

Governor's bill w/fiscal note

SIGNING DO PASS:

*[Signature]*  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

OTHER RECOMMENDATIONS:

*James Hill no Rec*  
*Attila Bodley no Rec*  
\_\_\_\_\_  
\_\_\_\_\_

*[Signature]* *[Signature]*  
Chair: Signature and Recommendation

Offered: 1/23/90  
Referred: Finance

6-1775E

Original sponsor(s): SEN. DUNCAN

1 IN THE SENATE

BY THE LABOR & COMMERCE COMMITTEE

2 CS FOR SENATE BILL NO. 349 (L&C)

3 IN THE LEGISLATURE OF THE STATE OF ALASKA

4 SIXTEENTH LEGISLATURE - SECOND SESSION

5 A BILL

6 For an Act entitled: "An Act requiring dealers of new motor vehicles to be  
7 franchised; and providing for an effective date."

8 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF ALASKA:

9 \* Section 1. AS 08.66 is amended by adding a new section to read:

10 Sec. 08.66.015. SALES OF NEW MOTOR VEHICLES. A person may not  
11 engage in business as a dealer in new motor vehicles in the state or  
12 register as a dealer in new motor vehicles under AS 08.66.010 unless  
13 the person has a sales franchise from, or is authorized by, the man-  
14 ufacturer of the new motor vehicles to engage in the retail sale and  
15 warranty repair of the vehicles in the state.

16 \* Sec. 2. AS 08.66.030 is amended to read:

17 Sec. 08.66.030. FORM OF APPLICATION. The Department of Public  
18 Safety shall prescribe and furnish the form of application for dealer  
19 registration. The application shall contain

20 (1) the name under which the business is conducted;

21 (2) the location of business;

22 (3) the name and address of all persons having an interest  
23 in the business, and in the case of a corporation the application  
24 shall contain the name and address of the two principal officers;

25 (4) the name and make of all vehicles handled;

26 (5) whether or not used vehicles are handled;

27 (6) a statement that the applicant is a bona fide dealer in  
28 motor vehicles, trailers, or semi-trailers with an established busi-  
29 ness at the location given;

1           (7) if the applicant is a dealer in new motor vehicles, the  
2 name of the manufacturer of the new motor vehicles and the date and  
3 duration of the applicant's sales franchise with the manufacturer;

4           (8) other information the Department of Public Safety  
5 requires to administer this chapter.

6 \* Sec. 3. AS 45.50.471(b) is amended by adding a new paragraph to read:  
7           (29) violating AS 08.66.015.

8 \* Sec. 4. This Act takes effect immediately under AS 01.10.070(c).

BY SEN. DUNCAN

1 IN THE SENATE

2 SENATE BILL NO. 349

3 IN THE LEGISLATURE OF THE STATE OF ALASKA

4 SIXTEENTH LEGISLATURE - SECOND SESSION

5 A BILL

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FISCAL NOTE

REQUEST:

Revision Date: \_\_\_\_\_  
Title: An Act requiring dealers of new motor vehicles to be franchised  
Sponsor: Cuncan  
Requestor: Senate Labor & Commerce

Agency Affected: Public Safety  
BRU: Division of Motor Vehicles  
Component: Field Services

EXPENDITURES/REVENUES: (Thousands of Dollars) (Inflation not included)

OPERATING	FY 91	FY 92	FY 93	FY 94	FY 95	FY 96
PERSONAL SERVICES	0	0	0	0	0	0
TRAVEL	0	0	0	0	0	0
CONTRACTUAL	0	0	0	0	0	0
SUPPLIES	0	0	0	0	0	0
EQUIPMENT	0	0	0	0	0	0
LAND & STRUCTURES	0	0	0	0	0	0
GRANTS, CLAIMS	0	0	0	0	0	0
MISCELLANEOUS						
TOTAL OPERATING	0	0	0	0	0	0

CAPITAL	0	0	0	0	0	0
---------	---	---	---	---	---	---

REVENUE	0	0	0	0	0	0
---------	---	---	---	---	---	---

FUNDING: (Thousands of Dollars)

GENERAL FUND	0	0	0	0	0	0
FEDERAL FUNDS	0	0	0	0	0	0
OTHER/PROG RCPT	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0

POSITIONS:

FULL-TIME	0	0	0	0	0	0
PART-TIME	0	0	0	0	0	0
TEMPORARY	0	0	0	0	0	0

ANALYSIS: (Attach a separate page if necessary)

Negligible fiscal impact.

Changes in CS SB 349 (L&C) have no fiscal impact. This fiscal note is appropriate.

Prepared by: Jay N. Dulany, Director  
Division: Motor Vehicles

Phone: 269-5551  
Date: 1/16/90

Approved by Commissioner: Arthur English  
Agency: Department of Public Safety

Date: 1-19-90  
Page 1 of 1

FISCAL NOTE

REQUEST:

Revision Date: \_\_\_\_\_ Agency Affected: Public Safety  
Title: An Act requiring dealers of new BRU: Division of Motor Vehicles  
motor vehicles to be franchised  
Sponsor: Duncan Component: Field Services  
Requestor: Senate Labor & Commerce

EXPENDITURES/REVENUES: (Thousands of Dollars) (Inflation not included)

OPERATING	FY 91	FY 92	FY 93	FY 94	FY 95	FY 96
PERSONAL SERVICES	0	0	0	0	0	0
TRAVEL	0	0	0	0	0	0
CONTRACTUAL	0	0	0	0	0	0
SUPPLIES	0	0	0	0	0	0
EQUIPMENT	0	0	0	0	0	0
LAND & STRUCTURES	0	0	0	0	0	0
GRANTS, CLAIMS	0	0	0	0	0	0
MISCELLANEOUS						
TOTAL OPERATING	0	0	0	0	0	0

CAPITAL	0	0	0	0	0	0
---------	---	---	---	---	---	---

REVENUE	0	0	0	0	0	0
---------	---	---	---	---	---	---

FUNDING: (Thousands of Dollars)

GENERAL FUND	0	0	0	0	0	0
FEDERAL FUNDS	0	0	0	0	0	0
OTHER/PROG RCPT	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0

POSITIONS:

FULL-TIME	0	0	0	0	0	0
PART-TIME	0	0	0	0	0	0
TEMPORARY	0	0	0	0	0	0

ANALYSIS: (Attach a separate page if necessary)

Negligible fiscal impact.

Prepared by: Jay N. Dulany, Director  
Division: Motor Vehicles

Phone: 269-5551  
Date: 1/16/90

Approved by Commissioner: Arthur English  
Agency: Department of Public Safety

Date: 1-19-90  
Page 1 of 1

SB 349  
file



Department of Transportation  
and Public Facilities

# POSITION PAPER

BILL NO: SB 349

APPROVED: Mark A. Hill

TITLE: An Act requiring dealers of  
new motor vehicles to be franchised.

DATE: January 19, 1990

The Department of Transportation and Public Facilities has the statutory responsibility for management of the Statewide Equipment Fleet (SEF). SEF is responsible for procurement of new replacement equipment for the fleet in order to provide safe, reliable, and cost-effective vehicles to state agencies.

Although SEF requires bidders to be a "...factory authorized dealer...", the proposed Act adds undisputable authority to this bid language. This statutory assurance minimizes the probability of the state or its citizens being sold equipment by a vendor who has no intention of providing the agreed to after sale warranty and service. This levels the playing field for all vendors and by doing so, enhances the fairness of competitive bidding in the public sector and ensures responsible service to the private sector.

For these reasons, the department supports this legislation in that it is not only in the best interests of the State Equipment Fleet, but is in the best interests of the citizens of this state.



Kenai Chamber of Commerce  
402 Overland  
Kenai, Alaska 99611  
(907) 283-7989

February 16, 1990

Senator Jim Duncan  
P.O. Box: 020690  
Juneau, Alaska 99802

REFERENCE: SB 349

Dear Senator Duncan:

The Board of Directors of the Kenai Chamber of Commerce would like to commend you on your introduction of SB 349. We feel efforts to eliminate non-franchised dealers is to the benefit of our local buyers who may acquire not only a new product, but quite often a new product with no warranty or service agreements.

Out of State brokers avoid local taxes, employees, overhead and the off shoots of all of those which make our communities a better place to live.

We would appreciate it if you could direct copies of this letter to appropriate Senators and/or committees. Good luck in your endeavors and feel free to call on us if we can provide additional support.

Sincerely,

*Laura Measles*

Laura Measles, President  
Board of Directors

LM/amc

# PIONEER HONDA

1801 East Dowling Road • Anchorage, Alaska 99507 • (907) 565-6666

MARCH 2, 1990

SENATOR RICK UEHLING  
P.O. BOX J  
JUNEAU, AK 99811

RE: SENATE BILL 349

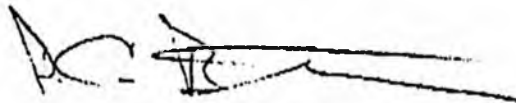
DEAR SENATOR UEHLING,

AS OWNER OF PIONEER HONDA, ACURA OF ANCHORAGE, AND EERO VOLKSWAGEN,  
PORSCHE, AUDI AND ISUZU I WISH TO ENCOURAGE YOU TO REINSTATE THE ORIGINAL  
S.B.349.

THE REVISED BILL DOES NOT ADDRESS THE PROBLEM ENTIRELY AND IS GOING TO  
BE DIFFICULT TO ADMINISTER.

THANK YOU FOR YOUR CONSIDERATION AND PLEASE DISTRIBUTE THIS LETTER TO  
THE OTHER COMMITTEE MEMBERS.

SINCERELY,



PHILIP C. BLACKSTONE  
PRESIDENT

# Competition key in auto sales

By KATE RIPLEY  
THE JUNEAU EMPIRE

**B**uying a new car? Should you do business with a local dealer or a Lower 48 broker?

Dealers say that overall, they offer the better value in terms of price and service.

Brokers say they offer lower prices.

Buying a car is more affordable for Juneau consumers these days because of increased competition and a buyer's market, local car dealers say.

"The general climate in Juneau with respect to automobile dealers is extremely competitive," said Steve Allwine, part-owner of Mendenhall Auto Center, 8725 Mallard St.

"A person living in Juneau has a tremendous opportunity in buying a car, either from a dealer in town or in the Seattle metropolitan area," Allwine said.

New dealerships contribute to the competitive atmosphere in town, including the arrival of Lewis Motors over a year ago, and Allwine's dealership two years ago.

"I think the competition has been good for the consumer locally because I think the retailers have been more competitive in recent years, providing the consumer with a better selection of vehicles and better quality service," said John Holmquist, owner of Evergreen Ford, 8895 Mallard St.

People have a perception that buying a car from a dealer in Juneau is more expensive than buying elsewhere, Holmquist said.

Although that might have been true in the past, it's not anymore, said Jim Carter, a salesman for Honda Hut and Team Toyota, 8602 Teal St.

"I can understand the reluctance



of people here," Carter said. "In the past it may not have been as competitive as it is now. It's a buyer's market, not a seller's market, even here in Juneau."

"Car companies have equalized freight and pricing so that a car in Detroit costs the same as a car in Hawaii," said Harley Lewis, owner of Lewis Motors, 5245 Glacier Highway. Dealer markups in Juneau are usually about \$1,000 - the same as most dealer markups in Seattle, he said.

"People should at least give the local car dealers a chance, rather than assume they can get a better deal in Seattle," said Carter. "If you're going to live here and make your living here, why not support the local area?"

Car brokers - who aren't authorized from the factory to sell new cars - buy cars from dealerships and then sell them to consumers, usually at a reduced price.

"What dealers don't like about brokers is simply they can undersell the dealer in most cases," Carter explained.

Brokers usually buy from large dealerships outside Alaska that are overstocked in a particular make, Carter said. The dealership increases sales volume but doesn't have to service the customer's car later on, since brokers generally sell to someone from a different state or

area.

Though brokers may be able to offer lower prices, there are some drawbacks for the consumer.

"The biggest problem we had as a brokerage was getting the factory to be responsible for the warranty," said Todd Collins, the Southeast Alaska salesman for Bayside Auto Group in Seattle, a dealership that used to be a brokerage.

For instance, in smaller communities such as Angoon, a dealer can arrange with the local garage to do repairs under warranty, where a broker doesn't usually care enough to bother, he said.

"The broker is really a one-man operation who buys a car and then sells a car," Collins said. "He may or may not really care. With a dealer, somebody who has a franchise, we have to care by law."

A consumer who buys from a broker might actually be considered a second owner with some warranties, he said.

"As far as the consumer is concerned, it's very vague - some warranties are more concrete than others," Collins explained. "It depends on how the warranty is written by the manufacturer."

When a person buys one make from a broker, for instance, he or she is then considered a second owner and may not have full warranty coverage. Some warranties, though, will transfer, he said.

Regardless of where someone buys a car, if a franchised dealer carries the make, the business legally has an obligation to service the car, Carter said.

"If we had two cars in for servicing at the same time and one person bought that car here, we'd probably service that car first," said Carter, a car salesman for about 17 years. "We're under obligation to service the other also, but after we've taken

care of our customer."

Sen. Jim Duncan, D-Juneau, recently introduced a bill to the Alaska Legislature requiring dealers to be manufacturer-authorized to sell and perform warranty repairs on new cars.

According to a file note explaining the bill, SB 349, factory-authorized dealers in Alaska "typically end up holding the bag by honoring warranty agreements" for people who've bought a new car from a broker.

In addition to being beneficial to dealerships, though, the bill also aims at consumer protection - especially for safety recalls.

As a former broker, Collins said he knows brokers usually don't keep records "because they're not required to by law."

"The broker could really get the recall notice and ash can it," Collins said. He pointed out that other states, including Washington, have similar laws to the one Duncan is proposing.

The competition from brokers irritates local dealers, said Dan Hudson, salesman for Edmondson United Auto Exchange, a brokerage in Seattle that sells cars in Juneau.

"Our prices are better," Hudson said. "They (dealers) just don't like us coming up there."

It's a matter of customer convenience when considering whether or not to buy a new car locally and from an authorized dealer, Holmquist explained.

"If you've got a problem with you're new car that you bought locally, you don't have very far to go to solve it. Anyone who values their business reputation will try to keep their customers coming back," Holmquist said.

The Senate Labor and Commerce Committee already approved SB 349 this week. It will go before the Finance Committee next.

SPONSOR'S BACKGROUND MATERIAL

To: Steve Allwine  
Mendenhall Auto Center

2/21/90

On about July 1, 1986 my husband (Les Caudle) & myself took ownership of our 1986 Dodge Lancer ES, which we had ordered to our specifications from Roberts & Redfield.

Upon receipt of the car we went thru all the paperwork & received our Warranty Information explaining the 5yr/50,000 mile warranty for the first retail purchaser. The person at Roberts & Redfield did give us some paperwork for additional warranty, however after reading the 5yr/50,000 we decided this was not necessary.

In June of 1989 our car had to have major work done. Since this was within the 5yr/50,000 miles of the warranty, the work was done. However when Mendenhall Auto Center submitted the bill to the Chrysler Headquarters for payment it was denied, because we were not the 1st owner as this car was a lease car.

Upon hearing this Roberts & Redfield was contacted where upon they stated they had this problem occur before and they would pay any

bills incurred because of this paperwork confusion. They stated there was some confusion with Chrysler & themselves & they were liable for the bills because of this.

For approximately 4 months Roberts & Redfield was contacted by either myself or Mendenhall Auto Center each time saying they would pay the bill but they needed more information first. Then finally making accusations to me about lying about the care of my car & why would anyone work on a car before checking the warranty. This individual Donna was extremely uncooperative & unwilling to give out any supervisors names however after quite a stressful phone call she gave out 2 names & one phone number Rick Duncan & Bill Houston. These names were given to ~~Roberts & Redfield~~ Mendenhall Auto Center.

However after this stressful incident - I decided to contact the Chrysler Corp in Portland Oregon <sup>(Customer Relations)</sup> where I could find a phone number. I then contacted the Detroit office who took the information & contacted the Portland Oregon Office. I promptly received a call from a Mr Tom Propper Service

Manager of Customer relations in Oregon.  
I told him what happened & he stated  
that there was a problem with the  
warranty because of who we purchased the  
car from. However he did say the bill  
at Mendonhall Auto Center for the major  
warranty work but he would not extend  
the warranty on the car even though  
he admitted there was a problem.

Becky Laudle  
1008 Bonnie doon  
Juneau, AK

Roberts & Redfield  
1313 W. Burnside  
P.O. Box 10507  
Portland, OR 97210  
(503) 295-5556

Date: July 1, 19 86

Received From: Rebecca Caudle \$ 10,695.00  
Ten thousand six hundred ninety five and no Dollars  
100  
For: pmt Dodge Lancers, FS Acct No. 86-164  
Amt Acct \_\_\_\_\_  
Amt Paid \_\_\_\_\_  
Balance \_\_\_\_\_

THANK YOU

By: Donna Rorilly  
\_\_\_\_\_ Cash \_\_\_\_\_ Check wire Cashier Check



New Domestic Passenger Car  
and Truck Models  
Excluding New York and Fifth Avenue

WARRANTY  
INFORMATION

Owner's Name Les & Becky Caudle  
Street Address 1006 Bonnie Doon  
City and State JUNEAU, AK 99801 Zip  
Vehicle Identification Number 11B3B1X618181N21301116  
Salesperson WINGE-WILLIAMS Dodge DIR# 42579  
Code 18419 S.E. C. PK  
State PORTLAND, OR 97233

NOTICE TO OWNER:  
This document identifies this vehicle as being entitled to warranty service when  
completed by your selling dealer and must be presented if warranty service is re-  
quested.



81-016-0014

BILL OF SALE

Portland, Oregon

Date 7/1/86

For and in consideration of the sum of \$ 11,630.00  
to me in hand paid, the receipt of which is hereby acknow-  
ledged, I do hereby bargain, sell, transfer and convey unto:

Les & Becky Caudle

1006 Bonnie Doon

Juneau, AK 99801

all my right, title and interest to and in a certain  
automobile, YEAR 1986 MAKE Dodge MODEL Lancer ES  
SERIAL # 1B3BX68E8GN230116 LICENSE # \_\_\_\_\_

and I do hereby covenant to and with them that I am the  
sole owner of said Automobile and that same is free from  
all liens, encumbrances or charges of any kind whatsoever  
at this date, and there are no sums due or about to become  
due against said car for work or labor done, or materials  
furnished for said car, and that I will warrant and defend  
same against all claims, whatsoever.

SIGNED:

Mick Peery  
Roberts and Redfield

1313 W. Burnside  
P.O. Box 10507  
Portland, Oregon 97210

Subscribed and sworn to before me this 1 day of July  
19 86

My Commission expires

Donna J. Hook  
Notary Public in the State of Oregon  
DONNA J. HOOK  
Notary Public Oregon  
My Commission Expires 7/12/86

**DEALER DISCLAIMER FORM**  
**FEDERAL CONSUMER PRODUCT WARRANTY ACT**

Year	Make	Body Type	Model
1986	Dodge	Sedan	Lancer ES
Vehicle Identification Number			Last Plate Number
1B3BX68E8GN230116			

Any warranties on the vehicle sold hereby are those made by the manufacturer. The seller, ... **ROBERTS & REDFIELD** ....., hereby  
Dealership  
expressly disclaims all warranties, either express or implied, including all implied warranties of merchantability or fitness for the particular purpose, and ... **ROBERTS & REDFIELD** ..... neither assumes  
Dealership  
nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle described hereon.

Buyer's Signature: *Les & Becky Caudle*  
Les & Becky Caudle

Address: 1006 Bonnie Doon, Juneau, AK 98801

Date: \_\_\_\_\_

**DISCLOSURE FORM  
FEDERAL ODOMETER MILEAGE STATEMENT**

Federal regulations require you to state the odometer mileage upon transfer of ownership. An inaccurate or untruthful statement may make you liable for damages to your transferee, for attorney fees, and for civil or criminal penalties, pursuant to sections 409, 412, and 413 of the Motor Vehicle Information and Cost Savings Act of 1972 (Pub. L. 92-513, as amended by Pub. L. 94-364).

I, ROBERTS & REDFIELD, state that the odometer of the  
(Transferor's name - PRINT) (Seller)

vehicle described below now reads 23 miles/kilometers.

Check one box only.

- (1) I hereby certify that to the best of my knowledge the odometer reading as stated above reflects the actual mileage of the vehicle described below.
- (2) I hereby certify that to the best of my knowledge the odometer reading as stated above reflects the amount of mileage in excess of designed mechanical odometer limit of 99,999 miles/kilometers of the vehicle described below.
- (3) I hereby certify that to the best of my knowledge the odometer reading as stated above is NOT the actual mileage of the vehicle described below, and should not be relied upon.

Year	Make	Body Type	Model
1986	Dodge	Sedan	Lancer ES
Vehicle Identification Number			
1B3BX68E8GN230116			

Check one box only.

- (1) I hereby certify that the odometer of said vehicle was not altered, set back, or disconnected while in my possession, and I have no knowledge of anyone else doing so.
- (2) I hereby certify that the odometer was altered for repair or replacement purposes while in my possession, and that the mileage registered on the repaired or replacement odometer was identical to that before such service.
- (3) I hereby certify that the repaired or replacement odometer was incapable of registering the same mileage, that it was reset to zero, and that the mileage on the original odometer or the odometer before repair was \_\_\_\_\_ miles.

Transferor's Address (seller) PO Box 10507  
(street) Portland, OR 97210  
(city) (state) (zip code)

Transferor's Signature (seller) Mick Peery  
Date of Statement 7/10/86

Transferee's Name and Address (buyer) Les & Becky Caudle  
(street) 1006 Bonnie Doon  
(city) Juneau, AK 99801 (state) (zip code)

Receipt of copy Acknowledged Les Caudle  
(transferee's signature - buyer)

70

ENTER VIN OR CODE

1B3BX68E86N230116

1B3BX68E86N230116 2/08/90 18:11

INCOMPLETE RECALLS: REQUESTED VIN HAS NO INCOMPLETE RECALLS

WARRANTY: IN SERVICE = 7/09/86 WCC = 007

\*\*\* NOT ELIGIBLE FOR WARRANTY TRANSFER \*\*\*

SERVICE CONTRACT: NONE

ENTER VIN OR CODE

007

WCC. MODEL YRS. BASIC POWER TRAIN DED. RUST PROTECTION SERVICE CONTRACT

007 1983-1999 12/12 24/24 \$100 5/50 NO

7/100 RUST PROTECTION FOR VEHICLES IN SERVICE ON OR AFTER  
1-31-87.

ENTER VIN OR CODE

END

ENTER FUNCTION

99

ACTUAL WARRANTY COVERAGE OF SUBJECT VEHICLE  
AS OF 2/8/90

ZN-DLR: 72-43710 VIN: 1B3BXG0E9-G-N230116 IN-SVC-DT: 07/09/86 WCC:007  
 CLAIM-NO: 01860 (WRD) 11/02/89 REF-NO: LS22118 AUTH-CD: 618654  
 DT-RECYD: 06/01/89 DT-OWNER NOTFD: 06/03/89 MILEAGE: 028937  
 DEALER CLAIM AMOUNT: 720.85 - LIST NO. 89-11-2

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LINE	COND	FP	PART-NO	PART-NAME	QTY	TOT-PRICE
010	1		04240007	ADJUSTER	08	68.00
011	1	X	04293819	CMSHT PKG	01	110.00
012	1		04105475	SEAL	02	2.90
013	1		04318025	SEALER	01	2.30
014	1		04343903	PLUG	01	.90
015	1		04105395	SEAL	01	1.70
016	3	X	05212809	BOOT PKG	02	23.00
017	3		00000NPN		01	1.05
018	3		00000NPN		01	2.80

LINE	COND	LABOR-OP	FC	HRS	TOT-AMT	MECHANIC	QUAL-CD
030	1	09050111	37	1.7	74.80		
031	2	09250110	H5	6.7	294.80		
032	2	09250163		.2	8.80		
033	2	09650155		.2	8.80		
034	2	09300553		.3	13.20		
035	3	02140112	11	1.0	44.00		

ERROR INFORMATION  
 CHRYSLER PROCESS DATE: 11/02/89  
 DEDUCTIBLE AMOUNT: 100.00

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PAID WITH MESSAGES  
 001 34  
 001 40

DEALER LABOR	444.40
DEALER PARTS	212.65
PARTS MARKUP	63.80
SUBLET	.00
CLAIM TOTAL	720.85
DEDUCTIBLE AMT	100.00
AMOUNT PAID	620.85

Verified Payment  
 to Claim # 1860

REPAIR ORDER

17 POSITION VEHICLE IDENTIFICATION

01860 1B3B X68E BGN 2301

ADDRESS, CODE  
 DENHALL AUTO CENTER  
 2 OLD DAIRY ROAD  
 FAU, AK 99801  
 72 43710

INVOICE DATE			MILEAGE	
MO.	DAY	YR.	(EXCLUDING 10THS)	
07	09	86	28937	

DATE VEHICLE RECEIVED FOR REPAIR			DATE OWNER NOTIFIED OF REPAIR COMPLETION		
MO.	DAY	YR.	MO.	DAY	YR.
06	01	89	06	03	89

MAKE & YR. MODEL LICENSE NO.  
 D. 86 Lancer BXF 532  
 PHONE: 5-2737  
 YES  NO  6-3101  
 RECEIVED 4/21 PROMISED AM PM WRITTEN BY: ET

OWNER NAME: BECKY CAUDLE  
 ADDRESS: 1008 BONNIE DOON  
 CITY, STATE & ZIP: JUNEAU AK 99801

AUTHORIZATION	ZONE	DEALER CODE

QTY.	PART NUMBER	DEALER PRICE	MECH. NO.	INSTRUCTIONS TO MECHANIC	LABOR OPERATION NUMBER	F.C.	HOURS
8	4240007	68.00	01	RATTLE ON ACCELERATION. DESCRIBE CONDITION AND CAUSE	10905011137		1.7
1	4293819	110.00		Cam & Adjusters worn. Replaced.			
2	4105175	2.90					
1	4318025	2.30		Repair	20925011045		6.7
1	4343903	.90		Engine Noise in bottom end - Replaced Crank, Bearings, oil pump, all seals & gaskets	209250163		.2
1	4105395	1.70			209650155		.2
2	5212809	27.00		Broken CV - Boots. Bleed	209300553		-3.13
1	NPN	1.05					
1	NPN	2.80					
					30214011211		1.0

100% Deductible

LABOR	SUBTOTAL PARTS DEALER NET	212.65
PARTS	TOTAL PARTS (INCL. ALLOWANCE)	274.96
TOTAL		274.96

IF NOT ACCEPTED, RETURN MAT'L. TO DLR.

212.65  
 274.96 276.45

JUN 5 1989

ADJUSTED	DEALER
444.40	74.50
276.45	274.96
720.85	319.36

CLAIM-NO: 01889 (WRD) 11/02/89 REF-NO: LS22119 AUTH-CD: 618655

DT-RECVD: 06/07/89 DT-OWNER NOTFD: 06/07/89 MILEAGE: 029125

DEALER CLAIM AMOUNT: 424.52 - LIST NO. 89-11-2

LINE	COND	FP	PART-NO	PART-NAME	QTY	TOT-PRICE
010	2		04343407	CK/SHFT	01	220.00
011	2		04240025	BRG PKG	04	10.80
012	2		04343198	TUBE	01	5.25
013	2		04293824	BRG PKG	04	16.00
014	2	X	04397827	PUMP PKG	01	44.00
015	2		05203778	SEAL	02	2.40
016	2		05203590	SEAL	01	4.10
017	2		04105395	SEAL	04	6.80
018	2		04293830	BRG PKG	01	8.50
019	2		04318037	CLEANER	02	5.80
020	2		04105475	SEAL	02	2.90

LINE	COND	LABOR-OP	FC	HRS	TOT-AMT	MECHANIC	QUAL-CD
030	2	09250110	H5	0NC	.00		

DEALER LABOR .00  
 DEALER PARTS 326.55  
 PARTS MARKUP 97.97  
 SUBLET .00  
 CLAIM TOTAL 424.52  
 DEDUCTIBLE AMT .00  
 AMOUNT PAID 424.52

*Ver. Paid Payment  
 07 CLAIM  
 4/1989*

WARRANTY REPAIR ORDER

VEHICLE IDENTIFICATION

01889

1B3B

X68E

8GN

23011A

NAME, ADDRESS, CODE

BRIDGEMAN AUTO CENTER  
15 OLD DAIRY ROAD  
EAU CLAIRE, WIS. 54601

AK 99801

72 43710

IN SERVICE DATE			MILEAGE
MO.	DAY	YR.	(EXCLUDING 10THS)
07	09	86	29125

DATE VEHICLE RECEIVED FOR REPAIR			DATE OWNED BY (DATE OF REPAIR COMPLETION)		
MO.	DAY	YR.	MO.	DAY	YR.
06	07	89	06	07	89

MAKE & YR. MODEL LICENSE NO.  
D 86 Lancer

PHONE NO(S) DEALER REPAIR ORDER NO.  
6-3101 8618

RECEIVED PROMISED WRITTEN BY:  
8 AM PM D.D.

OWNER NAME  
Becky Caudle (Les)

ADDRESS  
1008 Bonnie Dean

CITY, STATE & ZIP  
JUNEAU, AK 99801

AUTHORIZATION	ZONE	DEALER CODE

NAME	1/2 1/3	FAILED PART	PART NUMBER	QTY.	DEALER PRICE	MECH. NO.	INSTRUCTIONS TO MECHANIC	1/2 1/3	LABOR OPERATION NUMBER	F.C.	HOURS
W/K	2		4343407	1	220.00		Repair noise in engine -	2	09250110	H5	N/C
W/G	2		4240025	4	10.80		Replaced crank + bearings - spun				
W/E	2		4343198	1	5.25		rod bearing - Replaced				
W/G	2		4293824	4	16.00		pick up strainer & oil				
W/P	2 X		4397827	1	44.00		of pump - Piston rings were on 3 pistons in a line (not staggered)				
W/L	2		5203778	2	2.40						
W/L	2		5203590	1	4.10						
W/L	2		4105395	4	6.80						
W/L	2		4293830	1	8.50		Repair CV Boots (See WRD #1860)				
W/E	2		4318037	2	5.80						
W/L	2		4105475	2	2.90		Repair D/c-out (See WRD #2033)				
UNPAID COST OF REPAIRS	LABOR		SUBTOTAL PARTS DEALER NET		326.55						
	PARTS		TOTAL PARTS (INCL. ALLOWANCE)		424.52						
	TOTAL										

IF NOT ACCEPTED, RETURN MAT'L TO DLR.

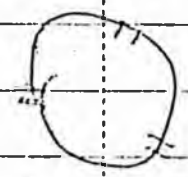
NAME: Becky Caudle

ADDRESS: \_\_\_\_\_

CITY, STATE & ZIP: \_\_\_\_\_

1 Needs CV Boots  
2 Equitica switch adjust

ADJUSTED	DEALER
DEALER LABOR	0
DEALER PARTS	424.52
SUBLET	
TOTAL	424.52



DATE: FEBRUARY 22, 1990

TO  
MEMBERS OF THE SENATE FINANCE COMMITTEE  
ALASKA STATE SENATE

DEAR SENATORS:

THIS IS TO REGISTER MY STRONG OPPOSITION TO SB 349. AS A PRIVATE CITIZEN AND CONSUMER. I FEEL STRONGLY THAT THE PASSAGE OF SB 349 WILL SEVERELY RESTRICT OPTIONS, CHOICES AND ALTERNATIVES TO PURCHASING AVAILABLE TO THE ALASKAN CONSUMER. IN THE GUISE OF CONSUMER PROTECTION THE BILL IS ESSENTIALLY A "PROTECTIONIST" MEASURE FOR FRANCHISED DEALERSHIPS INTENT ON CURTAILING AND ELIMINATING ALL COMPETITION. CONSUMER PROTECTION, IN MY HUMBLE OPINION, IS ALWAYS BEST ASSURED BY KEEPING THE MARKET PLACE FREE AND ENSURING THE CONSUMER HAS MORE THAN ONE PLACE TO SHOP.

THERE SEEMS TO BE LITTLE OR NO EVIDENCE TO WARRANT CONSIDERATION OF THIS MEASURE IN THE PUBLIC INTEREST. THE ONLY INTEREST IT SERVES, AT BEST, IS THE VERY MONOPOLISTIC RETAIL DEALERSHIPS INTENT ON STAKING OUT AN EXCLUSIVE TERRITORY ULTIMATELY TO THE DETRIMENT OF THE ALASKAN CONSUMER.

I APPRECIATE YOUR KIND CONSIDERATION IN THIS MATTER. THANK YOU.

SINCERELY,

*J. Yelleetty*

JAG YELLESETTY  
PO BOX 02-1284  
JUNEAU, AK 99802-1284