

SB 1182: SUPPORT

FAIR PAY FOR TECHNICIANS

PERFORMING WARRANTY REPAIRS

- **Manufacturers offer warranties to guarantee product quality, ensure customer satisfaction and cover manufacturing flaws for a set number of years or mileage.**
- **Warranty work, however, isn't being compensated by the manufacturer at the same amount that a customer pays for the exact same job.**
- **Manufacturers are dictating to the dealer the amount of time a repair should take by a technician and only paying them for that time. If they can't complete the work within the time, dealers are subsidizing their technicians in order to retain employees.**
- **Essentially, manufacturers are lowering their warranty costs on the backs of local hardworking technicians.**
- **Manufacturers will disingenuously claim that they will pay 'actual time' but that this is turned down by dealers so that technicians can beat the time and pocket the difference - but time isn't the issue - it is compensating the technician for the job in comparison to what a non-warranty customer pays -- which is market driven.**
- **Pennsylvania dealers are losing technicians to independent repair shops that don't do manufacturer warranty work -- and to surrounding states who have recently changed their laws to ensure fair pay for technicians, *including neighboring states New York and New Jersey.***

If parts and labor rate must lawfully be compensated by the manufacturer at the retail rate, why should the time and effort of a technician be compensated any different?

Manufacturers should not be able to dictate their own discount to the detriment of dealers and their technicians.