

Sixty-ninth
Legislative Assembly
of North Dakota

**PROPOSED AMENDMENTS TO
FIRST ENGROSSMENT**

ENGROSSED HOUSE BILL NO. 1515

Introduced by

Representatives D. Ruby, Bosch, Ista, Lefor, Weisz, Vigesaa

Senators Hogan, Hogue, Klein

1 A BILL for an Act to amend and reenact section 51-07-29 of the North Dakota Century Code,
2 relating to motor vehicle warranty work compensation.

3 **BE IT ENACTED BY THE LEGISLATIVE ASSEMBLY OF NORTH DAKOTA:**

4 **SECTION 1. AMENDMENT.** Section 51-07-29 of the North Dakota Century Code is
5 amended and reenacted as follows:

6 **51-07-29. Warranty work compensation.**

7 1. a. A motor vehicle manufacturer or distributor shall ~~include reasonable-~~
8 ~~compensation for diagnostic work, as well as repair service, parts, and labor, in-~~
9 ~~warranty work compensation. In addition, a motor vehicle manufacturer shall-~~
10 ~~provide adequate time allowances for diagnosis and performance of warranty-~~
11 ~~work and service for the work performed. The hourly labor rate paid by a motor-~~
12 ~~vehicle manufacturer to the dealer for warranty services may~~reasonably
13 compensate its dealers for labor and parts provided by the dealer in connection
14 with the following manufacturer or distributor sponsored, issued, or required
15 items:

16 (1) Predelivery preparation.

17 (2) Installation of accessories or components required by the manufacturer or
18 distributor to be installed before the sale of a vehicle to a consumer.

19 (3) Diagnostic work.

20 (4) Maintenance programs.

- 1 (5) Extended warranty.
- 2 (6) Certified preowned warranty.
- 3 (7) Service contracts.
- 4 (8) Parts exchange programs.
- 5 (9) Recall, goodwill, and warranty work performed by the dealer.
- 6 b. Reasonable compensation for labor for the services identified in subdivision a
- 7 may not be less than the average retail rate charged by the dealer for like service
- 8 to nonwarranty customers for nonwarranty service as provided under
- 9 subsection 5. A motor vehicle manufacturer may not reimburse a dealer for parts
- 10 used in the performance of warranty repair at a lower rate multiplied by the time
- 11 guide used by the dealer for nonwarranty customer-paid service repair orders. To
- 12 establish a time guide, a dealer shall provide written notice to the manufacturer or
- 13 distributor with the name of the time guide the dealer uses. The manufacturer or
- 14 distributor may not require the dealer to provide any other information to establish
- 15 the time guide the dealer uses. If no time guide exists for a warranty repair,
- 16 compensation for warranty labor must equal the dealer's average retail rate
- 17 multiplied by the time spent to complete the repair, and may not be less than the
- 18 time charged to a retail customer for the same or similar work provided. A dealer
- 19 shall use time allowances for the diagnosis and performance of work and service
- 20 which are reasonable and adequate for a qualified technician to perform the work
- 21 or services. Reasonable compensation for parts for the services identified in
- 22 subdivision a may not be less than the average retail rate customarily charged by
- 23 the dealer for these parts as provided under subsection 4.
- 24 2. A dealer shall submit a claim for reimbursement for services within ninety days from
- 25 the completion of the services identified in subdivision a of subsection 1. A motor
- 26 vehicle manufacturer or distributor shall pay a dealer on a claim made by a dealer
- 27 under this section within thirty days of the approval of the claim. The manufacturer or
- 28 distributor shall either approve or disapprove a claim within thirty days after the claim
- 29 is submitted to the manufacturer or distributor. The manufacturer or distributor may
- 30 prescribe the manner in which and the forms on which the dealer must present the
- 31 claim. A claim not specifically disapproved in writing within thirty days after the

1 manufacturer or distributor receives the claim must be construed to be approved and
2 the manufacturer or distributor shall pay the claim within thirty days. If a manufacturer
3 or distributor disapproves a claim in writing within thirty days, the manufacturer or
4 distributor shall contemporaneously provide the dealer with a detailed written
5 explanation of the reason the claim was disapproved. The dealer has thirty days from
6 the receipt of the disapproval to resubmit a corrected claim.

7 3. A motor vehicle manufacturer, ~~factory branch,~~ or distributor, ~~or distributor branch~~ shall
8 fully compensate its motor vehicle dealers licensed in this state for ~~warranty parts,~~
9 ~~work, and service~~ and labor specified in this section. Failure to fully compensate
10 includes a reduction in the amount due under this section to the dealer or imposing a
11 separate charge, surcharge, or other imposition by which the motor vehicle
12 manufacturer, ~~factory branch,~~ or distributor, ~~or distributor branch~~ seeks to recover the
13 costs of complying with this section from the dealer.

14 4. The retail rate customarily charged by the dealer for parts is established by the dealer
15 submitting to the manufacturer or distributor one hundred sequential nonwarranty
16 customer-paid service repair orders that contain warranty-like parts or ninety
17 consecutive days of nonwarranty customer-paid service repair orders that contain
18 warranty-like parts, whichever is less, covering repairs made no more than one
19 hundred eighty days before the submission and declaring the average percentage
20 markup.

21 5. The retail rate customarily charged by the dealer for labor must be established using
22 the same process as provided under subsection 4 and declaring the average labor
23 rate. The average labor rate must be determined by dividing the amount of the
24 dealer's total labor sales by the number of total hours that generated those sales. If a
25 labor rate and parts markup rate are simultaneously declared by the dealer, the dealer
26 may use the same repair orders to complete each calculation as provided under
27 subsection 4.

28 6. In calculating the retail rate customarily charged by the dealer for parts and labor as
29 provided in subsections 4 and 5, the following work may not be included in the
30 calculation:

- 1 a. Repairs for manufacturer or distributor special events, specials, or promotional
2 discounts for retail customer repairs;
- 3 b. Parts sold at wholesale;
- 4 c. Parts or labor used in manufacturer or distributor sponsored programs that
5 restrict the pricing for repairs;
- 6 d. Routine maintenance not covered under any retail customer warranty, including
7 fluids, filters, and belts not provided in the course of repairs;
- 8 d.e. Nuts, bolts, fasteners, and similar items that do not have an individual part
9 number;
- 10 e. Tires
- 11 f. Replacement or work on tires, including wheel or tire rotations or balancing, or
12 replacements of brakes, including brake drums, rotors, shoes, or pads; and
- 13 f.g. Vehicle reconditioning-;
- 14 h. Alignments, unless necessary as part of a mechanical repair;
- 15 i. Batteries, other than electric vehicle or hybrid vehicle propulsion batteries;
- 16 j. Repairs of a motor vehicle owned by the dealer or an employee of the dealer;
- 17 k. Installation of accessories;
- 18 l. Repairs to or with aftermarket parts; and
- 19 m. Repairs performed on motor vehicles of a line make other than that for which the
20 dealer is franchised by the motor vehicle manufacturer.
- 21 7. a. The average of the parts markup rates and labor rate calculated under
22 subsections 4 and through 6 is presumed to be fair and reasonable and must go
23 into effect thirty days following the manufacturer's ~~approval~~receipt of the
24 submission subject to the manufacturer or distributor's ability to contest the rate
25 as provided in this subsection. The motor vehicle manufacturer or distributor may
26 not issue more than one notice to the dealer contesting any declared labor rate or
27 parts markup, and may not add to, expand, supplement, or otherwise modify any
28 reason for contesting the declared rate or parts markup. A manufacturer or
29 distributor may ~~rebut the presumption by reasonably substantiating that a rate is~~
30 ~~unreasonable in light of the practices of all other franchised motor vehicle dealers~~
31 ~~in an economically similar area of the state offering the dealer's declaration of the~~

1 same-line-make vehicles, not later than thirty days after submission. If the
2 average parts markup rate or average labor rate is rebutted, or both, the
3 manufacturer or distributor shall propose an adjustment of the average
4 percentage markup based on that rebuttal not later than thirty days after
5 submission. contest the material accuracy of the rate calculated under this section
6 by providing a written objection to the dealer within thirty days after receiving the
7 dealer's submission, and shall:

- 8 (1) Provide the dealer with a copy of all calculations used by the motor vehicle
9 manufacturer or distributor to make the determination of the dealer's labor
10 rate or parts markup, a written explanation of the basis for any inaccuracy
11 alleged by the motor vehicle manufacturer or distributor, and evidence
12 substantiating any written explanation.
- 13 (2) Provide a proposed adjustment of the dealer's labor rate or parts markup
14 based solely upon the information provided by paragraph 1.
- 15 (3) Commence paying the dealer at the proposed adjusted labor rate or parts
16 markup determined by the motor vehicle manufacturer or distributor as
17 provided in this section. This section applies to all proposed adjusted labor
18 rates or parts markups, even if the motor vehicle manufacturer's or
19 distributor's determination of the labor rate or parts markup is different from
20 the labor rate or parts markup provided in the dealer's submission.

21 b. If a motor vehicle manufacturer or distributor fails to comply with the
22 requirements of subdivision a within thirty days of receipt of submission, the
23 submission is approved.

24 c. If a dealer agrees with the conclusions of the motor vehicle manufacturer or
25 distributor and any corresponding adjustment to the labor rate or parts markup
26 contained within the written objection, no further action is required. The new
27 adjusted rate is effective thirty days after the dealer's submission is received by
28 the manufacturer or distributor.

29 d. If a motor vehicle manufacturer or distributor provides a written objection that
30 complies with the requirements under subdivision a, and the dealer does not
31 agree with the proposed adjusted labor rate or parts markup contained within the

1 written objection, or if the dealer disputes the motor vehicle manufacturer or
2 distributor complied with the provisions of subdivision a, the dealer may bring an
3 action in a court of competent jurisdiction. In such proceeding:

4 (1) The motor vehicle manufacturer or distributor has the burden of proof by a
5 preponderance of the evidence, and must show:

6 (a) The manufacturer or distributor complied with subdivision a;

7 (b) The dealer's submitted labor rate or parts markup was materially
8 inaccurate; and

9 (c) The manufacturer's or distributor's proposed adjustment to the
10 dealer's submitted labor rate or parts markup was materially accurate.

11 (2) If the dealer prevails in the action, the dealer's labor rate or parts markup is
12 retroactive to the date thirty days following the motor vehicle manufacturer's
13 or distributor's receipt of the submission, and the dealer shall recover all
14 expenses in bringing and maintaining the action, including reasonable
15 attorney fees. If a court finds the motor vehicle manufacturer or distributor
16 willfully violated this section, the dealer is entitled to recover three times the
17 amount of the retroactive labor rate or parts markup.

18 8. ~~Each manufacturer, in establishing a schedule of compensation for warranty work,~~
19 ~~shall rely on the vehicle dealer's written schedule of hourly labor rates and parts and~~
20 ~~may not obligate any vehicle dealer to engage in unduly burdensome or~~
21 ~~time-consuming documentation of rates or parts, including obligating vehicle dealers to~~
22 ~~engage in transaction-by-transaction or part-by-part calculations~~In establishing a rate
23 under this section, the dealer's labor rate or parts markup must be calculated using the
24 method ~~proscribed~~prescribed in subsections 4 through 6.

25 9. ~~A dealer or, manufacturer, or distributor~~ may demand that the average parts markup or
26 average labor rate be calculated using the process provided under subsections 4 and
27 5; however, the demand for the average parts markup may not be made within twelve
28 months of the last parts markup declaration and the demand for the average labor rate
29 may not be made within twelve months of the last labor rate declaration. If a parts
30 markup or labor rate is demanded by the dealer or manufacturer or distributor, the

1 dealer shall determine the repair orders to be included in the calculation under
2 subsections 4 and 5.

3 10. a. If a motor vehicle manufacturer or distributor furnishes, or causes to be furnished,
4 a part to a dealer at no cost or at a reduced cost for use in performing the
5 services identified in subdivision a of subsection 1, the motor vehicle
6 manufacturer or distributor shall compensate the dealer in the same manner as
7 parts compensation under this section by paying the dealer for the dealer's cost
8 of the part, if any, plus an amount equal to the dealer's parts markup, multiplied
9 by the wholesale value of the part. The wholesale value of the part must be the
10 greater of:

11 (1) The amount the dealer paid for the part or a substantially identical part if
12 already owned by the dealer;

13 (2) The cost of the part shown in a current, or prior, motor vehicle
14 manufacturer's, distributor's, or furnishing party's established price
15 schedule; and

16 (3) The cost of a substantially identical part shown in a current, or prior, motor
17 vehicle manufacturer's, distributor's, or furnishing party's established price
18 schedule.

19 b. A motor vehicle manufacturer or distributor may not establish or implement a
20 special part number for any part used in the services identified in subdivision a of
21 subsection 1 if it results in lower compensation to the dealer than as calculated
22 under this section.

23 11. A motor vehicle manufacturer or distributor may not:

24 a. Require or influence or attempt to influence a dealer to implement or change the
25 prices for which it sells parts or labor in retail repairs.

26 b. Implement or continue a policy, procedure, or program to any of its dealers in this
27 state for compensation under this section which is inconsistent with this section
28 unless otherwise agreed by the dealer and the manufacturer or distributor.

29 c. Take, or threaten to take, adverse action against a dealer that seeks to obtain
30 compensation under this section, including:

- 1 (1) Creating or implementing an obstacle or process that is inconsistent with the
2 motor vehicle manufacturer's obligations to the dealer under this chapter;
3 (2) Acting in bad faith; or
4 (3) Hindering, delaying, or rejecting the proper and timely payment of
5 compensation due to a dealer under this section, provided nothing in this
6 paragraph may restrict or impair audits or chargebacks conducted in
7 accordance with section 51-07-02.4.
- 8 12. This section applies to all manufacturers and distributors as defined by section
9 51-07-00.1, and any other person that supplies a component or part installed on a new
10 motor vehicle for which the warranty of the component or part is ~~warranted~~warrantied
11 by another person that is not the manufacturer.