

HB 1515 – Motor Vehicle Warranty Reimbursement
House Transportation Committee – February 6, 2025

Larry MacDonald, Technician

Members of the committee,

My name is Larry MacDonald and I support HB 1515. I am a Triple Master Certified Chrysler Technician at Devils Lake Chrysler Dodge Jeep Ram, in Devils Lake, North Dakota. I graduated in 2017, from the NDSCS with a degree in Automotive Technology.

Like many technicians, I am paid a commission based on a flat rate system. My pay is measured in billable hours based on how long a job is supposed to take, or “book time.” The manufacturers dictate the time they allow a technician like me to complete the job. However, they almost always pay less time than it actually takes in our “real world situations.”

They establish their book time by performing a labor study. This is done on newer vehicles, not a real world scenario where the vehicle has been driven for a couple of years and has thousands and thousands of miles on it. The manufacturers are not working on vehicles that have bolts that are rusted tight, become seized, and will not come out properly. Their vehicles haven't seen a lot of gravel roads that make me have to spend time digging out every bolt I need to remove. They also don't account for plastic connectors that won't come apart because they have seen many hot and cold cycles and they become so brittle that you must take extra time to avoid breaking them.

The 3rd party time guide that we use is much more accurate for our “real world” situations. It's been my experience that the manufacturer pays us about 66% of our non-warranty customer time. This is frustrating that us technicians literally get paid less to do the same exact retail job, just because it is covered under warranty.

I have many examples of repair jobs that the manufacturers really undercut our pay on. However, I want to be respectful of your time and stop there. With that being said, I have two pages of detailed repair jobs with me that I could read if you wanted, but I know it might be an awful lot for the time we have.

Thank you very much for your time.

Larry MacDonald
Technician