

HB 1515 Warranty work bill

My name is Tyler Doll, I am a technician at Eide Ford and I support this bill. My background is deeply rooted in the automotive industry as my father, a mechanic of 25 years, has instilled this passion in me. I am married and have 2 children, a 5 year old boy and a 2 year old girl. I work hard every day to provide for my family in an industry that is becoming more difficult and complex by the day.

In 2010 I was very excited when Eide Ford hired me for an oil changing position. I worked hard and quickly became a trustworthy employee. I moved from oil changes, to used car inspections, to a Master Certified Diesel Technician, and finally, after years of perseverance, I received my Senior Master status from Ford in 2020.

An automotive technician needs to be a skilled electrician, they need to have a solid understanding of fluid dynamics and hydraulic systems, and they need to understand metal work and fabrication. They also need to be experts with computers as programming vehicle software and trouble-shooting advance network systems has become common place in our industry. Long gone are the days of fixing a vehicle with a screwdriver and duct tape. Furthermore, over the course of their career, technicians will need to purchase about \$20,000-\$50,000 worth of tools. The money for this investment doesn't come from the employer or Ford. The technician is the one that pays for their tools.

Our nationwide industry is a little bit unique with respect to how we technicians are paid. I am not paid hourly, nor am I on commission. I am compensated based on a flat rate schedule. Most farm equipment dealerships do the same thing. I make my money when I am working on a vehicle.

For example, we use a system called Pro Demand (PRO) which supplies us with repair times for all the manufacturers and their respective lines of

vehicles. Let's say I need to replace a wheel bearing on an F150. PRO shows 1.5 hours; our shop rate is \$150. So, we run the math and then provide the non-warranty customer with a quote for \$225. If the customer chooses to have us perform the repair, they will pay only \$225 in labor whether it takes me 1 hour or 5 hours to complete this repair. The problem that we technicians have is that Ford does NOT pay the same PRO time. Ford only refers to their own set of rules regarding time for warranty repairs, which is a majority of our incoming work. Remember, this isn't our warranty obligation, it's Ford's. Ford says a technician only deserves .8 hours to replace this wheel bearing, a job that requires the complete disassembly and reassembly of one corner of the truck's suspension! That is crazy. If I need to charge a family in North Dakota the retail rate, why does Ford get my hard work and sweat at a discount? That's not fair.

Another example of this is a 2023 Ford explorer, a notoriously complicated vehicle to work on. Ford will pay a technician 21 hours to replace the 3.0L turbo engine, while PRO pays a full 31 hours for the same job. Ford shorts us almost a day and a half worth of pay.

I have more examples but will stop there. I believe it is not just fair, but extremely important to hold Ford accountable for THEIR warranty by properly compensating us. Currently we technicians are taking a big pay cut, almost on a daily basis, because they refuse to pay for THEIR warranty obligation. If they don't want to pay for warranty work, then I would respectfully suggest that they should build the cars better and don't make us pay for their mistakes.

Please pass this legislation. Thank you very much for your time. You are important people.

Very Respectfully,

Tyler Doll
Technician for Ford