

Good afternoon Mr. Chairman and Committee members,

My name is Casey Holte and I support HB 1515. I was born and raised in North Dakota, married and have 3 kids in school. I have an associate's degree in automotive technology and am also an ASE certified master technician as well as many GM training categories including Electric Vehicles and more. I currently work at Schwan GMC Cadillac and have been there since 2005...going on 20 years now. Over the years I have seen manufacturer warranty times be considerably less than what the market rate is. Performing the exact same repair on a vehicle under factory warranty versus a vehicle out of warranty can fluctuate greatly; sometimes up to 50% less. In my opinion this doesn't seem fair.

However, I want to zero in on another thought. Some manufacturers make you want to think that when you have a brand new vehicle with low miles in for warranty work that it is clean, neat, and easy. Well, that isn't exactly correct. Every couple of years manufacturers make significant changes to existing vehicle models in order to "freshen" them up and get people to buy the new model. As a result, they create brand new repair procedures that they require us technicians to follow. The technicians now have to figure out what the new procedures are on a job that we have never done before. You usually have to look up every step of the repair procedure and also take time to find every special tool that you will need. This can take a lot of time and you almost always end up beyond the time the manufacturer allows for that repair.

Committee members, I very respectfully ask you to please consider passing this bill. Thank you very much for your time, your service to North Dakota and people like me.

Casey Holte
Technician