GENERAL ASSEMBLY OF NORTH CAROLINA SESSION 2013

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SENATE BILL 717 Transportation Committee Substitute Adopted 5/15/13 House Committee Substitute Favorable 6/26/13

Short Title: MV Safety Inspector/MV Licensing Law Changes.

(Public)

Sponsors:			
Referred to:			

April 4, 2013

A BILL TO BE ENTITLED

- AN ACT TO AUTHORIZE THE DIVISION OF MOTOR VEHICLES DISCRETION IN
 ASSESSING PENALTIES AND SUSPENSIONS ON SAFETY INSPECTION LICENSE
 HOLDERS FOR SAFETY INSPECTION LAW VIOLATIONS, AND TO CLARIFY THE
 MOTOR VEHICLE DEALERS' AND MANUFACTURERS' LICENSING LAW.
- 6 The General Assembly of North Carolina enacts:
 - **SECTION 1.** G.S. 20-183.7(a) reads as rewritten:
- 8 "§ 20-183.7. Fees for performing an inspection and issuing an electronic inspection
 9 authorization to a vehicle; use of civil penalties.
- 10 (a) Fee Amount. When a fee applies to an inspection of a vehicle or the issuance of an 11 electronic inspection authorization, the fee must be collected. The following fees apply to an 12 inspection of a vehicle and the issuance of an electronic inspection authorization:

13	<u>Type</u>	<u>Inspection</u>	<u>Authorization</u>
14	Safety Only	\$12.75	\$.85
15	Emissions and Safety	23.75	6.25.

16 The fee for performing an inspection of a vehicle applies when an inspection is performed, 17 regardless of whether the vehicle passes the inspection. The fee for an electronic inspection authorization applies when an electronic inspection authorization is issued to a vehicle. The fee 18 19 for an inspection sticker does not apply to a replacement inspection sticker for use on a windshield replaced by a business registered with the Division pursuant to G.S. 20-183.6. The 20 21 fee for inspecting after-factory tinted windows shall be ten dollars (\$10.00), and the fee applies 22 only to an inspection performed with a light meter after a safety inspection mechanic determined that the window had after-factory tint. A safety inspection mechanic shall not 23 24 inspect an after-factory tinted window of a vehicle for which the Division has issued a medical exception permit pursuant to G.S. 20-127(f). 25

A vehicle that is inspected at an inspection station and fails the inspection is entitled to be reinspected at the same station at any time within 60 days of the failed inspection without paying another inspection fee.

The inspection fee for an emissions and safety inspection set out in this subsection is the maximum amount that an inspection station or an inspection mechanic may charge for an emissions and safety inspection of a vehicle. An inspection station or an inspection mechanic may charge the maximum amount or any lesser amount for an emissions and safety inspection of a vehicle. The inspection fee for a safety only inspection set out in this subsection may not be increased or decreased. The authorization fees set out in this subsection may not be increased or decreased."



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SECTION 2. G.S. 20-183.7A reads as rewritten:

"§ 20-183.7A. Penalties applicable to license holders and suspension or revocation of license for safety violations.

4 Kinds of Violations. – The civil penalty schedule established in this section applies (a) 5 to safety self-inspectors, safety inspection stations, and safety inspection mechanics. The 6 schedule categorizes safety violations into serious (Type I), minor (Type II), and technical 7 (Type III) violations. A serious violation is a violation of this Part or a rule adopted to 8 implement this Part that directly affects the safety or emissions reduction benefits of the safety 9 inspection program. A minor violation is a violation of this Part or a rule adopted to implement 10 this Part that reflects negligence or carelessness in conducting a safety inspection or complying 11 with the safety inspection requirements but does not directly affect the safety benefits or emission reduction benefits of the safety inspection program. A technical violation is a 12 13 violation that is not a serious violation, a minor violation, or another type of offense under this 14 Part.

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(b) Penalty Schedule. – The Division must take the following action for a violation:

- Type I. For a first or second Type I violation within three years by a safety 16 (1)17 self-inspector or a safety inspection station, assess a civil penalty of two 18 hundred fifty dollars (\$250.00) and suspend the license of the business for 19 six months.180 days. For a third or subsequent Type I violation within three 20 years by a safety self-inspector or a safety inspection station, assess a civil 21 penalty of one thousand dollars (\$1,000) and revoke the license of the 22 business for two years. For a first or second Type I violation within seven 23 years by a safety inspection mechanic, assess a civil penalty of one hundred 24 dollars (\$100.00) and suspend the mechanic's license for six months. For a 25 third or subsequent Type I violation within seven years by a safety 26 inspection mechanic, assess a civil penalty of two hundred fifty dollars 27 (\$250.00) and revoke the mechanic's license for two years.
 - (2) Type II. For a first or second Type II violation within three years by a safety self-inspector or a safety inspection station, assess a civil penalty of one hundred dollars (\$100.00). For a third or subsequent Type II violation within three years by a safety self-inspector or a safety inspection station, assess a civil penalty of two hundred fifty dollars (\$250.00) and suspend the license of the business for 90 days. For a first or second Type II violation within seven years by a safety inspection mechanic, assess a civil penalty of fifty dollars (\$50.00). For a third or subsequent Type II violation within seven years by a safety inspection mechanic, assess a civil penalty of one hundred dollars (\$100.00) and suspend the mechanic's license for 90 days.
 - (3) Type III. For a first or second Type III violation within seven years by a safety self-inspector, a safety inspection station, or a safety inspection mechanic, send a warning letter. For a third or subsequent Type III violation within seven years by the same safety license holder, assess a civil penalty of twenty-five dollars (\$25.00).

43 (c) Station or Self-Inspector Responsibility. - It is the responsibility of a safety inspection station and a safety self-inspector to supervise the safety inspection mechanics it 44 45 employs. A violation by a safety inspection mechanic is considered a violation by the station or self-inspector for whom the mechanic is employed. The Division may stay a term of suspension 46 47 for a first occurrence of a Type I violation for a station if the station agrees to follow the 48 reasonable terms and conditions of the stay as determined by the Division. In determining whether to suspend a first occurrence violation for a station, the Division may consider the 49 50 supervision provided by the station over the individual or individuals who committed the 51 violation, action that has been taken to remedy future violations, or prior knowledge of the

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1	station as to the acts committed by the individual or in	ndividuals who committed the violation,								
2	or a combination of these factors. The monetary penalty	y shall not be stayed or reduced.								
3	(d) Multiple Violations. Violations in a Sin									
4	self-inspector, a safety inspection station, or a safety in	spection mechanic commits two or more								
5	violations in the course of a single safety inspection, the Division shall take only the action									
6	specified for the most significant violation.									
7	(d1) <u>Multiple Violations in Separate Safety Ins</u>	spections In the case of two or more								
8	violations committed in separate safety inspections, co	onsidered at one time, the Division shall								
9	consider each violation as a separate occurrence and									
10	violation as a first, second, or third or subsequent vio									
11	schedule. The Division may in its discretion direct that	· ·								
12	third or subsequent violations run concurrently. If									
13	suspensions run concurrently, they shall run conse									
14	prohibit or limit a reviewing court's ability to affirm, r	everse, remand, or modify the Division's								
15	decisions, whether discretionary or otherwise, pursua	int to Article 4 of Chapter 150B of the								
16	General Statutes.									
17	(e) Mechanic Training. – A safety inspecti-	on mechanic whose license has been								
18	suspended or revoked must retake the course require	•								
19	complete the course before the mechanic's license ca	an be reinstated. Failure to successfully								
20	complete this course continues the period of suspen	nsion or revocation until the course is								
21	completed successfully."									
22	SECTION 3. G.S. 20-183.7B reads as rew									
23	"§ 20-183.7B. Acts that are Type I, II, or III safety									
24	(a) Type I. – It is a Type I violation for a s									
25	station, or a safety inspection mechanic to do any of the	-								
26	· · · · · ·	on authorization to a vehicle without								
27	performing a safety inspection of ver									
28		tion authorization to a vehicle after								
29		the vehicle and determining that the								
30	vehicle did not pass the inspection.									
31	1	sed as a safety inspection mechanic to								
32	perform a safety inspection for a self									
33		electronic inspection authorization to								
34		a vehicle inspection in which the vehicle								
35	passed the inspection.									
36		re electronic inspection authorizations at								
37	any one time upon the request of an									
38		a vehicle that is subject to both a safety								
39	and an emissions inspection.									
40		horization from one vehicle to another.								
41		vehicle without driving the vehicle and								
42	•	hout opening the hood of the vehicle to								
43	check equipment located therein.									
44		p pass a vehicle other than as provided in								
45	this Part.									
46	(b) Type II. – It is a Type II violation for a s									
47	station, or a safety inspection mechanic to do any of the	-								
48		uthorization to a vehicle without driving								
49 50		cle's braking reaction, foot brake pedal								
50	reserve, and steering free play.									

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(2)	Issue a safety electronic inspection authorization to a vehicle without rais the vehicle to free each wheel and checking the vehicle's tires, brake lin parking brake cables, wheel drums, exhaust system, and the emissiv equipment.	nes,
(3)	Issue a safety electronic inspection authorization to a vehicle without rais the hood and checking the master cylinder, horn mounting, power steeri and emissions equipment.	-
(4)	Conduct a safety inspection of a vehicle outside the designated inspect area.	tion
(5)	Issue a safety electronic inspection authorization to a vehicle w inoperative equipment, or with equipment that does not conform to vehicle's original equipment or design specifications, or with equipment to is prohibited by any provision of law.	the
(6)	Issue a safety electronic inspection authorization to a vehicle with performing a visual inspection of the vehicle's exhaust system.	iou
(7)	Issue a safety electronic inspection authorization to a vehicle with checking the exhaust system for leaks.	iout
(8)	Issue a safety electronic inspection authorization to a vehicle that is requi to have any of the following emissions control devices but does not have	
	 device: a. Catalytic converter. b. PCV valve. c. Thermostatic air control. 	
	d. Oxygen sensor.e. Unleaded gas restrictor.	
	 f. Gasoline tank cap.cap or capless fuel system. g. Air injection system. h. Evaporative emissions system. 	
(9)	i. Exhaust gas recirculation (EGR) valve.Issue a safety electronic inspection authorization to a vehicle after failing	g tc
	inspect four or more of following:a. Emergency brake.b. Horn.	
	c. Headlight high beam indicator.d. Inside rearview mirror.Outside merginger	
	e. Outside rearview mirror.f. Turn signals.g. Parking lights.	
	 h. Headlights – operation and lens. i. Headlights – aim. 	
	j. Stoplights.k. Taillights.	
	l. License plate lights.m. Windshield wiper.	
(10)	n. Windshield wiper blades.o. Window tint.	C .
(10)	Impose no fee for a safety inspection of a vehicle or the issuance of a safe electronic inspection authorization or impose a fee for one of these actions an amount that differs from the amount set in G.S. 20-183.7.	-
(c) Type	III. – It is a Type III violation for a safety self-inspector, a safety inspect	tior
	y inspection mechanic to do any of the following:	

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(1)	Fail to post a safety inspection station license issued by the	Division.
(2)	Fail to send information on safety inspections to the Divisi	ion at the time or
	in the form required by the Division.	
(3)	Fail to post all safety information required by federal	law and by the
	Division.	
(4)	Fail to put the required information on an inspection red	ceipt in a legible
	manner using ink.	
(5)	Issue a receipt that is signed by a person other than the	safety inspection
	mechanic.	
(6) (7)	Place an incorrect expiration date on an electronic inspectio	
(7)	Issue a safety electronic inspection authorization to a veh	ncle after having
	failed to inspect three or fewer of the following:	
	a. Emergency brake.b. Horn.	
	c. Headlight high beam indicator.	
	d. Inside rearview mirror.	
	e. Outside rearview mirror.	
	f. Turn signals.	
	g. Parking lights.	
	h. Headlights – operation and lens.	
	i. Headlights – aim.	
	j. Stoplights.	
	k. Taillights.	
	l. License plate lights.	
	m. Windshield wiper.	
	n. Windshield wiper blades.	
	o. Window tint.	
	Acts. – The lists in this section of the acts that are Type I, Ty	
	ot the only acts that are one of these types of violations. T	he Division may
	icts that are a Type I, Type II, or Type III violation."	
	FION 4. G.S. 20-183.8B reads as rewritten:	
	Civil penalties against license holders and suspension of se for emissions violations.	or revocation of
	s of Violations. – The civil penalty schedule established in th	is section annlies
• •	<i>inspectors, emissions inspection stations, and emissions inspectors</i>	11
	ategorizes emissions violations into serious (Type I), mino	
technical (Type]		(Type II), and
	plation is a violation of this Part or a rule adopted to implement	ent this Part that
	he emission reduction benefits of the emissions inspection p	
-	iolation of this Part or a rule adopted to implement this	-
	arelessness in conducting an emissions inspection or con	
	ction requirements but does not directly affect the emission r	
of the emissions	inspection program. A technical violation is a violation that	t is not a serious
violation, a mino	or violation, or another type of offense under this Part.	
(b) Penal	ty Schedule The Division must take the following action fo	
(1)	Type I. – For a first or second Type I violation b	•
	self-inspector or an emissions inspection station, assess a ci	
	hundred fifty dollars (\$250.00) and suspend the license of	
	six months.180 days. For a third or subsequent Type I viol	
	years by an emissions self-inspector or an emissions in	ispection station,

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	assess a civil penalty of one thousand dollar	rs (\$1,000) and revoke the licens
	of the business for two years.	
	For a first or second Type I violati	• •
	mechanic, assess a civil penalty of one	
	suspend the mechanic's license for six m	
	subsequent Type I violation within seven	•
	mechanic, assess a civil penalty of two hun	•
	revoke the mechanic's license for two years.	
(2)	Type II. – For a first or second Type	
	self-inspector or an emissions inspection sta	
	hundred dollars (\$100.00). For a third or sul	1 11
	three years by an emissions self-inspector o	1
	assess a civil penalty of two hundred fifty d	follars (\$250.00) and suspend th
	license of the business for 90 days.	· · · · · .
	For a first or second Type II violati	• •
	mechanic, assess a civil penalty of fifty	
	subsequent Type II violation within seven	
	mechanic, assess a civil penalty of one	nundred dollars (\$100.00) ar
(3)	suspend the mechanic's license for 90 days. Type III. – For a first or second Type	III violation by an amission
(3)	self-inspector, an emissions inspection sta	•
	mechanic, send a warning letter. For a third	-
	within three years by the same emission	
	penalty of twenty-five dollars (\$25.00).	is needse holder, assess a erv
(c) Stati	on or Self-Inspector Responsibility. – It is th	e responsibility of an emission
	on and an emissions self-inspector to superv	
-	blation by an emissions inspector mechanic i	
	spector for whom the mechanic is employed.	
	a first occurrence of a Type I violation for a	
	onable terms and conditions of the stay as	
	ether to suspend a first occurrence violation	
	pervision provided by the station over the	
committed the	violation, action that has been taken to rer	nedy future violations, or pri
	the station as to the acts committed by the	•
committed the	violation, or a combination of these factors. The	he monetary penalty shall not
stayed or reduce	<u>ed.</u>	
<u>(c1)</u> <u>Mult</u>	iple Violations in a Single Emissions I	<u>nspection. – If an emissio</u>
self-inspector, a	n emissions inspection station, or an emission	ns inspection mechanic commi
	plations in the course of a single emissions in	spection, the Division shall tal
	specified for the most significant violation.	
	iple Violations in Separate Emissions Inspection	
	nitted in separate emissions inspections, cons	
	ach violation as a separate occurrence and sha	
	as a first, second, or third or subsequent viol	* *
	e. The Division may in its discretion direct the	
	or subsequent violations run concurrently. If	
•	run concurrently, they shall run consecutive	• •
-	a reviewing court's ability to affirm, reverse,	•
	her discretionary or otherwise, pursuant to A	aucie 4 of Chapter 150B of th
General Statute	<u>.</u>	

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1	(d) Missi	ng Stickers. The Division must assess a civil penalt	y against an emissions
2	inspection station	n, a windshield replacement station, or an emissions sel	f-inspector that cannot
3	account for an e	emissions inspection sticker issued to it. A station or a	a self-inspector cannot
4	account for a st	ticker when the sticker is missing and the station or	self-inspector cannot
5	establish reasona	ble grounds for believing the sticker was stolen or destr	oyed by fire or another
6	accident.		
7	(d1) Penal	ty for Missing Stickers. The amount of the penalty	is twenty-five dollars
8	(\$25.00) for each	missing sticker. If a penalty is imposed under subsection	on (b) of this section as
9	· /	sing stickers, the monetary penalty that applies is the	
10		his subsection and subsection (b); the Division may	• •
11	-	ult of missing stickers under both this subsection and	
12		on of a monetary penalty under this subsection does not	
13	-	cense required under subsection (b) of this section.	I
14		anic Training An emissions inspection mechanic w	hose license has been
15		voked must retake the course required under G.S. 20-18	
16	-	urse before the mechanic's license can be reinstated.	-
17		ourse continues the period of suspension or revocation	
18	completed succe	1 1	
19	1	FION 5. G.S. 20-183.8C reads as rewritten:	
20		cts that are Type I, II, or III emissions violations.	
21		I. – It is a Type I violation for an emissions self-in	spector, an emissions
22	• •	n, or an emissions inspection mechanic to do any of the f	-
23	(1)	Issue an emissions electronic inspection authorization	-
24	~ /	performing an emissions inspection of the vehicle.	
25	(1a)	Issue an emissions electronic inspection authorizat	ion to a vehicle after
26		performing an emissions inspection of the vehicle an	
27		vehicle did not pass the inspection.	U
28	(2)	Use a test-defeating strategy when conducting an er	nissions inspection by
29		changing the emission standards for a vehicle by in	
30		vehicle type or model year, or using data provi	
31		diagnostic (OBD) equipment of another vehicle to ach	
32	(3)	Allow a person who is not licensed as an emissions i	
33		perform an emissions inspection for a self-inspector	or or at an emissions
34		station.	
35	(4)	Sell, issue, or otherwise give an electronic inspe	ction authorization to
36		another other than as the result of a vehicle inspectio	n in which the vehicle
37		passed the inspection or for which the vehicle received	l a waiver.
38	(5)	Be unable to account for five or more electronic inspective of the second secon	
39		any one time upon the request of an auditor of the Div	
40	(6)	Perform a safety-only inspection on a vehicle that is s	
41		and an emissions inspection.	
42	(7)	Transfer an electronic inspection authorization from o	ne vehicle to another.
43	· ,	II. – It is a Type II violation for an emissions self-in	
44	•••	n, or an emissions inspection mechanic to do any of the f	-
45	(1)	Use the identification code of another to gain ac	
46	× ,	analyzer or to equipment to analyze data provided b	
47		(OBD) equipment.	c
48	(2)	Keep compliance documents in a manner that makes	them easily accessible
49	× ,	to individuals who are not inspection mechanics.	-
		•	

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(3)	Issue a safety electronic inspection authorization or ar inspection authorization on a vehicle that is required	d to have one of the
	following emissions control devices but does not have i	t:
	a. Catalytic converter.	
	b. PCV valve.	
	c. Thermostatic air control.	
	d. Oxygen sensor.	
	e. Unleaded gas restrictor.	
	f. Gasoline tank cap.cap or capless fuel system.	
	g. Air injection system.	
	h. Evaporative emissions system.	
	i. Exhaust gas recirculation (EGR) valve.	
(4)	Issue a safety electronic inspection authorization or ar	n emissions electronic
	inspection authorization on a vehicle without performing	ng a visual inspection
	of the vehicle's exhaust system and checking the exhaust	
(5)	Impose no fee for an emissions inspection of a vehicle	
	emissions electronic inspection authorization or imp	ose a fee for one of
	these actions in an amount that differs from the amount	set in G.S. 20-183.7.
<u>(6)</u>	Issue an emissions electronic inspection authorization	
	faulty Malfunction Indicator Lamp (MIL) or to a vehic	le that has been made
	inoperable.	
	III It is a Type III violation for an emissions self-in	
inspection station	n, or an emissions inspection mechanic to do any of the fo	
(1)	Fail to post an emissions license issued by the Division	
(2)	Fail to send information on emissions inspections to th	e Division at the time
	or in the form required by the Division.	
(3)	Fail to post emissions information required by federal la	-
(4)	Repealed by Session Law 2007-503, s. 16, effective Oc	
(5)	Fail to put the required information on an inspection	n receipt in a legible
	manner.	
(6)	Repealed by Session Laws 2007-503, s. 16, effective O	
· · ·	r Acts. – The lists in this section of the acts that are Type	
	ot the only acts that are one of these types of violation	s. The Division may
0	acts that are a Type I, Type II, or Type III violation."	
	TION 6. G.S. 20-183.8G(f) reads as rewritten:	
	sion. – Upon the Commissioner's review of a decision A	
0	nposition of a monetary penalty against a motorist for an	
• 1	I, or III-emissions violation by-an emissions <u>a</u> licer	
	nust uphold any monetary penalty, license suspension,	
	d by <u>G.S. 20-183.7A</u> , G.S. 20-183.8A or G.S. 20-183.8I	
	ed on evidence presented at the hearing that supports	
	ontains a finding that the motorist or license holder comm	
• 1	benalty, license suspension, license revocation, or wa	0
	authority under G.S. 20-183.7A(c) and G.S. 20-183.8B(
	pension for a first occurrence Type I violation of a stati	
-	bliance terms to be determined by the Commissioner. Pur	-
	83.7A(d1) and G.S. 183.8B(c2), the Commissioner may	-
•	e holder to run consecutively or concurrently. The Comm	• •
	ify a decision A decision made after a hearing on any oth	er action may uphold
or modify the ac		
SEC.	TION 7. G.S. 20-305 reads as rewritten:	

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f t It shall b	ranchise; p erminating f be unlawful f	reventing franchise for any m	accept commodities not ordere g transfer of ownership; granting es without good cause; preventing anufacturer, factory branch, distrib	ng additional franchises family succession. utor, or distributor branch
or any field	representativ	ve, officer	, agent, or any representative whats	oever of any of them:
(30) To vai	ry the pri	ce charged to any of its franchised	new motor vehicle dealers
Ň		• •	State for new motor vehicles based	
			supplies, tools, equipment, or oth	
			the dealer's relocation, remodeling	-
			rships or construction of a ne	
	-	-	training programs sponsored, ender er, whether or not the dealer is dua	-
			ew motor vehicles, or the dealer's s	
			is subdivision, it shall be unlaw	
	-		distributor, or distributor branch, o	-
			or any representative whatsoever of	
	-	•	o any of its franchised new motor	
			new motor vehicles based on the	
			f sales or customer service satisfac	-
			materials, signage, nondiagnosti nunications devices, or furni	
			1 used motor vehicle inspection	0
	-	-	dorsed by the manufacturer.	or certification program
	-		of the vehicle, for purposes of this	s subdivision shall includ
		-	er's use of rebates, credits, or other	
			g a variance in the price of new m	otor vehicles offered to it
			ers located in the State.	
			nding the foregoing, nothing in	
		-	clude a manufacturer from estal	U
	-		t provide or award dealers or consu ever, that the manufacturer complie	
	condit		ver, that the manufacturer complic	s with an of the followin
	a.		spect to manufacturer to consumer	rebates and incentives, th
			cturer's criteria for determining elig	
		1.	Permit all of the manufacturer's fram	nchised new motor vehicl
			dealers in this State to offer the reba	
			Be uniformly applied and adm	inistered to all eligibl
	h		consumers.	abatas and incontinues th
	b.		espect to manufacturer to dealer re r incentive program shall:	edates and incentives, in
			Be based solely on the dealer	r's actual or reasonabl
			anticipated sales volume or on a u	
			leased basis;	r
		2.	Be uniformly available, applied, an	d administered to all of the
		1	manufacturer's franchised new mo	tor vehicle dealers in thi
			State; and	
			Provide that any of the manufactur	
			vehicle dealers in this State may, up	
			the method or formula used setablishing the sales volumes for	-
		(sautishing the sales volumes 10	i receiving the redates 0

incentives and the specific calculations for determining the required sales volumes of the inquiring dealer and any of the manufacturer's other franchised new motor vehicle dealers located within 75 miles of the inquiring dealer.

Nothing contained in this subdivision shall prohibit a manufacturer from providing assistance or encouragement to a franchised dealer to remodel, renovate, recondition, or relocate the dealer's existing facilities, provided that this assistance, encouragement, or rewards are not determined on a per vehicle basis.

It is unlawful for any manufacturer to charge or include the cost of any program or policy prohibited under this subdivision in the price of new motor vehicles that the manufacturer sells to its franchised dealers or purchasers located in this State.

In the event that as of October 1, 1999, a manufacturer was operating a program that varied the price charged to its franchised dealers in this State in a manner that would violate this subdivision, or had in effect a documented policy that had been conveyed to its franchised dealers in this State and that varied the price charged to its franchised dealers in this State in a manner that would violate this subdivision, it shall be lawful for that program or policy, including amendments to that program or policy that are consistent with the purpose and provisions of the existing program or policy, or a program or policy similar thereto implemented after October 1, 1999, to continue in effect as to the manufacturer's franchised dealers located in this State until June 30, 2014.2018.

In the event that as of June 30, 2001, a manufacturer was operating a program that varied the price charged to its franchised dealers in this State in a manner that would violate this subdivision, or had in effect a documented policy that had been conveyed to its franchised dealers in this State and that varied the price charged to its franchised dealers in this State in a manner that would violate this subdivision, and the program or policy was implemented in this State subsequent to October 1, 1999, and prior to June 30, 2001, and provided that the program or policy is in compliance with this subdivision as it existed as of June 30, 2001, it shall be lawful for that program or policy, including amendments to that program or policy that comply with this subdivision as it existed as of June 30, 2001, to continue in effect as to the manufacturer's franchised dealers located in this State until June 30, 2014.2018.

Any manufacturer shall be required to pay or otherwise compensate any franchise dealer who has earned the right to receive payment or other compensation under a program in accordance with the manufacturer's program or policy.

The provisions of this subdivision shall not be applicable to multiple or repeated sales of new motor vehicles made by a new motor vehicle dealer to a single purchaser under a bona fide fleet sales policy of a manufacturer, factory branch, distributor, or distributor branch.

47(44)Notwithstanding the terms, provisions, or conditions of any agreement or48franchise, to require, coerce, or attempt to coerce any new motor vehicle49dealer located in this State to refrain from displaying in the dealer's50showroom or elsewhere within the dealership facility any sports-related51honors, awards, photographs, displays, or other artifacts or memorabilia;

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		provi	ded, ho	owever, that such sports-related honor	rs, awards, photographs,
		-		other artifacts or memorabilia (i) perta	
		-		manager of the dealership; (ii) relate to	
				ence or advertise a competing brand of	· · · · · ·
				eal or disparage any of the required br	
				ealership facility.	
	(45)	-		nding the terms, provisions, or conditi	ons of any agreement or
	<u>(+5)</u>			discriminate against a new motor vehi	
				ling or offering for sale a service co	
				maintenance agreement, or similar	
				onsored, or offered by the manufacture	
			-	nce source. For purposes of this sul	•
					<u>division, discrimination</u>
				of the following:	alay aplit on offen for sole
		<u>a.</u>		iring or coercing a dealer to exclusive	
				ce contracts, debt cancellation agreem	
				oved, endorsed, sponsored, or offere	
				butor, affiliate, or captive finance sourc	
		<u>b.</u>		ng or threatening to take any adverse a	
				use the dealer sells or offers for sale ar	-
				ellation agreements, maintenance a	
			-	icts that have not been approved, o	-
			offere	ed by the manufacturer, distributor, aff	filiate, or captive finance
			sourc	e or (ii) because the dealer fails to sel	or offer for sale service
			<u>contr</u>	acts, debt cancellation agreements, ma	intenance agreements, or
			simil	ar products approved, endorsed, spon	sored, or offered by the
			manu	facturer, distributor, their affiliate, or ca	aptive finance source.
		<u>c.</u>	Meas	uring a dealer's performance under a fr	anchise in any part based
			upon	the dealer's sale of service contract	racts, debt cancellation
			agree	ments, or similar products approved,	endorsed, sponsored, or
			offere	ed by the manufacturer, distributor, aff	iliate, or captive finance
			sourc	e.	
		<u>d.</u>	Requ	iring a dealer to exclusively promo	ote the sale of service
			-	acts, debt cancellation agreements	
				oved, endorsed, sponsored, or offere	-
				butor, affiliate, or captive finance sourc	•
		<u>e.</u>		idering the dealer's sale of service con	
		<u></u>		ments, or similar products approved,	
				ed by the manufacturer, distributor, aff	-
				e in determining any of the following:	mate, or cuptive infance
			<u>1.</u>	The dealer's eligibility to purchase	any vehicles parts or
			<u>1.</u>	other products or services from	
					the manufacturer of
			2	distributor.	
			<u>2.</u>	The volume of vehicles or other particular the second seco	
				shall be eligible to purchase from	m the manufacturer or
			2	distributor.	
			<u>3.</u>	The price or prices of any vehicles, p	_
				services that the dealer shall be eligi	ble to purchase from the
				manufacturer or distributor.	
			<u>4.</u>	The availability or amount of any	
				special pricing, rebate, or sales or se	
				shall be eligible to receive from the	nanufacturer, distributor,
				shan be engible to receive non the	nanulaciulei, ulsulbuloi,

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1		affiliate, or captive finance source in w	hich the incentives are
2		calculated or paid on a per-vehicle	basis or any vehicle
3		discount, credit, special pricing, or reb	ate that are calculated
4		or paid on a per-vehicle basis.	
5		For purposes of this subdivision, discrimination	does not include, and
5		nothing shall prohibit a manufacturer, distributor, affili	iate, or captive finance
7		source from, offering discounts, rebates, or other ince	entives to dealers who
3		voluntarily sell or offer for sale service contract	ets, debt cancellation
Ð		agreements, or similar products approved, endorsed,	sponsored, or offered
)		by the manufacturer, distributor, affiliate, or cap	otive finance source;
l		provided, however, that such discounts, rebates, or other	er incentives are based
2		solely on the sales volume of the service contract	cts, debt cancellation
3		agreements, or similar products sold by the dealer and	do not provide vehicle
1		sales or service incentives.	
5		For purposes of this subdivision, a service con	ntract provider or its
5		representative shall not complete any sale or transa	action of an extended
7		service contract, extended maintenance plan, or s	imilar product using
3		contract forms that do not disclose the identity of	the service contract
Ð		provider.	
)	(46)	To require, coerce, or attempt to coerce a dealer lo	cated in this State to
1		purchase goods or services of any nature from a vend	or selected, identified,
2		or designated by a manufacturer, distributor, affilia	te, or captive finance
3		source when the dealer may obtain goods or services of	of substantially similar
1		quality and design from a vendor selected by the deale	er, provided the dealer
5		obtains prior approval from the manufacturer, distribut	or, affiliate, or captive
5		finance source, for the use of the dealer's selected ven	dor. Such approval by
7		the manufacturer, distributor, affiliate, or captive finan	nce source may not be
3		unreasonably withheld. For purposes of this subdivis	ion, the term "goods"
)		does not include moveable displays, brochures, and	-
)		containing material subject to the intellectual p	
		manufacturer or distributor, or special tools as reaso	
		manufacturer, or parts to be used in repairs under way	• •
		manufacturer or distributor. If the manufacturer, di	
		captive finance source claims that a vendor chosen	-
		supply goods and services of substantially similar q	
		dealer may file a protest with the Commissioner. Whe	-
		Commissioner shall promptly inform the manufacture	
		or captive finance source that a protest has been file	•
		shall conduct a hearing on the merits of the protest with	• •
)		the filing of a response to the protest. The manufacture	
		or captive finance source shall bear the burden of pro	
2		services chosen by the dealer are not of substantial	
3		design to those required by the manufacturer, distribut	or, affiliate, or captive
1		finance source.	
5	<u>(47)</u>	To fail to provide to a dealer, if the goods or services	
5		dealer by a vendor selected, identified, or designated b	
7		distributor are signs or other franchisor image element	-
3		leased to the dealer, the right to purchase or lease	
)		franchisor image elements of similar quality and d	-
)		selected by the dealer. This subdivision and subdivision	
1		shall not be construed to allow a dealer or vendor	to violate directly or

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1		indirectly the intellectual property rights of the manufa	cturer or distributor.
2		including, but not limited to, the manufacturer's or dist	
3		property rights in any trademarks or trade dress, or	· · · · · · · · · · · · · · · · · · ·
4		property interests owned or controlled by the manufactu	
5		to permit a dealer to erect or maintain signs that do	
6		reasonable intellectual property right or trademark an	
7		guidelines of the manufacturer or distributor.	<u>_</u>
8	<u>(48)</u>	To unreasonably interfere with a dealer's independe	ence in staffing the
9	<u>,</u>	dealership by engaging in any of the following cor	-
0		coercing, or attempting to coerce a dealer located in the	
l		appoint, or designate an individual to serve full-time o	
		specific capacity, role, or job function at the dealers	
3		employment or appointment of a full-time general man	•
ŀ		dealer to employ, appoint, or designate an individual t	
i		exclusively in any specific capacity, role, or job function	
5		other than the employment or appointment of a full-time	
7		order to participate in or qualify for any incentive	
8		sponsored by the manufacturer or distributor or to ot	· ·
)		discounts, credits, rebates, or incentives of any kind the	
)		paid on a per-vehicle basis; or (iii) requiring that the	e dealer obtain the
1		approval of the manufacturer or distributor prior to emp	
2		any individual in any capacity, role, or job function at	
3		than the employment or appointment of a full-time gene	eral manager. Except
4		as expressly provided above, nothing contained in this	subdivision shall be
5		deemed to prevent or prohibit a manufacturer or distrib	outor from requiring
5		that a dealer employ a reasonable number of trained er	nployees to sell and
7		service the factory's vehicles."	
3	SEC	TION 8. G.S. 20-305.2 is amended by adding new subsect	tions to read:
)	" <u>(e)</u> For	purposes of this section, an unfair method of competition in	ncludes any physical
)		varranty repair made or provided directly by a manufacturer	
		ocated within this State requiring the direct participation of	
2	•	turer or distributor and without such dealer receiving reaso	nable compensation,
5		unt no less than the amount provided in G.S. 20-305.1.	
ŀ		claim or cause of action may be brought against a dealer in	
5		y repair, fix, repair, or update that was provided by t	
5		out the direct involvement and participation of the dealer.	
7		provides or attempts to provide a warranty repair, fix	
3	•	ectly to any motor vehicle located within this State	
)	* *	a dealer franchised by the manufacturer or distributor shall	
)		any dealer located in this State for all claims, demands, j	
1	-	litigation expenses, and all other costs and expenses inc	-
2	-	e actual or attempted warranty repair, fix, repair, update, or	adjustment."
3		TION 9. G.S. 20-305.7 reads as rewritten:	
1	"§ 20-305.7. Pi	rotecting dealership data and consent to access dealershi	p information.
5	····		
5		following definitions apply to this section:	uton hondress - 1
7	(1)	"Dealer management computer system" – A comp	
3		software system that is owned or leased by the dealer,	•
))		use of Web applications, software, or hardware, who	
		dealership or provided at a remote location and that	-
1		customer records and transactions by a motor vehicle d	icalei localeu ili lilis

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		State and that allows such motor vehicle dealer timely i	nformation in orde
		to sell vehicles, parts or services through such motor vehi	icle dealership.
	(2)	"Dealer management computer system vendor" - A s	seller or reseller o
		dealer management computer systems (butsystems, a	a person that sell
		computer software for use on dealer management com	
		person who services or maintains dealer management co	
		only to the extent that such person iseach of the sellers	
		persons listed in this subdivision are engaged in such acti	
	(3)	"Security breach" – An incident of unauthorized access t	
	(3)	records or data containing dealership or dealership cu	-
		where unauthorized use of the dealership or dealership cu	
		1 1	
		has occurred or is reasonably likely to occur or that creat	
		harm to a dealership or a dealership's customer.	•
		unauthorized access to and acquisition of records	
		dealership or dealership customer information, or any in	
		of dealership customer information to one or more third	1
		not have been specifically authorized by the dealer	or customer, sha
(~1)	Note	constitute a security breach. ithstanding any of the terms or provisions contained in th	is sastion on in on
(g1)		zation, release, novation, franchise, or other contract or ag	
		er, factory branch, distributor, distributor branch, dealer ma	
•		or any third party acting on behalf of or through through, or	• •
		ized, certified, granted preferred status, or recommended by	
		distributor, distributor branch, or dealer management comp	
•		new motor vehicle dealer provide any dealer, consumer,	•
		ugh direct access to a dealer's computer system, the dealer	
		y not be required to consent to provide in any written agr	-
		nputer system. The dealer may instead provide the same c	
		information specified by the requesting party by timely ob	
		nishing the requested data to the requesting party by timery of	
		comma delimited; provided that, when a dealer would other	• 1
		access to its computer system under the terms of a con-	-
1		, franchise, or other contract or agreement, a dealer that el	
		through other means may be charged a reasonable initia	
		essing fee based on the actual incremental costs incr	
		ata for establishing and implementing the process for the	
-	-	ned in any consent, authorization, release, novation, franchi	-
-		ich is inconsistent with any term or provision contained in	
-		e option of the dealer.	
(g2)		ithstanding the terms or conditions of any consent, au	thorization releas
$\langle \mathcal{O} \rangle$		nise, or other contract or agreement, every manufactur	
		ibutor branch, dealer management computer system vendo	
		of or through any manufacturer, factory branch, distributor	
1 1	Juli		, albuitoutor bruiler

44 or dealer management computer system vendor, having electronic access to consumer or 45 customer data or other information in a computer system utilized by a new motor vehicle dealer, or who has otherwise been provided consumer or customer data or information by the 46 47 dealer, shall fully indemnify and hold harmless any dealer from whom it has acquired such 48 consumer or customer data or other information from all damages, costs, and expenses incurred 49 by such dealer, including, dealer. Such indemnification by the manufacturer, factory branch,

50 distributor, distributor branch, dealer management computer system vendor, or third party

51 acting on behalf of these entities includes, but is not limited to, judgments, settlements, fines,

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penalties, litigation costs, defense costs, court costs, costs related to the disclosure of security 1 2 breaches, and attorneys' fees arising out of complaints, claims, civil or administrative actions, 3 and, to the fullest extent allowable under the law, governmental investigations and prosecutions 4 to the extent caused by a security breach or the access, storage, maintenance, use, sharing, 5 or retention of such dealer's consumer or customer data or other disclosure, 6 information information, or maintenance or services provided to any computer system utilized 7 by a new motor vehicle dealer. by the manufacturer, factory branch, distributor, distributor 8 branch, dealer management computer system vendor, or third party acting on behalf of or 9 through such manufacturer, factory branch, distributor, distributor branch, or dealer 10 management computer system vendor.

11 12 "

SECTION 10. G.S. 20-305.1 reads as rewritten:

13 "§ 20-305.1. Automobile dealer warranty obligations.

14 Each motor vehicle manufacturer, factory branch, distributor or distributor branch, 15 shall specify in writing to each of its motor vehicle dealers licensed in this State the dealer's 16 obligations for preparation, delivery and warranty service on its products, the schedule of 17 compensation to be paid such dealers for parts, work, and service in connection with warranty 18 service, and the time allowances for the performance of such work and service. In no event 19 shall such schedule of compensation fail to include reasonable compensation for diagnostic 20 work and associated administrative requirements as well as repair service and labor. Time 21 allowances for the performance of warranty work and service shall be reasonable and adequate 22 for the work to be performed. The compensation which must be paid under this section must be 23 reasonable, provided, however, that under no circumstances may the reasonable compensation 24 under this section be in an amount less than the dealer's current retail labor rate and the amount 25 charged to retail customers for the manufacturer's or distributor's original parts for nonwarranty 26 work of like kind, provided such amount is competitive with the retail rates charged for parts 27 and labor by other franchised dealers within the dealer's market.

28 (a1) The retail rate customarily charged by the dealer for parts and labor may be 29 established at the election of the dealer by the dealer submitting to the manufacturer or 30 distributor 100 sequential nonwarranty customer-paid service repair orders which contain 31 warranty-like parts, or 60 consecutive days of nonwarranty customer-paid service repair orders 32 which contain warranty-like parts, whichever is less, covering repairs made no more than 180 33 days before the submission and declaring the average percentage markup. The average of the 34 parts markup rate and the average labor rate shall both be presumed to be fair and reasonable, 35 however, a manufacturer or distributor may, not later than 30 days after submission, rebut that 36 presumption by reasonably substantiating that the rate is unfair and unreasonable in light of the 37 practices of retail rates charged for parts and labor by all other franchised motor vehicle dealers 38 in the dealer's market offering the same line-make vehicles. In the event there are no other 39 franchised dealers offering the same line-make of vehicle in the dealer's market, the 40 manufacturer or distributor may compare the dealer's retail rate for parts and labor with the 41 practices of retail rates charged for parts and labor by other franchised dealers who are selling 42 competing line-makes of vehicles within the dealer's market. The retail rate and the average 43 labor rate shall go into effect 30 days following the manufacturer's approval, but in no event later than 60 days following the declaration, subject to audit of the submitted repair orders by 44 45 the manufacturer or distributor and a rebuttal of the declared rate as described above. If the declared rate is rebutted, the manufacturer or distributor shall propose an adjustment of the 46 47 average percentage markup based on that rebuttal not later than 30 days after such audit, but in 48 no event later than 60 days after submission. If the dealer does not agree with the proposed 49 average percentage markup, the dealer may file a protest with the Commissioner not later than 50 30 days after receipt of that proposal by the manufacturer or distributor. If such a protest is 51 filed, the Commissioner shall inform the manufacturer or distributor that a timely protest has

General Assembly Of North Carolina Session 2013 1 been filed and that a hearing will be held on such protest. In any hearing held pursuant to this subsection, the manufacturer or distributor shall have the burden of proving by a preponderance 2 3 of the evidence that the rate declared by the dealer was unfair and unreasonable as described in 4 this subsection and that the proposed adjustment of the average percentage markup is fair and 5 reasonable pursuant to the provisions of this subsection. If the dealer prevails at a protest 6 hearing, the dealer's proposed rate, affirmed at the hearing, shall be effective as of 60 days after the date of the dealer's initial submission of the customer-paid service orders to the 7 8 manufacturer or distributor. If the manufacturer or distributor prevails at a protest hearing, the 9 rate proposed by the manufacturer or distributor, that was affirmed at the hearing, shall be effective beginning 30 days following issuance of the final order. 10 11 In calculating the retail rate customarily charged by the dealer for parts and labor, (a2) 12 the following work shall not be included in the calculation: 13 Repairs for manufacturer or distributor special events, specials, or (1)14 promotional discounts for retail customer repairs; repairs. 15 Parts sold at wholesale or at reduced or specially negotiated rates for (2)16 insurance repairs; repairs. 17 Engine assemblies and transmission assemblies: assemblies. (3) 18 (4) Routine maintenance not covered under warranty, such as fluids, filters, and 19 belts not provided in the course of repairs; repairs. 20 (5) Nuts, bolts, fasteners, and similar items that do not have an individual part 21 number;number. 22 Tires: and Tires. (6) 23 Vehicle reconditioning. (7)24 (8) Batteries and light bulbs." 25 26 **SECTION 11.** The terms and provisions of Sections 7 through 12 of this act shall 27 be applicable to all current and future franchises and other agreements in existence between any 28 new motor vehicle dealer located in this State and a manufacturer or distributor as of the 29 effective date of this act. 30 **SECTION 12.** If any provision of this act or its application is held invalid, the 31 invalidity does not affect other provisions or applications of this act that can be given effect 32 without the invalid provisions or application, and to this end the provisions of this act are 33 severable. 34

34 SECTION 13. Sections 1 through 6 of this act become effective October 1, 2013,
 and apply to violations occurring on or after that date. The remainder of this act is effective
 when it becomes law.