



*New Motor Vehicle Board*

# *In-Site*

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## **IALLA 2008 CONFERENCE**

Board Staff attended the annual International Association of Lemon Law Administrators (“IALLA”) Conference held September 16-18, 2008, in Sacramento, California. The annual conference is a forum which enables lemon law administrators and stakeholder representatives to converse, debate and share information of mutual concern. The conference offered many exciting topics and speakers.

The conference began with the introductions of Rob Fong, Councilman, City of Sacramento, and Carrie Lopez, who presented comments on consumer issues from her vantage point as Director of the California Department of Consumer Affairs. A Special Guest Presentation was given by Ed Lapham from Automotive News, who shared his insight on the current state of affairs of the automobile industry. Continuing in the afternoon, Eugene Ebersole from the Oregon AG’s Office discussed negative equity, a component of many of today’s motor vehicle transactions. Bobbi Lum-Mew, the administrator of Hawaii’s Lemon Law Program, lead a panel discussion regarding lemon law issues and updates.

The following day commenced with a panel discussion on lemon law repair attempts. The diversified panel was moderated by Richard Soletski from Wisconsin’s Lemon Law Program. Anthony Conti of Conti, Fenn & Lawrence, Clyde Klingenberg with the Washington Attorney General’s Office, and Robert Malpede, Bay Automotive Consultants, spoke on such issues as defects and conditions, intermittent problems, dealer actions and warranty work orders. There was a wide-ranging discussion of green cars with Craig Childers from the California Air Resources Board discussing zero emission vehicles, as well as a panel discussion on the impact of attorneys on arbitration programs. Closing remarks were given by Philip R. Nowicki, President of IALLA.

## **NAMVBC 2008 FALL WORKSHOP**

The National Association of Motor Vehicle Boards and Commissions (“NAMVBC”) held its Fall Workshop in Seattle, Washington on September 20-24, 2008. The workshop included a fully packed agenda of information and ideas of common interest to motor vehicle regulators, industry associations and manufacturers who attended. During the four-day event, keynote speakers from several states discussed industry issues.

The first day of the workshop began with a welcoming speech by Liz Luce, Director of the Washington State Department of Licensing (“DOL”). A presentation entitled, “From Both Sides Now ...” was given by Kevin Colton and Aaron Jacoby, attorneys who represent both manufacturers and dealers. From their respective viewpoints and roles, they discussed issues impacting the motor vehicle industry regarding franchise and consumer relationships in challenging economic times. Their focus was on the fact that the consumer is an affected party, and governmental agencies have one or more roles. James A. Moors, Director of Franchising and State Law in NADA’s Legal and Regulatory Group spoke on the subject *NADA Update – Franchise and Other Issues Impacting New Motor Vehicle Dealers*. Brett Bray, Executive Director of the Texas Motor Vehicle Division gave a PowerPoint presentation on the new Texas e-tag concept.

The second day continued with Fraud Investigations Panelists from different states presenting how they conduct fraud investigations by giving both an overview of their process and some specific real case analyses. The issue of curbstoning, and how a creative partnership between the Washington DOL and the Washington State Patrol (“WSP”) has been working, was presented by WSP Sgt. Luke Zebley.

Fall Workshop, cont'd from p. 1

The third day maintained the busy agenda with speaker Peter L. Maier of the Law Offices of Peter L. Maier, P.C. Mr. Maier is a well-known consumer protection attorney in Seattle. He discussed at great length the current consumer issues in the motor vehicle industry and how they relate to regulatory agencies. Following Peter Maier was Edward Lapham, Executive Editor for *Automotive News*. He discussed current trends, hot issues, and overall direction of the industry from the perspective of one who reports the news of the industry. The day wound down with the "Roundtable Discussions", which is always one of the most requested and productive agenda items at every conference. The discussion allowed all attendees to provide updates on what is currently happening in their state or industry that would be informative and/or helpful to others.

The NAMVBC elected new officers at the end of the meeting. Roy Dockum, Executive Director of the Oklahoma Motor Vehicle Commission was re-elected President, Dan Devoe, Administrator with the Washington Department of Licensing was elected Vice-President. Molly Cost, Licensing Director, Motor Vehicles Division, with the Texas Department of Transportation was elected Secretary, and Bill Brennan, the Executive Director of the California New Motor Vehicle Board was elected Treasurer.

The NAMVBC will meet next in New Orleans in conjunction with the NADA Convention. If you would like to know more about the NAMVBC please visit their website at [www.namvbc.org](http://www.namvbc.org).

### **UPCOMING EVENT**

#### **CALIFORNIA RECREATION VEHICLE DEALERS ASSOCIATION 15TH ANNUAL CONFERENCE**

#### ***"Preparing to Resolve Disputes at the New Motor Vehicle Board"***

- ◆ Differences between the RV Industry and the Automobile Industry.
- ◆ Nuts & Bolts of Practicing before the NMVB.
- ◆ Historical Overview of the types of RV Protests.
- ◆ Overview of the OL-124 Form (Certificate of Proposed Franchise).

**Wednesday, November 12, 2008  
Renaissance Esmeralda Resort & Spa  
44-400 Indian Wells Lane  
Indian Wells, California 92210  
(800) 468-3571**

**For more information,  
contact Kerri Ostrom, CalRVDA, at  
(916) 791-3021**



*State of California*  
Arnold Schwarzenegger  
Governor

### **IN-SITE**

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*Department of Motor Vehicles*  
George Valverde, Director

#### ***New Motor Vehicle Board***

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## UPCOMING BOARD MEETINGS

### \*GENERAL MEETING

November 20, 2008

Los Angeles



### \*SPECIAL MEETING

December 11, 2008

Sacramento

\*Board meeting dates are subject to change.

## CUSTOMIZE

With news of the downturn in the motor vehicle industry coming from all directions, dealer trade publications and industry groups are brainstorming new ideas and re-examining existing operations for increased efficiency and decreased overhead in order to boost the bottom line. Among the various potential profit opportunities getting attention is one discussed in a recent Automotive News article on offering customizing options to dealership customers.

Galpin Auto Sports ("GAS"), a division of Galpin Motors, Inc., customizes thousands of cars and trucks each year for the parent company's seven dealerships in the Los Angeles area. The business adds significantly to monthly revenue, according to Beau Boeckmann, president of GAS and vice-president of Galpin Motors.

Customization could range from a set of wheels with huge chrome spokes to a hot tub in a pickup bed. While the potential rewards of customization are great, there are risks involved. Dealerships must find reliable vendors and experienced employees. Dealerships might consider offering the most simple, as well as the most popular customization, such as wheels, tires, body kits and stereo updates as an entry level into providing customizing services.

## ALGAE-BASED DIESEL FUEL ALTERNATIVE

High diesel fuel prices are driving research for alternative fuels. The latest alternative involves harvesting aquatic algae for biodiesel. Algae is comprised of nearly 50% oil, making it an excellent fuel source, according to Aftermarket

Business. Several oil companies have begun research on harvesting and processing algae-based fuel and one start-up firm, PetroSun, has already begun operation of an oil-producing algae plant in Texas. It is expected to produce 4 million gallons of algae-oil per year.

Source: *MotorHome*, August 20, 2008

## DID YOU KNOW ...

Henry Ford's Model T debuted exactly 100 years ago on October 1, 1908.

## SAVE THE DATE!

**NEW MOTOR VEHICLE BOARD  
7th INDUSTRY ROUNDTABLE**

**MARCH 25, 2009**

**HYATT REGENCY HOTEL  
SACRAMENTO, CALIFORNIA**

**Contact Robin Parker  
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