



October 11, 2023

Sent via email

Commissioner Tony Guerrero  
Connecticut Department of Motor Vehicles  
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Wethersfield, CT 06161  
[Tony.Guerrera@ct.gov](mailto:Tony.Guerrera@ct.gov)

Re: Implementation of Public Act No. 23-40 New Section 24 Effective October 1, 2023;  
Response to Commissioner Guerrero's letter received October 2, 2023.

Dear Commissioner Guerrero:

On behalf of the above-listed organizations, we respectfully urge you to reconsider two of the positions in your letter dated September 27, 2023 (received via email October 2, 2023). The first is with regard to excluding new car dealers from compliance with Public Act No. 23-40 New Section 24 on the basis of their franchise agreements and collaborative relationships “instrumental in maintaining vehicle quality and safety.” The Connecticut General Assembly just passed New Section 24 because consumers *haven't* been receiving lawfully required timely notice of recalls. Excluding new car dealers would be more than anti-competitive—it would undermine the law's objective.

Moreover, neither the new car dealers' trade-in sales inventory nor their repair facilities are limited to their specific franchised brands; i.e., They can and do sell and service other types of cars for which they hold no franchise arrangement. In that context, they act as all non-OEM repairers do and deserve no exemption under New Section 24. The example below is Mitchell Selig Ford's Quick Lane in Windsor, Connecticut, offering service to all makes and models. Your department's *Connecticut Dealer and Repairer License List* as of 10/02/2023 lists this company as “N0074 DBA MITCHELL SELIG FORD 801 BLOOMFIELD AVE WINDSOR CT 06095-2301 9/30/2025 NEW DEALER.” There is no separate listing for its “Quick Lane,” which indicates it is being run under the umbrella of new car dealer, not “repairer.”

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The screenshot shows the website for Mitchell Selig Ford's Quick Lane Tire & Auto Center. The header includes the Ford logo and navigation links for New, Work Trucks, Pre-Owned, Credit Application, Service & Parts, Specials, About Us, and Log In. The main content area features the Quick Lane logo and a description of services: "Serving the greater Windsor area. Quick Lane® is your go-to place for routine auto maintenance for all vehicle makes and models. Get extraordinary service from expert technicians. Find quality parts from Motorcraft® and Omnicraft™. And take advantage of our Low Price Tire Guarantee." It lists contact information: 801 Bloomfield Ave, Windsor, CT 06095; Sales: 877-505-0761; Service: 844-800-3869; Parts: 855-611-1200. A "Request More Info" button is present. A chat window on the right shows a message from Kaitlyn: "I'm online and happy to help! How may I help you?"

Failing to, at minimum, cover new car dealers' non-franchise maintenance and repair activities will exclude countless consumers from receiving recall information per New Section 24.

The second position we must urge you to reconsider is with regard to "repairers" providing consumers with the National Highway Traffic Safety Administration (NHTSA)'s website link to get a free download of the SaferCar App to satisfy providing recall information in writing. That website link is <https://www.nhtsa.gov/campaign/safercar-app>. The landing page looks like this:

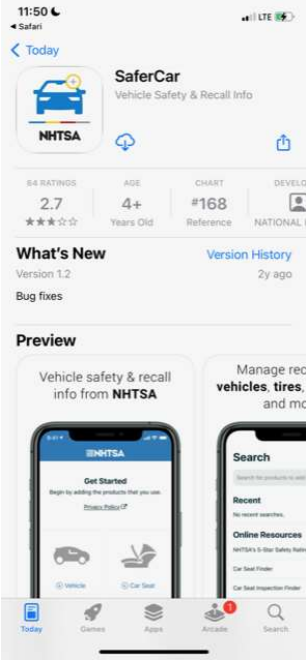
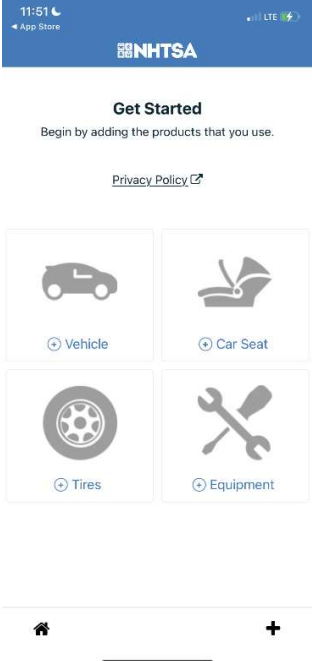
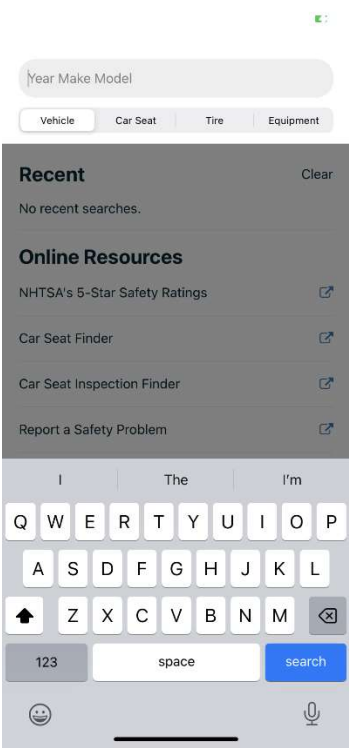
The screenshot shows the NHTSA SaferCar App landing page. The URL is <https://www.nhtsa.gov/campaign/safercar-app>. The main heading is "Get Vital, Current Recall Info in 3 Easy Steps". The steps are: 1. Download the SaferCar app; 2. Add your vehicle, then type in or scan your Vehicle Identification Number; 3. Add car seats, tires and equipment. Below the steps, it says: "When SaferCar discovers a recall for the vehicle or equipment you entered, it will send you an alert on your mobile device." At the bottom, there is a yellow banner with the text "Download Our SaferCar App for Free" and two buttons: "GET SAFERCAR FOR IOS" and "GET SAFERCAR FOR ANDROID".

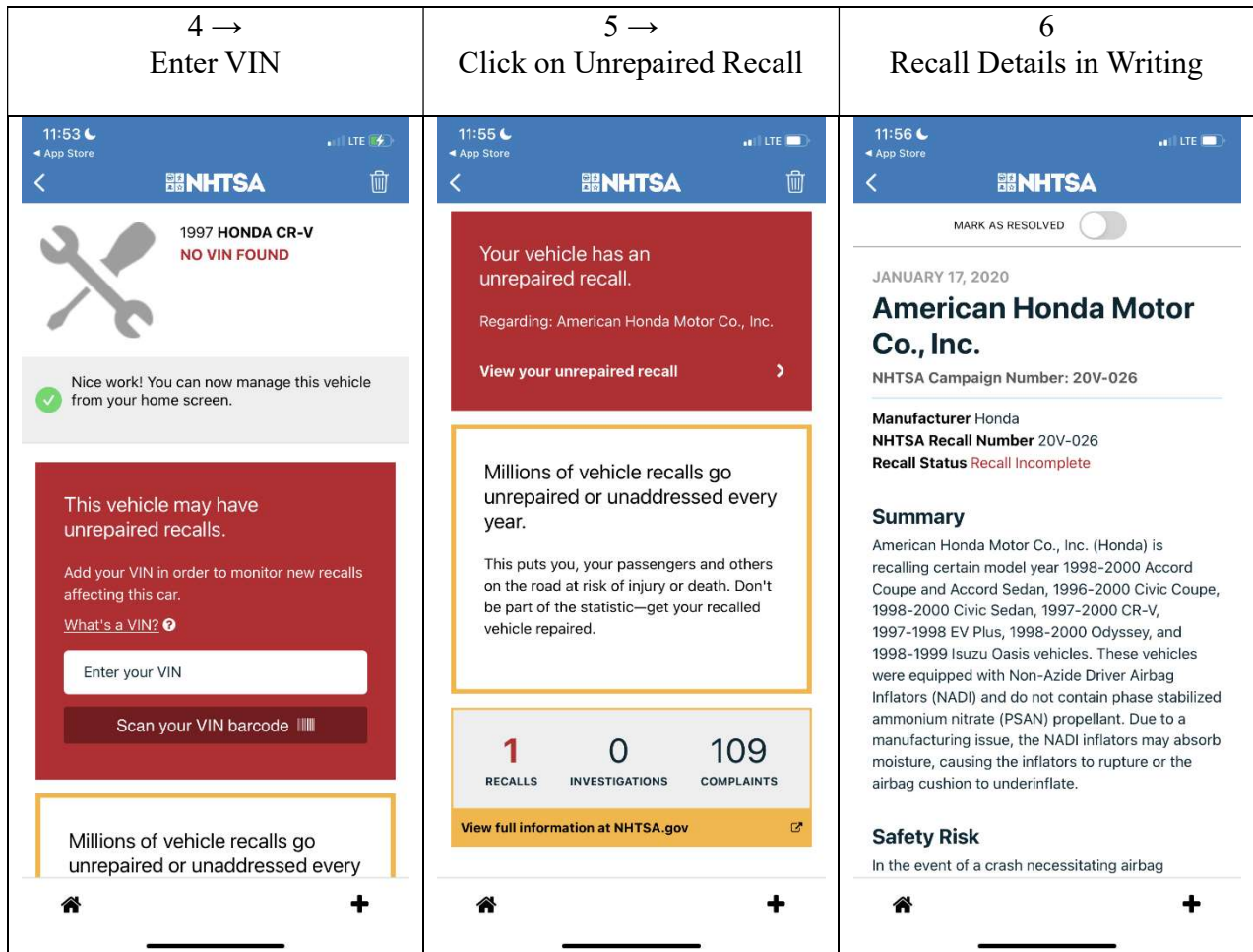
Once you have the SaferCar app installed with your VIN: "SaferCar remembers all the vehicles and equipment you enter, notifying you of all related recalls, and *even pointing you to local dealerships handling vehicle repairs, so you can quickly make an appointment and get it fixed*

*for free.*” (emphasis added) That means consumers receive 24/7 updates, which is 100% annual coverage versus less than 1% if consumers *only* receive information during the average three service visits per year. The SaferCar app even directs consumers to local OEM dealerships handling their recall repairs. Automotive aftermarket service competitors won’t (and it would be anti-competitive to expect them to) direct their customers to specific OEM dealerships.

The app also provides a direct link to NHTSA’s website where, if the consumer chooses to do so, OEM Technical Service Bulletins, NHTSA investigations, consumer complaints, and other recalls not (yet) applicable to their model can be searched at one’s leisure. However, there is no “searching” involved in consumers’ receipt of recall information via the SaferCar app.

In case the use of apps or this app in particular is unfamiliar, the following provides a screenshot progression of the 3 to 5-minute experience of downloading the app and inputting a VIN to achieve recall information:

1 → Download app	2 → Click on “Vehicle”	3 → Enter Year/Make/Model
		



That’s all there is to it. After a few minutes of time invested, the consumer has free, permanent access to their vehicle’s safety information directly from the most trusted source—NHTSA. It wouldn’t make sense for the General Assembly or DMV to want consumers to continually pay to get so much less and in a format they’re likely to destroy or lose (i.e., printouts). Since the General Assembly did not define “in writing” as excluding a written app link to a permanent digitally written database, there is no reason not to allow repairers to use the best available method to help consumers protect themselves.

In conclusion, we remain hopeful that you will support the most fair and protective interpretation to implement New Section 24 as (1) applying to all repairers including at least new car dealers engaged in non-franchise maintenance and repairs, and (2) allowing the provision of NHTSA’s SaferCar app to consumers so that they have a free, permanent record of their safety information going forward no matter how often they seek automotive services. We do intend to take up the remaining issues directly with the General Assembly next February.

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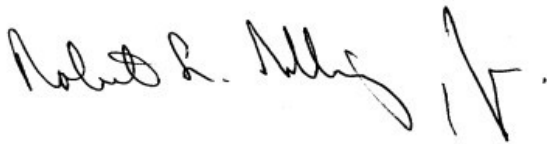
Sincerely,



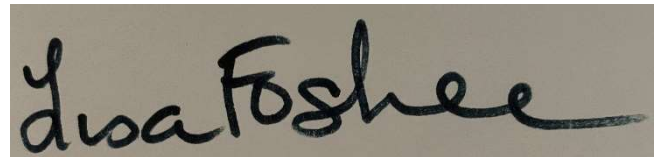
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