



Reprinted  
February 2, 2018

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## HOUSE BILL No. 1195

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DIGEST OF HB 1195 (Updated February 1, 2018 5:58 pm - DI 123)

**Citations Affected:** IC 9-32; noncode.

**Synopsis:** Automobile dealers. Provides that a dealer or manufacturer may not impose a surcharge on a dealer for the sole purpose of recovering costs related to the reimbursement of a dealer for parts or labor. Requires a manufacturer to: (1) provide a dealer with written notification of the grounds upon which a claim is being charged back as a result of an audit; (2) provide dealers with a reasonable appeals process concerning certain fees, payments, and reimbursements; and (3) allow a dealer to cure certain administrative errors within thirty days after certain claims seeking reimbursement are denied. Urges the legislative council to assign to the appropriate interim study committee the topic of manufacturer car subscription services. Makes technical amendments.

**Effective:** Upon passage; July 1, 2018.

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## Soliday, GiaQuinta, Forestal

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January 9, 2018, read first time and referred to Committee on Roads and Transportation.  
January 29, 2018, amended, reported — Do Pass.  
January 31, 2018, read second time, ordered engrossed. Engrossed.  
February 1, 2018, read third time, recommitted to Committee of One, amended; passed.  
Yeas 83, nays 1.

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HB 1195—LS 6690/DI 123





Reprinted  
February 2, 2018

Second Regular Session of the 120th General Assembly (2018)

PRINTING CODE. Amendments: Whenever an existing statute (or a section of the Indiana Constitution) is being amended, the text of the existing provision will appear in this style type, additions will appear in **this style type**, and deletions will appear in ~~this style type~~.

Additions: Whenever a new statutory provision is being enacted (or a new constitutional provision adopted), the text of the new provision will appear in **this style type**. Also, the word **NEW** will appear in that style type in the introductory clause of each SECTION that adds a new provision to the Indiana Code or the Indiana Constitution.

Conflict reconciliation: Text in a statute in *this style type* or ~~this style type~~ reconciles conflicts between statutes enacted by the 2017 Regular Session of the General Assembly.

## HOUSE BILL No. 1195

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A BILL FOR AN ACT to amend the Indiana Code concerning motor vehicles.

*Be it enacted by the General Assembly of the State of Indiana:*

1 SECTION 1. IC 9-32-11-20, AS ADDED BY P.L.260-2017,  
2 SECTION 2, IS AMENDED TO READ AS FOLLOWS [EFFECTIVE  
3 JULY 1, 2018]: Sec. 20. (a) This section does not apply to:

- 4 (1) a manufacturer of a trailer or semitrailer; or  
5 (2) a manufacturer that produces fewer than one thousand (1,000)  
6 units per year.

7 (b) Except as provided in subsection (c), a manufacturer **or**  
8 **distributor** may not engage in sales directly to the general public in  
9 Indiana. **The prohibition described in this subsection extends to any**  
10 **manufacturer or distributor activity where the manufacturer or**  
11 **distributor, rather than the dealer, is the retail contact through**  
12 **which the right of use for a new or used motor vehicle is obtained.**  
13 **The form of a manufacturer's or distributor's transaction does not**  
14 **affect the application of the prohibition described in this**  
15 **subsection.**

16 (c) A manufacturer **or distributor** may engage in sales directly to  
17 the general public in Indiana only if:

HB 1195—LS 6690/DI 123



1 (1) the manufacturer **or distributor** was granted an initial license  
2 to sell new motor vehicles before July 1, 2015; and

3 (2) the manufacturer **or distributor** establishes at least one (1)  
4 physical location in Indiana that is a warranty repair service  
5 center before January 1, 2018.

6 (d) A manufacturer **or distributor** described in subsection (c) must  
7 stop engaging in sales directly to the general public in Indiana if the  
8 manufacturer **or distributor** sells, transfers, or conveys a majority  
9 interest in the manufacturer **or distributor** to another person that is  
10 required to be licensed under this chapter.

11 SECTION 2. IC 9-32-13-15.5, AS ADDED BY P.L.167-2016,  
12 SECTION 2, IS AMENDED TO READ AS FOLLOWS [EFFECTIVE  
13 JULY 1, 2018]: Sec. 15.5. (a) This section does not apply to  
14 manufacturers or distributors of manufactured housing, heavy duty  
15 vocational vehicles (as defined in 49 CFR 523.8), or recreational  
16 vehicles.

17 (b) Unless otherwise agreed, it is an unfair practice for a  
18 manufacturer or distributor to fail to compensate a dealer anything less  
19 than the dealer's retail rates for parts **and or** labor the dealer uses in  
20 performing the warranty services of the manufacturer or distributor, or  
21 for a manufacturer or distributor of a separate vehicle component or  
22 major vehicle assembly that is warranted independently of the motor  
23 vehicle to fail to compensate a dealer anything less than the dealer's  
24 retail rate for the parts **and or** labor the dealer uses in performing the  
25 warranty services of the manufacturer or distributor. The dealer's retail  
26 rate for parts must be a percentage determined by dividing the total  
27 charges for parts used in warranty like repairs by the dealer's total cost  
28 for those parts minus one (1) in the lesser of one hundred (100)  
29 customer paid sequential repair orders or ninety (90) consecutive days  
30 of customer paid repair orders. The dealer's retail rate for labor shall be  
31 determined by dividing the total labor sales for warranty like repairs by  
32 the number of hours that generated those sales in one hundred (100)  
33 customer paid sequential repair orders or ninety (90) consecutive days  
34 of customer paid repair orders. A retail rate may be calculated **only**  
35 based upon **only** customer paid repair orders charged within one  
36 hundred eighty (180) days before the date the dealer submits the  
37 declaration.

38 (c) The dealer's submission for retail rates must include a  
39 declaration of the dealer's retail rates for parts **and or** labor along with  
40 the supporting service repair orders paid by customers. A manufacturer  
41 or distributor may challenge the dealer's declaration by submitting a  
42 rebuttal not later than sixty (60) days after the date the declaration was



1 received. If the manufacturer or distributor does not send a timely  
2 rebuttal to the dealer, the retail rate is established as reasonable and  
3 goes into effect automatically.

4 (d) If a rebuttal in subsection (c) is timely sent, the rebuttal must  
5 substantiate how the dealer's declaration is unreasonable or materially  
6 inaccurate. The rebuttal must propose an adjusted retail rate and  
7 provide written support for the proposed adjustments. If the dealer does  
8 not agree with the adjusted retail rate, the dealer may file a complaint  
9 with the dealer services division within the office of the secretary of  
10 state.

11 (e) A complaint filed under subsection (d) must be filed not later  
12 than thirty (30) days after the dealer receives the manufacturer's or  
13 distributor's rebuttal. On or before filing a complaint, a dealer must  
14 serve a demand for mediation upon the manufacturer or distributor.

15 (f) When calculating the retail rate customarily charged by the  
16 dealer for parts and labor under this section, the following work may  
17 not be included:

18 (1) Repairs for manufacturer or distributor special events,  
19 specials, or promotional discounts for retail customer repairs.

20 (2) Parts sold **or repairs performed** at wholesale.

21 (3) Routine maintenance not covered under a retail customer  
22 warranty, such as fluids, filters, and belts not provided in the  
23 course of repairs.

24 (4) Nuts, bolts, fasteners, and similar items that do not have an  
25 individual part number.

26 (5) Vehicle reconditioning.

27 **(6) Accessories.**

28 **(7) Repairs of damage caused by a collision, a road hazard,**  
29 **the force of the elements, vandalism, or theft.**

30 **(8) Vehicle emission or safety inspections required by law.**

31 **(9) Manufacturer or distributor reimbursed goodwill or**  
32 **policy repairs or replacements.**

33 **(10) Replacement of tires.**

34 (g) If a manufacturer or distributor furnishes a part or component to  
35 a dealer at no cost to use in performing repairs under a recall, campaign  
36 service, or warranty repair, the manufacturer or distributor shall  
37 compensate the dealer for the part or component in the same manner  
38 as warranty parts compensation under this section by compensating the  
39 dealer the average markup on the cost for the part or component as  
40 listed in the manufacturer's or distributor's initial or original price  
41 schedule minus the cost for the part or component.

42 (h) A manufacturer or distributor may not require a dealer to



1 establish the retail rate customarily charged by the dealer for parts and  
 2 labor by an unduly burdensome or time consuming method or by  
 3 requiring information that is unduly burdensome or time consuming to  
 4 provide, including part by part or transaction by transaction  
 5 calculations. A dealer may not declare an average percentage parts  
 6 markup or average labor rate more than once in a twelve (12) month  
 7 period. A manufacturer or distributor may perform annual audits to  
 8 verify that a dealer's effective rates have not decreased. If a dealer's  
 9 effective rates have decreased, a manufacturer or distributor may  
 10 reduce the warranty reimbursement rate prospectively. A dealer may  
 11 elect to revert to the nonretail rate reimbursement for parts and labor  
 12 not more than once in a twelve (12) month period.

13 (i) A manufacturer or distributor **may not impose a surcharge on**  
 14 **a dealer for the purpose of recovering any of its costs related to the**  
 15 **reimbursement of a dealer for parts or labor required under this**  
 16 **section. is permitted to recover its costs, as defined under this section,**  
 17 **only from a dealer that receives retail reimbursement for parts or labor,**  
 18 **or both parts and labor.** This subsection does not prohibit a  
 19 manufacturer or distributor from increasing the wholesale price of a  
 20 vehicle or part in the ordinary course of business.

21 (j) If a dealer files a complaint with the dealer services division  
 22 within the ~~office~~ **office** of the secretary of state, the warranty  
 23 reimbursement rate in effect before any mediation or complaint  
 24 remains in effect until thirty (30) days after:

25 (1) a final decision has been issued by a court with jurisdiction;

26 and

27 (2) all appeals have been exhausted.

28 SECTION 3. IC 9-32-13-17, AS AMENDED BY P.L.167-2016,  
 29 SECTION 3, IS AMENDED TO READ AS FOLLOWS [EFFECTIVE  
 30 JULY 1, 2018]: Sec. 17. (a) It is an unfair practice for a manufacturer  
 31 or distributor to:

32 (1) fail to pay a claim made by a dealer for compensation for:

33 (A) delivery and preparation work;

34 (B) warranty work; and

35 (C) incentive payments;

36 not later than thirty (30) days after the claim is approved;

37 (2) fail to approve or disapprove a claim not later than thirty (30)  
 38 days after receipt of the claim; or

39 (3) disapprove a claim without notice to the dealer in writing of  
 40 the grounds for disapproval.

41 (b) A manufacturer or distributor may:

42 (1) audit a claim made by a dealer; or



- 1 (2) charge back to a dealer any amounts paid on a:  
 2 (A) false or ~~unsubstantiated~~ **fraudulent** claim;  
 3 **(B) claim in which repairs were not properly made;**  
 4 **(C) claim involving work that was not necessary to correct**  
 5 **a defective condition; or**  
 6 **(D) claim that the dealer failed to substantiate in**  
 7 **accordance with the manufacturer's written procedures or**  
 8 **other reasonable means;**

9 for up to ~~one (1) year~~ **twelve (12) months** after the date on which the  
 10 claim is paid. However, the limitations of this subsection do not apply  
 11 if the manufacturer or distributor can prove fraud on a claim. A  
 12 manufacturer or distributor shall not discriminate among dealers with  
 13 regard to auditing or charging back claims.

14 (c) ~~If the motor vehicle dealer has properly submitted the claim in~~  
 15 ~~accordance with the manufacturer's or distributor's warranty or~~  
 16 ~~incentive program guidelines; Except as provided in subsection (d),~~  
 17 a manufacturer or distributor may not deny a claim based solely on a  
 18 motor vehicle dealer's incidental failure to comply with a specific claim  
 19 processing requirement, including a clerical error or other  
 20 administrative technicality that does not call into question the  
 21 legitimacy of a claim **when the dealer has provided reasonably**  
 22 **sufficient documentation of the dealer's good faith attempt to**  
 23 **perform necessary work in compliance with the written policies**  
 24 **and procedures of the manufacturer.**

25 (d) A manufacturer or distributor shall provide a dealer with  
 26 **written notification of the specific grounds upon which a claim is**  
 27 **being charged back as a result of an audit. A manufacturer or**  
 28 **distributor shall provide a reasonable appeals process allowing the**  
 29 **dealer at least thirty (30) days after receipt of the notice of charge**  
 30 **back to provide additional supporting documentation or**  
 31 **information rebutting the charge back. If the charge back is based**  
 32 **upon noncompliance with documentation requirements, material**  
 33 **claim submission requirements, or other material clerical errors,**  
 34 **the manufacturer or distributor shall allow the dealer thirty (30)**  
 35 **days from the receipt of the notice of charge back to cure any**  
 36 **material noncompliance. A manufacturer's or distributor's audit**  
 37 **or appeals process shall allow a dealer, the dealer's designated**  
 38 **agent, officer, or employee to request, in writing, a meeting with**  
 39 **the manufacturer or distributor via in-person meeting, video**  
 40 **conference, or telephone call or a written explanation of the basis**  
 41 **for a charge back. The manufacturer or distributor shall respond**  
 42 **with all details and specific information supporting the basis for**



1 **each charge back. The manufacturer or distributor and the dealer**  
 2 **may agree, during the audit or appeals process, to an extension of**  
 3 **time for the dealer to cure any material noncompliance as**  
 4 **necessitated by the volume of the claim charge backs at issue.**

5 (e) A motor vehicle dealer may submit an amended or supplemental  
 6 claim within the time and manner required by the manufacturer for:

- 7 (1) sales incentives;
- 8 (2) service incentives;
- 9 (3) rebates; or
- 10 (4) other forms of incentive compensation;

11 for up to sixty (60) days from the date on which such a claim was  
 12 submitted, could have been submitted, or was charged back. For  
 13 purposes of this section, a failure to obtain a required signature may not  
 14 be considered to be a clerical error or administrative technicality.

15 SECTION 4. [EFFECTIVE UPON PASSAGE] (a) **As used in this**  
 16 **SECTION, "legislative council" refers to the legislative council**  
 17 **created by IC 2-5-1.1-1.**

18 (b) **As used in this SECTION, "study committee" means either**  
 19 **of the following:**

- 20 (1) **A statutory committee established under IC 2-5.**
- 21 (2) **An interim study committee.**

22 (c) **The legislative council is urged to assign to the appropriate**  
 23 **study committee, during the 2018 interim, the task of studying**  
 24 **manufacturer car subscription services.**

25 (d) **If an appropriate study committee is assigned the topic**  
 26 **described in subsection (c), the study committee shall issue to the**  
 27 **legislative council a final report containing the study committee's**  
 28 **findings and recommendations, including any recommended**  
 29 **legislation concerning the topic, in an electronic format under**  
 30 **IC 5-14-6, not later than November 1, 2018.**

31 (e) **This SECTION expires December 31, 2018.**

32 SECTION 5. **An emergency is declared for this act.**





## COMMITTEE REPORT

Mr. Speaker: Your Committee on Roads and Transportation, to which was referred House Bill 1195, has had the same under consideration and begs leave to report the same back to the House with the recommendation that said bill be amended as follows:

Page 2, line 30, delete "orders." and insert **"orders or dealer cost plus seventy-five percent (75%) gross profit, whichever is greater."**

Page 3, line 29, delete "theft, or operator" and insert **"or theft."**

Page 3, delete lines 30 through 31.

Page 3, line 32, delete "(9)" and insert **"(8)"**.

Page 3, line 33, delete "(10) Goodwill" and insert **"(9) Manufacturer or distributor reimbursed goodwill"**.

Page 3, delete lines 34 through 38.

Page 3, line 39, delete "(13)" and insert **"(10)"**.

Page 3, line 39, delete "tires" and insert **"tires."**

Page 3, line 39, delete "or related elements."

Page 4, line 19, delete "may not:" and insert **"may not impose a surcharge on a dealer for the purpose of recovering any of its costs related to the reimbursement of a dealer for parts or labor required under this section."**

Page 4, delete lines 20 through 23.

Page 4, line 24, delete "section."

Page 5, line 17, delete "six (6) months" and insert **"twelve (12) months"**.

Page 5, line 33, delete "Subsection (c) does not apply to a manufacturer or" and insert **"A manufacturer or distributor shall provide a dealer with written notification of the specific grounds upon which a claim is being charged back as a result of an audit. A manufacturer or distributor shall provide a reasonable appeals process allowing the dealer at least thirty (30) days after receipt of the notice of charge back to provide additional supporting documentation or information rebutting the charge back. If the charge back is based upon noncompliance with documentation requirements, material claim submission requirements, or other material clerical errors, the manufacturer or distributor shall allow the dealer thirty (30) days from the receipt of the notice of charge back to cure any material noncompliance. A manufacturer's or distributor's audit or appeals process shall allow a dealer, the dealer's designated agent, officer, or employee to request, in writing, a meeting with the manufacturer or distributor via in-person meeting, video conference, or telephone call or a**



written explanation of the basis for a charge back. The manufacturer or distributor shall respond with all details and specific information supporting the basis for each charge back. The manufacturer or distributor and the dealer may agree, during the audit or appeals process, to an extension of time for the dealer to cure any material noncompliance as necessitated by the volume of the claim charge backs at issue."

Page 5, delete lines 34 through 42.

Page 6, between lines 10 and 11, begin a new paragraph and insert:  
 "SECTION 5. [EFFECTIVE UPON PASSAGE] (a) As used in this SECTION, "legislative council" refers to the legislative council created by IC 2-5-1.1-1.

(b) As used in this SECTION, "study committee" means either of the following:

- (1) A statutory committee established under IC 2-5.
- (2) An interim study committee.

(c) The legislative council is urged to assign to the appropriate study committee, during the 2018 interim, the task of studying manufacturer car subscription services.

(d) If an appropriate study committee is assigned the topic described in subsection (c), the study committee shall issue to the legislative council a final report containing the study committee's findings and recommendations, including any recommended legislation concerning the topic, in an electronic format under IC 5-14-6, not later than November 1, 2018.

(e) This SECTION expires December 31, 2018.

SECTION 6. An emergency is declared for this act."

Page 6, delete lines 11 through 42.

Renumber all SECTIONS consecutively.

and when so amended that said bill do pass.

(Reference is to HB 1195 as introduced.)

SOLIDAY

Committee Vote: yeas 11, nays 0.



HOUSE MOTION

Mr. Speaker: I move that House Bill 1195 be recommitted to a Committee of One, its sponsor, with specific instructions to amend as follows:

Page 2, line 30, delete "orders" and insert "orders."

Page 2, line 30, delete "or dealer cost plus seventy-five".

Page 2, line 31, delete "percent (75%) gross profit, whichever is greater."

Renumber all SECTIONS consecutively.

(Reference is to HB 1195 as printed January 29, 2018.)

SOLIDAY

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COMMITTEE REPORT

Mr. Speaker: Your Committee of One, to which was referred House Bill 1195, begs leave to report that said bill has been amended as directed.

SOLIDAY

