

**SENATE . . . . . No. 2232**

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The Commonwealth of Massachusetts

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**In the One Hundred and Eighty-Ninth General Court**  
**(2015-2016)**  
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SENATE, Thursday, April 21, 2016

The committee on Financial Services to whom was referred the petition (accompanied by bill, Senate, No. 536) of Michael O. Moore for legislation relative to motor vehicle service contracts,- reports the accompanying bill (Senate, No. 2232).

For the committee,  
James B. Eldridge

The Commonwealth of Massachusetts

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**In the One Hundred and Eighty-Ninth General Court  
(2015-2016)**  
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An Act relative to motor vehicle service contracts.

*Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:*

1           SECTION 1. Section 149M of chapter 175 of the General Laws, as appearing in the 2012  
2 Official Edition, is hereby amended by inserting after the definition of “consumer” the following  
3 5 definitions:-

4           “Consumer product”, any tangible personal property that is distributed in commerce and  
5 is normally used for personal, family or household purposes, including tangible personal  
6 property intended to be attached to or installed in any real property without regard to whether it  
7 is so attached or installed.

8           “Maintenance agreement”, a contract for regular maintenance.

9           “Motor vehicle manufacturer”, a person who: (i) manufactures or produces motor  
10 vehicles under the person’s own name or label; (ii) is a subsidiary of the person who  
11 manufactures or produces motor vehicles; (iii) is a corporation which owns 100 per cent of the  
12 corporation, association, partnership or other legal entity who manufactures or produces motor  
13 vehicles; or (iv) does not manufacture or produce motor vehicles but, pursuant to a written

14 contract, licenses the use of its trade name or label to another person who manufactures or  
15 produces motor vehicles.

16 SECTION 2. Said section 149M of said chapter 175, as so appearing, is hereby further  
17 amended by striking out the definition of “service contract” and inserting in place thereof the  
18 following definition:-

19 “Service contract”, a contract for a separately stated consideration and for a specific  
20 duration to perform the service, repair, replacement or maintenance of a consumer product,  
21 including a motor vehicle, or indemnification for service, repair, replacement or maintenance for  
22 the operational or structural failure due to a defect in materials or workmanship or normal wear  
23 and tear, with or without additional provision for incidental payment or indemnity under limited  
24 circumstances, for related expenses, including, but not limited to, rental and food spoilage;  
25 provided, however, that a service contract shall also include a contract or agreement sold for a  
26 separately stated consideration for a specific duration that provides for any of the following: (i)  
27 the repair or replacement of tires or wheels on a motor vehicle damaged as a result of coming  
28 into contact with road hazards including, but not limited to, potholes, rocks, wood debris, metal  
29 parts, glass, plastic, curbs or composite scraps; (ii) the removal of dents, dings or creases on a  
30 motor vehicle that can be repaired using the process of paintless dent removal without affecting  
31 the existing paint finish and without replacing vehicle body panels, sanding, bonding or painting;  
32 (iii) the repair of small motor vehicle windshield chips or cracks which may include the  
33 replacement of the windshield for chips or cracks that cannot be repaired; or (iv) the repair of  
34 damage to the interior components of a motor vehicle caused by wear and tear but which shall  
35 expressly exclude the replacement of any part or component of a motor vehicle’s interior.

36 SECTION 3. Section 149N of said chapter 175, as so appearing, is hereby amended by  
37 striking out, in line 100, the words “tangible personal property” and inserting in place thereof the  
38 following words:- consumer products.

39 SECTION 4. Said chapter 175 is hereby amended by striking out section 149V, as so  
40 appearing, and inserting in place thereof the following section:-

41 Section 149V. (a) The following shall be exempt from sections 149M to 149W, inclusive:

42 (i) warranties, service contracts or maintenance agreements provided by public utilities that are  
43 regulated by the department of telecommunications and cable or the Federal Communications  
44 Commission, or by an affiliate of such entity, covering customer wiring, transmission devices  
45 serviced by such public utility or warranting services provided by such public utility or its  
46 affiliate; (ii) mechanical breakdown insurance policies offered by insurers otherwise licensed and  
47 regulated pursuant to the laws and regulations of the commonwealth; (iii) warranties, service  
48 contracts or other agreements regarding automobiles under which a licensed motor vehicle dealer  
49 is obligated to perform; (iv) warranties offered by builders as part of a conveyance of real estate;  
50 (v) warranties on a product made by the manufacturer, importer or seller of the product; and (vi)  
51 maintenance agreements.

52 (b) Motor vehicle manufacturers and service contracts on the motor vehicle  
53 manufacturer’s products need only comply with sections 149N(f), 149P, 149Q, 149R and 149U,  
54 as applicable, of this Act, and motor vehicle manufacturers offering service contracts on the  
55 motor vehicle manufacturer’s products are exempt from licensure under section 149N(c) and the  
56 requirements of section 149N(d).