



State of Connecticut

HOUSE OF REPRESENTATIVES

STATE CAPITOL
HARTFORD, CONNECTICUT 06106-1591

REPRESENTATIVE MARY M. MUSHINSKY
EIGHTY-FIFTH ASSEMBLY DISTRICT

LEGISLATIVE OFFICE BUILDING
ROOM 4038
HARTFORD, CT 06106-1591
HOME: (203) 269-8378
CAPITOL: (860) 240-8585
TOLL FREE: 1-800-842-8267
FAX: (860) 240-0067
E-MAIL: Mary.Mushinsky@cga.ct.gov

PROGRAM REVIEW AND INVESTIGATIONS
COMMITTEE

MEMBER
ENVIRONMENTAL COMMITTEE
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SELECT COMMITTEE ON CHILDREN

Testimony in Support of Proposed H.B. 5159, An Act Concerning Automobile Warranty
Companies

Before the General Law Committee

February 5, 2009

I introduced this bill to promote full and honest disclosure to auto repair customers. A respected auto repair shop in Wallingford, Frenchy's Garage, reported that they must often break the bad news to customers that warranty terms and conditions do not cover the particular repair the customer has ordered. The customer believes it is covered, based on verbal assurances. The repair then becomes out-of-pocket and perhaps unaffordable, and the customer vents their anger at the repair shop.

This bill would require a copy of warranty terms and conditions (paper or electronic) be given to the consumer, so that all parties clearly understand which repairs are covered by the warranty. It is simply a full disclosure bill, and I would appreciate the committee's support. Thank you.