

Date: February, 2013

To: Senator Andrew Maynard  
Representative Antonio Guerrera  
Chairs of the Transportation Committee  
State of Connecticut

From: Barbara DeSapio  
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Waterbury, CT 06706-2831  
(203) 596-7916

Reference: Proposed Bill No. 644.  
Regarding optional Vin Etch Service which is pre-printed  
on order forms and comes across as mandatory vs optional.  
(Vin Etching in effect since 2004--Section 14-99H)

Dear Senator Maynard and Representative Guerrera:

The approval of the above bill will be doing the right thing  
for all the people of CT. I am unable to be at the Legislative Office  
Building on February 20, 2013, and hope this will not affect the  
passage of Bill No. 644.

On May 30, 2012 I wrote Senator Hartley regarding the above, and  
included a copy of the order form. The form was blue print on white,  
and the optional service was listed directly under the "mandatory"  
Dealer Conveyance Fee:

Dealer Conveyance Fee \$399.00  
(optional) Vin Etch Service \$179.00

The amounts of \$399 and \$179 were also pre-printed on the order form.  
(No other fee or service was pre-printed on the order form.)

Being pre-printed, it is part of the form, appears mandatory,  
and truly never comes across as optional at all. This Vin Etch  
Service should be included on the form with all the other "Optional"  
services offered. Also, it should never be included in quoting the  
out-the-door price which is supposed to include only what is  
mandatory in the amount given to the customer.

On March 21, 2012, I purchased a 2010 Certified car after  
looking at a number of cars and at a number of dealerships throughout  
CT.

I was extremely adamant in expressing to all that I would  
purchase the make and model of my choice from the dealership offering  
the best "out-the-door" price. Again, this is supposed to be a  
mandatory amount vs including anything optional, yet prices quoted  
to me included the optional vin etch service without my knowing.  
(Never saw an order form prior to day of purchase.)

Later, I was told all dealerships do this. Once I learned this,

I phoned a number of dealerships and expressed how deceiving this is. I asked one general manager I spoke with how many people usually purchase this service, and was told about 98%. I believe this high percentage is due to buyers not knowing, not realizing exactly what they are buying. The process in buying a car is time consuming, stressful, exhausting, and the day of purchase took hours. Including tax, this service is close to \$200 per car sale of that 98% of sales. THIS IS SO WRONG! THEY ARE HOOD-WINKING THE PEOPLE!

Vin etching is already on the cars. This "optional" service, good for 5 years from purchase date, provides a \$2500 down-payment towards the purchase of a new vehicle, but must be purchased at the same dealership where the customer bought the car. And, it applies ONLY if their car is stolen.

Most cars have theft insurance. Also, it is impractical to purchase a service that would not apply to buying a car at a dealership of the customer's choice.

THIS OPTIONAL VIN SERVICE SHOULD BE INCLUDED ON THE FORM WITH ALL THE OTHER OPTIONAL SERVICES OFFERED. IT SHOULD NEVER BE PRE-PRINTED ON THE ORDER FORM. AND, CERTAINLY, IT SHOULD NEVER BE INCLUDED IN THE OUT-THE-DOOR PRICE DEALERSHIPS ARE QUOTING TO CUSTOMERS.

ALL SHOULD BE HONEST AND ABOVE BOARD.

Again, IN PASSING BILL NO. 644, THE RIGHT THING WILL BE DONE FOR ALL THE PEOPLE OF CT.

Thank you very much.

Sincerely,

*Barbara DeSapio*  
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