



February 27, 2023

The Honorable C. T. Wilson
Chair, House Economic Matters Committee
House Office Building
Annapolis, Maryland 21401

**RE: HB 920 - Motor Vehicle Glass Repair or Replacement
Position: Unfavorable**

Dear Chair Wilson:

On behalf of the Alliance for Automotive Innovation (Auto Innovators), I am writing express our opposition to HB 920, which lacks needed protections for consumers.

From the manufacturers producing most vehicles sold in the U.S. to autonomous vehicle innovators to equipment suppliers, battery producers and semiconductor makers – Alliance for Automotive Innovation represents the full auto industry, a sector supporting 10 million American jobs and five percent of the economy.

Today's vehicles are considerably more advanced than vehicles of only a few years ago. To increase occupant and pedestrian safety, vehicle sensors like radar and high-speed cameras are used in many new advanced driver safety systems. These examples, combined with other advancements in vehicle technologies, result in an increasingly complex automobile.

HB 920 Lacks Needed Consumer Protections

As introduced, HB 920 lacks consumer protections we think are crucial. First, HB 920 does not require a glass facility to provide a written statement to a consumer about the repair and recalibration. HB 920 mentions informing the customer and providing a "statement" about the type of work to be performed. However, nowhere is it clear that these communications must be in writing. It is not difficult to imagine the disputes that will arise between customers and glass facilities in the absence of clear written statements from the glass facility to the consumer explicitly stating what was, and was not, done.

HB 920 provides that a glass facility "may not charge for services that are not performed or successfully completed." This permissive language reads to allow customers to be billed by a glass facility even if the "services are not performed or successfully completed."

HB 920 also provides that "a motor vehicle safety glass facility shall inform the customer if recalibration of an advanced driver assistance system is required and is not performed or successfully completed." Taken together with the language mentioned above, HB 920 seems to permit a glass facility to not perform the recalibration of the advanced driver assistance system,

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still charge the customer, and only provide a verbal statement to the consumer about whether the work was completed or not. We think this is completely inadequate.

We strongly believe that proper calibration, as required per the motor vehicle manufacturer's repair procedures is vital to the performance and maintenance of a vehicle's safety system and should not be overlooked.

Thank you in advance for your consideration of our views. For more information, please contact our local representative, Bill Kress, at (410) 375-8548.

Respectfully submitted,

A handwritten signature in black ink that reads "Josh Fisher". The signature is written in a cursive style with a prominent loop at the end of the last name.

Josh Fisher
Senior Director, State Government Affairs

