

has the right to get it repaired wherever they choose. There are hundreds of business and thousands of employees at work in our independent service centers and they deserve to be protected every bit as much as these dealers.”

Stan Morin, who heads the Massachusetts chapter for the Alliance of Automotive Service Providers and is the general business manager for New England Tire in Attleboro, MA, said the poll among independent service centers puts to rest the claim being made by manufacturers and their agents that there is no access problem. **“This practice hurts the independents and it hurts the consumer,”** said Morin. **“The dealer technicians should compete like everyone else on quality and price.”**

#### The “Right to Repair” bill:

\* Reaffirms the owner’s right to repair their motor vehicle and keep their passengers safe.

\* Permits vehicle owners to patronize the repair shop of their choice to service and maintain their vehicles, whether it’s their neighborhood repair shop or a franchised new car dealership, leveling the competitive playing field.

\* Promotes consumer safety by allowing vehicle owners and their chosen automotive technicians access to the same information, bulletins and tools available to franchised dealers to repair and maintain late model computer controlled vehicle systems.

#### The “Right to Repair” bill does not:

\* Affect the dealer’s warranty agreement with the vehicle manufacturers.

\* Require manufacturers to disclose manufacturing processes or trade secrets unless that information is made available to new car dealers.

The margin of error for the overall sample is +/-9.0%, with higher margins of error associated with each individual subgroup. A summary of the survey results and the data for each question is available upon request.

## In Passing

Obituaries Courtesy The Standard Times

Note: Due to recent requests, we will be adding family survivors to our customer’s obituaries as space allows.

**Christine (Jardin) Sampson**, 64, of New Bedford died Sunday, March 30, 2008 at the home of her daughter. Since her diagnosis of cancer two years ago, Chris led her life with resilience, style and grace. She died with her family by her side, without pain and in peace. She was the loving wife of the deceased Cecil (Sam) Sampson and daughter of the late John Jardin and Mary (Fernandes) Jardin of South Dartmouth. She was born in New Bedford and was a lifelong resident of the area. She graduated from Dartmouth High School, class of '61. After raising her fam-

ily she proudly received her B.S. from U Mass Dartmouth, class of '94. She was a long time valued employee of Cornell Dubilier Electronics where she held several positions. Chris led her life with passion and enthusiasm and met every day with an energy and spirit that was the envy of others. Chris was an extraordinary wife, mother, grandmother, sister, aunt, cousin, and friend and she shared her vibrancy and love of life with her family and friends. Her recent family trip to Madeira was a significant and treasured experience. Chris' greatest joy was spending time with her grandchildren. She taught them to ski, attended their sporting events and dance recitals and was not only a devoted grandmother but an exceptional role model as well. Survivors include her daughter, Anne Louro and her husband, Jeffrey of New Bedford; two sons, Robert Sampson and his wife, Doreen of Fall River and Stephen Sampson of New Bedford; a sister, Margaret Klingmeyer and her husband Fred of Wellesley, and a brother, John Jardin and his wife Sherri of Florida.

**Armand L. Deshaies**, 85, of New Bedford, died Saturday, March 29, 2008, at The Oaks, after a long illness. He was the husband of Doris E. (Dube) Pollitt-Deshaies, married 16 years. He was a lifelong resident of New Bedford and was a New Bedford High School graduate. He was a WW II Army Veteran with the rank of S/Sgt and served in the battles of Rome, Arno and North Appennines, and was the recipient of many citations. He was formerly employed as a carpenter and worked for various local contractors. Mr. Deshaies was an avid bowler and belonged to various local bowling leagues. In his leisure time he enjoyed cross word puzzles and being a handy-man. Survivors include his wife; a brother Roger M. Deshaies of New Bedford; three sisters: Jeannette Nunes of Acushnet, Lucille Tremblay of Fairhaven and Theresa Alves of New Bedford; four step-daughters: Sr. Anne Hoffler of New Hampshire, and Darlene and Donna Pollitt, and Kathleen Morrell all of New Bedford; several nieces and nephews. He was the brother of the late Leo and Loretta Deshaies, Florence Mesquita and Doris Patnaude.

***We appreciate your business. Please drive safely.***

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#### Odds & Ends

- Our sales hours are Monday through Friday 9:00 - 9:00 and Saturday 9:00 -4:00. Our service hours are Monday through Friday 8:30 - 5:00 and Saturday 8:30 - 12:30.
- Giammalvo Quarterly is edited, designed and printed by our staff right here in our facility.
- Feel free to let us know what you think. Give us a call or send us an e-mail at: [samgauto@samscars.com](mailto:samgauto@samscars.com)

#### In This Issue

New Bedford City Council Is On Board	1
Beware of Mail & Phone Car Warranty Scams	2
Federal EPA Revises Fuel Economy Testing	3
Opinion Poll Reveals Overwhelming Support	3
In Passing	4

## New Bedford City Council Is On Board With Consumer Right-To-Repair Legislation

On March 3, 2008, the New Bedford City Council drafted the following letter to the Senate President Murray, Senator Montigny, House Speaker DiMasi, as well as Representatives, Cabral, Canessa, Koczera, Quinn and others:

March 3, 2008

Dear Senate President Murray, Senator Montigny, House Speaker DiMasi, as well as Representatives, Cabral, Canessa, Koczera, and Quinn.

At a meeting of the New Bedford City Council held on February 28, 2008, the City Council ADOPTED a Written Motion by Councilor at Large Brian K. Gomes, which was approved by Mayor Lang on February 29, 2008, “Requesting that the City Council send a letter to our State Delegation, Senate President Therese Murray, and House Speaker Salvatore F. DiMasi, expressing support for the Independent Auto Rights Repair Bill, a Bill that has been filed on behalf of neighborhood repair service stations that, at the present time, have no access to codes or numbers that may be needed to repair some of the newer model cars that are being produced by some of the major car manufacturers; this Bill would give independent service stations access to the codes that major car dealers already have, enabling these smaller shops to continue to provide the services they presently render to customers in Cities and Towns across the Commonwealth, many of whom, for various reasons, do not want to deal with the larger car dealer operations.”

Thank you in advance, for any assistance you may provide in this matter.

Yours Truly,

Rita D. Arruda  
City Clerk/Clerk of the City Council

Cc: Councilor at Large Brian K. Gomes  
File

## Beware Of Mail & Phone Car Warranty Scams

We have been receiving many calls from customers lately regarding a car warranty scam. It seems that several companies are peddling a product that they claim to be an additional warranty for your car. It is uncertain if these companies even actually represent an actual warranty company. As a result, be on the lookout for a post-card type mailers similar to the sample shown below, or a letter type mailer or even a phone call from a company stating that your new car warranty is “running out” or has expired. It appears that these companies are targeting people at random as they are even calling people who’s cars’ are sometimes still under factory warranty.

One of our customers recently called Sam after falling for this scam. Sam received a call from a customer who recently received one of these post card type mailers. These post card mailers are made to look like an “official notification” or “recall” from your car manufacturer and this customer was duped into the scam. Our customer called the company and was given information on a so-called “bumper to bumper” warranty for \$2,973.00. This particular company was in Missouri and our customer told them that she purchased the car from us at Giammalvo’s. Evidently, in order to build confidence with the customer in the conversation, the salesperson at the company then stated: “We know that dealership and you can have the car repaired their under our warranty plan”. The customer then gave her credit card information to secure the transaction and agreed to monthly billing, via her credit card, until the entire amount was paid. Shortly thereafter, our customer got a “bad feeling” about the transaction and called Sam. Sam then instructed our customer to call the company back and cancel the transaction. The customer called several times but was only able to get a computerized message and was never able to get a “live person” on the phone. Sam then advised the customer to call her credit card company and have them place the item in dispute and then cancel the credit card so that the continual monthly billing of the warranty will not continue.

We urge our customers to watch out for these mailers and phone scams regarding automotive warranties. Often times, your vehicle is still covered by factory warranty as well as the U.S. Government’s “Federal Emission Warranty”. In addition, we do offer a quality warranty plan through the Wynn’s Warranty Company, which is a legitimate 60+-year-old company that we have partnered with for more than 15 years now. Feel free to call Rosie or Glenn with any questions about your vehicles warranty.

← Front side of mailer.

Back side of mailer. →

## Federal EPA Revises Fuel Economy Testing

The Federal Environmental Protection Agency is responsible for testing the fuel economy rating of all new model year cars. Every new car is rated for Miles Per Gallon (MPG) in both a city and highway test routine. This figure is posted on the vehicle’s window sticker when the car is new. On the window sticker, the EPA posts a picture of a gas station pump with a bold figure to the left of the pump indicating the city rating and the figure on the right indicates the highway rating. This year the EPA has revised its methods of estimating MPG to better represent current real-world driving conditions. Beginning with model year 2008, city and highway estimates will now account for more aggressive driving (higher speeds and faster acceleration), air conditioner demand, and cold temperature operation. We now have the 2008 EPA guides in stock. You can also check the fuel economy ratings of older models at the EPA web site at: [www.fueleconomy.gov/feg/findacar.htm](http://www.fueleconomy.gov/feg/findacar.htm)

## Opinion Poll Reveals Overwhelming Support For Right-To-Repair

A new independent opinion poll conducted by KRC/Communications Research has found that fully 99 percent of independent automotive service and repair centers support pending legislation in the Massachusetts Legislature that would require car manufacturers to provide them the same access to accurate and timely repair information and tools as that being provided to dealers. The poll was conducted for the Alliance of Automotive Service Providers from March 11-15, 2008, among 115 owners of independent automotive service and repair centers in Massachusetts.

“Support for corrective legislation was overwhelming among these independent service centers,” said KRC/Communications Research pollster Gerry Chervinsky. “No matter how big the repair shop or the degree to which this affects them, we found universal support for the statement that they ought to have the same ability to repair vehicles as dealerships.”

As vehicles become more complex with virtually every system monitored or controlled by computers, the owners of those vehicles are discovering that car manufacturers and their dealers have a virtual monopoly on service when they deny independent service centers the repair information they need. But now those independent auto service providers are fighting back with legislation that would require manufacturers to offer them the same information and specialized tools they are now providing dealers. The Motor Vehicle Owners’ Right to Repair Act has been filed in the Massachusetts Legislature and similar legislation has been filed in other states as well as in Congress. Independent service centers have always had repair specifications and detailed data, but manufacturers have increasingly locked service providers out of information on safety alerts and repair information.

**The cost to consumers when they can only have their car repaired at the dealership is estimated to be at least 25 percent higher just with labor charges alone, according to a study comparing dealer repair tags with those of an independent service center. Consumers are also forced to purchase more expensive manufacturer’s equipment instead of comparable high-quality replacement parts.**

The KRC poll also found that the vast majority of respondents, 73%, say that their independent automotive service and repair centers are unable to work on at least one car a month due to their inability to receive adequate repair information, software, or tools. The plurality, 24%, says that this lack of access causes them to turn away more than 5 cars per month. Only 17% of respondents say that

they do not have to turn cars away for this reason. Additionally, the lack of equal access hurts independent repair centers because of the number of unpaid hours spent researching diagnostic information on vehicles they ultimately cannot repair. Almost all respondents, 90%, say that their independent automotive service and repair center wastes at least one hour a month in this manner, while the majority, 53%, say they lose at least nine hours a month.

**“This practice could not be more anti-consumer,” said state Representative Vincent A. Pedone, D-Worcester, the chief sponsor of H296, which would require dealers and their representatives to provide the information for those repairs.** “I can understand why manufacturers might want to protect proprietary information, but these cars belong to the owner of the car and that owner