### **Senator Daniel R. Liljenquist** proposes the following substitute bill:

1	NEW MOTOR VEHICLE FRANCHISE
2	AMENDMENTS
3	2010 GENERAL SESSION
4	STATE OF UTAH
5	Chief Sponsor: Daniel R. Liljenquist
6 7	House Sponsor: Douglas C. Aagard
8	LONG TITLE
9	General Description:
10	This bill modifies and enacts provisions under the New Automobile Franchise Act.
11	Highlighted Provisions:
12	This bill:
13	<ul><li>modifies definitions;</li></ul>
14	enacts a definition of "site-control agreement";
15	<ul> <li>modifies provisions relating to prohibited actions by a new motor vehicle</li> </ul>
16	franchisor;
17	<ul> <li>prohibits a new motor vehicle franchisor from taking certain actions;</li> </ul>
18	<ul> <li>modifies the basis for denial of a franchisee's claim for warranty compensation;</li> </ul>
19	<ul><li>enacts a provision relating to site-control agreements;</li></ul>
20	<ul> <li>modifies a provision relating to the relocation of a franchisee;</li> </ul>
21	<ul> <li>modifies a provision relating to a franchisor's obligation to pay a franchisee upon</li> </ul>
22	the termination or noncontinuation of a franchise; and
23	• enacts a provision governing the termination, cancellation, or nonrenewal of a
24	recreational vehicle franchise.
25	Monies Appropriated in this Bill:



26	None
27	Other Special Clauses:
28	None
29	<b>Utah Code Sections Affected:</b>
30	AMENDS:
31	13-14-102, as last amended by Laws of Utah 2009, Chapter 318
32	13-14-201, as last amended by Laws of Utah 2009, Chapter 318
33	13-14-204, as last amended by Laws of Utah 2009, Chapter 318
34	13-14-302, as last amended by Laws of Utah 2005, Chapter 249
35	13-14-307, as last amended by Laws of Utah 2009, Chapter 318
36	ENACTS:
37	<b>13-14-206</b> , Utah Code Annotated 1953
38	<b>13-14-307.5</b> , Utah Code Annotated 1953
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40	Be it enacted by the Legislature of the state of Utah:
41	Section 1. Section 13-14-102 is amended to read:
42	13-14-102. Definitions.
43	As used in this chapter:
44	(1) "Advisory board" or "board" means the Utah Motor Vehicle Franchise Advisory
45	Board created in Section 13-14-103.
46	(2) "Affiliate" has the meaning set forth in Section 16-10a-102.
47	(3) "Aftermarket product" means any product or service not included in the
48	[manufacturer's] franchisor's suggested retail price of the new motor vehicle, as that price
49	appears on the label required by 15 U.S.C. Sec. 1232(f).
50	(4) "Dealership" means a site or location in this state:
51	(a) at which a franchisee conducts the business of a new motor vehicle dealer; and
52	(b) that is identified as a new motor vehicle dealer's principal place of business for
53	licensing purposes under Section 41-3-204.
54	(5) "Department" means the Department of Commerce.
55	(6) "Executive director" means the executive director of the Department of Commerce.
56	(7) (a) "Franchise" or "franchise agreement" means a written agreement, or in the

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- absence of a written agreement, then a course of dealing or a practice for a definite or indefinite period, in which:
  - (i) a person grants to another person a license to use a trade name, trademark, service mark, or related characteristic; and
  - (ii) a community of interest exists in the marketing of new motor vehicles, new motor vehicle parts, and services related to the sale or lease of new motor vehicles at wholesale or retail.
    - (b) "Franchise" or "franchise agreement" includes a sales and service agreement.
  - (8) "Franchisee" means a person with whom a franchisor has agreed or permitted, in writing or in practice, to purchase, sell, or offer for sale new motor vehicles manufactured, produced, represented, or distributed by the franchisor.
  - (9) "Franchisor" means a person who has, in writing or in practice, agreed with or permits a franchisee to purchase, sell, or offer for sale new motor vehicles manufactured, produced, <u>assembled</u>, represented, or distributed by the franchisor, and includes:
    - (a) the manufacturer, producer, assembler, or distributor of the new motor vehicles;
    - (b) an intermediate distributor; and
    - (c) an agent, officer, or field or area representative of the franchisor.
  - (10) "Lead" means the referral by a franchisor to a franchisee of a potential customer whose contact information was obtained from a franchisor's program, process, or system designed to generate referrals for the purchase or lease of a new motor vehicle, or for service work related to the franchisor's vehicles.
    - (11) "Line-make" means:
  - (a) for other than a recreational vehicle, the motor vehicles that are offered for sale, lease, or distribution under a common name, trademark, service mark, or brand name of the franchisor[, or manufacturer of the motor vehicle]; or
    - (b) for a recreational vehicle, a specific series of recreational vehicle product that:
    - (i) is identified by a common series trade name or trademark;
  - (ii) is targeted to a particular market segment, as determined by decor, features, equipment, size, weight, and price range;
- 86 (iii) has a length and floor plan that distinguish the recreational vehicle from other 87 recreational vehicles with substantially the same decor, features, equipment, size, weight, and

88	price;
89	(iv) belongs to a single, distinct classification of recreational vehicle product type
90	having a substantial degree of commonality in the construction of the chassis, frame, and body;
91	and
92	(v) a franchise agreement authorizes a dealer to sell.
93	(12) "Mile" means 5,280 feet.
94	(13) "Motor home" means a self-propelled vehicle, primarily designed as a temporary
95	dwelling for travel, recreational, or vacation use.
96	(14) (a) "Motor vehicle" means:
97	(i) a travel trailer;
98	(ii) except as provided in Subsection (14)(b), a motor vehicle as defined in Section
99	41-3-102;
100	(iii) a semitrailer as defined in Section 41-1a-102;
101	(iv) a trailer as defined in Section 41-1a-102; and
102	(v) a recreational vehicle.
103	(b) "Motor vehicle" does not include:
104	(i) a motorcycle as defined in Section 41-1a-102;
105	(ii) an off-highway vehicle as defined in Section 41-3-102; and
106	(iii) a small trailer as defined in Section 41-3-102.
107	(15) "New motor vehicle" means a motor vehicle as defined in Subsection (14) that has
108	never been titled or registered and has been driven less than 7,500 miles, unless the motor
109	vehicle is a trailer, travel trailer, or semitrailer, in which case the mileage limit does not apply.
110	(16) "New motor vehicle dealer" is a person who is licensed under Subsection
111	41-3-202(1)(a) to sell new motor vehicles.
112	(17) "Notice" or "notify" includes both traditional written communications and all
113	reliable forms of electronic communication unless expressly prohibited by statute or rule.
114	(18) (a) "Recreational vehicle" means a vehicular unit other than a mobile home,
115	primarily designed as a temporary dwelling for travel, recreational, or vacation use, that is
116	either self-propelled or pulled by another vehicle.
117	(b) "Recreational vehicle" includes:
118	(i) a travel trailer;

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119	(ii) a camping trailer;
120	(iii) a motor home;
121	(iv) a fifth wheel trailer; and
122	(v) a van.
123	(19) (a) "Relevant market area," except with respect to recreational vehicles, means:
124	(i) the county in which a dealership is to be established or relocated; and
125	(ii) the area within a [ten-mile] 15-mile radius from the site of the new or relocated
126	dealership.
127	(b) "Relevant market area," with respect to recreational vehicles, means:
128	(i) the county in which the dealership is to be established or relocated; and
129	(ii) the area within a 35-mile radius from the site of the new or relocated dealership.
130	(20) "Sale, transfer, or assignment" means any disposition of a franchise or an interest
131	in a franchise, with or without consideration, including a bequest, inheritance, gift, exchange,
132	lease, or license.
133	(21) "Serve" or "served," unless expressly indicated otherwise by statute or rule,
134	includes any reliable form of communication.
135	(22) "Site-control agreement" means an agreement, however denominated and
136	regardless of its form or of the parties to it, that has the effect of:
137	(a) controlling in any way the use and development of the premises upon which a
138	franchisee's business operations are located;
139	(b) requiring a franchisee to establish or maintain an exclusive dealership facility on
140	the premises upon which the franchisee's business operations are located; or
141	(c) restricting the ability of the franchisee or, if the franchisee leases the dealership
142	premises, the franchisee's lessor to transfer, sell, lease, develop, redevelop, or change the use of
143	some or all of the dealership premises, whether by sublease, lease, collateral pledge of lease,
144	right of first refusal to purchase or lease, option to purchase or lease, or any similar
145	arrangement.
146	[(22)] (23) "Travel trailer," "camping trailer," or "fifth wheel trailer" means a portable
147	vehicle without motive power, designed as a temporary dwelling for travel, recreational, or
148	vacation use that does not require a special highway movement permit when drawn by a
149	self-propelled motor vehicle.

150	$\left[\frac{(23)}{(24)}\right]$ "Written," "write," "in writing," or other variations of those terms shall
151	include all reliable forms of electronic communication.
152	Section 2. Section 13-14-201 is amended to read:
153	13-14-201. Prohibited acts by franchisors Affiliates Disclosures.
154	(1) A franchisor may not in this state:
155	(a) except as provided in Subsection (3), require a franchisee to order or accept
156	delivery of any new motor vehicle, part, accessory, equipment, or other item not otherwise
157	required by law that is not voluntarily ordered by the franchisee;
158	(b) require a franchisee to:
159	(i) participate monetarily in any advertising campaign; or
160	(ii) contest, or purchase any promotional materials, display devices, or display
161	decorations or materials;
162	(c) require a franchisee to change the capital structure of the franchisee's dealership or
163	the means by or through which the franchisee finances the operation of the franchisee's
164	dealership, if the dealership at all times meets reasonable capital standards determined by and
165	applied in a nondiscriminatory manner by the franchisor;
166	(d) require a franchisee to refrain from participating in the management of, investment
167	in, or acquisition of any other line of new motor vehicles or related products, if the franchisee:
168	(i) maintains a reasonable line of credit for each make or line of vehicles; and
169	(ii) complies with reasonable capital and facilities requirements of the franchisor;
170	(e) require a franchisee to prospectively agree to a release, assignment, novation,
171	waiver, or estoppel that would:
172	(i) relieve a franchisor from any liability, including notice and hearing rights imposed
173	on the franchisor by this chapter; or
174	(ii) require any controversy between the franchisee and a franchisor to be referred to a
175	third party if the decision by the third party would be binding;
176	(f) require a franchisee to change the location of the principal place of business of the
177	franchisee's dealership or make any substantial alterations to the dealership premises, if the
178	change or alterations would be unreasonable or cause the franchisee to lose control of the
179	premises or impose any other unreasonable requirement related to the facilities or premises;
180	(g) coerce or attempt to coerce a franchisee to join, contribute to, or affiliate with an

advertising association;

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- (h) require, coerce, or attempt to coerce a franchisee to enter into an agreement with the franchisor or do any other act that is unfair or prejudicial to the franchisee, by threatening to cancel a franchise agreement or other contractual agreement or understanding existing between the franchisor and franchisee;
- (i) adopt, change, establish, <u>enforce</u>, modify, or implement a plan or system for the allocation, scheduling, or delivery of new motor vehicles, parts, or accessories to its franchisees so that the plan or system is not fair, reasonable, and equitable;
- (j) increase the price of any new motor vehicle that the franchisee has ordered from the franchisor and for which there exists at the time of the order a bona fide sale to a retail purchaser if the order was made prior to the franchisee's receipt of an official written price increase notification;
- (k) fail to indemnify and hold harmless its franchisee against any judgment for damages or settlement approved in writing by the franchisor:
- (i) including court costs and attorney fees arising out of actions, claims, or proceedings including those based on:
  - (A) strict liability;
- 198 (B) negligence;
  - (C) misrepresentation;
    - (D) express or implied warranty;
- 201 (E) revocation as described in Section 70A-2-608; or
- 202 (F) rejection as described in Section 70A-2-602; and
  - (ii) to the extent the judgment or settlement relates to alleged defective or negligent actions by the franchisor;
  - (l) threaten or coerce a franchisee to waive or forbear its right to protest the establishment or relocation of a same line-make franchisee in the relevant market area of the affected franchisee;
  - (m) fail to ship monthly to a franchisee, if ordered by the franchisee, the number of new motor vehicles of each make, series, and model needed by the franchisee to achieve a percentage of total new vehicle sales of each make, series, and model equitably related to the total new vehicle production or importation being achieved nationally at the time of the order

by each make, series, and model covered under the franchise agreement;

- (n) require or otherwise coerce a franchisee to under-utilize the franchisee's existing dealer facility or facilities, including by:
- (i) requiring or otherwise coercing a franchisee to exclude or remove from the franchisee's facility operations the selling or servicing of a line-make of vehicles for which the franchisee has a franchise agreement to utilize the facilities; or
- (ii) prohibiting the franchisee from locating, relocating, or occupying a franchise or line-make in an existing facility owned or occupied by the franchisee that includes the selling or servicing of another franchise or line-make at the facility provided that the franchisee gives the franchisor written notice of the franchise co-location;
- (o) fail to include in any franchise agreement <u>or other agreement governing a</u> <u>franchisee's ownership of a dealership or a franchisee's conduct of business under a franchise</u> the following language or language to the effect that: "If any provision in this agreement contravenes the laws or regulations of any state or other jurisdiction where this agreement is to be performed, or provided for by such laws or regulations, the provision is considered to be modified to conform to such laws or regulations, and all other terms and provisions shall remain in full force.";
- (p) engage in the distribution, sale, offer for sale, or lease of a new motor vehicle to purchasers who acquire the vehicle in this state except through a franchisee with whom the franchisor has established a written franchise agreement, if the franchisor's trade name, trademark, service mark, or related characteristic is an integral element in the distribution, sale, offer for sale, or lease;
- (q) engage in the distribution or sale of a recreational vehicle that is manufactured, rented, sold, or offered for sale in this state without being constructed in accordance with the standards set by the American National Standards Institute for recreational vehicles and evidenced by a seal or plate attached to the vehicle;
- (r) except as provided in Subsection (2), authorize or permit a person to perform warranty service repairs on motor vehicles, except warranty service repairs:
- (i) by a franchisee with whom the franchisor has entered into a franchise agreement for the sale and service of the franchisor's motor vehicles; or
  - (ii) on owned motor vehicles by a person or government entity who has purchased new

243	motor vehicles pursuant to a franchisor's [or manufacturer's] fleet discount program;
244	(s) fail to provide a franchisee with a written franchise agreement;
245	(t) (i) except as provided in Subsection (1)(t)(ii) and notwithstanding any other
246	provisions of this chapter:
247	(A) unreasonably fail or refuse to offer to its same line-make franchised dealers all
248	models manufactured for that line-make;
249	(B) unreasonably require a dealer to:
250	(I) pay any extra fee, remodel, renovate, recondition the dealer's existing facilities; or
251	(II) purchase unreasonable advertising displays or other materials as a prerequisite to
252	receiving a model or series of vehicles;
253	(ii) notwithstanding Subsection (1)(t)(i), a recreational vehicle [manufacturer]
254	franchisor may split a line-make between motor home and travel trailer products;
255	(u) except as provided in Subsection (6), directly or indirectly:
256	(i) own an interest in a new motor vehicle dealer or dealership;
257	(ii) operate or control a new motor vehicle dealer or dealership;
258	(iii) act in the capacity of a new motor vehicle dealer, as defined in Section 13-14-102;
259	or
260	(iv) operate a motor vehicle service facility;
261	(v) fail to timely pay for all reimbursements to a franchisee for incentives and other
262	payments made by the franchisor;
263	(w) directly or indirectly influence or direct potential customers to franchisees in an
264	inequitable manner, including:
265	(i) charging a franchisee a fee for a referral regarding a potential sale or lease of any of
266	the franchisee's products or services in an amount exceeding the actual cost of the referral;
267	(ii) giving a customer referral to a franchisee on the condition that the franchisee agree
268	to sell the vehicle at a price fixed by the franchisor; or
269	(iii) advising a potential customer as to the amount that the potential customer should
270	pay for a particular product;
271	(x) fail to provide comparable delivery terms to each franchisee for a product of the
272	franchisor, including the time of delivery after the placement of an order by the franchisee:

(y) if personnel training is provided by the franchisor to its franchisees, unreasonably

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- fail to make that training available to each franchisee on proportionally equal terms;
  - (z) condition a franchisee's eligibility to participate in a sales incentive program on the requirement that a franchisee use the financing services of the franchisor or a subsidiary or affiliate of the franchisor for inventory financing;
  - (aa) make available for public disclosure, except with the franchisee's permission or under subpoena or in any administrative or judicial proceeding in which the franchisee or the franchisor is a party, any confidential financial information regarding a franchisee, including:
    - (i) monthly financial statements provided by the franchisee;
    - (ii) the profitability of a franchisee; or
    - (iii) the status of a franchisee's inventory of products;
  - (bb) use any performance standard, incentive program, or similar method to measure the performance of franchisees unless the standard or program:
    - (i) is designed and administered in a fair, reasonable, and equitable manner;
  - (ii) if based upon a survey, utilizes an actuarially generally acceptable, valid sample; and
  - (iii) is, upon request by a franchisee, disclosed and explained in writing to the franchisee, including:
    - (A) how the standard or program is designed;
    - (B) how the standard or program will be administered; and
  - (C) the types of data that will be collected and used in the application of the standard or program;
  - (cc) other than sales to the federal government, directly or indirectly, sell, lease, offer to sell, or offer to lease, a new motor vehicle or any motor vehicle owned by the franchisor, except through a franchised new motor vehicle dealer;
  - (dd) compel a franchisee, through a finance subsidiary, to agree to unreasonable operating requirements, except that this Subsection (1)(dd) may not be construed to limit the right of a financing subsidiary to engage in business practices in accordance with the usage of trade in retail and wholesale motor vehicle financing;
  - (ee) condition the franchisor's participation in co-op advertising for a product category on the franchisee's participation in any program related to another product category or on the franchisee's achievement of any level of sales in a product category other than that which is the

305 subject of the co-op advertising;

- (ff) except as provided in Subsections (7) through (9), discriminate against a franchisee in the state in favor of another franchisee of the same line-make in the state:
- (i) by selling or offering to sell a new motor vehicle to one franchisee at a higher actual price, including the price for vehicle transportation, than the actual price at which the same model similarly equipped is offered to or is made available by the franchisor to another franchisee in the state during a similar time period;
- (ii) except as provided in Subsection (8), by using a promotional program or device or an incentive, payment, or other benefit, whether paid at the time of the sale of the new motor vehicle to the franchisee or later, that results in the sale of or offer to sell a new motor vehicle to one franchisee in the state at a higher price, including the price for vehicle transportation, than the price at which the same model similarly equipped is offered or is made available by the franchisor to another franchisee in the state during a similar time period;
- (iii) except as provided in Subsection (9), by failing to provide or direct a lead in a fair, equitable, and timely manner; or
- (iv) if the franchisee complies with any reasonable requirement concerning the sale of new motor vehicles, by using or considering the performance of any of its franchisees located in this state relating to the sale of the [manufacturer's] franchisor's new motor vehicles in determining the:
- (A) dealer's eligibility to purchase program, certified, or other used motor vehicles from the [manufacturer] franchisor;
- (B) volume, type, or model of program, certified, or other used motor vehicles the dealer is eligible to purchase from the [manufacturer] franchisor;
- (C) price of any program, certified, or other used motor vehicles that the dealer is eligible to purchase from the [manufacturer] franchisor; or
- (D) availability or amount of any discount, credit, rebate, or sales incentive the dealer is eligible to receive from the manufacturer for the purchase of any program, certified, or other motor vehicle offered for sale by the [manufacturer] franchisor;
- (gg) (i) take control over funds owned or under the control of a franchisee based on the findings of a warranty audit or sales incentive audit unless the following conditions are satisfied:

requirements of Subsection (1)(gg)(i);

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franchisor;

- 336 (A) the franchisor fully identifies in writing the basis for the franchisor's claim or 337 charge back arising from the audit, including notifying the franchisee that the franchisee has 20 338 days from the day on which the franchisee receives the franchisor's claim or charge back to 339 assert a protest in writing to the franchisor identifying the basis for the protest; 340 (B) the franchisee's protest shall inform the franchisor that the protest shall be 341 submitted to a mediator in the state who is identified by name and address in the franchisee's 342 notice to the franchisor; 343 (C) if mediation is requested under Subsection (1)(gg)(i)(B), mediation shall occur no 344 later than 30 days after the day on which the franchisor receives the franchisee's protest of a 345 claim or charge back; 346 (D) if mediation does not lead to a resolution of the protest, the protest shall be set for 347 binding arbitration in the same venue in which the mediation occurred; 348 (E) binding arbitration under Subsection (1)(gg)(i)(D) shall be conducted: 349 (I) by an arbitrator mutually agreed upon by the franchisor and the franchisee; and 350 (II) on a date mutually agreed upon by the franchisor and the franchisee, but shall be 351 held no later than 90 days after the franchisor's receipt of the franchisee's notice of protest; 352 (F) this Subsection (1)(gg)(i) applies exclusively to warranty audits and sales incentive 353 audits; 354 (G) Subsections (1)(gg)(i)(A) through (E) do not apply if the franchisor reasonably 355 believes that the amount of the claim or charge back is related to a fraudulent act by the 356 franchisee; and 357 (H) the costs of the mediator or arbitrator instituted under this Subsection (1)(gg) shall 358 be shared equally by the franchisor and the franchisee[-]; or 359 (ii) [A franchisor may not] require a franchisee to execute a written waiver of the
  - (hh) coerce, or attempt to coerce a franchisee to purchase or sell an aftermarket product manufactured by the franchisor, or obtained by the franchisor for resale from a third-party supplier and the franchisor or its affiliate derives a financial benefit from the franchisee's sale or purchase of the aftermarket product as a condition to obtaining preferential status from the
    - (ii) through an affiliate, take any action that would otherwise be prohibited under this

367	chapter; [ <del>or</del> ]
368	(jj) impose any fee, surcharge, or other charge on a franchisee designed to recover the
369	cost of a warranty repair for which the franchisee is paid by the franchisor[-];
370	(kk) directly or indirectly condition any of the following actions on the willingness of a
371	franchisee, prospective new franchisee, or owner of an interest in a dealership facility to enter
372	into a site-control agreement:
373	(i) the awarding of a franchise to a prospective new franchisee;
374	(ii) the addition of a line-make or franchise to an existing franchisee;
375	(iii) the renewal of an existing franchisee's franchise;
376	(iv) the approval of the relocation of an existing franchisee's dealership facility, unless
377	the franchisor pays, and the franchisee voluntarily accepts, additional specified cash
378	consideration to facilitate the relocation; or
379	(v) the approval of the sale or transfer of a franchise's ownership, unless the franchisor
380	pays, and the buyer voluntarily accepts, additional specified cash consideration to facilitate the
381	sale or transfer;
382	(ll) subject to Subsection (11), deny a franchisee the right to return any or all parts or
383	accessories that:
384	(i) were specified for and sold to the franchisee under an automated ordering system
385	required by the franchisor; and
386	(ii) (A) are in good, resalable condition; and
387	(B) (I) the franchisee received within the previous 12 months; or
388	(II) are listed in the current parts catalog; or
389	(mm) subject to Subsection (12), obtain from a franchisee a waiver of a franchisee's
390	right, by threatening:
391	(i) to impose a detriment upon the franchisee's business; or
392	(ii) to withhold any entitlement, benefit, or service:
393	(A) to which the franchisee is entitled under a franchise agreement, contract, statute,
394	rule, regulation, or law; or
395	(B) that has been granted to more than one other franchisee of the franchisor in the
396	state.
397	(2) Notwithstanding Subsection (1)(r), a franchisor may authorize or permit a person to

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perform warranty service repairs on motor vehicles if the warranty services is for a franchisor of recreational vehicles.

- (3) Subsection (1)(a) does not prevent the franchisor from requiring that a franchisee carry a reasonable inventory of:
  - (a) new motor vehicle models offered for sale by the franchisor; and
  - (b) parts to service the repair of the new motor vehicles.
- (4) Subsection (1)(d) does not prevent a franchisor from requiring that a franchisee maintain separate sales personnel or display space.
- (5) Upon the written request of any franchisee, a franchisor shall disclose in writing to the franchisee the basis on which new motor vehicles, parts, and accessories are allocated, scheduled, and delivered among the franchisor's dealers of the same line-make.
- (6) (a) A franchisor may engage in any of the activities listed in Subsection (1)(u), for a period not to exceed 12 months if:
- (i) (A) the person from whom the franchisor acquired the interest in or control of the new motor vehicle dealership was a franchised new motor vehicle dealer; and
- (B) the franchisor's interest in the new motor vehicle dealership is for sale at a reasonable price and on reasonable terms and conditions; or
- (ii) the franchisor is engaging in the activity listed in Subsection (1)(u) for the purpose of broadening the diversity of its dealer body and facilitating the ownership of a new motor vehicle dealership by a person who:
- (A) is part of a group that has been historically underrepresented in the franchisor's dealer body;
  - (B) would not otherwise be able to purchase a new motor vehicle dealership;
- (C) has made a significant investment in the new motor vehicle dealership which is subject to loss;
  - (D) has an ownership interest in the new motor vehicle dealership; and
- (E) operates the new motor vehicle dealership under a plan to acquire full ownership of the dealership within a reasonable period of time and under reasonable terms and conditions.
- (b) After receipt of the advisory board's recommendation, the executive director may, for good cause shown, extend the time limit set forth in Subsection (6)(a) for an additional period not to exceed 12 months.

- (c) A franchisor who was engaged in any of the activities listed in Subsection (1)(u) in this state prior to May 1, 2000, may continue to engage in that activity, but may not expand that activity to acquire an interest in any other new motor vehicle dealerships or motor vehicle service facilities after May 1, 2000.
  - (d) Notwithstanding Subsection (1)(u), a franchisor may own, operate, or control a new motor vehicle dealership trading in a line-make of motor vehicle if:
  - (i) as to that line-make of motor vehicle, there are no more than four franchised new motor vehicle dealerships licensed and in operation within the state as of January 1, 2000;
  - (ii) the franchisor does not own directly or indirectly, more than a 45% interest in the dealership;
  - (iii) at the time the franchisor first acquires ownership or assumes operation or control of the dealership, the distance between the dealership thus owned, operated, or controlled and the nearest unaffiliated new motor vehicle dealership trading in the same line-make is not less than 150 miles;
  - (iv) all the franchisor's franchise agreements confer rights on the franchisee to develop and operate as many dealership facilities as the franchisee and franchisor shall agree are appropriate within a defined geographic territory or area; and
  - (v) as of January 1, 2000, no fewer than half of the franchisees of the line-make within the state own and operate two or more dealership facilities in the geographic area covered by the franchise agreement.
    - (7) Subsection (1)(ff) does not apply to recreational vehicles.
  - (8) Subsection (1)(ff)(ii) does not prohibit a promotional or incentive program that is functionally available to all competing franchisees of the same line-make in the state on substantially comparable terms.
    - (9) Subsection (1)(ff)(iii) may not be construed to:
  - (a) permit provision of or access to customer information that is otherwise protected from disclosure by law or by contract between a franchisor and a franchisee; or
  - (b) require a franchisor to disregard the preference volunteered by a potential customer in providing or directing a lead.
- (10) Subsection (1)(ii) does not limit the right of an affiliate to engage in business practices in accordance with the usage of trade in which the affiliate is engaged.

460	(11) (a) Subsection (1)(11) does not apply to parts or accessories that the franchisee
461	ordered and purchased outside of an automated parts ordering system required by the
462	<u>franchisor.</u>
463	(b) In determining whether parts or accessories in a franchisee's inventory were
464	specified and sold under an automated ordering system required by the franchisor, the parts and
465	accessories in the franchisee's inventory are presumed to be the most recent parts and
466	accessories that the franchisor sold to the franchisee.
467	(12) (a) Subsection (1)(mm) does not apply to a good faith settlement of a dispute,
468	including a dispute relating to contract negotiations, in which the franchisee gives a waiver in
469	exchange for fair consideration in the form of a benefit conferred on the franchisee.
470	(b) Subsection (12)(a) may not be construed to defeat a franchisee's claim that a waiver
471	has been obtained in violation of Subsection (1)(mm).
472	Section 3. Section 13-14-204 is amended to read:
473	13-14-204. Franchisor's obligations related to service Franchisor audits Time
474	limits.
475	(1) Each franchisor shall specify in writing to each of its franchisees licensed as a new
476	motor vehicle dealer in this state:
477	(a) the franchisee's obligations for new motor vehicle preparation, delivery, and
478	warranty service on its products;
479	(b) the schedule of compensation to be paid to the franchisee for parts, work, and
480	service; and
481	(c) the time allowance for the performance of work and service.
482	(2) (a) The schedule of compensation described in Subsection (1) shall include
483	reasonable compensation for diagnostic work, as well as repair service, parts, and labor.
484	(b) Time allowances described in Subsection (1) for the diagnosis and performance of
485	warranty work and service shall be reasonable and adequate for the work to be performed.
486	(3) (a) In the determination of what constitutes reasonable compensation under this
487	section, the principal factor to be considered is the prevailing wage rates being paid by
488	franchisees in the relevant market area in which the franchisee is doing business.
489	(b) Compensation of the franchisee for warranty service work may not be less than the
490	amount charged by the franchisee for like parts and service to retail or fleet customers, if the

- 02-26-10 8:49 AM 2nd Sub. (Salmon) S.B. 129 491 amounts are reasonable. In the case of a recreational vehicle franchisee, reimbursement for 492 parts used in the performance of warranty repairs, including those parts separately warranted 493 directly to the consumer by a recreational vehicle parts supplier, may not be less than the 494 franchisee's cost plus 20%. For purposes of this Subsection (3)(b), the term "cost" shall be that 495 same price paid by a franchisee to a franchisor or supplier for the part when the part is 496 purchased for a nonwarranty repair. 497 (4) A franchisor may not fail to: 498 (a) perform any warranty obligation; 499 (b) include in written notices of franchisor's recalls to new motor vehicle owners and 500 franchisees the expected date by which necessary parts and equipment will be available to 501 franchisees for the correction of the defects; or 502 (c) compensate any of the franchisees for repairs effected by the recall. 503 (5) If a franchisor disallows a franchisee's claim for a defective part, alleging that the 504 part is not defective, the franchisor at its option shall: 505 (a) return the part to the franchisee at the franchisor's expense; or 506 (b) pay the franchisee the cost of the part. 507 (6) (a) A claim made by a franchisee pursuant to this section for labor and parts shall 508 be paid within 30 days after its approval.
  - (b) A claim shall be either approved or disapproved by the franchisor within 30 days after receipt of the claim on a form generally used by the franchisor and containing the generally required information. Any claim not specifically disapproved of in writing within 30 days after the receipt of the form is considered to be approved and payment shall be made within 30 days.
  - (7) Warranty service audits of franchisee records may be conducted by the franchisor on a reasonable basis.
  - (8) A franchisee's claim for warranty compensation may [not] be denied [except for good cause such as performance of nonwarranty repairs, lack of material documentation, fraud, or misrepresentation.] only if:
    - (a) the franchisee's claim is based on a nonwarranty repair;
- 520 (b) the franchisee lacks material documentation for the claim;

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521 (c) the franchisee fails to comply materially with specific substantive terms and

522	conditions of the franchisor's warranty compensation program; or
523	(d) the franchisor has a bona fide belief based on competent evidence that the
524	franchisee's claim is intentionally false, fraudulent, or misrepresented.
525	(9) (a) Any charge backs for warranty parts or service compensation and service
526	incentives shall only be enforceable for the [12-month] six-month period immediately
527	following the date the payment for warranty reimbursement was made by the franchisor.
528	(b) Except as provided in Subsection (9)(c), all charge backs levied by a franchisor for
529	sales compensation or sales incentives arising out of the sale or lease of a motor vehicle sold or
530	leased by a franchisee shall be compensable only if written notice of the charge back is
531	received by the franchisee within $[12]$ $\underline{six}$ months immediately following the sooner of:
532	(i) the date when the sales incentive program terminates; or
533	(ii) the date when payment for the sales compensation or sales incentive was made by
534	the franchisor to the franchisee.
535	(c) (i) Upon an audit, the franchisor shall provide the franchisee automated or written
536	notice explaining the amount of and reason for a charge back.
537	(ii) A franchisee may respond in writing within 30 days after the notice under
538	Subsection (9)(c)(i) to:
539	(A) explain a deficiency; or
540	(B) provide materials or information to correct and cure compliance with a provision
541	that is a basis for a charge back.
542	(d) A charge back:
543	(i) may not be based on a nonmaterial error that is clerical in nature; and
544	(ii) (A) shall be based on one or more specific instances of material noncompliance
545	with the franchisor's warranty compensation program or sales incentive program; and
546	(B) may not be extrapolated from a sampling of warranty claims or sales incentive
547	<u>claims.</u>
548	[(e)] (e) The time limitations of this Subsection (9) do not preclude charge backs for
549	any fraudulent claim that was previously paid.
550	Section 4. Section 13-14-206 is enacted to read:
551	13-14-206. Site-control agreements.
552	(1) A site-control agreement entered into on or after May 11, 2010:

553	(a) may be voluntarily terminated by a franchisee, subject to Subsection (2)(a); and
554	(b) terminates immediately upon:
555	(i) a franchisor's sale, assignment, or other transfer of the right to manufacture or
556	distribute the line-make of vehicles covered by the franchisee's franchise;
557	(ii) a franchisor's ceasing to manufacture or distribute the line-make of vehicles
558	covered by the franchisee's franchise;
559	(iii) a franchisor's termination of a franchisee's franchise without cause and against the
560	franchisee's will; or
561	(iv) the failure of the franchisor or its affiliate to exercise a right of first refusal to
562	purchase the assets or ownership of the franchisee's business when given the opportunity to do
563	so under the franchise or other agreement, subject to the repayment requirements of Subsection
564	(2) if the right of first refusal arises because of the voluntary action of the franchisee.
565	(2) (a) If a franchisee voluntarily terminates a site-control agreement after the
566	franchisor has paid and the franchisee or other recipient has accepted additional specified cash
567	consideration, the site-control agreement remains valid only until the franchisee or other
568	recipient satisfies the repayment terms specified in Subsection (2)(b).
569	(b) (i) If the franchisor's additional specified cash consideration was used for the
570	construction of a building or improvement on the property that is the subject of the site-control
571	agreement, the amount of the repayment under Subsection (2)(a):
572	(A) is based on any repayment terms specified in the site-control agreement, if the
573	parties to the site-control agreement have willingly agreed to the terms; and
574	(B) may not exceed the market value of the portion of the building or improvement
575	constructed with the additional specified cash consideration paid by the franchisor, after
576	allowing for depreciation based on a market-based depreciation schedule, as determined by an
577	independent appraiser at the request of the franchisee or other recipient.
578	(ii) If the franchisor's additional specified cash consideration was not used for
579	construction of a building or improvement on the property that is the subject of the site-control
580	agreement, the amount of the repayment under Subsection (2)(a) is an equitable portion of the
581	cash consideration, as determined under any terms specified in the site-control agreement for
582	the equitable repayment following a franchisee's voluntary termination of the agreement.
583	(c) Immediately upon the repayment under Subsection (2)(b):

584	(i) the site-control agreement is terminated; and
585	(ii) the franchisor or other party that is the beneficiary under the site-control agreement
586	shall prepare and deliver to the franchisee a recordable notice of termination of:
587	(A) the site-control agreement; and
588	(B) any lien or encumbrance arising because of the site-control agreement and
589	previously recorded against the property that is the subject of the site-control agreement.
590	Section 5. Section 13-14-302 is amended to read:
591	13-14-302. Issuance of additional franchises Relocation of existing franchisees.
592	(1) Except as provided in Subsection (6), a franchisor shall provide the notice and
593	documentation required under Subsection (2) if the franchisor seeks to:
594	(a) enter into a franchise agreement establishing a motor vehicle dealership within a
595	relevant market area where the same line-make is represented by another franchisee; or
596	(b) relocate an existing motor vehicle franchisee.
597	(2) (a) If a franchisor seeks to take an action listed Subsection (1), prior to taking the
598	action, the franchisor shall, in writing, notify the advisory board and each franchisee in that
599	line-make in the relevant market area.
600	(b) The notice required by Subsection (2)(a) shall:
601	(i) specify the intended action described under Subsection (1);
602	(ii) specify the good cause on which it intends to rely for the action; and
603	(iii) be delivered by registered or certified mail or by any form of reliable delivery
604	through which receipt is verifiable.
605	(3) (a) Except as provided in Subsection (3)(c), the franchisor shall provide to the
606	advisory board and each franchisee in that line-make in the relevant market area the following
607	documents relating to the notice described under Subsection (2):
608	(i) (A) any aggregate economic data and all existing reports, analyses, or opinions
609	based on the aggregate economic data that were relied on by the franchisor in reaching the
610	decision to proceed with the action described in the notice; and
611	(B) the aggregate economic data under Subsection (3)(a)(i)(A) includes:
612	(I) motor vehicle registration data;
613	(II) market penetration data; and
614	(III) demographic data;

615 (ii) written documentation that the franchisor has in its possession that it intends to rely 616 on in establishing good cause under Section 13-14-306 relating to the notice; 617 (iii) a statement that describes in reasonable detail how the establishment of a new 618 franchisee or the relocation of an existing franchisee will affect the amount of business 619 transacted by other franchisees of the same line-make in the relevant market area, as compared 620 to business available to the franchisees; and 621 (iv) a statement that describes in reasonable detail how the establishment of a new 622 franchisee or the relocation of an existing franchisee will be beneficial or injurious to the 623 public welfare or public interest. 624 (b) The franchisor shall provide the documents described under Subsection (3)(a) with 625 the notice required under Subsection (2). 626 (c) The franchisor is not required to disclose any documents under Subsection (3)(a) if: 627 (i) the documents would be privileged under the Utah Rules of Evidence; 628 (ii) the documents contain confidential proprietary information; 629 (iii) the documents are subject to federal or state privacy laws; 630 (iv) the documents are correspondence between the franchisor and existing franchisees in that line-make in the relevant market area; or 631 632 (v) the franchisor reasonably believes that disclosure of the documents would violate: 633 (A) the privacy of another franchisee; or 634 (B) Section 13-14-201. 635 (4) (a) Within 45 days of receiving notice required by Subsection (2), any franchisee 636 that is required to receive notice under Subsection (2) may protest to the advisory board the 637 establishment or relocation of the dealership. 638 (b) When a protest is filed, the department shall inform the franchisor that: 639 (i) a timely protest has been filed; 640 (ii) a hearing is required; 641 (iii) the franchisor may not establish or relocate the proposed dealership until the 642 advisory board has held a hearing; and 643 (iv) the franchisor may not establish or relocate a proposed dealership if the executive 644 director determines that there is not good cause for permitting the establishment or relocation 645 of the dealership.

646	(5) If multiple protests are filed under Subsection (4), hearings may be consolidated to
647	expedite the disposition of the issue.
648	(6) Subsections (1) through (5) do not apply to a relocation of an existing or successor
649	dealer to a location that is:
650	(a) within the same county and less than [one] two aeronautical [mile] miles from the
651	existing location of the existing or successor franchisee's dealership; [and] or
652	[(b) within the same county.]
653	(b) further away from a dealership of a franchisee of the same line-make.
654	(7) For purposes of this section:
655	(a) relocation of an existing franchisee's dealership in excess of one mile from its
656	existing location is considered the establishment of an additional franchise in the line-make of
657	the relocating franchise;
658	(b) the reopening in a relevant market area of a dealership that has not been in
659	operation for one year or more is considered the establishment of an additional motor vehicle
660	dealership; and
661	(c) (i) except as provided in Subsection (7)(c)(ii), the establishment of a temporary
662	additional place of business by a recreational vehicle franchisee is considered the establishment
663	of an additional motor vehicle dealership; and
664	(ii) the establishment of a temporary additional place of business by a recreational
665	vehicle franchisee is not considered the establishment of an additional motor vehicle dealership
666	if the recreational vehicle franchisee is participating in a trade show where three or more
667	recreational vehicle dealers are participating.
668	Section 6. Section 13-14-307 is amended to read:
669	13-14-307. Franchisor's obligations upon termination or noncontinuation of
670	franchise or line-make.
671	(1) Upon the termination or noncontinuation of a franchise or a line-make [by the
672	franchisor], the franchisor shall pay the franchisee:
673	(a) an amount calculated by:
674	[(a)] (i) including the franchisee's cost of [new, undamaged, and] unsold motor
675	vehicles that:
676	(A) are in the franchisee's inventory;

677	(B) were acquired:
678	(I) from the franchisor; or
679	(II) in the ordinary course of business from another franchisee of the same line-make
680	[representing both];
681	(C) are new, undamaged, and, except for franchisor accessories, unaltered; or
682	(D) represent the current model year at the time of termination or noncontinuation [and
683	the immediately prior model year vehicles:], or the two model years immediately before the
684	time of termination or noncontinuation;
685	(ii) reducing the amount in Subsection (1)(a)(i) by a prorated 1% for each 1,000 miles
686	over 500 miles registered on a new vehicle's odometer;
687	[(i) plus] (iii) adding any charges made by the franchisor, for distribution, delivery, or
688	taxes;
689	[(ii) plus] (iv) adding the franchisee's cost of any franchisor accessories added on the
690	vehicle, except only those recreational vehicle accessories that are listed in the franchisor's
691	wholesale product literature as options for that vehicle shall be repurchased; and
692	[(iii) less] (v) subtracting all allowances paid or credited to the franchisee by the
693	franchisor;
694	(b) the franchisee's cost of new and undamaged motor vehicles in the franchisee's
695	inventory of demonstrator vehicles, reduced by <u>a prorated</u> 1% for each 1000 miles <u>over 500</u>
696	miles registered on the demonstrator vehicle's odometer, except recreational vehicles whose
697	cost shall be reduced by 2% for each 1,000 miles registered on the odometer of demonstrator
698	self-propelled recreational vehicles, exclusive of miles incurred in delivery of the vehicle, and
699	the cost of demonstrator nonself-propelled recreational vehicles shall be reduced by $10\%$ of the
700	franchisee's vehicle cost:
701	(i) plus any charges made by the franchisor for distribution, delivery, or taxes;
702	(ii) plus the franchisee's cost of any accessories added on the vehicles, except only
703	those recreational vehicle accessories that are listed in the franchisor's wholesale product
704	literature as options for that vehicle shall be repurchased; and
705	(iii) less all allowances paid or credited to the franchisee by the franchisor;
706	(c) the cost of all new, undamaged, and unsold supplies, parts, and accessories as set
707	forth in the franchisor's catalog at the time of termination or noncontinuation for the supplies,

parts, and accessories, less all allowances paid or credited to the franchisee by the franchisor;

- (d) the fair market value, but not less than the franchisee's depreciated acquisition cost of each undamaged sign owned by the franchisee that bears a common name, trade name, or trademark of the franchisor if acquisition of the sign was recommended or required by the franchisor. If a recreational vehicle franchisee has a sign with multiple manufacturers listed, the franchisor is only responsible for its pro rata portion of the sign;
- (e) the fair market value, but not less than the franchisee's depreciated acquisition cost, of all special tools, equipment, and furnishings acquired from the franchisor or sources approved by the franchisor that were [recommended or] required by the franchisor and are in good and usable condition;
- (f) the cost of transporting, handling, packing, and loading motor vehicles, supplies, parts, accessories, signs, special tools, equipment, and furnishings;
- (g) <u>subject to Subsection (5)</u>, reasonable compensation to the franchisee for any cost incurred pertaining to the unexpired term of a lease agreement for the dealership's existing location;
- (h) the negotiated fair market value of the dealership premises, based on the fair market value of the real property, if the dealer opts to sell the dealership premises; and
- (i) compensate the franchisee for the blue sky or goodwill of the dealership, as determined in accordance with the applicable industry standards taking into consideration the effect that the timing of the manufacturer's announcement of discontinuance of a line make has or will have on future profitability of the dealership.
  - (2) Subsections (1)(g), (h), and (i) do not apply if a franchise is terminated:
  - (a) by the franchisor for cause as defined in Subsections 13-14-301(1)(b) and (2)(a);
- (b) upon mutual written agreement of the franchisor and franchisee as provided in Subsection 13-14-301(2)(b); or
- 733 (c) upon voluntary termination by the franchisee as provided in Subsection 734 13-14-301(4).
  - (3) The franchisor shall pay the franchisee the amounts specified in Subsection (1) within 90 days after the tender of the property to the franchisor if the franchisee:
    - (a) has clear title to the property; and
- 738 (b) is in a position to convey title to the franchisor.

739	(4) If repurchased inventory, equipment, or demonstrator vehicles are subject to a
740	security interest, the franchisor may make payment jointly to the franchisee and to the holder of
741	the security interest.
742	(5) Subsection (1)(g) does not relieve the franchisee or its lessor from an obligation
743	under their lease agreement to mitigate damages.
744	(6) (a) This section does not apply to a franchisee's voluntary termination or
745	noncontinuation of its franchise that occurs as a result of the franchisee's sale of its dealership
746	business entity or substantially all of the assets of that entity to a third party if the franchisor
747	contemporaneously grants a franchise to the third party on terms and conditions that are
748	comparable to those of the terminating or noncontinuing franchise.
749	(b) Subsection (6)(a) may not be construed to impair a contractual right of a
750	terminating or noncontinuing franchisee under a franchise or related agreement with a
751	franchisor or its affiliate, including a right to return unsold parts.
752	(7) This section does not apply to a termination, cancellation, or nonrenewal of:
753	(a) a recreational vehicle franchise; or
754	(b) a line-make by a recreational vehicle franchisor.
755	Section 7. Section 13-14-307.5 is enacted to read:
756	13-14-307.5. Termination, cancellation, or nonrenewal of a recreational vehicle
757	franchise agreement.
758	(1) This section applies only to a recreational vehicle franchisee's termination,
759	cancellation, or nonrenewal of:
760	(a) a recreational vehicle franchise; or
761	(b) a recreational vehicle line-make.
762	(2) (a) A recreational vehicle franchisee may, at any time and with or without good
763	cause, terminate, cancel, or not renew its recreational vehicle franchise agreement or a
764	recreational vehicle line-make by giving 30 days' prior written notice to the recreational vehicle
765	<u>franchisor.</u>
766	(b) A franchisee has the burden of showing that a termination, cancellation, or
767	nonrenewal is for good cause.
768	(c) Good cause for a franchisee's termination, cancellation, or nonrenewal is considered
769	to exist if:

770	(i) the franchisor is convicted of or enters a plea of nolo contendere to a felony;
771	(ii) the business operations of the franchisor are:
772	(A) abandoned; or
773	(B) closed for 10 consecutive business days, unless the closing is due to an act of God,
774	a strike, a labor difficulty, or another cause over which the franchisor has no control;
775	(iii) the franchisor makes a misrepresentation that materially and adversely affects the
776	business relationship with the recreational vehicle franchisee;
777	(iv) a material violation of this chapter is not cured within 30 days after the franchisee
778	gives 30 days' written notice of the violation to the recreational vehicle franchisor; or
779	(v) the recreational vehicle franchisor:
780	(A) becomes insolvent;
781	(B) declares bankruptcy; or
782	(C) makes an assignment for the benefit of creditors.
783	(3) If the franchisee terminates, cancels, or does not renew the recreational vehicle
784	franchise agreement or line-make for cause, the franchisor shall, at the franchisee's election and
785	within 45 days after termination, cancellation, or nonrenewal, repurchase:
786	(a) (i) all new, unaltered recreational vehicles, including demonstrators, that the
787	franchisee acquired from the franchisor within 18 months before the date of the termination,
788	cancellation, or nonrenewal; and
789	(ii) for a repurchase price equal to 100% of the original net invoice cost, including
790	transportation, reduced by:
791	(A) any applicable rebates and discounts to the franchisee; and
792	(B) the cost to repair any damage to a repurchased recreational vehicle, if the vehicle is
793	damaged after delivery to the franchisee but before repurchase occurs;
794	(b) (i) all undamaged accessories and proprietary parts sold by the recreational vehicle
795	franchisor to the franchisee within one year before termination, cancellation, or nonrenewal, if
796	accompanied by the original invoice; and
797	(ii) for a repurchase price equal to 100% of the original net invoice cost, plus an
798	additional five percent of the original net invoice cost to compensate the franchisee for packing
799	and shipping the returned accessories and parts to the franchisor; and
800	(c) (i) any properly functioning diagnostic equipment, special tools, current signage,

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801	and other equipment and machinery that:
802	(A) the franchisee purchased:
803	(I) from the franchisor within five years before termination, cancellation, or
804	nonrenewal; and
805	(II) at the franchisor's request or because of the franchisor's requirement; and
806	(B) are no longer usable in the normal course of the franchisee's ongoing business, as
807	the franchisee reasonably determines; and
808	(ii) for a repurchase price equal to 100% of the original net cost that the franchisee
809	paid, plus any applicable shipping charges and sales taxes.
810	(4) A recreational vehicle franchisor shall pay the franchisee all money due under
811	Subsection (3) within 30 days after the franchisor's receipt of the repurchased items.

#### S.B. 129 2nd Sub. (Salmon) - New Motor Vehicle Franchise Amendments

### **Fiscal Note**

2010 General Session State of Utah

#### **State Impact**

Enactment of this bill will not require additional appropriations.

#### Individual, Business and/or Local Impact

Enactment of this bill likely will not result in direct, measurable costs and/or benefits for individuals or local governments. Businesses could be affected by this legislation, but the amount cannot be quantified.

3/3/2010, 10:18:51 AM, Lead Analyst: Pratt, S./Attny: RHR

Office of the Legislative Fiscal Analyst