



April 14, 2026

Hon. Robert Britto  
Chair, Senate Commerce Committee  
RE: Support for Senate Bill 2347

Dear Chairman Britto and Members of the Senate Commerce Committee,

We are writing to express our support for Senate Bill 2347, which looks to rectify a long-standing inequity as it relates to the reimbursement of labor time for repairs made to a vehicle under an auto manufacturer's warranty.

As most know, the Paul Masse Family of Dealerships has been in business in Rhode Island for 35 years. We currently have 3 dealerships in Rhode Island, Paul Masse Chevrolet in East Providence, Paul Masse Buick GMC in South Kingstown and Paul Masse Chevrolet South in Wakefield. We employ more than 120 individuals across our sales, service, and back-office teams who provide for their families and represent over 1,000 men, women and children. Our founder, Paul Masse, is a born and raised Rhode Islander that cares deeply for his community and his team. Making sure our team can make a living selling and servicing vehicles in this great state of ours while taking care of our loyal customers.

We believe in the franchise model system and have always had a strong partnership with our manufacturer, General Motors. We stand by our dealer agreements and have always welcomed the opportunity to service the vehicles our shared customers purchase either from us or another dealership selling the same make. However, one area that has always been a frustration is the reimbursement our technicians receive for the work they complete on a vehicle that is still under a manufacturer's warranty.

Warranty work is a significant portion of the work that we must complete in our service departments on behalf of our customers. In fact, in the month of January our dealership in East Providence spent more than 448 hours alone on the warranty required work. Just last month we saw an increase in warranty work to just under 500 hours. As you may know, the time allotted to complete these warranty repairs is set by General Motors within their warranty time guide. Unlike many other third-party guides, which are used by both new car dealerships and independent repair shops for non-warranty work, the allotted times provided in a manufacturer's warranty time guide very rarely equal the actual time needed to complete a warranty repair. In fact, they are quite often greatly underestimated.

At a time when the industry is struggling to find new, qualified, aspiring technicians to meet demand, this unfair practice from all manufacturers cannot continue to go on. As this inequity endures - our customers, our technicians, and local community dealerships are negatively impacted.



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# Paul Masse



First and foremost, this standard practice is unfair to the technicians who are doing the work. They are too often under-reimbursed for the actual work they are doing because the manufacturer time guides greatly underestimate the real time it takes to do a repair on a vehicle. The manufacturer estimates fail to take into consideration any variety of issues that can impact the time of a repair, whether it be the wear and tear of weather; how a driver may or may not drive their vehicle; or what tools may or may not be ready to help a technician handle the repair. The manufacturer issued time guides fail to account for these variables in a realistic manner.

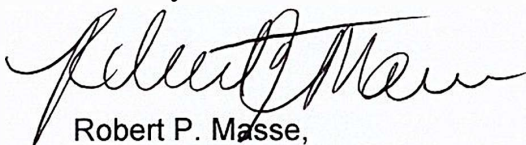
Customers are impacted because it puts a lower paying warranty job up against a customer who arrives needing a non-warranty job completed and will pay what the third-party industry standard has already deemed appropriate. If warranty labor reimbursements were on a level playing field with these industry guidelines, that inherent conflict would cease to exist.

This unequal reimbursement also hurts local dealers, because it fails to recognize the additional costs dealers are faced with to complete these warranty repairs. Dealers are required to make substantial investments in their facilities to meet manufacturers' requirements for handling all warranty and recall work. This includes paying for expensive equipment to hoist certain parts and vehicles, not to mention purchasing "special tools" required to handle repairs of certain vehicles. Dealers must also spend a significant number of resources on training for their technicians to become certified manufacturer technicians and keep up with ongoing training to maintain that certification.

As our industry is facing an unprecedented shortage of qualified auto technicians and often sees many of their best technicians leaving new car dealerships for independent repair shops - where this practice does not happen - we believe the time to take action is now. It's time to rectify this situation for the benefit of our technicians, our customers, and the businesses that continue to invest in Rhode Island's local communities.

We thank you for your time and we hope you will support this important legislation that supports local Rhode Islanders.

Sincerely,



Robert P. Masse,

Executive Vice President



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