

# MONTHLY BULLETIN

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## Chairman's Corner: July Updates

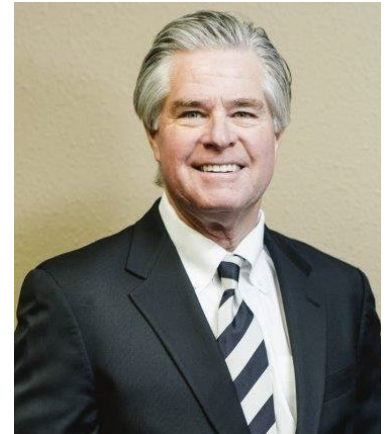
**By: Tony Toohey, Auburn Toyota, Chairman, CNCDA**

Dear CNCDA Member,

It's officially election season for our association! We have two upcoming elections that we are asking for YOUR 2024 nominations for: **open Board of Directors seats** and our official **Time Dealer of the Year Nominee** for California!

For almost 100 years, CNCDA has depended on your active participation in our organization's election process.

A select few CNCDA Board of Directors' terms of office will expire on December 31, 2023. Authorized representatives from each dealership should have received an election packet that includes a nomination ballot, a list of eligible dealers, eligibility requirements, and election rules.



We sincerely ask that each dealership representative nominate an individual (or self-nominate) to serve on our BOD, protect and promote your interests, and help guide CNCDA into its next century of serving our dealer members. To be counted, our accountants must receive ballots before Friday, July 28, 2023. Email [Michaela Martinez](#) with any questions.

The second request for nominations is open to our all members: the 2024 Time Dealer of the Year! This prestigious nomination is presented to the California dealer who best exemplifies good works, charity, community impact and giving, and serves as a model for an ideal dealership owner within our state. You may self-nominate or submit the name of a fellow dealer you admire. [More TDOY details, past nominees, winners, and submit forms HERE.](#)

More exciting news for CNCDA members: We're happy to introduce a NEW compliance handbook, exclusively written with ComplyAuto for our fellow dealers. [Stay ahead of stringent regulations enforced by the Consumer Privacy Protection Agency with this Privacy Law Handbook.](#) It's your essential resource to navigate the changing landscape of privacy laws and regulations.

***Lastly, I encourage my fellow Dealer Principals to reward your top-performing managers and teams by bringing them to our [Annual Convention in Maui from October 8-11](#).*** Share best practices, exchange ideas, and shape your dealership's future. Register your group today!

Thank you all for your continued membership and support. Together, we can achieve great things.

Warm regards,

Tony Toohey  
Auburn Auto Group  
Chairman, CNCDA

## AB 473 Passes First Senate Committee

**By: Kenton Stanhope, Director of Government Affairs**



*Author, Cecilia Aguiar-Curry (right) advocating for AB 473, with opposition commenting (left) at the Senate Transportation Committee meeting.*

On Tuesday, June 27th, CNCDA's franchise bill passed out of Senate Transportation Committee on a 13-1 (Senator Catherine Blakespear from Encinitas was the only "NO" vote). Unfortunately, we did not get out unscathed – the Committee forced us to remove the warranty time reimbursement provision in order to advance the bill.

This is the third instance warranty time has been removed from a franchise bill (previously in 2013 and 2019), signaling the Legislature remains unwilling to address the number one opposed issue

by all the OEMs. While this is disappointing, all other provisions remain intact, including our #1 priority: a stronger unfair competition prohibition, which seeks to prevent your franchise OEM partners from selling direct to consumer and unfairly competing with your businesses.

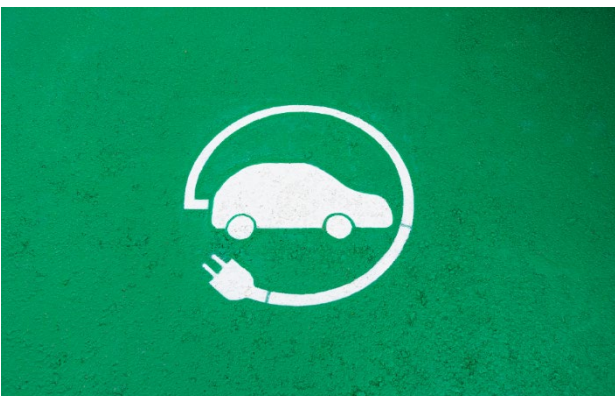
AB 473 now heads to the Senate Judiciary Committee where it will be heard on July 11. With warranty time removed, we expect the OEMs to focus their opposition on competition, DC fast charging and subscription provisions.

*We still need YOUR calls! On July 5, we launched another "Call to Action" for the State Senate. We need dealer principals to call their Senators TODAY. It takes less than 5 minutes but GREATLY IMPACTS our success. [CLICK HERE to call now!](#)*

If you want to join the fight to help us pass AB 473, contact CNCDA's Director of Government Affairs, Kenton Stanhope, at [kstanhope@cncda.org](mailto:kstanhope@cncda.org) or (530) 400-8668.

## Substantial Changes Coming for ZEV Incentives; CNCDA Submits Letter to CARB on Topic

**By: Anthony Bento, Chief Legal Officer**



The landscape at the state and federal level on zero emission vehicle (ZEV) incentives is rapidly changing. The new Clean Vehicle Tax credit has upended which vehicles (and customers) qualify for federal incentives. And the IRS is tasked with developing a process to allow dealers to apply the tax credit at the point-of-sale beginning 2024. Unfortunately, we don't have any information on when the IRS will issue guidance on this. But the program should provide a boost to EV sales when it becomes available, as many consumers will be

able to apply up to \$7,500 as a downpayment on the sales contract. ([You can read more about the federal program in our 2022 Legislative Summary, available here](#)).

At the state level, substantial increases in EV sales resulted in the depletion of funds for the Clean Fuel Reward (CFR) program last year. The CFR was originally established as a \$1,500 rebate that participating dealers could apply at the point-of-sale to qualifying new ZEVs. This amount was later reduced to \$750 and then eliminated entirely due to a lack of sufficient funding. Funding for the Clean Vehicle Rebate Program (CVRP), which provides a rebate to income-qualifying customers after the purchase of qualifying ZEVs, may also be depleted by the end of this year.

Although CFR and CVRP face an uncertain future, the state may develop new ZEV incentive programs that are more targeted towards disadvantaged communities. Many state policymakers and community groups are pushing for an increased focus on making ZEVs more affordable and accessible to lower and moderate-income consumers.

California's new car dealers have a critical role to play in the deployment of any new equity-focused incentive program. Recently, I sent officials at the California Air Resources Board (CARB) a letter explaining how a future program could use federal incentives to make substantial improvements in ZEV affordability for targeted communities. [You can access the letter here](#).

Moving forward, we intend to continue to participate in these important conversations with state officials and community leaders.

### **Compliance Memo of Credit Card Surcharges**

***By: Anthony Bento, Chief Legal Officer***



Over the past couple of years, we've received an increasing number of inquiries from dealers about whether they can impose credit card surcharges at their stores.

To aid your dealership in developing an appropriate policy, [CNCDA is providing our members a detailed legal memorandum on credit card surcharges, which is available on CNCDA Comply](#).

The memo, which was written by attorneys at Arent Fox Schiff, makes the following findings:

- Fixed ops (service/parts sales) – credit card surcharges may be imposed, provided that they are clearly and conspicuously disclosed to the consumer on the receipt/invoice and by signage displayed at the cash register.
- Installment sales/lease contracts – credit card surcharges occupy a legal grey area, and dealers should closely review the memo's findings with their counsel to implement an appropriate policy.
- Cash sales – credit card surcharges may be imposed, provided that such surcharges are clearly and conspicuously disclosed.



### **Walsh Hired as Chief Financial Officer**

***By: Autumn Heacox, Communications & Marketing Director***



CNCDA welcomes Michael Walsh, MBA, as our Chief Financial Officer. Walsh is a key member of the senior management team, plays an important leadership role as our expert on accounting and financial matters, and provides strategic advice and counsel to position the association for ongoing financial success. Walsh brings a high level of intellect with a collaborative, and service-oriented mindset. He is an action-oriented solution leader with strong business knowledge paired with an ability to “see the big picture” to develop and enhance efficiencies, productivity, enhance workflow, reduce costs, and utilize actionable strategies for reporting and decision-making.

Previously, Walsh was the Director of Finance for the California Applicants’ Attorneys Association. Before that, he was an Operating Partner and Controller for Rowan Accounting Solutions for nine and a half years. Michael Walsh can be reached at [mwalsh@cncda.org](mailto:mwalsh@cncda.org).

### **CNCDA PAC – 2023 Donors**

***By: Andrea Daugherty, Political Engagement Manager***

A HUGE thank you to our California New Car Dealers Political Action Committee (CNCDA PAC) donors, specifically those who contributed \$1,500 and above to reach the Chairman’s Club levels.

As it becomes increasingly difficult for companies to do business in California, we must help elect candidates who understand and support your needs. The CNCDA PAC is the political arm of the California New Car Dealers Association, with the sole purpose of electing candidates who truly understand the vital role franchised dealers play in our state and their positive impact on the economy.

Listed are our 2023 Chairman’s Club donors. There is still time to join the list, please email Political Engagement Manager, Andrea Daugherty at [adaugherty@cncda.org](mailto:adaugherty@cncda.org). THANK YOU to all our donors!

## 2023 CHAIRMAN'S CLUB



## ELITE

(\$9,100)

- Matt Hall, AutoNation Western Region
- Trevor Harper, Harper Motors
- Chris Holzshu, Lithia Motors
- John Oh, Lexus of Westminster
- Roger Penske, Sr., Penske Automotive Group
- David Wilson, Wilson Automotive Group
- Bernie Wolfe, Penske Automotive Group

## PLATINUM

(\$5,000-\$9,099)

- Ed Cornelius, Dublin Toyota
- Harold Cornelius, Stevens Creek Toyota
- Stephen Cornelius, Stevens Creek Toyota
- Shaun Del Grande, Del Grande Dealer Group
- Troy Duhon, Toyota Of Poway
- John Garff, Hamer Toyota
- Steve Pleau, Future Ford Lincoln
- Joseph Putnam, Putnam Subaru Burlingame
- Kent Putnam, Putnam Mazda
- Marty Putnam, Putnam Lexus
- Nick Price, Volvo McLaren Cars Palo Alto
- R. J. Romero, Empire Nissan
- David Smith, Sonic Automotive
- Michael Sullivan, Volkswagen Santa Monica

## GOLD

(\$2,500-\$4,999)

- Masoud Bashirtash, Bakersfield Mazda
- Raza Bashirtash, Bakersfield Mazda
- Cheryl Bedford, Sunset Auto Center
- Michael Bouquet, Toyota of Lompoc
- Matt Browning, Browning Mazda
- Nathan Clarke, Imperial Valley Honda
- David Conant, Norm Reeves Honda Superstore Cerritos
- Inder Dosanjh, Dublin Buick GMC
- Jessie Dosanjh, Stevens Creek Chevrolet
- John Driebe, Mazda Of Elk Grove
- Aaron Feldman, Pacific Honda
- Ryan Fitzpatrick, Coliseum Lexus of Oakland
- Luis Garcia, Weatherford BMW
- Ed Glazer, Aston Martin Newport Beach
- Don Groppetti, Nissan Of Visalia
- John Haddad, Haddad Dodge RAM
- Rinaldi Halim, Los Angeles Chrysler Dodge Jeep RAM
- Henry Hansel, Hansel Toyota
- Ken Harvey, Dublin Honda
- Taz Harvey, Dublin Mazda
- Kirk Hepler, Hendrick Automotive Group
- Robert Hoehn, Hoehn Honda
- Sean Hogan, Los Angeles Chrysler Dodge Jeep RAM
- Fletcher Jones, Jr., Fletcher Jones Motor Cars
- Steve Kienle, Walter's Mercedes Benz of Riverside
- Benjamin Kopf, Towne Ford
- Jamie G. Kopf, Boardwalk Volkswagen
- Jamie Kopf, Boardwalk Chrysler Dodge Jeep RAM
- Dennis Lin, Century West BMW
- David Marvin, Fontana Mazda
- Mike McNulty, Home Motors
- Glenn Moss, Moss Bros. Chrysler Dodge Jeep Ram Riverside
- Rick Niello, Jr., The Niello Company
- Thomas Nokes, Antioch Toyota
- Roger Penske, Jr., Penske Toyota Of Downey
- Damon Shelly, Irvine BMW
- Taso Theodorou, Kearny Mesa Chrysler Dodge Jeep RAM
- Robert Tuttle, Tuttle Click Chrysler Dodge Jeep Ram (Tuttle Click, Inc.)
- Dan Umansky, Livermore Honda
- Paul Wondries, Wondries Toyota
- Mathew Zaheri, Stevens Creek Chrysler Jeep Dodge
- Robert Zamora, Toyota Town of Stockton
- John Zarich, Infiniti Of Oxnard

## SILVER (\$1,500-\$2,499)

- Angie Alexander, Alexander Buick GMC Of Simi Valley
- Ahmed Azzam, Lexus of Concord
- Tom Bell, Tom Bell Chevrolet
- Norris Bishton, Noarus Auto Group
- Garth Blumenthal, Mercedes Benz Of Temecula
- Dan Broderick, Santa Monica Buick GMC
- Benny Brown, Coming Ford
- Melvin Cooper, Chevrolet Of Watsonville
- James Crowley, North County Ford
- Clifford Cummings, Toyota of San Bernardino
- Gerald Fahrney, Toyota of Selma
- Jim Ferraccioli, Cadillac of Beverly Hills
- Don Forman, United Kia
- Kenneth Grody, Ken Grody Ford
- Krikor Hairabedian, Sierra Infiniti Of Monrovia
- Dennis Hardin, Hardin Honda
- Eric Hardin, Garden Grove Kia
- Christi Hoblit, Hoblit Chrysler Dodge Jeep RAM
- David Hoblit, Hoblit Motors
- Steven Hopkins, Steve Hopkins Honda
- Darrick Hoskins, My Nissan Kia
- Greg Kaminsky, Toyota of El Cajon
- Bruce Kavich, Acura of Fremont
- Bob Khajehouri, Temecula Hyundai
- John Kiefer, Palm Springs Kia
- Giacomo Mattioli, Ferrari Beverly Hills
- Richard Michaelson, Riverside Honda
- Philip Mossy, Mossy Toyota
- Gregory Penske, Penske Motor Group
- Ken Phillips, Car Pros Honda El Monte
- Bob Pniak, Cypress Coast Ford Lincoln
- Manuel Prieto, Sanger Chevrolet Buick GMC
- Jeffrey Rachor, Cerritos Nissan Infiniti
- Tim Razzari, Razzari Ford Mazda
- Brady Schmidt, Puente Hills Ford
- Christopher Shaffer, Roseville Hyundai Genesis
- David Simpson, Simpson Buick GMC Cadillac Of Buena Park
- Joe Smith, Folsom Buick GMC
- Clifton Smith, Jr., Folsom Buick GMC
- Jeffrey Sukay, Kirby Subaru Of Ventura
- Jeff Thompson, Thompson's Auto & Truck Centers
- Ronald Thompson, Thompson's Auto & Truck Centers
- Nasser Watar, Mercedes Benz Of Encino
- Ellena Woodhams Sweet, Fresno Acura

## California Judges Continue to Issue Decisions Hostile Toward Binding Arbitration: Pay Arbitration Fees Timely or Lose the Right to Arbitrate

**By: John Boggs, Fine Boggs & Perkins, LLP**



Just about every month, the California courts issue decisions to limit or eliminate employers' rights to demand binding arbitration of employment-related disputes. Why? Because arbitration is a much more friendly environment for employers to litigate employment-related claims. It puts a judge (retired) in charge of making decisions instead of the jury (lottery wheel of justice). Having a binding arbitration agreement also helps stop class and other collective claims, so overall it significantly reduces legal risk, especially for high-profile cases. No doubt, for that reason, California judges have attacked arbitration in

various ways over the last few years. The latest California judicial decision placing a roadblock for employers in enforcing arbitration is the Second District Court of Appeal's published decision in Cvejic v. Skyview Capital, LLC, released on June 28, 2023.

As background, many Dealerships require employees to submit employment-related claims against the Dealership to binding arbitration. In most cases, California law mandates that the employer pays all costs unique to arbitration, including fees charged by the arbitrator or arbitration service provider (such as ADR Services, Judicate West, JAMS, or AAA). These providers typically charge fees and costs upon initiation of the case, and additional charges are invoiced and payable as services are rendered throughout the case. Often, fees and costs for the arbitration hearing itself are due 30 days after receiving an invoice and again 60 days prior to the scheduled arbitration hearing date (the trial).

As part of California's attack on binding arbitration, the legislative enacted Code of Civil Procedure §§ 1281.91-1281.99 which provide that the employer is in material breach of the arbitration agreement if the drafting party does not pay the arbitration fees and costs timely (usually the due date on the arbitrator's invoice or 30 days after receiving the invoice). The consequence of being in material breach (failure to timely pay) under these provisions is that the employee can withdraw from the arbitration and proceed in court with a jury. Further, the court can award sanctions against the employer for attorney's fees and costs associated with the abandoned arbitration proceedings.

In the recent Cvejic decision, the court affirmed the imposition of these dire consequences against an employer even where the arbitrator extended the date for payment. In Cvejic, an arbitration hearing was set to begin on August 5, 2021. The arbitration service provider, the American Arbitration Association (AAA), billed the employer for the fees and costs, which were due on June 4, 2021. On July 7—more than 30 days after the due date—the employee's attorney asked AAA whether the fees had been paid. The next day the arbitrator held a conference call with the parties regarding the non-payment. The arbitrator thereupon set a new deadline of July 14th for payment of the fees, which the employer paid in a timely manner. The employee objected, however, and gave notice that he was withdrawing from the arbitration based upon the employer's failure to pay the arbitration fees by the initial deadline. The employee ultimately sought relief from the Los Angeles County Superior Court, which granted the employee's request to withdraw from the arbitration and proceed in court, and also awarded the employee reasonable expenses associated with the abandoned arbitration proceedings.

The California Court of Appeal affirmed, strictly construing the initial deadline to pay the fees. The employer was in material breach once it failed to pay the arbitration fees 60 days before the hearing. Following this material breach, the arbitration service provider could not set a new payment deadline. The court reasoned:

The statute does not empower an arbitrator to cure a party's missed payment. There is no escape hatch for companies that may have an arbitrator's favor. Nor is there a hatch for an arbitrator eager to keep hold of a matter. As the trial court observed, "If . . . the drafting party were permitted numerous continuances for failure to pay arbitration fees, therefore delaying the proceedings, C.C.P. section 1281.98 would have no meaning, force, or effect." (See also De Leon, supra, 85 Cal.App.5th at p. 749 ["late payment as provided in section 1281.98 constitutes a 'material breach' without regard to any additional considerations"].)

The Cvejic case is a cautionary tale for all Dealerships who require arbitration as a condition of employment. In this author's experience, Dealerships routinely delay payment of arbitration-related fees and place such invoices in line for payment with other bills to be paid once per month or on some other accounting schedule. This should not now be done for arbitration-related fees. Arbitration fees and costs not paid by the due date will result in abandonment of the arbitration proceedings and the imposition of costly sanctions against the employer. For these reasons, all invoices for arbitration fees and costs must be promptly paid when presented by the Dealership's counsel or the arbitration service provider. The Cvejic decision ruled that an employee may opt out of a binding arbitration, even after being compelled to arbitration by the court, if the employer is tardy in the payment of any arbitration fees even if the arbitrator extends the deadline on his/her own invoice. The Court rejected the employer's argument that the new payment deadline should govern the dispute.

The moral of this story is that Dealerships must pay arbitration-related fees immediately upon receipt to avoid the loss of the right to arbitration and the risk of paying attorney fees and costs to the employee.

If you have specific questions, feel free to contact John Boggs at Fine, Boggs and Perkins LLP at 650.712.8908 or [jboggs@employerlawyers.com](mailto:jboggs@employerlawyers.com) for the latest available information.

### **The Showroom Update**

**By: McKenna Bediahol, Administrative Coordinator**



CNCDA's Showroom has a shiny 2023 BZ4X SUV Limited now on display! This vehicle is all electric and boasts a 114/102 MPGe FWD/AWD. Thank you to member, Elk Grove Toyota, for lending us such a sleek vehicle!

[The Showroom](#) is the perfect event or meeting spot for our colleagues and other groups in Sacramento. There is space for up to 150 people with amenities including flexible catering options, sound system access and a high-definition video wall.

If interested in displaying your vehicle and advertising your dealership to CNCDA visitors and Sacramento drivers, email Cathy Mason, Director of Operations, at [cmason@cncda.org](mailto:cmason@cncda.org).



# The Road to PAGA Reform Timeline

**2004**

The inception of the Private Attorneys General Act. While the law was intended to protect employees, "...the substantial majority of... [PAGA cases] fell short of protecting the interests of the state and workers."  
—Labor Commissioner's Office

**2014**

California courts broadly interpret PAGA to curb the use of arbitration agreements.

**2006**

Law firms specializing in PAGA cases emerge. While the law was intended to protect employees, **these lawsuits take nearly 2x longer to resolve, pay employees 4.5x less, cost employers billions and law firms walk away with one-third of the settlement amounts.**

**2016**

Annual **PAGA cases explode, increasing by 1,440%** (5k cases filed). Since 2016, employers have paid over \$8 billion in public **PAGA settlements; expected to reach \$16 billion in the next five years.**

**2018**

**\$1,118,777: The average cost of one PAGA settlement to an employer.**

**2020**

**COVID-19** brought significant changes to California employment law, **dramatically increasing the likelihood that dealers and other employers will face more lawsuits from predatory trial attorneys.**

**July 2022**

**CNCDA and our dealer members lead the coalition that successfully qualified PAGA reform for the Nov. '24 ballot with over \$6 million in combined contributions, totaling over half of all funds raised for the effort.**

**TODAY**

Fundraising and PAGA reform education continues. **Funds collected NOW will help efforts to repeal and replace PAGA. We need your support today more than ever! We are still nearly \$5 million short of our dealer fundraising goal.**

**November 2024**

PAGA reform goes before California voters. **We ask that all dealers, staff, friends, and family vote IN FAVOR of the initiative to protect our members' businesses and their employees.**

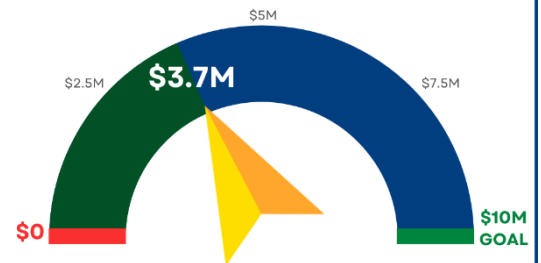
## PAGA Updates By: CNCDA Staff

What is the Private Attorneys General Act (PAGA) and how does it affect your dealership? Learn about CNCDA's fight to replace PAGA by reading this timeline. It shows how far we've come, where we are today, and what the future holds for the campaign.

The good news: we have qualified the California Fair Pay and Employer Accountability Act for the November 2024 ballot. Below you can see how much we have raised to date for our Issues PAC to support PAGA reform, but we have a ways to go to meet our goal to ensure the measure's passage.

Together, we can make a difference!

### CNCDA ISSUES PAC FUNDS RAISED BY MEMBERS as of 7.6.23



Find out more by scanning the QR code:



## CNCDA Call for TIME Dealer of the Year Nominations

By: CNCDA Staff



CNCDA's 2023 Time Dealer of the Year Nominee,  
Tim Hutcherson

CNCDA is seeking nominations NOW for CA's 2024 TIME Dealer of the Year. Submit yourself or another deserving CA dealer who should receive this industry accolade!

Our nominee will be recognized at NADA Show 2024 in Las Vegas and could win overall TIME Dealer of the Year!

A TIME Dealer nominee should:

- Be the franchised new car dealership operating head, designated in the factory agreement, and a member of CNCDA and NADA for the last five years.
- Demonstrate well-rounded qualities of a dealer: strong

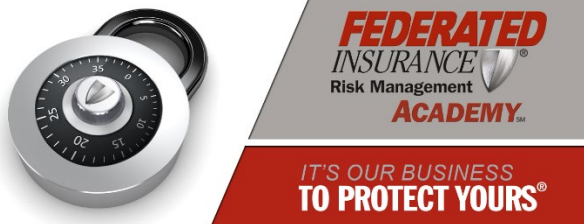
ethics, solid financial stature, consistent customer satisfaction, and industry recognition through achievement awards.

- Be a model citizen, active in their community, dedicated to serving fellow citizens and charitable contributions to benefit others.

**To submit, please click [HERE](#).** Complete forms by **Monday, July 24, 2023**, and email to Michaela Martinez at [mmartinez@cncda.org](mailto:mmartinez@cncda.org). Thank you for your participation!

## Auto Dealer Risk Management Academy

By: Matt Applegate, Regional Marketing Manager – Far West Region, Federated Insurance



Federated Insurance invites CNCDA dealers to attend a world-class, complimentary risk management seminar in Owatonna, MN September 19-21, 2023.

This informative session will equip you or a representative from your organization with industry-specific tools and knowledge designed to help prevent

losses and protect profits. During the session, you will:

- learn** the exposures specific to your industry,
- connect** with peers from across the country, and
- apply** risk management best practices within your business.

There is **no charge** to attend this seminar. Attendees are responsible only for air and/or ground transportation to and from the seminar location, lodging, and incidental meals.

You can learn more by viewing a brief [video](#) about the Risk Management Academy. Class size is limited to 40. To reserve your spot in the upcoming session, or for more information, please contact [FederatedRMA@fedins.com](mailto:FederatedRMA@fedins.com). Or, visit [www.federatedinsurance.com](http://www.federatedinsurance.com) and click on Risk Management Academy to register online.

## The Features Consumers Want and the Cars Your Lot Needs!

By: ACV Auctions



From your website and digital listings to your lot and showroom, your inventory needs to be shined up and ready to go. Polished pictures and searchable descriptions make a difference in the shopping experience. But what used car features are your customers searching for the most?

As you stock your dealership with vehicles, consider what features consumers will be looking for when doing their research. Make and model are important, but many shoppers will be focused on the nitty-gritty

details...so stocking those cars will make a difference. Because every driver has distinctive preferences ranging from the latest safety and comfort features to updated navigation and mobile device integration, you need to stay on top of trends and stock to match consumer desire.

To help get your lot ready for the summer months, here are the top-rated features to be on the lookout for when acquiring inventory for your dealership.

### **Safety Features**

#### **Blind Spot Monitoring**

The main function of blind spot monitoring is self-explanatory: The vehicle monitors a driver's blind spots and uses sensors to make them aware of obstacles, including other cars. When the sensors detect an object in a blind spot, the system makes the driver aware with lights, sounds, or both. Some versions of this system also show a camera view of the vehicle, giving the driver full visual awareness.

Blind spot monitoring has been available on the Ford Fusion since 2010 and the Explorer since 2011. Honda introduced their Honda Lane Watch video monitoring system for all vehicles in 2015<sup>1</sup>.

#### **Lane-Keeping Systems**

Lane-keeping and lane-departure warning systems are vital safety tools that prevent a vehicle from drifting out of its lane. These features help reduce the risk of an accident when a driver gets temporarily distracted, loses focus, or is tired. Lane-departure warning systems, which have been available since 2004, warn the driver when they start to inadvertently leave their lane and may alert them with audio or visual cues. Newer lane-keeping systems can guide the car back into the appropriate lane on its own.

The Toyota Prius was among the first models to include lane-keeping technology in 2013, and other popular vehicles followed suit, like the 2014 Ford Taurus and the 2015 Ford F-150 and Honda CR-V<sup>1</sup>.

### **Comfort Features & Amenities**

#### **Heated Seats and Remote Starter**

If you live in a cold climate, you know how valuable heated seats can be—but it turns out this feature is widely popular in all locations. How popular? Research firm AutoPacific found that 66% of survey respondents wanted heated seats in their next car<sup>2</sup>. These seats feature integrated heating coils that can be toggled on and off based on driver and passenger comfort. Heated seats are available on a wide range of vehicles, whether you're after a family sedan—like the Toyota Avalon or Hyundai Sonata—or a powerful SUV, like the Nissan Pathfinder or the GMC Acadia Denali<sup>3</sup>.

A remote starter system is another must-have in the winter months. Instead of getting into a freezing vehicle, drivers can start the engine while they're still indoors and give the interior time to warm. The feature is also handy in the summer because you can roll down the windows to air out a hot car and allow the engine fluids to run and lubricate the system properly<sup>4</sup>. Remote start is typically an upgraded feature on a basic model or standard in higher trim models and can be found in cars ranging from the Honda Accord to the Acura TLX<sup>5</sup>.

### **Infotainment With Apple CarPlay® and Android Auto™ Integration**

Infotainment displays are common in most newer model vehicles and can be especially appealing to younger, more tech-savvy drivers<sup>2</sup>. Basic in-dashboard GPS isn't enough in today's market. The wide adoption of smartphones means drivers are looking for compatible systems, like Apple CarPlay and Android Auto. These platforms allow drivers to plug in their phone and use it for navigation, audio, and hands-free calling and messaging.

Apple CarPlay started appearing in the Kia Soul in 2014, with Hyundai close behind in 2015. General Motors and Volkswagen rolled out the feature in 2016, as did luxury brand Mercedes-Benz. Audi, Dodge, and Ford added this integration in 2017<sup>6</sup>. Hyundai was also among the first to include Android Auto in 2015<sup>7</sup>, and Chevrolet did the same in 2015, making it available on 14 models alongside Apple CarPlay<sup>8</sup>.

But GM recently announced plans to discontinue Apple CarPlay and Android Auto in their electric vehicles in favor of their own system, which they're building in collaboration with Google<sup>9</sup>.

### **Driving Features**

#### **Four-Wheel or All-Wheel Drive**

Safe, reliable handling is a must, so all-wheel drive (AWD) or four-wheel drive (4WD) is an essential feature for many drivers. As opposed to other systems that only use power to the front or back wheels to propel the vehicle, AWD and 4WD provide power to all wheels so the vehicle can maneuver through more challenging terrains or road conditions. This added traction is desirable for consumers who want to be more confident when they're driving in wet, slippery weather or who are interested in off-road driving. The Volvo S90, Kia Stinger, and Kia K5 are solid choices with this type of traction system<sup>10</sup>.

### **ACV is Your Go-To Source for the Used Cars Your Customers Want to Drive**

When you're ready to acquire inventory for your dealership, you can count on ACV Auctions to have quality used cars with the features your customers want. Our detailed market reports and comprehensive auction platform ensure you know every detail about a vehicle before you bid. [Sign up today and start browsing to find the next great addition to your lot.](#)



## Events



### ComplyAuto Free Encryption Tool Training

**July 13, 10 AM, FREE**

[Click here to register.](#)

ComplyAuto has worked to create a solution to the pervasive issue of salespeople requesting customers to send non-public information over text messages and other insecure methods back to salespeople at the dealership. ComplyCrypt is free for all of our members using ComplyAuto for their Safeguards Rule compliance goals! If you want to learn more about ComplyCrypt and see it in action, sign up now!



### Cracking the Code: Managing Hazardous Waste in California

**July 19, 11 AM, \$99 for Members**

[Click here to register.](#)

In this webinar, CNCDA's environmental, health, and safety compliance partner, KPA, will share how to manage hazardous and universal waste at your dealership and give practical, easy-to-follow advice on how to implement systems that work to keep hazardous waste out of your trash cans.



### Electrifying California's Cars and Trucks: What Dealers Need to Know

**July 20, 2 PM, \$99 for Members**

[Click here to register.](#)

California has set ambitious goals on EV sales, requiring all new light-duty vehicles to be electric by 2035. Will California's grid be able to handle this transition? How are utility providers improving the electrical infrastructure to support the transition? And how should dealers approach constructing EV infrastructure at their stores? Join our energy and

legal partners for an informative discussion on this important issue.



## 2023 HR Bootcamp Part 2: WAGE WARS

July 27, 2 PM, \$99 for Members

[Click here to register.](#)

This webinar will be a deep dive into California Wage and Hour law, not just a quick review. This is a must for any dealership manager or administrator who handles pay plans, timesheets, and compensation-related issues. Come learn how to avoid the myriad of claims being made by plaintiffs' lawyers and learn how to make sure you are not putting yourself at risk for wage and hour violations

that you don't even know about—until now! We look forward to seeing you at this important webinar.

## CNCDA 2023 Annual Convention: Empowering California Dealers

October 8-11, Fairmont Kea Lani, Maui, Hawaii

[Click here to register.](#)

Dealership teams are encouraged to attend together to learn and grow for the success of your business. Please join us and register your team today!







# UPCOMING EVENTS 2023



**STAY UP-TO-DATE**  
REGISTER FOR EVENTS BY VISITING

[www.cncda.org/events](http://www.cncda.org/events)

## Webinars:



**JULY 13**

Member Training:  
ComplyAuto Free  
Encryption Tool  
10- 11 AM



**JULY 19**

Cracking the Code:  
Managing Hazardous  
Waste in California  
11 -12 PM



**JULY 20**

Electrifying CA's  
Cars & Trucks  
2- 3:30 PM



**JULY 27**

HR Bootcamp  
Part II  
2- 3:30 PM



**AUGUST 17**

HR Bootcamp  
Part III  
2- 3:30 PM

## In-Person Events:



**OCTOBER 8 - 11**

CNCDA Annual Convention  
Fairmont Kea Lani  
Maui, HI



**DECEMBER 4 - 13**

New Laws Seminar Series  
9- 11:30 AM  
Various Locations

## Thank You to CNCDA's 2023 Sponsors!

Thank you for investing in CNCDA. We could not accomplish our goals without our committed sponsors' continued support, involvement, and enthusiasm. ***Interested in securing your 2023 CNCDA sponsorship? [Email Rebecca Matulich, Director of Education & Events.](#)***

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