

ATTACHMENT 2A

Background for Customer Comments

In Washington, DC, the Federal Trade Commission (FTC) wants to create new rules for your local dealership that will lead to a significant amount of new paperwork resulting in increased time and confusion for consumers.

- The new rules will force dealers to require every customer to sign more paperwork during the car buying process.
- More paperwork means more of your time to shop or complete a sale.
- The new rule will add time and complexity to the car buying process.
- The new rules inhibit our ability to move more of the vehicle buying process online.
- The new paperwork will lead to confusion and will not make car buying more transparent.
- The rules will make it harder for your local dealer to communicate with you and force dealers to present new forms at awkward times during the sales process, including:
 - the first time you ask about a specific vehicle, *ANY* monetary amount or *ANY* financing term
 - *ANYTIME* the dealer references a monthly payment or a voluntary protection product
 - numerous additional forms before selling additional voluntary products such as service contracts, GAP Waiver, and prepaid maintenance, as well as *ANYTHING* added to the vehicle by someone other than the manufacturer – even floor mats.

THE FTC HAS REQUESTED COMMENTS FROM THE PUBLIC

Would you volunteer to answer the FTC's request?

- Were you satisfied with your dealer and the sales process?
- Did your local dealer meet your needs?
- Did you find the personnel at the dealership trustworthy?
- Did you get all the information you needed before signing any paperwork?
- Do you think more paperwork and disclosure is needed?
- Would you prefer a lengthier sales process?
- Would you be willing to share your opinion with the FTC?

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HOW TO SUBMIT A COMMENT

You can answer the FTC's request for comments electronically or by mail.

Send your electronic comments to the FTC at:

www.regulations.gov/commenton/FTC-2022-0046-0001

OR

By using this QR code:



Send handwritten letters by mail to:

Federal Trade Commission Office of the Secretary
Motor Vehicle Dealers Trade Regulation Rule—Rulemaking, No. P204800
600 Pennsylvania Avenue NW
Suite CC-5610 (Annex C)
Washington, DC 20580

If possible, please retain copies of submissions at the dealership for later use with congressional grassroots campaigns.