

From Scott Lunt
Denver Resident
April 12, 2025

Statement OPPOSING SB25-160 (Motor Vehicle Sales' By Manufacturers Affiliates)

Honored members of the committee,

I am sorry that I am unable to attend this session in person and hope that you will consider this statement as relevant as if I were there.

To put it plainly, I absolutely loathe the idea of forcing customers to a dealership when there are other, and in my opinion, better ways to buy a car. There is a reason we have a negative stereotype of a used car salesman - intimidating, pushy, and self interested. I've experienced the discomfort, fear, and feeling of being out of control as I purchased a car recently through a dealership. If the only choice for me as a customer is to buy a specific vehicle through a dealer, I am likely to simply not buy that vehicle and to instead look for another vehicle I can buy through a more transparent and more fair method.

In a very stark contrast to that experience, I have purchased two Rivian vehicles in the last three years. In both cases, the experience was comfortable, transparent and very convenient. There was no haggling over price, point of sale upsell items, underbody spray, uninformed financing decisions, and all the bevy of uncomfortable things that happened when I last purchased a vehicle through a dealer. For the Rivian vehicles, I made all of the necessary purchase decisions in the comfort of my own home where I could do the sufficient research on these significant family matters without pressure. When the transaction was finished, the vehicles were simply delivered to my home, accompanied by an informed technician who walked me through what I needed to know to be successful with the vehicle.

In my professional life, as a host of a YouTube channel about electric vehicles from a family perspective called "Rivian Dad", I have spoken with dozens, perhaps hundreds of others who also had a very positive experience through their purchasing process. Note that there are of course, improvements that can be made, but I feel like the process is already far better than the forced-dealership model.

It is my experience and strong opinion that a regression to a dealer only model would be bad for consumers and would only serve to protect the encroached interests of the dealers. It is also my opinion that these dealers should instead be considering what more they can offer to a consumer above and beyond what they have historically offered to make the dealership experience competitive with these newer, better, direct to customer methods of buying a car.

Thank you,

Scott Lunt
Father, Video Producer, Influencer, host of Rivian Dad YouTube channel.

Madame Chair and Members of the Committee,

My name is Bob Potterveld, and I am a citizen residing in Berthoud Colorado. I am writing today to ask you to vote no on SB25-160. We need to preserve our ability to purchase an electric vehicle from manufacturers who do not have pre-existing franchise dealer relationships. Electric vehicle manufactures need to be able to sell and provide service directly to consumers.

I've been purchasing vehicles in Colorado since 1978. Throughout the decades I've purchased different vehicles to fit my changing needs. Vehicles to transport our infants, minivans for the growing family, minivans with 4WD for ski adventures, SUVs for camping, and our first EV for driving in the city and along the front range.

The common theme for all these purchases was the requirement to purchase through a dealer. It has always been difficult and challenging. The problems are numerous. Bait and switch, high pressure sales tactics, trade-in fiascos with fluctuating offers, and constant pressure to utilize dealer financing.

Post vehicle selection, dealers continue the pressure by forcing us to listen to extended warranties they want us to purchase and pitch add-on items. It is truly a combative environment. I've never had a good purchase experience through a dealer.

Service hassles with dealers start as soon as we've driven off the lot. I've had problems completing what should have been standard warranty repairs for defective parts. Once a transmission froze on a brand-new vehicle of mine after 6 months and I had to argue with the dealer and insist they provide the service under warranty. They claimed it was driver fault. It was not an argument I wanted. In another instance I tried to get a service adviser at a dealer to tell me what might be wrong with a vehicle by scanning the computer error codes and I was told the soonest anyone could look at it was 21 days away. No one was willing to help. I had to go to a non-dealer shop where they looked at my vehicle in under an hour.

To summarize, dealers have not earned my trust. They add significant cost and hassles to the purchasing experience, provide no value in the transaction, and provide poor service needed by the consumer. Why are we forced to work with dealers?

SB20-167 signed in 2020 was a breath of fresh. Finally, one could purchase an EV and have the vehicle serviced directly through the manufacturer. The benefits were outstanding. Freedom, increased competition, reduced costs, easy purchase process. All a benefit to the consumer as noted by the FTC and the Justice Department. Tesla, Rivian, and Lucid have all established footholds in the Colorado marketplace. The ones who objected are the old school dealers as they now have real competition.

The work is not done. All EV manufactures need to face increased competition. Only then will we see improved battery performance and durability. It is critical that competition not be stifled as consumers are the one that benefit from this competition. SB25-160 terrifies me. I sure hope I can purchase my next EV vehicle based of my choice or features and price directly from the manufacturer. Let's make sure we have fair competition among all the EV manufacturers and usher in age where direct selling becomes the norm. Please vote NO on SB25-160.

Sincerely,
Bob Potterveld