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New Jersey Assembly Consumer Protection Committee Passes Mandatory Magnuson Moss Warranty Act Disclosure Requirement for Automakers

CHICAGO – On June 12, AOCA member Jay Rosenthal, Vice President of New Jersey Lubrication, testified before the New Jersey Assembly Consumer Affairs Committee in support of A2612, an Act requiring Magnuson Moss Warranty Act (MMWA) disclosure to new car buyers. Mr. Rosenthal impressed upon the Committee that the *2016 AOCA New Jersey Customer Warranty Rights Survey* demonstrates the only way to stop automakers and dealerships from tying warranty coverage to branded products and services is to empower consumers with knowledge of their MMWA rights through a mandatory measure like A2612.

"[We surveyed] customers who had been told they were required to use OEM parts and/or services to maintain warranty coverage. This isn't easy information to obtain, because many people are afraid to risk calling out a powerful company on bad behavior. Within a mere month, however, fifty-eight customers came forward to tell their stories. 91% of respondents did not know about their MMWA rights before they took the survey. 65% of them were told by an automobile dealership employee that they were required to use OEM parts and/or service to maintain warranty coverage."

The Consumer Protection Committee passed A2612 that afternoon.

About the experience, Mr. Rosenthal said, "It wasn't daunting or overwhelming. With the support of AOCA, it was empowering. The legislators were very interested in what we had to say."

AOCA member Tom Rodolico of Egg Harbor Lubrication also participated at the Committee hearing.

The *2016 New Jersey Customer Warranty Rights Survey Results* can be obtained by [clicking here](#).

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About the Automotive Oil Change Association

The Automotive Oil Change Association (AOCA) is a non-profit trade organization with more than 600 members representing over 4,500 auto maintenance centers throughout the United States, Mexico, Canada and many other countries around the world. The association was founded in 1987 to represent the convenient automotive service industry, and its mission is to provide its members with the business tools, resources and education to professionally and successfully deliver convenient automotive oil changes and other preventive maintenance services. AOCA is dedicated to enhancing the competency of fast lube owners, educating the public about the benefits of preventive automotive maintenance and maintaining a favorable business environment for the industry. AOCA members adhere to a Code of Ethics and a standard of service excellence. In addition, AOCA provides counsel on legislative and regulatory issues, represents the industry on Capitol Hill, develops research data on the convenient auto

service market, and makes available a wide variety of business products and services to help members improve business operations.

For more information, visit www.aoca.org.