

*Helping You Drive Vermont's Economy*



April 29, 2022

Greetings <<First Name>>,

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## VT DMV's \$50 Million Core System Modernization Update

### DMV Deputy Commissioner Mike Smith

The core system modernization effort the department is undertaking will be up to a \$50 million project. We are close to a finalized contract and once that threshold is reached, we are looking at a start date of mid-June 2022. We will begin with Vehicle services module and Financial module. This first phase will take approximately 18-months to complete.

We are interested in incorporating some dealers early on in the process and are committed to working with you and the board/dealers as we progress.

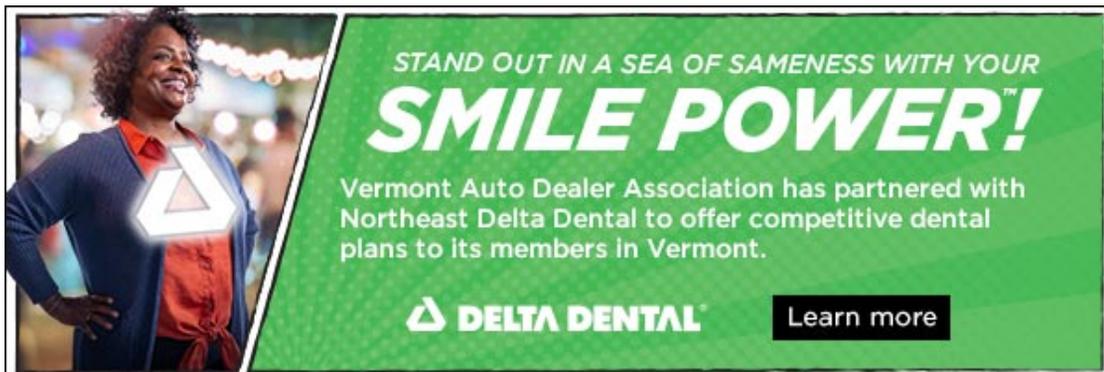
The Vehicle services module will handle all of the various registration types, all titling transactions (including liens) and duplicates, dealer licensing and regulation, and inventory management of plates, decals, and temporary plates. These items are on the list but once the contract is signed and the design phase begins, we will have a better idea of all of the various different functionality that the system will be capable of.

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## Where is the Annual Vermont Dealer Sales List?

You might be wondering just that. Since DMV no longer renews all dealers at the same time each year, it has become impossible to create an accurate twelve-month comparative sales list from them. VADA is assessing the best and least onerous process for how we might collect that data and will send you a request for that information shortly. Thanks for your patience!

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STAND OUT IN A SEA OF SAMENESS WITH YOUR  
**SMILE POWER!**

Vermont Auto Dealer Association has partnered with  
Northeast Delta Dental to offer competitive dental  
plans to its members in Vermont.

 **DELTA DENTAL**

[Learn more](#)

## Updates From the VT Fuel Dealers Association (Matt Cota)

### Clean Heat Standard - Where are we now as of 4 p.m. on 4/28?

The Senate has added a “Check Back” to the Clean Heat Standard and given preliminary approval to the bill. The vote this afternoon was 23-7.

“This bill will make [buying fossil fuels more expensive](#), it is a carbon tax,” announced Senator Mark MacDonald (D-Orange) on the Senate floor before voting for the legislation.

VFDA’s Matt Cota will be interviewed on the Common Sense radio show [on WDEV](#) at 11am tomorrow morning to talk about the Clean Heat Standard.

If [H.715](#) becomes law, the Public Utility Commission will be required to spend the next 18 months designing a Clean Heat Standard. They will have to develop a new clean heat credit market, register every heating oil and propane dealer, determine how it will be enforced, and how much it will increase the cost of heating fuel.

But thanks to the [check back amendment](#), a Clean Heat Standard will not be implemented unless the Legislature approves the program in 2024.

This check back amendment is a good thing. It is in response to emails and phone calls from many of you. It may also be a reaction [to this video](#) in which a Senator who voted for the bill said that Vermonters who don’t want to pay extra should “[Get a blanket for Christ's sake!!](#)”

### So what happens now?

More changes could come before it is sent to the Governor. On Friday, Senator Kesha Ram Hinsdale will propose an amendment to prevent renewable gas and biodiesel from getting full credit for reducing greenhouse gas emissions. A final vote in the Senate could happen tomorrow. Once the House gets a look at what the Senate has done, they may make further changes.

### Transportation Spending

Aided by federal funds, lawmakers in Montpelier have passed legislation that invests \$866 million in Vermont’s bridges, roads, public transit, and significantly expands electric vehicle incentives and infrastructure. Approximately \$20 million will be spent over the next four years on building out a fast-charging corridor. The plan is to put a Level 3 EV charger within one mile of every exit along Interstate 89 and 91 and within 25 miles of state highways 2, 7, and 9. Competitive grant funds will be offered to gas and convenience store owners that want to purchase a four pack of 150kw DC fast chargers with a 20% buy-in required

*Meanwhile...* additional fire safety rules for electric vehicle chargers at gas stations have been dropped. The Standards Council for the National Fire Protection Association (NFPA) [rejected a plan](#) to treat chargers like fire hazards and require an inordinate amount of space between any chargers and fuel pumps or property lines. The decision is welcome as it would prevent many existing gas stations from diversifying into EV charging stations.

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## Ukraine Sanctions and OFAC Compliance

Because of recent events in the Ukraine, the U.S. Government has amended the Office of Foreign Assets Control (OFAC) list, including the addition of hundreds of Russian individuals and entities to the “List of Specially Designated Nationals and Blocked Persons” (“SDN List”), as well as a series of rules regarding certain types of business conducted with certain Russian individuals and companies. The newly adopted OFAC changes are complicated, and dealers are encouraged to consult with counsel if they have any questions about a particular individual or transaction. A [memorandum with an overview of the OFAC rules](#) and dealers’ obligations has been updated to include additional information about the recent changes outlined above.

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## RFP’S - VT Vehicle Emissions Repair Assistance Program

In 2021, the legislature appropriated \$375,000 in funding to establish a vehicle emissions repair assistance program. To continue the important efforts that protect public health and the environment, the Vermont Department of Environmental Conservation (DEC) is seeking an administrator for the design, administration, and implementation of a low-income vehicle emissions repair assistance program. The goals of the program include decreasing transportation-related costs to those who can least afford them, protecting public health, and safeguarding Vermont’s air quality. [Read More](#)

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**Want to advertise your products or services to our members?**

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## 2021 EEO-1 Data Collection Begins – Deadline to Submit May 17, 2022

The U.S. Equal Employment Opportunity Commission (EEOC) requires employers (including dealerships) with more than 100 employees to file annually an Employer

Information Report ([EEO-1](#)). On April 12, 2022, the EEOC began to formally notify EEO-1 filers via email of their obligation to file data for 2021. Covered dealerships should begin preparing now to submit their 2021 EEO-1 data by the May 17, 2022 deadline and must also display an “EEO is the Law” [poster](#).



The 2021 EEO-1 asks for the number of employees sorted by job category, race, ethnicity and gender. Resources to assist filers with submissions are available at <https://EEOCdata.org>. An EEOC Filer Support Team also is available to respond to filer inquiries and to provide filing assistance. General questions on the 2021 EEO-1 reporting mandate can be directed to NADA Regulatory Affairs at [regulatoryaffairs@nada.org](mailto:regulatoryaffairs@nada.org)

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## **Vermont’s NADA Director Election Process to Begin Soon Might You be Willing to Serve?**

The election process for Vermont’s NADA Director will begin soon. Current Director Mitchell Jay has done an outstanding job serving for six years and has decided not to run again.

To be eligible to serve as a Director, a member (or the authorized representative identified with such member) must be in good standing; must have an equity interest in the dealership entity he/she represents; must be the manufacturer/distributor-recognized Dealer/General Manager/Executive Manager of the dealership; must be actively engaged in the management of said dealership; and must have his/her principal place of business in the state or district which he/she will represent. Any member who is eligible and accepts the office of NADA Director authorizes the NADA Board of Directors to verify with his/her manufacturer/ distributor that he/she is the designated Dealer/General manager/Executive Manager of the dealership.

This is an important position and provides an opportunity for Vermont’s dealers to be a part of significant industry efforts at the national level.

If you might be interested in running, email [mmiller@vermontada.org](mailto:mmiller@vermontada.org) and I’ll connect you with Mitchell to get all your questions answered!

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**Welcome to VADA’s Newest Members!**

***Bennington Auto Mall***

24 Performance Drive

Bennington, VT 05201

Owner: Thomas Rubio

[www.benningtonautomall.com](http://www.benningtonautomall.com)

***Coggins Ford of Bennington***

897 North Bennington Road

Bennington, VT 05201

Owner: David M. Coggins

[www.cogginsfordofbennington.com](http://www.cogginsfordofbennington.com)

***Haddad Subaru of St. Albans***

431 Swanton Road

St. Albans, VT 05478

Owner: George Haddad

[www.haddadauto.com/haddad-st-albans-jobs.htm](http://www.haddadauto.com/haddad-st-albans-jobs.htm)

***Efficiency Vermont***

20 Winooski Falls Way

Winooski, VT 05404

Contact: Dave Roberts

[www.efficiencyvermont.com](http://www.efficiencyvermont.com)

***Tyler, Simms @ St. Sauveur, CPA's***

19 Morgan Drive

Lebanon, NH 03766

Owner: Ernest Tyler

[www.tss-cpa.com](http://www.tss-cpa.com)

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**Vermont Child Labor Laws**

***Child Labor Laws in Vermont For Minors Under 14***

Minors under the age of 14 are prohibited from working according to the [Vermont Child Labor Law](#) in order to protect children.

***Child Labor Laws in Vermont For Minors 14 and 15 Years Old***

Minors 14 and 15 years old may work in certain jobs with a work permit required prior to beginning employment. They [may work](#) in jobs, including:

- Cashier
- Sales associate
- Grocery clerk or bagger
- Server
- Dishwasher
- Host/Hostess
- Greeting and sales at amusement parks, ballparks, and movie theaters

They may not work in establishments which serve or sell alcohol for consumption.

There are a few [farm jobs](#) considered to be unsafe for this age group as follows:

- Operation or maintenance of tractors over 20HP
- Operation of large, power-driven equipment for harvesting, tilling, maintenance, or processing
- Working at heights over 20 feet
- Transporting people or goods by car, bus, tractor, or truck
- Handling timber greater than six inches in diameter
- Working in pens, stalls, or yards with newborn piglets, newborn calves still processing umbilical cords or bulls, boars, and horses intended for breeding

They may not work in establishments that sell or serve alcohol for consumption.

All minors under the age of 18 are prohibited from working in [Hazardous Occupations](#) listed below as outlined by the State:

Vermont Child Labor Law outlines the restrictions for this age group as follows:

When public school is in session:

- No working during school hours, except with an appropriate certificate
- No more than three hours on school days
- A maximum of eight hours on non-school days
- A maximum of 18 hours per week
- No earlier than 7am or later than 7pm
- No more than six days per week

When public school is not in session:

- No more than eight hours per day
- A maximum of 40 hours per week
- No earlier than 6am or later than 9pm between June 1 and Labor Day
- No more than six days per week

## ***Child Labor Laws in Vermont For Minors 16 and 17 Years Old***

Minors 16 and 17 years old may work in a variety of jobs and do not require a work permit prior to beginning employment.

They may not work in establishments that sell or serve alcohol for consumption.

All minors under the age of 18 are prohibited from working in the following Hazardous Occupations as outlined by the State:

- Work with Explosives
- Driving a Motor Vehicle
- Manufacturing Brick/Tile
- Logging/Saw Milling
- Mining
- Exposure to Radiation Substances
- Work with Power-Driven Machinery
- Roofing
- Meat Packing/Processing
- Demolition
- Excavation

Vermont Child Labor Law outlines the restrictions for this age group as follows:

When public school is in session:

- No working during school hours, except with an appropriate certificate as part of an educational training program.
- No more than three hours on school days
- A maximum of eight hours on non-school days
- A maximum of 18 hours per week
- No schedule restrictions

When public school is not in session:

- No more than eight hours per day
- A maximum of 40 hours per week
- No schedule restrictions

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## **Vehicle Sales and Service to Minors**

High school students tend to visit dealerships for vehicle service or to buy a car during the

spring and summer months. A minor can purchase a vehicle, but the dealer should be aware of certain pitfalls.

Any vehicle contract with an individual under the age of 18 can be rendered null and void, as a minor may have the right to return a vehicle and demand reimbursement until the age of 18.

Dealers are advised to require a responsible adult to become the purchaser or co-purchaser of a vehicle. Common questions on sales, service and insurance include:

**Can a vehicle be registered in a minor's name?** Yes. There is no age restriction to being registered as the owner or lessee of a vehicle.

**What about a buyer's order, lease or rental agreement?** It is advisable to have the minor and an adult, usually a parent, sign the buyer's order, lease or rental agreement, as well as financing documents.

**Are there special disclosure requirements for sales to a minor?** No. However, as minors often purchase lower cost, used vehicles, dealers should explain the warranty, if any, and request an adult co-purchaser acknowledge all aspects of the sale in writing.

**How should repair orders be overseen?** Make certain that an adult is jointly or individually responsible for vehicle repairs. A minor authorizing extensive repairs could attempt to void a service bill based on the fact that he is under the age of 18, claiming that he is not responsible for payment.

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## Take Down OSHA Form 300A on May 1

On May 1, dealerships should take down OSHA Form 300A and place it in storage for the next five years. OSHA introduced the Form 300A record keeping requirement in 2015. Every dealership with more than 10 employees in 2021 must fill out the form serving as the Summary of Work-Related injuries and post it from February 1 to April 30, even if there were not work-related injuries in 2021. The form does not need to be filed but must be retained for five years in case inspection is requested.

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## A Scam Warning from the Maryland Dealers Association

*Fake Paystubs: please be advised that we have heard a report of fraudsters using fake*

paystubs at area dealerships in attempts to qualify for auto loans. We believe these customers are using the website [www.rockstub.com](http://www.rockstub.com) to generate the fake stubs, an example of which can be seen here. While we are reporting this activity to the authorities, we also want your F&I staff to be aware of the latest tactics. Please be on the lookout and, as always, we thank you for your vigilance.

### **And Another From Missouri**

*While I'm personally never surprised at the ingenuity that criminals show when they attempt to scam a Missouri business, this one is even too wild for me to believe. The scenario is this:*

*A customer, who has a vehicle in a Missouri Dealer's body shop, is contacted by a third party claiming to work for the dealer. The customer is told the vehicle repair is near completion, but in order for it to be released to the customer, a sum of money (either the whole repair cost, or a portion) has to be wired to an account provided by the caller. In this instance, the account was in Florida.*

*In this example, the customer went to their local bank to wire money to the account. In a bit of helpful customer service, the attentive bank employee noticed that this seemed odd and contacted the dealer, which prevented the fraud from occurring.*

*No one is sure how the scammer got the information or knew that the vehicle was in the shop.*

*Please be ALERT to every scam that is a possibility! Thieves are using internet data to try any potential fraud they can cook up in their heads.*

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## **Dealership Information Security Programs Must be Brought Into Compliance by December 2022**

The Federal Trade Commission's Revised Safeguards Rule modifies and enhances the original Safeguards Rule that was adopted in 2003. It requires dealers to revise their current information security programs and adopt new compliance measures by December 9, 2022.

### **What businesses does it apply to?**

The answer is the same as the 2003 rule. If that one applied to you, this one does too. It covers "financial institutions." That means engaging in business transactions that are

financial in nature or incidental to financial activities, including entering into financed or lease transactions with consumers. That means automobile dealers. There is an exemption for businesses that maintain customer information for fewer than 5,000 individuals. But be very careful about thinking this would exempt your business. There are requirements and best practices that require you to maintain certain records for certain periods, and the individual count adds up fast. It's not as simple as the number of vehicles you sell + the number of vehicles you repair. A single vehicle sale might involve two co-owners and a co-signer/guarantor for example, resulting in you obtaining customer information about three individuals. A single oil change on a vehicle co-owned by two people will generate customer information for two people.

### **What about truck dealers?**

The rule applies to consumer transactions, meaning the product financed is intended to be used primarily for personal, family, or household purposes. Although the rule does not generally apply to commercial transactions, it does apply to any vehicles sold for personal, family, or household use—and the requirements will help provide protection to sensitive business customer information even if not technically required by law.

### **What information does it apply to?**

“Customer information” consisting of “nonpublic personal information,” which means “personally identifiable financial information.” As a practical matter, it means all customer-related information that you possess or control.

### **What are the penalties for non-compliance?**

In addition to consent decrees and injunctions against the dealership and individual owners and managers for first-time violations, the FTC can seek monetary fines of up to \$46,517 per violation of a consent decree for subsequent violations.

### **Where can a dealership get help complying?**

First, read [A Dealer Guide to the FTC Safeguards Rule](#) from NADA. It's free for NADA members and available to non-members for \$89.

The next step for many dealerships will be to set up a demo with [ComplyAuto](#). ComplyAuto provides customers with an all-in-one Safeguards Rule compliance solution that makes an overwhelming process manageable. [NADA recently hosted a webinar with ComplyAuto discussing Safeguards Rule compliance](#) that dealerships may find enlightening, as well.

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## **A/C Technicians Must Be Compliant With EPA Recycle Regulations**

As the warmer months arrive, so does repair work on vehicle air conditioner systems. The Environmental Protection Agency (EPA) is reminding dealers about complying with the agency's Air Conditioning Refrigerant Recycling Rule.

The EPA has increased its enforcement of the rule, and in the past has fined dealers across the country for alleged air conditioning refrigerant recycling violations. The Clean Air Act Amendments of 1990 require technicians who open refrigeration circuits in automotive air conditioning systems to be certified in refrigerant recovery and recycling procedures.

### **EPA Checking for Technician Certification**

The EPA has focused on service departments where technicians lack certification cards. EPA officers will match technicians' photocopied certification cards against repair orders for the past three to four years to verify that a certified technician was doing A/C-related work.

Technicians need to obtain A/C Technician Certification only once; but, because of turnover, service managers need to be sure technicians doing AC-related work are certified.

### **Equipment Must Also be Certified**

In addition to properly training technicians, dealers are required to use approved recover/recycle equipment and submit certification of equipment to the EPA.

Also, if there is a change in ownership, the new owner of the equipment must certify equipment to the EPA within 30 days of the change of ownership.

### **Refrigerants to be Recycled**

The EPA also requires service technicians to recycle HFC-134a and other non-ozone-depleting refrigerants. Any equipment used to recover and recycle HFC-134a from air conditioners must meet EPA standards and be tested by an approved laboratory. Technicians currently certified for CFC-12 systems are certified automatically to handle nonozone-depleting chemicals.

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## **Use Caution Before Claiming Employee Retention Tax Credit**

VADA has received numerous inquiries about whether Iowa dealers are eligible for the Employee Retention Tax Credit (ERTC) established by the CARES Act. There are many vendors and consultants encouraging dealers to claim the credit. VADA urges extreme caution in doing so. Dealers should consult with their established professional tax and legal advisors regarding ERTC eligibility.

The CARES Act provides for two routes to credit eligibility. The first route to eligibility is demonstrating to the IRS that your business was fully or partially suspended by a COVID-19 related government order. VADA is aware of no order issued by any VT governmental authority which directly suspended operations of any VT motor vehicle dealership.

“Government order eligibility” may also be established by submitting documentation of a COVID-19 related government-issued order that caused the dealership’s supplier to suspend its operations and prevented the supplier from delivering critical goods to the dealership. Again, VADA is aware of no such governmental order, but it is possible that such order exists depending on the suppliers of each individual dealer. The Internal Revenue Service has issued guidance on the documentation requirement relating to this topic which can be found in [IRS Notice 2021-20](#), particularly in Q&As 10 and 12.

Dealers may also establish eligibility for the ERTC by demonstrating a qualifying drop in gross receipts. For 2020, the credit is available if gross receipts in any quarter fell by 50% or more versus the comparable quarter in 2019. When an employer’s gross receipts rise above 80% or more versus a quarter in 2019, it did not qualify for an ERTC for that quarter. For 2021, if gross receipts for the current or preceding quarter are below 80% of the comparable quarter in 2019 eligibility is established. When an employer’s gross receipts go above 80% of the comparable quarter, it will not qualify for an ERTC in the next quarter.

For more information, read [FAQs: Employee Retention Credit under the CARES Act](#) from the IRS and [A Guide to Claiming the Employee Retention Tax Credit](#) from NADA.

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## **Car Buyers Report Higher Satisfaction When Using Digital Financing Tools, New Cox Automotive Study Shows**

- Newly released Cox Automotive Car Buyer Financing Journey Study explores the steps of the financing journey and measures consumers’ satisfaction with the overall vehicle financing process.
- Satisfaction with the dealership and lender experiences increase when more financing steps are completed online, according to the study.
- New study finds that nearly all buyers are willing to apply for financing online.

ATLANTA, April 26, 2022 – Though only 29% of buyers applied for financing online for their most recent vehicle purchase, 96% of those surveyed are willing to do so, according to a new study published by Cox Automotive. The Cox Automotive Car Buyer Financing Journey Study revealed that buyers who completed key financing steps online saved time and were more satisfied with their time at the dealership than buyers who completed the same steps in person.

Cox Automotive has been researching the [car-buying process](#) for 12 years and, with the release of this new study, is diving into the financing aspect of the car buying process for the first time. Financing is an integral part of the car buying process, with 85% of new vehicles and 39% of used vehicles financed in 2021, according to Experian data. The new Cox Automotive Car Buyer Financing Journey Study explores the steps of the financing journey and measures consumers' satisfaction with the overall vehicle financing process.

The Cox Automotive Car Buyer Financing Journey Study is based on an online survey of 3,050 consumers who financed the purchase or lease of a new (2,116) or used (934) vehicle in the past 12 months. To qualify, the respondents had to be at least 18 years old and had to use the internet during their shopping process. The survey was conducted from Oct. 7 to Nov. 16, 2021.

Five Takeaways from the Car Buyer Financing Journey Study This extensive study measured buyers' satisfaction with the vehicle financing steps taken, including the lender selection process and resources used to obtain vehicle financing. In addition, the research uncovered what financing steps consumers take online versus in person and their comfort level and concerns with financing online. Here are five takeaways from the inaugural study:

1. Car buyers spend significant time on vehicle financing. Nearly all (87%) car buyers explored their financing options before visiting a dealership. Over a third of the time spent in the car-shopping process is dedicated to financing activities. Of the 12 hours and 19 minutes spent car shopping, 4 hours and 23 minutes are spent on researching financing options, securing financing, and signing the contract.
2. Strong relationships matter. The study showed that 70% of car buyers considered two or more lenders before choosing one and many had an established relationship with the lender they considered first. Buyers who were mostly digital, meaning they completed more than 51% of their car-buying journey steps completely online, have stronger loyalty to their lenders, resulting in more direct financing and higher loan satisfaction. "I trust this lender" was the top reason mostly digital purchasers stated for selecting a lender.
3. Vehicle affordability is paramount. According to the latest [Cox Automotive/Moody's Analytics Vehicle Affordability Index](#), the median weeks of income needed to purchase the average new vehicle in March was 42.9 weeks, and the estimated typical monthly payment increased to \$691, a record high. The study found that monthly payments and interest rates were considered the most helpful information – 86% of buyers estimated their monthly payments and 76% compared interest rates.
4. Digitization positively impacts time spent and satisfaction. Mostly digital buyers spent

more time researching and securing their loans online and less time at the dealership. Buyers who applied for financing online saved 30 minutes at the dealership, and those who signed paperwork online saved 38 minutes. Both groups of mostly digital buyers indicated that they were more satisfied with the time they spent at the dealership.

5. Many buyers are open to buying a vehicle completely online. More than three-quarters of the study respondents stated that they were open to buying a car completely online, and 47% said they were open to buying a car completely online from a lender.

Another interesting insight from this new study is that although different generations are similar in their willingness to apply for financing online, their need for assistance from a dealer or lender during the process varies. While younger generations – Gen Z and millennials – are the most likely to apply for financing online, nearly half prefer assistance. While they understand how digital lending works, younger buyers need a specialist to guide them and explain the stages of the transaction. On the other hand, baby boomers are only slightly less likely to apply for financing online, and when they do, only 38% state that they prefer assistance.

“Our industry is well past wondering if consumers will ever buy a car online,” said Andy Mayers, lender solutions strategist and associate vice president of operations at Cox Automotive. “This time has come, and the research indicates a solid growth trajectory. The auto financing industry needs to be prepared by implementing digital strategies that increase operational efficiency and enable consumers to find, finance and finalize their next vehicle purchase when, where, and however they prefer.”

To find out more, [download the study highlights](#) and [register to attend](#) the American Financial Services Association (AFSA) Business Partner Webinar, Vehicle Financing in the Era of the Digital Consumer, on Thursday, May 26, at 2 p.m. EDT. Mayers will be joined by Angela Drake, senior research manager at Cox Automotive, to delve into consumers’ buying/financing psyche and how lenders should be strategically positioning their organizations for the fundamental shift to fully eCommerce auto retailing.

### **Study Background and Methodology**

Cox Automotive has been researching the [car-buying process](#) for 12 years and is diving into the financing aspect of the car buying process for the first time. The Cox Automotive Car Buyer Financing Journey Study is based on an online survey of 3,050 consumers who financed the purchase or lease of a new (2,116) or used (934) vehicle in the past 12 months. To qualify, the respondents had to be at least 18 years old and had to use the internet during their shopping process. The survey was conducted from Oct. 7 to Nov. 16, 2021. This extensive study measured consumers’ satisfaction with the steps taken and resources used to obtain vehicle financing. The research identified lenders considered and

used in addition to covering the lender selection process. This study determined what steps consumers take when financing online versus in person and their comfort level and concerns with financing online.

### **About Cox Automotive**

Cox Automotive Inc. makes buying, selling, owning and using vehicles easier for everyone. The global company's more than 27,000 team members and family of brands, including Autotrader®, Dealer.com®, Dealertrack®, Kelley

Blue Book®, Manheim®, NextGear Capital®, VinSolutions®, vAuto® and Xtime®, are passionate about helping millions of car shoppers, 40,000 auto dealer clients across five continents and many others throughout the automotive industry thrive for generations to come. Cox Automotive is a subsidiary of Cox Enterprises Inc., a privately-owned, Atlanta-based company with annual revenues of nearly \$20 billion. [www.coxautoinc.com](http://www.coxautoinc.com)

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## **Upcoming NADA Webinars**

### [Electrify: EV Infrastructure with On-Site Solar Power Generation](#)

#### ***Presented by:***

*Ryan Ferrero | National Director/Auto Industry Electrification | Freedom Solar, LLC*

#### **Wednesday, May 4 | 1pm-2pm ET**

Join Ryan Ferrero, National Director/Auto Industry Electrification at Freedom Solar, LLC, to learn best practices for near- and long-term planning for EV charging mistakes. Plus, how to avoid new OEM solar support and programs electricity as financial, marketing and functional tools. [REGISTER.](#)

### [How to Improve Auto Dealership Operations with Video Intelligence](#)

#### ***Presented by:***

*Sud Bhatija | Co-Founder and VP of Growth | Spot AI*

Anthony Giorgio | Sales Manager | Spot AI

**Wednesday, May 11 | 1pm-1:30pm ET** Join experts from Spot AI for this informational webinar to learn how to improve operations across your dealership, get more out of your service center and vehicle inspections and delivery of vehicles, all with video intelligence. [REGISTER.](#)

[The 3 C's of Creating a Customer-First Dealership CX](#)

**Presented by:**

*Ian Grace | Senior Director, Commercial Strategy & Performance | automotiveMastermind*

*Carla Wade | Senior Director, Inside Sales | automotiveMastermind*

**Wednesday, May 18 | 1pm-2pm ET**

Join automotiveMastermind experts as they detail the “3 C’s” – committing to a consistent customer engagement strategy, creating efficiencies and calculating costs – of building a more effective and profitable dealership customer experience – even amid ongoing inventory challenges. [REGISTER.](#)



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