

## Vermont Automotive Technology Programs

Currently, there are 16 automotive technology programs located regionally throughout Vermont, serving high school students from every community. High school automotive technology programs are designed to provide a student with basic skills and understanding in all areas of basic automotive service and light repair. [Vermont Technical College](#) offers students advanced automotive service education.

Due to the rapidly changing technology contained in today's automobiles, successful programs must keep pace by implementing and maintaining a modern classroom curriculum, equipment and laboratory experience. This state-of-the-art school-to-work experience allows students to participate in programs created by a unique partnership of the Vermont Automotive Distributors Association (VADA) the Vermont Agency of Education (VAOE) and The ASE Education Foundation (ASEEF). This partnership requires that all Vermont Automotive Programs meet or exceed the requirements established by VADA, Vermont AOE and the ASE Education Foundation.

In addition to maintaining adequate facilities, equipment, and qualified staff, all students completing the program are required to take the student level ASE exams. The results of these exams are reported directly to the Vermont Agency of Education and are compared to national norms. Programs falling below the national norms are counselled through a program improvement plan (PIP) to correct any deficiencies. Students doing well in all aspects of the program are encouraged to participate in a student internship at a participating franchise dealership. The end results are students with real-world experience and an understanding of complex and necessary skills needed in order to be successful in a career as automotive technicians.

Listed below are each of the high school automotive technology programs located in Vermont. For more information, contact Marilyn Miller at [mmiller@vermontada.org](mailto:mmiller@vermontada.org).

### **VT Secondary Automotive Technology Programs/School Town/City Instructor(s)**

[Center for Technology Essex](#), Essex Junction Gary Swan/Dan Clark

[Hartford Area Career and Tech. Ctr.](#), White River Jct. Robert Palmer

[Northwest Technical Center](#) St., Albans Adam Vincelette

[North Country Career Center](#), Newport Karen Chitambar

[Stafford Technical Center](#), Rutland James Woodward

[River Bend Career and Tech. Center](#), Bradford Carl Hildebrandt

[Southwest Vermont Career Dev. Center](#), Bennington Tom Haskins

[Cold Hollow Career Center](#), Enosburg Falls Baxter Weed

[Central Vermont Vocational Technical Center](#), Barre Steve McKinstry

[Patricia A. Hannaford Career Center](#), Middlebury Hayden Thomsen- Paul Orzechowski

[St Johnsbury Academy](#), St. Johnsbury Bret Bourgeois

[Lyndon Institute Technical Center](#), Lyndon Center Dan Camber

[Randolph Technical Career Center](#), Randolph Damon Jillson

[Windham Regional Career Center](#), Brattleboro Jim Valliere

[Burlington Technical Center](#) Burlington, Robert Church

[Green Mountain Tech. and Career Ctr.](#), Hyde Park Todd Bedard



## ***AUTOMOTIVE CONSUMER ACTION PROGRAM (AUTOCAP)***

Members of the Vermont Vehicle & Automotive Distributors Association (VADA) pride themselves on the good will and reputation they have built with their customers and consider it a sound and essential business practice. Good will is established with a customer when they are satisfied with the product and service they have received and believe that they have been dealt with fairly.

If you are experiencing a problem and are dissatisfied with your new or used vehicle, give your dealer a chance to show his/her good will. Whether the complaint is about a defect, repair, warranty, or some other item, there is probably a reasonable solution.

As a first step, SEE YOUR DEALER. Most problems can be resolved by the dealer without outside involvement, but talk to someone in authority; preferably the owner or department manager. If you are unable to reach a mutually satisfactory resolution after following these steps, AUTOCAP may be able to provide some assistance.

### **WHAT IS AUTOCAP?**

The Automotive Consumer Action Program is a public service program sponsored by and run by the VADA to improve consumer and dealer relations.

### **HOW DOES IT WORK?**

Once VADA has received your complaint, we will work with both parties; the problem is usually resolved at this level. If unable to reach an agreement, the complaint may be referred to the AUTOCAP Panel for review and resolution.

### **WHO SITS ON THE AUTOCAP PANEL?**

The Panel consists of an even number of consumer representatives and dealer members of VADA.

### **HOW DOES THE PANEL FUNCTION?**

It is a non-judicial third party to recommend solutions to disputes that don't involve legal or fair trade violations. All VADA members are bound by the Panel's decision.

### **ARE THERE ANY COMPLAINT LIMITATIONS/REQUIREMENTS?**

Yes. You must own your vehicle throughout the complaint process. AUTOCAP is not the appropriate complaint forum for fair trade or legal violations, cases already in litigation or an attorney is involved.

On occasion, AUTOCAP receives a complaint in which there is a sharp dispute as to the facts without supporting documentation for either party. In such instances, the AUTOCAP Panel may not be able to resolve the complaint or render a decision.

### **WHAT WILL IT COST?**

Nothing. VADA covers the cost of the administration of the program.



## AUTOCAP

### Your experience matters.

VADA members take your experience at their dealership seriously, and do their best to ensure you drive away satisfied and happy. Sometimes problems arise with your vehicle; so if this happens, then first call your dealer. Most situations can be resolved without outside involvement; but be sure you speak with someone in authority, like the owner or department manager.

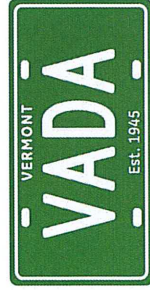
Unfortunately, situations arise and a third party assessment and determination must be made. That's why over 30 years ago, VADA created a consumer complaint resolution program for members and their customers.

AUTOCAP exists to help resolve disputes between VADA members and their customers. We first communicate on your behalf with the dealer, and this is how most cases are resolved.

But some cases require a little more, and that's when an AUTOCAP Panel Hearing will be called. The panel includes an equal number of consumer and dealer representatives who will review the dispute and make a ruling. VADA members have agreed to abide by all decisions made by the panel.

Find us on-line at [www.vermontada.org](http://www.vermontada.org).

For complaints against non-VADA members, please go to <https://www.uvm.edu/consumer/?Page=autocomplaintform.html>



## STEP-BY-STEP GUIDE TO BUYING A USED CAR



### Vehicle & Automotive Distributors Association (VADA)

1284 US Route 302-Berlin, Suite 2, Barre, VT 05641  
Tel: 802.461.2655 [www.vermontada.org](http://www.vermontada.org)

## CREATING YOUR BEST CAR BUYING EXPERIENCE

Overwhelmed thinking about buying a used car? Confused by all your options, choices and decisions? If you answered yes, you're not alone.

Buying a used car can be a complicated process. It's also a significant investment.

VADA members believe your experience at their dealerships should be easy, exciting and rewarding. A well informed consumer is more likely to be a satisfied customer. That's why we've compiled this guide.

Following the enclosed checklist and armed with the right information, you'll be on your way to acquiring the right vehicle for you and your family's needs.



"Helping drive Vermont's Economy"

VADA represents the interests of new and used motor vehicle dealers, service shops, and parts and tire retailers and works to improve and promote the ethics and general welfare of Vermont's automotive industry.



## Step 1: Do Your Homework

- ☐ How many miles will you drive annually? What size vehicle do you need—car, truck, minivan, SUV? Need extra cargo space, all or four wheel drive?
- ☐ Research and compare the information on different vehicles — year, make, model, mileage, vehicle history and consumer reviews.\*
- ☐ If trading a vehicle, check its value through NADA Used Car Guide or Kelley Blue Book.\*  
\*[nadausedcarguide.com](http://nadausedcarguide.com); [kbb.com](http://kbb.com)

## Step 2: Know Your Budget

- ☐ Consider **ALL** your costs: gas, regular maintenance, unexpected repairs, insurance. If you buy the vehicle “as is,” you will pay the cost of all repairs.
- ☐ If taking out a loan, how much cash can you put down to reduce your monthly payments? How much can you afford to pay each month? These answers can help determine a realistic price range for your used car.
- ☐ Know your credit score. Is your score higher or lower than average?
- ☐ Research your financing options by comparing terms, rates and advance policies of banks, credit unions and dealerships.

## Step 3: Shop like a Pro

- ☐ Search for and compare vehicles on websites, at different dealerships, and in ads through your local newspapers.
- ☐ Test drive and/or have your technician evaluate the vehicle. We recommend both.
- ☐ Consider getting a vehicle history report.
- ☐ Compare the sticker price to Edmunds.com, NADA Used Car Guide or the Kelley Blue Book.
- ☐ A valid inspection sticker indicates the vehicle passed inspection *on the day it was inspected*. **You should not assume it was inspected by the seller or that the seller is required to repair any defects that exist or occur during the inspection period.**
- ☐ Check the Buyer’s Guide on the window to find out if a warranty is being sold with the vehicle; and if so, what kind.
- ☐ Don’t buy on impulse! Be willing to walk away. Be prepared ahead of time and don’t let your emotions override your common sense!

### BUYERS GUIDE

**IMPORTANT:** Read this guide carefully before you make a purchase. It is not a contract. It is only a guide. It does not guarantee the quality of the vehicle or the accuracy of the information provided.

Year: \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_

For more information, visit [www.kbb.com](http://www.kbb.com)

MADE WITH THE KBB BUYER'S GUIDE

### ☐ AS IS - NO WARRANTY

YOU ARE BUYING THIS VEHICLE “AS IS.” THE SELLER IS NOT PROVIDING ANY WARRANTY, EXPRESS OR IMPLIED, FOR THE VEHICLE OR ITS PARTS. THE SELLER IS NOT RESPONSIBLE FOR ANY REPAIRS OR MAINTENANCE REQUIRED AFTER THE SALE.

### ☐ WARRANTY

#### “AS IS” MEANS NO WARRANTY

“As is” means the vehicle is being sold in its present condition, as is with all faults. There is no warranty, implied or expressed. Once you sign the line and drive away, the vehicle is yours. If you purchase an “as is” vehicle, it **MAY NOT** pass inspection. **You, the buyer will pay for ALL costs and repairs.**

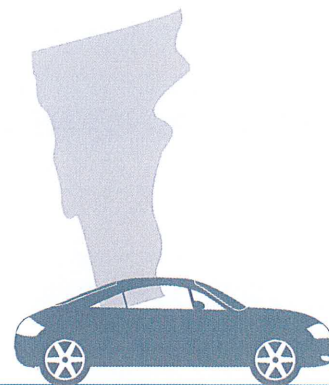
You could be getting it at a lower price; a great deal for what it is, because you may need to put more money into the car to make it last. Before deciding to buy a car and settling on a purchase price, think about the price of the vehicle and consider that there may be imminent repairs.



# Driving Vermont's Economy

## Annual Contribution of Vermont's New-Car Dealers

Numbers reflect annual economic activity during 2019.



**79**

**DEALERSHIPS**  
(new car)



**10,423**

**TOTAL JOBS**  
(created by dealerships)

Includes 3,237 direct jobs and  
7,186 indirect and induced jobs.



**41**

**EMPLOYEES**  
(average per  
dealership)



**\$2.6B**

**TOTAL SALES**

(all dealerships)



**\$182M**

**PAYROLL**

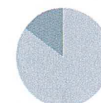
**\$56,433**

Average Annual  
Earnings

**\$640M**

State and Federal  
Income Taxes Paid

Includes income taxes paid for direct,  
indirect and induced jobs.



**0.3%**

**REGISTRATIONS**

Vermont's Share of Total U.S.  
New-Vehicle Registrations

**\$156M**

**STATE SALES  
TAX PAID**

Sources: Center for Automotive  
Research, IHS Markit, NADA,  
Taxfoundation.org, U.S. Bureau  
of Labor Statistics.



NATIONAL AUTOMOBILE DEALERS ASSOCIATION

NADA Industry Analysis | 8484 Westpark Drive, Suite 500, Tysons, VA 22102 | 800.557.6232 | [economics@nada.org](mailto:economics@nada.org)

NADA Legislative Affairs | 412 First St. SE | Washington, DC 20003 | 800.563.5500 | [legislative@nada.org](mailto:legislative@nada.org)

Released: January 2021

Covering data thru December 2020

Sponsored by:

# Vermont Auto Outlook™

Comprehensive information on the Vermont new vehicle market



**Annual  
% Change In  
New Retail Market:  
2019 to 2020**



Light trucks

**-7.5%**



Cars

**-23.6%**

## Vermont New Retail Light Vehicle Registrations

## QUICK FACTS

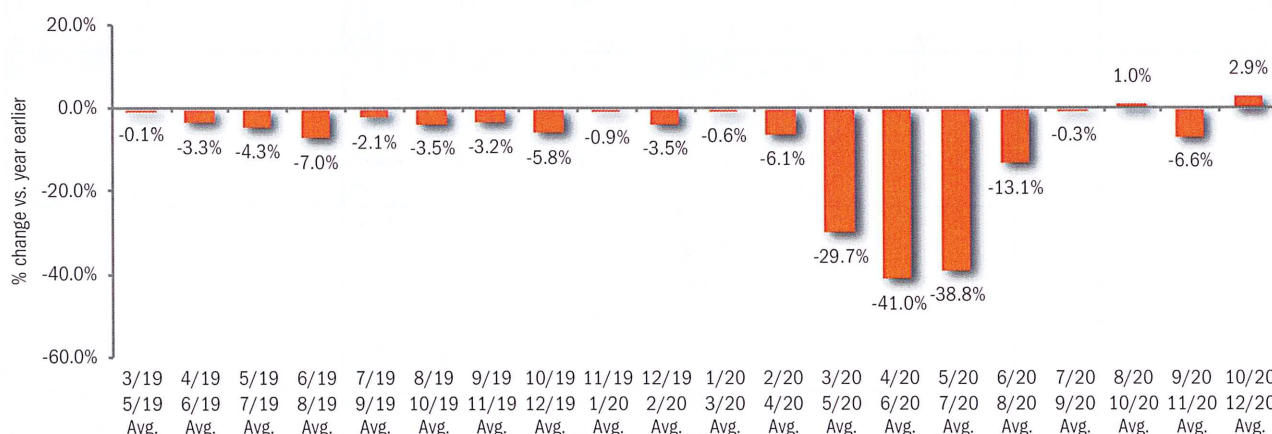
	Light Trucks	Cars	TOTAL
2019 Annual	34,372	7,636	42,008
2020 Annual	31,810	5,834	37,644
<b>% change</b>	<b>-7.5%</b>	<b>-23.6%</b>	<b>-10.4%</b>
Nov. '19 & Dec. '19	5,112	986	6,098
Nov. '20 & Dec. '20	5,526	829	6,355
<b>% change</b>	<b>8.1%</b>	<b>-15.9%</b>	<b>4.2%</b>

New vehicle registrations in Vermont declined 10.4% from 2019 to 2020. The drop was slightly better than the estimated 12% fall in the National market.

As shown on the graph below, the market has stabilized during the second half of 2020 following sharp declines at the start of the pandemic in the spring of last year.

Data Source: AutoCount data from Experian.

## Percent Change in Three Month Moving Average of New Retail Registrations versus Same Period Year Earlier



The graph above provides a clear picture of the trending direction of the state market. It shows the year-over-year percent change in the three month moving average of new retail light vehicle registrations. The three month moving average is less erratic than monthly registrations, which can fluctuate due to such factors as the timing of manufacturer incentive programs, weather and title processing delays by governmental agencies. Data Source: AutoCount data from Experian.

## Data Information

Data presented in Auto Outlook measures new retail vehicle registrations in Vermont. Monthly recording of registrations occurs when vehicle title information is processed, which may differ from date of sale. Title recording can occasionally be subject to processing delays by governmental agencies. For this reason, the year-to-date figures will typically be more reflective of market results Data Source: AutoCount data from Experian.



**Change in New Retail  
Light Vehicle Registrations  
2020 vs. 2019**

**DOMESTIC  
BRANDS**



**DOWN  
6.8%**

**EUROPEAN  
BRANDS**



**DOWN  
2.2%**

**JAPANESE  
BRANDS**



**DOWN  
15.7%**

**KOREAN  
BRANDS**



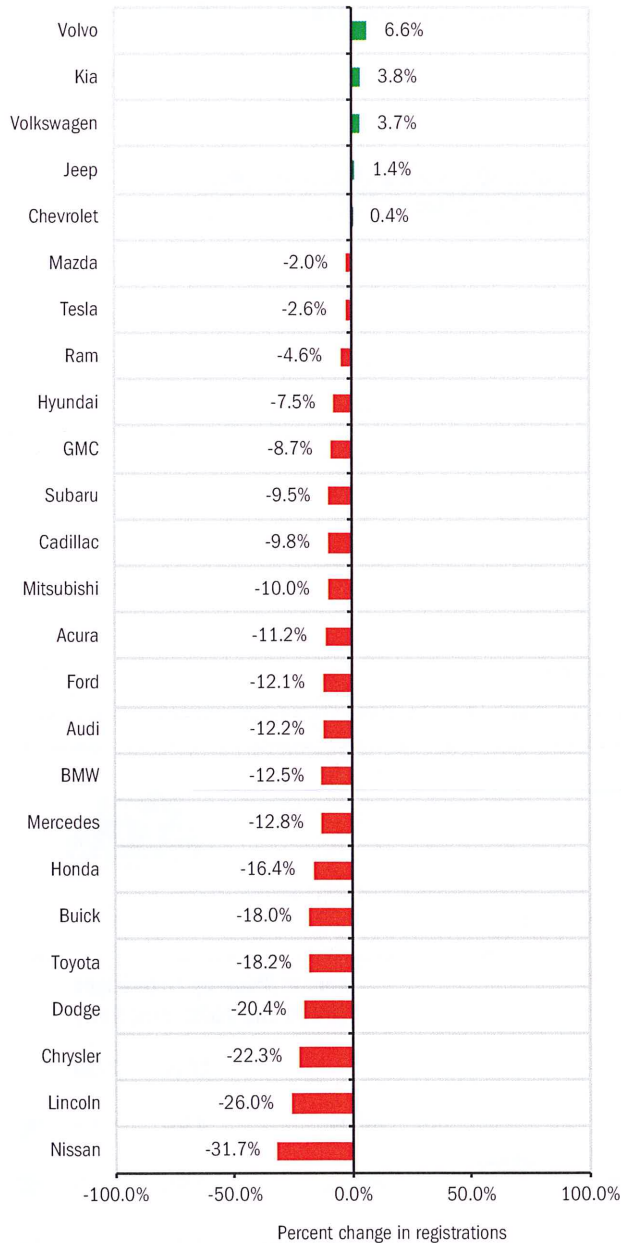
**DOWN  
1.1%**

Vermont New Retail Car and Light Truck Registrations										
	Number of dealers	Nov. and Dec. Combined			Annual Total			Annual Market Share (%)		
		2019	2020	% chg.	2019	2020	% chg.	2019	2020	Chg.
TOTAL	--	6,098	6,355	4.2%	42,008	37,644	-10.4%			
Cars	--	986	829	-15.9%	7,636	5,834	-23.6%	18.2	15.5	-2.7
Trucks	--	5,112	5,526	8.1%	34,372	31,810	-7.5%	81.8	84.5	2.7
Domestic Brands	--	2,591	2,788	7.6%	18,025	16,808	-6.8%	42.9	44.6	1.7
European Brands	--	437	462	5.7%	2,832	2,770	-2.2%	6.7	7.4	0.6
Japanese Brands	--	2,851	2,834	-0.6%	19,578	16,510	-15.7%	46.6	43.9	-2.7
Korean Brands	--	219	271	23.7%	1,573	1,556	-1.1%	3.7	4.1	0.4
Acura	1	26	35	34.6%	188	167	-11.2%	0.4	0.4	0.0
Alfa Romeo	1	2	1	-50.0%	18	8	-55.6%	0.0	0.0	0.0
Audi	2	74	82	10.8%	491	431	-12.2%	1.2	1.1	0.0
BMW	1	26	38	46.2%	208	182	-12.5%	0.5	0.5	0.0
Buick	9	74	61	-17.6%	588	482	-18.0%	1.4	1.3	-0.1
Cadillac	5	18	18	0.0%	102	92	-9.8%	0.2	0.2	0.0
Chevrolet	13	585	658	12.5%	3,838	3,852	0.4%	9.1	10.2	1.1
Chrysler	10	18	25	38.9%	112	87	-22.3%	0.3	0.2	0.0
Dodge	9	26	32	23.1%	284	226	-20.4%	0.7	0.6	-0.1
FIAT	1	3	1	-66.7%	17	16	-5.9%	0.0	0.0	0.0
Ford	16	843	834	-1.1%	5,880	5,169	-12.1%	14.0	13.7	-0.3
Genesis	1	0	1		9	5	-44.4%	0.0	0.0	0.0
GMC	9	370	357	-3.5%	2,465	2,251	-8.7%	5.9	6.0	0.1
Honda	4	523	524	0.2%	3,527	2,949	-16.4%	8.4	7.8	-0.6
Hyundai	3	104	105	1.0%	644	596	-7.5%	1.5	1.6	0.1
Infiniti	0	1	2	100.0%	21	12	-42.9%	0.0	0.0	0.0
Jaguar	0	2	1	-50.0%	16	10	-37.5%	0.0	0.0	0.0
Jeep	9	304	447	47.0%	2,244	2,276	1.4%	5.3	6.0	0.7
Kia	3	115	165	43.5%	920	955	3.8%	2.2	2.5	0.3
Land Rover	0	13	12	-7.7%	58	51	-12.1%	0.1	0.1	0.0
Lexus	0	9	17	88.9%	81	69	-14.8%	0.2	0.2	0.0
Lincoln	4	14	10	-28.6%	100	74	-26.0%	0.2	0.2	0.0
Mazda	2	85	84	-1.2%	497	487	-2.0%	1.2	1.3	0.1
Mercedes	1	44	32	-27.3%	203	177	-12.8%	0.5	0.5	0.0
MINI	1	6	13	116.7%	68	56	-17.6%	0.2	0.1	0.0
Mitsubishi	2	58	63	8.6%	442	398	-10.0%	1.1	1.1	0.0
Nissan	5	218	169	-22.5%	1,853	1,265	-31.7%	4.4	3.4	-1.1
Other	--	13	11	-15.4%	81	145	79.0%	0.2	0.4	0.2
Porsche	0	3	4	33.3%	32	36	12.5%	0.1	0.1	0.0
Ram	6	319	307	-3.8%	2,207	2,105	-4.6%	5.3	5.6	0.3
Subaru	7	785	825	5.1%	5,558	5,030	-9.5%	13.2	13.4	0.1
Tesla	0	19	39	105.3%	192	187	-2.6%	0.5	0.5	0.0
Toyota	7	1,141	1,110	-2.7%	7,371	6,031	-18.2%	17.5	16.0	-1.5
Volkswagen	4	200	179	-10.5%	1,300	1,348	3.7%	3.1	3.6	0.5
Volvo	2	57	93	63.2%	393	419	6.6%	0.9	1.1	0.2
Top ten brands are shaded grey.								Source: AutoCount data from Experian		

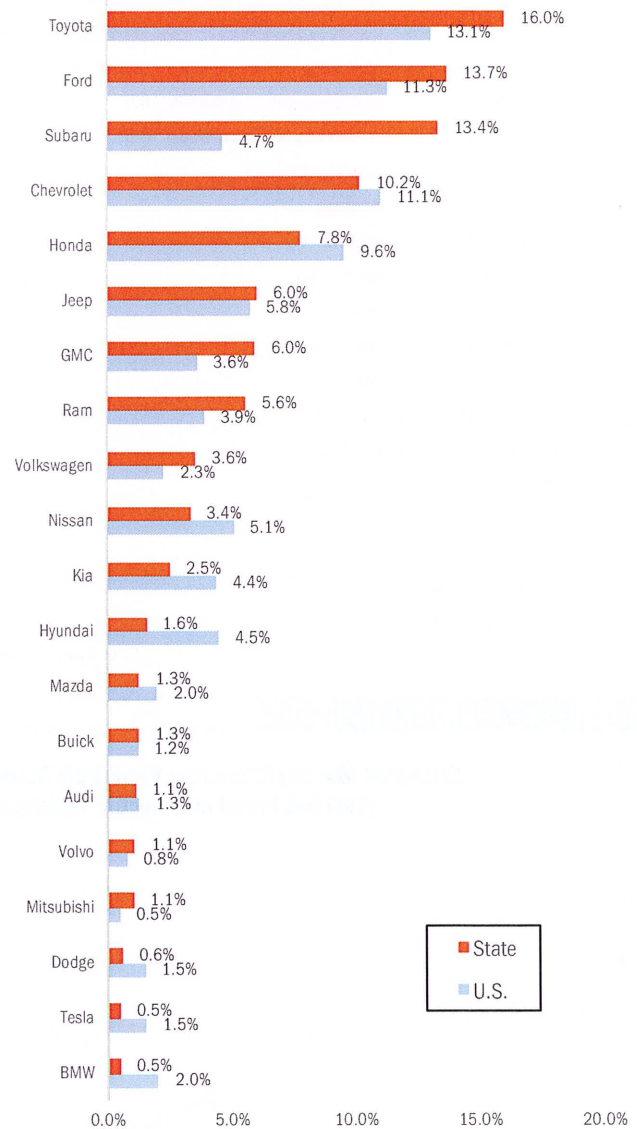
Top ten brands are shaded grey.

Source: AutoCount data from Experian

**Percent Change in Brand Registrations  
2020 vs. 2019  
(Top 25 selling brands)**



**Vermont and U.S. Market Share  
2020  
(Top 20 selling brands in state)**



**Registrations increased slightly  
for Volvo, Kia, Volkswagen, Jeep,  
and Chevrolet.**



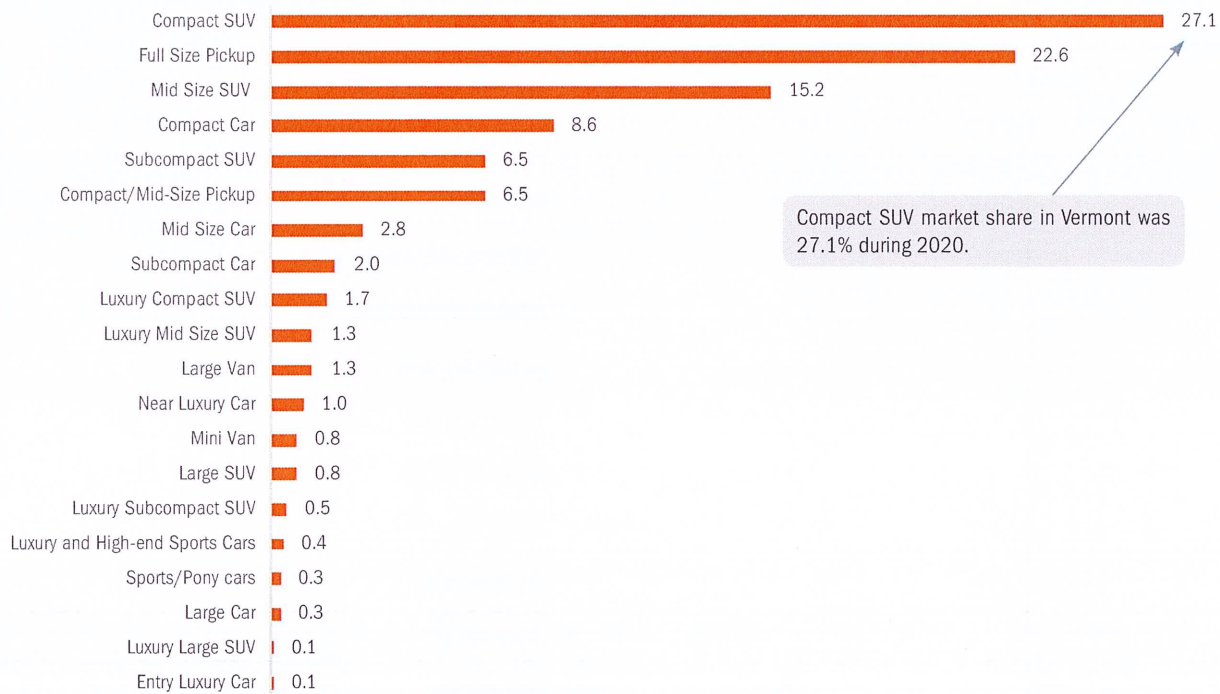
**Toyota, Ford, Subaru, Chevrolet,  
and Honda were market share  
leaders in Vermont**

Data Source: AutoCount data from Experian.



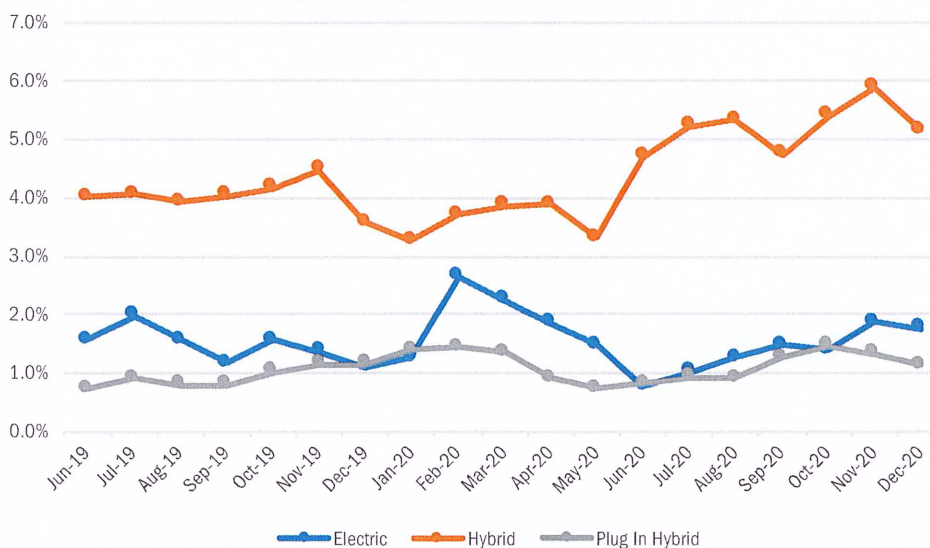
## SEGMENTS

## Segment Market Shares in Vermont - 2020



Data Source: AutoCount data from Experian.

## HYBRID AND ELECTRIC VEHICLES

Estimated Monthly Alternative Powertrain Market Share  
(includes hybrid and electric vehicles)Annual Share by Engine Type  
(2019 and 2020, thru Nov.)

	2019	2020	
Hybrid	3.8%	4.7%	↑
Electric	1.4%	1.6%	↑
Plug In Hybrid	0.9%	1.2%	↑

The graph above shows estimated hybrid powertrain and electric vehicle market share in the state. Registrations by powertrain for vehicles equipped with multiple engine types were estimated by Auto Outlook. The estimates are based on model registrations compiled by Experian, and engine installation rates collected from other sources.

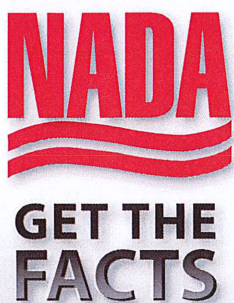
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## CONSUMER BENEFITS OF YOUR LOCAL FRANCHISED AUTO DEALER

Local franchised auto dealers create fierce price competition and prevent manufacturer monopolies; protect consumer safety with recall, warranty and repair service; generate good-paying local jobs, tax revenues and economic benefits; and simplify the otherwise complex car purchasing and registration process.

1.

### PRICE COMPETITION

Dealers increase competition and drive consumer costs down.



#### Dealers compete fiercely with each other, to the consumer's benefit.

- Having multiple retailers of the same brand in the same market creates price competition and superior customer service as they compete for business.
- If an auto manufacturer operated all its retail stores in a region, they would have a monopoly on the brand and would be able to set non-negotiable pricing.

#### Today's new-car prices are transparent, allowing customers to benchmark pricing and negotiate.

- The manufacturer's suggested retail price (MSRP) is readily available, and consumers can easily obtain invoice and independent pricing information for a vehicle.
- Armed with this information, consumers can go to different dealers to negotiate price.
- In a factory-direct model, the factory fixes the price of its vehicles without any opportunity for consumers to either benchmark or negotiate prices.

#### "Middleman costs" are a myth.

- Retailing expenses exist regardless of the distribution model used.
- In a factory-direct model, the costs of showrooms, car lots, sales staff and holding inventory would simply shift from the dealer to the factory.

2.

### CONSUMER SAFETY

Dealers ensure safety recalls and warranty work are addressed.



#### Dealers are more economically aligned with consumers than manufacturers when it comes to safety recalls or warranty work.

- Dealers are incentivized to respond quickly to safety concerns, since they are paid by the automaker to perform warranty and recall work.
- In contrast, automakers have an economic disincentive to issue recalls or incur warranty expenses, which may imply a mistake, significant expense and/or a lawsuit.
- Automakers also have an economic disincentive to follow through even after a recall or warranty action is announced.

#### Franchised dealers create an extra layer of accountability for public safety.

- Many states require both the manufacturer and retailers to be responsible for warranty and safety claims, in case a manufacturer goes out of business.
- For example: Former Suzuki dealers still service Suzuki cars and trucks even though that manufacturer no longer sells in the United States.
- State franchise laws usually require that franchised dealers have service facilities to perform warranty and recall work.

#### Having a dealer advocate on their side makes safety, warranty and service solutions easier for consumers.



3.

## LOCAL ECONOMIC BENEFITS

Dealers generate good local jobs and significant tax revenues, delivering a huge impact on their local economies.



Dealers fuel local economic activity, creating jobs and economic opportunity for local residents.

- Dealers employ more than 1 million people across the country in locally owned and operated small businesses.
- Dealerships provide good-paying jobs with benefits, and opportunities for personal advancement and professional development.

Franchised new-car dealers pay billions in state and local taxes.

- New-car sales account for 15% of all retail sales in the United States.
- New-car sales generate 15% of all U.S. sales tax revenue.

Dealer revenues stay in local communities, whereas profits generated by factory-owned dealerships flow up a vertical ladder to out-of-state shareholders.

Local dealers hire local people.

- When the going gets tough, a multinational giant can close a local retail outlet and move on. Local dealers will be there for consumers in good times and bad.
- Dealership jobs cannot be outsourced overseas.

KEEP { COMPETITION  
SAFETY  
JOBS  
TAX REVENUE  
& SERVICE } WITH  
**LOCAL**  
FRANCHISED AUTO DEALERS

4.

## ADDED VALUE

Dealers simplify a complex process and personalize the car buying experience.



A new-car dealer serves a consumer for the entire ownership experience.

- Dealers provide test-drives of multiple vehicle models and competing brands, sales, financing, trade-ins, registration and tags — as well as repair, warranty and recall service work.

Consumers want a convenient purchasing process.

- Dealers offer a wide variety of financing options, which are frequently more affordable than bank loans.
- In addition to conducting online research, most consumers want to see and test-drive a car before they buy it.
- More than 60% of all new-car purchases include a trade-in to cover a portion of the down payment, and dealers provide a hassle-free market for trade-ins.
- Dealers take on the complex system of titling, registration and reams of regulatory paperwork, so consumers can simply sign and drive away.

Consumers value personal service and local relationships.

- While making a purchase that's second largest to a house, consumers want to interact in person, not with a website, a faceless 1-800 number, or a manufacturer or distributor located hundreds or thousands of miles away.

CURRENT AUTO DEALER FRANCHISE LAWS PRESENT THE BEST OPPORTUNITY TO ENSURE LOCAL OWNERSHIP AND OPERATION OF DEALERSHIPS, WHICH BENEFITS CONSUMERS AND LOCAL COMMUNITIES.

Visit [nada.org/GetTheFacts](http://nada.org/GetTheFacts) >