



Gavin Newsom, Governor
Yana Garcia, CalEPA Secretary
Liane M. Randolph, Chair

To: ALL MANUFACTURERS OF
-PASSENGER CARS
-LIGHT-DUTY TRUCKS
-MEDIUM-DUTY VEHICLES AND ENGINES USED IN THESE VEHICLES
-HEAVY-DUTY VEHICLES AND ENGINES USED IN THESE VEHICLES
-MOTORCYCLES
-ALL OTHER INTERESTED PARTIES

From: Robin U. Lang, Chief, Emission Certification and Compliance Division

Date: April 6, 2023

Subject: MAC #2023-02: Optional Electronic Warranty Booklets Requirements

MANUFACTURERS ADVISORY CORRESPONDENCE 2023-02

For questions regarding this matter, please contact Adil Mahmood, Air Resources Engineer, Field Operations & Warranty Section, at (951) 542-3276 or by e-mail at adil.mahmood@arb.ca.gov.

Sincerely,

A handwritten signature in blue ink that reads 'Robin U. Lang' in a cursive script.

Robin U. Lang, Chief
Emissions Certification and Compliance Division

State of California
AIR RESOURCES BOARD

MANUFACTURERS ADVISORY CORRESPONDENCE (MAC) 2023-02

SUBJECT: MAC #2023-02: Optional Electronic Emissions Control System
Warranty Statements

APPLICABILITY: Passenger Cars, Light-Duty Trucks, Medium-Duty Vehicles and
Engines Used in these Vehicles, Heavy-Duty Vehicles and Engines
Used in these Vehicles, and Motorcycles.

REFERENCES: Title 13, California Code of Regulations (CCR) Section 2039.

BACKGROUND: Title 13, CCR section 2039 requires manufacturers to provide vehicle owners with statements that describe the owners' rights and obligations under California emission control system warranties for new motor vehicles. Manufacturers have historically provided these statements in warranty books. The proliferation of internet availability and technology has provided manufacturers with the ability to furnish electronic versions of warranty booklets to vehicle owners. This eliminates the need for hardcopies and makes it easier for manufacturers to correct any errors that may have been included in a hardcopy of a warranty booklet. This MAC will provide guidance for manufacturers to follow to ensure that they are meeting all requirements when they elect to provide emissions control system warranty information electronically, in lieu of hardcopies.

POLICY:

Title 13, CCR section 2039 requires manufacturers to provide vehicle owners with statements that describe the owners' rights and obligations under California emission control system warranties for new motor vehicles. Manufacturers have historically provided these statements in warranty books. Providing hardcopies ensured that all vehicle owners were properly informed of warranty information.

The proliferation of internet availability and technology has provided manufacturers the ability to furnish electronic versions of warranty booklets to vehicle owners. This eliminates the need for hardcopies and makes it easier for manufacturers to correct any errors that may have been included in a hardcopy of a warranty booklet. However, to ensure that all vehicle owners are informed of warranty information when manufacturers elect to provide owners

the statements that describe the owners' rights and obligations under California emission control system warranties for new motor vehicles electronically, in lieu of hardcopies, the following requirements must be met:

- Manufacturers must provide vehicle owners with a hardcopy document informing them that warranty information can be found online, and it must contain a customer helpline number.
- Vehicle owners must be able to download and print the warranty information.
- Hardcopies of warranty booklets must be available upon request and provided free of charge.

Additionally, the California Air Resources Board (CARB) must be assured of version control. Changes to online warranty information must be documented in CARB's document management system in the form of a running change or field fix. The information available online must match the certified version of the warranty booklet. Manufacturers must list revision numbers and modification dates online that match documents in CARB's document management system.