



**State of Louisiana**  
LOUISIANA MOTOR VEHICLE COMMISSION

**Bobby Jindal**  
Governor

**Lessie A. House**  
Executive Director

September 22, 2008

**BULLETIN #B-2008-10**

**TO: Motor Vehicle Dealer Licensees**

**RE: Consumer Service Fees**

**LSA-R.S. 32:1261. Unauthorized Acts**

It shall be a violation of this Chapter:

(2) For a motor vehicle dealer, specialty vehicle dealer, used motor vehicle dealer, or a motor vehicle salesman:

(i) When selling a motor vehicle to a consumer, to assess any consumer services fees, which shall include fees for treating the interior upholstery of the vehicle, oil changes, roadside assistance, dealer inspections, or any other service offered by the dealer, without allowing the buyer to refuse such services and be exempt from payment for such services. The provisions of this Subparagraph shall not apply to dealer added options or accessories which are permanently affixed to the vehicle.

In conjunction with the foregoing law, the Commission advises that 1) licensees shall not pre-print a price for consumer services and/or other discretionary charges on the dealership's sales-related documents; and, 2) when a dealership transaction include such services and charges, it must clearly state in writing, next to the charge, that such services and/or charges are purely discretionary and/or optional and are not required as a condition of the sale. This does not apply to "after-market" products already installed on a vehicle, such as pin-stripping, sealants, etching are not subject to the above provisions.