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4/27/11

To: California Senate Transportation and Housing Committee
California State Capitol
1400 10th Street
Room 2209
Sacramento, CA 95814-5502

Cc: Senator Ed Hernandez - Room 4085

Re: SB750 (Hernandez)

Dear Senators,

I am writing in opposition to SB750.

I own and operate an automotive locksmith company, employing twenty people. We go out to stranded motorists and unlock cars, get keys out of trunks and generate new keys when keys are lost. Currently we handle over 800 of these key related calls every week, servicing three counties. Several per month are BMW's

I could see from the original wording of the proposed SB750 that BMW is saying their customers are not dissatisfied with their key delivery service. That is a disingenuous statement in my opinion. I have seen many, many people who were very disappointed when we told them they had to go through the dealer for a key because they had lost the key, or it was simply locked in the trunk. I would also like to stress that we do this 24/7/365. Christmas is just another day in this business. Is BMW going to treat non-warranty customers the same as warranty customers? Are they going to go out on weekends and holidays like we do? I have serious doubts.

Most other automakers are complying with the original Migden Bill, SB1542 (2006), and *their customers have options* in addition to the dealer because of it. BMW's keys are no more complex than many of the other automakers who are complying. They just want a monopoly in my opinion.

Respectfully submitted! Claude Hensley
Owner, Lock-Man Locksmiths