

Testimony of the Motor Vehicle Industry Licensing Board

**Before the
Senate Committee on Commerce, Consumer Protection, and Health
Wednesday, May 13, 2020
9:30 a.m.
State Capitol, Conference Room 229**

**On the following measure:
G.M. 697, SUBMITTING FOR CONSIDERATION AND CONFIRMATION
TO THE MOTOR VEHICLE INDUSTRY LICENSING BOARD,
GUBERNATORIAL NOMINEE, WAYNE DE LUZ,
FOR A TERM TO EXPIRE 06-30-2021**

WRITTEN TESTIMONY ONLY

Chair Baker and Members of the Committee:

My name is Kedin Kleinhans, and I am the Executive Officer of the Motor Vehicle Industry Licensing Board (Board). The Board supports the confirmation of Mr. Wayne De Luz's reappointment to the Board as an industry member.

Mr. De Luz has served on the Board since August 26, 2014, and he has attended 30 out of 35 meetings since his appointment. Mr. De Luz is the president, director, and dealer principal of a Hawaii licensed and franchised motor vehicle dealership, which brings valuable knowledge about the industry to the Board.

Mr. De Luz has a long history of public service, having formerly served on the Board from 2000 to 2008. As current chairperson of the Board, Mr. De Luz actively participates in discussions of agenda items and shares his insights based on more than thirty-seven years of experience in the industry.

The Board strongly believes that Mr. De Luz's interest in serving on the Board, his extensive experience as a dealer principal, and his evident desire to contribute to the industry will continue to enhance the Board's effectiveness. His reappointment will ensure continuity of the Board's efforts to update its licensing rules and to effectively oversee the motor vehicle industry in Hawaii.

Thank you for the opportunity to testify on this measure.



John Uekawa, President
Dave Roll, Executive Director

HADA TESTIMONY IN STRONG SUPPORT
of GM 697

Relating to the Confirmation of Gubernatorial Nominee Wayne De Luz
To Serve as an Industry Member of the Motor Vehicle Industry Licensing Board
for a term to expire 6-30-2023
Presented to the Senate Committee on Commerce, Consumer Protection and Health
at the Public Hearing, 9:30 a.m. Tuesday, May 13, 2020
Conference Room 229, Hawaii State Capitol

Chair Baker, Vice Chair Chang, and members of the committee:

The members of the Hawaii Automobile Dealers Association (HADA), Hawaii's franchised new car dealers, appreciate the opportunity to offer **strong support** for the confirmation of Mr. Wayne De Luz to serve as an industry member of the Motor Vehicle Industry Licensing Board (MVILB), for a term to expire 6-30-2020.

Mr. De Luz is a respected second-generation new car dealer and active current member of the MVILB, having served also as MVILB board chair.

As owner of a Hawaii island-based new car dealership, he heads a talented employee team that services Hawaii's driving public.

Mr. De Luz is a graduate of Northwoods Institute in Midland Michigan, which is nationally known for its auto dealership curriculum.

He is a former president of the Hawaii Automobile Dealers Association, the state's franchised new car dealers. He is also a member of the Big Island Dealers board of directors. In 2001, the Small Business Administration awarded Mr. De Luz the honor of Small Business Person of the Year for the County of Hawaii.

His dealerships have won the Mazda Elite Dealer Award, the President's Award of Honor and the President's Guild of Performers Award.

In 2002, Mr. De Luz was name the HADA nominee for the Time Quality Dealer of the Year Award—HADA’s highest award.

Our association is pleased to offer **strong support** for Governor Ige’s nomination of this outstanding community leader and award-winning automotive professional for another term as an industry member of the Motor Vehicle Industry Licensing Board.

Respectfully submitted,

David H. Rolf

For the members of the Hawaii Automobile Dealers Association

From: [Jackie De Luz](#)
To: [CPH Testimony](#)
Subject: Nomination to the Motor Vehicle Industry Licensing Board - Wayne De Luz
Date: Monday, May 11, 2020 3:35:00 PM
Attachments: [image001.png](#)

ATTN: Senator Roz Baker, Chair, Committee on Consumer Protection and Health

Letter of Recommendation for Wayne K. De Luz to the Motor Vehicle Industry Licensing Board

Honorable Senator Baker:

I would like to recommend my brother, **Wayne K. De Luz**, as a director to the Motor Vehicle Industry Licensing Board.

Personally I have known Wayne to be an individual who is diligent, conscientious and industrious. He is a person who has worked hard to get where he is at today, an entrepreneur in his own right. He is someone I have always admired and looked to for advice both personally and professionally since he has demonstrated proficiency in his business and his personal finances.

I also have served with him on the board of the Hawaii Auto Dealers Association for several years as well as been his (kind of friendly) competitor for the past 15 years. Professionally Wayne has always considered the opinion's of others before recommending or taking action and is himself an influencer of people. He is able to gain information, facts and opinions and give reliable and thoughtful recommendations and effectively make decisions that benefit the whole. His knowledge of the retail industry, particularly the automotive field, is extensive and he has been actively engaged in furthering the industry as well as local commerce his entire 30+ year career. He is dedicated to being involved in all aspects of his business and is very hands-on in all that he does.

I can recommend him without reservations because of the time spent with him and observing his high conduct of behavior and proven history of performance, expertise and knowledge.

If you have any questions regarding my recommendation, please contact me below.

Mahalo,
Jackie De Luz Watanabe
President
Direct line: 808.974.2237



May 11, 2020

Senator Rosalyn H. Baker
Chair
Committee on Commerce Consumer Protection and Health
Hawaii State Capitol
415 South Beretania St., 230
Honolulu, HI 96813
VIA EMAIL: CPHTestimony@capitol.hawaii.gov

RE: Wayne K De Luz Letter of Support for Motor Vehicle Industry Licensing Board

Dear Senator Baker:

It is my pleasure that I submit this letter of support for Wayne K. De Luz to the Motor Vehicle Industry Licensing Board.

I have known Wayne for approximately 15 years through my employment at Bank of Hawaii. Wayne was a client of the bank (business and personal) at the time of my hiring as a loan officer in 2005. Over the past 15 years I have worked closely with Wayne as his banker in my role as loan officer and as senior vice president and manager of Bank of Hawaii's Dealer Commercial Services. I have known Wayne as a very intelligent business owner/operator and a man that honors his obligations. I am confident that Wayne can continue to make a positive contribution to the Motor Vehicle Industry Licensing Board.

Should you have any questions or need any additional information, please do not hesitate to contact me at 398-8463 (cell) or robert.gardiner@boh.com

Sincerely,



Robert L. Gardiner

May 11, 2020 Answered by Wayne K. De Luz for Motor Vehicle Licensing Board

- (1) Why do you want to be a member of the Board?
It has always been my personal goal to help make our industry better for both the consumer and the dealers. My expertise in working in both parties I believe have made the current laws tighter and easier providing better protection for both.
- (2) What do you perceive are the roles and responsibilities of a member of the Board?
First and foremost is to protect the consumer and help to make the laws clearer, and tighter for enforcement. My responsibility is also to help the industry understand the rules and regulations to not get into questionable situations, thus reducing the time and expense of the State chasing dealers them down.
- (3) In what ways do you feel that you can help protect the consumer?
By helping to make sure dealers are in compliance and helping to clarify the laws into easy to read language. Also tightening up some of the ways advertising is displayed and taking out ambiguity on how it is printed.
- (4) Given your understanding of the roles and responsibilities of a Board member, why do you believe that you are qualified for the position? Please include a brief statement of your skills, expertise and knowledge that would aid you as a member of the Board.
Being on the board previously, as well as an auto dealer for over 20 years has helped me tremendously in learning how the State works vs how dealers interpret the statues. Clarity and clarification helps both the consumer and the state to bring down the level of concerns that the RICO needs to address, which I believe has dropped significantly over the last couple of years. My experience in working as a dealer with both factories and consumers I believe have bridged the communication gaps I first experienced being on the board. Many of the changes I have been involved with as a board member have been critical in accomplishing that task.
- (5) What do you hope to accomplish during your term of service?
To finish up on some of the statues whereby there is still some ambiguity and help to stream line some of the application concerns for dealers and sales people.
- (6) Name three qualities that best describe you and how these qualities will benefit the Board.
Knowledgeable, straight forward, dedicated. I believe combine it helps to making it a more cooperate and effective overall board in making quick changes and decisions.

- (7) Name a previous experience you've had that will be beneficial as a Board member.
I recommend turning down a salesperson application that had a prior criminal background involving credit thief. I explained that salespeople do collect personal financial information when the customer is trying to obtain a loan and could commit identity thief pretty easily. Board took my advice and turned down the applicant.
- (8) Can you foresee any possible conflicts of interest that could arise during your service on the Board? How would you overcome conflicts of interest?
In the past it has come up because I also have a board seat with the Hawaii auto dealers association. I always remind the board of this when issues come up concerning the association, I always abstain from the voting when it does.