

## Do I need to go through the dealership's complaint procedures?

Many dealerships participate in an arbitration system to resolve customers' lemon law claims. You are **not** required to go through this process to later make a lemon law claim. If you have a serious issue with your vehicle that cannot be resolved with the dealership, consider talking with an attorney before representing yourself in the dealership's arbitration process.

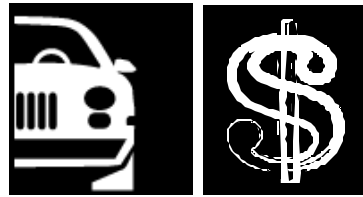


## Where can I complain about automobile fraud?

California Department of Consumer Affairs, (800) 952-5210, [www.dca.ca.gov](http://www.dca.ca.gov)  
For other states, go to your state government website or look in your phone directory in the government pages.

Better Business Bureau, [www.bbb.org](http://www.bbb.org), or look in your phone directory.

District Attorney's Office of your city or county. In Los Angeles County:  
(213) 580-3273, <http://da.co.la.ca.us>.



## WHAT CAN I DO IF MY CAR IS A LEMON?

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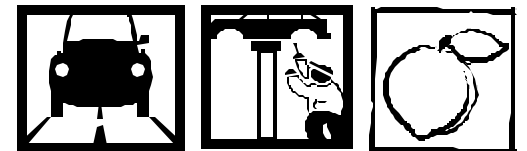


There is no greater justice  
than equal justice



**CONSUMER LAW PROJECT**

## What Can I Do If My Car Is A Lemon?



Public Counsel is the public interest law office of the Los Angeles County and Beverly Hills Bar Associations

You bought a car, but now you're having more and more problems that the dealer can't seem to fix. California's Lemon Law may help you out. Find out more.

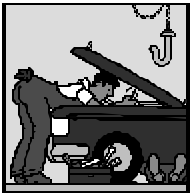


## What is the Lemon Law?

### California's

**Lemon Law** is a consumer-friendly statute that provides important protections for auto buyers. If your car is having a problem that cannot be repaired adequately, you may be entitled to a refund or replacement of the vehicle, so long as the problem wasn't caused by abuse of the vehicle.

Generally, the Lemon Law covers both new and used automobiles that are **still under the manufacturer's new car warranty**. If the warranty is expired, but the problem arose within that time period, you are still covered.



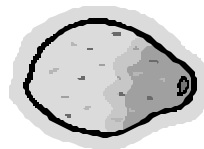
## Is my car a lemon?

For a qualifying vehicle, protections kick in if the car can't be successfully repaired within a "reasonable number of attempts."

How many repairs is required? It depends. While there is no set number, the Lemon Law does provide a "presumption" that the **car couldn't be fixed** if, within 18 months or 18,000 miles (whichever comes first):

- there were two or more repair attempts of the **same problem** – where the problem is likely to cause **death or serious injury** (for example, transmission, serious brake problem, etc.)
- there were four or more repair attempts of the same problem – where the problem is less serious
- The car has been out of service, as a result of the same problem, for 30 days or more.

If the car is past the 18 mo./18,000 mile point, the "presumption" does not apply. But if you are still within the warranty period, and the problem still persists, you may still be entitled to a refund or replacement if the problem hasn't been fixed after a reasonable number of attempts.



What happens if the problem can't be fixed after this number of repairs?



For a qualifying vehicle, if the same problem still persists after a reasonable number of repair attempts, you may be entitled to a refund or an equivalent replacement vehicle. The customer gets to decide whether to choose a refund or replacement.

I think my car may be a lemon, what should I do?



To maximize your chances of obtaining relief, you should always keep all of your repair records. Make sure that the dealership accurately writes down on the repair records **your** description of the problem. And you will need to inform the **manufacturer** at least once, preferably in writing, about the need for a repair.

Consider seeing a lawyer in your area who specializes in lemon law cases. Many provide free consultations.

