

“LEMON LAW” INFORMATION:
IF YOU HAVE SERIOUS PROBLEMS WITH THIS VEHICLE

The Massachusetts “Lemon Law,” General Laws Chapter 90, Section 7N ½ provides protection for consumers who have serious problems with their new vehicle.

UNDER THE LEMON LAW, YOU HAVE A RIGHT TO A REFUND OR REPLACEMENT OF THE VEHICLE IF:

- (a) there is a defect(s) which substantially impairs the use, safety or market value of the vehicle, **AND**
- (b) the defect(s) still exists or has recurred after either:
 - 1. three or more repair attempts for the same defect, or
 - 2. being out of service by reason of repair for any combination of defects for a cumulative total of fifteen (15) or more business days, within one year or 15,000 miles (whichever comes first) after original delivery, **AND**
- (c) the manufacturer has been notified of the defect(s) and given one final repair attempt of no more than seven (7) business days.

IF THE MANUFACTURER DOES NOT REFUND OR REPLACE THE VEHICLE AFTER THESE STANDARDS HAVE BEEN MET, YOU HAVE A RIGHT TO HAVE YOUR CASE ARBITRATED BY A STATE CERTIFIED ARBITRATOR.

This state-run arbitration is different from any manufacturer-sponsored program to which you may also be entitled. Under the state program, you will be sent a decision within forty-five (45) days of when your request for arbitration is accepted.

Under the law, you must request state-run arbitration within eighteen (18) months of original delivery of the vehicle.

THIS SHEET PROVIDES ONLY A SUMMARY OF YOUR RIGHTS.

To request arbitration, or to get further information, contact:

Office of Consumer Affairs and Business Regulation
One Ashburton Place
Boston, Massachusetts 02108
1-888-283-3757