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## Vehicle Purchases/Repairs

Whether you are purchasing a brand-new vehicle with full warranty, a used vehicle with no warranty, or getting your vehicle repaired it is important to know what your rights are as a consumer. Asking for clarification before you sign a Vehicle Purchase Agreement is important. Do not take the salesperson or service rep's verbal promise. Make sure ALL clarifications and negotiations are in writing. Here are 3 examples of new and used vehicle warranties:

- 36 months or 36,000 miles, whichever comes first.
- XX number of days or XXXX number of miles, whichever comes first.
- **AS IS**. This means there is no warranty. **Buyer Beware**. You should try to negotiate some kind of warranty. If the dealer is not willing to negotiate, then you may be better off looking for a different vehicle and even a different dealer.

Doing your due diligence up front will save you money overall and reduce or eliminate frustrations in the future. Below is a link to an example of a buyer's used vehicle checklist. If you have concerns about a used vehicle, ask the dealer if they will let you take the vehicle for an independent safety inspection. This will cost you something, but it's cheaper than buying the vehicle and then finding out there are major defects that could cost several thousand dollars.

<https://blog.drivetime.com/wp-content/uploads/2013/12/Used-Car-Buying-Inspection-Checklist-DriveTime.pdf>

If you have an issue with a vehicle, your first step is to talk to the dealer to see if they are willing to resolve the issue. If you don't get the problem corrected to your satisfaction, then the next step is to file a complaint in a timely manner with one or all the following agencies:

- The **WI Dept of Agriculture, Trade and Consumer Protection (DATCP)**. Phone: (800) 422-7128 or online at <https://datcp.wi.gov>
- The **WI Dept of Transportation (DOT)**. Phone: (608) 266-1425 or online at <https://wisconsindot.gov/Documents/formdocs/my2338.pdf>
- The **Better Business Bureau (BBB)**. Phone: (800) 273-1002 or online at: <https://www.bbb.org>