

ATTENTION CONSUMERS

The Massachusetts Used Car Warranty Law, General Laws Chapter 90, Section 7N ¼, protects consumers who have problems with their used vehicle.

UNDER THE LAW, YOU HAVE A RIGHT TO A REFUND IF:

- (a) a defect that impairs safety or use arose during the warranty period, AND
- (b) the defect continued to exist or has recurred during the warranty period after either:
 - 1. three or more repair attempts for the same defect, or
 - 2. being out of service after being returned for repair for any defect for a cumulative total of more than 10 business days

**IF THE DEALER DOES NOT ISSUE A REFUND, YOU HAVE A
RIGHT TO HAVE YOUR CASE ARBITRATED BY THE STATE
IF YOU APPLY WITHIN SIX MONTHS AFTER DELIVERY OF
THE VEHICLE.**

**Used Car Warranty Law Arbitration Program
Office of Consumer Affairs and Business Regulation
10 Park Plaza, Room 5170
Boston, MA 02116**

Used Car Warranty Law Information: 617-283-8787

Or

Office of the Attorney General: 617-727-8400