

How To Solve Auto Complaints

RUTGERS, N.J. - Do you know that complaint handling programs exist for resolving automobile problems

If you are having difficulty in resolving auto complaints such as repeated repair attempts (brakes, paint, transmission, etc.) or elusive diagnostic-problems (leaks, noises, etc.), you can appeal to a dispute settlement board (DSB).

A DSB is an informal dispute settlement mechanism whose members are charged with resolving complaints based primarily on the standard of fairness. These boards offer prompt and objective resolution to consumer complaints that are beneficial to consumers, dealers, and auto companies. Composed of independent volunteers, the boards provide customers an opportunity to have their complaints heard and decided by an independent authority at no cost. Decisions are binding on auto companies but consumers are free to reject decisions and seek other remedies available under state or federal law. To be eligible for review, the vehicle must be covered under an express new vehicle warranty.

Before applying to a DSB, a wise consumer should address a concern or complaint with a local dealership and the automobile company. Local dealerships are independently owned and operate their own service cen-

ters. Therefore, quality of service repairs vary between dealerships. Under the New Jersey Lemon Law, a dealer must provide to a consumer an itemized and legible statement of all examinations and repairs at each visit.

If a consumer is dissatisfied with repairs or elusive diagnostic attempts, a dealership can provide the telephone number and address to contact the regional customer service office of the auto company. Because companies have a vested interest in customer satisfaction, regional office managers are eager to resolve complaints or disputes. These offices might inspect a vehicle to aid in dealer diagnosis and suggest resolutions. Also, when regular repair procedures are not successful, a field service engineer, a highly trained technical expert, can be called on to inspect a vehicle on a limited basis.

To file a complaint with the DSB, the customer can call a dealership for an 800 number, select a dispute settlement pamphlet from the dealer or refer to his/her Owners Guide or Warranty Information Booklet. After obtaining and completing a short application form with pertinent information, the customer mails it to an address of an independent consulting firm that oversees board actions. DSBs meet on a regular basis to



This John Deere B tractor sold for \$1,500 at Lancaster Mennonite High School's Fall Gathering and Auction held recently. The sale netted \$80,000 for student programs.

review cases. Trained board members review all materials related to the complaint and, based on available information, arrive at fair and impartial decisions. Consumers have the option of appearing before the boards to present their cases. Decisions are mailed directly to consumers after review.

Generally, boards may award one of the following: a replacement vehicle, refund of the purchase price, repair, reimbursement for incidental expense, combination of the above, or nothing.

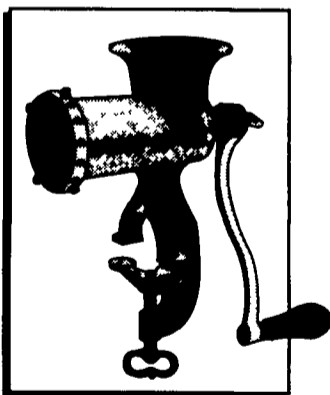
Efforts are made to render a decision within a reasonable time (approximately 30-40 days from receipt of complaint).

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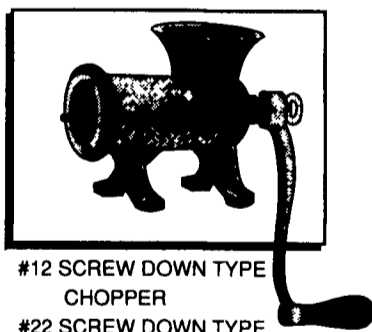
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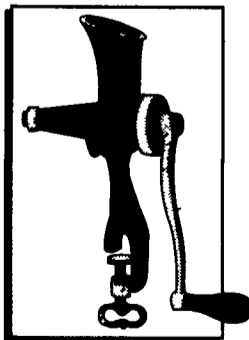
FOR MORE INFORMATION PLEASE CALL OR WRITE :

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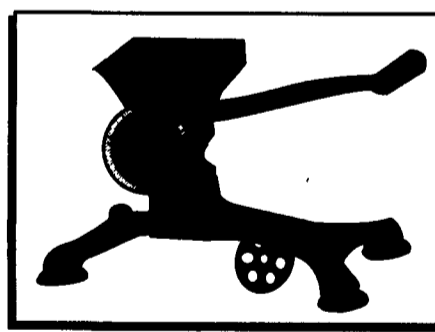
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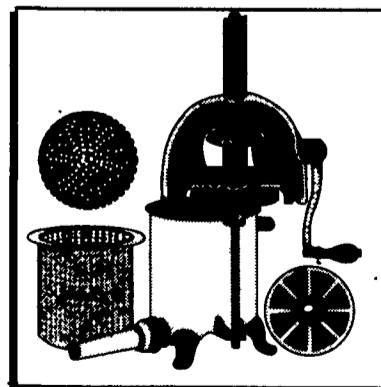
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#22 SCREW DOWN TYPE CHOPPER
#32 SCREW DOWN TYPE CHOPPER



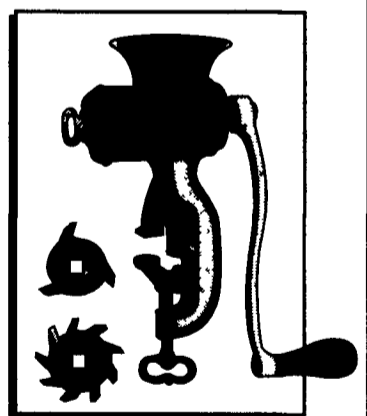
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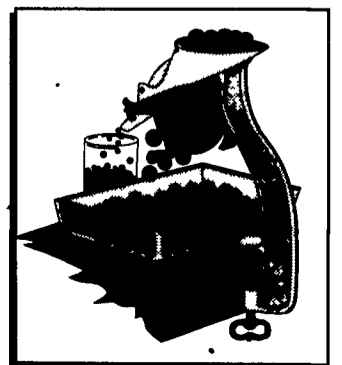
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