

## KS Lemon Law: New Car Protection

The Kansas Lemon Law protects consumers who buy or lease a new motor vehicle (under 12,000 pounds) found to have significant irreparable defects during the warranty period.

If you believe your new car is a lemon:

1. Immediately notify the dealer and detail your concerns in writing. Follow up with the owner, general manager or new vehicle sales manager.
2. Get and keep copies of all correspondence, the repair orders listing the problems, the work done and the dates that the car was in the shop.
3. Contact the manufacturer by registered mail to report the problem during the warranty period. Your owner's manual will list an address for the manufacturer.
4. Follow any procedure required by the manufacturer to file a Lemon Law complaint.

If the manufacturer or authorized dealer is unable to repair the condition after a reasonable number of attempts, then the consumer may be entitled to a replacement vehicle of equal value or a refund of the full purchase less usage costs.

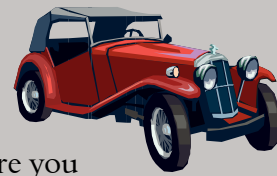
After taking the steps above, dissatisfied consumers should contact an attorney and file a complaint with the Attorney General's Consumer Protection Office, (785) 296-3751 or 1-800-432-2310.



## Used Car Tips

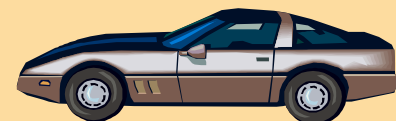
- ◆ Ask your friends to recommend a dealer. When buying from an individual, make sure they are the owner by checking the title.
- ◆ Check the warranty. If a manufacturer's warranty is still in effect, contact the manufacturer to make sure you can use the coverage.
- ◆ Ask to inspect the car's title. Pay attention to the mileage.
- ◆ Research the vehicle's history. Ask the seller for details concerning past owners, use and maintenance. Next, find out whether the car has been damaged in a flood, involved in a crash, been labeled a lemon or had its odometer rolled back. The vehicle ID number (VIN) will help you do this.

- ◆ Always have your own mechanic and/or body shop inspect a used car before you purchase it. Attempt to contact the previous owner if possible.
- ◆ If you make a deposit on a vehicle, ask whether the money is refundable and under what circumstances. Make sure to get this information in writing and on your contract.
- ◆ Take a test drive covering different speeds, types of traffic and turns.
- ◆ Beware of "curbstoners" (unlicensed dealers who pass themselves off as private sellers) and auctions, where you might not get all the information you need to make an informed decision.



## Planning Your Purchase

- 1 Decide what type of vehicle best suits your needs and budget.
- 2 Research different vehicles online to compare features and prices.
- 3 Consider fuel economy to save money in the long run.
- 4 Research the value of your old car.
- 5 Pre-determine exactly how much you can afford to spend and include maintenance costs.
- 6 Handle trade-ins and financing separately from your purchase to get the best deal on each.
- 7 Shop in advance for the best finance deal at your credit union, bank or finance company. Consider the total finance charges, not just the monthly payment.
- 8 Read and understand every document you are asked to sign. Be sure that all blank spaces are filled in and that all of the salesperson's verbal promises are included.
- 9 Don't take possession of the car until all paperwork is final.
- 10 Choose an auto insurance policy that is right for you.



Message from  
Attorney General Stephen Six:



Dear Kansans,

Whether you are looking for a new or used car, buying a car is one of the most involved and expensive purchases you can make.

Most consumers shop around for a good deal, but it's also important to research the vehicle before making such a major purchase.

This brochure contains tips and information on purchasing a vehicle, protecting yourself from fraud and researching vehicles online. While this brochure will not guarantee you a trouble-free vehicle at a perfect price, you will learn how to avoid some big problems down the road.

The Consumer Protection Division in my office works every day to safeguard the rights of Kansans. If you have questions or complaints about purchasing a car, or other appropriate consumer issues, contact us at 1-800-432-2310.

Sincerely,

Stephen N. Six

**Online Resources:**

Crash test and safety information:

- ◆ [www.nhtsa.gov](http://www.nhtsa.gov)
- ◆ [www.iihs.org](http://www.iihs.org)
- ◆ [www.autosafety.org](http://www.autosafety.org)

To compare models and get car buying tips:

- ◆ [www.edmunds.com](http://www.edmunds.com)
- ◆ [www.internetautoguide.com](http://www.internetautoguide.com)
- ◆ [www.consumerreports.org](http://www.consumerreports.org)
- ◆ [www.motortrend.com](http://www.motortrend.com)

Miles-per-gallon ratings of vehicles manufactured since the mid-1980s:

- ◆ [www.fueleconomy.gov](http://www.fueleconomy.gov)

To check prices of similar models:

- ◆ [www.nadaguides.com](http://www.nadaguides.com)
- ◆ [www.kbb.com](http://www.kbb.com)

Vehicle title and accident history:

- ◆ [www.carfax.com](http://www.carfax.com)
- ◆ [www.autocheck.com](http://www.autocheck.com)

Kansas Division of Motor Vehicles:

- ◆ [www.ksrevenue.org/vehicle.htm](http://www.ksrevenue.org/vehicle.htm)

Many of these resources, including Kelley Blue Book and Consumer Reports, have information available in print from your local library.



Consumer Protection/Antitrust Division  
120 SW 10th Avenue, 2nd Floor  
Topeka, KS 66612-1597  
(785) 296-3751 or 1-800-432-2310  
[www.ksag.org](http://www.ksag.org)

# AUTOMOBILE BUYING TIPS



- *Planning Your Purchase*
- *Used Car Tips*
- *Kansas' Lemon Law*
- *Online Resources*

Provided by Kansas Attorney General  
**Stephen N. Six**