



New Jersey Office of the Attorney General

Division of Consumer Affairs
Office of Consumer Protection

USED CAR LEMON LAW UNIT

P.O. Box 45026

Newark, New Jersey 07101

(973) 504-6226

(800) 242-5846



E-MAIL: lemonlaw@dca.lps.state.nj.us
WEBSITE: www.state.nj.us/lps/ca/home.htm

Instructions for Completing the Application for Used Car Lemon Law Dispute Resolution

Thank you for contacting the New Jersey Lemon Law Unit. The Used Car Lemon Law requires dealers to provide warranties with minimum durations to purchasers of certain used motor vehicles. If the dealer fails to correct a defective item which is covered under the warranty, you may be eligible for relief. To apply, please complete the enclosed application, along with the Division of Consumer Affairs complaint form, and send them with supporting documentation to:

Division of Consumer Affairs
Used Car Lemon Law Unit
124 Halsey Street, 7th Floor
P.O. Box 45026
Newark, NJ 07101

Please be certain that your used motor vehicle meets all of the requirements under the Used Car Lemon Law before submitting your application. If you have any questions after reviewing the enclosed paperwork, please contact the Lemon Law Unit at (973) 504-6226 and someone will be glad to assist you.

Sincerely,

Used Car Lemon Law Unit



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Used Car Lemon Law Dispute Resolution Application

Please be advised that any information you supply on this complaint form may be subject to public disclosure. If an investigation into the matter is conducted, the information is subject to public disclosure only after the completion of the investigation. You are also advised that the completed complaint form is a "government record," which the Used Car Lemon Law Unit may be obligated to provide to anyone making a request pursuant to the Open Public Records Act (OPRA).

CONSUMER INFORMATION:

DEALER INFORMATION:

NAME: _____ ADDRESS: _____ CITY: _____ STATE: _____ ZIP: _____ HOME TELEPHONE NUMBER: _____ <small>(include area code)</small> WORK TELEPHONE NUMBER: _____ <small>(include area code)</small> E-MAIL ADDRESS: _____	BUSINESS: _____ ADDRESS: _____ CITY: _____ STATE: _____ ZIP: _____ TELEPHONE NUMBER (1): _____ <small>(include area code)</small> TELEPHONE NUMBER (2): _____ <small>(include area code)</small>
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1. Vehicle Information

Make _____ Model _____ Year _____
Date of Purchase _____ Purchase Price _____

2. Vehicle Identification Number (VIN) _____

3. Mileage, on date of purchase: _____ Mileage, at present: _____

- 4. a. Is your vehicle normally used for personal, family or household purposes? Yes No
- b. Is your vehicle normally used for commercial purposes? Yes No

5. Does the material defect substantially impair the use, value or safety of the vehicle? Yes No

6. Were you advised, in writing, at or prior to the time of purchase that the vehicle was declared a total loss by an insurance company? Yes No

7. Warranty Information (Please check all that apply.)

- I purchased the vehicle AS IS.
- I was given a limited dealer warranty at no extra charge.
Duration of warranty: 30 days/1,000 miles 60 days/2,000 miles
 90 days/3,000 miles Other _____
- I purchased an extended service contract. (Please provide a copy.)

Warranty Company: _____
Street Address: _____ City: _____ State: _____ ZIP: _____
Telephone Number (include area code): _____

8. a. If the vehicle's mileage was more than 60,000 at the time of purchase, did you waive the warranty? Yes No
 b. Did you sign a waiver form? Yes No If "Yes," please provide a copy of the waiver.

9. Repair Information (Use additional sheets of paper if needed.)

What is the malfunction or material defect you are claiming? _____

10. a. Did you notify the dealer of the problem described in question #9? Yes No
 b. If "Yes," on what date? _____ What was the mileage at that time? _____
11. Were three (3) or more repair attempts made for the same problem? Yes No
12. Were all three (3) repair attempts made within the warranty period? Yes No
13. Do any of the alleged defects still exist? Yes No

For each alleged defect:

Description of problem

Date & Mileage of each repair attempt

a.	Date: _____ Mileage _____ 1 st Attempt Date: _____ Mileage _____ 2 nd Attempt Date: _____ Mileage _____ 3 rd Attempt
b.	Date: _____ Mileage _____ 1 st Attempt Date: _____ Mileage _____ 2 nd Attempt Date: _____ Mileage _____ 3 rd Attempt
c.	Date: _____ Mileage _____ 1 st Attempt Date: _____ Mileage _____ 2 nd Attempt Date: _____ Mileage _____ 3 rd Attempt

14. a. Was the vehicle out of service for a total of 20 or more calendar days, due to repairs? Yes No
 b. If "Yes," how many days? _____
 c. List the dates below:
1. From _____ to _____ number of days _____
2. From _____ to _____ number of days _____
3. From _____ to _____ number of days _____

15. a. Was the vehicle repaired by anyone other than the dealer or its agent? Yes No
 b. If "Yes," where?
 Name: _____
 Street Address: _____ City: _____ State: _____ ZIP: _____
 County: _____ Telephone Number (include area code): _____

16. Financial Information

Name of lienholder: _____
Street Address: _____ City: _____ State: _____ ZIP: _____
Account Number: _____ Telephone Number (include area code): _____

17. Additional Information

Have you participated in any previous arbitration for the same problem(s) for which you are seeking relief? Yes No

a. If "Yes," what type of arbitration? _____ Date of arbitration _____

b. Did you accept the decision? Yes No If "Yes," please explain and give the current status: _____

18. If an attorney is going to represent you, please provide the following information:

Name: _____ Firm Name: _____
Street Address: _____ City: _____ State: _____ ZIP: _____
County: _____ Telephone Number (include area code): _____

I certify that the dealer has not yet given me a refund, and that all statements made in the complaint are true to the best of my knowledge.

I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment. I authorize the New Jersey Division of Consumer Affairs to send this complaint form to the company or to the interested parties and to use the information in any way that is necessary.

Signature Date

If you have not already done so, please attach clear and legible copies (do not send originals) of the following:

- All relevant evidence of repair attempts
 - sales invoice
 - purchase order
 - finance contract (if financed)
 - vehicle registration
 - repair receipts
 - Used Car Buyer's Guide (window sticker)