



AUTOCAP

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Automotive Consumer
 Action Program

*Helping Consumers and Dealers
 Communicate*



**AUTOCAP
of New Mexico**

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 Albuquerque, NM 87109
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AUTOCAP is a registered
 service mark of NMADA

NOTES



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This is a program for consumers
 who have purchased a vehicle
 from a Franchised New Car
Member Dealer of the
*New Mexico Automotive Dealers
 Association.*

AUTOCAP

We know your car or light truck represents a substantial financial investment and chances are you will be driving more and keeping your vehicle longer than ever before. As all vehicles have become more technologically complex, even the slightest automotive problems can be frustrating.

Most automotive disputes result from a lack of communication. So if you do incur a problem with your vehicle, here are some practical suggestions to help you resolve your problem and avoid a lengthy dispute and hard feelings between you and your dealer. If you do have questions or problems, please follow these simple steps.

STEP 1:

Call your dealership and please have the following information handy.

- Date Purchased;
- Vehicle (make, model, year, vin # and mileage);
- A brief description of the problem;
- Nature of the problem (sales, service, warranty, advertising, ect.);
- The solution or action you feel is fair.

STEP 2:

Always speak to someone in authority at the dealership. Speak to the sales manager if your problem involves a sales transaction; speak to the service manager if the service was unsatisfactory or you feel the problem involves a defect in the vehicle. If you are still dissatisfied, ask to speak to the general manager or dealer ownership.

STEP 3:

If a satisfactory solution cannot be reached and the problem is with the vehicle itself or with service provided by the manufacturer or importer, you may contact the appropriate national, zone or distributor customer relation's office. This information should be in your owner's manual; if it isn't, your dealer will be able to provide it to you.

Working directly with your dealership can solve most problems. Dealership employees are anxious to retain satisfied customers and should be happy to help resolve your concerns.

Most franchised new car dealers in New Mexico participate in the Automotive Consumer Action Program (AUTOCAP). AUTOCAP is a free, easy-to-use public service that can help you when you have a problem with the sales or service practices of a new-car-dealer.

AUTOCAP works to resolve automotive disputes in two ways:

1. AUTOCAP staff will mediate the dispute by working with you and the dealer.
2. If this informal mediation is unsuccessful, an impartial panel, which is made up of consumer representatives and auto dealers, will review your case; a minimum of 50 percent of the panelists must be consumer representatives. The panel will recommend a solution based on the facts of the case.

AUTOCAP is most effective when mediating disputes involving participating new car and truck dealers.

AUTOCAP cannot be of assistance when...

1. The problem involves a dealer that does not participate in AUTOCAP.
2. The problem involves a manufacturer.
3. The problem involves anything other than a participating new car/truck Dealer, or an independent used car dealer.
4. An attorney represents you in this matter.

**TO FIND OUT IF
AUTOCAP
CAN BE OF ASSISTANCE
TO YOU, PLEASE CONTACT:**



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