MAGNUSON MOSS WARRANTY ACT

Red Flags Checklist

Know what to look for to determine if you are being misled about your vehicle warranty. As a warrantee, you should receive a clear, easy-to-understand warranty that includes who and what is covered; an explanation of the warrantor's and your responsibilities, including where you may have your vehicle serviced; the expiration date; and ways to handle disputes with the warrantor. If you have questions about your vehicle warranty, contact the warrantor or dealership/manufacturer.

Red Flags

- The warranty is difficult to read and comprehend, and you are unsure of the specific terms that are outlined.
- You are unsure what is covered by the warranty.
- A representative insists that you service your vehicle at the dealership to keep your warranty intact.
- A representative is aggressive and refuses to release your vehicle if you do not have your vehicle serviced at the dealership.
- A representative explains that you must use original equipment manufacturer (OEM) parts when having your vehicle repaired to keep your warranty intact, or the dealer voids the warranty for using aftermarket parts.
- A dealer refuses your warranty coverage because you obtain services at another repair shop.
- A dealer will not put repair terms and costs in writing.

TIPS TO MAINTAIN YOUR WARRANTY



- Read your warranty and ensure you understand the terms and coverage, including the warranty period.
- Speak with the warrantor or dealership to obtain clarification on the warranty.
- Know the law - **Magnuson Moss Warranty Act** - and how it impacts you.
- Be sure to follow the routine maintenance schedule and ensure all repairs are completed timely.
- Record all maintenance and repairs that are completed on your vehicle and save the receipts for the service. Ensure the receipts are clearly dated and list an accurate description of the parts supplied and service performed.
- Ensure the dealership or repair shop is licensed or certified (registered) with the state.
- File a warranty claim only when necessary.
- The vehicle manufacturer or dealer has the responsibility to demonstrate that the use of a non-OEM part or service caused the failure in question.

FLORIDA DEPARTMENT OF FINANCIAL SERVICES
Division of Consumer Services