Our Recipe

Lemon is sour and it takes a whole lot of sugar to make Lemon-Aid. There's no such thing as secret recipe for us. We want you happy. You - the consumer, manufacturer, dealer. Our experience has shown the best and fastest result to Lemon-Aid is to not sour on each other, but to work together to find a solution.

Consumers just want the vehicle they bought to work. We understand it's frustrating to buy a new vehicle only to find it has a problem that no one seems to be able to fix.

Dealers need your repeat business. Dealers want you to be so happy with their customer service and mechanic shop that you will want to come back.

Manufacturers want brand loyalty. They want you to be so happy with their product that when it comes time to buy again, you want the same brand of vehicle.

The TxDMV is committed to helping consumers, manufacturers and dealers to solve complaints. Most complaints are settled through mediation that results in having the vehicle repaired.

Additional Help

For Lemon Law information visit www.TxDMV.gov.

TxDMV Enforcement Division

Lemon Law Team
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Texas Department *of* Motor Vehicles
HELPING TEXANS GO. HELPING TEXAS GROW.

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Texas Lemon Law

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Do I have a lemon?

The vehicle has a serious defect or abnormal condition covered by the original manufacturer's written warranty, and

1. The report of the defect or condition must be made within the warranty period.
2. The defect or condition persists and substantially impairs the vehicle's use or market value, or creates a serious safety hazard.
3. The consumer files a timely Lemon Law complaint and pays the filing fee.

For a *dealer*, the consumer must give the dealer a reasonable number of attempts to repair the defect or condition.

For a *manufacturer*, the consumer must give written notice (preferably by certified mail) and given at least one opportunity to repair.

Manufacturer warranties are good at any franchised dealer authorized to sell and repair your vehicle brand. We recommend you try another dealer's mechanic shop if the dealer where you bought the vehicle is unable to fix it.

Buying a new car is exciting!

Making your decision is a happy time.

Uh-oh, somethings wrong with my car!!

Stay calm.

Is this your story?

Imagine you have just purchased the car of your dreams. You've sacrificed and saved to get the exact car you've been dreaming of. Everything is wonderful.

Then, one morning you go out to your new car, and it doesn't start. You check the gas. It has a full tank. The radio comes on so it has power. Yoy try again. And this time it starts. OK, maybe it was just a fluke. You go ahead and go about your day. No more problems.

Until, a week later the same thing happens. You take the vehicle in to a certified franchised dealer for repair. The dealership can't find anything wrong. Two more weeks go by. Then it happens again. Frustrating. You start wondering if you have a lemon.

No one likes taking new cars in for repairs. Dealers want happy customers.

The Texas Department of Motor Vehicles (TxDMV) works with consumers who purchase or lease new motor vehicles and have repeated problems dealing with vehicle repair. Consumers can get help and guidance from the TxDMV.

How do I file a complaint?

The Lemon Law only applies to new vehicles that came with a manufacturer warranty.

A Lemon Law complaint must be filed no later than 6 months after the ***first*** of the following events:

- Original warranty expiration date.
- 24 Months after purchase.
- 24,000 Miles following the delivery date (except towable recreational vehicles).

Because the filing deadline and other requirements are very specific, visit www.TxDMV.gov or call the Lemon Law Team for more information or assistance concerning warranty repair problems.

The Lemon Law covers new or leased vehicles (including demonstrator vehicles) that develop problems covered by a manufacturer's written warranty. Used motor vehicle buyers are limited to repairs only if the repairs were originally covered under the manufacturer's warranty and repair began while still under warranty.

You Should Know

TxDMV may send a technical expert to meet with both parties to help reach an agreement. If a solution cannot be reached, the matter may be scheduled for a hearing conducted by a TxDMV hearings examiner. TxDMV's goal is to hold the hearing within 150 days after the complaint is filed and the filing fee is paid. If the ruling is in favor of the customer the manufacturer may be required to repurchase or replace the vehicle, less a Reasonable Allowance for Use (RAFU).

Lemon-Aid

www.TxDMV.gov