

New-Vehicle Warranty:

What You Need to Know

The Problem: A vehicle owner's claim under a new-vehicle warranty is denied because a non-original product (one not installed or sold by the vehicle manufacturer) is installed on the vehicle

The Solution: Go to your dealership armed with the truth! Rarely does the use of a custom auto accessory violate a new-vehicle warranty. Under federal law, warranty coverage cannot be denied simply because custom accessories are present on the vehicle or have been used.

The warranty coverage can be denied only if the part in question actually caused the malfunction or damage for which warranty coverage is sought. If you have a disagreement with a vehicle dealer regarding a warranty claim, get a written explanation and letter of refusal from the dealer, and consult your vehicle owner's manual for steps you should take.

SEMA has a document available on its consumer website to help you fight unfair warranty denial. You'll find it at www.enjoythedriver.com/san/warranty. If the vehicle manufacturer also denies your claim, call the Federal Trade Commission (FTC), 202/326-3128.

This message brought to you by SEMA, the Specialty Equipment Market Association.

