

Opinion Editorial – SAMPLE #2

Using the Dealer for Vehicle Warranty Work is NOT a Must?

Date

Dear Editor,

Many motorists believe that a car dealer can refuse to honor the factory warranty if someone other than the dealer services or repairs the vehicle. That is not so, according to the recent [consumer alert](#) issued by the Federal Trade Commission (FTC).

The FTC alert states that “It’s illegal for a dealer to deny your warranty coverage simply because you had routine maintenance or repairs performed by someone else. Routine maintenance often includes oil changes, tire rotations, belt replacement, fluid checks and flushes, new brake pads and inspections.”

According to the Car Care Council it's a common misconception that only car dealers can perform the maintenance services on a newer vehicle that is under warranty. The recent FTC Consumer Alert is very clear on the issue. Consumers can have maintenance services performed by their local independent repair shop or even do the work themselves without affecting the warranty, even if dealers and manufacturers suggest the opposite. It is also important to note that using aftermarket parts does not void the warranty.

Consumers are protected by the Magnuson-Moss Warranty Act, enforced by FTC, which prohibits a manufacturer from voiding the vehicle warranty because service was done by a non-dealer.

When using a non-dealer, independent aftermarket shop to maintain your vehicle, the council strongly recommends keeping records and receipts for all maintenance that is done to the vehicle and adhering to scheduled maintenance requirements. If a warranty claim arises, these records will provide proof that maintenance has been done in accordance with the manufacturers' recommendations and requirements.

The (*name of organization/company*) works closely with the Car Care Council – which is the source of information for the “Be Car Care Aware” consumer education campaign promoting the benefits of regular vehicle care, maintenance and repair to consumers. For a copy of the council’s Car Care Guide, which is now available electronically, or for more information, visit

Sincerely,

Name

Title

Organization/Business Name

Phone number