



AUTOMOTIVE CONSUMER ACTION PROGRAM (AUTOCAP)

Members of the Vermont Vehicle & Automotive Distributors Association (VADA) pride themselves on the good will and reputation they have built with their customers and consider it a sound and essential business practice. Good will is established with a customer when they are satisfied with the product and service they have received and believe that they have been dealt with fairly.

If you are experiencing a problem and are dissatisfied with your new or used vehicle, give your dealer a chance to show his/her good will. Whether the complaint is about a defect, repair, warranty, or some other item, there is probably a reasonable solution.

As a first step, SEE YOUR DEALER. Most problems can be resolved by the dealer without outside involvement, but talk to someone in authority; preferably the owner or department manager. If you are unable to reach a mutually satisfactory resolution after following these steps, AUTOCAP may be able to provide some assistance.

WHAT IS AUTOCAP?

The Automotive Consumer Action Program is a public service program sponsored by the VADA in conjunction with the Vermont Attorney General's Office to improve consumer and dealer relations.

HOW DOES IT WORK?

Once VADA has received your complaint, we will work with both parties; the problem is usually resolved at this level. If unable to reach an agreement, the complaint is referred to the AUTOCAP Panel for review and resolution.

WHO SITS ON THE AUTOCAP PANEL?

The Panel consists of an even number of consumer representatives and dealer members of VADA.

HOW DOES THE PANEL FUNCTION?

It is a non-judicial third party to recommend solutions to disputes that don't involve legal or fair trade violations. All VADA members are bound by the Panel's decision.

ARE THERE ANY COMPLAINT LIMITATIONS/REQUIREMENTS?

Yes. You must own your vehicle throughout the complaint process. AUTOCAP is not the appropriate complaint forum for fair trade or legal violations, cases already in litigation or an attorney is involved.

On occasion, AUTOCAP receives a complaint in which there is a sharp dispute as to the facts without supporting documentation for either party. In such instances, the AUTOCAP Panel may not be able to resolve the complaint or render a decision.

WHAT HAPPENS TO MY CLOSED CASE?

A copy of your complete case file will be forwarded to the Attorney General's office.

WHAT WILL IT COST?

Nothing. VADA covers the cost of the administration of the program.