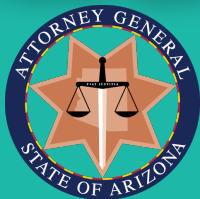


SCAM ALERT:

Auto Sale & Repair Fraud



Arizona Attorney General
Mark Brnovich



Scam at a glance:

Auto dealerships and repair shops assist consumers with their vehicle needs; however, some will purposely mislead or defraud consumers about the terms of a purchase or vehicle repair.

Whether you are buying a vehicle or searching for a reputable mechanic, it is always important to do your research.

Warning Signs:

- Being rushed to sign paperwork
- Contract terms are different than what the dealer promised
- Salesperson suggests you take the vehicle home before financing is approved
- Not allowing you to see the parts needing repair
- Using jargon or terminology that you do not understand

Protect Yourself: Buying a Car

- Research the value of the car before negotiating the price.
- Always negotiate primarily based on the actual price of the vehicle, never the monthly payment.
- Do not sign a contract with blank spaces.
- Check financing rates with your bank or credit union before shopping for vehicles.

Getting Repairs

- If possible, get several written quotes before any major repair.
- Get written estimates identifying the problem and estimated charge.
- Do not pay for anything you did not authorize.
- Do your homework. Get information about repair shops from the Better Business Bureau.

Resources:

Arizona Attorney General's Office

www.azag.gov/complaints/consumer

Phoenix: (602) 542 - 5763, Tucson: (520) 628 - 6648
or Toll-free: (800) 352 - 8431

Task Force Against Senior Abuse Helpline

(602) 542 - 2124 or (844) 894 - 4735

Better Business Bureau

(877) 291 - 6222

www.azag.gov/seniors/scamalert