New-Car Lemon Law

Categories : Consumer Services

The following is summarized from the State of Connecticut Department of Consumer Protection website: (https://portal.ct.gov/-/media/DCP/Lemon-Law/lemonlaw_guide_2017.pdf?la=en)

WHAT IS THE LEMON LAW?: The Lemon Law establishes arbitration as an informal process for resolving disputes between consumers and automobile manufacturers. The Department of Consumer Protection defines a lemon as a "new motor vehicle (passenger car, combination passenger/commercial van, truck or motorcycle) purchased or leased in Connecticut which does not conform to the manufacturer's express warranty and which, after a reasonable number of attempts (usually two to four) cannot be repaired so that it does conform to that warranty."

WHAT'S COVERED UNDER THE LEMON LAW: The Lemon Law covers all new passenger, combination passenger/commercial vehicles and motorcycles purchased or leased in Connecticut which:

Do not conform to the manufacturer's express warranty;
Have substantial defects affecting the use, safety, or value of the vehicle;
Occur during the first two years from the original owner's delivery date or the first 24,000 miles on the odometer-whichever period ends first.

WHAT'S NOT COVERED UNDER THE LEMON LAW: The Lemon Law does NOT cover:

Defects not covered under the manufacturer's express warranty; or
Defects caused by the consumer's abuse, neglect or unauthorized modification of the vehicle.

APPLYING FOR ARBITRATION: A Lemon Law "Request for Arbitration" form needs to be completed and returned as soon as possible with a required $50.00 filing fee. The form, along with further information on applying for arbitration, can be obtained by calling the DCP or visiting their website at (https://portal.ct.gov/DCP/Lemon-Law/Lemon-Law-App/Lemon-Law-Application-Process)
Once the application is received by DCP, it will be reviewed to make sure it meets basic eligibility criteria. Applicants will be notified of the results of the review within five business days.

For more information on Connecticut's Lemon Law, see the Connecticut Judicial Branch Law Libraries webpage, https://www.jud.ct.gov/lawlib/law/lemon.htm

TO FIND PROVIDERS IN CONNECTICUT'S COMMUNITY RESOURCES DATABASE:

Search by program name: New-Car Lemon Law

SOURCE: State of Connecticut Department of Consumer Protection website; Connecticut Judicial Law Library website
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