

Other Motor Industry Codes

Garages displaying the Service and Repair Code logo have committed to an open, fair and responsible way of doing business... Don't risk a rip-off. Look for the logo.

You can find garages subscribed to the Code at www.motorindustrycodes.co.uk



For more information on other Motor Industry Codes visit www.motorindustrycodes.co.uk

Contacts

Motor Industry Code Advisory and Conciliation Service
Consumer Advice Line

0870 751 8270

www.motorindustrycodes.co.uk

Office of Fair Trading

www.off.gov.uk/codes

or contact your local

Citizens Advice Bureau

www.citizensadvice.org.uk

Trading Standards Department

www.tradingstandards.gov.uk



MOTOR INDUSTRY
CODE OF PRACTICE

New Cars



A brief guide to the Code
and consumer survey



MOTOR INDUSTRY
CODE OF PRACTICE

New Cars

© 2009 Motor Codes Limited. All rights reserved.
Motor Industry Codes and the Motor Industry Code of Practice Logos
are trademarks of Motor Codes Limited





What is the Code of Practice?

The Motor Industry Code of Practice for New Cars (the Code) sets out the standards that vehicle manufacturers comply with regarding new car sales, new car warranties, availability of replacement parts, advertising and complaints handling.

The Code details promises given by vehicle manufacturers and contains guidance to assist the consumer.

The code itself provides you with:

- a consumer advice line
- free conciliation and low cost independent arbitration
- more rights than required by law

You can download a copy of the Code in full from www.motorindustrycodes.co.uk

If your complaint is against a garage that has carried out a service or repair work, please see overleaf.

What to do if there's a problem

If you have a complaint about the quality of your new vehicle you should, in the first instance, refer the matter to the selling dealer. The complaint, preferably in writing should be addressed to a senior executive, director, or the proprietor of the selling dealer.

If the complaint relates to a new car under warranty and the dealer is unable to resolve the matter you should take the complaint directly to the customer relations department of the vehicle manufacturer.

If the manufacturer is unable to resolve a complaint you may contact, or be referred by the manufacturer to the Code's Consumer Advice Line (CAL) on **0870 751 8270** or submit your complaint online at www.motorindustrycodes.co.uk. CAL will assess your complaint and provide advice and assistance to help resolve it.

If the manufacturer appears to be in breach of the Code, CAL may refer the case to the Conciliation Service, for further investigation. If Conciliation is still unable to resolve the complaint to your satisfaction, you may request that the case be referred to independent arbitration. Arbitration offers you a quick and low cost alternative to taking legal action through the Courts and the outcome of arbitration is legally binding upon you and the subscriber.

You are, of course, under no obligation to refer your complaint to the Code Advisory and Conciliation Service and are free to seek redress through the Courts.

For further information on the complaints process and disciplinary action – as well as more information on the Code, and general advice and guidance – please visit www.motorindustrycodes.co.uk

Breaches of the Code

Manufacturers who do not correct a breach or who are seen to be in persistent breach of the Code will be referred to the Independent Compliance Assessment Panel (ICAP). Depending upon the severity of the breach ICAP can impose a variety of sanctions upon manufactures, including financial penalties and expulsion from the Code scheme.

The Consumer Satisfaction Survey

To assist us in monitoring manufactures, we'd be grateful if you could spare a few minutes to complete and return the consumer satisfaction survey opposite.



MOTOR INDUSTRY
CODE OF PRACTICE

New Cars