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Practical Legal Information. Experienced Lawyers. Affordable Flat Fees.

Step 1. Get Informed

Using The Internet To Support Your Lemon Claim

Public access to the information superhighway is making the asphalt highway safer. Masses of information on automotive defects are now available through the Internet.

To get started, use a search engine such as Yahoo!, Lycos, Excite, AltaVista or Infoseek. Try a word search using combinations of "consumer" and "automotive" and "lemon" or "warranty" to access more sites than you may want to cope with. However, you can progressively narrow your search to your needs.

A search that includes the automotive name itself, such as "Chrysler," is likely to lead you to an advertising website for the manufacturer. One problem with the Web is that it can become difficult to separate fact from fiction or marketing.

Consumer World

You should also look up specific websites. One to try is Consumer World (www.consumerworld.com), the website created by Edward Dworsky, an attorney who originally helped write the lemon law in Massachusetts. Dworsky, now with the Federal Trade Commission, has assembled an impressive array of more than 1,500 consumer resources, many of which have to do with automotive issues. (You can link directly to it through the Around the Web box to your right.)

Via Consumer World's access to the Oxbridge Directory of Newsletters, you can locate the addresses and phone numbers for many sources of information to support your specific claim. The "Consumer Product Safety Review," the "Consumer Product Safety Guide" and the newsletters of the Consumer Federation of America, CALPIRG and other agencies may all post news of automotive defects.

ALLDATA.com

Also check out ALLDATA.com, which provides technical service bulletins (TSBs), recall and other technical information. It also provides one of the most comprehensive directories of links to other automotive sites on the Web, establishing more than 100 links to other vehicle-related websites. (You can link directly to it through the Around the Web box to your right.)

AUTOPEdia

A virtual encyclopedia of auto industry information is found at AUTOPEdia (www.autopedia.com), which you can link to through the Around the Web box to your right. Using this and other cross-referencing websites, you can back up information you have obtained elsewhere. This effort at verification is important when researching online, because it is often hard to determine who sponsors a website and how reliable the information is.

Carfax

If you suspect your vehicle had a prior owner (many cars are sold as new or as demonstrators even though they were previously owned), you will want to check out its vehicle history. You can do this preliminarily via the Internet. The Carfax (www.carfax.com) system is a nationwide database of over 800 million vehicles. While it is not a perfect chronicle of every car's history, it is an extremely useful instrument. For \$19.50, you can enter the 17-digit vehicle identification number (VIN) and get a printout of the title and other data on that car. If you suspect the vehicle is a recycled lemon, salvaged car or has had its odometer rolled back, Carfax is a good place to start blazing the paper trail. (You can link directly to it through the Around the Web box to your right.)

You might even find online chat sessions to be of help. One frustrated Chrysler owner voiced his complaint in an automotive newsgroup chat room. Of about 16 anonymous unsolicited responses that returned through cyberspace, 15 referred him to the same law firm. He did. And it wasn't long before Chrysler paid.

Get More Information

- ▶ [How The Center For Auto Safety Can Help Your Lemon Claim](#)
- ▶ [How The National Highway Traffic Safety Administration Can Help Your Lemon Claim](#)
- ▶ [Valuable Print Resources For Lemon Laws](#)
- ▶ [Using Expert Opinions To Prove Your Claim](#)
- ▶ [Using The Lemon Car Itself As Evidence](#)

Step 2. Get Legal Help

Find the right lawyer fast. Know the cost up front. Get help from a legal professional.

[Demand for a Refund](#)

A forceful letter demanding a refund

Flat-Fee Price: \$125.00

[▶ Learn More](#)

[Ask Our Lawyers](#)

Preliminary advice and guidance from a lawyer for your legal question

Flat-Fee Price: \$25.00

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Source:

Return to Sender: Getting a Refund or Replacement For

Your Lemon Car, Nancy Barron

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