SCAM ALERT: Auto Sale & Repair Fraud

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.


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

For additional information go to:
www.azag.gov/consumer/consumereducation

Task Force Against Senior Abuse Helpline
(602) 542 - 2124 or (844) 894 - 4735
www.azag.gov/scamalert