

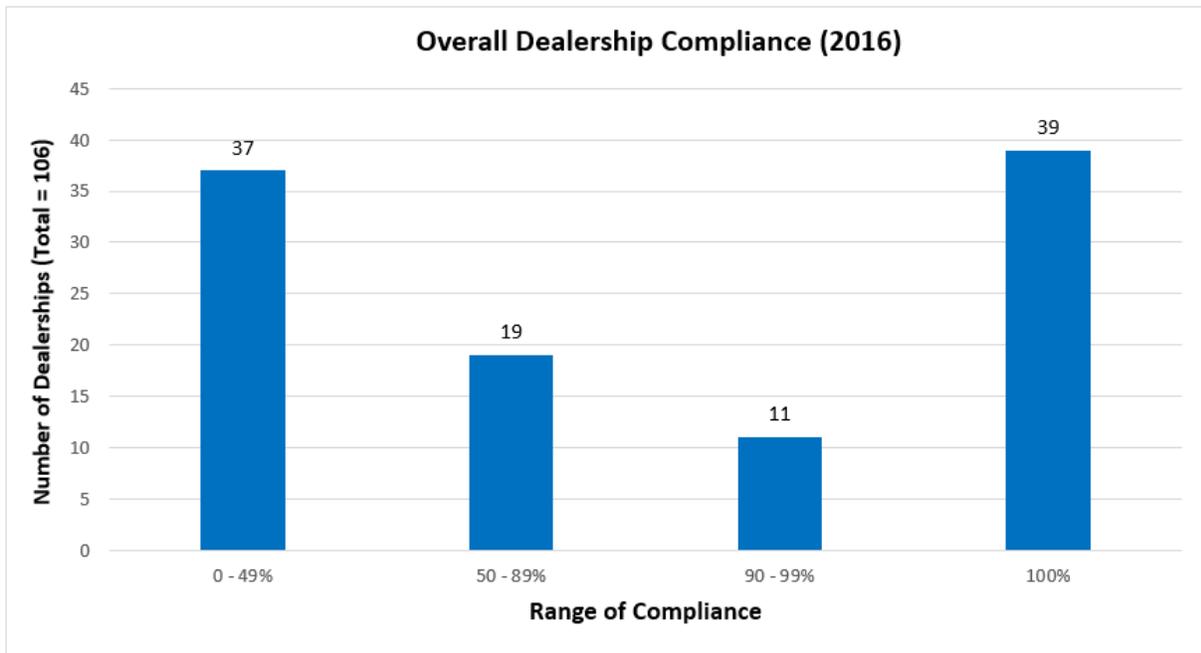
# 2016 Dealership Lemon Law Sticker Audit Report



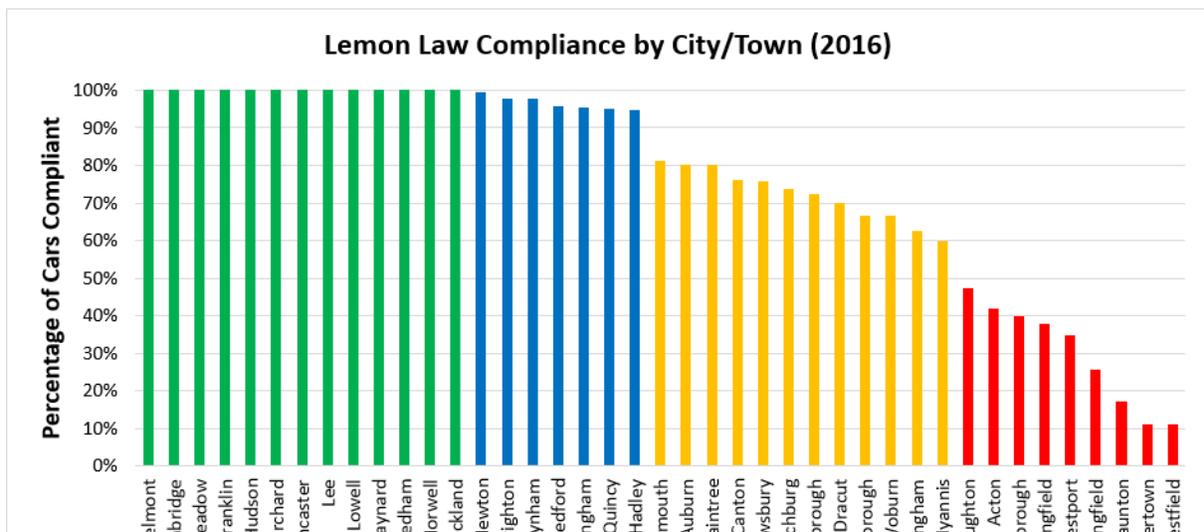
**COMMONWEALTH OF MASSACHUSETTS**  
Office of Consumer Affairs and Business Regulation



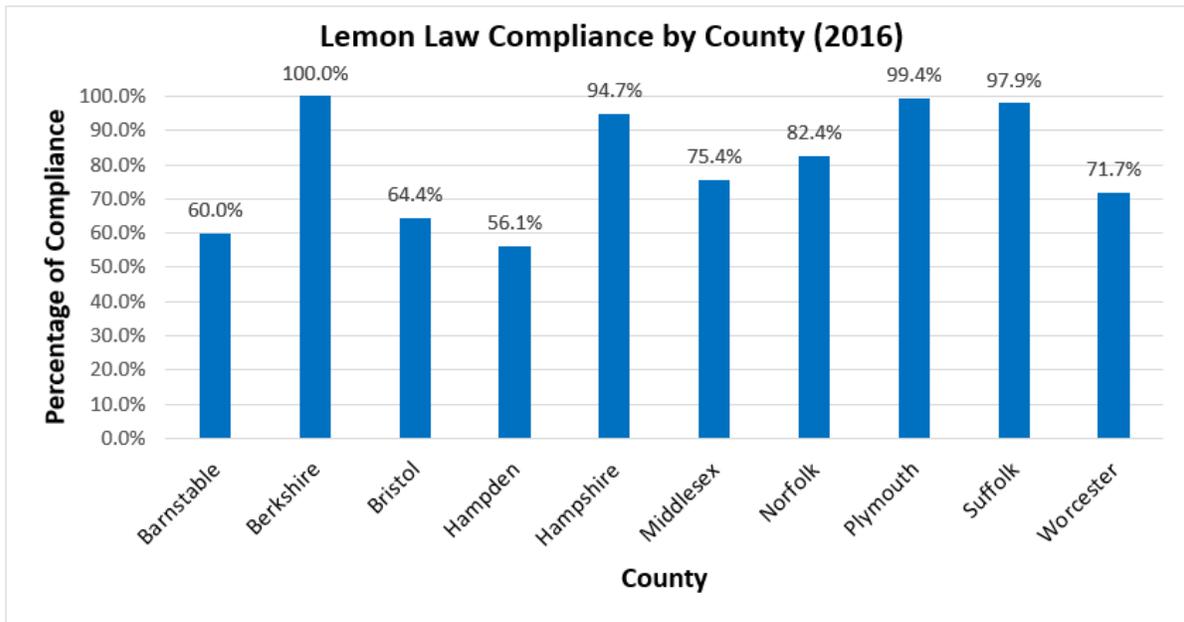
Of these 106 dealerships, 39 achieved 100% compliance at each dealership all vehicles audited featured a form of a Lemon Law sticker. Unfortunately, 13 dealerships received a score of 0% compliance, as they displayed no stickers on their audited vehicles.



Although compliance is the ultimate goal of the dealership audits, the Office understands that improvement amongst all dealerships is to be acknowledged as well. A compliance rate of 100% is optimal, but the Office recognizes a dealership with a compliance rate greater than 90% is commendable. Of the 41 municipalities where we audited dealerships, 13 were 100% compliant with the Lemon Laws, while nine dealerships had less than 50% compliance. Below are compliance rates listed by municipality, descending in order of greatest to least compliant:



Additionally, the data has been categorized by county to show trends and compliance within each of the ten counties included in the audit. Berkshire County was the only of the ten to demonstrate complete compliance, with Plymouth, Suffolk, and Hampshire Counties also performing well:



While every Massachusetts municipality is not represented in the report, the data provides a sampling of state wide compliance rates. The purpose of our efforts is to enhance consumer protection and collaborate with individual municipalities to encourage compliance for all dealerships.