

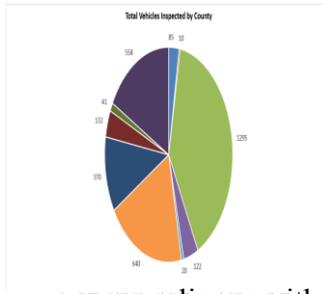
2016 Dealership Lemon Law Sticker Audit Report



COMMONWEALTH OF MASSACHUSETTS
Office of Consumer Affairs and Business Regulation

CHARLES D. BAKER
GOVERNOR

KARYN E. POLITO
LIEUTENANT GOVERNOR

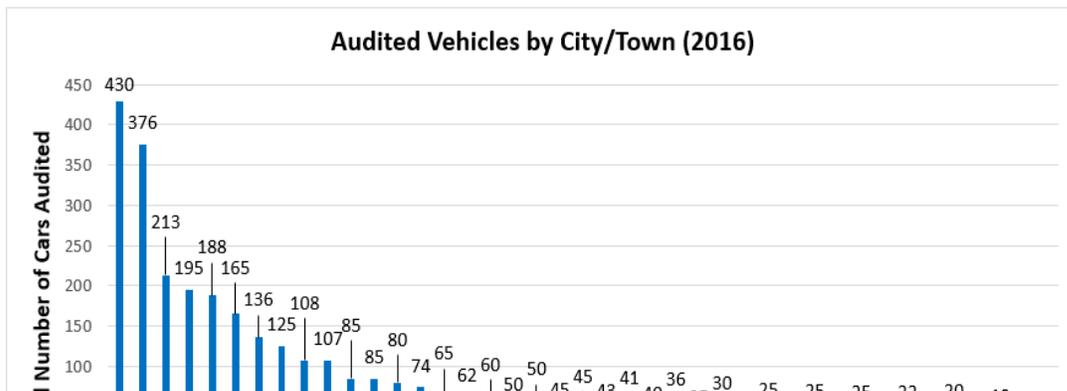


JAY ASH
SECRETARY OF HOUSING
AND ECONOMIC
DEVELOPMENT

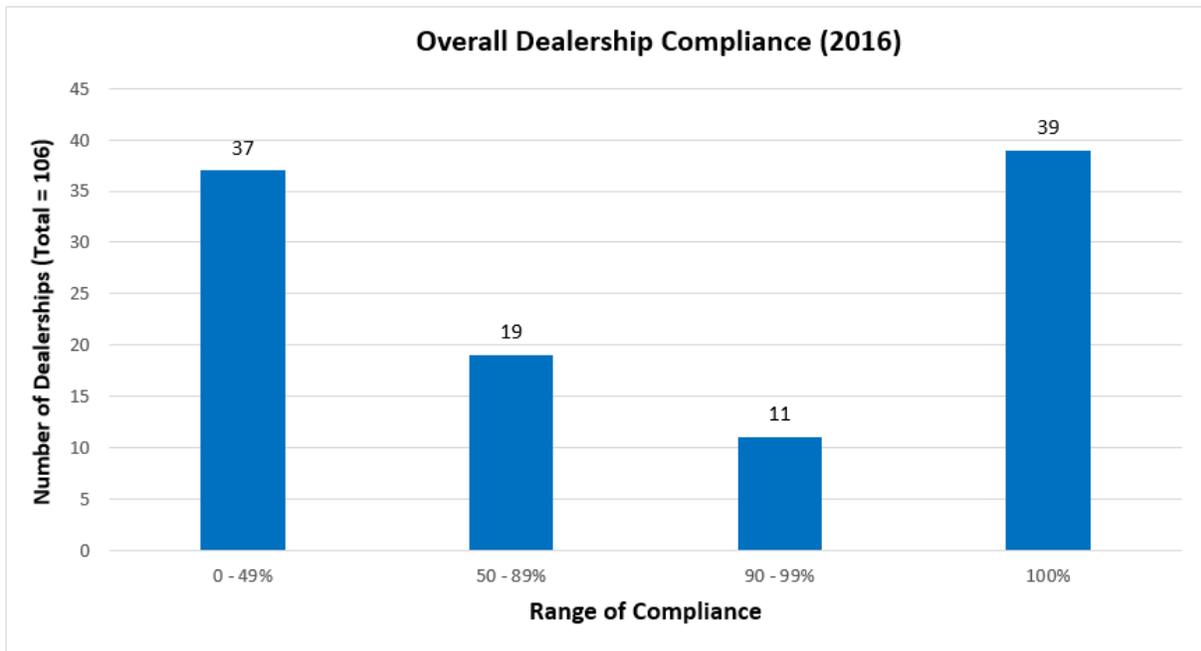
JOHN C. CHAPMAN
UNDERSECRETARY

In an effort to assess and encourage compliance with regulations regarding the state’s Lemon Laws, the Office of Consumer Affairs and Business Regulation (OCABR) conducts annual dealership audits to identify the number of vehicles properly displaying Lemon Law stickers. Massachusetts law requires that every new or used vehicle offered or displayed for sale in the state must bear a sticker informing the consumer of their rights under the state’s Lemon Laws. The requirements are set forth in M.G.L. Chapter 90, § 7N1/2, 7N1/4, and 201 CMR 11:00. Dealerships that fail to comply are subject to penalties at the discretion of the municipality in which they operate.

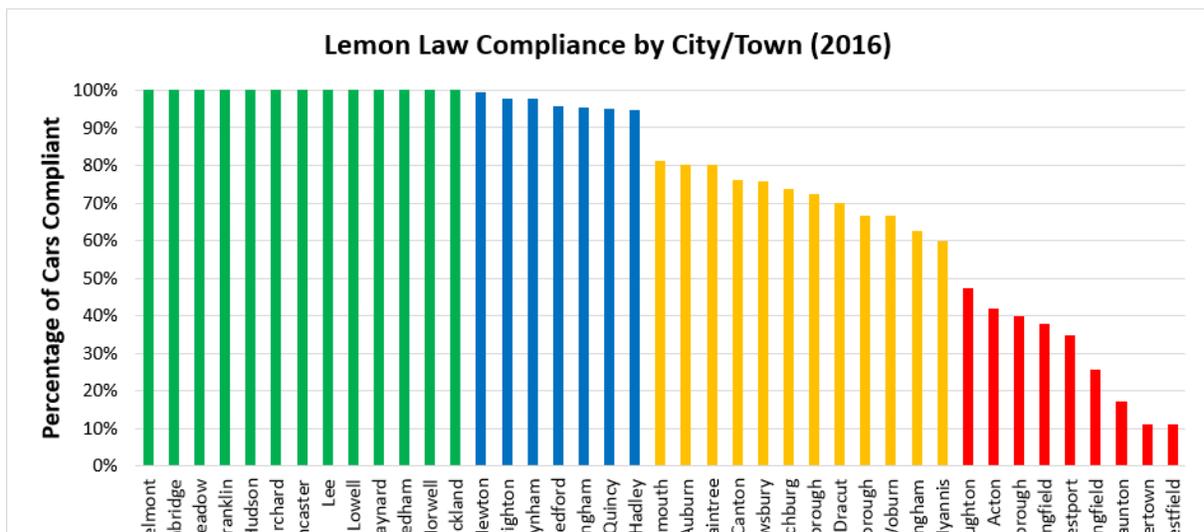
Nine auditors from OCA, its five regulatory agencies, and partners from the Office of the Attorney General’s local consumer programs, audited a total of 106 dealerships across 41 municipalities and ten counties. Dealerships in Raynham and Westport topped the list with 430 and 376 total audited vehicles. Below is a breakdown of the 3,273 total vehicles audited and categorized by town and county:



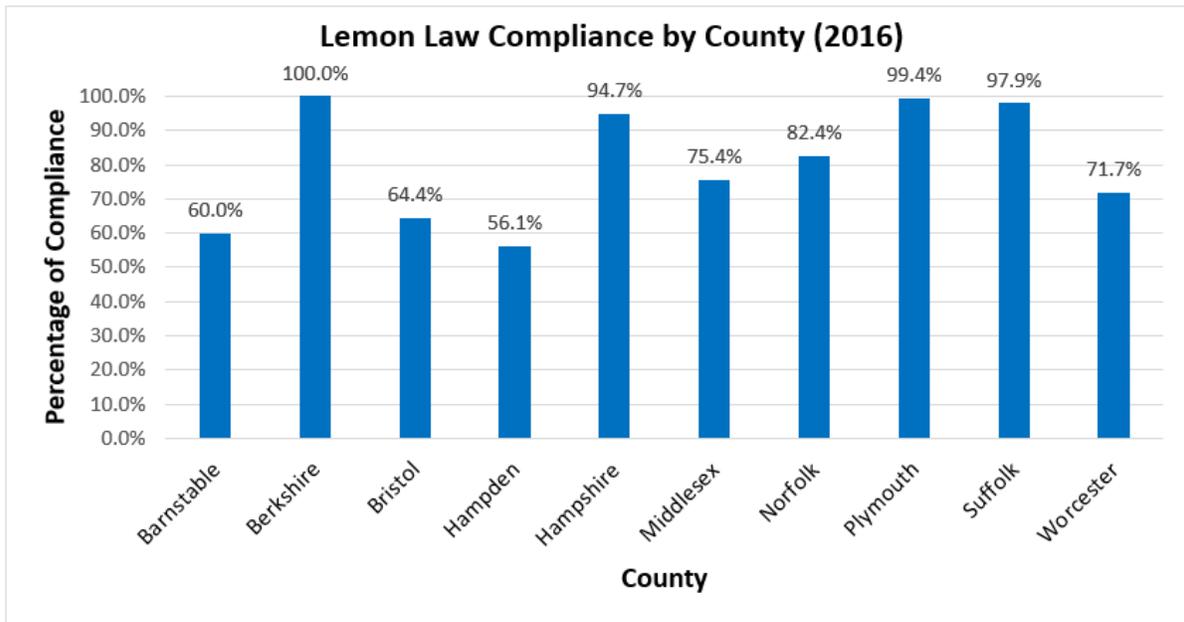
Of these 106 dealerships, 39 achieved 100% compliance at each dealership all vehicles audited featured a form of a Lemon Law sticker. Unfortunately, 13 dealerships received a score of 0% compliance, as they displayed no stickers on their audited vehicles.



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.