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Contact Whitney Ray

Phone (850) 245-0150



OFFICE OF
ATTORNEY GENERAL
ASHLEY MOODY
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Attorney General Ashley Moody News Release

VIDEO: AG Moody's Lemon Law Arbitration Division Celebrates More Than Half a Billion Dollars in Relief Recovered for Floridians This National Consumer Protection Week



TALLAHASSEE, Fla.—During National Consumer Protection Week, Attorney General Ashley Moody is highlighting the success of Florida's Lemon Law Arbitration Division. Since its inception, the unit has secured more than \$500 million in relief for Floridians. Florida's Lemon Law, also known as the Motor Vehicle Warranty Enforcement Act, protects consumers who purchase or lease defective vehicles through an arbitration process. Attorney General Moody's Lemon Law Arbitration Division can help affected consumers obtain a refund or an entirely new replacement vehicle.

Attorney General Ashley Moody said, "This National Consumer Protection Week, we are celebrating more than half a billion dollars in relief obtained by our Lemon Law Arbitration Division. The Florida Lemon Law exists to protect consumers who purchase a new vehicle that turns out to be a dud. I'm also urging Floridians to be aware of this available recourse in the event they purchase a 'lemon' vehicle."

Since 1989, the Lemon Law Arbitration Program secured more than \$500 million in refunds or replacement vehicles for consumers who purchased defective new vehicles. Florida's Lemon Law applies to new or demonstrator vehicles that are sold or long-term leased in Florida. Upon

purchase or lease, consumers pay a \$2 fee which supports avenues to seek potential refund or replacement relief should the vehicle turn out to be defective.

Attorney General Moody offers these helpful tips to consumers who purchase a lemon vehicle:

- **Keep records of repairs:** If there is a recurring problem with a vehicle, it is important to keep records of all repair attempts. This can help demonstrate the vehicle is a lemon;
- **Notify the manufacturer:** If a vehicle's problem cannot be fixed, notify the manufacturer in writing, [using the form created by Attorney General Moody's office](#). Make sure to keep a copy of the letter as a record; and
- **Know the law:** Under Florida law, consumers have the right to a refund or replace a vehicle if the vehicle is deemed a lemon.

Dealers are required by law to give consumers the Consumer Guide to the Florida Lemon Law. This publication from the Florida Attorney General's Office explains consumer rights and steps to follow to resolve problems. It also contains contact information for the Lemon Law Hotline and a form the consumer can use to notify the manufacturer of the failure to repair defects or substantial out-of-service days.

To learn more or start a claim, consumers can call the Florida Lemon Law Hotline at 1(800) 321-5366. Consumers can also visit MyFloridaLegal.com for more information about Florida's Lemon Law.

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