

Dealers must stand behind what they say about new vehicles.

Dealers must give you the information you need to make an informed decision. They must explain and allow you to review all documents. Documents include the papers you sign, and the information given by the dealer to lenders.

BC law requires dealers to provide information about a vehicle before the sale. They must provide information to the best of their knowledge. Dealers have a duty to learn about the vehicles so they can give you this information.

Dealers must stand behind what they say. They must not try to deceive or mislead you with their words, documents, or actions. They must explain the terms of your warranty and let you agree or disagree with those terms. You have the right to reasonably believe and rely on the information the dealer gives to you.

If you have a problem with a new vehicle, take the following steps.

1. Contact the dealer.
Submit a warranty claim for your vehicle issue.
2. Contact the manufacturer.
The manufacturer is the maker of your vehicle.
3. Contact the Canadian Motor Vehicle Arbitration Plan (CAMVAP).
If the dealer or manufacturer did not help contact CAMVAP.

You may also want to review safety-related defects and recalls from [Transport Canada](#). These are listed by specific vehicle.