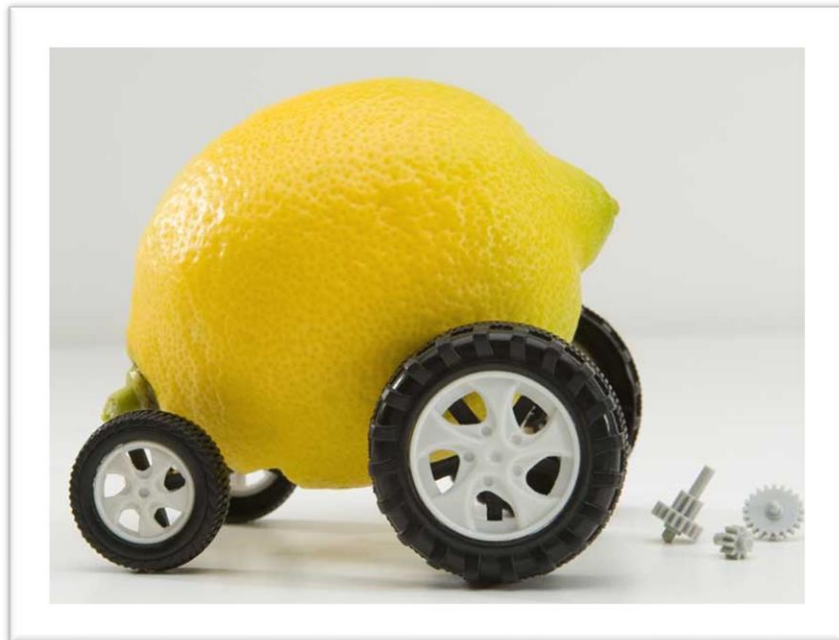


# DEFECTIVE MOTOR VEHICLES

CONSULTANCY & MEDIATION  
OPTIONS CONSUMER GUIDE



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## INTRODUCTION

The Consultancy and Mediation Options Consumer Guide will assist you in navigating the dangerous consumer law grounds with the help of an experienced consumer law consultant and mediator. If you bought a lemon and the seller doesn't want to take responsibility, you need consultancy and mediation advice to save you hundreds or even thousands of rands. The cost of making a mistake is too high.

By reading this guide, you can make informed, intelligent decisions. We have dedicated our business to educating consumers. We'll be happy to answer any questions you might have - [I need consultancy and mediation advice.](#)

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## DID YOU BUY YOUR DREAM CAR BUT ENDED UP WITH A LEMON?

### **Dream to nightmare**

You found a bargain and ordered your dream car.

Blowing your savings to buy this car was worth it.

Until...

The problems left you stranded.

Your dream car has turned into a nightmare!

### **You feel powerless**

Transport problems are leaving you feeling powerless.

You've been late to work more than once...

Repair costs are unbelievable.

The dealer you bought it from is just shrugging it off as if it's not his concern.

The seller doesn't want to take responsibility.

You feel like there is nothing you can do!

## You are not alone

### Consumer law consultancy and mediation advice services

Help and proper consultancy and mediation assistance are available.

Talk to a consultant and mediator before giving any instructions to the dealership. The Consumer Protection Act No 68 of 2008, the common law, and consumer law itself protect you if you act quickly. Don't make the wrong move now.

You have options... But you must act quickly.

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## WHAT SHOULD I DO NOW?

### Step 1: Go see the seller

As soon as the problems start, go back to the seller or dealer where you bought the car to report the issues. Ask them to:

- Inspect the vehicle and email you with their findings.
- Do a thorough inspection of the vehicle from bumper to bumper to check for any other possible problems or defects.

### Step 2: Get an independent service provider report

Get a full diagnostic check of the vehicle from an independent service provider in writing.

### Step 3: Discuss the service provider report with the seller

Ask them what they intend doing about the various issues you have now discovered. Listen to what they say they are prepared to do and tell them you will revert to them shortly. Do not agree to allow them to repair the vehicle. Be firm.

### Consider your options carefully

Remember, it is your choice how to fix the problem, not the dealers' or service providers'.

#### **Step 4: Discuss the issue with your consultancy and mediation advisor**

Call your consultancy and mediation advisor to discuss your options and what your consumer law rights are in your case. Your choices depend on the severity of the problems and on whether the defect is material. Your choices are:

- A repair, or
- A replacement vehicle for severe defects; or
- A refund for severe and material defects.

#### **The Legal Advice Office**

Contact me at The Legal Advice Office to make an informed choice. I am Hugh Pollard, a consumer law consultant and mediator with a BA LLB and 40+ years' experience in the consumer law field.

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