

# AOCA Fast Lube Customer Warranty Rights Survey

The Magnuson Moss Warranty Act prohibits warrantors, like automakers, from conditioning warranty coverage on the use of branded products unless they first prove to the Federal Trade Commission that ONLY those products will work or they give those products to customers for free. It's called the prohibition against "tie-in sales," and no automaker has yet received a waiver to get around it. They must prove an aftermarket part or service caused damage before attempting to deny warranty coverage over either one. The burden is on them, not you.

Ringing any bells from a dealership service center experience? If so, take this 5-minute survey.

1. Who told you that using a fast lube or non-dealer part would violate your warranty?

Check all that apply:

- Automobile Dealership Employee
- Owner's Manual
- Commercial Advertisement
- Other \_\_\_\_\_

2. If your answer to #1 included Automobile Dealership Employee, please include:

Dealership Name \_\_\_\_\_ Location (city) \_\_\_\_\_

3. Please fill in the following information about your car:

Make \_\_\_\_\_ Model \_\_\_\_\_ Year \_\_\_\_\_

4. Approximately when did it happen? (month/year) \_\_\_\_\_

5. At the time it happened, did you know the federal Magnuson Moss Warranty Act prohibited tie-in sales of branded products and that the burden of proving damage was on the automaker?

- Yes
- No

6. In order to ensure answers are verifiable, please provide the following information:

Full Name \_\_\_\_\_

Zip Code \_\_\_\_\_ Email \_\_\_\_\_

7. May we contact you further on this issue?

- Yes
- No