

KNOW YOUR RIGHTS

If an automobile dealership, car salesman or anyone tells you that adding aftermarket product will void or potentially void your new vehicle's warranty – ask them for the Federal Trade Commission determination supporting the claim.

If you are being unfairly denied warranty coverage, there is recourse. The Federal Trade Commission, which oversees the Magnuson-Moss Warranty Act, monitors compliance with warranty issues.

Direct complaints to the FTC can be made at (202) 326-2222.

The complete law can be found on the FTC web site @ www.ftc.gov

JDK Auto Sound & Security
1308 Grafton Street
Worcester, MA 01604
(508) 853-1944

KNOW YOUR RIGHTS

Magnuson-Moss Warranty Act



Get answers to questions and concerns when adding aftermarket products to your new or used vehicle that is still under warranty.

What is the Magnuson-Moss Warranty Act?

The Magnuson-Moss Warranty Act of 1975 is a United States federal law that oversees warranties on consumer products.

How does this law pertain to a MOBILE ELECTRONICS retailer?

Portions of this law address frequently asked consumer warranty questions and rights when installing aftermarket (non-OEM) products into a vehicle.

The law essentially states, that having these types of products installed does not void your warranty and that it is illegal for an automobile dealership or vehicle manufacturer to deny warranty coverage or void your vehicle's warranty.



Here are some of the ways consumers are being misled?

With incorrect deceptive warranty statements made to convince the consumer that only the dealership or only a specific business can provide and install accessories for your vehicle.

With scare tactics discouraging consumers to never add aftermarket products to their vehicle, then turning around and offering their services and disguising the product as being factory.

By incorrectly diagnosing a problem occurring with a vehicle and automatically blaming it on the aftermarket product as being the cause. Also, attempting to charge a labor rate for the diagnosis that rightfully should have been done

What does this all mean to you?

An automobile dealership or vehicle manufacturer cannot deny warranty coverage or void your vehicle's warranty simply because an aftermarket mobile electronics product or accessory has been installed into your vehicle.

If for some reason an aftermarket product is a direct cause of a problem you are experiencing with your vehicle, the retailer that sold and professionally installed the aftermarket product should stand behind their workmanship and fix the issue. A reputable business that offers quality products with a labor warranty should always do this.

We highly recommend and always try to express to all our customers, that if they ever have a problem with their vehicle and are unsure if it is related to the product we installed, always give us a call first before going to an automobile dealership or a mechanic.

