

Smart Buyer



Buying a used car or truck is a big decision. Be a wise consumer; be certain of what you're getting into.

This brochure gives you tips and ideas to help you in making your decision to buy a used vehicle.

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Questions: (877) 336-6368 (EEO-ODOT).

This information can be made available in an alternative format by contacting a local DMV field office.



• Form 735-7191 Rev 7-18 #300519

*A Consumer Protection Guide
for Used Car Buyers*

*SPONSORED BY DMV BUSINESS REGULATION
AND DEPARTMENT OF JUSTICE*

Tips for the Smart Car Buyer

Buying from a vehicle dealer who has been licensed by the state allows you some protection. Vehicle dealers are required to be bonded and insured to operate. They also are required to follow specific laws and rules of the state.

- If you decide to buy from a private party, ask the following questions:
 - How long have you owned the vehicle?
 - Do you have the title, and is it in your name?
- Check their ID. Does it match the name on the title?
- Ask to test drive the vehicle.
- If a purchase is made, make sure the title is signed by the seller indicating release.

When buying from a licensed dealer:

- Test drive the vehicle.
- Make sure the vehicle equipment—brakes, lights, horn, seat belts, wipers, etc.—is in good working order. If items are in need of repair, ask the dealer to repair them and get the agreement in writing.
- Ask the dealer for permission to have your own auto expert check out the vehicle.
- Consider obtaining vehicle history information from an online service provider.
- Remember, in Oregon, car buyers do not have three days following purchase to change their minds.*

**The “lemon law” deals with mechanical defects in new vehicles. Contact the Department of Justice regarding lemon law issues.*

A Big Decision

Your used car or truck purchase is a big decision. Don't hurry into it.

- Make sure the odometer is working. Obtain an odometer disclosure statement from the dealer.
- Don't sign anything until you are ready to buy.
- Keep copies of all documents you signed, including any warranty statements.

Where to File a Complaint

DMV Business Regulation is located at 1965 Lana Ave. NE, Salem, Oregon 97314. You can call (503) 945-5281 to request a complaint form, or you can obtain one from your local DMV office. You can also download a form from our web page: www.oregondmv.com. Also, check out the web page—your questions may be answered there.

Consumer issues involving warranties, contracts, safety issues or advertising should be directed to the Oregon Department of Justice (DOJ). The DOJ can be reached at (503) 378-4320 from Salem, (503) 299-5576 from Portland or (877) 877-9392 elsewhere in Oregon (toll free). You may also visit the DOJ web site at www.doj.state.or.us.

Trading In a Vehicle

- If you have a trade-in vehicle, tell the dealer about any known problems so the next buyer of the vehicle won't have any unexpected problems.
- If the trade-in has a lien attached, tell the title holder so that the dealer can pay off the lien holder and obtain the title.
- The dealer has 15 days to pay off the lien. If this doesn't happen, you may want to consider filing a complaint with DMV Business Regulation Section.
- If you consign a vehicle to a dealer, it must be registered to you.
- Give a copy of the title or registration to the dealer and make sure a consignment agreement is filled out and signed by both you and the dealer.
- Be sure to get a copy of the written consignment agreement from the dealer.
- When a dealer sells your vehicle, they have 10 days to pay you. You have 30 days to furnish the title to the dealer, but try to provide it upon payment.
- If you have title transfer questions, please contact DMV at (503) 945-5000.