Customer guide process for vehicle performance disputes

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Useful resources:

Your consumer rights when buying from a dealer
https://www.consumerprotection.govt.nz/assets/PDFs/booklet-your-consumer-rights-cars.pdf

Your consumer rights for vehicle repairs – solving car issues with your dealer
https://www.consumerprotection.govt.nz/help-product-service/cars/solving-issues-car-dealer/

You have an issue or defect relating to the vehicle

You MUST continue making payments under your finance agreement	Obtain proof of purchase and evidence of the problem

Contact the Dealer

Arrange for a vehicle inspection with the Dealer	Keep records of emails and phone calls

Dealer must get repairs done in a reasonable timeframe

If the problem is not fixed or further faults develop, return the vehicle to the Dealer until the problem is sorted	Keep Oxford Finance informed of your progress with the Dealer

Dealer refuses, fails to repair or not done in a reasonable timeframe

The vehicle may be repaired elsewhere at your expense and the cost claimed back from the Dealer	If the Dealer does not agree or the problem can't be resolved, your next step is to take the Dealer to the Motor Vehicle Disputes Tribunal if you think the Dealer has breached the Consumer Guarantees Act or the Fair Trading Act

Advise the Dealer in writing of your decision and state reasons if you are rejecting the vehicle

You can only reject the vehicle within reasonable time of the fault becoming apparent. You need an order from the Motor Vehicle Disputes Tribunal to uphold your rejection of the vehicle	This applies if the failure can't be fixed, the Dealer refuses to fix the failure or the vehicle was not fit for purpose

File a claim with the Motor Vehicle Disputes Tribunal (MVDT)

You can make a claim at the Ministry of Justice by using the link: https://www.justice.govt.nz/tribunals/motor-vehicle-dealer-disputes/make-a-claim/	The MVDT may make an order for repairs, new parts, compensation, or for the Dealer to take over your obligations under any agreement. The MVDT may also make an order in the Dealer's favour. All parties in the MVDT proceedings must comply with the MVDT decision