



Ontario's Vehicle Sales Regulator

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April 2009

CONSUMER PROTECTION

What happens if a vehicle manufacturer goes out of business?



Recent news coverage of the auto industry may have consumers concerned about a recent or upcoming vehicle purchase. The Ontario Motor Vehicle Industry Council has compiled a list of FAQs to answer some of those concerns and to help you understand the protection that's available to Ontario's car buyers. Click here for more information. Also, be sure to visit Industry Canada's page on the [Canadian Warranty Commitment Program](#) if you recently purchased a new vehicle from Chrysler or GM.

INDUSTRY HEADLINES

Can OMVIC provide information about the financial stability of a dealership?



OMVIC enforces the Motor Vehicle Dealers Act on behalf of the Ministry of Small Business and Consumer Services. By law we are prohibited from sharing information arising from a dealership inspection. Before buying or leasing a vehicle, check to ensure the dealer is registered. If you do business with a registered dealer you may be eligible to make a claim to the Motor Vehicle Dealers Compensation Fund for financial losses you suffer if the dealer refuses, or is unable to compensate you.

HAVE YOU HEARD?

What do I do if a dealer fails to pay out the lien on a vehicle I traded in?



If you do trade in a vehicle with a lien on it and the dealer agrees to pay it out, it is their responsibility to ensure the lien is immediately and fully paid. Follow up with the lender to ensure the dealer has paid it out. If they haven't, contact your dealer. If the dealer does not resolve the lien, or if the dealer is not available, please contact OMVIC at 1-800-943-6002 and follow option 4. If your transaction is with a [registered dealer](#) and you have your bill of sale and other related paperwork, you may be eligible to make a claim to the Motor Vehicle Dealers Compensation Fund to have the lien paid out.

EXTRAS :

Auto Talk

Motor Vehicle Dealers Compensation Fund:

The Motor Vehicle Dealers Compensation Fund protects Ontario's car buyers. The fund is financed by dealers and was established to compensate consumers who suffer a financial loss arising from a transaction with a [registered motor vehicle dealer](#). More on the Motor Vehicle Dealers Compensation Fund is available [here](#).

Contact Us

If you have any question, comments or suggestions for Consumer Line, email us at consumerline@omvic.on.ca and let us know what you think!

Featured Links

- GM Facts and Fiction
- Chrysler News Room

Consumer Line is a monthly publication by the Ontario Motor Vehicle Industry Council - OMVIC, and is sent to you because you have requested it. If you have received this e-mail in error, or prefer not to receive more issues, you can unsubscribe at any time by following the link below.

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OMVIC is the self-management organization of the motor vehicle dealer industry and administers the Motor Vehicle Dealers Act -- a public protection statute -- on behalf of the Ministry of Consumer Services. OMVIC's mandate is to maintain a fair and informed marketplace by ensuring registration of motor vehicle dealers and salespeople, regularly inspecting all of Ontario's 8,800 dealerships, maintaining a complaint line for consumers and conducting investigations. OMVIC also administers the Motor Vehicle Dealers Compensation Fund.



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