

Be Aware!

# What to Know When Purchasing a Used Vehicle

Unlike new vehicles, used vehicles are prone to the following issues.

I bought a used vehicle!  
The salesperson said that it ran  
without any issues and was in  
good condition.



But...



Since I got the vehicle,  
it has been making an unusually loud noise  
when I start the engine!  
The salesperson didn't mention anything  
about this issue.  
What should I do?

How to resolve  
the issue



## 1 If you discover any defects at the time of delivery:

- ➔ If there are any defects that fall outside of normal wear and tear that were not explained to you when you entered into the contract, you can request that the dealer carry out repairs free of charge.
- ➔ If the defect(s) cannot be repaired, or, if the dealer refuses to carry out repairs, thereby leaving the vehicle in a condition where it is not safe to drive on public roads (i.e., it would not pass a *shaken* vehicle inspection), you can request that the contract be terminated.



Edited/  
issued by



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NATIONAL CONSUMER AFFAIRS CENTER OF JAPAN



## 2 If any defects appear after delivery:

### When you have a warranty

- ➔ If the defect(s) is covered under the warranty, you can have the dealer repair it free of charge. However, if the defect(s) is not covered under the warranty, it will be handled in the same way as “when you don’t have a warranty” below.

### When you don’t have a warranty

- ➔ If the defect(s) does not fall under normal wear and tear and it was not explained to you when you entered into the contract, you can request that the dealer carry out repairs free of charge.
- ➔ If the defect(s) is a result of normal wear and tear, you are responsible for the cost of repairs.



All you need to know!

## What to check for when purchasing a used vehicle

### When selecting a dealer or vehicle

- Check that the following are listed in the advert or shown on the price board: the price, whether warranty is included, whether the vehicle has undergone periodic inspection and maintenance, mileage, whether the vehicle has any history of repairs, etc.
- Before entering into a contract, try starting the engine, and if possible, take the vehicle for a test drive to check its condition.

### When negotiating

- Check that there are no discrepancies between the details listed in the advert or shown on the price board and the actual condition of the vehicle.
- Check the condition of the vehicle, including interior and exterior scratches and dents, the engine and transmission, as well as the contents and condition of any accessories, such as sat-nav systems, alloy wheels, etc.
- Make sure to get a quote, and confirm not only the vehicle price, but also the details of the warranty and the amount it covers, as well as the details and costs of maintenance fees, taxes, procedural fees, and other expenses.
- Get quotes from multiple dealers, and check and compare the details and costs of the various expenses involved.

### When entering into a contract

- Check that the details and costs listed in the purchase order and other documents are the same as those discussed during negotiation.
- Before signing or affixing your personal seal, check the details of the purchase order and other documents. Make sure to confirm the contract period and details of any cancellation fees in particular.
- Make sure to keep a copy of the purchase order and other documents.