

# NOTICE OF CONSUMER RIGHTS UNDER HAWAII'S LEMON LAW

## FOR NEW MOTOR VEHICLES

If a vehicle has a defect that ***substantially*** impairs the use, safety, or value of the vehicle and a reasonable opportunity to repair has been provided within the Lemon Law Rights Period, the manufacturer may be required to provide a refund or replacement vehicle to the consumer under the Lemon Law. To make this determination, a consumer may be eligible for the State Certified Arbitration Program (SCAP) administered by the Department of Commerce and Consumer Affairs. The Lemon Law Rights Period means the term of the manufacturer's express warranty, the period ending two (2) years after the date of the original delivery of a vehicle to a consumer, or the first 24,000 miles of operation, **WHICHEVER OCCURS FIRST**. At least one of the following must apply:

1. a "nonconforming defect" has been examined or repaired three or more times and the defect continues to exist; or
2. a "life-threatening safety defect" has been examined or repaired at least once and the defect continues to exist; or
3. the vehicle has been out of service because of repair of one or more defects for thirty (30) or more cumulative business days.

The manufacturer or its authorized dealer should provide this notice at time of purchase. If you received this notice, you must give the ***manufacturer written notice*** of the defect before the Lemon Law Rights Period expires. The manufacturer's address is as follows:

Whenever a vehicle is returned from diagnosis or repair under the manufacturer's warranty, the dealer must provide a legible itemized repair order. It is very important to keep copies of all repair orders.

Obtain more information to determine if you qualify to participate in the State Certified Arbitration Program (SCAP) by contacting:

**Regulated Industries Complaints Office**  
**Attn: State Certified Arbitration Program**  
**235 S. Beretania Street, 9<sup>th</sup> Floor**  
**Honolulu, HI 96813**  
**1-844-808-3222**  
***scap@dcca.hawaii.gov***  
**<https://cca.hawaii.gov/rico/lemon-law/>**

If you qualify, your case must be initiated within one (1) year after the expiration of the Lemon Law Rights Period. There is a statutorily required filing fee to process your case, which will be returned if you win after an arbitration hearing. The arbitration decision will be issued within forty-five (45) days after your case is initiated by the program.

\* \* \* \* \*

I understand that it is the dealer's direct responsibility to provide me with this notice of my rights at the time that I purchase or lease my new motor vehicle.

I have been provided with a copy of this document including the address of the manufacturer's contact.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**This info is provided by:**

Hawaii State  
Department of Commerce &  
and Consumer Affairs