

Disclosure of new vehicles

Vehicle information required before sale

Certain information and documents must be provided to customers when you are offering a vehicle for sale. State and federal laws require disclosures to protect consumers and allow an informed decision when buying a vehicle. The dealer is responsible for disclosing proper vehicle information. As the salesperson, you are responsible for giving that information to the customer. Concealing facts or failing to provide required information is illegal. All written or spoken information you give customers must be truthful.

Manufacturer's suggested retail price (MSRP) label

This federally required label must remain in the window of a new vehicle until the vehicle is delivered to its retail purchaser. This MSRP label contains information about standard equipment, options, base price, transportation charges, final assembly point and receiving dealer. The label is not required for trucks.

Dealer supplemental price label

This label lists:

- » optional equipment or accessories installed by the dealer
- » the final dealer price
- » any price changes from the MSRP including dealer mark-up
- » any dealer service fee

Items or services which have not been installed are optional. The label must remain in the window until the vehicle is delivered to the customer.

Pre-delivery inspection sheet

This form is a report on a new vehicle's pre-delivery tests and inspections required by the manufacturer. Give this form to the customer upon delivery of the vehicle.

Emission standards certificate

This certificate confirms that the vehicle's emission control systems have been properly installed and inspected. It also provides information on what to do if the system fails. Give this certificate to the customer at the time of delivery.

Damage disclosure statement

When any new, demonstrator or executive-driven vehicle has corrected damage of more than 6 percent of the MSRP, a written disclosure must be presented to the purchaser before delivery of the vehicle. Damage to a vehicle's glass, tires, or bumpers does not need to be counted in determining the 6 percent amount when the replacement parts are identical to the manufacturer's original equipment. Any uncorrected damage, regardless of the extent, must also be disclosed to the purchaser before delivery of the vehicle.

Model year disclosure

Represent the model year as the manufacturer's original designated model year. The only exception to this rule deals with vehicles manufactured by a second stage manufacturer. An example of this would be a motor home completed by a second stage manufacturer in 2008 on a 2007 incomplete vehicle chassis. In such a situation, advise the customer on the purchase contract that the vehicle chassis and the motor home have different model years.