

The Motor Industry
Code of Practice for
New Cars.



THE MOTOR
OMBUDSMAN

The Motor Ombudsman provides a free and impartial service to assist consumers and businesses to resolve automotive related disputes and raise standards of service across the sector through its comprehensive Motor Industry Codes of Practice.



Another box ticked.

The Codes, which are approved by the Chartered Trading Standards Institute, enable The Motor Ombudsman to investigate and adjudicate on:

- The sale of new cars by manufacturers (via the New Car Code);
- The sale of new and used cars by garages and dealers (via the Vehicle Sales Code);
- Service and repair issues (via this Service and Repair Code);
- The sale of vehicle warranty products (via the Vehicle Warranty Products Code).

The Motor Ombudsman is a neutral arbiter and impartial. It will gather information from both parties and reach an outcome which it feels is fair and reasonable, taking into account the Codes and any relevant legislation.

The Motor Industry Code of Practice for New Cars (the “**New Car Code**”), confirms commitments made by vehicle manufacturers and businesses which are accredited to The Motor Ombudsman and the New Car Code regarding their obligations in the sale of new cars and the cover provided by the manufacturer’s warranty. The New Car Code sets out standards that accredited businesses must comply with.

Further Information

Enquiries or complaints

The Motor Ombudsman telephone:

0345 241 3008

The Motor Ombudsman website:

www.TheMotorOmbudsman.org

Relevant web links

- The Chartered Trading Standards Institute:
www.tradingstandards.uk
- Advertising Standards Authority:
www.asa.org.uk
- Citizens Advice Bureau:
www.citizensadvice.org.uk
- Financial Ombudsman Service:
www.financial-ombudsman.org.uk
- Financial Conduct Authority:
www.fca.org.uk
- Ofcom:
www.ofcom.org.uk



Motor Industry Code of Practice for **New Cars**