

~Issued in July 2026~

Newsletter for Consumer Life

This newsletter will regularly inform you of frequent consumer affairs such as shopping problems.

Topic

Problems with a used car purchase.

Be careful of problems with a used car purchase.



Cited from the collection of illustrations by the Consumer Affairs Agency.

I found a favorite used car at a used car dealership. After confirming the condition of the used car with a salesperson, I purchased it because I was told that the car drives well and the condition is good. However, when I started the engine after taking delivery of the car, it made an unusually loud noise. The salesperson did not tell me it was in this condition. After an auto shop inspected the car, other problems have been found. In addition, I was told that it would not pass the vehicle inspection. What should I do?

In order to avoid problems

- Confirm the details about the car price / warranty availability / vehicle inspection and maintenance already conducted or have not been conducted / mileage / accident history, etc.
- If possible, check the condition by starting the engine and taking a test drive before signing a contract.
- Confirm the car price and details by requesting a quotation.
- In case of failure to receive an explanation about any defect not caused by normal wear and tear when signing a contract, you will be permitted to ask the dealership for a free-of-charge repair. In addition, in case of the car unrepairable, you will be permitted to request the termination of the contract.

Tochigi City Consumer Affairs Center (Tochigi-shi-Shohi- Seikatsu-Center)

In the Citizen's Life Division (*Shimin-Seikatsu-ka*) at Tochigi City Office Main Bldg. 2F

Available Days: Monday – Thursday

(excluding Saturday / Sunday / National Holidays / New Year's Holidays)

Available Hours: 9:00 a.m. - Noon / 1:00 p.m. - 4:00 p.m. (*)

(*) First consultation available until 3:00 p.m.

TEL: 0282-23-8899

In case of trouble, consult with the Consumer Affairs Center!



Tochisuke for a mascot of Tochigi City