



CHARLES D. BAKER
GOVERNOR

KARYN E. POLITO
LIEUTENANT GOVERNOR

COMMONWEALTH OF MASSACHUSETTS
Office of Consumer Affairs and Business Regulation
10 Park Plaza, Suite 5170, Boston, MA 02116
(617) 973-8700 FAX (617) 973-8799
www.mass.gov/consumer

JAY ASH
SECRETARY OF HOUSING AND
ECONOMIC DEVELOPMENT

JOHN C. CHAPMAN
UNDERSECRETARY

November 18, 2015

General Manager
American Auto Gallery
682 Mystic Avenue
Somerville, MA 02145

Re: Lemon Law Sticker Audit

Dear General Manager,

The Office of Consumer Affairs and Business Regulation recently conducted an audit to assess compliance with Massachusetts law. As a car dealer, you are required to affix yellow "Lemon Law" notices on the windows of new vehicles displayed for sale, or in the case of used vehicles displayed for sale, to affix yellow "Used Vehicle Warranty Law" notices on the windows or dashboards. These requirements are described in Massachusetts General Laws, Chapter 90, Sections 7N ½ and 7N ¼, and 201 CMR 11.00.

Your dealership was documented on 9/2/2015 as having a compliance rate of 8%. Please take appropriate steps to ensure that you are in compliance with state law and that you maintain such compliance throughout your tenure as a licensed car dealership.

We are sending a copy of this letter to the licensing authority of your municipality.

Please contact Lisa Weber, Lemon Law Program Coordinator, at (617) 973 - 8733 or lisa.weber@state.ma.us if you have any questions.

Thank you for your attention to this matter.

Sincerely,

Joanne Campo
Deputy General Counsel