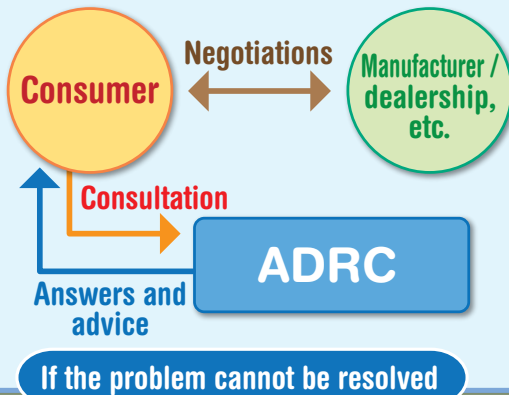


## Three kinds of support

The ADRC offers three kinds of support to persons having trouble with their car or motorcycle as well as parts and car accessories. Our experienced experts will carefully resolve your problems from a fair and neutral standpoint.

### ① Consultation Free

Carried out over the phone



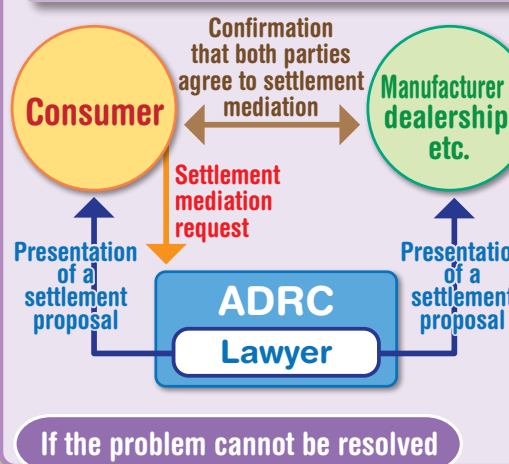
Our car experts will provide consumers calling the ADRC for the first time with "Consultation" support. They will listen to your troubles in detail, lay out the issues, and provide advice on how to proceed in negotiations with the manufacturer or dealership, etc. and what you can request based on related laws and regulations, etc.

#### Benefits

- You will be assisted by a car expert
- Consultation on a wide range of matters such as cars, motorcycles, parts and car accessories, etc. is possible
- Get advice on how to negotiate with manufacturers and dealerships, etc.

### ② Settlement mediation Free

Carried out over the phone or in person at the ADRC



Our lawyer will hear about the situation from both parties and propose a settlement based on legal judgment. A settlement agreement can be concluded between both parties if they agree to the proposal presented by the lawyer.

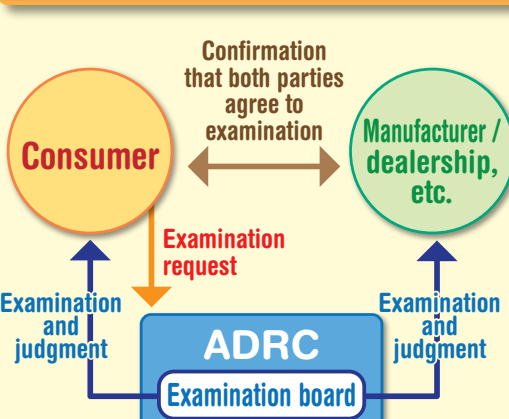
Consumers must obtain the approval of the other party to commence settlement mediation procedures

#### Benefits

- Our lawyer will mediate a settlement from a fair and neutral standpoint
- Aimed at the quick and easy resolution of disputes
- The statute of limitations is interrupted during the settlement mediation procedure

### ③ Examination Charged

Carried out via video call or in person at the ADRC



An examination board consisting of lawyers, university professors (from the fields of law and automotive engineering) and consumer advisors will hear about the situation from both parties. The board will confirm the evidence, make a legal judgment and hand down a "ruling". A settlement agreement can be concluded between both parties if they agree to the ruling.

Consumers must obtain the approval of the other party to commence examination procedures.

\*Both parties will be charged 5,000 yen for the examination service.

#### Benefits

- Aimed at the quick and easy resolution of disputes
- The statute of limitations is interrupted during the settlement mediation procedure

## FAQ

Q

Can I consult with the ADRC regarding vehicle troubles not involving accident or injury?

A

Yes, we deal with troubles related to the quality and performance of vehicles that do not involve accident or injury.

Q

Can I consult with the ADRC regarding used vehicles? Can I get advice about any kind of vehicle?

A

Yes, we accept consultations about new and used vehicles. In fact, we accept consultations about Japanese vehicles, imported vehicles, passenger vehicles, trucks and motorcycles as well as the quality of accessories such as car navigation systems and tire chains.

Q

I don't live in Tokyo; can I still arrange a consultation?

A

Yes, Our counselors accept "consultation" over the phone. They will lay out the issues and provide you with advice. "Settlement mediation" (a free service) can also be performed over the phone if you are unable to visit the ADRC in person.

Q

Is the "Automotive Dispute Resolution Center" a government body?

A

No, The "Automotive Dispute Resolution Center (ADRC)" is a fair and neutral private Public Interest Incorporated Foundation certified by Cabinet Office. The ADRC is also a "Certified Alternative Dispute Resolution Center" having acquired certification from the Ministry of Justice.

Feel free to call us



0120-028-222

► For more information visit our website <http://www.adr.or.jp/>  
The website can also be accessed from smartphone.

Business hours: 9:30 to 17:00 (excluding from 12:00 to 13:00), Monday to Friday (excluding public holidays)



Public Interest Incorporated Foundation "Automotive Dispute Resolution Center"  
Hibiya Kokusai Building 18F, 2-2-3 Uchisaiwaicho, Chiyoda-ku, Tokyo 100-0011

#### Privacy Policy

The ADRC may ask for the personal information of consumers when accepting consultation. (The ADRC will strictly manage personal information obtained from consumers in accordance with the ADRC personal information management provisions). Please view the privacy policy on our website for further details.

# For persons with car troubles

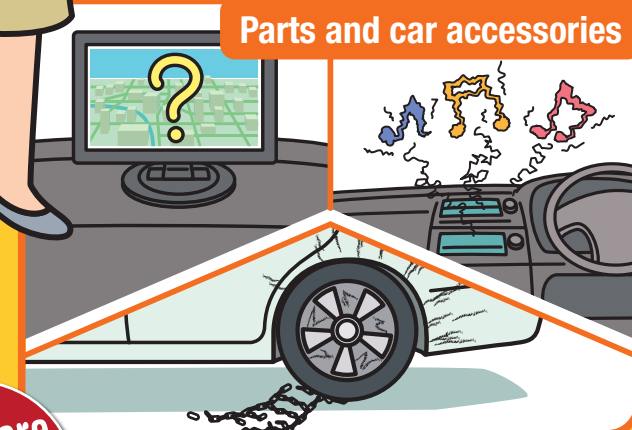
Resolution Support  
かいけつサポート  
認証紛争解決サービス  
Certified Alternative Dispute Resolution Center



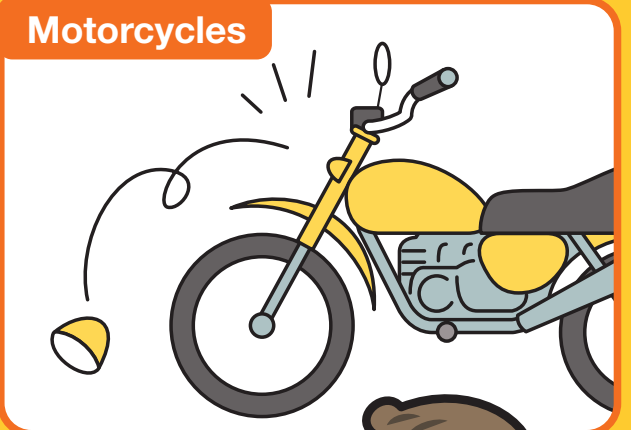
Passenger vehicles



Trucks



Parts and car accessories



Motorcycles

Anywhere in Japan

# We offer resolution support.



Public Interest Incorporated Foundation  
"Automotive Dispute Resolution Center"

Feel free to call us



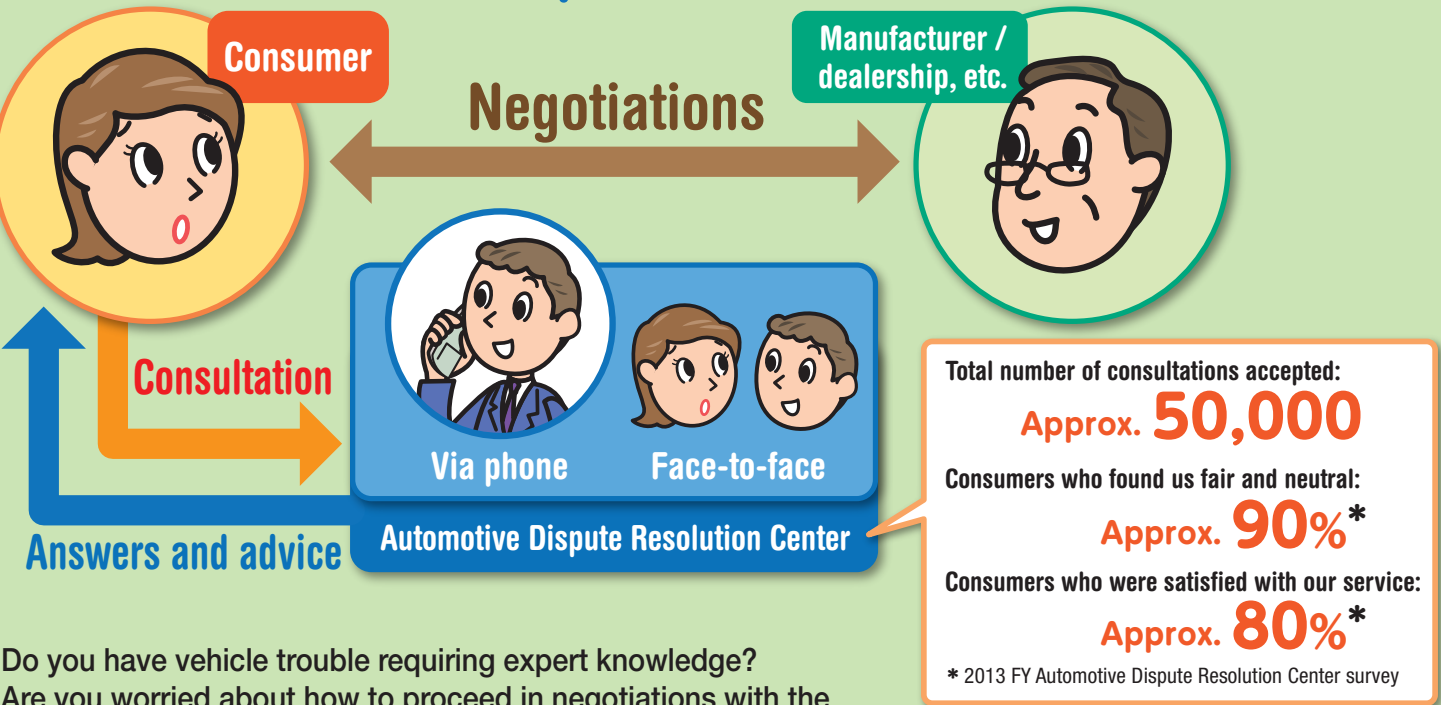
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Please consult us about any trouble you have with vehicles, motorcycles, parts and accessories. We will provide you with accurate advice and support the resolution of the problem.



Do you have vehicle trouble requiring expert knowledge? Are you worried about how to proceed in negotiations with the manufacturer or dealership, etc. The Automotive Dispute Resolution Center will accept your consultation and support a resolution as a fair and neutral Certified Alternative Dispute Resolution Center.

### Five benefits

- Fair and neutral**

The ADRC is a "Public Interest Incorporated Foundation" which the government deems to be in the public interest. The ADRC is also a "Certified Alternative Dispute Resolution Center" having acquired certification from the Ministry of Justice upon meeting criteria related to neutrality, fairness and expertise set forth in the Act on Promotion of Use of Alternative Dispute Resolution. The ADRC is audited each year and its maintenance of quality has been approved as a result.
- Simple procedures**

Complicated procedures like those involved with a trial are not required
- Free support**

"Consultation" and "Settlement mediation" support are free of charge!  
\*Each party will be charged 5,000 yen for the "Examination" service.
- Speedy resolution**

We support resolution in a short period of time compared to a trial.
- Privacy protection**

We strictly protect the privacy of consumers.

**Resolution Support**

**かいけつサポート**

認定紛争解決サービス

Certified Alternative Dispute Resolution Center

"Resolution Support" is a logo that indicates certification from the Ministry of Justice.

### We accept consultation about the following products and content

- ◆Products**
  - Passenger vehicles, light vehicles, trucks, motorcycles and other vehicles such as motorized bicycles, etc. which have a license plate
    - New vehicles, used vehicles, Japanese vehicles and imported vehicles
    - Please note that we do not accept consultations concerning bicycles, electric bicycles, electric wheelchairs and mobility scooters, etc.
  - Parts and accessories such as audio, car navigation systems, wheels and tire chains
- ◆Content**
  - Damage to life and limb and damage to property other than vehicles (including third-party property) caused by accidents resulting from vehicle defects (product liability cases)
  - Disputes with manufacturers and dealerships concerning the cause of and burden of costs associated with vehicle quality issues and defects, etc.

**Consultation examples**

Here are some examples of consultations we have accepted from consumers. We hope the content of these consultations as well as the advice provided by the ADRC will serve as a reference.

**Consumer**

I purchased a new car and the engine has stalled twice in three months. I want to return the vehicle because it's too scary to drive it.

**Automotive Dispute Resolution Center**

In principle, the dealership is responsible for repairing defects in the vehicle. Cancellation of the agreement is also possible if defects in basic functions render the vehicle unfit for purpose. However, the benefits associated with the use of the vehicle prior to the defect occurring are often subtracted in this case.

**Consumer**

The brakes in the vehicle failed, causing a wreck. There was no injury, but I want to make a claim against the manufacturer under the PL Act\*.

**Automotive Dispute Resolution Center**

The PL Act\* does not apply if there is no "consequential damage". Generally, negotiations are to be carried out with the dealership.

**Consumer**

I cut my hand on a sharp edge when washing my car. The injury required stitches. Can I claim medical costs?

**Automotive Dispute Resolution Center**

If your injury was a result of a vehicle defect, then you can claim medical costs from the manufacturer under the PL Act\*.

**Consumer**

The engine is broken and needs to be replaced; I want the manufacturer to replace it free of charge.

**Automotive Dispute Resolution Center**

In principle, you will have to pay for the repairs if your warranty has expired. Negotiations are to be carried out with the dealership who sold that vehicle.

**Resolution point**

Manufacturer's warranties or used car warranties are agreements which promise free repairs for a certain period of time or within a certain mileage. In principle, the consumer will pay for repairs if the warranty period has expired or the mileage has been exceeded. If the repairs are necessitated by a defect in the vehicle, then it may be possible to claim compensation for an amount equivalent to the repair costs from the dealership based on warranty against defects. However, this depends on the terms and conditions of the agreement between you and the dealership.

**Consumer**

The car navigation system I installed after purchasing the vehicle is defective. The car navigation system manufacturer told me to contact the location at which I purchased the system, but I'm not satisfied with this response.

**Automotive Dispute Resolution Center**

Negotiations concerning reduction of the repair costs should be carried out with the location at which you purchased the system.

**Resolution point**

If the manufacturer's warranty has expired, negotiations should be carried out with the location at which you purchased the system. Depending on the period of use and the cause of the failure, it may be possible to claim compensation for an amount equivalent to the repair costs from the location at which you purchased the system based on warranty against defects.

**Consumer**

I purchased an old used car. I quickly became aware that the air conditioning was not working, but the used car dealership refuses to respond to the situation.

**Automotive Dispute Resolution Center**

If the air conditioning was not working when you purchased the vehicle, you may be able to demand free repair on the basis of the dealership's non-performance of obligations.

**Resolution point**

If the air conditioning is not working in a used vehicle at the time it is purchased, this constitutes delivery of an incomplete product and it may be possible to demand free repair on the basis of non-performance of obligations. However, factors such as the content of the defect, the model year of the used car, the description and display of the used car for sale, the conditions of the agreement, the purchase price and confirmation at the time of handover may preclude any claim.

**Consumer**

The tire chain I equipped to the vehicle for the first time since purchase snapped, causing scratching to the fender and aluminum wheels.

**Automotive Dispute Resolution Center**

You may be able to claim compensation for the scratches to your vehicle resulting from the defective car accessories from the manufacturer of those car accessories under the PL Act\*.

**Resolution point**

Damage to vehicles caused by defective car accessories constitutes consequential damage, so a claim for damages such as the cost of repairs can be made against the manufacturer of those car accessories under the PL Act\*. The success of the claim will depend on how the accessories were used and the circumstances at the time of use (namely, whether the instruction manual was complied with).

\*PL Act = Product Liability Act