



Case Study - Consumer Rights – *Car service issues*

John had an issue with a main dealer garage following the service of his car. He has been an ARAG customer for a number of years.

John's car lets him know when a service is required and John arranged for the service at a main dealer. With the service completed, John picked up his car and all seemed ok.

However, the next day a warning light came up advising John that he should take the car to the garage to be looked at, which he did straight away. The garage had a look and told John that some fluid needed replacing and it would cost £300 to do so. John was not happy and complained that he had only just had the car serviced and surely the fluid should have been checked and topped up during that service. The garage dismissed this saying that sometimes these things happen.

John was not happy and complained to the manager. The manager was not interested in John's complaint and communication quickly broke down. John decided to leave his car at the garage and returned home. John called the **ARAG Legal Helpline**.

John spoke to a legal adviser who explained that he should raise an official complaint, explaining that the service included the fluid checks which had clearly not been completed, and the garage should now replace the fluid at their own cost.

A number of emails between John and the garage ensued, with John explaining that he was prepared to make a claim through his legal expenses insurance. Finally, **the garage agreed to replace the fluid at their own cost**.

John was very grateful for the legal advice support, which gave him confidence in communicating to the garage to get the outcome he deserved.



Legal Advice Helpline

If you are having an issue with a supplier our experienced telephone advisers can provide practical advice, suggest next steps and guide you through the legal process, **24 hours a day, 365 days a year**.



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ARAG Businesslaw contains a range of how-to business and legal step-by-step **tools, guides, document templates**, interactive checklists, infographics and videos.