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[The Nevada Attorney General's Office has joined a group of federal, state and local government agencies and national consumer advocacy organizations to launch the Tenth Annual National Consumer Protection Week ("NCPW"), March 2-8, 2008. NCPW highlights consumer education efforts in the fight against fraud in communities across the nation. This year's NCPW theme is *Financial Literacy: A Sound Investment* and is intended to encourage consumers to empower themselves to make smarter decisions about managing their money and building a solid financial foundation. As part of this year's NCPW, the Attorney General's Bureau of Consumer Protection is issuing a daily press release regarding issues particularly relevant to Nevada consumers. More information about NCPW is also available at www.consumer.gov/ncpw. Thank you for your assistance in promoting this important event.]

ATTORNEY GENERAL WARNS CONSUMERS ABOUT EXTENDED AUTOMOBILE WARRANTIES

Carson City, NV—The Attorney General's Bureau of Consumer Protection, under the direction of Consumer Advocate Eric Witkoski, today issued the following consumer advisory with important information concerning unsolicited automobile warranty expiration notices that have been bombarding Nevada consumers over the past several months. These solicitations come in the mail or over the phone and try to create a sense of urgency to encourage consumers to buy an extended warranty. The consumer, however, may already have or may not need a costly extended automobile warranty.

The solicitations may have names similar to official organizations and may be stamped with phrases such as "FINAL NOTICE to extend or reinstate your vehicle coverage." If the consumer responds to the phone call or calls the phone number provided on the card, he may be subjected to a high pressure sales pitch, which includes special discount rates and terms only available at this time. In some cases, consumers are told they must make a down payment before the company will send the contract and/or written information about the warranty.

ADVICE FROM THE BUREAU OF CONSUMER PROTECTION:

- Question if the information is true. Are you sure your warranty has expired? Check your records; a warranty you purchased when you purchased your vehicle may still be in effect.
- Ask questions about the company. What is the company's name, location, and how long has it been in business? Then check the business out, such as by calling or accessing via website the Nevada Consumer Affairs Division or the Better Business Bureau, to find out if the company has received complaints.
- Get all warranty information with all conditions in writing before you sign up or send money.
- Do not give your personal identifying or financial information over the phone.

A WARRANTY IS AN INVESTMENT - LEARN WHAT YOU ARE BUYING:

Even if all the information is positive, often a warranty is a bad investment, because the cost of a warranty may exceed the cost of likely repairs. The Attorney General's Bureau of Consumer Protection suggests that you ask these additional questions to help determine if you are making a wise investment:

- Who backs the service contract? The telemarketer may be a broker, not the provider.
- What is the cost and how much is the deductible? These will vary by type of car, age and mileage of the car and length of contract.
- What is covered and not covered? For example, "normal wear and tear" may be excluded and wear and tear may be considered to include much that may go wrong.
- How are claims handled? It is important to know where you can get service and whether you need prior authorization.
- What are your responsibilities? Some extended warranties require rigid compliance with a manufacturer's recommended maintenance.
- What is the length of the service contract? It is important to know the duration of the contract and whether it is affected if the car is sold.

ARE YOU GETTING UNWANTED WARRANTY SOLICITATION PHONE CALLS?

If you haven't registered your Nevada telephone number yet and would like to, register under both the Nevada and Federal laws for free at the national do not call registry's web site, www.donotcall.gov. If you prefer, you can also register by calling toll free (888) 382-1222.

WANT TO MAKE A COMPLAINT?

If your Nevada number has been registered on the national do not call registry for at least 31 days, you may file a complaint if you receive a call from a non-exempt telemarketer. To file a complaint, visit the national do not call registry web site at www.donotcall.gov and select the "File A Complaint" button. If you prefer, you can also file a complaint by calling toll free (888) 382-1222. In filing a complaint, you need to provide the telemarketer's name or phone number, the date the telemarketer called you, and your registered phone number.

If you believe you have been a victim of a fraud, please contact the Consumer Affairs Division, part of the Nevada Department of Business and Industry, in Northern Nevada (including Reno) at (775) 688-1800, and in Las Vegas at (702) 486-7355.

For other valuable consumer protection information, please visit the Bureau of Consumer Protection website, www.ag.state.nv.us/org/bcp/education.htm and/or the State of Nevada's general fraud information website, www.fightfraud.nv.gov

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