



SPECIAL EVENT

CONSUMER FRAUD UPDATE WORKSHOP TUESDAY – OCTOBER 5, 2010

CLIENTELE – Dealer Principals, GMs, GSMs, Sales Managers, F&I Managers, Office Managers and Controllars

DURATION – Full Day – 9:30 a.m. to 2:30 p.m.

DATE – TUESDAY, OCTOBER 5, 2010

INVESTMENT PER PERSON – \$199 (*Members*) and includes:

- ◆ Continental Breakfast
- ◆ Refreshments
- ◆ Lunch
- ◆ Participant Materials

COURSE DESCRIPTION

One of the most alarming developments over the last decade has been the rise in the number of lemon law and consumer fraud lawsuits against motor vehicle retailers. More and more attorneys have taken up trolling for disgruntled automobile owners so they can take advantage of the treble damages and attorney-fee shifting provisions of New Jersey’s Consumer Fraud Act.

At this moment, there are several suits pending against dealerships, which allege violations of State regulations and of federal antitrust laws in the sale of vehicle theft protection products, what is commonly called “etch.” The most alarming new trick for the class action lawyers has been to “piggyback” a “Plain Language” law claim onto a consumer fraud claim based on an obscure and harmless regulatory violation. In addition to the class action claims, dealerships are reporting more and more individual claims brought by aggressive “lemon lawyers” over what are usually individual used car sales. The new trend is for attorneys to demand fees even when the dealership completely capitulates and offers the customer everything they demand.

More than ever, keeping up-to-date with all of the laws and regulations is critical. There is no longer such a thing as a “harmless” mistake, and there is a growing number of “sharks” out there, ready to go into a feeding frenzy, if they sense blood in the water.

TOPICS COVERED

- ◆ Comprehensive review of all current New Jersey consumer protection laws and regulations including:
 - General Provisions of the Consumer Fraud Act;
 - Damage Disclosure;
 - Prior Use;
 - Doc Fees;
 - New Regulations Governing Etch and Extended Service Agreements;
 - Advertising Regulations;
 - Service and Repair Regulations;
 - Plain Language Law;
 - And Much More.

NJ CAR ACADEMY
CONSUMER FRAUD UPDATE WORKSHOP
FAX BACK REGISTRATION FORM

DATE: TUESDAY – OCTOBER 5, 2010
TIME: SEMINAR BEGINS AT 9:30 A.M. AND ENDS AT 2:30 P.M.
LOCATION: NJ CAR HEADQUARTERS
856 River Road, West Trenton, NJ 08628
COST: \$199 (MEMBER) Per Person

SESSION INCLUDES A CONTINENTAL BREAKFAST, LUNCH, REFRESHMENTS AND ALL COURSE MATERIALS.

DIRECTIONS WILL BE FAXED UPON RECEIPT OF REGISTRATION AND PAYMENT

Cancellations must be received five (5) days prior to the course offering to receive a refund.

DEALERSHIP NAME: _____

ATTENDEE NAME: _____ TITLE: _____

E-MAIL (REQUIRED): _____

ATTENDEE NAME: _____ TITLE: _____

E-MAIL (REQUIRED): _____

ATTENDEE NAME: _____ TITLE: _____

E-MAIL (REQUIRED): _____

(FOR ADDITIONAL ATTENDEES, ATTACH A SEPARATE LIST WITH TITLES AND E-MAIL ADDRESSES.)

ADDRESS: _____

CITY/ST/ZIP: _____

PHONE: _____ FAX: _____ E-MAIL: _____

PAYMENT INFORMATION

PAYMENT ENCLOSED IN THE AMOUNT OF \$ _____ (PAYABLE TO "NJ CAR")

CHARGE TO THE FOLLOWING CREDIT CARD: CORPORATE PERSONAL

AMEX VISA MASTERCARD DISCOVER

CREDIT CARD NO.: _____ EXP. DATE (MONTH/YEAR): _____/_____/_____

CARDHOLDER NAME: _____

CREDIT CARD BILLING ADDRESS: SAME AS CORPORATE ADDRESS

I AM AN AUTHORIZED USER OF THE ABOVE-MENTIONED CREDIT CARD AND NJ CAR IS AUTHORIZED TO CHARGE THIS CARD THE TOTAL AMOUNT DUE.

CARDHOLDER SIGNATURE: _____

FORWARD COMPLETED REGISTRATION TO:
NJ CAR, ATTN: CHRISTINE PHILLIPS
FAX: 609.883.1093