

Activity 1 - Car abbreviation bingo

In many car advertisements there will be many abbreviations, this gives pieces of information in a small space. However it is not always obvious what these mean but it is important when buying a car you know what these mean. It will help you to make an informed choice and avoid buying something you didn't want or need. You may also need to know these for insurance purposes.

Look through some typical abbreviations and try to establish what they mean.

FSH	
HPI	
LEV	
MPG	
RWD	
A/C	
FWD	
LHD	
ONO	
GC	
P/EX	

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Activity 2 - How to find and use a reputable trader scheme

There are different types of traders in the motor industry - private sellers, independent garages, dealerships and national repairs organisations. There can be pro's and con's for using any of these and it is not the purpose of this activity to indicate a preference towards a certain one. The purpose of this activity is to look at the benefit of using an approved trader scheme, which any small, large, national, independent trader can be accredited to, provided their business practices are vetted and approved.

Identify the following,

- Are there reviews of local businesses?
- What are the requirements to be on the scheme?
- Is there a complaints procedure?
- Is mediation available to help you deal with the trader?
- What are the consequences for a trader who doesn't comply with their code of conduct?
- How can I contact the scheme administration?

Here are some examples for you to use,

- The Motor Ombudsman
- CTSI Consumer Codes of approval scheme
- Which? Trusted traders
- Checktrade

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Activity 3 - How to make a complaint

Knowing how to address a problem or make a complaint when dealing with a trader can be a difficult. The 'problem with a used car' tool on the Citizens Advice website will help guide you through the process of establishing certain facts about the purchase in order to find out what your rights in the situation might be.

Work through the online tool with either your own car or a made up scenario to familiarise yourself with how to use this resource.

<https://www.citizensadvice.org.uk/consumer/buying-or-repairing-a-car/problems-with-a-used-car/>

Letter templates are available to help you make a complaint.

You will need to present certain facts such as,

- what the issue is
- the name of the trader
- the date you bought the car
- the date on which the issue occurred
- the cost of the car/ service/ repair
- how you paid for the car/ service/ repair

Take a look through one or two of the letters and consider how easy it is to record this information. Create one or two 'dummy' examples to familiarise yourself with the process.

Remember if you do need to send a letter to a trader, it is recommended that this is done via recorded delivery and keep your tracking number and receipt.

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