



County of Fairfax, Virginia

To protect and enrich the quality of life for the people, neighborhoods and diverse communities of Fairfax County

January 21, 2011

Auto Dealer or Repair Facility
123 Fairfax Drive
Fairfax, Virginia 22035

Dear General Manager:

Automobile related complaints continue to claim the number one spot in the top ten list of consumer complaints according to a recent survey conducted by the National Association of Consumer Agency Administrators and the Consumer Federation of America.

In order to ensure that consumers are aware of their rights and options before getting repairs or maintenance service, the Fairfax County Consumer Affairs Branch of the Department of Cable and Consumer Services is initiating an educational campaign to inform consumers of their rights under the Virginia Automobile Repair Facilities Act (ARFA). A copy of this code is enclosed for your review.

One of the requirements of this act is that automobile repair businesses post a *Customer Rights* sign where vehicles are normally received for repairs to inform customers of their rights under ARFA. In addition, businesses are required to post a *Consumer Protection Commission* sign in accordance with Fairfax County Consumer Protection Ordinance, Chapter 10, Section 10-10-1. A copy of the code is enclosed.

The *Customer Rights* sign and the *Consumer Protection Commission* sign are available online at www.fairfaxcounty.gov/ARFA. Limited supplies of the signs are also available from the Fairfax County Consumer Affairs Branch located 12000 Government Center Parkway, Suite 433, during regular business hours. Please make sure that your business conspicuously posts both signs by March 1, 2011.

As an important member of the Fairfax County business community, your cooperation and compliance with laws established to assist both consumers and businesses is greatly appreciated. By joining us in this effort, your business will help provide valuable information for consumers to understand their rights and responsibilities.

If you have any questions, or for reasonable accommodations, please contact the Consumer Affairs Branch at 703-222-8435, TTY 711, or consumer@fairfaxcounty.gov.

Sincerely,

Susan C. Jones
Branch Chief

Enclosure

Consumer Affairs Branch
Department of Cable and Consumer Services
12000 Government Center Parkway, Suite 433
Fairfax, Virginia 22035-0047
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www.fairfaxcounty.gov