

CONSUMER INFOSHEET



Odometer Fraud

July 2009

This publication is intended to provide general information only and is not a substitute for legal advice.

Alberta Transportation will contact Albertans when they register a vehicle with an odometer reading lower than a previous reading reported by a prior registered owner. This discrepancy could be the result of data entry error or odometer tampering.

If a data entry error was made, please contact Alberta Transportation Vehicle Safety Section and correct the record. You may need to provide documentation to verify the requested change.

Tampering with an odometer is illegal in Alberta. Purchasers of used vehicles who learn that the odometer has been turned back should first try and resolve the issue with the seller.

- If you bought the vehicle through a private sale or from an Alberta automotive dealer, you may ask the seller to refund your money. (Even if the sale is “as is” tampering with the odometer is against the law.)
- If you want to keep the vehicle, ask the seller to pay you the difference between the purchase price and the value of the vehicle with a higher odometer reading.

If these alternatives are not successful you may be able to file a complaint. If you bought the vehicle from an automotive dealer in Alberta, report the odometer problem to the Alberta Motor Vehicle Industry Council (AMVIC). AMVIC licenses sales people and dealerships and will investigate odometer reading complaints. To file a complaint with AMVIC complete the complaint form on the AMVIC website www.amvic.org/complaint_form.htm

If you bought the vehicle through a private sale and still cannot resolve the issue with the seller you may

- file a police report
- file a court claim if the seller will not refund your money.

HELP PREVENT ODOMETER FRAUD

Next time you register a vehicle or renew a registration at an authorized registry agent location, provide your vehicle odometer reading to Service Alberta Registries.

SPOT A TAMPERED ODOMETER

- Is the used vehicle’s odometer reading unusually low (under 20,000 km/yr)?
- Are the digits misaligned?
- Is the trip odometer working?
- Are one or more dash screws loose or missing?
- Are there scratches near the odometer?
- Check the dates on oil change labels. Are they consistent with the odometer readings?
- Is the vehicle registration information inconsistent with the odometer reading?
- Check for wear and tear of the door strikers, floor mats, carpets, driver’s seat and gas/brake pedals. Is it consistent with the age of the vehicle and the odometer reading?

FOR MORE INFORMATION

Alberta Transportation Vehicle Safety Information

Edmonton: 780-427-8901

Toll-free in Alberta: 310-0000 then dial 780-427-8901

www.transportation.alberta.ca

Service Alberta Registries

Edmonton: 780-427-7013

Toll-free in Alberta: 310-0000 then dial 780-427-7013

www.servicealberta.ca

Alberta Motor Vehicle Industry Council (AMVIC)

Edmonton: 780-466-1140

Calgary: 403-301-2744

www.amvic.org