



New Car Code Audit - December 2022

Background information

The Motor Industry Code of Practice for New Cars is one of the most established Consumer Codes available to the public, having been launched in 1976 as the Motor Industry Code of Practice, and later endorsed by the Office of Fair Trading (OFT) in 2011.

The OFT brought in the new Consumer Codes Approval Scheme (CCAS) under the Enterprise Act 2002

On a similar note, TMO Adjudicators and in-house Ombudsman regularly provide

Conclusions

The Motor Ombudsman operates an impressive system to provide protection for consumers in the new car sector. It handles a large number of complaints but, this is inevitable having regard to the number of annual car sales. The Motor Ombudsman has a clear vision of improvements set out in their five-year business plan. This takes account of the trends in new car sales to online sales and fully electric vehicles. The move to self-assessment with targeted intervention is considered to be an effective way of monitoring the code.