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**COMMONWEALTH OF MASSACHUSETTS**  
**Office of Consumer Affairs and Business Regulation**  
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**MIKE KENNEALY**  
SECRETARY OF HOUSING AND  
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**EDWARD A. PALLESCHI**  
UNDERSECRETARY

January 2, 2020

Board of Selectmen  
c/o Town Manager's Office  
50 Billerica Road - 2nd Floor  
Chelmsford, MA 01824

RE: Recent Audit of Dealerships

Dear Licensing Authority:

The Office of Consumer Affairs and Business Regulation (OCABR) recently conducted an audit of dealerships throughout the state to assess compliance with Massachusetts law pertaining to Lemon Law stickers.

As you are aware, car dealers are required to affix yellow "Lemon Law" notices on the windows of new vehicles displayed for sale, and in the case of used vehicles displayed for sale, to affix yellow "Used Vehicle Warranty Law" notices on the windows or dashboards. These requirements are set forth in Massachusetts General Laws, Chapter 90, § 7N ½ and 7N ¼, and its corresponding regulation, 201 CMR 11.00.

We have included the results of the dealerships which were audited in your municipality. For any dealership that had less than 100% compliance, we ask that you, as the licensing authority, take appropriate action to protect your local consumers and mandate the dealership's compliance with this law.

Autos Unlimited	118 Gorham Street	Chelmsford	78%
Broadway Motor Sales and Auto Brokers	123 Princeton Street	Chelmsford	100%

Thank you for your attention to this important matter. If you have any questions, kindly contact Lisa Weber, the Lemon Law Program Coordinator at [lisa.weber@mass.gov](mailto:lisa.weber@mass.gov) or 617-973-8733.

Sincerely,

Joanne F. Campo  
Deputy General Counsel