Lemon Law Packet

WA · DIY draft documents

Prepared for: SAMPLE — Example Owner (fictional)

Vehicle: 2024 Example Motors Pathway

VIN: 1EXAMPLE000000000

State: WA

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Important notices

Draft documents generated from your answers. Read every sentence and delete anything that isn't accurate for your situation before you sign, send, or file. DIY document automation — not legal advice. No attorney reviews anything.

1. Washington Arbitration Request Narrative — Draft

*Copy these facts into the Attorney General's **Request For Arbitration** form (there is a separate form for motor homes). Arbitration through the AG's Lemon Law Administration is **free**, and your request must be **received within 30 months of original delivery**. Send the manufacturer the written request in document 4 first — it has **40 calendar days** to replace or repurchase before arbitration is needed. Attach your purchase/lease agreement, title/registration, and repair orders.*

Claimant

SAMPLE — Example Owner (fictional)
100 Example Street, Sampletown
555-010-1234 · example@example.com

Vehicle

2024 Example Motors Pathway — VIN 1EXAMPLE000000000
Purchased/leased at retail in Washington from: Example Motors on January 5, 2025
Original delivery date: January 10, 2025 · Mileage at delivery: 12 · Current mileage: 15,000

Nonconformity

The engine stalls at idle and sometimes will not restart — to my knowledge, at least one repair attempt occurred during the manufacturer's written warranty period and within the eligibility period (2 years or 24,000 miles from original delivery, whichever comes first), and I allege that the nonconformity substantially impairs the use, value, or safety of the vehicle.

Repair history (4 attempts)

#	Dates (days out)	Dealer	Reported	Result
1	Feb 3, 2025 to Feb 5, 2025 (2 days)	Example Motors Service	Engine stalls at idle	Cleaned throttle body — defect persists
2	Mar 10, 2025 to Mar 12, 2025 (2 days)	Example Motors Service	Engine stalls at idle	Replaced sensor — defect persists
3	Apr 14, 2025 to Apr 21, 2025 (7 days)	Example Motors Service	Engine stalls at idle	Replaced control module — defect persists
4	Jun 2, 2025 to Jun 6, 2025 (4 days)	Example Motors Service	Engine stalls at idle	Could not duplicate — defect persists

Written request to the manufacturer

I sent the written request for repurchase or replacement to the manufacturer's dispute resolution office on **May 1, 2025** and allowed the 40 calendar days the chapter gives it to comply.

Relief requested

Under chapter 19.118 RCW, at my option I request **repurchase: the purchase price plus all collateral charges and incidental costs, less the statutory reasonable offset for use**.

Arbitration deadline

The Request For Arbitration must be **received within 30 months of original delivery** — estimated from the dates I entered: **July 10, 2027**. I will confirm it before filing.

Signature: _____ Date: _____

SAMPLE — Example Owner (fictional)

2. Repair-History Organizer

*Attach every repair order — even visits where they found "no problem." Total out of service: **15** calendar days (date out minus date in) across 4 visits. Your state may count days differently — use your repair orders as the record. Keyed to Washington's tests: the same nonconformity 4+ times, OR a serious safety defect 2+ times, OR 2+ different serious safety defects in 12 months, OR 30+ cumulative calendar days out of service — within the 2-year / 24,000-mile eligibility period (motor homes: 3+ attempts or 1 safety attempt, plus a final attempt, or 60+ days).*

#	In	Out	Days	Dealer	Reported	Result	RO #
1	Feb 3, 2025	Feb 5, 2025	2	Example Motors Service	Engine stalls at idle	Cleaned throttle body — defect persists	RO-1001
2	Mar 10, 2025	Mar 12, 2025	2	Example Motors Service	Engine stalls at idle	Replaced sensor — defect persists	RO-1002
3	Apr 14, 2025	Apr 21, 2025	7	Example Motors Service	Engine stalls at idle	Replaced control module — defect persists	RO-1003
4	Jun 2, 2025	Jun 6, 2025	4	Example Motors Service	Engine stalls at idle	Could not duplicate — defect persists	RO-1004

Key dates timeline

Your dates in order. Months are counted from delivery; odometer readings are the ones you entered.

Date	Event	Months after delivery	Odometer
January 10, 2025	Vehicle delivered to you	0	12
February 3, 2025	Repair visit 1 — in (Example Motors Service)	0	3,000
February 5, 2025	Repair visit 1 — out (2 days in the shop)	0	
March 10, 2025	Repair visit 2 — in (Example Motors Service)	2	
March 12, 2025	Repair visit 2 — out (2 days in the shop)	2	
April 14, 2025	Repair visit 3 — in (Example Motors Service)	3	
April 21, 2025	Repair visit 3 — out (7 days in the shop)	3	
May 1, 2025	Written notice to the manufacturer	3	
June 2, 2025	Repair visit 4 — in (Example Motors Service)	4	
June 6, 2025	Repair visit 4 — out (4 days in the shop)	4	
July 10, 2027	Estimated arbitration deadline (30 months from delivery) — an estimate; confirm it yourself	30	

Your record beside Washington's tests

The numbers you entered, next to the presumption tests our Washington guide describes. This is a side-by-side comparison, not a finding that any test is met — dates, mileage, notice steps, and what your repair orders actually say all matter.

Test	What the law looks for	Your entered record
Repairs of the same problem	4+ repairs of the same nonconformity (motor homes: 3+, plus a final attempt)	4 visits entered for this defect
Safety path	The same serious safety defect 2+ times, or 2+ different serious safety defects within 12 months (motor homes: 1+, plus a final attempt)	You did not mark the defect as a serious safety hazard
Days out of service	30+ cumulative calendar days out of service, at least 15 of them inside the written warranty period (motor homes: 60+)	15 calendar days from the visits you entered
Time and mileage window	Within 2 years or 24,000 miles of original delivery (eligibility period); at least one attempt inside the written warranty period	First visit: February 3, 2025 at 3,000 miles (2,988 since delivery); latest visit: June 2, 2025

3. Evidence Checklist — Washington

Gather these before filing — organized paperwork is the backbone of any claim.

- Buyer's order / lease agreement (proof of retail purchase or lease in Washington)
- All repair orders and invoices — every visit, even "could not duplicate" visits; the arbitration form asks for them
- Title and registration (the arbitration form asks for copies)
- Your written repurchase/replacement request to the manufacturer (document 4) + mailing proof (the AG recommends certified mail, return receipt requested) showing the 40 days you allowed
- For a motor home: your final-attempt notice to EACH manufacturer + their responses and the facility records
- Express warranty booklet / written warranty terms (at least one attempt must fall inside the written warranty period)
- Receipts for collateral charges and incidental costs (towing, rental, and similar)
- Photos and videos of the defect (with dates)
- Log of all phone calls and correspondence with dealer and manufacturer (dates, names)
- Current registration, insurance, and loan/lease statements
- Any manufacturer responses, denials, or settlement offers in writing

4. Written Request for Repurchase or Replacement — Washington

*Washington's process starts with a **written request to the manufacturer** asking it to repurchase or replace the vehicle (RCW 19.118.041(1)). Send it to the manufacturer's **corporate, dispute resolution, zone, or regional office** — the AG recommends **certified mail, return receipt requested** — and include your make, model, year, VIN, the problems, and the dealerships and dates. The manufacturer then has **40 calendar days** to comply at your option.*

SAMPLE — Example Owner (fictional)
100 Example Street, Sampletown
555-010-1234

October 19, 2026

VIA CERTIFIED MAIL, RETURN RECEIPT REQUESTED

[Manufacturer Name — Corporate / Dispute Resolution / Zone or Regional Office]
[Manufacturer Address from warranty booklet]

Re: Request for repurchase under chapter 19.118 RCW — 2024 Example Motors Pathway, VIN 1EXAMPLE000000000

Dear Sir or Madam:

I am the owner of the above vehicle, purchased at retail in Washington from Example Motors on January 5, 2025. Original delivery date: January 10, 2025. The vehicle has an alleged nonconformity — a defect that I believe is covered by your written warranty and substantially impairs its use, value, or safety: The engine stalls at idle and sometimes will not restart.

The nonconformity has been presented for repair 4 times (dealerships and dates in the attached repair history) and persists. Under RCW 19.118.041(1), I request that you repurchase the vehicle for the purchase price plus collateral charges and incidental costs, less the statutory offset for use within **40 calendar days** of this request. If we cannot resolve this, I intend to request arbitration through the Attorney General's Lemon Law Administration.

Repair visits for this defect to date:

#	Dates	Dealer	RO #	Odometer
1	Feb 3, 2025 to Feb 5, 2025	Example Motors Service	RO-1001	3,000
2	Mar 10, 2025 to Mar 12, 2025	Example Motors Service	RO-1002	
3	Apr 14, 2025 to Apr 21, 2025	Example Motors Service	RO-1003	
4	Jun 2, 2025 to Jun 6, 2025	Example Motors Service	RO-1004	

Please send your response in writing to the address above.

Sincerely,

_____

SAMPLE — Example Owner (fictional)

Enclosures (copies — keep your originals): repair orders (RO 1001, RO 1002, RO 1003, RO 1004); purchase or lease agreement; warranty pages showing coverage.

5. Filing Instructions — Washington

Step 1 — Written request to the manufacturer

Send document 4 to the manufacturer's corporate, dispute resolution, zone, or regional office (certified mail, return receipt requested, is the AG's recommendation). The manufacturer has **40 calendar days** to replace or repurchase at your option. For a motor home, the **final-attempt notice** in document 4 must go to **each** manufacturer first.

Step 2 — Request arbitration

If the manufacturer does not comply, file the **Request For Arbitration** with the Attorney General's **Lemon Law Administration** (1-800-541-8898; lemon@atg.wa.gov). Use the **separate Motor Home form** for a motor home. Attach your purchase/lease agreement, title/registration, and repair orders. There is **no charge** to request arbitration. (A $3 arbitration fee was collected when the vehicle was sold — that is how the program is funded, not a fee you pay now.)

Step 3 — Deadline

Your request must be **received within 30 months of original delivery** — estimated from the dates you entered: **July 10, 2027**.

Step 4 — Hearing and decision

The hearing is held **within 45 days** of assignment and the decision reaches the AG **within 60 days**. You have **60 days** to accept or reject the decision (silence counts as rejection). If you accept, the manufacturer has 40 days to comply. If you reject, you have **120 days** to petition superior court, where the case is tried anew. Arbitration (or a qualifying manufacturer program you chose first) must be **used before** a superior court action under the chapter.

Remedies

At your option: **replacement** with an identical or reasonably equivalent vehicle (the manufacturer pays sales tax, license, registration, and incidental costs; you pay the offset) or **repurchase** — purchase price plus all collateral charges and incidental costs, less the offset in the worksheet in this packet. For leases, the refund covers lease payments, trade-in value, inception amounts, security deposit, collateral charges, and incidental costs, less the offset.

What happens next — your dated checklist

Built from the dates and steps in this packet and our state guide. It organizes the process; it is not a prediction of how your case will go.

- Mail document 4 (your notice / demand letter) by certified mail, return receipt requested (the AG's recommendation), to the manufacturer's corporate, dispute resolution, zone, or regional office. You entered May 1, 2025 as your notice date — if it has not gone out yet, send it now.
- The manufacturer has 40 calendar days from your written repurchase/replacement request to comply at your option (RCW 19.118.041(1)).
- Your filing window: the deadline estimated in this packet is July 10, 2027 (264 days left). It is only as accurate as the dates you entered — verify it against your own records and the guide before relying on it.
- If your case reaches a hearing or meeting, bring: this packet, every repair order (including "could not duplicate" visits), your mailing proofs, dated photos or videos of the defect, and your call log. Keep the vehicle available for inspection if the forum asks to see it.

Mailing kit

Send document 4 by certified mail, return receipt requested (the AG's recommendation), to the manufacturer's corporate, dispute resolution, zone, or regional office. Use the cover sheet below as the first page of the envelope's contents.

COVER SHEET — keep a copy with your proofs	
From	SAMPLE — Example Owner (fictional)100 Example Street, Sampletown555-010-1234 · example@example.com
To	[Manufacturer Name]the manufacturer's corporate, dispute resolution, zone, or regional office
Date	October 19, 2026
Re	Written notice of nonconformity — 2024 Example Motors Pathway, VIN 1EXAMPLE000000000
Sent by	certified mail, return receipt requested (the AG's recommendation), to the manufacturer's corporate, dispute resolution, zone, or regional office
Enclosed	Demand / notice letter (document 4) · Repair-history organizer (document 2) · Copies of repair orders

Keep these proofs:

- The stamped mailing receipt (certified / registered / overnight) and the tracking number
- The signed return receipt (green card) when it comes back — it proves the delivery date several deadlines count from
- A complete copy or scan of everything you mailed, exactly as mailed
- A log line for the mailing: date, post office or carrier, tracking number, and what was enclosed
- Mail copies, never your only originals of repair orders or contracts

Usage-offset worksheet — an illustration, not your award

This applies the usage rule described in our Washington guide to the numbers you entered. It is bookkeeping, not a prediction of any refund, award, or eligibility. Taxes, fees, finance charges, incidental costs, and other adjustments are not included.

Washington: purchase price × miles driven from purchase to the date the first repair attempt for this nonconformity began ÷ 120,000. For days-based claims, the counted miles stop at the 15th cumulative day out of service (30th for motor homes) — this worksheet uses the first-visit odometer, so confirm which mileage applies.

Line	Figure
A. Purchase price	$35,000.00
B. Odometer at delivery	12
C. Odometer when the first repair attempt for this nonconformity began	3,000
D. Miles counted (C − B)	2,988
E. Illustrated usage deduction (A × D ÷ 120,000)	$871.50
Price after the illustrated deduction (bookkeeping only — not what you would receive)	$34,128.50

Important notices

Some statements in these documents are generated from your answers — read every sentence and delete anything that isn't accurate for your situation. Fill in the bracketed parts. You sign, send, and file everything yourself. Deadlines shown are estimates from the dates you entered — confirm them.

Talk to a lemon law attorney first: Washington arbitration requests must be RECEIVED within 30 months of original delivery — a hard cutoff. If it's close, talk to a lemon law attorney right away.

Not legal advice. This is not legal advice. Lemon law is fact-specific — for advice about your own situation, talk to a licensed attorney in your state. LemonLawPath is not a substitute for the advice of an attorney. It provides document automation and general legal information only — no eligibility determinations and no outcome promises. No attorney reviews anything on this site — LemonLawPath is DIY document-automation software, not a law firm.