



Syndicate Subscription Legal Plans

LEMON LAW CLIENT INTAKE QUESTIONNAIRE:

KEEP EVERY REPAIR ORDER and invoice — they are the most important evidence in a lemon law claim. Do not sell, trade in, or stop making payments on the vehicle until we review your case. If a defect makes the vehicle unsafe, stop driving it.

CONFIDENTIAL. Lemon laws protect buyers and lessees of vehicles (and in some states, boats, RVs, motorcycles, and wheelchairs) that have a substantial defect the manufacturer or dealer cannot fix after a reasonable number of attempts. Coverage and deadlines vary by state. If a question does not apply, write "N/A." If unknown, write "Unknown."

NAME OF THE CLIENT(s):

☐ Buyer / Lessee 1: _____

☐ Co-buyer / Co-lessee (if any): _____

Address: _____

City: _____ County: _____ State: _____ Zip: _____

Phone: _____ Email: _____

Syndicate Plan Member ID: _____ Plan Start Date: _____

Preferred method of contact:

☐ Phone

☐ Text

☐ Email

PART 1 — THE VEHICLE

1.1 Type:

☐ Car / truck / SUV

☐ Electric / hybrid vehicle

☐ Motorcycle

☐ RV / motorhome

☐ Boat

☐ Wheelchair / mobility device

☐ Other

1.2 Year / Make / Model: _____ Trim: _____

VIN: _____

1.3 How acquired:

☐ New

☐ Used

☐ Demonstrator

☐ Certified pre-owned

☐ Leased

1.4 Purchase / lease date: _____ Mileage at purchase: _____

Current mileage: _____ Purchase price: \$ _____

1.5 Dealer name / city: _____

1.6 State purchased: _____ State registered: _____

1.7 Lender / lease company: _____ Monthly payment: \$ _____

1.8 Primary use:

☐ Personal / family

☐ Business

☐ Both

Registered to (person or business name): _____



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PART 2 — WARRANTIES & CONTRACT

Warranty	Covered? (Y / N)	Expires (months / miles)
Manufacturer basic (bumper-to-bumper)		
Manufacturer powertrain		
Emissions / EV battery warranty		
Dealer warranty		
Extended service contract		

2.1 Was the vehicle sold "as is"? ☐ Yes ☐ No

2.2 (Used vehicles) Did you receive the FTC Buyer's Guide window sticker? ☐ Yes ☐ No

2.3 Does your purchase or lease contract contain an arbitration clause? ☐ Yes ☐ No

2.4 Were you told about prior damage, accidents, or a salvage / buyback title? ☐ Yes ☐ No

If yes, explain: _____

PART 3 — THE DEFECT(S)

3.1 Problem area(s):

- | | | |
|--|--|---|
| ☐ Engine | ☐ Transmission | ☐ Electrical / battery |
| ☐ Brakes | ☐ Steering / suspension | ☐ Airbags / safety systems |
| ☐ Heating / A/C | ☐ Infotainment / software | ☐ Fluid leaks |
| ☐ Noises / vibrations | ☐ EV charging / range | ☐ Other |

3.2 Describe the problem(s) and when they occur: _____

3.3 Date first noticed: _____ Mileage when first noticed: _____

3.4 Does the defect create a safety risk (stalling, loss of power, brakes, steering)? ☐ Yes ☐ No

If yes, explain: _____

3.5 Is the vehicle currently drivable? ☐ Yes ☐ No



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PART 4 — REPAIR HISTORY

List every visit, including visits where the dealer said it "could not duplicate" the problem.

Date In	Date Out	Mileage	Dealer / Shop	Problem Reported	Work Performed

4.1 Total repair attempts for the same problem: _____

Total days the vehicle was out of service: _____

4.2 Were you given a loaner or rental during repairs? ☐ Yes ☐ No

In California, a vehicle is generally presumed a lemon if, within 18 months or 18,000 miles, a defect was repaired 4+ times (2+ for serious safety defects), or the vehicle was out of service 30+ days — but many vehicles qualify outside these guidelines too.

PART 5 — CONTACT WITH MANUFACTURER / DEALER

5.1 Have you notified the manufacturer directly (not just the dealer)? ☐ Yes ☐ No

If yes — date, method, and case / reference number: _____

5.2 Have you asked the manufacturer to repurchase or replace the vehicle? ☐ Yes ☐ No

5.3 Has the manufacturer or dealer made any offer (cash, warranty)? ☐ Yes ☐ No

If yes, explain: _____

5.4 Have you used a manufacturer dispute or arbitration program? ☐ Yes ☐ No

If yes, explain: _____



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Do not accept an offer or sign a release before we review it. Many lemon laws require the manufacturer to pay the consumer's legal fees.

PART 6 — YOUR COSTS

Cost	Amount \$
Down payment	
Total monthly payments made to date	
Current loan / lease payoff balance	
Repair costs you paid	
Towing	
Rental cars	
Registration / insurance attributable to the vehicle	
Other	

6.1 Was anyone injured or was other property damaged because of the defect? ☐ Yes ☐ No

If yes, explain: _____

PART 7 — GOALS & DOCUMENTS

7.1 What outcome do you want?

- | | |
|---|---|
| ☐ Buyback / refund | ☐ Replacement vehicle |
| ☐ Cash compensation and keep the vehicle | ☐ Proper repair |
| ☐ Cancel the lease | ☐ Not sure — need advice |

Please provide copies of the following, if available. Check each item you are including.

- | | |
|--|---|
| ☐ Purchase / lease contract | ☐ All repair orders & invoices |
| ☐ Warranty booklet / service contract | ☐ Buyer's Guide (used vehicles) |
| ☐ Registration & title | ☐ Loan / lease statements |
| ☐ Letters / emails with manufacturer | ☐ Photos / videos of the problem |
| ☐ Rental / towing receipts | ☐ Recall notices |



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Certification:

I/We declare that the information provided in this questionnaire is true, correct, and complete to the best of my/our knowledge. I/We understand this information is provided to Syndicate Subscription Legal Plans in confidence for the purpose of evaluating my/our lemon law matter.

Signed and dated this ____ day of _____, 20__

Signature (Buyer / Lessee): _____

Print Name: _____

Signature (Co-buyer): _____

Print Name: _____

Please Print and Email to STEVE@STEVEMUELLERLEGAL.COM, or
save this document as a PDF and email to STEVE@STEVEMUELLERLEGAL.COM,
Your information will be reviewed within one hour.