

SECTION G
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**GREG
 DAWSON**

The Last Resort

Car owner with 'lemon' merits, receives refund

Dear Greg: I bought a used car from DriveTime in September. I paid \$13,000 and they gave me a six-month/6,000-mile warranty. I drove the car 10 days and the transmission went out. I took the car back and they sent it to AAMCO to be fixed. They gave me a rental. My car was in the shop seven days. We picked it up and had it 2½ days and the problem happened again. The car has now been in the shop four times in 30 days for the same problem. I've had four rentals. I have made payments on time even though I haven't had much use of the car. I've been told this car is a lemon. All we want is our money back. We are stressed with this issue.

— DEE MAYA
 CASSELBERRY

Dear Dee: Britney Spears has a better chance of being named Mother of the Year than you do of getting your money back for that lemon - or so I thought when I read your e-mail. Hoping for a miracle, I e-mailed DriveTime - and was stunned to receive a call from customer-service director Kamie Brainard, agreeing to take the car back and return your money. It turns out this wasn't such a miracle. DriveTime has 104 locations in 10 states, including eight in Central Florida, and this is the first complaint I've ever had, so it must be doing something right. As for Britney and Mother of the Year... we're still talking loaves and fishes.

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