

# CAMVAP

Canadian Motor Vehicle  
Arbitration Plan



Programme d'arbitrage pour  
les véhicules automobiles du Canada

# PAVAC

## Car or Light Truck Problem?

*Solve It, Resolve it...  
Through Arbitration*

**A No Cost Alternative To Court**



CAMVAP is a program that allows disputes between consumers and vehicle manufacturers to be resolved through binding arbitration. The program applies to disputes about alleged manufacturing defects or implementation of your new vehicle warranty.

CAMVAP is the largest consumer product arbitration plan in Canada and is fully paid for by vehicle manufacturers. All provinces and territories and the Consumers' Association of Canada support the program.

CAMVAP is a new way to settle disputes. The program has been designed to ensure that the independent and neutral arbitrator who hears the case makes a decision that is fair to both the consumer and the manufacturer.

As a consumer, the choice is yours. You can file a claim with the courts or you can use an alternate solution: CAMVAP.

### **How Does CAMVAP Work?**

You agree to submit the dispute to an arbitrator for a decision. The arbitrator will hold a hearing where he or she listens to both your side and the manufacturer's side of the case. After considering all the evidence available, the arbitrator makes a decision that is final and binding on both you and the manufacturer. In some cases, the consumer and the manufacturer may be able to settle the matter before it goes to arbitration.

### **Who Can Use CAMVAP?**

CAMVAP is available to owners and lessees of new and used vehicles. Vehicles owned by businesses may be eligible if they meet certain criteria.

### **Eligibility – A Quick Check**

1. Is your dispute with the manufacturer about an alleged manufacturing defect or how the manufacturer interprets the new vehicle warranty?
2. Are you a resident of Canada and was your vehicle originally purchased by you or a previous owner from a manufacturer's authorized dealer in Canada?
3. Is your vehicle used primarily for personal or family use?
4. Is your vehicle from the current or previous four model years?
5. Is the distance traveled by the vehicle less than 160,000 kilometers?
6. Have you followed the manufacturer's dispute resolution process (**check your owner's handbook**)?
7. Have you given the dealer and the manufacturer a reasonable number of chances to resolve the alleged problems?

If you have answered yes to all the questions above... you're likely eligible for CAMVAP.... If you have any questions about your eligibility or the program call CAMVAP at 1-800-207-0685 or visit the website at [www.camvap.ca](http://www.camvap.ca).

**You can also contact the Consumers' Bureau of Manitoba to check out remedies available under Manitoba's consumer protection legislation. See the last panel of this brochure for contact information.**

## What Kind of Results Can I Expect from CAMVAP?

CAMVAP Arbitrators can order the manufacturer to:

1. Make repairs to your vehicle
2. Buy-back your vehicle
3. Reimburse you for repairs you have paid for already
4. Reimburse you for out-of-pocket expenses

The arbitrator may also determine that the manufacturer is not liable for any of the claims that were made by you.

## Steps To The CAMVAP Process

1. Allow your automobile dealership a reasonable number of repair attempts. Keep all your service records and invoices.
2. If the problem is not resolved, contact the manufacturer's Customer Assistance Centre or ask the dealer to set up a meeting for you. Keep a record of all correspondence. Follow the dispute resolution process in your owner's handbook.
3. If the problem remains unresolved, then contact CAMVAP at 1-800-207-0685 to start the process. CAMVAP will send you information about the program or, if you are ready to go, the information to start the process can be taken from the first telephone call.
4. As soon as eligibility for your vehicle is confirmed – normally within 3 working days – an application package will be sent to you. It includes an "Agreement for Arbitration" and a "Consumer Guide" that outlines the process in detail and offers tips on preparing your case. The package also includes information on three arbitrators. You select the one who will hear your case.
5. Complete the application and return it to CAMVAP along with copies of all your service records and documentation.
6. The CAMVAP Provincial Administrator will contact you to arrange the time and place for the arbitration hearing. The hearing will normally be held in your home community or a nearby community that has scheduled air carrier service.
7. Within 14 days of the hearing, the arbitrator will issue a decision. If the decision favours you, the manufacturer will complete the award within the time-frame set out in the "Agreement for Arbitration". If the award favours the manufacturer, your file will be closed.

**Your CAMVAP case should be complete in about 70 days from the time your completed application is received to the time you receive the arbitrator's award. Technical inspections or interim settlement attempts sometimes lengthen the process.**

The Consumers' Bureau of the Manitoba Government also provides assistance to consumers who have problems with their purchased or leased vehicles. The Bureau investigates consumer complaints regarding advertisements, financing agreements, repairs or warranties under Manitoba's consumer protection legislation including The Consumer Protection Act and The Business Practices Act.

**Contact the Consumers' Bureau**  
at **945-3800** in Winnipeg or toll-free in Manitoba at **1-800-782-0067**  
or visit the website at  
<http://www.gov.mb.ca/finance/cca/consumb/> for additional information.



Canadian Motor Vehicle Arbitration Plan

**1-800-207-0685 • [www.camvap.ca](http://www.camvap.ca)**