



2005 and 2006 Annual Reports

Canadian Motor Vehicle Arbitration Plan

2005 and 2006 Annual Reports

2005 Board of Directors

Dave Adams; Bob Armstrong (partial year); Deborah Brown; Marilyn Born (partial year), Michael Gagnon (partial year); Leonard Fortin; Larry Johnson (partial year); Wm (Bill) McArthur; Pierre Millette; Mark Nantais (partial year); Mike Prosser (partial year); James Savary; Garry Spence (partial year); Trevor Todd; Craig Whalen (partial year)

2006 Board of Directors

Dave Adams; Marilyn Born; Deborah Brown; Leonard Fortin (partial year); Gary Frost (partial year); Wm. (Bill) McArthur (partial year); Pierre Millette; Mark Nantais; Mike Prosser; James Savary; Garry Spence; Tim Ryan (partial year), Trevor Todd

Member Organizations

Association of International Automobile Manufacturers of Canada
Canadian Automobile Dealers Association
Canadian Vehicle Manufacturers' Association
Consumers' Association of Canada
The Governments of:

British Columbia; Alberta; Saskatchewan; Manitoba; Ontario; Quebec; New Brunswick; Nova Scotia; Prince Edward Island; Newfoundland and Labrador; Yukon Territory; Northwest Territories; Nunavut Territory

Staff

Stephen Moody (General Manager)
Arlene Weijers (Program Coordinator)
Lynette Mercado (Administrative Assistant until early 2006)
Nancy Malcolm (Bookkeeper commenced late 2006)

Canadian Motor Vehicle Arbitration Plan
235 Yorkland Boulevard, Suite 407
Toronto ON M2J 4Y8

Website addresses: www.camvap.ca www.pavac.ca

For Consumer Information call the CAMVAP Provincial Administrator at 1-800-207-0685.

For Program Administration information call (416) 490-0615 or facsimile (416) 490-1680

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Letter from the Chair

Highlights and Activities

CAMVAP's purpose is to provide a way for consumers and the manufacturers of their vehicles to resolve disputes about manufacturing defects and implementation of the new vehicle warranty. The board's objective is to provide effective and efficient delivery of the program to all stakeholders while looking for ways to continuously improve the program.

The years 2005 and 2006 were years during which we made significant progress towards meeting these objectives.. Perhaps the most significant accomplishment was the development of a protocol that would enable consumers resident in Quebec to claim QST repayment on vehicle buybacks. This proved to be more difficult and took longer to accomplish than we had anticipated; however, I am happy to say that we were successful in finding a solution late in 2006 for implementation early in January, 2007.

Even more important from a long term perspective was the establishment in 2006 of a structure that will facilitate the process of continual improvement to the program while making it easier for all stakeholders to interact with the board to ensure that their suggestions and concerns are addressed in a timely manner. Standing committees have been created with mandates to address industry, consumer and government concerns, program awareness, how the program is delivered through our provincial administrators, and research. With this structure in place, we are confident that we will be able to respond more quickly to issues as they emerge and to opportunities to improve the program.

As the operational statistics for 2005 and 2006 demonstrate, our caseload has dropped dramatically from previous years. The primary reason for this appears to be that manufacturers are settling many more cases with consumers before they become CAMVAP cases. This result is clearly positive for both consumers and manufacturers. There is also some evidence from our survey work that consumers may not be sufficiently aware of CAMVAP. We expect to address this possibility by developing new initiatives in the awareness area over the next several months.

Financial Review

Expenditures for 2005 and 2006 continued to be in the area of \$1.5 million annually.

The CAMVAP budget is developed by the program staff and approved by the board of directors.

Manufacturers pay the fees for the program in advance, with payments due in January, March and July.

Focus and Objectives

The focus for 2007 is to address the topics that are now being considered by the Board of Directors through the committees discussed earlier. We also need to assess overall program awareness. Both these issues are complex, and finding effective solutions will take significant effort and development time.

Conclusion

Like any such organization, CAMVAP cannot rest on its laurels. Consumers and manufacturers are our clients, and we must continue to improve the program by listening to their suggestions and recognizing and meeting their needs. Our goal for 2007 is to press forward with our efforts to provide the highest quality alternative dispute resolution system available anywhere while living up to our commitment to be fast, fair, friendly and free.

In closing, I want to extend my personal thanks to the General Manager and the staff and to the Board of Directors for their help and support over the past two years. Well done!



James Savary
Chair of the Board of Directors

2005-2006 Operating Statistics

Case Handling

Cases handled by CAMVAP dropped dramatically from 2004 and previous years. The reduced caseload and workload appeared in all elements of the program from initial contact through to completed arbitrations.

	2005	2006
Conciliated Cases	36	11
Arbitrated Cases	410	334
Consent Award Cases	33	28
Withdrawn	32	42
Ineligible	4	9
Total	515	424

Total

- **Conciliated cases** are those that end when the consumer and the manufacturer agree to resolve the issues without the need for a hearing.
- **Arbitrated cases** are those that proceed to a hearing at which the arbitrator makes an award based on the evidence presented by the parties.
- **Consent cases** are those in which the consumer and the manufacturer agree on a settlement at the arbitration hearing and the arbitrator makes that agreement the 'award'.
- **Withdrawn cases** are those where the consumer withdraws from the program after the CAMVAP process has been commenced but before a hearing is held. The consumer can withdraw for many reasons including, settlement with the manufacturer, no longer having possession of the vehicle, or deciding not to proceed with the CAMVAP process.
- **Ineligible cases** are those where the arbitrator determines that the claim being made by the consumer is not properly eligible for CAMVAP.

When compared to 2006, the number of conciliated, arbitrated and consent cases handled by the program has dropped by 37% since 2003 when there was 678 cases.

There has been a continuing three year drop in the number of cases handled since 2002, in which there were 657 cases handled. 2006 results represent a case load that is only 62% of the program experience in 2002.

Arbitrated, Conciliated and Consent Award Cases Handled by Province and Territory

Province /Territory	Number of Cases Excluding Withdrawn and Ineligible		Number of Arbitrated Cases		Number of Conciliated Cases		Number of Consent Awards	
	2005	2006	2005	2006	2005	2006	2005	2006
British Columbia	67	30	58	26	5	1	4	3
Alberta	59	39	52	32	0	0	7	7
Saskatchewan	18	14	17	14	0	0	1	0
Manitoba	25	16	14	11	7	0	4	5
Ontario	182	180	161	169	9	1	12	10
Québec	75	59	60	52	12	4	3	3
New Brunswick	11	11	10	8	1	3	0	0
Nova Scotia	27	11	24	10	1	1	2	0
Prince Edward Island	2	2	2	2	0	0	0	0
Newfoundland & Labrador	13	9	12	8	1	1	0	0
Northwest Territories	0	1	0	1	0	0	0	0
Nunavut	0	0	0	0	0	0	0	0
Yukon Territories	0	1	0	1	0	0	0	0
Totals	479	373	410	334	36	11	33	28

Consistent with previous years, the fully arbitrated cases when measured against the total number of cases handled at 515 for 2005 and 424 for 2006 represent 79.6% for 2005 and 78.7% of the program's overall case handling. Conciliated cases, where settlement was achieved during the arbitration hearing, were down notably in 2006.

When comparisons are made between 2005 and 2006, cases are down significantly in British Columbia at a reduction of 37 cases; Alberta down 20 cases; and Nova Scotia down 16 cases.

Ontario's significant reduction in cases occurred between 2004 at 259 cases and 2005 at 182 cases a drop of 77 cases. The decline from 2005 to 2006 was only two cases.

Quebec cases peaked in 2003 at 114. The three year drop between 2003 and 2006 now has the Quebec Provincial Administrator handling only 52% of its peak caseload. Part of Quebec's reduced caseload can be attributed to one significant manufacturer having made the business decision to settle almost all of its Quebec cases without proceeding to arbitration. While excellent for the consumers and hopefully for the manufacturer too, it does affect the program statistics.

Overall reduction of the CAMVAP caseload is an issue that the Board of Directors is monitoring closely.

Consumer Awareness of CAMVAP

CAMVAP suspended its consumer survey work at the end of 2004. An extensive study and review of the former consumer survey and how it could be more efficiently designed to provide better information for the board of directors' use was commenced in 2005 and considered by the CAMVAP Board of Directors at the AGM in 2006.

Consumer survey work recommenced on July 1, 2006 with a revised, more targeted approach. The results will be included in the 2007 annual report.

One of the tools used to assess both the consumer and the manufacturer needs for the program was a qualitative survey that was completed in late 2005 and reported to the board of directors in 2006. The survey was based on 38 in-depth telephone interviews with 8 consumers who received awards that supported all or some of their claim, 8 consumers who received no liability awards, 4 consumers that withdrew from the program during the process, 10 arbitrators and 8 provincial administrators.

Some of the key findings of the qualitative survey work are:

- Consumers that 'win' their case don't always feel like winners.
- Consumers that 'lose' their case can feel like 'winners' because they had a chance to have a neutral party hear their dispute with the manufacturer.
- 80% of consumers who withdraw from the program did so because they settled their dispute with the manufacturer.
- Consumers had virtually no awareness of CAMVAP prior to needing the program's services.
- Consumers frequently confuse dealer service issues, which CAMVAP does not cover, with vehicle defects and new vehicle warranty allegations that are covered by CAMVAP.
- Some consumers misunderstand the role of the provincial administrator and the arbitrator, thinking that these will advocate for them. In fact, the provincial administrator's role is to act as the equivalent of the court office and the Arbitrator is the decision maker that the consumer will have to convince.
- Consumers frequently make significant errors in completing their claim forms and filing of the materials required for their case to be handled by CAMVAP

All of these concerns are on the CAMVAP Board of Directors agenda and will be addressed during 2007.

Vehicle Types and Consumer Concerns

In the charts below, red represents the highest number of complaints; yellow the second highest; and blue the third highest.

2005

	Total Cases	Accessories	Air/Heat/Cool	Brakes	Computer Electrical	Engine	Exterior	Interior	Steer/Susp	Transmission	Total Complaints
Cars	203	9	20	25	40	85	37	15	47	46	324
Light Trucks	98	3	6	8	13	47	20	5	26	26	154
Mini Vans	49	1	5	7	11	13	12	2	16	12	79
Sport Utility	92	5	14	17	16	33	33	14	25	29	186
TOTALS	442	18	45	57	80	178	102	36	114	113	743

2006

	Total Cases	Accessories	Air/Heat/Cool	Brakes	Computer Electrical	Engine	Exterior	Interior	Steer/Susp	Transmission	Total Complaints
Cars	162	9	16	28	27	54	36	11	43	23	247
Light Trucks	80	2	1	8	8	41	11	2	22	14	109
Mini Vans	42	4	10	10	11	21	14	4	14	10	98
Sport Utility	78	2	7	8	13	28	20	5	23	15	121
TOTALS	362	17	34	54	59	144	81	22	102	62	575

As with all previous years, engines continue to be the most common consumer complaint across all vehicle types arbitrated. Steering and suspension has traditionally been second, however, that did vary in 2005.

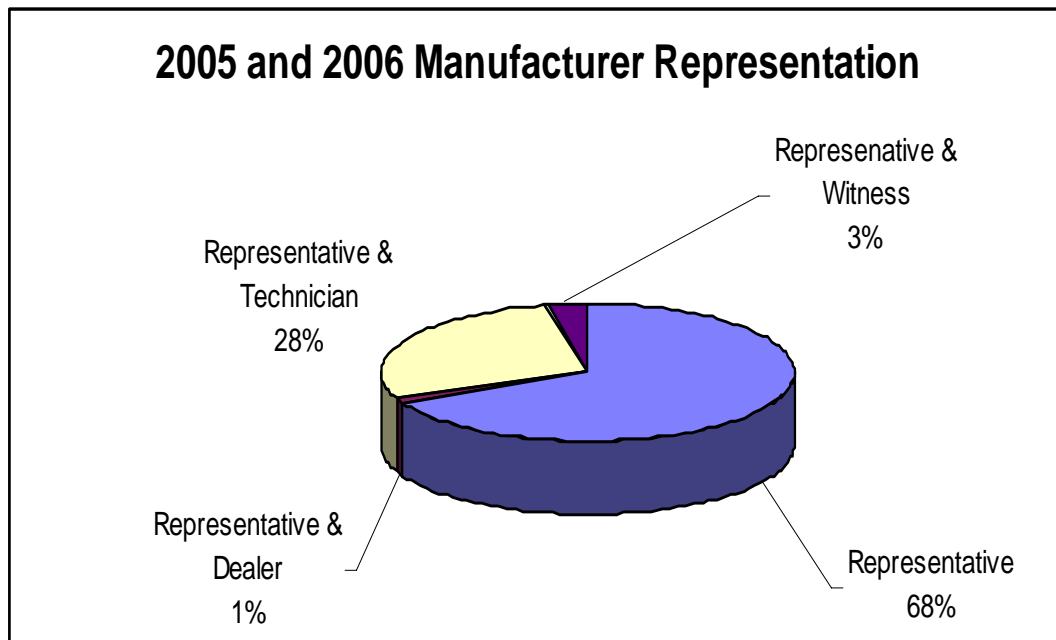
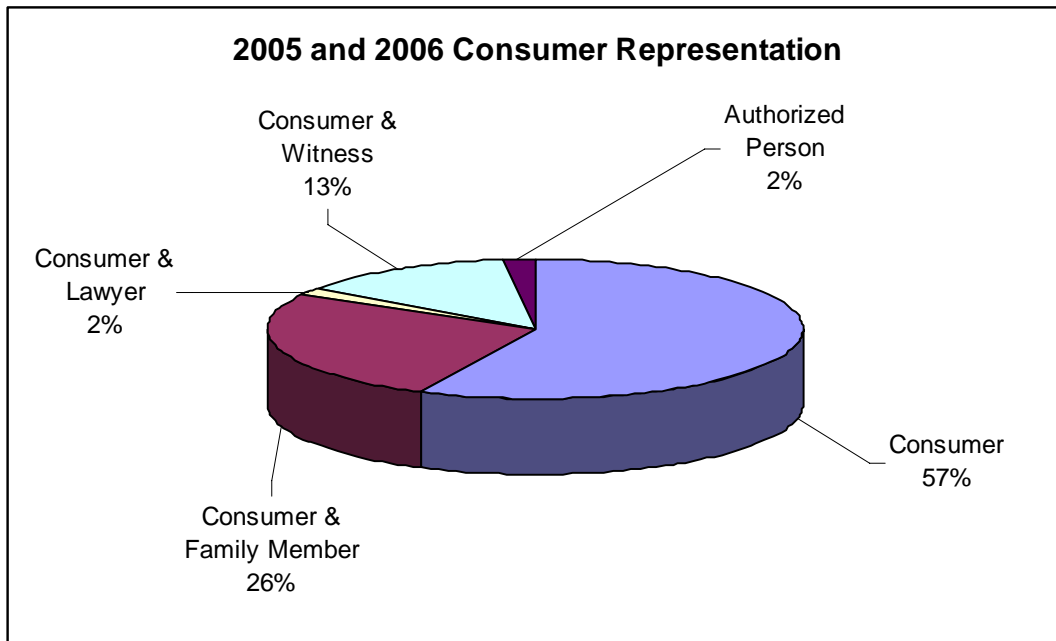
For the combined 2005 and 2006 years, cars averaged 1.56 consumer concerns per complaint; light trucks, 1.5; mini-vans, 1.94; and sports utility vehicles at 1.94. The rate of complaints per vehicle remains relatively consistent with previous years.

Representation at CAMVAP Hearings

Consumer and manufacturer representation at CAMVAP cases remains relatively constant over previous years. Overall, consumers still choose to represent themselves either alone or with a friend or relative in most cases. For the first time in the program, a manufacturer used a lawyer in one case in Quebec (2005) and one case in British Columbia (2006).

Combining 2005 and 2006 statistics, consumers represented themselves alone in 57% of the cases, with one or more family members in 26%; utilizing the services of a lawyer 2% of the time and an authorized person (friend, assistant, etc) 2% of the time. Consumers brought a witness to assist with their case in 13% of the cases.

Manufacturers had only one representative at the hearing in 67% of the cases; the manufacturer's representative and a technician appeared in 28% of cases; with a witness in 3% of cases; with the dealer in 1% of cases. The two cases with lawyers constitute only .2% of all arbitrated cases.



Summary of CAMVAP Results

When fully arbitrated cases are considered alone for statistical purposes, the awards favoured consumers in 54% of the cases in 2005 and by 52% of the cases in 2006. The fully arbitrated cases are only a part of the CAMVAP results. Conciliated cases and Consent award cases always favour the consumer. When they are added into the calculation, then awards favoured consumers in 62% of the cases handled and in 57% in 2006.

In the 410 arbitrated cases in 2005 there were 466 awards made. In 2006 there were 334 arbitrated cases with 365 awards made.

	2005		2006	
	No. of Awards	%*	No. of Awards	%*
Buyback with Reduction	74	16%	61	17%
Buyback No Reduction	23	5%	28	8%
Reimbursement for Repairs	34	7%	30	8%
Make Repairs	118	25%	68	19%
Out of Pocket Expenses	21	5%	15	4%
No Jurisdiction	6	1%	2	1%
No Liability	190	41%	161	43%
*Note Many Cases have Multiple Claims and Multiple Awards				

There were 33 Consent awards in 2005 and 28 in 2006. Consent awards can include solutions that are outside the framework of the Agreement for Arbitration. Along with awards allowed by the Agreement for Arbitration, consent awards can also include warranty considerations, courtesy vehicles and financial assistance. Monetary awards that can be made under the CAMVAP program include buybacks with and without reductions for use, reimbursements for repairs and payment of out of pocket expenses.

	2005	2006
Number of Vehicle Buybacks	98	91
Total Value of Buybacks Paid to Consumers	\$2,388,839	\$1,700,061
Average Value of Buybacks (Leased and Owned Vehicles)	\$24,376	\$18,682
Number of Reimbursements to Consumers	37	34
Total Value of Reimbursements	\$94,138	\$89,786
Average Reimbursement Per Claim	\$2,544	\$2,641
Number of Out of Pocket Allowance Awards Paid	22	16
Total Value of Out of Pocket Allowance Paid	\$7,122	\$2,780
Average Value of Out of Pocket Allowance Awards	\$324	\$174

Arbitrated Awards by Province for 2005 and 2006

2005

Province / Territory	Arbitrated	Buyback With Reduction	Buyback With No Reduction	Reimburse For Repairs	Make Repairs	Out of Pocket	No Jurisdiction	No Liability	TOTALS
British Columbia	58	13	2	5	13	0	0	28	61
Alberta	52	9	4	3	22	4	0	21	63
Saskatchewan	17	3	0	1	6	0	0	9	19
Manitoba	14	4	0	2	2	1	0	7	16
Ontario	161	28	10	16	46	11	2	74	187
Québec	60	11	5	4	16	4	1	27	68
New Brunswick	10	2	1	0	1	0	0	6	10
Nova Scotia	24	4	0	2	7	1	3	10	27
Prince Edward Island	2	0	0	0	1	0	0	1	2
Newfoundland & Labrador	12	0	1	1	4	0	0	7	13
Northwest Territories	0	0	0	0	0	0	0	0	0
Nunavut	0	0	0	0	0	0	0	0	0
Yukon Territory	0	0	0	0	0	0	0	0	0
TOTALS	410	74	24	34	118	21	6	190	466

2006

Province / Territory	Arbitrated	Buyback With Reduction	Buyback With No Reduction	Reimburse For Repairs	Make Repairs	Out of Pocket	No Jurisdiction	No Liability	TOTALS
British Columbia	26	3	2	3	5	0	0	14	27
Alberta	32	8	6	2	7	4	0	10	37
Saskatchewan	14	3	0	1	3	1	0	8	16
Manitoba	11	2	2	2	1	0	0	5	12
Ontario	169	34	13	12	33	7	1	84	184
Quebec	52	9	3	8	12	2	0	21	55
New Brunswick	8	1	0	1	2	0	0	4	8
Nova Scotia	10	1	0	0	3	0	0	7	11
Prince Edward Island	2	0	0	0	1	0	0	1	2
Newfoundland & Labrador	8	0	2	1	1	0	1	5	10
Northwest Territories	1	0	0	0	0	1	0	1	2
Nunavut	0	0	0	0	0	0	0	0	0
Yukon Territory	1	0	0	0	0	0	0	1	1
TOTALS	334	61	28	30	68	15	2	161	365

Hearing Locations

CAMVAP hearings are held in the consumer's home community. Cases have been handled in many communities in Canada across all of the provinces and territories. The list below demonstrates the program commitment to hearing the case at or near the consumer's home location. This program attribute is particularly important to consumers who reside outside major urban centres.

British Columbia	Lethbridge	Brampton	Ottawa	Dolbeau-Mitassini	Edmundston
108 Mile Ranch	Lloydminster	Brantford	Owen Sound	Gaspé	Escuminac
Abbotsford	Medicine Hat	Bridgenorth	Paris	Gatineau	Fredericton
Aldergrove	Olds	Brockville	Penetanguishene	Granby	Haut-Riviere-Du-Portage
Brentwood Bay	Red Deer	Burlington	Perth	Hébertville	Kedgwick
Burnaby	Sherwood Park	Cache Bay	Peterborough	Jonquière	Miramichi
Campbell River	Spirit River	Caledon	Petrolia	La Ferme	Moncton
Celista	Spruce Grove	Caledon East	Pickering	La Baie	Sackville
Chetwynd	St. Albert	Callander	Port Colborne	Lac Aux Sables	Saint-Norbert
Chiliwack	Stony Plain	Cambridge	Port Elgin	Lac Hunqui	
Christina Lake	Strathmore	Carp	Port Lambton	Laprairie	Newfoundland
Coquitlam	Vermilion	Chatham	Port Perry	Lasalle	and Labrador
Dawson Creek	Vilna	Cochrane	Princeton	L'Assomption	Bay Roberts
Delta	Wainwright	Concord	Richmond Hill	Laterrière	Bishops Falls
Farmington	Wembley	Cookstown	Sarnia	Laval	Burin
Fort Nelson	Westlock	Corbeil	Sault Ste. Marie	Les Escoumins	Cod Roy Valley
Fort St. John		Courtice	Scarborough	Longueuil	Cornerbrook
Grand Forks	Saskatchewan	Cumberland	Sharon	Mascouche	Cow Head
Kamloops	Buchanan	Drayton	Smith Falls	Matane	Gamble

Kelowna	Buena Vista	Dundas	Smithville	Montréal	Gambo
Ladysmith	Cupar	Elliot Lake	St Thomas	Notre-Dame-du-Lac	Lawn
Langley	Emerald Park	Englehart	St. Catharines	Otterburn Park	Long Cove
Maple Ridge	Esterhazy	Espanola	St. George	Petit-Matane	Mount Pearl
Montrose	Hudson Bay	Fort Frances	Stittsfield	Québec	Paradise
Nakusp	La Ronge	Gananoque	Stoney Creek	Racine	Placentia
Nanaimo	Livelong	Georgetown	Stoney Point	Rawdon	Point Leamington
Nanoose Bay	Maidstone	Geraldton	Sudbury	Repentigny	St. John's
North Vancouver	Mervin	Grimsby	Tecumseh	Roquemaure	St. Phillips
Penticton	Mortlach	Guelph	Thornhill	Rosemont	Stephenville
Port Coquitlam	Pierceland	Haileybury	Thunder Bay	Roxboro	
Prince Rupert	Prince Albert	Haliburton	Tilbury	Saguenay	Nova Scotia
Quesnel	Punnichy	Hamilton	Timmins	Shawinigan Sud	Annapolis Royal
Revelstoke	Regina	Havelock	Toronto	Shefford	Bedford
Richmond	Saskatoon	Holland Landing	Trenton	St-Adèle	Bridgewater
Saanichton	Unity	Huntsville	Unionville	St-Appolinaire	Caledonia
Sidney	White City	Innisfil	Uxbridge	St-Barnabé Sud	Campbell
Sooke		Iron Bridge	Verner	St-Bazile le Grand	Chester Basin
Squamish	Manitoba	Kanata	Wasaga Beach	St-Calixte	Church Point
Surrey	Beausejour	Kitchener	Waterdown	St-Constant	Cleveland
Taylor	Libau	Kleinburg	Waterloo	Ste-Foy	Crossroads Country Harbour
Trail	Lorette	La Salle	Welland	Ste-Hubert	Dartmouth
Ucluelet	McCreary	Leamington	Wendover	Ste-Sophie	Eastern Passage
Vancouver	Miami	Listowel	Whitby	St-Étienne de Lauzon	Englishtown
Vernon	Notre Dame	Little Britain	White River	St-Eustache	Florence
Victoria	Souris	Locust Hill	Willowdale	St-Henri Lévis	Grand Pre
	St. Malo	London	Windsor	St-Hubert	Halifax
Yukon Territory	Stonewall	Manitowaning	Woodbridge	St-Isidore de Clifton	L'Ardoise
Whitehorse	The Pas	Manotick	Woodstock	St-Jacques de Montcalm	Lower Sackville
	Virден	Maple		St-Jacques Le Mineur	Lower Wedgeport
Northwest Territory	Winnipeg	Markham	Québec	St-Martine	Marion Bridge
Yellowknife		Meaford	Aylmer	St-Maurice	New Glasgow
	Ontario	Midland	Baie-Comeau	St-Nicholas	New Waterford
Alberta	Acton	Milton	Beauport	Stoneham	Port Hawkesbury
Airdrie	Ajax	Mississauga	Belcourt	St-Sophie	Shubenacadie
Bentley	Alfred	Mountain	Beloeil	St-Valérien	Springfield
Calgary	Alliston	Napanee	Blainville	Terrebonne	Truro
Canmore	Amherstburg	New Liskard	Bois -des -Filion	Trois-Rivieres	Tusket
Canyon Creek	Amherstview	Newmarket	Brossard	Val-Bélair	Wellington
Cold Lake	Ancaster	Niagara Falls	Canton Magog	Vaudreuil-Dorion	West Pubnico
Edmonton	Ayr	Nobleton	Chapais	Verchères	Western Shore
Edson	Bancroft	North Bay	Charlesmagne		Williamswood
Fort Saskatchewan	Barrie	Oakville	Châteauguay	New Brunswick	
Fort McMurray	Belle River	Omeme	Chicoutimi	Acadiaville	Prince Edward Island
Fort Vermilion	Binbrook	Orangeville	Chute-aux-outardes	Bouctouche	Cornwall
Grande Prairie	Bloomfield	Orleans	Cowansville	Burton	Montague
Grimshaw	Blyth	Osgoode	D'Anjou	Dalhousie	O'Leary
Hinton	Bracebridge	Oshawa	Deux-Montagnes	Dieppe	South Freetown

Case Timing

CAMVAP cases include a number of distinct steps. Some cases have more steps than others depending on the nature of the case and the evidence presented. Steps include, receiving the consumer's application; time for the manufacturer to prepare its case (10 days); if needed, an eligibility hearing usually conducted by way of a teleconference; setting up and conducting the in person hearing; a technical inspection if one is needed and ordered by the arbitrator and time for the arbitrator to write the award.

The overall case handling time for 2005 was 62 days for cases that were handled only once. If the case had to be reopened, the average was 72 days. For 2006, the case handling time was 64 days for cases that were only opened once and 81 days for cases that were reopened.

Organizational Structure and Governance

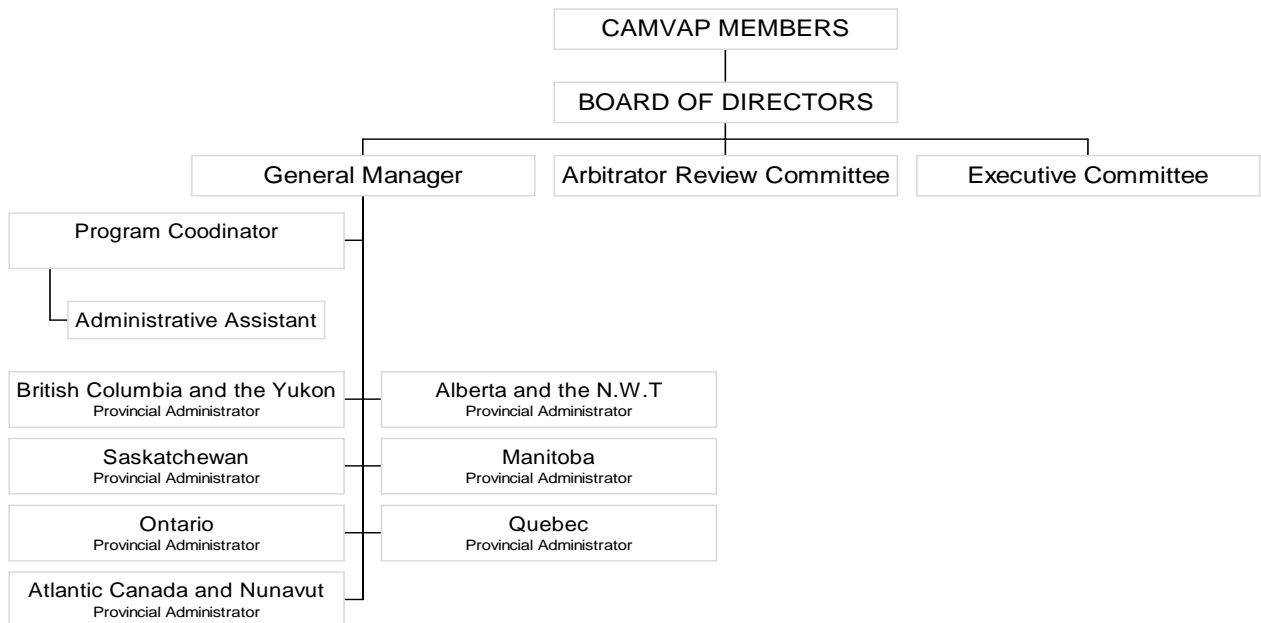
CAMVAP is a federally incorporated not-for-profit corporation. The 15 Associations and Governments that make up the CAMVAP organization are all members with voting rights at the Annual General Meeting.

The members of CAMVAP are the:

- Association of International Automobile Manufacturers of Canada (AIAMC)
- Canadian Automobile Dealers Association (CADA)
- Canadian Vehicle Manufacturers' Association (CVMA)
- Consumers' Association of Canada
- Provincial and Territorial Governments

An 11 member Board of Directors governs CAMVAP. The Board of Directors establishes policy and monitors the financial, administrative and operational performance of CAMVAP. The eleven members consist of two directors representing the AIAMC members, one director representing the CADA members, two directors representing the CVMA members, two directors representing the Consumers' Association of Canada and four Government directors representing the provincial and territorial governments.

The General Manager reports to the Board of Directors and is responsible for the day-to-day operational, administrative and financial management of the corporation. The General Manager is also Secretary to the Board of Directors and an officer of the corporation. The General Manager also served as Treasurer for much of 2005 and all of 2006. The Program Coordinator and the Administrative Assistant/Bookkeeper provide support to the General Manager and to the Board of Directors.



CAMVAP Funding

CAMVAP is fully paid for by the vehicle manufacturers through a formula that reflect each company's market share and past CAMVAP experience. Each manufacturer's payment for the program is calculated one year in advance. There is no connection between CAMVAP's funding and any individual case.

CAMVAP Arbitrators

The arbitrators who provide service to CAMVAP come from many backgrounds and professions. The arbitrators are completely independent from the program. The manufacturers are not involved in their appointment to the CAMVAP roster, their training, or their case selection. The arbitrators are paid a flat fee plus expenses for each case that they conduct.

When a case is to go to arbitration, the Provincial Administrator selects three names from the roster of arbitrators who are available to hold a hearing in the consumer's home community. The three names, accompanied by a brief resume, are sent to the consumer who then selects one of the arbitrators to conduct the hearing.

The CAMVAP Agreement for Arbitration along with the Arbitration Act and the applicable consumer protection legislation in the Province or Territory where the Arbitration was held govern CAMVAP cases. In Quebec, the Civil Code governs arbitrations.

Provincial Administrators

The public face of CAMVAP is the Provincial Administrators who deliver the program across Canada. The Provincial Administrators are responsible for receiving and responding to enquiries, processing claim forms and applications for arbitration, scheduling hearings and technical inspections and communicating the results of hearings to the parties. All enquiries to CAMVAP's toll-free services are handled by the Provincial Administrators. The Provincial Administrators are paid a fee to provide service to CAMVAP and an additional fee for each case handled.

Provincial Administrators

Atlantic Canada

Better Business Bureau of the Maritime Provinces Inc.

1888 Brunswick Street, Suite 805, Halifax NS B3J 3B7
Tel: 1-800-207-0685 or Halifax area 902-422-2230 - Fax: 902-429-6457

Québec

Soreconi Inc.

215 Rue Caron, Québec, (Québec) G1K 5V6
Tel: 418-649-9292 - Toll-free: 1-800-207-0685 - Fax: 1-418-649-0845

Ontario

T.O. Corporate Services

55 St. Clair Avenue West, Ste 255, Toronto, ON M4V 2Y7
Tel: 1-800-207-0685 or Toronto area: 416-921-2686 - Fax 416-967-6320

Manitoba

Better Business Bureau of Manitoba Inc.

1030-B Empress Street, Winnipeg MB R3G 3H4
Tel: 1-800-207-0685 or Winnipeg area 204-989-9017 - Fax: 204-989-9016

Saskatchewan

Better Business Bureau of Saskatchewan Inc.

2080 Broad Street, Suite 201, Regina SK S4P 1Y3
Tel: 1-800-207-0685 or Regina area 306-352-7602 - Fax: 306-565-6236

Alberta & Northwest Territories

Alberta Arbitration & Mediation Services Inc.

10707-100 Avenue, Suite 605
University of Lethbridge Bldg, Edmonton AB T5J 3M1
Tel: 1-800-207-0685 or Edmonton area 780-439-9359 - Fax: 780-433-9024

British Columbia & The Yukon

Better Business Bureau of Mainland BC

788 Beatty Street, Suite 404, Vancouver BC V6B 2M1
Tel: 1-800-207-0685 or Vancouver area 604-682-6280 - Fax: 604-681-1544
or Victoria area 250-386-6347 - Fax: 250-386-2367

Participating Manufacturers

DaimlerChrysler Canada Inc.
Ford Motor Company of Canada, Limited
General Motors of Canada Limited
Honda Canada Inc.
Hyundai Auto Canada Corp.
Jaguar Canada Inc.
KIA Canada Inc.
Land Rover Group Canada Inc.
Mazda Canada Inc.
Mercedes-Benz Canada Inc.
Mitsubishi Motor Sales of Canada Inc. (withdrew in late 2006)
Nissan Canada Inc.
Porsche Cars North America, Inc.
Subaru Canada, Inc.
Suzuki Canada Inc.
Toyota Canada Inc.
Volkswagen Canada Inc.
Volvo Cars of Canada Corp.