

# 2007 Annual Report

Canadian Motor Vehicle Arbitration Plan



## 2007 Annual Report

### 2007 Board of Directors

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Dave Adams; Marilyn Born; Deborah Brown (partial year); Anthony Cornacchia (partial year); Cheryle Gallant (partial year); Gary Frost ; Pierre Millette (partial year); Mark Nantais; Mike Prosser; James Savary; Al Dwyer; Tim Ryan; Trevor Todd

### Member Organizations

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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

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Stephen Moody (General Manager)  
Arlene Weijers (Program Coordinator)  
Nancy Malcolm (Bookkeeper)

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

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## Letter from the Chair

### Highlights and Activities

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Perhaps the most significant accomplishment in 2007 was the development of the CAMVAP Mission, Vision and Values statements. These statements articulate the philosophy underlying CAMVAP; they provide the lens through which the board of directors will view how the program is delivered.

#### ***Vision***

*To have CAMVAP valued by consumers, industry and government as a national, voluntary, objective dispute resolution program to address vehicle defects and warranty disputes.*

*Our vision is that consumers needing the program will be aware of CAMVAP and able to access it readily.*

#### ***Values***

*CAMVAP will deliver the program in a manner that is fair, fast, friendly, free and final.*

#### ***Mission***

*To provide an alternative dispute resolution process for vehicle defects and warranty disputes between consumers and manufacturers that is fair, fast, friendly, free and final.*

Awareness continued to be a central focus of Board activities in 2007. Efforts to raise awareness of CAMVAP concentrated on the use of media releases and targeted advertising opportunities, such as the auto edition of the Quebec consumer magazine *Protegez-Vous*. Awareness is an ongoing concern of both the Board and management, and we expect to develop new awareness initiatives in 2008. As set out in our mission, consumers need to know about the program and be able to access it readily when there is a need for them to do so. This knowledge must either exist or be acquired early in the dispute resolution process so that consumers can properly consider CAMVAP when they have issues with their vehicle.

A second issue on which the board is working continues to be the reimbursement of Quebec Sales Tax (QST) for consumers in that province. It appeared that we had a solution two years ago, but this view turned out to be optimistic. We are continuing to work with our lawyers and the manufacturers to ensure that consumers receive either the QST from the ministry or the equivalent amount from CAMVAP or directly from the manufacturers.

Our caseload continues to decline. Our consumer surveys show, that the principal reason for this is that the manufacturers are settling more than 50% of cases that come to CAMVAP before the actual arbitration takes place. This result is largely due to the manufacturers efforts to resolve issues for consumers – efforts in which CAMVAP takes pride as being part of the catalyst for such settlement discussions.

This was also a year of significant changes in our board of directors in both the manufacturer and the government categories. These new board members have brought fresh ideas and thinking to the board's deliberations. We welcome them, while at the same time extending our thanks to those who have left the board; their contributions will be missed.

## Financial Review

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Expenditures for 2007 continued to be in the area of \$1.5 million annually. To put this in perspective, it amounts to about \$1 per eligible vehicle sold in the Canadian automotive market. This is a small sum indeed compared to the benefits that CAMVAP provides.

## Goals and Objectives

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A primary goal for 2008 will be to focus on awareness. We intend to develop an awareness strategy aimed at ensuring that consumers will quickly be made aware of CAMVAP when they need it.

A second goal is to successfully resolve the QST issue. We believe that a solution is close, and once in place will resolve an anomaly that has caused distress to consumers and added costs to CAMVAP.

A third goal is to address what has been becoming a significant problem in recent years: the difficulty in finding and engaging qualified technical inspectors to do technical inspections of vehicles as directed by the arbitrators.

Our fourth goal is to work with manufacturers that are not in the program to encourage them to join CAMVAP.

## Conclusion

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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 years. That the program continues to excel is due in large measure to your efforts.

James Savary  
Chair of the Board of Directors

## 2007 Operating Statistics

### Case Handling

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

	<b>2007</b>
Conciliated Cases	10
Arbitrated Cases	267
Consent Award Cases	25
Withdrawn	28
Ineligible	7
<b>Total</b>	<b>337</b>

### 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.

The overall 2007 caseload is now at 47% of the 2001 program experience. Declining caseload has been seen in each of the in between years since 2001. Comparative caseloads in 2006 were 424 and 515 cases in 2005.

## 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
British Columbia	34	34	0	0
Alberta	49	46	0	3
Saskatchewan	9	9	0	0
Manitoba	11	7	0	4
Ontario	115	104	1	10
Québec	56	45	4	7
New Brunswick	8	5	2	1
Nova Scotia	8	7	1	0
Prince Edward Island	0	0	0	0
Newfoundland & Labrador	12	10	2	0
Northwest Territories	0	0	0	0
Nunavut	0	0	0	0
Yukon Territories	0	0	0	0
TOTALS	302	267	10	25

This chart excludes the 28 withdrawn cases and 7 ineligible cases that were handled by the program.

Fully arbitrated cases represent 88% of the case handlings when the withdrawn and ineligible cases are excluded. This is down 10% over both of the previous two years. Conciliated cases are down 1% over 2006 and consent awards are down 3% over the same time frame.

The difference between the 2006 and 2007 results is significant in some provinces. For example, cases handled increased by ten in Alberta; British Columbia by 4 and Newfoundland and Labrador by 3 cases.

All of the other provinces and territories had decreases. There were no cases in the Territories in 2007 as compared to one each for 2006 in the Northwest and Yukon Territories.

Ontario with 115 cases had the most significant decrease of any province, a 63% drop from the 180 cases in 2006. On the other hand, the Quebec caseload was only three cases lower at 56 for 2007 compared to 59 for 2006. Manitoba was at 11 cases, down from 16 the previous year while New Brunswick and Nova Scotia were each fell to 8 cases from 11 in 2006.

As noted in previous years, the overall caseload decrease is an issue that the board continues to monitor. Better quality vehicles and the manufacturers' concerted efforts to resolve issues early with their dealers' customers is certainly part of the answer; however, program awareness is seen to be an important factor too.

## **CAMVAP Consumer Survey**

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CAMVAP resumed its consumer survey work late in 2006. The survey work had been suspended for about a year and a half to allow the program to refine the survey.

CAMVAP continues to engage Synovate Research, a Vancouver firm experienced in this kind of survey methodology, to conduct the consumer survey. All consumers who are eligible for the program are surveyed at the conclusion of their engagement with CAMVAP. This can be at an early stage in the process, such as the matter being settled by the manufacturer before an arbitration is made or at the end of the process when the arbitration has been completed and the award has been made by the arbitrator. Almost 450 consumers agreed to participate in the telephone interview when they were contacted by Synovate.

It is worth noting that these results are from consumers who found the program. There still remains work to do to identify how to ensure that consumers who need the program can find out about us at the right time.

Sixty-nine percent of consumers surveyed claim that finding CAMVAP was very easy or somewhat easy. The key sources they used for information were the owner's manual or warranty handbook; a friend or relative; an internet search engine; or the dealer. The owner's manual and warranty handbook were the most significant source of information both before the problem existed and while the issue was being dealt with by the consumer.

The majority of consumers who went to arbitration felt that they were prepared for what faced them. With all factors considered, 76% of these consumers considered themselves to be very well prepared and 18% were somewhat prepared.

Seventy-four percent of consumers who went to arbitration strongly agreed with the proposition that they understood what it took to prove their case. An additional 19% answered that they somewhat agreed with the statement.

One of the reasons that the CAMVAP case numbers are diminishing is the increasing tendency of many manufacturers to settle matters with a consumer before it becomes a CAMVAP case. At 56%, more than half of the consumers who did not proceed to arbitration stated that they and the manufacturer settled their dispute in a manner that was satisfactory to them. Settlements before CAMVAP is invoked are clearly becoming an important contribution of the program and a significant element in how manufacturers work to achieve customer satisfaction.

Consumers rated the provincial administrators at 51% excellent and 28% good for using a five point scale. The lowest rating was 62% for keeping the consumer informed throughout the process. CAMVAP and the provincial administrators will be working to improve on this result in 2008.



## 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.

	Total Cases	Accessories	Air/Heat/Cool	Brakes	Computer	Engine	Exterior	Interior	Steer/Suspension	Transmission	Total Complaints
Cars	124	13	13	17	22	50	34	6	33	26	214
Light Trucks	59	5	5	12	9	22	9	4	23	21	110
Mini Vans	29	4	2	4	11	9	7	4	19	5	56
Sport Utility	80	11	6	8	21	32	18	14	25	25	159
<b>TOTALS</b>	<b>292</b>	<b>33</b>	<b>26</b>	<b>41</b>	<b>63</b>	<b>113</b>	<b>68</b>	<b>28</b>	<b>90</b>	<b>77</b>	<b>539</b>

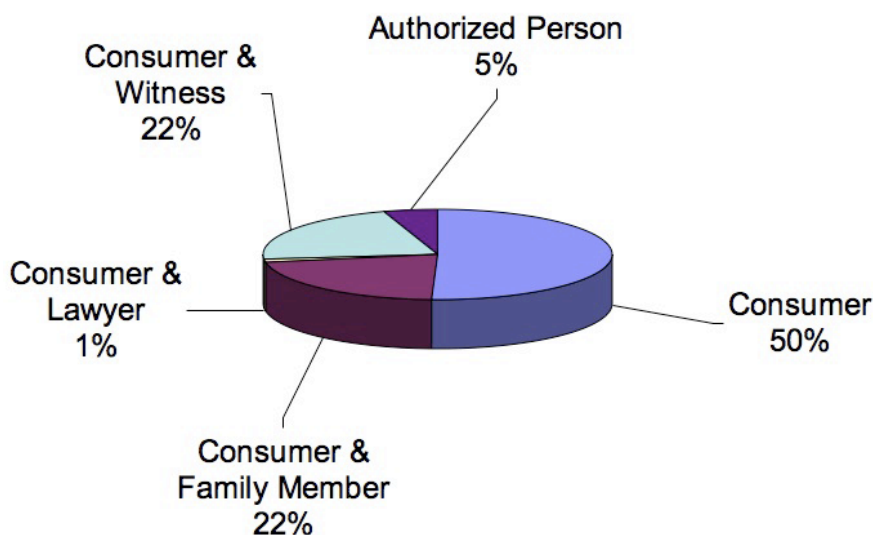
(Red = highest number; blue = second highest and yellow = third highest)

As reported for the past several years, engines are the most common complaint dealt with by CAMVAP arbitrators. Steering and suspension are the second most common complaint and transmission problems are the third.

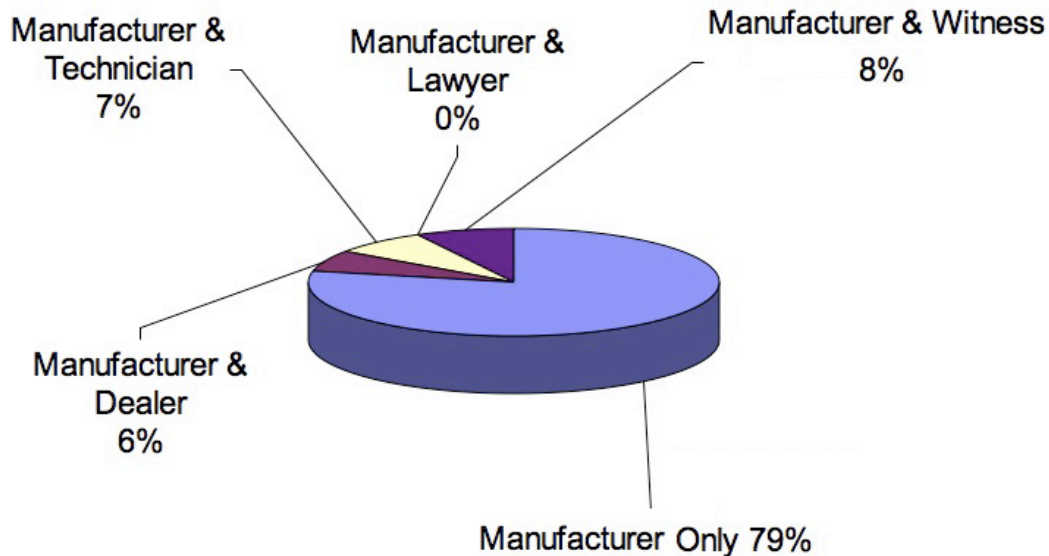
Cars averaged 1.72 complaints per arbitration. Light trucks 1.85, minivans 1.93 and sport utility vehicles 1.93. These rates are consistent with past years.

## Representation at CAMVAP Hearings

### Consumer Representation



## Manufacturer Representation



The nature of consumer representation shifted slightly from past years. Consumer alone and consumer and family representation was 72% versus 83% in 2005-6. Consumers brought witnesses in 22% of the cases as opposed to 13% in the previous period. This change is significant as the CAMVAP materials now emphasize the benefits of bringing a witness to provide evidence at the hearing. Use of an authorized person grew by 3% over the past period.

Manufacturer representation shifted slightly too with the manufacturer's representative appearing alone in 79% of cases in 2007 as opposed to 68% in the previous year. There was also a significant decrease in the percentage of cases in which the manufacturer's representative was accompanied by a technician, declining from 28% in 2005-6 to 7% in 2007.

## Summary of CAMVAP Results

The chart below presents the results from the 267 arbitrated cases. Consumers received a total of 299 awards in these cases with 57% of the awards favouring the consumer. Multiple awards, i.e. repairs and payment of expenses, for example, are fairly common. These are cases where the arbitrator was required to hear the evidence from both of the parties and make a decision based on that evidence.

	2007	
	No. of Awards	%*
Buyback with Reduction	69	23%
Buyback No Reduction	14	5%
Reimbursement for Repairs	16	5%
Make Repairs	57	19%
Out of Pocket Expenses	11	4%
No Jurisdiction	3	1%
No Liability	129	43%

*(Chart does not include the 10 conciliated cases and 25 consent awards)*

The chart below sets out the monetary awards received by consumers. Buybacks remain over \$2 million and the average value of the vehicles is almost \$23,500. Also, the 18 reimbursements to consumers for repairs that they have paid for is notable with an average value of just under \$2,500.

The CAMVAP Agreement for Arbitration allows for up to \$500 in specified expenses. The average expense claimed was \$208.

	2007
Number of Vehicle Buybacks	87
Total Value of Buybacks Paid to Consumers	\$2,044,213
Average Value of Buybacks (Leased and Owned Vehicles)	\$23,496
Number of Reimbursements to Consumers	18
Total Value of Reimbursements	\$44,980
Average Reimbursement Per Claim	\$2,498
Number of Out of Pocket Allowance Awards Paid	12
Total Value of Out of Pocket Allowance Paid	\$2499.23
Average Value of Out of Pocket Allowance Awards	\$208

	Number Of Cases	Conciliated	Arbitrated	Buyback With Reduction	Buyback No Reduction	Reimburse For Repairs	Make Repairs	Out of Pocket	No Jurisdiction	No Liability	TOTALS
British Columbia	34	0	34	8	0	2	7	1	2	19	39
Alberta	49	0	46	14	5	0	11	1	0	19	50
Saskatchewan	9	0	9	3	1	0	3	0	1	2	10
Manitoba	11	0	7	2	1	0	2	0	0	2	7
Ontario	115	1	104	24	2	8	21	6	0	61	122
Québec	56	4	45	13	5	5	5	1	0	18	47
New Brunswick	8	2	5	2	0	0	1	0	0	2	5
Nova Scotia	8	1	7	1	0	0	4	2	0	2	9
Prince Edward Island	0	0	0	0	0	0	0	0	0	0	0
Newfoundland & Labrador	12	2	10	2	0	1	3	0	0	4	10
Northwest Territories	0	0	0	0	0	0	0	0	0	0	0
Nunavut	0	0	0	0	0	0	0	0	0	0	0
Yukon Territory	0	0	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>302</b>	<b>10</b>	<b>267</b>	<b>69</b>	<b>14</b>	<b>16</b>	<b>57</b>	<b>11</b>	<b>3</b>	<b>129</b>	<b>299</b>

The chart above shows the number of cases handled in each province and the awards made by the arbitrator. Some cases have multiple awards therefore the total awards made can be higher than the number of cases handled.

## Case Timing

CAMVAP cases involve 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 is 65.3 days for cases that were handled only once. If the case had to be reopened, the average was 70.6 days.

## 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.

## Arbitrated Awards by Province

### **British Columbia**

108 Mile Ranch  
Abbotsford  
Aldergrove  
Brentwood Bay  
Burnaby  
Campbell River  
Castlegar  
Celista  
Chetwynd  
Chilliwack  
Christina Lake  
Coquitlam  
Dawson Creek  
Delta  
Duncan  
Farmington  
Fort Nelson  
Fort St. John  
Grand Forks  
Kamloops  
Kelowna  
Ladysmith  
Langley  
Maple Ridge  
Montrose  
Nakusp  
Nanaimo  
Nanose Bay  
North Vancouver  
Osoyoos  
Penticton  
Port Alberni  
Port Coquitlam  
Prince Rupert  
Quesnel  
Revelstoke  
Richmond  
Saanichton  
Sidney  
Sooke  
Squamish  
Surrey  
Taylor  
Trail  
Ucluelet  
Vancouver  
Vernon  
Victoria

### **Yukon Territory**

Whitehorse

### **Northwest Territory**

Yellowknife

### **Alberta**

Airdrie  
Bentley  
Calgary  
Canmore  
Canyon Creek  
Cold Lake  
Edmonton  
Edson  
Fort Saskatchewan  
Fort McMurray  
Fort Vermilion  
Grande Prairie  
Grimshaw  
Hinton

Lethbridge  
Lloydminster  
Medicine Hat  
Olds  
Red Deer  
Sherwood Park  
Spirit River  
Spruce Grove  
St. Albert  
Stony Plain  
Strathmore  
Vermilion  
Vilna  
Wainwright  
Wembley  
Westlock

### **Saskatchewan**

Buchanan  
Buena Vista  
Canwood  
Cupar  
Emerald Park  
Esterhazy  
Hudson Bay  
La Ronge  
Livelong  
Maidstone  
Maple Creek  
Mervin  
Mortlach  
Moose Jaw  
Pierceland  
Prince Albert  
Punnichy  
Regina  
Saskatoon  
Unity  
White City

### **Manitoba**

Beausejour  
Brandon  
Libau  
Lorette  
McCreary  
Miami  
Notre Dame  
Portage la Prairie  
Souris  
St. Georges  
St. Malo  
Stonewall  
The Pas  
Virden  
Winnipeg

### **Ontario**

Acton  
Ajax  
Alfred  
Alliston  
Amherstburg  
Amherstview  
Ancaster  
Ayr  
Bancroft  
Barrie  
Belle River  
Binbrook  
Bloomfield

Blyth  
Bracebridge  
Brampton  
Bramford  
Bridgenorth  
Brockville  
Burlington  
Cache Bay  
Caledon  
Caledon East  
Callander  
Cambridge  
Carp  
Chatham  
Cochrane  
Concord  
Cookstown  
Corbeil  
Courtice  
Cumberland  
Drayton  
Dundas  
Elliot Lake  
Englehart  
Espanola  
Fort Frances  
Gananoque  
Georgetown  
Geraldton  
Goderich  
Grimsby  
Guelph  
Haileybury  
Haliburton  
Hamilton  
Havelock  
Holland Landing  
Huntsville  
Innisfil  
Iron Bridge  
Kanata  
Kitchener  
Kincardine  
Kleinburg  
La Salle  
Leamington  
Listowel  
Little Britain  
Locust Hill  
London  
Manitowaning  
Manotick  
Maple  
Markham  
Meaford  
Midland  
Milton  
Mississauga  
Mountain  
Napanea  
New Liskard  
Newmarket  
Niagara-on-the-Lake  
Niagara Falls  
Nobleton  
North Bay  
Oakville  
Omeme  
Orangeville  
Orleans  
Osgoode  
Oshawa

Ottawa  
Owen Sound  
Paris  
Penetanguishene  
Perth  
Peterborough  
Petrolia  
Pickering  
Port Colborne  
Port Elgin  
Port Lambton  
Port Perry  
Princeton  
Richmond Hill  
Sarnia  
Sault Ste. Marie  
Scarborough  
Sharon  
Smith Falls  
Smithville  
St. Thomas  
St. Catharines  
St. George  
Stittsfield  
Stoney Creek  
Stoney Point  
Sudbury  
Tecumseh  
Thornhill  
Thunder Bay  
Timbury  
Timmins  
Toronto  
Trenton  
Unionville  
Uxbridge  
Verner  
Wasaga Beach  
Waterdown  
Waterloo  
Welland  
Wendover  
Whitby  
White River  
Willowdale  
Windsor  
Woodbridge  
Woodstock

### **Québec**

Aylmer  
Baie-Comeau  
Beauport  
Belcourt  
Beloil  
Blainville  
Bois-des-Filiers  
Boucherville  
Brossard  
Canton Magog  
Chapais  
Charlemagne  
Châteauguay  
Chicoutimi  
Chute-aux-outardes  
Cowansville  
D'Anjou  
Dégelis  
Deux-Montagnes  
Dolbeau-Mitassini  
Gaspé  
Gatineau  
Granby

Hébertville  
Joliette  
Jonquière  
La Ferme  
La Baie  
Lac Aux Sables  
Lac Hunqui  
Laprairie  
Lasalle  
L'Assomption  
Laterrière  
Laval  
Les Escoumins  
Longueuil  
Mascouche  
Matane  
Montréal  
Magog  
Notre-Dame-du-Lac  
Otterburn Park  
Petit-Matane  
Plessisville  
Pointe-Claire  
Québec  
Racine  
Rawdon  
Repentigny  
Roquemare  
Rosemont  
Roxboro  
Saguenay  
Shawinigan Sud  
Shefford  
Sorel-Tracy  
Saint-Jérôme  
St-Adèle  
Ste-Agathe des Monts  
St-Appolinaire  
St-Barnabé Sud  
St-Bazile le Grand  
St-Calixte  
St-Constant  
Ste-Foy  
Ste-Hubert  
Ste-Sophie  
St-Etienne de Lauzon  
St-Eustache  
St-Félicien  
St-Henri Lévis  
St-Hubert  
St-Isidore de Clifton  
St-Jacques de Montcalm  
St-Jacques Le Mineur  
St-Martine  
St-Maurice  
St-Nicholas  
Stoneham  
St-Sophie  
St-Valérien  
Terrebonne  
Trois-Rivieres  
Val-Bélair  
Vaudreuil-Dorion  
Verchères

### **New Brunswick**

Acadiaville  
Bathurst  
Bouctouche  
Burton  
Dalhousie  
Dieppe  
Edmundston

Escuminac  
Fredericton  
Haut-Riviere-Du-Portage  
Kedgwick  
Miramichi  
Moncton  
Sackville  
Saint-Norbert

### **Newfoundland and Labrador**

Bay Roberts  
Bishops Falls  
Burin  
Cod Roy Valley  
Cornerbrook  
Cow Head  
Gamble  
Gander  
Gambo  
Grand Falls  
Lawn  
Long Cove  
Mount Pearl  
Paradise  
Placentia  
Point Leamington  
St. John's  
St. Phillips  
Stephenville

### **Nova Scotia**

Annapolis Royal  
Bedford  
Bridgewater  
Caledonia  
Campbellton  
Chester Basin  
Church Point  
Cleveland  
Crossroads Country Harbour  
Dartmouth  
Eastern Passage  
Englishtown  
Florence  
Grand Pre  
Halifax  
L'Ardoise  
Lower Sackville  
Lower Wedgeport  
Marion Bridge  
New Glasgow  
New Waterford  
Port Hawkesbury  
Shubenacadie  
Springfield  
Truro  
Tusket  
Wellington  
West Pubnico  
Western Shore  
Williamswood

### **Prince Edward Island**

Cornwall  
Montague  
O'Leary  
South Freetown

## Organizational Structure and Governance

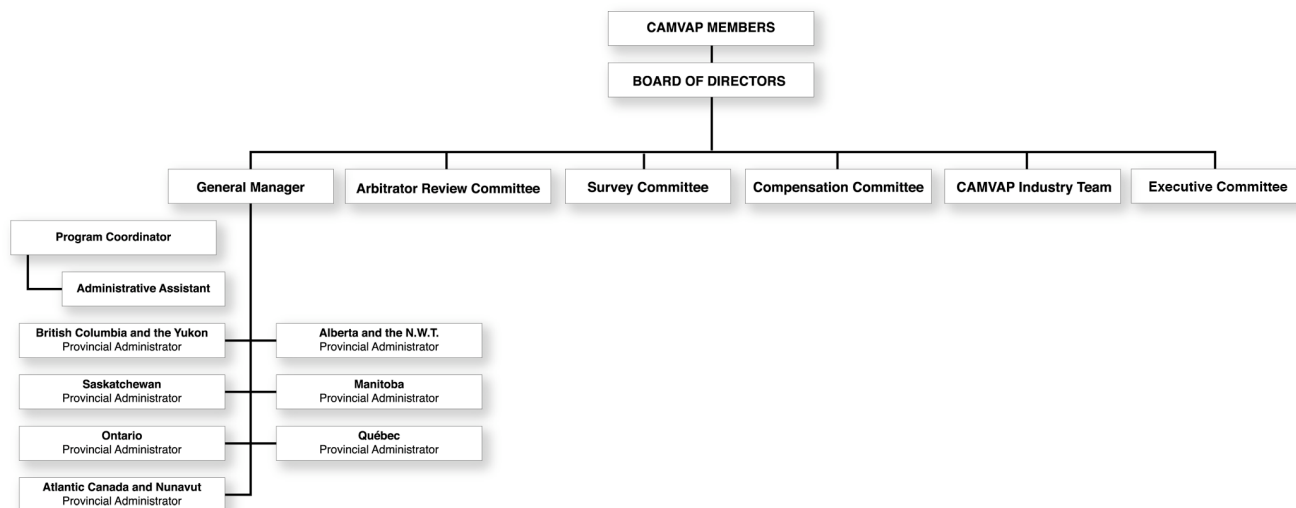
CAMVAP is a federally incorporated not-for-profit corporation. The 15 Associations and Governments that make up the CAMVAP organization are all members with voting rights at the Annual General Meeting.

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 all of 2007. The Program Coordinator and the Administrative Assistant/Bookkeeper provide support to the General Manager and to the Board of Directors.



## **CAMVAP Funding**

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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**

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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, each 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, together with the Arbitration Act and the applicable consumer protection legislation in the Province or Territory where the Arbitration is held, govern CAMVAP cases. In Quebec, the Civil Code governs arbitrations.

## **Provincial Administrators**

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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

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### 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.**

35, 3107 Avenue des Hôtels, Québec, (Québec) G1W 4W5

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

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Chrysler Canada Limited  
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.  
Nissan Canada Inc.  
Porsche Cars North America, Inc.  
Subaru Canada, Inc.  
Suzuki Canada Inc.  
Toyota Canada Inc.  
Volkswagen Group Canada Inc.  
Volvo Cars of Canada Corp.