



## Notice

**Changes to the Agreement for Arbitration that will take effect for cases where the initial application from the consumer is received on the Claims Management System on or after 12:01 am EST on June 30, 2020**

The CAMVAP Board of Directors has approved a series of changes to the CAMVAP program that provide more definition with respect to certain types of claims that are made by consumers.

In brief, these changes are,

### Aftermarket Parts

If parts that were installed on your vehicle were not made by the manufacturer, the case may not proceed if the manufacturer is able to prove that the part was not supplied and manufactured by their company and that such part may affect the current defect that is being alleged by the consumer. An example would be a third-party remote starter that has been added to the vehicle. There is a built in dispute mechanism if the consumer does not agree with the manufacturer's allegations with respect to the specific part. Arbitrators cannot award the repair, removal or addition of an aftermarket part.

### Connectivity Issues

If the current defect allegation made by the consumer involves a third-party device such as a cellular phone or other such device, the consumer will be required to identify the device in detail so that the manufacturer can confirm if it supports the device being connected to the vehicle. If the manufacturer confirms that it does not support the device or no longer supports it because of the age of the device or version of the software, the case will not proceed.

### Software Issues

Any claim about software issues is not eligible for arbitration under CAMVAP unless the claim is about an alleged defect that is directly related to some other current defect in the vehicle. The arbitrator may not award the repair, removal, or addition of any computer software.

### Replacement Parts not under Warranty

Manufacturer approved parts, frequently referred to as OEM parts other than those used for warranty repairs, that have been installed on the vehicle following it being first sold to the original retail customer are not eligible for arbitration. An example might be an OEM windshield that was replaced due to stone chips. That windshield and the sensors attached to it would not be eligible arbitration.

**Please note that Claims received by the Provincial Administrator through the Claims Management System or through mail or email contact after 12:01 am EST June 30, 2020 will be processed under the new Agreement for Arbitration.**

For further information, please contact the Provincial Administrator at 1-800-207-0685.