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2022 Canadian Motor Vehicle Arbitration Plan Annual Report

The Canadian Motor Vehicle Arbitration Plan released its 2022 Annual Report today.

This was the first full year of operation post-COVID. Key to case handling, the arbitrators and the parties were able to complete in person hearings and in person examinations of the consumer's vehicle.

CAMVAP's caseload trended downward as operations normalized and consumers and the manufacturers returned to in person hearings and program operations. At the same time, initial contact with the program increased. Where the consumer's case went fully to arbitration, the consumer prevailed in whole or in part 57% of the time. When conciliated cases that were resolved before an arbitration being held are factored in, consumers who accessed the program achieved a positive resolution rate of 69%.

CAMVAP is free to consumers and provides dispute resolution services in all Canadian Provinces and Territories. Hearings are held in the consumer's home locale and decisions are binding on both the consumer and the manufacturer.

Participating manufacturers include Ford, General Motors, Honda, Hyundai, Jaguar Land Rover, KIA, Mazda, Lucid Motors, Mercedes Benz, Nissan, Porsche, Subaru, Toyota, Volkswagen, and Volvo.

For more information, consumers are encouraged to go to the CAMVAP website at www.camvap.ca where they can start their application online at any time. Consumers can also access CAMVAP by calling 1-800-207-0685.

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