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2020 Canadian Motor Vehicle Arbitration Plan Annual Report

The Canadian Motor Vehicle Arbitration Plan (CAMVAP) released its 2020 Annual Report today.

CAMVAP annually releases its report outlining program results. The program, which is free to consumers, provides its dispute resolution services in all the Canadian Provinces and Territories. Hearings are held in the consumer's home locale and the decisions are binding on both the consumer and the manufacturer. More detailed information on cases and the results from the arbitration are posted on the program's website.

Covid impacted our lives and the conduct of business significantly. CAMVAP successfully made many operational changes during 2020 to allow the program to continue to provide arbitration services to consumers and the manufacturers of their vehicles," said David Adams, Chair of the CAMVAP Board of Directors.

Mr. Adams noted that, "changes to the program were made to improve the handling of aftermarket parts on vehicles and issues of connectivity to third party devices so that both manufacturers and consumers had greater clarity around what issues CAMVAP can assist with."

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

Stephen Moody, the program's General Manager noted "consumers can access CAMVAP and start their application directly through the CAMVAP website at www.camvap.ca or by phone at 1-800-207-0685."

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