

CAMVAP

Canadian Motor Vehicle
Arbitration Plan



Programme d'arbitrage pour
les véhicules automobiles du Canada

PAVAC

For Immediate Release

Resolving Issues with Vehicle Manufacturers

Canadian Motor Vehicle Arbitration Plan 2008 and 2009 Annual Reports

(September 13, 2010) The Canadian Motor Vehicle Arbitration Plan announced release of its 2008 and 2009 annual reports today.

“CAMVAP is where consumers can go to resolve disputes with the manufacturer of their vehicle. It is fast, fair, friendly, free and the results are final” says Dr. James Savary, the Chair of CAMVAP and a consumer representative on its board of directors. “It is important for consumers to know that CAMVAP is there for them if our services are needed”.

“CAMVAP is fast, free, fair, friendly and final” says Savary. “Lets both the consumer and the manufacturer resolve their problems and provides a way forward for both participants. The program covers two distinct areas, disputes about defects in the assembly of the vehicle or how the manufacturer is administering the new vehicle warranty”.

CAMVAP really works!

In 2008, the program handled 346 cases with 102 vehicles ordered to be bought back by the manufacturer for a total of 1.82 million dollars. Eighteen consumers received reimbursements for repairs they had made totaling \$38,000 and 72 orders were made for manufacturers to repair the consumer’s vehicle at no cost.

In 2009, the program handled 285 cases with 93 vehicles ordered to be bought back at 2.14 million dollars. Ten consumers received reimbursement for repairs they had made totaling almost \$18,000 and 62 repair orders were made.

“Chrysler, Ford, General Motors, Honda, Hyundai, Jaguar, KIA, Land Rover, Mazda, Mercedes-Benz, Nissan, Porsche, Subaru, Suzuki, Toyota, Volkswagen and Volvo all participate in CAMVAP” says Savary. The manufacturers that are not in the program are BMW, which includes the Mini and Rolls-Royce brands and Mitsubishi. Savary continues “the manufacturers that participate in the

program understand the need for consumers to have access to an alternative to the courts when there is a dispute”.

“CAMVAP is an important part of the manufacturer’s tool kit to resolve issues with their customers” says Mark Nantais, an industry representative on the CAMVAP board. “CAMVAP is a very positive program for consumers and manufacturers work very hard to quickly resolve their cases.”

Consumers can start the CAMVAP process directly from its website at www.camvap.ca or by calling 1-800-207-0685. The process takes about 70 days to complete and the hearings are held in the consumer’s home community.

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