



Media Release

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Consumers Benefit from New Changes to Free Vehicle Arbitration Program

Mark Nantais, Chair of the Canadian Motor Vehicle Arbitration Plan (CAMVAP) Board of Directors, announced two major amendments to the program that will increase the amount reimbursed to consumers should the arbitrator order the manufacturer to buy back their vehicle as an outcome of a CAMVAP hearing.

These changes can increase the buyback amount from a few hundred dollars to up to \$3,000, depending on a combination of the original cost of the vehicle and the number of kilometers the vehicle has been driven at the time of the arbitration hearing”.

Additionally, the amount that can potentially be awarded by the arbitrator for out of pocket expenses has been increased to \$1,000 from \$500. This change to the program will assist consumers who encounter expenses for vehicle rentals, taxis, towing and accommodation expenses that have been incurred because of the problems with the vehicle.

“These progressive changes to the program reflect more current circumstances of vehicle ownership and collaboration at the CAMVAP Board, which is comprised of Consumers’ representatives, government representatives and industry representatives,” said Mr. Nantais. “Importantly, they also provide greater monetary benefit to consumer,” added Nantais.

Gary Frost, a member of CAMVAP’s Board of Directors representing Quebec’s Office of Consumer Protection noted that, “the changes demonstrate the value of CAMVAP, a dispute resolution program that can be quickly updated any time in accordance with the evolution of the automotive sector and consumer needs.”

CAMVAP is available at no charge to consumers. Eligible vehicles are from the current model year plus four model years. 2014 and newer vehicles are eligible until the annual September 30th deadline after which 2015 and newer vehicles will be eligible. Consumers can access information about CAMVAP at www.camvap.ca or by calling toll free 1-800-207-0685.

Contacts

Stephen Moody

General Manager, CAMVAP

416-490-0615 extension 201 (for media contact only)

CAMVAP is a national program for consumers to resolve disputes with the manufacturers of their vehicles for alleged defects in the assembly of the vehicle or materials used to make the vehicle and the application or administration of the manufacturer's new vehicle warranty. The disputes are resolved through arbitration. CAMVAP members include all the Provincial and Territorial Governments, the Consumers Association of Canada, the Canadian Vehicle Manufacturer's Association, the Global Automakers of Canada and the Canadian Automobile Dealers Association. The program is fully funded by the vehicle manufacturers.