

# CAMVAP

Canadian Motor Vehicle  
Arbitration Plan



Programme d'arbitrage pour  
les véhicules automobiles du Canada

# PAVAC

**Media Release**  
**August 16, 2009**  
**For Immediate Release**

## **Multilingual Information about the Canadian Motor Vehicle Arbitration Plan now Available on the Web**

### **NEWS**

Information in Arabic, Cantonese, Inuktitut, Italian, Korean, Mandarin, Polish, Portuguese, Punjabi, Russian, Spanish, Tagalog, Tamil, Urdu and Vietnamese is now available on the CAMVAP website at [www.camvap.ca](http://www.camvap.ca).

James Savary, the chair of the CAMVAP board of directors said today that “this multilingual information will help many Canadian residents better understand the availability of CAMVAP and how to access this important consumer dispute resolution program”.

CAMVAP covers two types of disputes with vehicle manufacturers: allegations of defects in vehicle assembly and application or administration of the manufacturer’s new vehicle warranty.

Savary noted that “while our services are provided in English and French, the multilingual information will give consumers basic information about whether CAMVAP may be available to them. Then, with the help of friends or through community language services, contact can be made with CAMVAP. Many consumers have gone through our arbitration service using friends, relatives or agents to help them bridge the language gap. Enabling consumers by getting the information to them in the first place is the goal of this initiative.”

Consumers can call 1-800-207-0685 from anywhere in Canada or click on to [www.camvap.ca](http://www.camvap.ca). The website is rich in information about CAMVAP and how to apply for the program. The application process can be started straight from the website.

Consumers can find out more about CAMVAP by referring to the participating manufacturer’s warranty handbook or operator’s manual or by contacting CAMVAP directly at 1-800-207-0685 or clicking at [www.camvap.ca](http://www.camvap.ca).

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## **QUICK FACTS**

- CAMVAP covers disputes about allegations of defects in vehicle assembly or about the application or implementation of the manufacturer's new vehicle warranty. Program eligibility includes vehicles from the current model year (2009) plus 4 model years (presently 2005) that have travelled less than 160,000 kilometers.
- Since 1994, CAMVAP's provincial administrators across the country have handled just over 108,000 consumer contacts. Many of these contacts are for information about the program and how to take the steps needed to resolve issues with the manufacturers. At the end of 2008, consumers had filed 8005 claim forms with the program since 1994. This ranges from a low of three in Nunavut Territory to 3,835 claims filed in Ontario.

Manufacturers that participate in the program are listed in the information packages.

## **Media Contacts**

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