



2012 and 2013 Canadian Motor Vehicle Arbitration Plan Annual Reports

The Canadian Motor Vehicle Arbitration Plan (CAMVAP) announced the release of its 2012 and 2013 annual report today.

“These annual reports provide the reader with a cross Canada statistical review of the program’s achievements during 2012 and 2013” said David Adams, Chair of the board of directors. “It is important for consumers to know that CAMVAP is readily available when issues about their vehicle cannot be resolved with the dealer and the manufacturer”.

CAMVAP, Canada’s national dispute resolution program for automobile consumers and the manufacturers of their vehicles, is fair, fast, friendly, free and final.

For eligible vehicles under the CAMVAP program, arbitrators may order a manufacturer to repair the vehicle at its expense, pay certain out-of-pocket expenses to the consumer, reimburse consumers for repairs that have previously been paid for, that the manufacturer buyback the vehicle using the formula set out in the Agreement for Arbitration, or, that the manufacturer has no liability in the matters that are under arbitration. The Agreement for Arbitration outlines the requirements for both the consumer and vehicle manufacturer and the conditions for eligibility.

Stephen Moody, General Manager noted that “CAMVAP cases are handled the same way in all of the provinces and territories. Wherever possible the hearings are held in the consumer’s home town and location making access to the program as easy as possible”.

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

Consumers can access CAMVAP directly through its website at www.camvap.ca or by contacting the program's provincial administrators at 1-800-207-0685.

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