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**2016-2017 Canadian Motor Vehicle Arbitration Plan Annual Reports: CAMVAP
enhances consumer access**

The Canadian Motor Vehicle Arbitration Plan (CAMVAP) released its 2016-2017 Annual Reports today.

Trevor Todd, Chair of the CAMVAP board of directors notes, "CAMVAP introduced its new web-based Claims Management System (CMS) in late 2016 and consumers now have the option of starting the process and managing their case right from the CAMVAP website. I am pleased to say that 90% of consumers managed their cases online in 2017."

The format of these annual reports has changed with new info-graphics that explain the results from the cases. Says Mr. Todd, "these graphically improved reports are part of CAMVAP's commitment to ensure all program stakeholders are better informed on the programs activities and results." CAMVAP also posts results of cases by vehicle make, model and year on its website.

CAMVAP is a program that allows disputes between consumers and vehicle manufacturers to be resolved through binding arbitration. Disputes about alleged defects in the assembly of a vehicle or implementation of the new vehicle warranty are eligible for arbitration.

The program covers over 94% of the passenger vehicles, vans, SUVs and light trucks in every province and territory of Canada. Participating manufacturers include Fiat Chrysler, 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 notes "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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