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2015 Canadian Motor Vehicle Arbitration Plan Annual Report

The Canadian Motor Vehicle Arbitration Plan (CAMVAP) announced the release of its 2015 Annual Report today.

Trevor Todd, Chair of the board of directors noted that “CAMVAP is transparent in its communication approach with the annual reports being posted to our website along with the case results for the year. Consumers should be able to see the program statistics in a clear and consistent presentation’. This is consistent with our commitment to being 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. CAMVAP also covers pre-case inspections of the vehicle up to \$500 if the consumer applies for this payment and prevails at the hearing.

Stephen Moody, the program’s General Manager noted that “CAMVAP provides consumers with the tools to resolve issues with the manufacturer of their vehicle. CAMVAP is a unique Canada-wide solution to resolving disputes about alleged vehicle defects or how the manufacturer is implementing its new vehicle warranty’.

Participating manufacturers include Fiat Chrysler, Ford, General Motors, Honda, Hyundai, Jaguar Land Rover, KIA, Mazda, Mercedes Benz, Nissan, Porsche, Subaru, Toyota, Volkswagen and Volvo. Trevor Todd noted that “CAMVAP covers just over 94% of the passenger vehicles, vans, SUV’s and light trucks sold in the Canadian market place”.

Consumers can access CAMVAP and start their application directly through the CAMVAP website or by contacting the program's provincial administrators at 1-800-207-0685.

Contacts

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