



Department of Motor Vehicles
Motor Vehicle Arbitration Board
 120 State Street
 Montpelier, VT 05603-0001
 802-828-2943
 800-253-0191 – TTY/TDD

DEMAND FOR ARBITRATION
 9 V.S.A §§4170-4181

1	CONSUMER NAME(S)			MANUFACTURER NAME & ZONE OFFICE MAILING ADDRESS		
	MAILING ADDRESS					
	CITY/TOWN	STATE	ZIP CODE	DEALERSHIP WHERE VEHICLE WAS PURCHASED OR LEASED		
	TELEPHONE NUMBERS					
	HOME	DAYTIME	CELL PHONE			
FAX			E-MAIL ADDRESS			DEALERSHIP NAME(S) WHERE ENCLOSED REPAIRS OCCURRED

VEHICLE DESCRIPTION & INFORMATION						
YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER (VIN)			
PURCHASE PRICE (without financing / fees)		LEASED VEHICLE'S AGREED UPON VALUE	PURCHASE/ LEASE DATE	ODOMETER READING AS OF DATE OF PURCHASE OR LEASE		
FINANCIAL ENTITY, WITH MAILING ADDRESS, THAT HOLDS THE VEHICLE'S TITLE. ENTER N/A IF NO LOAN.		ODOMETER READING AT 1 ST REPAIR FOR WARRANTED DEFECT OR AT 1 ST DAY OUT OF SERVICE FOR A 30-DAY CLAIM		TRUCK GROSS VEHICLE WEIGHT (The GVW is usually on a label inside the driver's door.)		EXPRESS WARRANTY (An extended warranty is not applicable.)
						/
				MONTHS	MILES	
If loan was refinanced, list name/address of institution. If loan has been "paid in full," enter PIF and submit documentation of interest paid.						

3	I hereby demand a hearing and a <input type="checkbox"/> REFUND or <input type="checkbox"/> REPLACEMENT VEHICLE because the vehicle does not conform to the manufacturer's express warranty. It has the following defect(s) as of the date of filing, OR the vehicle has been out of service 30 days within the express warranty for repair(s) of:

4	The defect(s) substantially impairs the vehicle's <input type="checkbox"/> Use <input type="checkbox"/> Market Value <input type="checkbox"/> Safety.
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5	Filing Method A	CHOOSE ONE ONLY 	Filing Method B
	<input type="checkbox"/> The dealer has attempted to repair the defect(s) on these dates: 1 st _____ 2 nd _____ 3 rd _____ Submit copies of all repair orders for warranted claimed defects.		<input type="checkbox"/> The vehicle has been out of service for repair of warranted defects for 30 or more calendar days. Submit copies of repair orders with a chronology of days when vehicle was at dealer's for major portion of each day.

6	I request a subpoena for service on person(s) listed at right. Jurisdiction is in Vermont only. I agree to pay reasonable expenses incurred by persons appearing under subpoena.	OPTIONAL	
		1. Name	Daytime Phone Number
		Daytime Address	City/Town
		2. Name	Daytime Phone Number
		Daytime Address	City/Town

7	I request the manufacturer furnish legible copies of the following documents to me and the Board UPON RECEIPT OF THIS DEMAND :

8	I certify a copy of this Demand with enclosures has been mailed to the MANUFACTURER, not dealer, on / / . In doing so, I hereby elect to proceed under the Vermont New Motor Vehicle Arbitration Act instead of the manufacturer's dispute settlement mechanism. I further certify any payments due on the vehicle are up-to-date and will continue to be current.
SIGNATURE OF CONSUMER(S) _____ DATE _____	

MAIL THIS COPY TO THE MOTOR VEHICLE ARBITRATION BOARD WITH ENCLOSURES.



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MAIL THIS COPY TO THE VEHICLE MANUFACTURER (NOT THE DEALER).



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KEEP THIS COPY FOR YOUR RECORDS.

DEMAND FOR ARBITRATION FILING INSTRUCTIONS

A Demand for Arbitration will be docketed for a hearing when it is completed in full as applicable, accompanied by the information requested within Enclosures and submitted per the Filing Instructions as itemized below. The claim will be returned if relevant enclosures are omitted. Please remember the preparation and presentation of the case is your responsibility.

- SECTION 1.** Enter your name, mailing address, applicable telephone numbers and e-mail address. Enter the manufacturer's name and zone office mailing address. **The zone office address is available on the back of this page.**
- SECTION 2.** Complete the vehicle description and information sections as applicable.
- SECTION 3.** Choose a refund or replacement vehicle and describe the defect (or defects).
- SECTION 4.** Check all that apply.
- SECTION 5.** Choose one filing method and complete the requested information. Enclose repair orders & summary history.
- SECTION 6.** OPTIONAL – **Use only when necessary.** Enter the person's name with daytime phone number and address (Vermont only) to whom a subpoena is to be issued. Service of the subpoena is your responsibility. Procedural information will be forwarded to you with the subpoena and hearing notice.
- SECTION 7.** Specify requested documents. If claiming 30 days out of service, ask for the technician's time stamps to assist in documenting days out.
- SECTION 8.** Read and complete the certification section. Sign and date the Demand.

ENCLOSURES

Include a copy, if applicable, of the following documents with the Board's and Manufacturer's Demand copy:

1. **VEHICLE PURCHASE CONTRACT** - itemizes purchase price, trade-in allowance, rebate, discounts, non-cash credit, options as of the date of purchase & motor vehicle and documentation fees, & usually includes the dealership's business logo.
2. If the vehicle is/was financed: A **WRITTEN STATEMENT** from the financial institution **VERIFYING TOTAL INTEREST PAID** with the collateral identified.
3. **LEASE AGREEMENT** - Also, enter the titleholder's/lease assignee's (not the dealer's) name and address within Section 2 of the Demand.
4. A copy of the **MANUFACTURER'S EXPRESS WARRANTY** for the claimed defect(s)/condition(s). The warranty summary grid is acceptable. Ascertain the claimed condition(s) is not excluded from warranty coverage. Any optional extended warranty is not applicable.
5. **REPAIR ORDERS** including the **FINAL REPAIR ORDER**, which may be sent when completed.
6. **Itemized** documentation of the **INITIAL MOTOR VEHICLE FEES** (registration, title, etc.) paid to the Vermont Department of Motor Vehicles or to the DMV of another state, including purchase and use tax.
7. A copy of the current vehicle registration and insurance certificates. Verification of inspection sticker validity will be made prior to any test-drive.

If your claim is for "3 times out," filing method A

8. Submit a repair history summary for the claimed condition(s) and include written confirmation that the condition(s) filed for was present as of the date of filing.

If your claim is for "30 days," filing method B

9. Prepare a chronology of **warranted** repair orders with repair order number, dates, mileage and number of days out of service with a repair summary. For a day to be counted, the vehicle must have been unavailable for your use for the major portion of a day (4 hours) by reason of being under the dealer's control for repair.
10. Bills supporting a request for consequential/incidental damages. Justification may be provided in writing or verbally at the hearing.

FILING INSTRUCTIONS

- ▶ **Mail the ORIGINAL COPY** with enclosures to: Motor Vehicle Arbitration Board, Department of Motor Vehicles, Enforcement & Safety, 120 State Street, Montpelier, VT 05603-0001
- ▶ **Mail the SECOND COPY** with enclosures to the manufacturer's zone office. Certified mail is recommended.
- ▶ **Keep the THIRD COPY** for your records. You should retain enclosure originals.

MANUFACTURERS' ZONE OFFICES

ACURA (See American Honda)

AMERICAN HONDA MOTOR CO., INC., 1919 Torrance BLVD, Torrance, CA 90501 Mail stop 500-2N-7F

- **ACURA**, Customer Relations, 1919 Torrance BLVD, Torrance, CA 90501

AMERICAN SUZUKI MOTOR CORP., 3251 East Imperial Highway, Brea, CA 92621-1100

AUDI OF AMERICA, INC., Customer Relations 3D03, 3800 Hamlin Road, Auburn Hills, MI 48326

BMW OF NORTH AMERICA, INC., P.O. Box 1227, Westwood, NJ 07675

DAEWOO MOTOR AMERICA, Customer Assistance Center, 1055 W. Victoria ST, Compton, CA 90220

DAIMLERCHRYSLER MOTORS, Customer Relations Manager, Northeast Business Center, 108 Route 303, Tappan, NY 10983

FORD MOTOR COMPANY, Ford Customer Service Division, 1 International Boulevard, STE 1101, Mah Wah, NJ 07495

GENERAL MOTORS CORPORATION

- **BUICK** Motor Division, P.O. Box 33136, Detroit, MI 48232-5136
- **CADILLAC** Motor Car Division, P.O. Box 33169, Detroit, MI 48232-5169
- **CHEVROLET** Motor Division, P.O. Box 33170, Detroit, MI 48232-5170
- **OLDSMOBILE** Division, P.O. Box 33171, Detroit, MI 48232-5171
- **PONTIAC/GMC** Division, P.O. Box 33172, Detroit, MI 48232-5172
- **SATURN**, P.O. Box 1500, 100 Saturn Parkway, Spring Hill, TN 37170-1500

HONDA (See American Honda Motor Co., Inc.)

HYUNDAI MOTOR AMERICA, 1100 Cranberry River Road, Jamesburg, NJ 08831

INFINITI (See Nissan)

ISUZU MOTORS AMERICA, INC., 16323 Shoemaker AVE, Cerritos, CA 90702

JAGUAR Cars, 555 MacArthur BLVD, Mahwah, NJ 07430

KIA, 3000 Atrium Way - STE 400, Mt. Laurel, NJ 08054

LAND ROVER, ATTN: Consumer Affairs, 555 MacArthur BLVD, Mahwah, NJ 07430

MAZDA N. AMERICA OPERATIONS, Consumer Compliance Affairs, 7755 Irvine Center Drive, Irvine, CA 92618-2922

MERCEDES-BENZ OF N. AMERICA, INC., ATTN: General Counsel, 1 Mercedes Drive, P.O. Box 350, Montvale, NJ 07646-0350

MINI OF NORTH AMERICA, INC., P.O. Box 6400, Cypress, CA 90630-0064

MONACO COACH CORPORATION, 91320 Coburg Industrial Way, Coburg, OR 97408

NISSAN MOTOR CORPORATION USA, ATTN: Dispute Resolution, 1501 Cottontail LN, Somerset, NJ 08873

- **NISSAN Motor Corp. USA, Infiniti Division**, ATTN: Ken Carter, 18600 So. Figueroa, Gardena, CA 90248

PORSCHE CARS N. AMERICA, INC., 980 Hammond DR – STE 1000, Atlanta, GA 30328

SAAB CARS USA, INC., 4405-A International Boulevard, Norcross, GA 30093

SUBARU OF NEW ENGLAND, 95 Morse Street, Norwood, MA 02062

SUZUKI (See American Suzuki Motor Corp.)

TOYOTA MOTOR SALES, INC., 440 Forbes BLVD, Mansfield, MA 02048

VOLKSWAGEN UNITED STATES, INC., ATTN: Cheri Morris, Customer Relations, 3499 Hamlin RD, Rochester Hills, MI 48309

VOLVO CARS OF NORTH AMERICA, 1 Volvo Drive, Rockleigh, NJ 07647-0914