



ACVRQ and CAA-Quebec joint conciliation program



Conciliation
Program

**Reserved for
CAA-Quebec use**

Date: _____ File number: _____

Name of agent who received the file: _____

IDENTIFICATION OF PARTIES

Note: Only cases involving vehicles used essentially for personal or family use are eligible. You must always be the owner or lessee of the vehicle that is the subject of the dispute, both at the time the dispute arises and at the time you file your request for conciliation. A case will not be eligible for this conciliation process if the CAA-member is seeking legal recourse or is in a settlement process with another party or entity.

MEMBER IDENTIFICATION

Name: _____ Address: _____

City: _____ Postal code: _____

Home phone No.: _____ Work phone No.: _____

Email: _____ Fax: _____

CAA-Quebec membership number: _____ Expiration date: _____

Name of the person appointed to represent you, if applicable: _____

DEALER MEMBER OF THE ACVRQ

Name: _____ Address: _____

City: _____ Postal code: _____

Home phone No.: _____ Fax: _____

Names and emails of people with whom you were in contact at the dealership:

First and last name: _____ Email: _____

First and last name: _____ Email: _____

VEHICLE INFORMATION

Is the vehicle: new owned used leased Make and model: _____ Year: _____

VIN: _____

Kilometrage at purchase: _____ Engine: Gas Diesel

Current kilometrage: _____ Transmission: Manual Automatic

Was the vehicle bought at the dealership in dispute? Yes No

CONCILIATION REQUEST INFORMATION

1. Disagreement arose as a result of: Service problem Manufacturing defect Purchase
 Long-term rental Other (specify): _____

2. As applicable: a) date of contract, invoice or purchase: _____

b) date of delivery of goods or services as indicated in contract: _____

c) date agreed upon with dealer: _____

d) amount paid: _____

3. Do you believe you were a victim of a misleading advertising or representation? Yes No

If so, was it: verbal written (please attach a copy of the document)

4. Complete only if it concerns the purchase of a used vehicle.

4.1 Was a descriptive label affixed to the vehicle and visible outside? Yes No

4.2. Did the merchant provide a copy of the sticker when you purchased the vehicle? Yes No

MECHANICAL AND BODY CONDITION

The problem concerns the following system(s):

- | | | |
|--|---|---|
| <input type="checkbox"/> Engine | <input type="checkbox"/> Transmission | <input type="checkbox"/> Drive train |
| <input type="checkbox"/> Carburation and injection | <input type="checkbox"/> Ignition | <input type="checkbox"/> Braking |
| <input type="checkbox"/> Suspension | <input type="checkbox"/> Exhaust | <input type="checkbox"/> Bodywork |
| <input type="checkbox"/> Steering | <input type="checkbox"/> Cooling | <input type="checkbox"/> Interior, instruments or accessories |
| <input type="checkbox"/> Electrical equipment | <input type="checkbox"/> Other (specify): _____ | |

Is the manufacturer's warranty still in force? Yes No If so, for how long (months or years):

Kilometrage:

Expiration (according to the first term reached):

Do you have an additional warranty contract? Yes No If so, for how long (months or years):

Kilometrage:

Expiration (according to the first term reached):

If so, what is the name of this warranty company? Contract No.:

Have you obtained an expert opinion on the issue? Yes No

If so, name, title and address of the expert:

If there was an expert opinion, was it done verbally in writing (please attach a copy of document)

REPAIR: ESTIMATE / INVOICE

(To be completed only if the dispute concerns the repair of a vehicle)

ESTIMATE

- Has the repairer given you a verbal estimate? Yes No
- Has the repairer given you a written estimate? Yes No (If so, please attach a copy of the document)
- What was the expected cost of the repair as estimated? \$ _____
- Were you billed for the estimate? Yes No
- If so, were you informed beforehand that you would be billed? Yes No

INVOICE

- Were you given a detailed invoice? Yes No (If so, please attach a copy of the document)
- Did you ask to be given the replaced part(s)? Yes No
- If so, did the repairer do it? Yes No
- During the repair, did you verbally authorize the repairer to modify the estimate? Yes No
- What is the amount charged or paid for the repair? \$ _____
- Do you have all the proofs of vehicle maintenance? (Please attach documents)

PLEASE BRIEFLY SUMMARIZE THE SUBJECT OF THE COMPLAINT:

WHAT SETTLEMENT ARE YOU SEEKING IN CONNECTION WITH THIS DISPUTE?

Please note that any proposed settlement you receive and agree to under this program cannot be subsequently changed. All accepted offers are final.

Did you contact anyone at the dealership in an attempt to settle the problem? Yes No

If so, please indicate the name of this person: _____

Outcome: satisfactory unsatisfactory

Comments:

IMPORTANT NOTE:

The Mobility Advisory Services of CAA-Quebec and ACVRQ will process the case based on the information and documents you provide when you submit this document. Therefore, any new documents or facts submitted after receipt of this document will not be considered in the conciliation process. In addition, by signing this document and as part of the process, you agree not to make comments on social media or make public information related to the dispute so as not to interfere with the smooth running of the complaint handling process.



Consent to participate in the conciliation process proposed by CAA-Quebec

I have been informed of the conciliation process offered by CAA-Quebec in an attempt to resolve a dispute between a CAA-Quebec member and an ACVRQ member dealer. I agree to use it and declare that I understand the following:

- My participation in the conciliation process is entirely voluntary.
- CAA-Quebec will act as a neutral and impartial party at meetings organized to resolve the dispute described in this form by providing technical expertise to promote an amicable settlement.
- CAA-Quebec's participation in meetings aimed at resolving a dispute does not consist of legal advice, opinions or counsel, but rather aims to resolve an impasse. In this regard, it does not incur any liability whatsoever on behalf of CAA-Quebec.
- If no agreement is reached, both parties remain free to pursue any other recourse.

CAA-Quebec member's
signature: _____

Date: _____

Dealer's authorized
representative signature: _____

Date: _____

Titre: _____