



# 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  Electric

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:  audio/verbal  printed/written (please attach a copy of the document)

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

4.1 Was a window sticker 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

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## 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 system        | <input type="checkbox"/> Braking system                       |
| <input type="checkbox"/> Suspension                | <input type="checkbox"/> Exhaust system         | <input type="checkbox"/> Bodywork                             |
| <input type="checkbox"/> Steering                  | <input type="checkbox"/> Cooling system         | <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)

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## 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?  Yes  No (If so, please attach a copy of the document)

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**PLEASE BRIEFLY SUMMARIZE THE SUBJECT OF THE COMPLAINT:**

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**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:**

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**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. Furthermore, by signing this document and as part of the process, you agree not to make any comments on social media or make public any 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: \_\_\_\_\_

Title: \_\_\_\_\_