



PPP AND CAA-QUEBEC



JOINT CONCILIATION PROGRAM

Date: _____ CAA-Quebec agent who took your call: _____

Note:

- Only cases involving vehicles used essentially for personal or family use are eligible.
- You must 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 request for conciliation cannot be submitted to CAA-Quebec if the member is already involved in a legal recourse process or an attempt to settle with another party or entity.

IDENTIFICATION OF PARTIES

CAA-Quebec customer member	Name: _____ Address: _____ City: _____ Postal Code: _____ Phone (home): (____) _____ - _____ Phone (work): (____) _____ - _____ Fax: (____) _____ - _____ E-mail : _____ Your CAA-Quebec membership number: _____ Expiry date: _____ Name of the person representing the plaintiff (if any): _____
Dealer that sold the PPP warranty	Name: _____ Address: _____ _____ City: _____ Postal Code: _____ Phone: (____) _____ Fax: (____) _____ Name of person with whom you were in contact at the garage: _____

VEHICLE INFORMATION

Vehicle: <input type="checkbox"/> New <input type="checkbox"/> Used <input type="checkbox"/> Owned <input type="checkbox"/> Leased	Make and model: _____ Year: _____ VIN: _____ Engine: <input type="checkbox"/> Gas <input type="checkbox"/> Diesel Transmission: <input type="checkbox"/> Manual <input type="checkbox"/> Automatic
Mileage (at purchase of PPP contract): _____ Mileage (at present time): _____	

Return to : Fax : (418) 624-2457

Toll free : 1 866 626-7138

Email : automobile@caaquebec.com

COMPLAINT

1 – Source of disagreement or dispute: Repair/maintenance Refusal to honor warranty
 Contract (misinterpretation)

2 – Please indicate:

- a) Date at which the problem occurred: _____
b) Date of PPP repair request: _____
c) Date of the repair: _____
d) Amount paid: \$ _____

3 – Do you believe you were the victim of misrepresentation or misleading publicity? Yes No
If yes, was it Verbal
 Written (please attach copy)

4 – Fill out for the purchase of a used vehicle

- 4.1 Was the coverage of your PPP plan explained to you when you bought it? Yes No
4.2 Did the merchant provide a copy of the PPP plan when you purchased the vehicle? Yes No

MECHANICAL AND BODY CONDITION

The systems involved in this complaint:

- | | | |
|--|--|---|
| <input type="checkbox"/> Engine | <input type="checkbox"/> Transmission | <input type="checkbox"/> Drive train |
| <input type="checkbox"/> Fuel/injection system | <input type="checkbox"/> Ignition | <input type="checkbox"/> Braking |
| <input type="checkbox"/> Suspension | <input type="checkbox"/> Exhaust | <input type="checkbox"/> Body |
| <input type="checkbox"/> Steering | <input type="checkbox"/> Cooling | <input type="checkbox"/> Interior/instruments/accessories |
| <input type="checkbox"/> Electrical equipment | <input type="checkbox"/> Other (describe): _____ | |

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

_____ km
(mileage)

Expiry: _____
(whichever occurs first)

Extended warranty Plan number _____ Duration: _____
(months or years)

Deductible : _____ AND
_____ km
(mileage)

Expiry: _____
(whichever occurs first)

PPP Contract number: _____ Date of purchase _____

Have you obtained an expert opinion? Yes No If yes, name, title, and address of expert:

If the vehicle was examined by an expert, were you given a Verbal report
 Written report (attach copy of report)

ESTIMATE/REPAIR/INVOICE

(COMPLETE ONLY IF DISPUTE INVOLVES A VEHICLE REPAIR)

ESTIMATE

1. Were you given a verbal estimate of repairs? Yes No If yes, details _____
2. Were you given a written estimate of repairs? Yes No (If yes, attach copy)
3. Estimated amount for repair: \$ _____

4. Were you billed for the estimate? Yes No

5. If yes, were you informed beforehand that you would be billed? Yes No

INVOICE

1. Were you given a detailed invoice? Yes No (If yes, attach copy)

2. Did you ask to be given the replaced parts? Yes No

3. If yes, did you get them? Yes No

4. Once the repair was underway, did you authorize the garage to modify the estimate? Yes No

5. How much was the final repair bill or amount actually paid? _____

6. Do you have proof of all your vehicle maintenance? (Attach documents)

PLEASE BRIEFLY DESCRIBE THE NATURE OF THE COMPLAINT

Empty text area for describing the nature of the complaint.

SETTLEMENT REQUESTED BY CAA-QUEBEC MEMBER

Empty text area for settlement requested by CAA-Quebec member.

Did you contact anyone else at the dealer's in an attempt to resolve the dispute? Yes No

If yes, name of this person: _____

Outcome: Satisfactory Unsatisfactory Comments :

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

IMPORTANT NOTE: CAA-Quebec's Automotive Advisory Services and Groupe PPP will process the case based on the information and documents you provide when you submit this document. Any new documents or facts submitted after receipt of this document will not be considered in the conciliation process. 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 complaint handling process.



FOR USE BY CAA-QUEBEC AND PPP

AGREEMENT TO PARTICIPATE IN THE CONCILIATION PROCESS PROPOSED BY CAA-QUEBEC

I have been informed of the conciliation process offered by CAA-Quebec to resolve disputes between CAA-Quebec members and Groupe PPP regarding a PPP warranty. I agree to participate in the process and declare that I

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 between myself and Groupe PPP regarding a PPP warranty by providing technical expertise to help the two parties reach an amicable settlement.
- CAA-Quebec's participation in a meeting aimed at resolving a dispute does not consist of legal advice or opinions, but rather aims to resolve an impasse. CAA-Quebec assumes no liability in this regard.
- If the parties fail to reach an agreement, they remain free to pursue any other recourse.

Member's signature: _____

Date: _____

Signature of dealer's authorized PPP warranty representative: _____

Date: _____