

ACVLQ AND CAA-QUEBEC JOINT CONCILIATION PROGRAM



File number:

Date: CAA-Quebec agent who took your call:

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.

IDENTIFICATION	
Member identification	Name: address: City: Postal Code: Tel. (home): Tel. (work): Fax: E-mail : Your CAA-Quebec membership number: Expiry date: Name of the person authorised to act on my behalf :
Dealer identification	Name: Address: City: Postal Code: Tel.: Fax: Names and e-mails of people with whom you were in contact at the dealership: First and last name: Email: First and last name: Email:

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.

VEHICLE INFORMATION			
Vehicle:	<input type="checkbox"/> New <input type="checkbox"/> Used	<input type="checkbox"/> Owned <input type="checkbox"/> Rented	Make and model: Year: VIN: Engine: Gas Diesel Transmission: Manual Automatic
Mileage (at purchase):			
Mileage (at present time):			
Was the vehicle bought at the dealership mentioned above?	Yes	No	

COMPLAINT			
1 – Origin of disagreement or dispute:	<input type="checkbox"/> Repair/maintenance <input type="checkbox"/> Rental :	<input type="checkbox"/> Manufacturing defect	<input type="checkbox"/> Purchase
2 – Please indicate:	(specify)		
	a) date of contract, invoice or purchase: b) date of delivery of vehicle or repair as indicated in contract, <i>OR</i> c) date agreed upon with dealer d) amount paid: \$		
3 – Do you believe you were a victim of a misrepresentation or misleading publicity ?	Yes	No	
If yes, was it	verbal	written	(please attach copy)

Return to : Fax : (418) 624-2457

Toll free : 1 866 626-7138

4 – Complete only if complaint concerns the purchase of a motorcycle

- | | | |
|---|-----|----|
| 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 systems concerned by this complaint :

- | | | |
|------------------------------|-------------------|----------------------------------|
| Engine | Transmission | Drive train |
| Carburation/injection system | Ignition | Braking |
| Suspension | Exhaust | Bodywork |
| Steering | Cooling | Interior/instruments/accessories |
| Electrical equipment | Other (describe): | |

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

(mileage) km

Expiry: (which ever occurs first)

Is the vehicle covered by an extended warranty ? Yes No If yes, for how long: (months or years)

OR

(mileage) km

Expiry: (whichever occurs first)

If yes, name of warranty company:

Contact number:

Have you obtained the opinion of an expert? 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 FOR A VEHICLE REPAIR)

ESTIMATE

- Were you given a verbal estimate of repairs? Yes No If yes, details
- Were you given a written estimate of repairs? Yes No (If yes, attach copy)
- Amount of repair estimate: \$
- Were you billed for the estimate? Yes No
- If yes, were you informed beforehand that you would be billed? Yes No

INVOICE

- Were you given a detailed invoice? Yes No (If yes, attach copy)
- Did you ask to be given the replaced parts ? Yes No
- If yes, did you get them? Yes No
- Once the repair was underway, did you authorize the garage to modify the estimate? Yes No
- How much was the final repair bill or amount actually paid?

PLEASE, BRIEFLY DESCRIBE THE SUBJECT OF THE COMPLAINT

SETTLEMENT REQUESTED BY CAA-QUEBEC MEMBER :

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.

Did you contact anyone else at the dealership in an attempt to settle the problem ?

Yes

No

If yes, name of this person: _____

Outcome:

Satisfactory

Unsatisfactory

Comments:

IMPORTANT NOTE: The Automotive Advisory Services of CAA-Quebec and ACVLQ 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.



FOR USE BY CAA-QUEBEC AND ACVLQ

A large, empty rectangular box with a thin black border, intended for the user to provide information or documents.

IMPORTANT NOTE: The Automotive Advisory Services of CAA-Quebec and ACVLQ 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-QUÉBEC

I have been informed of the conciliation process offered by CAA-Quebec to try to resolve a dispute between a CAA-Quebec member and a ACVLQ 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 between myself and the dealer mentioned on this form by providing technical expertise to promote 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 no agreement is reached, the parties remain free to pursue any other recourse.

Member's signature: _____

Date: _____

Signature of dealer's authorized representative : _____

Date: _____

