Please read and follow these instructions very carefully. Leased Car Lemon Law Arbitration is not for everyone. Many people have problems with new cars, but not all new car problems are covered by the New & Leased Car Lemon Law.

An Application for Arbitration is not the same as filing a complaint. If you are unsure whether you qualify for Arbitration, please obtain and read a copy of The Consumer’s Guide to the New and Leased Car Lemon Law from the Office of Consumer Affairs and Business Regulation. It will give you a detailed explanation of what the law covers.

Your Application for Arbitration must be received by the Office of Consumer Affairs and Business Regulation within 18 months of original date of delivery of the vehicle to you. When your application is received, the OCABR staff will review it to make sure that it meets the preliminary requirements for acceptance into the arbitration program. If your application is denied, you will be notified by mail of why your vehicle does not qualify and of other options that may be open to you. If your application is approved, you and the manufacturer will be notified by mail and your case will be assigned a hearing date, time, and location.

You must submit THREE complete collated copies of all materials, including this application and its required attachments. Do not leave any blank spaces. **Do not make references to attachments instead of completing questions.** All copies must be legible. **Failure to submit THREE complete collated copies with all of the required attachments will result in the rejection of your application.** Please retain a complete copy for your own records as well.

Mediation services are also available for Leased Car Lemon Law disputes. Contact the Office of Consumer Affairs and Business Regulation at (617) 973-8700 for more information.
Required Attachments

You must send THREE complete collated copies of all materials, including this application and the required attachments listed below. Failure to submit THREE complete collated copies with all of the required attachments listed below could result in the rejection of your application.

Use this checklist to be sure that all requested attachments are enclosed:

________ The request for arbitration form

________ The final repair opportunity letter to the manufacturer (A written statement should be included to explain any other types of notice.)

________ The manufacturer’s written response to the final repair opportunity or an explanation of the manufacturer’s verbal response

________ Any repair work orders (If you were unable to obtain copies, please include a written statement explaining the attempts you have made to date to obtain copies.)

________ A copy of the original motor vehicle registration form (This is a full page document called the RMV1. If you do not have a copy, contact your insurance company and request that a copy be sent to you.)

________ The lease agreement (front and back).

________ The manufacturer’s warranty

________ Statement of lease payments paid to date from leasing company.

The documents listed above must be submitted with your arbitration application. It is important that the arbitrator understands the basis for your claim. Therefore, you must also bring the following documents to the hearing. (NOTE: you must also bring your vehicle to the arbitration hearing.) It is not necessary to submit them at this time:

- Receipts for any incidental costs you are claiming
- Originals of any documents relative to the purchase or repair of your vehicle
- Maintenance records
Request for New Leased Car Arbitration

Section 1: Personal Information

Name:_______________________________________________________________________________

Address:____________________________________________________________________________

City, State, and ZIP Code:_______________________________________________________________

Daytime Telephone Number:_____________________________________________________________

Evening Telephone Number:_____________________________________________________________

Section 2: Information on Your Vehicle

Manufacturer:________________________________________________________________________

Model:______________________________________________________________________________

Model Year:__________________________________________________________________________

Vehicle Identification Number (VIN):_____________________________________________________

Name of dealer where purchased:_________________________________________________________

Address of dealer where purchased:_______________________________________________________

City, State, and ZIP Code of dealer:_______________________________________________________

Dealer’s Telephone Number:____________________________________________________________

Name of leasing company owning the vehicle:_____________________________________________

Address of leasing company:_______________________________________________________

City, State, and ZIP Code :_______________________________________________________

Leasing Company’s Telephone Number:___________________________________________________

Date contract was signed:________________________________________________________________

Date of actual delivery to you (date you took vehicle out of showroom):_________________________

Mileage at time of delivery:_____________________________________________________________

Mileage now:________________________________________________________________________

Did you purchase a used vehicle? If yes, please give the name and address of the previous owner.
___________________________________________________________________________________

Did you purchase a demonstrator vehicle? If yes, please give the date the vehicle was originally put in service by the dealer or manufacturer.
________________________________________________________

If you answer “yes” to any of the following questions, please enclose a written explanation.
• Is your vehicle used primarily for business purposes? □
• Did you lease your vehicle before July 1, 1997? □
• Is your vehicle an auto home or built primarily for off-road use? □
• Are any of your vehicle’s defects the result of owner negligence, accident, vandalism, or a repair attempt made by someone other than the manufacturer, its agent or authorized dealer? □

Section 3: Information on Your Vehicle’s Defects

List all defects covered under the warranty. Explain how the defect(s) substantially impair either the use, safety, or market value of the vehicle. Attach a separate sheet if necessary.

1. Defect: ____________________________________________
   ____________________________________________
   This defect substantially impairs the vehicle’s (check all that apply)
   _____ use, _____ safety, _____ market value
   Explain how it substantially impairs the use, safety or market value of the vehicle:
   ____________________________________________
   ____________________________________________

2. Defect: ____________________________________________
   ____________________________________________
   This defect substantially impairs the vehicle’s (check all that apply)
   _____ use, _____ safety, _____ market value
   Explain how it substantially impairs the use, safety or market value of the vehicle:
   ____________________________________________
   ____________________________________________

3. Defect: ____________________________________________
   ____________________________________________
   This defect substantially impairs the vehicle’s (check all that apply)
   _____ use, _____ safety, _____ market value
   Explain how it substantially impairs the use, safety or market value of the vehicle:
   ____________________________________________
   ____________________________________________

Please check either or both of these statements to indicate which apply to your vehicle.
My vehicle was repaired *three or more* times for the same defect. ________

My vehicle was out of service because of repair of any combination of substantial defects for a total of *15 or more* business days. ________

Please list all repair attempts made under the New and Leased Car Lemon Law. Group all repairs for the same defect together. If the dealer refused to accept the vehicle for repairs, please note that in the “Date Out” section.

**EXAMPLES:**

<table>
<thead>
<tr>
<th>Defect or Symptom</th>
<th>Date In</th>
<th>Date Out</th>
<th>No. of Business Days in Shop</th>
<th>Odometer Reading</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicle Stalls</td>
<td>4/15/97</td>
<td>4/16/97</td>
<td>2</td>
<td>7,153</td>
</tr>
<tr>
<td>Vehicle Stalls</td>
<td>4/20/97</td>
<td>4/20/97</td>
<td>1</td>
<td>7,501</td>
</tr>
<tr>
<td>Brakes Fail</td>
<td>5/1/97</td>
<td>Dealer Refused</td>
<td>11+</td>
<td>7,005</td>
</tr>
</tbody>
</table>

Please describe which problems continued to exist or recurred after the 3 attempts or 15 business days, and within the one year or 15,000 mile term of protection.

_____________________________________________________________________________________
_____________________________________________________________________________________

Was the manufacturer given notice of a final repair opportunity to repair the vehicle? If you sent a letter, please enclose a copy. If another method was used, please explain here:

_____________________________________________________________________________________
_____________________________________________________________________________________

_____________________________________________________________________________________
On what date did the manufacturer receive notice of your request for a final repair?

Explain briefly the manufacturer’s response to your request for a final repair opportunity. Enclose copies of any written response.

If the manufacturer used the final opportunity to attempt repairs, please indicate:

<table>
<thead>
<tr>
<th>Defect or Symptom</th>
<th>Date In</th>
<th>Date Out</th>
<th>No. of Business Days in Shop</th>
<th>Odometer Reading</th>
</tr>
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</tr>
</tbody>
</table>

Please describe which problems continued to exist or recurred after the final repair opportunity.

Did you inform the manufacturer of these continuing defects and did you request a refund or replacement vehicle?

Did the manufacturer refuse to refund or replace the vehicle?
Section 4: Information about Your Expenses

Total Lease Payments Made to Date

$_______/month \times _______ months \quad \text{________________}

*Note: include 1st payment, even if it was due at lease signing*

Aquisition Fee not included in lease payments: \quad \text{________________}

Cash paid at lease signing to reduce capitalized cost (e.g., downpayment, balloon payments): \quad \text{________________}

Trade in allowance: \quad \text{________________}

\begin{tabular}{|l|}
\hline
Add all of the above for \hfill \\
\textbf{Total Payments Made Under the Lease:} \quad \text{________________}
\hline
\end{tabular}

Additional Expenses (list all that apply):

Security Deposit \quad \text{________________}

Sales Tax on Downpayment Amount: \quad \text{________________}

Registration Fees: \quad \text{________________}

Extended Warranty: \quad \text{________________}

Non-reimbursed Towing Charges \quad \text{________________}

Non-reimbursed Costs for Alternate Transportation \quad \text{________________}

Repair Charges \quad \text{________________}

Credit Life/Disability Insurance: \quad \text{________________}

Documentary Preparation Fee: \quad \text{________________}

Settlements or Awards Received: \quad \text{________________}

Other: \quad \text{________________}

Please Note: You are required to bring documentation of these expenses to your arbitration or mediation hearing.

Section 5: Optional Narrative Statement
You may include a separate written statement of your experience with your vehicle. Please describe events in chronological order, indicating which problems were and were not repaired each time.

Section 6: Request for Arbitration

I hereby request that the Office of Consumer Affairs and Business Regulation arbitrate my leased motor vehicle case. I certify that the manufacturer has not given me a refund or a replacement, and that all statements made in connection with this Request for Arbitration are true to the best of my knowledge. I understand that this document and its attachments are public records.

Signed: ___________________________    Date: ______________________

Is this your first request for arbitration? __________
If it is not, please explain on a separate piece of paper the status of your prior request.

If you wish to present evidence in writing only, please check here: ________
Please note: The manufacturer may still testify in person.

Have you received a copy of the New and Leased Vehicle Consumer Arbitration Kit? _________

If an attorney or other person will be representing you, please indicate:

Name: _________________________________________________________________
Firm:   _________________________________________________________________
Address: __________________________________________________________________
City, State, and ZIP Code:__________________________________________________
Telephone:______________________________________________________________

Who should correspondence be sent to? Please check one.

Myself ________       My Representative__________