Please read and follow these instructions very carefully. New 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 New 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 manufacturer’s warranty.

_______ Statement of finance charges paid to date from financing company.

_______ Bill of sale or purchase contract.

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 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:____________________________________________________________

IF YOU LEASED YOUR VEHICLE AFTER JULY 1, 1997, STOP. YOU MUST FILL OUT A LEASED VEHICLE ARBITRATION APPLICATION, AVAILABLE FROM CONSUMER AFFAIRS.

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 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 and 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 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>
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</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

Purchase Price of Car (minus any trade-in allowance): ________________
Trade-In Value Allowed: ________________
Dealer-Added Options: __________________

**Total Contract Price:** __________________

Additional Expenses (list all that apply):

Total Finance Charges paid as of _________ (date): __________________

Sales Tax: __________________

Registration Fees: __________________

Extended Warranty: __________________

Non-reimbursed Towing Charges: __________________

Non-reimbursed Costs for Alternate Transportation: __________________

Repair Charges: __________________

Credit Life/Disability Insurance: __________________

Documentary Preparation Fee: __________________

Settlements or Awards Received: __________________

Other: ____________________ __________________

**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 new 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 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 _____________