



State of Rhode Island
Department of Attorney General
MOTOR VEHICLE ARBITRATION BOARD
CONSUMER PROTECTION UNIT
150 South Main Street
Providence, RI 02903
(401) 274-4400

PLEASE READ AND FOLLOW THESE INSTRUCTIONS

A new vehicle qualifies under Lemon Law if - within one year or 15,000 miles of use from the date of original delivery, whichever occurs first- the vehicle has been serviced four or more times for the same defect or the vehicle is out of service due to repair of any defect for more than thirty days, but the defect still exists.

To be eligible for arbitration under the Motor Vehicle Arbitration Board, you must meet the criteria above and submit this request for arbitration. If an individual qualifies for arbitration, the Board will conduct an arbitration hearing between the individual and the manufacturer. The Board does not represent the individual requesting arbitration, they must either represent themselves or hire counsel.

When your application is received it will be reviewed to make sure it meets the preliminary requirements for acceptance into the arbitration program. If your application is rejected, you will be notified 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, and your case will be assigned a hearing date, time, and location.

INSTRUCTIONS

1. Type or print, using black ink, the answers to all questions. Be accurate and thorough, brief where indicated. If additional space is needed, use blank sheets of paper and reference the section being continued. Use 8 1/2 x 11 paper for additional information. Please do not write on the reverse side of any page and do not staple or tape pages together.
2. A \$20.00 filing fee must accompany this application. The filing fee must be in the form of a certified check or money order, payable to the **“State of Rhode Island Department of Attorney General”**. DO NOT SEND CASH OR PERSONAL CHECKS.
3. The purchaser(s) of the vehicle specified in this application must sign the Agreement to Arbitrate on Page 14 in the presence of a notary public or Commissioner of the Superior Court. If a corporation owns the vehicle, an officer of the company must sign the Agreement to Arbitrate and represent the company in the arbitration proceedings.
4. If required in the warranty or owner’s manual, you must send written notification to the manufacturer at the address indicated in the warranty or owner’s manual of your intent to file a complaint under the lemon law. Please provide a copy of the letter sent to the manufacturer with your Request for Arbitration.
5. Submit the Request for Arbitration, required documents, and filing fee to:

**State of Rhode Island
Motor Vehicle Arbitration Board
Consumer Protection Unit
Department of Attorney General
150 South Main Street
Providence, RI 02903**

CHECKLIST

Please use to ensure all documents are enclosed.
Submit legible copies.

- Is the application notarized?
- Did you include the \$20.00 filing fee payable to the State of Rhode Island?
- Copy of all work orders
- Copy of the original sales contract
- Copy of the motor vehicle registration
- Copy of the finance agreement, if financed
- Copy of the title if the vehicle is not financed
- Copy of **the ENTIRE manufacturer's new car warranty book, (not owner's manual),** including the front cover that has your name, address, and Vehicle Identification Number
Do not submit the original book.
- Copy of the written notification to the manufacturer, if required
- Copy of any receipts for:
 - Routine maintenance
 - Modifications to your vehicle
 - Extended warranty
 - Any items for which you are seeking reimbursement
 - Repairs that are not covered by the manufacturer's new car warranty
 - Accident information: police report, correspondence with the insurance company, etc.

Leased Vehicles:

- Copy of the lease agreement
- Copy of the certified or registered letter to the leasing company and a copy of the postal receipt

Notice: the public has the right to observe arbitration hearings. Documents submitted by the consumers or manufacturers are public records. Hearings are held at:

State of Rhode Island
Motor Vehicle Arbitration Board
Consumer Protection Unit
Department of Attorney General
150 South Main Street
Providence, RI 02903

SECTION 1: CONSUMER INFORMATION

Name: _____

Address: _____

City, State, ZIP Code: _____

Telephone Number: _____

Email Address: _____

SECTION 2: VEHICLE INFORMATION

Manufacturer: _____

Model: _____

Model Year: _____

Vehicle Identification Number (VIN): _____

Name of dealership where you purchased the vehicle: _____

Address of dealership: _____

City, State, ZIP code: _____

Telephone number of dealership: _____

Date contract was signed: _____

Date you took delivery of your vehicle: _____

SECTION 3: VEHICLE DEFECT(S)

List all defects.
While explaining, attach a separate sheet of paper if necessary.

1. Defect: _____

Explain in detail how it impairs the use, market value, or safety of the vehicle:

2. Defect: _____

Explain in detail how it impairs the use, market value, or safety of the vehicle:

3. Defect: _____

Explain in detail how it impairs the use, market value, or safety of the vehicle:

Within the first year from the date of delivery, your vehicle:

- Was repaired 4 or more times for the same defect?
- Was out of service due to repair of any defect more than 30 days and the defect still exists?

List all repair attempts made under the New Car Lemon Law.

DEFECT	DATE IN	DATE OUT	NO. OF DAYS IN SHOP	ODOMETER READING
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

Describe which problems continued to exist or recurred after the 4 attempts or 30 business days:

Answer the following questions.

1. What is the total number of days the vehicle was at the dealership by reason of repair during the first **15,000 or one (1) year**, whichever occurred first? _____

2. What is the total number of days the vehicle was at the dealership by reason of repair from the date of purchase to the present? _____

3. Are you currently driving the vehicle? _____

If no, please explain:

4. Were you ever refused service of the vehicle by the dealer? If yes, explain:

5. Has the vehicle ever been in an accident or sustained damage?

If yes, please explain:

Indicate the date of the incident and include a copy of estimates, repair orders, and the accident report: _____

Has the damage been repaired? If yes, where and when was the vehicle repaired?

Were the repairs covered by the manufacturer's new car warranty? _____

6. What is the period of the new car warranty? (years/miles)

Basic new car warranty: _____ years/ _____ miles

Power train warranty: _____ years/ _____ miles

Extended warranty: _____ years/ _____ miles

From whom was the extended warranty purchased?

Include a copy of the extended warranty with your Request for Arbitration.

7. If required in the warranty or owner's manual, you must send written notification to the manufacturer (not the dealer) at the address indicated in the warranty or owner's manual of your intent to file a complaint under the lemon law. Please provide a copy of the letter sent to the manufacturer with your Request for Arbitration. Please include copies of all written correspondence.

Name (Title) and address of contact: _____

Date of contact: _____

Result of contact: _____

8. Have you participated in any other arbitration or mediation program regarding this vehicle?

Yes

No

If yes, did you accept the award? (Please provide a copy) _____

9. The arbitration panel will ultimately determine a fair and equitable decision. Please select one of the following options to indicate what you believe would be a fair resolution.

- A. ***REPLACEMENT** with an identical or comparable vehicle. Include information relative to factory or dealer-installed options, design characteristics, or color choices that would be essential in any replacement vehicle. Please do not include items that are not on your current vehicle.

***POSSIBLY NOT APPLICABLE TO LEASED VEHICLES**

- B. **REFUND** of the contract price. Note: Arbitrators *may* deduct an allowance for the consumer's use of the vehicle. Indicate if applicable, why you feel you should *not* be assessed a mileage usage fee for the miles you were able to drive the vehicle. Finance charges are normally reimbursed only for the days the vehicle was in repair. Explain if applicable, why you feel you should be reimbursed for any finance charges.

- C. **OTHER**

10. **TO BE ELIGIBLE FOR AN AWARD**, there must be a **SUBSTANTIAL LOSS OF USE, SAFETY, OR VALUE**. Explain how the substantial loss of use, safety, or value of this vehicle has been impaired. Briefly, describe the current condition of the vehicle and list any **defect(s) that still exist**. Be prepared to prove your allegations at the time of the hearing.

11. List any routine maintenance performed on this vehicle (oil changes, tune-up, etc.). if you performed your own maintenance, you are still required to complete the list.

MAINTENANCE TYPE	DATE	FACILITY	WORK ORDER INVOICE NUMBER	COST	ODOMETER READING
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<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
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AGREEMENT TO ARBITRATE

I verify that the information provided is true, accurate, and complete to the best of my knowledge. I certify that the manufacturer has not given me a refund or a replacement. I understand that this document and its attachments are public records.

Purchaser's Signature: _____ Date: _____

Purchaser's Signature: _____ Date: _____

State of: _____ County of: _____

Subscribed and sworn to me on this _____ day of _____, 20_____.

Commissioner of the Superior Court or Notary Public

My Commission Expires: _____