



STATE OF CONNECTICUT
DEPARTMENT OF CONSUMER PROTECTION
TRADE PRACTICES DIVISION, LEMON LAW UNIT
AUTOMOBILE DISPUTE SETTLEMENT PROGRAM
REQUEST FOR ARBITRATION

INSTRUCTIONS

1. Read the entire **Back In The Driver's Seat** booklet before completing this application. We realize the application is lengthy, but we have found that all the information is essential to a timely and equitable resolution. Please call the Lemon Law office at (860) 713-6120 or 1-800-538-CARS if you have any questions regarding the application form.
2. Type or print, using black ink, the answers to all questions. Be accurate and thorough, brief where indicated. Please do not respond to a question by writing "see *attached*" as documents are considered evidence supporting your response. 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.
3. A \$50.00 filing fee must accompany this application. If your case does not qualify for arbitration the fee will be returned. Make checks payable to the ***"Treasurer – State of Connecticut"***. DO NOT SEND CASH.
4. The purchaser(s) of the vehicle specified in this application must sign the Agreement to Arbitrate on Page 11. 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.
5. 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 lemon law. Please provide a copy of the letter sent to the manufacturer with your application, and annotate page 7 question 7 accordingly.
6. Submit the Request for Arbitration, required documents, and filing fee to:

**Department of Consumer Protection
Automobile Dispute Settlement Program
450 Columbus Boulevard, Suite 901
Hartford, Connecticut 06103**

Request for Arbitration

For office use only:

Case number: _____

Received: _____

Completed: _____

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Owner (s) Information

Name of purchaser (s): _____

Street address: _____

City: _____ State: _____ Zip code: _____

Email Address: _____

Home/Cell: () Work: ()

Vehicle information:

Year: _____ Make / Manufacturer: _____ Model: _____

Mileage at the time of purchase: _____ Current mileage: _____

Do you have an automatic or standard transmission: _____

Vehicle identification number: _____

Purchase date: _____ Delivery date: _____

Did you receive a manufacturer's rebate? _____ If yes, what amount: _____

Selling dealer: _____

Address: _____

City: _____ State: _____ Zip code: _____

Are you the original purchaser? _____ If no, name and address of the original purchaser(s) if known _____

Complete only if the vehicle is leased. The Lemon Law allows the leasing company to participate in the arbitration procedure. You must notify the company by a certified or registered letter of your intent to file for an arbitration hearing before you submit the Request for Arbitration form to the Automobile Dispute Settlement Program. Include a copy of the postal receipt confirming the use of certified or registered mail. The leasing company address where you need to write to appears on the vehicle registration under "Registrants"

Name of leasing dealer: _____

Address: _____

City: _____ State: _____ Zip code: _____

Name of leasing company: _____

Address: _____

City: _____ State: _____ Zip code: _____

If you intend to be represented by an attorney, or a third party complete the following. All Correspondence will be directed to the party representing you.

Attorney's Name _____

Street Address _____

City _____ State _____ Zip Code _____

Telephone Number () _____

Third Party's Name _____

Street Address _____

City _____ State _____ Zip Code _____

Telephone Number () _____

On the following pages provide information regarding all repair attempts. List each repair attempt on a separate page. Begin with the first occurrence. Be sure to include all pertinent information such as problems you experienced with your vehicle, any towing charges, work performed, what the servicing dealer told you, etc. If known, give name and title of the person with whom you spoke. If you wrote to the dealer or the manufacturer, provide a copy of the correspondence. **Keep in mind our cases are public; please remove any and all personal information.**

Request for Arbitration

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FIRST REPAIR:

FROM (Date): TO (Date):

Number of days the vehicle was in the shop for this service:

Servicing Dealer:

Street Address:

City: _____ State: _____ Zip Code: _____

Was the repair covered by the terms of the manufacturer's new car warranty?

Amount you paid for this repair including a deductible, if any:

Describe the nature of the alleged defect(s):

Request for Arbitration

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SECOND REPAIR:

FROM (Date):	TO (Date):
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Number of days the vehicle was in the shop for this service:

Repair Order Number:	Mileage:
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Servicing Dealer:

Street Address:

City:	State:	Zip Code:
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Was the repair covered by the terms of the manufacturer's new car warranty?

Amount you paid for this repair including a deductible, if any:

Describe the nature of the alleged defect(s):

Indicate the repair(s) performed including the name and title, if known, of any person performing the repairs. Indicate the business address of the person performing the repairs if different from the servicing dealership.

Request for Arbitration

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THIRD REPAIR:

FROM (Date): TO (Date):

Number of days the vehicle was in the shop for this service:

Servicing Dealer:

Street Address:

City: _____ State: _____ Zip Code: _____

Was the repair covered by the terms of the manufacturer's new car warranty?

Amount you paid for this repair including a deductible, if any:

Describe the nature of the alleged defect(s):

Request for Arbitration

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FOURTH REPAIR:

FROM (Date): TO (Date):

Number of days the vehicle was in the shop for this service:

Servicing Dealer:

Street Address:

City: _____ State: _____ Zip Code: _____

Was the repair covered by the terms of the manufacturer's new car warranty?

Amount you paid for this repair including a deductible, if any:

Describe the nature of the alleged defect(s):

Request for Arbitration

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ADDITIONAL REPAIRS:

FROM (Date):

TO (Date):

Number of days the vehicle was in the shop for this service:

Repair Order Number:

Mileage:

Servicing Dealer:

Street Address:

City:

State:

Zip Code:

Was the repair covered by the terms of the manufacturer's new car warranty?

Amount you paid for this repair including a deductible, if any:

Describe the nature of the alleged defect(s):

Indicate the repair(s) performed including the name and title, if known, of any person performing the repairs. Indicate the business address of the person performing the repairs if different from the servicing dealership.

Request for Arbitration

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ADDITIONAL REPAIRS:

FROM (Date)

TO (Date):

Number of days the vehicle was in the shop for this service:

Repair Order Number:

Mileage:

Servicing Dealer:

Street Address:

City:

State:

Zip Code:

Was the repair covered by the terms of the manufacturer's new car warranty?

Amount you paid for this repair including a deductible, if any:

Describe the nature of the alleged defect(s):

Indicate the repair(s) performed including the name and title, if known, of any person performing the repairs. Indicate the business address of the person performing the repairs if different from the servicing dealership.

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 **2 years or 24,000 miles**, whichever occurred first? _____

2. Are you currently driving the vehicle? _____
If no, please explain.

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

4. Has the vehicle ever been in an accident or sustained damage? _____
If yes, 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 vehicle repaired?

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

5. 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?

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 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. All proceedings are located at the Department of Consumer Protection. You, the Technical Expert and manufacturer's representatives will all be present at the scheduled hearing. Both parties will have the opportunity to present their case before the arbitrator. The hearing is not structured like a court of law. Typically, the consumer is heard first, followed by the manufacturer. Either party is able to ask the other questions. The arbitrator may also have questions and may order the Automotive Technical Expert to inspect the vehicle.

You are required to bring the vehicle to the hearing so the Technical Expert can conduct an inspection if ordered by the arbitrator. If you cannot bring the vehicle to the hearing an inspection can be scheduled at a later date.

(Keep in mind this can delay the process for several weeks)

9. **Hearings are scheduled approximately 30 to 45 days from the date your application is received. If you will not be able to attend a hearing on a specific date or dates within this timeframe, please indicate below:**

10. Please select your preferred method of communication:

Please email me for the quickest communication*

Please use regular, first class mail

Please use certified mail, where authorized and appropriate

* Use the email address that I provided on the first page of this application.

11. How did you learn about the Lemon Law program?

Department of Consumer Protection web site

Dealership

Web search

Other: _____

12. The arbitrator will ultimately determine a fair and equitable decision. Please select **only 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. Provide a copy of your Monroney label if possible.

***POSSIBLY NOT APPLICABLE TO LEASED VEHICLES**

B) **REFUND** of the contract price. Note: The Arbitrator may deduct a mileage allowance for 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 for repair. Explain if applicable, why you feel you should be reimbursed for any finance charges.

Request for Arbitration

13. **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 **defects(s) that still exist**. Be prepared to prove your allegations at the time of the hearing. Bring any documents or witnesses to support your claims.

14. List any additional reimbursements you are seeking. Indicate why you feel the arbitrator should award the reimbursement. Examples include: towing charges, rental costs, options or modifications, costs or estimates regarding property or injury to a person, attorney's fees, cost of an extended warranty, out of pocket cost for warranty repairs including any deductible amounts you were required to pay, etc.

Item: _____ Item: _____

Date: _____ Date: _____

Cost: _____ Cost: _____

Reason: _____ Reason: _____

Item: _____ Item: _____

Date: _____ Date: _____

Cost: _____ Cost: _____

Reason: _____ Reason: _____

Item: _____ Item: _____

Date: _____ Date: _____

Cost: _____ Cost: _____

Reason: _____ Reason: _____

Item: _____ Item: _____

Date: _____ Date: _____

Cost: _____ Cost: _____

Reason: _____ Reason: _____

Item: _____ Item: _____

Date: _____ Date: _____

Cost: _____ Cost: _____

Reason: _____ Reason: _____

Item: _____ Item: _____

Date: _____ Date: _____

Cost: _____ Cost: _____

Reason: _____ Reason: _____

Item: _____ Item: _____

Date: _____ Date: _____

Cost: _____ Cost: _____

Reason: _____ Reason: _____

15. Have you modified the vehicle in any way? Yes No
(Do not include manufacturer covered options that were on your vehicle at the time of purchase.) If YES, complete the following. Include receipts and warranty information with the application.

Modification:

Facility where installed

Work Order Number Date of Installation

Warranty issued by dealer, manufacturer, other

Cost: Mileage: **Modification:**

Facility where installed

Work Order Number Date of Installation

Warranty issued by dealer, manufacturer, other

Cost: Mileage: **Modification:**

Facility where installed

Work Order Number Date of Installation

Warranty issued by dealer, manufacturer, other

Cost: Mileage:

16. 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.

Type of maintenance

Facility

Work order invoice number

Date Cost Mileage

Type of maintenance

Facility

Work order invoice number

Date Cost Mileage

Type of maintenance

Facility

Work order invoice number

Date Cost Mileage

AGREEMENT TO ARBITRATE

I submit this dispute to the Department of Consumer Protection, Automobile Dispute Settlement Program for arbitration. Said arbitration shall be governed in all aspects by the provisions of Section 42-181 of the Connecticut General Statutes and the regulations promulgated thereunder, including the scope of the issues submitted, eligibility criteria, remedies and operating procedures.

I understand that the arbitration award is equally binding as to the "Lemon Law" rights of both parties. According, once the award is rendered, I understand either party to the dispute may apply to the Superior Court to have award confirmed, vacated, modified or corrected as provided in Section 42-181, 52-417, 52-418, 52-419, and 52-420 of the Connecticut General Statutes.

I understand that I may be represented by private legal counsel in any arbitration hearing and if I choose to be so represented I must notify the Department of Consumer Protection of the name, address and telephone number of such counsel at least two days prior to the date of the arbitration hearing. If the attorney information appears on this application, no additional notification is required.

I understand that I may be represented by a third party, other than legal counsel and if I choose to be so represented I must notify the Department of Consumer Protection of the name, address, and telephone number of such third party at least one day prior to the arbitration hearing. Either party may be accompanied by any chosen third party, without prior notice. If the third party information appears on this application no additional notification is required.

I understand that I shall have no contact, other than at the scheduled arbitration hearing, with any arbitrator assigned to this dispute and all necessary communication shall be addressed to the Department of Consumer Protection.

I verify that the information provided is true, accurate and complete to the best of my knowledge. I understand that the penalty for willfully making a false statement is a maximum fine of one thousand dollars (\$1,000.00) and/or one year imprisonment (Connecticut General Statutes, Section 53a-157).

Purchaser's signature: _____ Date: _____

Purchaser's signature: _____ Date: _____

CHECK LIST

Submit legible copies.

Do not write on the back of pages.

Do not staple pages together.

Submit information on 8-1/2" x 11" paper.

- Did you include the \$50.00 filing fee payable to the "*Treasurer – State of Connecticut*". DO NOT SEND CASH.
- Copy of all work orders
- Copy of the original sales contract / Submit on 8-1/2 X 11 paper
- Copy of the motor vehicle registration
- Copy of the finance agreement, if financed / Submit on 8-1/2 X 11 paper
- Copy of the title, if the vehicle is not financed
- Copy of written notification to the manufacturer that you have applied for Lemon Law. This is required by statute.
The address to write to is in your warranty book.
- 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 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 both parties are public records. Please omit all information that you do not want part of the public record. **All Hearings are held at:**

**Department of Consumer Protection
450 Columbus Boulevard
Hartford, CT 06103
(860)713-6120**