

CAP RV Program Application

CONSUMER ARBITRATION PROGRAM
Administered by DeMars & Associates, Ltd.

FLORIDA

(Please type or print clearly)

Name: _____

Address: _____

Phone: (Home) _____ (Work) _____ (Other, please specify) _____

Email: _____ Recreation Vehicle Manufacturer: _____

Recreation Vehicle Identification Number (VIN): _____

Recreation Vehicle Model: _____ Year: _____ Vehicle Purchased New Used

Date purchased: _____ Mileage at time of purchase: _____ Current Mileage: _____

Purchased in Florida? Yes No Written Notice of Problem(s) Sent to Manufacturers? Yes No

Selling Dealer: _____ City/State: _____

Servicing Dealer(s): _____ City/State: _____

_____ City/State: _____

Involved Part or Condition: _____ Warranted by: _____

Describe the problem(s) you contend substantially impair the use, value or safety of your vehicle: _____

of times this problem has been presented for repair? _____ # of days out of service for repair? _____

Involved Part or Condition: _____ Warranted by: _____

Describe problem(s): _____

of times this problem has been presented for repair? _____ # of days out of service for repair? _____

Involved Part or Condition: _____ Warranted by: _____

Describe problem(s): _____

of times this problem has been presented for repair? _____ # of days out of service for repair? _____

Please attach additional pages if necessary. Please attach COPIES of applicable chassis, engine and motor home warranties (pages indicating duration of warranty), repair orders, and sales documents.

What do you want done to resolve your concern: _____

This mediation and arbitration program has been qualified by the Office of the Attorney General of Florida; therefore, a consumer must first submit his or her dispute to this program before asking a court for the rights and remedies available under Florida Statutes Section 681.104 (the Lemon Law). If the consumer's claim is deemed ineligible, the consumer may file a lawsuit to pursue available remedies. If the consumer's claim is deemed eligible, mediation is mandatory unless a settlement is reached prior to the mediation conference. If mediation does not result in a settlement, an arbitration hearing will be scheduled. The Arbitrator's decision is binding on the manufacturer and the consumer unless appealed by either party by filing a petition with the circuit court within statutory time limits. The Arbitrator's decision may be introduced into evidence by any party in subsequent legal proceedings. Neither the Administrator nor the Arbitrator involved in a hearing under this program is a necessary or proper party in judicial proceedings relating to the arbitration. Parties to an arbitration shall be deemed to have consented that neither the Administrator nor the Arbitrator shall be liable to any party in any action for damages or injunctive relief for any act or omission in connection with an arbitration under this program.

I understand that disputes regarding vehicle conditions not covered by the Lemon Law such as the portions of a motor home designed, used or maintained primarily for human habitation, may not be eligible for arbitration, but may be discussed in mediation.

Signature: _____ Date: _____