



CONSUMER ARBITRATION PROGRAM
 Administered by DeMars & Associates, Ltd.

P.O. Box 1015 • HURST, TX 76053
 Phone: 800.279.5343 • info@demarsassociates.com

Florida RV Mediation and Arbitration Program
 Case Activity and Disposition
 2023 Report

Number of Claims Filed	34	
Number of Claims Determined Eligible	29	
Number of Claims Rejected as Ineligible for Mediation or Arbitration	5	<ul style="list-style-type: none"> • (1) NON-PARTICIPATING MANUFACTURERS • (1) VEHICLE PURCHASED USED NO LEMON LAW RIGHTS • (3) LEMON LAW RIGHTS PERIOD EXPIRED
Number of Claims Voluntarily Withdrawn by Consumers without Resolution	1	<ul style="list-style-type: none"> • CONSUMER REQUESTED TO WITHDRAW
Number of Claims in which the Manufacturer Agreed to Expand the scope of Mediation	ALL	THE SCOPE OF MEDIATION IS AUTOMATICALLY EXPANDED
Number of Claims in which the Manufacturer Agreed to Expand the Scope of Arbitration	0	
Number of Claims Resolved via Settlement (and type of settlement)	19	
Before mediation	4	<ul style="list-style-type: none"> • CONSUMER RECEIVED \$7,000.00 MONETARY SETTLEMENT • CONSUMER RECEIVED \$2,000.00 MONETARY SETTLEMENT • CONSUMER RECEIVED \$8,000.00 MONETARY SETTLEMENT AND FURTHER REPAIRS • CONSUMER RECEIVED REPURCHASE OF COACH \$176,967.93



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During mediation	14	<ul style="list-style-type: none">• CONSUMER RECEIVED REPURCHASE• CONSUMER RECEIVED REPAIRS AND MONETARY SETTLEMENT \$7,539.50• CONSUMER RECEIVED \$21,000.00 MONETARY SETTLEMENT• CONSUMER RECEIVED REPAIRS AND MONETARY SETTLEMENT \$55,000.00• CONSUMER RECEIVED \$17,500.00 MONETARY SETTLEMENT AND ONE YEAR EXTENDED WARRANTY• CONSUMER RECEIVED REPAIRS AND MONETARY SETTLEMENT \$9,000.00• CONSUMER RECEIVED REPAIRS AND MONETARY REIMBURSEMENT• CONSUMER TO RECEIVE REPAIRS• CONSUMER RECEIVED \$12,500.00 MONETARY SETTLEMENT• CONSUMER TO RECEIVE REPAIRS
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		<ul style="list-style-type: none"> • CONSUMER TO RECEIVE \$15,000.00 MONETARY COMPENSATION AND A SIX-MONTH LIMITED WARRANTY • CONSUMER TO RECEIVE \$6,250.00 MONETARY COMPENSATION AND EIGHT MONTH LIMITED WARRANTY • CONSUMER TO RECEIVE \$15,000.00 MONETARY SETTLEMENT AND REPAIRS • CONSUMER TO RECEIVE \$11,570.51 MONETARY SETTLEMENT AND REPAIRS
After mediation, but before arbitration	1	<ul style="list-style-type: none"> • CONSUMER TO RECEIVE \$7,500.00 MONETARY SETTLEMENT AND REPAIRS AND ONE YEAR WARRANTY EXTENSION
After arbitration	0	
Number of Claims Submitted to Arbitration	5	
As a result of mediation impasse	4	
As a result of failure to comply with settlement	1	<ul style="list-style-type: none"> • CONSUMER ALERTED CAP-RV REPAIRS WERE NOT COMPLETED – CONSUMER ELIGIBLE TO



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		PURSUE ARBITRATION – RECEIVED A NFA
Number of Claims Dismissed by Arbitration Decision	3	
Number of Arbitration Awards (and types)	2	<ul style="list-style-type: none">• CONSUMER TO RECEIVE A REPURCHASE• CONSUMER TO RECEIVE REPAIRS
Number of Arbitration Awards for which court confirmation was filed by consumers	0	<ul style="list-style-type: none">• NONE THAT CAP-RV IS AWARE OF
Number of claims appealed to the circuit court	0	<ul style="list-style-type: none">• NONE THAT CAP-RV IS AWARE OF
Case Opened in 2023 and still unresolved	4	<ul style="list-style-type: none">• (2) CASES SCHEDULING MEDIATION• (1) CASE WORKING ON REPAIRS/ABEYANCE• (1) CASE SCHEDULING ARBITRATION