



INSTRUCTIONS FOR COMPLETING
THE USED CAR LEMON LAW
REQUEST FOR ARBITRATION FORM

To participate in the New York State Used Car Lemon Law Arbitration Program, you must complete this form. Please be as accurate and complete as possible. You may send this form electronically (*to expedite the handling of your request*) or by regular mail. Please send the completed form to:

Email: NYAG.LemonLaw@ag.ny.gov

(To expedite the handling of your request please email this form to us.)

You may also mail the form to:

Office of the New York State Attorney General
28 Liberty Street, 15th Floor
New York, NY 10005
Attention: LEMON LAW ARBITRATION UNIT

The Attorney General's Office will review your form and advise you whether your claim is accepted in the arbitration program. If the form is accepted, you will be notified by the Attorney General's Office which will then forward your form to the **New York State Dispute Resolution Association (NYSdra)**, the Program Administrator. NYSDRA will then notify you to send it the required \$150 filing fee and any supporting documents you may have. Upon receipt of the filing fee, NYSDRA will begin processing your claim. If your form is rejected by the Attorney General's Office, it will be returned to you with a statement indicating the reason for its rejection.

DO NOT SEND FILING FEE OR ANY SUPPORTING DOCUMENTS YOU MAY HAVE UNTIL YOU ARE REQUESTED TO BY NYSDRA.

Please remember to sign and date the form. **Failure to complete any questions on the form may result in a rejection of the form.**

NOTICE:

THE ARBITRATOR'S DECISION UNDER THIS PROGRAM IS BINDING ON BOTH PARTIES, SUBJECT TO A LIMITED RIGHT OF APPEAL TO COURT BY EITHER PARTY. YOU MAY WISH TO CONSULT AN ATTORNEY BEFORE PARTICIPATING IN THIS PROGRAM. PLEASE READ "NEW YORK'S USED CAR LEMON LAW: A GUIDE FOR CONSUMERS" CAREFULLY BEFORE COMPLETING THIS FORM.

Office Use Only:

Case No. _____
Referred To NYSDRA _____
Filing Date _____

**NEW YORK STATE ATTORNEY GENERAL'S OFFICE
LETITIA JAMES, ATTORNEY GENERAL**

**NEW YORK USED CAR LEMON LAW ARBITRATION PROGRAM
REQUEST FOR ARBITRATION FORM**

CONSUMER INFORMATION

1. Name: _____
Address: _____
City: _____ State: _____ Zip: _____
Phone: Home (_____) _____ - _____ Work: (_____) _____ - _____
E-mail address: _____

I prefer to send/receive communications by e-mail rather than by regular mail.

DEALER INFORMATION

2. Name: _____
Address: _____
City: _____ State: _____ Zip: _____

VEHICLE INFORMATION

3. Manufacturer: _____
(GM, Ford, Chrysler, Toyota, Winnebago, etc.)

4. Year: _____ Make: _____ Model: _____
(ex. Chevrolet, Dodge) (ex. Cavalier, Caravan)

5. Vehicle Identification Number (VIN): _____

6. Date of delivery: _____ Mileage at delivery: _____

7. Did you purchase or lease your vehicle in New York? Yes No
 I purchased my vehicle. I leased my vehicle.

8. Purchase Price: \$ _____

9. Is your vehicle primarily used for personal, family or

household purposes? Yes[] No[]

10. Do you still own (or lease) your vehicle? Yes[] No[]

WARRANTY INFORMATION

11. Which warranty applies to you (choose only one of the following)?

(a) 90 days or 4,000 miles from the date of delivery, whichever came first, if the vehicle was purchased or leased with between 18,000 and 36,000 miles?..... Yes[] No[]

or

(b) 60 days or 3,000 miles from the date of delivery, whichever came first, if the vehicle was purchased or leased with between 36,001 and 80,000 miles?..... Yes[] No[]

or

(c) 30 days or 1,000 miles from the date of delivery, whichever came first, if the vehicle was purchased or leased with between 80,001 and 100,000 miles?..... Yes[] No[]

BANK OR FINANCING INSTITUTION (if financed):

12. Name: _____

Address: _____

City: _____ State: _____ Zip: _____

LEASING COMPANY (if leased):

13. Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Lease Acct #: _____

VEHICLE'S PROBLEM(S)

14. List the covered problem parts (ex.: *engine, alternator, generator*) for which you seek relief:

15. On what date and at what mileage did you **first** report this problem(s) to the dealer or the manufacturer? Date: _____ Mileage: _____

16. Does the problem(s) substantially impair the value of the vehicle to you? Yes [] No []

BASIS FOR RELIEF SOUGHT: You must complete at least one of the following two questions (17 or 18).

17. Unsuccessful Repair Attempts

A. How many repair attempts for the same problem were made by the selling dealer, or authorized by the dealer, within the warranty period that applies to your vehicle (see question #11)

B. Give the date, mileage, and work order number for each of the repair attempts by the dealer for the same problem.

Problem 1 (Specify) _____

	<u>Date</u>	<u>Mileage</u>	<u>Work Order #</u>
(1)	_____	_____	_____
(2)	_____	_____	_____
(3)	_____	_____	_____

Problem 2 (Specify) _____

	<u>Date</u>	<u>Mileage</u>	<u>Work Order #</u>
(1)	_____	_____	_____
(2)	_____	_____	_____
(3)	_____	_____	_____

C. Do you have copies of all relevant work orders?..... Yes [] No []
(If yes, attach copies of them. Otherwise, once accepted into the Program, you may request copies from the dealer, with the arbitrator's approval, by writing to the Administrator pursuant to Regulation §300.9.)

D. Did the problem continue to exist **at the end of the third** repair attempt? Yes [] No []

18. **Days in Shop for Repairs**

- A. How many days was the vehicle out of service due to repairs within the warranty period that applies to your vehicle (see question #11)?
_____ days.
- B. List the dates, mileage, and repair order numbers for those repairs:
- From: _____ To: _____ Days out: _____ Mileage: _____ Work Order # _____
- From: _____ To: _____ Days out: _____ Mileage: _____ Work Order # _____
- From: _____ To: _____ Days out: _____ Mileage: _____ Work Order # _____
- C. Do you have copies of all relevant work orders?..... Yes No
(If yes, attach copies of them. Otherwise, once accepted into the Program, you may request copies from the manufacturer, with the arbitrator's approval, by writing to the Administrator pursuant to Regulation §300.9.)

HEARING LOCATION

19. Please indicate where you want the arbitration hearing to be held:

- | | | |
|--------------------------------------|--|---|
| <input type="checkbox"/> Albany | <input type="checkbox"/> Hempstead | <input type="checkbox"/> Oneida |
| <input type="checkbox"/> Amsterdam | <input type="checkbox"/> Highland | <input type="checkbox"/> Oneonta |
| <input type="checkbox"/> Auburn | <input type="checkbox"/> Hudson | <input type="checkbox"/> Oswego |
| <input type="checkbox"/> Batavia | <input type="checkbox"/> Ilion | <input type="checkbox"/> Penn Yan |
| <input type="checkbox"/> Binghamton | <input type="checkbox"/> Ithaca | <input type="checkbox"/> Plattsburgh |
| <input type="checkbox"/> Bronx | <input type="checkbox"/> Jamaica | <input type="checkbox"/> Poughkeepsie |
| <input type="checkbox"/> Brooklyn | <input type="checkbox"/> Jamestown | <input type="checkbox"/> Rochester |
| <input type="checkbox"/> Buffalo | <input type="checkbox"/> Johnstown | <input type="checkbox"/> Saratoga Springs |
| <input type="checkbox"/> Canandaigua | <input type="checkbox"/> Lake Placid | <input type="checkbox"/> Schenectady |
| <input type="checkbox"/> Carmel | <input type="checkbox"/> Lower Manhattan | <input type="checkbox"/> Smithtown |
| <input type="checkbox"/> Catskill | <input type="checkbox"/> Lowville | <input type="checkbox"/> Speculator |
| <input type="checkbox"/> Cobleskill | <input type="checkbox"/> Lyons | <input type="checkbox"/> Staten Island |
| <input type="checkbox"/> Corning | <input type="checkbox"/> Malone | <input type="checkbox"/> Syracuse |
| <input type="checkbox"/> Cortland | <input type="checkbox"/> Monticello | <input type="checkbox"/> Troy |
| <input type="checkbox"/> Delhi | <input type="checkbox"/> Montour Falls | <input type="checkbox"/> Upper Manhattan |
| <input type="checkbox"/> Elmira | <input type="checkbox"/> New City | <input type="checkbox"/> Utica |
| <input type="checkbox"/> Fort Edward | <input type="checkbox"/> Niagara Falls | <input type="checkbox"/> Waterloo |
| <input type="checkbox"/> Geneseo | <input type="checkbox"/> Norwich | <input type="checkbox"/> Watertown |
| <input type="checkbox"/> Glens Falls | <input type="checkbox"/> Ogdensburg | <input type="checkbox"/> Yonkers |
| <input type="checkbox"/> Goshen | <input type="checkbox"/> Olean | |

