

New Motor Vehicle Arbitration Board

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Consumer

V.

Manufacturer

- Please forward this response to the Board and Consumer for receipt within five days prior to the hearing. The Board should receive six copies of the response and six copies of any supporting documentation.

I, representative of the manufacturer, acknowledge receipt of the consumer's Demand for Arbitration on: _____ .
(date)

- The manufacturer asserts no defense. The Board will make a decision pursuant to 9 V.S.A. Sections 4173(c)(1)(B) and 4174(d) without a hearing and notify both parties within 30 days after receipt of the Answer.
- An attorney or other independent entity (*circle one:*) **will** / **will not** represent the manufacturer at the hearing.
- The following witness(es) is/are anticipated to appear at the hearing on behalf of the manufacturer:

- List applicable technical service bulletin(s) (TSB) with reference number. Provide a copy of the TSB(s) to the Board and consumer by 3 days prior to hearing.

- Evidence to support any assertion of ineligibility, as marked below, must be provided to the Board and consumer by three days prior to hearing. Rule 9 – Discovery – Defenses not set forth in a manufacturer's answer may be deemed waived and may not be considered by the Board. Rule 5 – Manufacturer's Answer

The consumer is not entitled to relief because:

1. He/she is not a "consumer" because: _____ .
2. The vehicle is not a "motor vehicle" because: _____ .
3. The vehicle is not a "new motor vehicle" because: _____ .
4. The consumer is, or should be, satisfied with the repair after filing of the Demand.
5. The manufacturer has not had a reasonable number of attempts to repair the vehicle, which has not been either:
a. Subject to at least three repair attempts for the same defect with at least the first repair occurring within the express warranty; **OR**
b. Out of service 30 cumulative days within the express warranty.
6. The express warranty has not been breached or the condition is not covered by the warranty because:

7. The alleged defect(s) or condition(s) does not substantially impair the vehicle's
 use, market value or safety. Check all that apply.
8. The vehicle was repaired as of the date the consumer signed/filed the Demand for a three-times-out claim.
9. The consumer refuses to make the vehicle available for a final repair attempt. (Contact the Board office for assistance as soon as possible if this occurs.)
10. The vehicle has been abused, neglected, or had the following unauthorized modifications:

11. The Demand for Arbitration was filed more than one year after the manufacturer's express warranty expired by time or miles.
12. Other (specify):

➤ Completed by: _____
Printed name & 3rd party affiliation (if applicable) Signature Date