

Options for dealing with new vehicle issues

If you have an issue with a new vehicle, you have options.

The first step in resolving a new vehicle issue is to contact the dealership where you purchased from or the vehicle manufacturer directly. If this does not fix your problem, there are other resources:

Canadian Motor Vehicle Arbitration Plan (CAMVAP): Resolve disputes about vehicle defects and warranties through arbitration.

Competition Bureau Canada: Accepts and processes claims about misleading advertising.

Transport Canada- the Federal Ministry of Transportation: Accepts and processes claims about safety-related defects and recalls.