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. Sign and return 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 it to:

New York State Attorney General's Office
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 into 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 ask 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 THE FILING FEE OR ANY SUPPORTING DOCUMENTS YOU MAY HAVE UNTIL NYSDRA ASKS YOU TO DO SO.

Please remember to sign and date the form. Failure to complete any question 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.
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, 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. Briefly describe the problem(s) 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) ____________________________

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<tr>
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   **Problem 2 (Specify) ____________________________

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   C. Do you have copies of all relevant work orders? Yes ☐ No ☐

   (If yes, and advised to do so, please send these directly to NYSDRA. 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.)

   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, and advised to do so, please send these directly to NYSDRA. 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:

[ ] Albany .......................................................... [ ] Hempstead .......................................................... [ ] Oneida ..........................................................

[ ] Amsterdam ..................................................... [ ] Highland ......................................................... [ ] Oneonta .........................................................

[ ] Auburn .......................................................... [ ] Hudson .......................................................... [ ] Oswego ........................................................

[ ] Batavia ........................................................... [ ] Ilion .............................................................. [ ] Penn Yan ....................................................

[ ] Binghamton ..................................................... [ ] Ithaca ........................................................... [ ] Plattsburgh ........................................

[ ] Bronx ............................................................. [ ] Jamaica ......................................................... [ ] Poughkeepsie ........................................

[ ] Brooklyn ....................................................... [ ] Jamestown .................................................... [ ] Rochester ............................................... 

[ ] Buffalo .......................................................... [ ] Johnstown .................................................... [ ] Saratoga Springs ................................

[ ] Canandaigua .................................................... [ ] Lake Placid .................................................. [ ] Schenectady ..................................

[ ] Carmel ............................................................ [ ] Lower Manhattan ........................................ [ ] Smithtown ..............................................

[ ] Catskill ........................................................... [ ] Lowville ....................................................... [ ] Speculator ............................................

[ ] Cobleskill ........................................................[ ] Lyons ........................................................... [ ] Staten Island ....................................

[ ] Corning ..........................................................[ ] Malone ......................................................... [ ] Syracuse .............................................

[ ] Cortland .........................................................[ ] Monticello .................................................... [ ] Troy ......................................................

[ ] Delhi .............................................................. [ ] Montour Falls .............................................. [ ] Upper Manhattan ........................

[ ] Elmira ............................................................ [ ] New City ...................................................... [ ] Utica .....................................................

[ ] Fort Edward .................................................... [ ] Niagara Falls ............................................. [ ] Waterloo ..............................................

[ ] Geneseo ..........................................................[ ] Norwich ..................................................... [ ] Watertown ...........................................

[ ] Glens Falls ..................................................... [ ] Ogdensburg .............................................. [ ] Yonkers ..............................................

[ ] Goshen ...........................................................[ ] Olean ........................................................ [ ]

[ ]

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TYPE OF HEARING AND RELIEF REQUESTED

20. □ Oral (In Person)  □ Documents only (if manufacturer agrees)

PREVIOUS ARBITRATION

21. A. Did you participate in any previous arbitration for the same problem(s) for which you now seek arbitration? .......... Yes □ No □

B. If yes, what was the name of the Program? ____________________________

C. Date of Decision: ________________ (Attach copy of decision)

D. Did you accept the decision of the arbitrator? .................... Yes □ No □

E. Did the dealer comply with the decision? ............ Yes □ No □

SIGNATURE: ______________________________________________ Date: ______________________