



**INSTRUCTIONS FOR COMPLETING
THE WHEELCHAIR LEMON LAW
REQUEST FOR ARBITRATION FORM**

To participate in the New York State Wheelchair Lemon Law Arbitration Program, you must complete the attached form. Be as accurate and complete as possible. You may send this form electronically or by regular mail. Please attach **copies** of all relevant documents (including your purchase or lease agreement, all service or work orders relating to the problem for which you seek this arbitration, and any correspondence between you and the manufacturer or its authorized dealer relating to such problem). **DO NOT SEND ORIGINAL DOCUMENTS.** Sign and return the completed form, together with your documents, to:

**New York State Attorney General's Office
28 Liberty Street, 15th Floor
New York, NY 10005
Attention: WHEELCHAIR LEMON LAW ARBITRATION UNIT.**

Or Email to: NYAG.LemonLaw@ag.ny.gov

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 and documents to the **New York State Dispute Resolution Association (NYSdra)**, the Program Administrator. NYSDRA will then notify you to send it the required \$100 filing fee. 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 UNTIL YOU ARE REQUESTED TO BY NYSDRA.

Please remember to sign and date the form. **Failure to complete any question or submit documents 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 WHEELCHAIR 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 WHEELCHAIR 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 be regular mail.

VEHICLE INFORMATION (Attach Copy of Your Bill of Sale or Lease)

2. Manufacturer: _____
(GM, Ford, Chrysler, Toyota, Winnebago, etc.)
3. Year: _____ Model: _____
4. Did you purchase or lease your wheelchair in New York? Yes[] No[]
5. Purchase Price: \$ _____
6. Did you lease your wheelchair? Yes[] No[]
7. Monthly lease payment: \$ _____; Total paid under lease: \$ _____
8. Date of delivery: _____
9. Do you still own or lease your vehicle? Yes[] No[]
10. Was the wheelchair paid by: [] Medicaid [] Medicare [] other: _____

DEALER INFORMATION

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

LEASING COMPANY (if leased):

12. Name: _____
Address: _____
City: _____ State: _____ Zip: _____
Lease Acct #: _____

WHEELCHAIR'S PROBLEM(S)

13. Briefly describe the existing problem(s) for which you now seek a relief:

14. (a) What date did you first report this problem(s) to the dealer or the manufacturer? _____
(b) Did you make the wheelchair available for repair before one year after the first delivery? _____

BASIS FOR RELIEF SOUGHT: To qualify for relief, you must complete either question 15 or 16.

15. Three or More **Unsuccessful Repair Attempts**

(a) Were there three or more unsuccessful repair attempts for the same problem within one year from the date of original delivery? ... Yes[] No[]

(b) Does the problem continue to exist? Yes[] No[]

(c) Give the date and work order number for each of the three repair attempts by the dealer for the same problem and attach copies of them. If you do not have copies of the work orders, once accepted into the Program, you may request copies from the manufacturer, with the arbitrator's approval, by writing the Administrator pursuant to Regulation §301.9.

Problem (Specify): _____

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

16. Days in Shop for Repairs

(a) Was the wheelchair out of service within the first year for the total of 30 or more days? Yes[] No[]

(b) List the dates your wheelchair was out of service:

From: _____ To: _____ Days out: _____

From: _____ To: _____ Days out: _____

From: _____ To: _____ Days out: _____

HEARING LOCATION

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

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

