



ISSUE FORUM SERIES # 2:

NEW MOTOR VEHICLE REPURCHASE AND REPLACEMENT AWARD COMPLIANCE

DATE: THURSDAY, SEPTEMBER 24, 2009
TIME: 1:00 – 3:00 PM, EDT
FACILITATORS: GAYE HAYLES-NEWTON & PHIL NOWICKI
CONFERENCE CALL-IN NUMBER: Will be emailed to registrants on September 22nd
REGISTRATION DEADLINE: SEPTEMBER 21, 2009
REGISTRATION REQUIREMENTS:

1. Must be a 2009, dues paid, IALLA Member or Subscriber
-- To join, go to www.ialla.net click on “How to Join” and follow the instructions!
2. Go to <http://www.ialla.net/forums.aspx> and complete the registration form
3. The conference call-in number will be emailed to confirmed registrants on Sept. 22nd.

DISCUSSION TOPIC:

What problems do manufacturers and/or their subcontractors encounter when complying with lemon law awards; what problems do arbitration program administrators see regarding award compliance; and, what possible solutions exist to address those problems.

A. When the manufacturer receives notice that the consumer has accepted a repurchase award that it intends to comply with, explain what happens from that time until the day of compliance?

- What happens when things go right?
- What about replacement vehicles, what happens when things go right?

B. What happens when things go wrong?

- What award compliance problems do manufacturers consider to be beyond their control?

- What award compliance problems are considered to be caused by the consumer?
- What award compliance problems are considered to be caused by the lienholder or lessor?
- What award compliance problems are considered to be related to damage to, or the condition of, the vehicle?
- What award compliance problems are considered to be attributable to the wording of the award?
- What other award compliance problems have you observed or experienced?

C. What are possible solutions to the award compliance problems we discussed?

- What ways can manufacturers better communicate with their vendors and dealers, consumers, and lienholders or lessors?
- What ways can Arbitration Program Administrators better instruct or communicate with the parties?
- What other solutions should be pursued to address award compliance problems?

