



# NEWS RELEASE

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## Two More Recreational Vehicle Manufacturers' Arbitration Processes Get Certified by Department of Consumer Affairs' Arbitration Program

*State officials hope latest certifications will spark participation by more motor home makers*

SACRAMENTO – The California Department of Consumer Affairs' Arbitration Certification Program (ACP) announced it has certified the arbitration processes used by two manufacturers of recreational vehicles. Coachmen Recreational Vehicle Company and Georgie Boy Manufacturing worked with DeMars & Associates Ltd.'s Consumer Arbitration Program for Recreational Vehicles (CAP-RV) to get their programs certified by the state.

Coachmen and Georgie Boy join National RV Holdings, Inc. to become the first three recreational vehicle manufacturers in California with state-certified arbitration programs. They join the ranks of 17 automobile manufacturers that currently offer similar arbitration programs certified by the state. National RV Holdings' certification program is also administered by CAP-RV.

The new certifications may indicate a movement in the recreational vehicle industry to establish state-certified arbitration programs addressing warranty disputes with the chassis, chassis cab, and propulsion parts of motor homes.

"It's wonderful to see these RV manufacturers take steps demonstrating their commitment to consumer satisfaction," said Charlene Zettel, Department of Consumer Affairs director. "We hope this is the beginning of a solid trend among industry manufacturers to get state certification for their arbitration processes."

The arbitration programs were approved following extensive review of the applications and on-site inspections of the processes of each company. The programs' written operating procedures and other information provided in the applications indicated both programs were in substantial compliance with California law.

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Since 1996 nearly 50,000 California consumers have taken advantage of manufacturer-sponsored, state-certified arbitration, a free and relatively simple way of resolving substantial warranty disputes. A consumer who purchases a vehicle from one of the 17 participating manufacturers can agree to allow a neutral third party (an arbitrator) decide whether the consumer is entitled to a replacement or a refund, if a substantial warranty defect cannot be repaired after a reasonable number of attempts.

If consumers believe the vehicle they purchased or leased meets the definition of a "lemon," then the California Department of Consumer Affairs, along with its Arbitration Certification Program, may be able to help. The Department of Consumer Affairs also publishes the popular guide "Lemon Aid for Consumers." The booklet explains California's Lemon Law in simple terms.

You can get more information by logging onto the Department's Web site at [www.dca.ca.gov](http://www.dca.ca.gov) or by calling (800) 952-5210.

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