

ARBITRATION PROCESS

**Please be advised that claims cannot be processed until the Effective Date, the date on which the proposed Settlement is finally approved by the Court and becomes legally effective. This page provides a summary of the process by which claims will be processed after the Approval Date and will be revised as needed. See the [Settlement website](#) for more information. Both this website and the Settlement website will be updated regularly as new information is available.

Claims for a repurchase or replacement by Ford or for any breach of Ford's New Vehicle Limited Warranty will be processed through Arbitration Program. The Arbitration Administrator is [CAP-Motors](#) (the Consumer Arbitration Program for Motor Vehicles), administered by [DeMars Associates, Ltd.](#)

This summary is divided into two sections.

First is how to submit claims.

Second is what to expect once your claim has been submitted.

How to Submit Claims for Arbitration:

Step 1

Gather the documents you need to support your claim (e.g. proof of ownership, repair orders). See FAQs #11.

Step 2

Logon to the Arbitration Administrator's Online Claims Portal or complete your paper Claim Form, which will be available at www.FordTransmissionSettlement.com or <http://www.consumerarbitrationprogram.com/>.

Step 3

If you intend to submit a claim for repurchase/replacement, you must give direct notice to Ford at least ten (10) days before you submit the claim by calling (888) 260-4563 or submitting the notice form that will be available on the Settlement website.¹

Step 4

If no more than three (3) repair attempts have been made to your car, Ford may request the opportunity to attempt one last repair, at no cost to you.

Step 5

Upload your supporting documents on the Arbitration Administrator's website or attach hard copies of your supporting documents to your paper Claim Form and mail to:

CAP-Motors
c/o DeMars & Associates, Ltd.
Attn: Kyle Morris / Michelle Cramer
P.O. Box 925
Haslet, TX 76052-0925

What to Expect after Submitting your Claim:

Step 1

The Arbitration Administrator will contact you by email, if your submission was made online, or by mail regarding the eligibility of your claim.

If your claim is deemed ineligible because it doesn't qualify for a repurchase/replacement, the Arbitration Administrator will notify you in writing.

¹ **Please be patient.** Neither claims nor notice will be accepted until after the Approval Date.

Step 2

If your submission is deemed incomplete or your claim is deemed ineligible, you will have thirty (30) days to correct any deficiencies or appeal the decision.

Step 3

Once the Arbitration Administrator deems your claim eligible, you will be asked to select how you want the arbitration to proceed. You may select a document-only review of your claim, a hearing online via WebEx or via telephone, or an in-person hearing.

If you choose a hearing by WebEx, by phone, or in-person to allow for oral presentations in addition to the documents you submitted, the Arbitrator will schedule it (at least two weeks' notice is required for an in-person hearing).

Step 4

The Arbitration Administrator may contact you to schedule an independent vehicle inspection by an Automotive Service Excellence (ASE) certified technician a vehicle inspection, to be performed ten (10) days before the review of your documents or your arbitration hearing.

The Arbitration Administrator may also contact you to extend the time to schedule the hearing. For example, the time may be extended by ten (10) days if you failed to provide direct notice to Ford at least ten (10) days prior to submitting your claim. It may also be extended if you failed to submit all required paperwork in support of your claim. Finally, the time may be extended for up to thirty (30) days if the Arbitrator requests additional information regarding your claim, including.

Step 5

You must complete a Pre-Arbitration Hearing Information Form and submit it to the Arbitration Administrator at least seven (7) days before

your hearing. If you will be represented by an attorney, you must provide your attorney's information on the form.

Step 6

The Arbitrator assigned to your claim will review your documents, if you select a documents-only review, or hold the hearing online, by phone, or in person, which you must attend.

If you select a hearing, all documents that you would like the Arbitrator to review must be submitted no later than seven (7) days before your hearing. If you plan to call witnesses, you must submit a written list of their names at least five (5) days before your hearing.

Step 7

If you select an in-person hearing, you must **bring your car**, if it is still in your possession, and provide proof of insurance. If your car is not safe to drive or is not operational, tell the Arbitration Administrator before your in-person hearing and explain why it's not available for inspection.

You must attend at the time and place noticed. Please bring copies of all documents originally submitted in support of your claim. If you fail to attend, Ford may still be allowed to argue its case against repurchase/replacement.

If you select a documents-only review, you may submit photos and videos. The Arbitrator may also request a vehicle inspection prior to reviewing your documents.

Step 8

The Arbitrator may request additional documents after your hearing, which you will be asked to submit to the Arbitration Administrator.

Step 9

When all evidence has been submitted, including for a document-only review, the Arbitrator will declare the arbitration closed.

Step 10

The Arbitrator will inform you in writing by first-class mail of his or her decision (it will take at least ten (10) days after the arbitration is closed).

The entire process from submission of your claim for arbitration to decision should take no more than forty (40) days, excluding any extensions for additional information or to cure deficiencies in the original submission.

Step 11

If you accept the Arbitrator's decision, you must sign the form provided and return it to the Arbitration Administrator within thirty (30) days.

Ford will have thirty (30) days from the date the Arbitration Administrator receives your acceptance to comply with the Arbitrator's award.

If you reject the Arbitrator's decision, you may appeal,² but you are responsible for the additional fees incurred. Ford will reimburse you if you win the appeal.

Questions regarding claims for repurchase/replacement or breach of Ford's New Vehicle Limited Warranty should be directed to the Arbitration Administrator at www.consumerarbitrationprogram.com or by calling (800) 279-5343.

Questions regarding eligibility for benefits may also be directed to Class Counsel at (855) 310-9583 or fordlawsuit@capstonelawyers.com.

² Appeals will be heard by JAMS, a neutral third-party, and not by the Arbitration Administrator.