

DRP-RV Mediation Program Case Activity and Disposition 2023 Report

Number of Claims Filed	53	
Number of Claims Determined Eligible	33	
Number of Claims Rejected as Ineligible for Mediation	20	<ul style="list-style-type: none"> • CONSUMER NO LONGER UNDER MANUFACTURER WARRANTY (9) • CLAIMS LISTED NOT COVERED BY WARRANTY (2) • NON-PARTICIPATING MANUFACTURER (4) • MANUFACTURER NOT AFFORDED REPAIR ATTEMPT/REPAIRS UNDERWAY(5)
Number of Claims Voluntarily Withdrawn by Consumers without Resolution	3	<ul style="list-style-type: none"> • VOLUNTARY DISMISSAL (3)
Number of Claims in which the Manufacturer Agreed to Expand the scope of Mediation		THE SCOPE OF MEDIATION IS AUTOMATICALLY EXPANDED
Number of Claims Resolved via Settlement (and type of settlement)		
Before mediation	9	<ul style="list-style-type: none"> • FURTHER REPAIR ATTEMPT (7) • REPURCHASE (1) • SATISFACTORY AGREEMENT (1)
During mediation	5	<ul style="list-style-type: none"> • REPURCHASE (2) • FURTHER REPAIR ATTEMPT (2) • MONETARY COMPENSATION (1)

DRP RV

DISPUTE RESOLUTION PROGRAM
ADMINISTERED BY DEMARS & ASSOCIATES, LTD.

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After Mediation	0	
Impasse	2	
Administratively closed		
Case Opened in 2023 and still unresolved	14	<ul style="list-style-type: none">• RV IS UNDERGOING REPAIRS (6)• CLAIMS CURRENTLY IN SCHEDULING PROCESS (8)