

Sec. 42-181-4. Arbitration hearings procedures

(a) The consumer shall file a request for arbitration on a form prescribed by the Commissioner along with a filing fee of fifty dollars. The fee shall be refunded if the request does not meet the eligibility requirements of the automobile dispute settlement program, as established by Chapter 743b of the Connecticut General Statutes. The date of the receipt by the department of such completed form and fee shall be considered the filing date of such request.

(b) Upon receipt of a fully-completed request for arbitration from a consumer, the department shall provide a copy to the motor vehicle manufacturer, directing such manufacturer to provide the department a manufacturer's statement, which shall be on a form prescribed by the Commissioner.

(c) Upon receipt of the completed manufacturer's statement and the filing fee of \$250.00, as set forth in Section 42-181(b) of the Connecticut General Statutes, the department shall forward copies of the consumer's request for arbitration and the manufacturer's statement to the appointed arbitrator.

(d) The arbitration shall be conducted in accordance with the Consumer Arbitration Rules published by the American Arbitration Association or any other nationally recognized arbitration organization.

(e) The arbitrator may require vehicle inspections, if the arbitrator deems necessary.

(f) The arbitration hearing shall be completed within one session unless the arbitrator, for good cause, determines that additional sessions are required. After the arbitrator is satisfied that the parties' presentations are complete, the arbitrator shall declare the arbitration hearing closed.

(g) The arbitrator may reopen the arbitration hearing for good cause or upon motion of either party at any time before the decision is issued.

(h) The arbitrator shall render a decision not later than thirty (30) days from the date of the closing of the arbitration hearing.

(i) The department shall make and retain an audio recording of each arbitration hearing.

(Effective December 18, 1984; Amended August 30, 2000; Amended April 6, 2018)