

**2. Process**

Any vehicle with an undisclosed single defect as outlined in Appendix I.A that has a repair cost of \$400 or more or multiple defects with cumulative cost of \$800 or more is subject to arbitration.

**Appendix I.A - Addendum to NAAA Arbitration Policy Guidelines for OVE**

Seller Disclosure/Announcement Requirements	Disclosure/Announcement Required?		Arbitration Time Periods	
	R/D	As-Is	R/D	As-Is
<b>Major Components</b>				
Engine problem*	Yes	No	14 Days	N/A
Cracked or Repaired Block*	Yes	No	14 Days	N/A
Transmission problem*	Yes	No	14 Days	N/A
4 X 4 System inoperable*	Yes	No	14 Days	N/A
ABS problem*	Yes	No	14 Days	N/A
Emission control equipment missing or inoperable*	Yes	No	14 Days	N/A
Air conditioning problem*	Yes	No	14 Days	N/A
SRS-Missing or problem with airbags*	Yes	Yes	14 Days	14 Days
<b>Vehicle History Issues</b>				
Structural Damage per NAAA Structural Damage Policy	Yes	Yes	14 Days	14 Days
Not Actual Miles/Inoperative Odometer**	Yes	Yes	14 Days	14 Days
Salvage or Reconstructed/Theft Recovery/Stolen vehicles (including history)**	Yes	Yes	14 Days	14 Days
Insurance and/or Salvage titles (including	Yes	Yes	14 Days	14 Days

history)**				
Flood Damage (By Auction inspection)	Yes	Yes	14 Days	14 Days
Lemon Law/Manufacturer's Buyback**	Yes	Yes	14 Days	14 Days
State-issued VIN plates (including kit vehicles)	Yes	Yes	14 Days	14 Days
Taxis, Livery vehicles, Police cars, Government vehicles	Yes	Yes	14 Days	14 Days
Previous Canadian vehicles	Yes	Yes	14 Days	14 Days
Grey Market Vehicles**	Yes	Yes	14 Days	14 Days
Vehicles being sold with no title (Bill of Sale only)	Yes	Yes	14 Days	14 Days
Voided Factory Warranty	Yes	No	14 Days	N/A
Fuel Conversion	Yes	No	14 Days	N/A
Non-original Engine (excludes items replaced under manufacturer warranty) Calendar year and up to 4 years old	Yes	No	14 Days	N/A
Logo or Decal Misrepresentation	Yes	Yes	14 Days	14 Days
Bio-Hazard Vehicles (both cleaned and contaminated) as required by law	Yes	Yes	14 Days	14 Days
Flood Damage history (discovered by DMV or Insurance	Yes	Yes	120 Days	120 Days

company records)				
<b>Other Issues</b>				
Vehicle Accessory Electrical Problems*	Yes	No	14 Days	N/A
Visible Exterior Damage/Paintwork* (bumpers not included)	Yes	No	14 Days	N/A
Glass Damage*	Yes	No	14 Days	N/A
Visible interior damage*	Yes	No	14 Days	N/A
Missing Equipment*	Yes	No	14 Days	N/A
Tire tread: Disclosed depth measured at lowest point must be within 2/32 inches	Yes	No	14 Days	N/A
Vehicle Availability (must be delivered within 3 business days)	Yes	Yes	14 Days	14 Days
Vehicles not equipped with air conditioning (excludes 10 calendar years or older)	Yes	No	14 Days	N/A
Vehicles being sold with a CO, MSO, or repo affidavit title (if required by state law)	Yes	Yes	7 days after receipt of title	7 days after receipt of title
Pending state or local DMV fees or taxes over \$100 due on vehicle (if required by state in which the vehicle is to be picked up)	Yes	Yes	7 days after receipt of title	7 days after receipt of title

Any state required damage disclosure	Yes	Yes	7 days after receipt of title	7 days after receipt of title
<b>Time Period and Disclosure Threshold</b>				
Online transactions may be arbitrated within 14 calendar days of sale unless otherwise noted				
*Must disclose defects that are singularly \$400 or more to repair				
**These transactions may be subject to arbitration regardless of the stated time limits. Arbitrations initiated after the stated time period will be addressed via the depreciation formula described in the NAAA Arbitration Policy, Title Arbitration Policy, Paragraph 1.				