



ARBITRATION POLICY

NAAA Arbitration Policy is used as a baseline for CNYAA's arbitration policy.
<https://www.naaa.com/Policy/policy.html>

CNY Auto Auction Arbitration Adendum

- Both in-lane and online sales will have 60 minutes from the time the last vehicle crosses the block to arbitrate a vehicle.
- CNY Auto Auction retains all rights in determining arbitration decision. All arbitration decisions are final.
- A second opinion can be requested by the buyer. The buyer will be responsible for a \$120 diagnostic fee if the claim is determined to be invalid.
- All vehicles sold for \$3,000 or less are AS IS including frame. This policy applies regardless of the lights on the block slip.
- Any vehicle sold outside of the time the vehicle crosses the block is considered an off the block transaction and not subject to arbitration.
- Any inherent problem to a vehicle is not subject to arbitration. Inherent problems are defined by CNYAA as problems the manufacturer has issued a recall or technical service bulletin related to. Example problem: timing chains on any 2010-2012 Chevy Traverse.
- Announced conditions cover the entire component. Example: "possible engine noise" announcement would exclude the engine from arbitration entirely.
- Arbitration can only be opened for one condition in excess of \$800 wholesale. If price adjustment is made vehicle becomes "AS-IS" and the sale is considered finalized.
- A requested price adjustment does not give the seller the right to void the deal.
- Power running boards are exempt from arbitration.

This table outlines NAAA announcement requirements

NAAA Seller Disclosure/Announcement	Disclosure/Announcement Required			Arbitration Time Periods (if applicable)																																								
	Green Light Only	Yellow Light Only	Red Light Only																																									
This appendix is not all-inclusive. Please refer to the full guidelines for further context relative to these individual elements.	"Ride & Drive"	"Limited Guarantee"	"Limited As-Is"																																									
Major Components																																												
Fuel Conversion	YES	YES	YES	B or C																																								
Electric or Hybrid Vehicle Battery Problem (up to eight (8) model years)*			YES	YES	NO	A or C																																						
Engine Problem*							YES	YES	NO	A or C																																		
Cracked or Repaired Block*											YES	YES	NO	A or C																														
Transmission/Drive Train Problem*															YES	YES	NO	A or C																										
Front or Rear Differential*																			YES	YES	NO	A or C																						
4X4 System Inoperable*																							YES	YES	NO	A or C																		
ABS Problem*																											YES	YES	NO	A or C														
Emission Control Equipment: Inoperable, missing, or altered components that change or disable its function as intended by the manufacturer*																															YES	YES	NO	A or C										
Air Conditioning System*																																			YES	YES	NO	A or C						
SRS – Missing or Problem with Airbags*																																							YES	YES	NO	A or C		
Non-original engine or electric vehicle batteries for current model year and up to 4 model years old. (Excludes items replaced under manufacturer's warranty.)																																											YES	YES
Vehicle History Issues																																												
Structural Damage/Certified Structural Repair or Replacement/Structural Alteration Per NAAA Structural Damage Policy	YES	YES	YES	B or C																																								
Inoperative Odometer					YES	YES	YES	B or C																																				
State-Issued VIN Plates (Including Kit Vehicles)									YES	YES	YES	B or C																																
Vehicles Being Sold with No Title (Bill of Sale Only)													YES	YES	YES	B or C																												
Logo or Decal Misrepresentation																	YES	YES	YES	B or C																								
Fire Damage																					YES	YES	YES	B or C																				
Biohazard Vehicles																									YES	YES	YES	B or C																
Stolen Vehicle/Theft Recovery (Including History)																													YES	YES	YES	B or C												
Flood Damage (By Auction Inspection)																																	YES	YES	YES	B or C								
Previous Canadian Vehicles																																					YES	YES	YES	B or C				
Total Loss and/or Salvage Retention (By Insurance Records)**																																									YES	YES	YES	B or C
Not Actual Miles or True Miles Unknown**																																												
Stolen Vehicle - Active/Open Theft **	YES	YES	YES	B or C																																								
Lemon Law/Manufacturer's Buyback**					YES	YES	YES	B or C																																				
Bonded, Insurance and/or Salvage Titles (Including History)**									YES	YES	YES	B or C																																
Grey Market Vehicles**													YES	YES	YES	B or C																												
Flood Damage History (Reported By Government Agencies and/or Insurance Company Records)																	YES	YES	YES	B or C																								
All Taxes and Livery Requiring Local or State Licenses and Law Enforcement Vehicles																					YES	YES	YES	B or C																				
Voided Factory Warranty																									YES	YES	YES	B or C																
Other Issues																																												
Vehicles Being Sold With a Government Release for Title ,(27A, SF-97-1etc.), CO, MSO, or Repo Affidavit Title (If Required By Law)																													YES	YES	YES	7 Days After Receipt of Title												
Pending State or Local DMV Fees or Taxes Over \$100 Due On Vehicle (If Required By Law)																																	YES	YES	YES	7 Days After Receipt of Title								
Any Disclosure Required By Law																																					YES	YES	YES	7 Days After Receipt of Title				
Convertible Tops*																																									YES	YES	YES	7 Days After Receipt of Title
Vehicle Accessory Problems* - Up to four (4) Model Years Old	YES	YES	YES	7 Days After Receipt of Title																																								
Exterior Cosmetic Wraps that Exceed 50% of Vehicle Exterior Panels					YES	YES	YES	7 Days After Receipt of Title																																				
Paintwork (3 Panels or More) on Current Model Year and Newer (Excludes Bumpers)									YES	YES	YES	7 Days After Receipt of Title																																
Vehicles Not Equipped With Air Conditioning. Excludes Vehicles ten (10) Model Years Old or Older.													YES	YES	YES	7 Days After Receipt of Title																												
Arbitration Time Period Per Sale Channel Breakdown (Subject to local auction policy.)																																												
"A" Inlane-Sale Day Only "B" Inlane-7 Calendar Days Only "C" Online-Minimum industry standard = 7 calendar days Sale Day = Day 1 for all timelines																																												
* Must disclose defects that are singularly \$800 or more to repair or replace.																																												
** These transactions may be subject to arbitration regardless of the stated time limits. Arbitration claims initiated after the stated time period will be addressed under the guidelines of the "Title Arbitration Policy" (Paragraph I) and subject to the referenced depreciation terms.																																												