



ARBITRATION UPDATES

NAAA Arbitration Policy is used as a baseline for CNYAA's arbitration policy.

<https://www.naaa.com/Policy/policy.html>

CNY Auto Auction Arbitration Changes:

- Vehicles 5 years and older, and vehicles with over 115,000 miles, will have arbitration/post-sale available on the powertrain and drivetrain only.
- Vehicles 10 years and older will have arbitration/post-sale available on powertrain only (Engine and Transmission) - No arbitration for ANYTHING else including frame.
- Vehicles over 175,000 miles are AS-IS including frame (absolutely no arbitration)
- Vehicles sold for \$3,000 and under are AS-IS including frame regardless of what is announced and what lights are displayed.
- If a check engine light is noted on a condition report or announced on the block the buyer must assume the repair is over \$800 to remedy the check engine light.
- The following are excluded from arbitration and PSI-
All hybrid/electric vehicles
(We do not have tools to diagnose these vehicles and the shops are currently scheduling too far out for arbitration to be fair.)
- Components excluded from arbitration:
 - Power running-boards
 - Power steering racks
 - Backup cameras
 - Parktronic sensors (blindspot monitoring, ACC, FCW, park sensors)
 - Air ride suspension
- **Inherent Conditions:** No arbitration can be based on conditions that are inherent or typical to a particular model or manufacturer. We consider a condition inherent if the manufacturer has issued a TSB related to it.
- If DTC monitors are not set at the time of vehicle registration the post-sale/arbitration liability will fall back to the selling party for seven days.

Rules unrelated to arbitration:

- ABSOLUTELY NO TEST DRIVES IN THE PARKING LOT!!
- We have a zero tolerance policy for bringing retail buyers inside the auction. If a retail buyer is brought into the auction the dealer who escorted them will be permanently banned.