

**STATE CERTIFIED ARBITRATION PROGRAM
LEMON LAW COMPLAINT OUTCOMES BY MANUFACTURER
January - December 2013**

	TOTAL NO. COMPLAINTS	MFR.	REFUND/ REPLACE	SETTLED	WITHDRAWN/ ADMIN. CLOSED
FORD	1		1		
GM (Chevrolet)	1			1	
HYUNDAI	1		1		
INFINITI	1	1			
KIA	1			1	
NISSAN	4	2	1	1	
TOYOTA	1		1		
VOLKSWAGEN	1	1			
VOLVO	1				1
TOTALS	12	4	4	3	1

More than \$225,300 was recovered by consumers through arbitrations or settlements with SCAP's assistance.