

**STATE CERTIFIED ARBITRATION PROGRAM
LEMON LAW COMPLAINT OUTCOMES BY MANUFACTURER
January - December 2014**

| | TOTAL NO. COMPLAINTS | MFR. | REFUND/ REPLACE | SETTLED | WITHDRAWN/ ADMIN. CLOSED |
|-------------------------------------|---------------------------------|-------------|----------------------------|--------------------------|-------------------------------------|
| BMW | 1 | 1 | | | |
| CHRYSLER (Jeep) | 3 | 1 | 1 | 1 | |
| FORD (Lincoln) | 1 | | 1 | | |
| GM | 2 | | 1 (Buick) | 1 (Chevrolet) | |
| HONDA | 1 | | | 1 | |
| HYUNDAI | 2 | 1 | 1 | | |
| NISSAN | 1 | | | 1 | |
| TOYOTA | 1 | | | | 1 |
| VOLVO | 1 | | | 1 | |
| HONDA MOTORCYCLE | 1 | | 1 | | |
| ROYAL ENFIELD MOTORCYCLE | 1 | | 1 | | |
| TOTALS | 15 | 3 | 6 | 5 | 1 |

More than \$306,000 was recovered by consumers through arbitrations or settlements with SCAP's assistance.