

**STATE CERTIFIED ARBITRATION PROGRAM
LEMON LAW SETTLEMENTS VS. ARBITRATIONS
January to December 2014**

| | NUMBER OF CASES | % OF CASES |
|------------------------------------|----------------------------|-----------------------|
| SETTLEMENTS | 5 | 33% |
| ARBITRATIONS | 9 | 60% |
| Decisions for Consumers | 6 | |
| Decisions for Manufacturers | 3 | |
| WITHDRAWN | 1 | 7% |
| TOTAL | 15 | |