

**STATE CERTIFIED ARBITRATION PROGRAM  
LEMON LAW COMPLAINT OUTCOMES BY MANUFACTURER  
January - December 2019**

	TOTAL NO. COMPLAINTS	MFR.	REFUND/ REPLACE	SETTLED	WITHDRAWN/ ADMIN. CLOSED
BMW	1			1	
CHRYSLER	4	2	2 (DODGE)		
FORD	1	1			
GM	2			2 (CHEVROLET) (CADILLAC)	
HONDA	3		1	2 (ACURA)	
MERCEDES BENZ	2	1	1		
NISSAN	1			1	
TESLA	1		1		
TOYOTA	4	1		2	1
<b>TOTALS</b>	<b>19</b>	<b>5</b>	<b>5</b>	<b>8</b>	<b>1</b>

Almost \$300,000 was recovered by consumers through arbitrations or settlements with SCAP's assistance.