

**STATE CERTIFIED ARBITRATION PROGRAM  
LEMON LAW COMPLAINT OUTCOMES BY MANUFACTURER  
January - December 2012**

	<b>TOTAL NO. COMPLAINTS</b>	<b>MFR.</b>	<b>REFUND/ REPLACE</b>	<b>SETTLED</b>	<b>WITHDRAWN/ ADMIN. CLOSED</b>
<b>BMW</b>	<b>1</b>		<b>1</b>		
<b>FORD</b>	<b>1</b>			<b>1</b>	
<b>GM</b>	<b>3</b>			<b>3</b>	
Saturn	1				1
Cadillac	2				2
<b>HYUNDAI</b>	<b>2</b>	<b>1</b>	<b>1</b>		
<b>KAWASAKI (motorcycle)</b>	<b>1</b>				<b>1</b>
<b>KIA</b>	<b>2</b>		<b>1</b>	<b>1</b>	
<b>NISSAN</b>	<b>2</b>			<b>2</b>	
<b>TOTALS</b>	<b>12</b>	<b>1</b>	<b>3</b>	<b>7</b>	<b>1</b>

More than \$229,000 was recovered by consumers through arbitrations or settlements with SCAP's assistance.

**STATE CERTIFIED ARBITRATION PROGRAM  
LEMON LAW SETTLEMENTS VS. ARBITRATIONS  
January to December 2012**

	<b>NUMBER OF CASES</b>	<b>% OF CASES</b>
<b>SETTLEMENTS</b>	7	58%
<b>ARBITRATIONS</b>	4	33%
<b>Decisions for Consumers</b>	3	
<b>Decisions for Manufacturers</b>	1	
<b>WITHDRAWN</b>	1	8%
<b>TOTAL</b>	12	