

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

	<b>TOTAL NO. COMPLAINTS</b>	<b>MFR.</b>	<b>REFUND/ REPLACE</b>	<b>SETTLED</b>	<b>WITHDRAWN/ ADMIN. CLOSED</b>
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
<b>TOTALS</b>	<b>12</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>1</b>

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

**STATE CERTIFIED ARBITRATION PROGRAM  
LEMON LAW SETTLEMENTS VS. ARBITRATIONS  
January to December 2013**

	<b>NUMBER OF CASES</b>	<b>% OF CASES</b>
<b>SETTLEMENTS</b>	3	25%
<b>ARBITRATIONS</b>	8	67%
<b>Decisions for Consumers</b>	4	
<b>Decisions for Manufacturers</b>	4	
<b>WITHDRAWN</b>	1	8%
<b>TOTAL</b>	12	