

**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	REFUND/ REPLACE	SETTLED	WITHDRAWN/ ADMIN.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.

**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WITHDRAWN	1	7%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	