

STATE CERTIFIED ARBITRATION PROGRAM
LEMON LAW COMPLAINT OUTCOMES BY MANUFACTURER
January - December 2015

	TOTAL NO. COMPLAINTS	MFR.	REFUND/ REPLACE	SETTLED	WITHDRAWN/ ADMIN. CLOSED
CHRYSLER	2	1 (DODGE)		1 (JEEP)	
FORD	5	1 (LINCOLN)	3 (ESCAPE) (LINCOLN) (FIESTA)	1 (FOCUS)	
GM	2			2 (CADILLAC) (GMC SIERRA)	
HONDA	2		1	1	
MAZDA	1		1		
NISSAN	1	1			
TOYOTA	1				1
SUZUKI MOTORCYCLE	1			1	
TOTALS	15	3	5	6	1

More than \$370,000 was recovered by consumers through arbitrations or settlements with SCAP's assistance.

**STATE CERTIFIED ARBITRATION PROGRAM
LEMON LAW SETTLEMENTS VS. ARBITRATIONS
January - December 2015**

	NUMBER OF CASES	% OF CASES
SETTLEMENTS	6	40%
ARBITRATIONS	8	53%
Decisions for Consumers	5	
Decisions for Manufacturers	3	
WITHDRAWN	1	7%
TOTAL	15	