

**STATE CERTIFIED ARBITRATION PROGRAM
LEMON LAW COMPLAINT OUTCOMES BY MANUFACTURER
January - December 2016**

	TOTAL NO. COMPLAINTS	MFR.	REFUND/ REPLACE	SETTLED	WITHDRAWN/ ADMIN. CLOSED
CHRYSLER	1			1 (JEEP)	
FORD	5		1	4	
GM	3		1 (CADILLAC)	2 (CHEVROLET)	
HONDA	5	1	2 (ACURA)	2	
MERCEDES	1		1		
NISSAN	2		1	1	
TOYOTA	2		1		1
KIA	1	1			
TOTALS	20	2	7	10	1

More than \$650,000 was recovered by consumers through arbitrations or settlements with SCAP's assistance.

**STATE CERTIFIED ARBITRATION PROGRAM
LEMON LAW SETTLEMENTS VS. ARBITRATIONS
January - December 2016**

	NUMBER OF CASES	% OF CASES
SETTLEMENTS	10	50%
ARBITRATIONS	9	45%
Decisions for Consumers	7	
Decisions for Manufacturers	2	
WITHDRAWN	1	5%
TOTAL	20	