

**STATE CERTIFIED ARBITRATION PROGRAM**  
**LEMON LAW COMPLAINT OUTCOMES BY MANUFACTURER**  
**January - December 2017**

	<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WITHDRAWN/ ADMIN.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>CHRYSLER</b>	<b>2</b>		<b>1 (DODGE)</b>	<b>1</b>	
<b>DUCATI MOTORCYCLE</b>	<b>1</b>			<b>1</b>	
<b>FORD</b>	<b>6</b>		<b>6</b>		
<b>GM</b>	<b>2</b>			<b>2 (CADILLAC) (CHEVROLET)</b>	
<b>HONDA</b>	<b>2</b>	<b>1 (ACURA)</b>		<b>1 (ACURA)</b>	
<b>JAGUAR</b>	<b>1</b>			<b>1</b>	
<b>MERCEDES-BENZ</b>	<b>1</b>	<b>1</b>			
<b>NISSAN</b>	<b>1</b>			<b>1</b>	
<b>SUBARU</b>	<b>1</b>				<b>1</b>
<b>TOYOTA</b>	<b>1</b>		<b>1</b>		
<b>TOTALS</b>	<b>19</b>	<b>2</b>	<b>8</b>	<b>8</b>	<b>1</b>

More than \$390,000 was recovered by consumers through arbitrations or settlements with SCAP's assistance.

**STATE CERTIFIED ARBITRATION PROGRAM  
LEMON LAW SETTLEMENTS VS. ARBITRATIONS  
January - December 2017**

	<b>NUMBER OF CASES</b>	<b>% OF CASES</b>
<b>SETTLEMENTS</b>	8	42%
<b>ARBITRATIONS</b>	10	53%
Decisions for Consumers	8	
Decisions for Manufacturers	2	
<b>WITHDRAWN</b>	1	5%
<b>TOTAL</b>	19	