

STATE CERTIFIED ARBITRATION PROGRAM
LEMON LAW COMPLAINT OUTCOMES BY MANUFACTURER
January - December 2018

	TOTAL NO. COMPLAINTS	MFR.	REFUND/ REPLACE	SETTLED	
AUDI	1	1			
CHRYSLER	4	1 (JEEP)	2 (DODGE) (JEEP)	1* (JEEP)	
FORD	3		2	1	
GM	1			1 (CHEVROLET)	
HARLEY DAVIDSON	1	1			
HONDA	1		1		
KIA	1			1	
MASERATI	1		1		
NISSAN	1		1 (INFINITY)		
TOYOTA	1			1	
TOTALS	15	3	7	5	

More than \$280,000 was recovered by consumers through arbitrations or settlements with SCAP's assistance.

*Claim withdrawal requested, see HRS section 481I-2

**STATE CERTIFIED ARBITRATION PROGRAM
LEMON LAW SETTLEMENTS VS. ARBITRATIONS
January - December 2018**

	NUMBER OF CASES	% OF CASES
SETTLEMENTS	5	33%
ARBITRATIONS	10	67%
Decisions for Consumers	7	
Decisions for Manufacturers	3	
TOTAL	15	