

**STATE CERTIFIED ARBITRATION PROGRAM**  
**LEMON LAW COMPLAINT OUTCOMES BY MANUFACTURER**  
**January - December 2019**

	TOTAL NO. COMPLAINTS	MFR.	REFUND/ REPLACE	SETTLED	WITHDRAWN/ ADMIN. CLOSED
BMW	1			1	
CHRYSLER	4	2	2 (DODGE)		
FORD	1	1			
GM	2			2 (CHEVROLET) (CADILLAC)	
HONDA	3		1	2 (ACURA)	
MERCEDES BENZ	2	1	1		
NISSAN	1			1	
TESLA	1		1		
TOYOTA	4	1		2	1
<b>TOTALS</b>	<b>19</b>	<b>5</b>	<b>5</b>	<b>8</b>	<b>1</b>

Almost \$300,000 was recovered by consumers through arbitrations or settlements with SCAP's assistance.

**STATE CERTIFIED ARBITRATION PROGRAM  
LEMON LAW SETTLEMENTS VS. ARBITRATIONS  
January - December 2019**

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WITHDRAWN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