

**STATE CERTIFIED ARBITRATION PROGRAM
LEMON LAW COMPLAINT OUTCOMES BY MANUFACTURER
January - December 2020**

	TOTAL NO. COMPLAINTS	MFR.	REFUND/ REPLACE	SETTLED	WITHDRAWN/ ADMIN. CLOSED
CHRYSLER	2		2 (JEEP)		
GM	10	1 (CHEVROLET)	5 (CHEVROLET)	4 (CHEVROLET)	
HONDA	3		1	2	
HYUNDAI	1		1		
LAND ROVER	1		1		
MASERATI	1	1			
NISSAN	3		1	2	
TOYOTA	2	1	1		
VOLKSWAGEN	1			1	
TOTALS	24	3	12	9	

Over \$580,000 was recovered by consumers through arbitrations or settlements with SCAP's assistance.

**STATE CERTIFIED ARBITRATION PROGRAM
LEMON LAW SETTLEMENTS VS. ARBITRATIONS
January - December 2020**

	NUMBER OF CASES	PERCENTAGE OF CASES
SETTLEMENTS	9	37.5%
ARBITRATIONS	15	62.5%
Decisions for Consumers	12	
Decisions for Manufacturers	3	
WITHDRAWN	0	0.0%
TOTAL	24	