

**STATE CERTIFIED ARBITRATION PROGRAM  
LEMON LAW COMPLAINT OUTCOMES BY MANUFACTURER  
January - December 2021**

	TOTAL NO. COMPLAINTS	MFR.	REFUND/ REPLACE	SETTLED	WITHDRAWN/ ADMIN. CLOSED
CHRYSLER	3		1 (JEEP) 2 (DODGE)		
FORD	2	1		1	
GM	3		1 (CHEVROLET) 2 (GMC)		
HONDA	5	1	1	2	1 (ACURA)
KIA	1		1		
LAND ROVER	1	1			
NISSAN	2		1	1	
<b>TOTALS</b>	<b>17</b>	<b>3</b>	<b>9</b>	<b>4</b>	<b>1</b>

Over \$500,000 was recovered by consumers through arbitrations or settlements with SCAP's assistance.

**STATE CERTIFIED ARBITRATION PROGRAM  
LEMON LAW SETTLEMENTS VS. ARBITRATIONS  
January - December 2021**

	NUMBER OF CASES	PERCENTAGE OF CASES
<b>SETTLEMENTS</b>	4	23.5%
<b>ARBITRATIONS</b>	<b>12</b>	<b>70.6%</b>
Decisions for Consumers	9	
Decisions for Manufacturers	3	
<b>WITHDRAWN</b>	1	5.9%
<b>TOTAL</b>	<b>17</b>	