

STATE CERTIFIED ARBITRATION PROGRAM
LEMON LAW COMPLAINT OUTCOMES BY MANUFACTURER
January – December 2022

	TOTAL NO. COMPLAINTS	MFR.	REFUND/ REPLACE	SETTLED	WITHDRAWN/ ADMIN. CLOSED
FORD	4		1	2	1
GM	2		2 (GMC)		
NISSAN	2		1	1	
PIAGGIO	1			1 (Aprilia)	
PORSCHE	1			1	
STELLANTIS, N.V.	2		1 (Chrysler) 1 (Jeep)		
TESLA	1		1		
VOLVO	1		1		
TOTALS	16	2	8	5	1

Over \$700,000 was recovered by consumers through arbitrations or settlements with SCAP's assistance.

**STATE CERTIFIED ARBITRATION PROGRAM
LEMON LAW SETTLEMENTS VS. ARBITRATIONS
January – December 2022**

	NUMBER OF CASES	PERCENTAGE OF CASES
SETTLEMENTS	5	31.3%
ARBITRATIONS	10	62.5%
Decisions for Consumers	8	
Decisions for Manufacturers	2	
WITHDRAWN	1	6.2%
TOTAL	16	