

**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	REFUND/ REPLACE	SETTLED	WITHDRAWN/ ADMIN.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		
TOYOTA	2	2 (Toyota)			
VOLVO	1		1		
<b>TOTALS</b>	<b>16</b>	<b>2</b>	<b>8</b>	<b>5</b>	<b>1</b>

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
<b>SETTLEMENTS</b>	5	31.3%
<b>ARBITRATIONS</b>	10	62.5%
Decisions for Consumers	8	
Decisions for Manufacturers	2	
<b>WITHDRAWN</b>	1	6.2%
<b>TOTAL</b>	<b>16</b>	