

**STATE CERTIFIED ARBITRATION PROGRAM  
LEMON LAW COMPLAINT OUTCOMES BY MANUFACTURER  
January - December 2023**

	TOTAL NO. COMPLAINTS	DECISION FOR MANUFACTURER	REFUND/ REPLACE	SETTLED/ SETTLEMENT HOLD	WITHDRAWN/ ADMIN. CLOSED/ DEFICIENT
AMERICAN HONDA MOTOR COMPANY, INC.	3	1 (HONDA)	1 (HONDA)	1 (HONDA)	
FORD MOTOR COMPANY	7		2 (FORD) 1 (LINCOLN)	4 (FORD)	
GENERAL MOTORS (GMC)	4		1 (GMC)	2 (GMC)	1 (GMC)
GM CHEVROLET	6		2 (CHEVROLET)	3 (CHEVROLET)	1 (CHEVROLET)
HYUNDAI MOTOR AMERICA	4	1 (HYUNDAI)		3 (HYUNDAI)	
KIA MOTORS AMERICA, INC.	4	1 (KIA)	1 (KIA)	2 (KIA)	
MERCEDES-BENZ USA, LLC	2			1 (MERCEDES-BENZ)	1 (MERCEDES-BENZ)
PIAGGIO GROUP AMERICAS, INC.	1				1 (APRILIA)
PORSCHE CARS NORTH AMERICA, INC.	1			1 (PORSCHE)	
STELLANTIS, N.V.	6	2 (JEEP)		3 (JEEP)	1 (JEEP)
SUBARU	1			1 (SUBARU)	
TESLA MOTORS, INC.	2		1 (TESLA)		1 (TESLA)
TOYOTA	3		1 (TOYOTA)	1 (TOYOTA)	1 (TOYOTA)
VOLKSWAGEN GROUP OF AMERICA, INC.	3			2 (VOLKSWAGEN)	1 (VOLKSWAGEN)
VOLVO CAR USA, LLC	1		1 (VOLVO)		
<b>TOTALS</b>	<b>48</b>	<b>5</b>	<b>11</b>	<b>24</b>	<b>8</b>

\$1,599,607 was recovered by consumers through arbitrations or settlements with SCAP's assistance.

	NUMBER OF COMPLAINTS	PERCENTAGE OF COMPLAINTS
<b>SETTLED/ SETTLEMENT HOLD</b>	24	50.0 %
<b>ARBITRATIONS</b>	<b>16</b>	<b>33.3 %</b>
Decision for Consumers	11	22.9 %
Decision for Manufacturers	5	10.4 %
<b>WITHDRAWN/ ADMIN. CLOSED/ DEFICIENT</b>	8	16.7 %
<b>TOTALS</b>	<b>48</b>	

