

STATE CERTIFIED ARBITRATION PROGRAM
LEMON LAW COMPLAINT OUTCOMES BY MANUFACTURER
January - December 2024

	TOTAL NO. COMPLAINTS	DECISION FOR MANUFACTURER	REFUND/ REPLACE	SETTLED/ SETTLEMENT HOLD	WITHDRAWN/ ADMIN. CLOSED/ DEFICIENT
AMERICAN HONDA MOTOR COMPANY, INC.	7		4 (HONDA)	1 (ACURA) 2 (HONDA)	
AUDI OF AMERICA, INC.	4	1 (AUDI)		1 (AUDI)	2 (AUDI)
BMW OF NORTH AMERICA, LLC	1			1 (BMW)	
FORD MOTOR COMPANY	6		2 (FORD)	2 (FORD)	2 (FORD)
GENERAL MOTORS (GMC)	4	1 (GMC)		1 (GMC)	2 (GMC)
GM CHEVROLET	8		3 (CHEVROLET)	3 (CHEVROLET)	2 (CHEVROLET)
HYUNDAI MOTOR AMERICA	7		3 (HYUNDAI)	2 (HYUNDAI)	2 (HYUNDAI)
JAGUAR LAND ROVER NORTH AMERICA, LLC	3		1 (LAND ROVER)		2 (LAND ROVER)
KAWASAKI MOTORS CORP., USA	1			1 (KAWASAKI)	
KIA MOTORS AMERICA, INC.	9		1 (KIA)	5 (KIA)	3 (KIA)
LEXUS	1	1 (LEXUS)			
LINCOLN MOTOR COMPANY	2			2 (LINCOLN)	
MERCEDES-BENZ USA, LLC	1			1 (MERCEDES- BENZ)	
MITSUBISHI MOTORS NORTH AMERICA, INC.	2	1 (MITSUBISHI)		1 (MITSUBISHI)	
NISSAN NORTH AMERICA, INC.	3	1 (NISSAN)	2 (NISSAN)		
STELLANTIS, N.V.	18	2 (DODGE)	1 (CHRYSLER) 1 (DODGE) 7 (JEEP)	1 (ALFA ROMEO) 3 (JEEP)	1 (DODGE) 2 (JEEP)
SUBARU	1		1 (SUBARU)		
TESLA MOTORS, INC.	3		3 (TESLA)		
TOYOTA	2		1 (TOYOTA)		1 (TOYOTA)
VOLKSWAGEN GROUP OF AMERICA, INC.	3	1 (VOLKSWAGEN)	2 (VOLKSWAGEN)		
VOLVO CAR USA, LLC	1			1 (VOLVO)	
YAMAHA MOTOR CO., LTD.	1		1 (YAMAHA)		
TOTALS	88	8	33	28	19

\$3,238,059 was recovered by consumers through arbitrations or settlements with SCAP's assistance.

	NUMBER OF COMPLAINTS	PERCENTAGE OF COMPLAINTS
SETTLED/ SETTLEMENT HOLD	28	31.8%
ARBITRATIONS	41	46.6%
Decision for Consumers	33	37.5%
Decision for Manufacturers	8	9.1%
WITHDRAWN/ ADMIN. CLOSED/ DEFICIENT	19	21.6%
TOTALS	88	

