

STATE CERTIFIED ARBITRATION PROGRAM
LEMON LAW COMPLAINT OUTCOMES BY MANUFACTURER
January - December 2025

	TOTAL NO. COMPLAINTS	DECISION FOR MANUFACTURER	REFUND/ REPLACE	SETTLED/ SETTLEMENT HOLD	WITHDRAWN/ ADMIN. CLOSED/ DEFICIENT
AMERICAN HONDA MOTOR CO., INC.	3	1	2		
BMW OF NORTH AMERICA, LLC	3	2 (BMW)		1 (MINI)	
FORD MOTOR COMPANY	5			3	2
GENERAL MOTORS (GMC)	2		1	1	
GM CHEVROLET	5		3	1	1
HYUNDAI MOTOR AMERICA	5		3	1	1
JAGUAR LAND ROVER NORTH AMERICA, LLC	2				2 (LAND ROVER)
KIA AMERICA, INC.	5			4	1
LEXUS	2		1		1
LINCOLN MOTOR COMPANY	1			1	
MERCEDES-BENZ USA, LLC	1				1
NISSAN NORTH AMERICA, INC.	1	1			
STELLANTIS, N.V.	16	1 (JEEP)	1 (CHRYSLER) 2 (DODGE) 3 (JEEP)	1 (DODGE) 1 (JEEP)	1 (CHRYSLER) 1 (DODGE) 5 (JEEP)
SUBARU	2		1	1	
TESLA MOTORS, INC.	3			2	1
TOYOTA (SERVCO)	3	1		1	1
TOYOTA MOTOR SALES, U.S.A., INC.	1				1
VOLKSWAGEN GROUP OF AMERICA, INC.	2			2	
TOTALS	62	6	17	20	19

\$2,196,690 was recovered by consumers through arbitrations or settlements with SCAP's assistance.

	NUMBER OF COMPLAINTS	PERCENTAGE OF COMPLAINTS
SETTLED/ SETTLEMENT HOLD	20	32.3%
ARBITRATIONS	23	37.1%
Decision for Consumers	17	27.4%
Decision for Manufacturers	6	9.7%
WITHDRAWN/ ADMIN. CLOSED/ DEFICIENT	19	30.6%
TOTALS	62	

