



**DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS**  
**Regulated Industries Complaints Office**

## **DCCA News Release**

**LINDA LINGLE**  
GOVERNOR

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### **DCCA ANNOUNCES LEMON LAW RESULTS FOR 2006**

HONOLULU – The Department of Commerce and Consumer Affairs (DCCA) announces the results of its Lemon Law program (also known as the State Certified Arbitration Program or "SCAP") for 2006. The program, which provides arbitration services for lemon law claims, handled 71 cases and helped Hawaii consumers recover more than \$1 million during the year.

The manufacturer with a substantially lower percentage of complaints compared to its market share percentage is Toyota. Toyota had a Hawaii market share of 29.6% and received only two complaints or 2.8% of all complaints received. Additionally, one of the complaints was later withdrawn. Honda also has a much lower percentage of complaints compared to market share. It had a market share of 13.1% and received 5 complaints or 7.1% of complaints received.

Two manufacturers had a much lower number of complaints in 2006 compared to 2005. They were General Motors and Kia. General Motors had 12 complaints in 2005 and 7 in 2006. Kia had 6 complaints in 2005 and none this past year.

The manufacturers with significantly higher percentages of complaints received as compared to their market share percentages include Ford, DaimlerChrysler, and Mercedes-Benz. Ford had a market share of 9.7% and received 14 complaints or 19.7% of all complaints received. DaimlerChrysler had a market share of 6.9% and received ten complaints or 14.1% of all complaints received. Mercedes-Benz had a market share of 2.2% and received 5 complaints or 7.1% of all complaints received.

Lemon law statistics are compiled annually by SCAP staff to assist both consumers and manufacturers.

"Hawaii's lemon law program provides a quick and effective means of resolving disputes between motor vehicle manufacturers and consumers," said Jo Ann Uchida, complaints and enforcement officer for the department's Regulated Industries Complaints Office (RICO). "Consumers are encouraged to access our website for current information about each manufacturer's lemon law performance when they are considering a new vehicle purchase."

Additional information on the State Certified Arbitration Program, including detailed statistical information, may be found at [www.hawaii.gov/dcca/rico](http://www.hawaii.gov/dcca/rico).

### **State Certified Arbitration Program**

Oahu                    587-3222 and choose option #3  
Kauai:                 274-3141, followed by 73222 and the # sign  
Maui:                  984-2400, followed by 73222 and the # sign  
Hawaii:                974-4000, followed by 73222 and the # sign  
Lanai & Molokai:    1-800-468-4644 (toll free), then dial 73222, and the # sign.  
Email: [rico@dcca.hawaii.gov](mailto:rico@dcca.hawaii.gov)

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