



**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 2005**

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 2005. The program, which provides arbitration services for lemon law claims, handled 80 cases and helped consumers recover more than \$919,000 during the year.

The manufacturers with a substantially lower percentage of complaints compared to their market share percentages are Toyota and Honda. Toyota had a market share of 27.3% and received five complaints or 6.3% of all complaints received. Honda had a market share of 12.1% and received seven complaints or 8.8% of all complaints received.

The manufacturers with substantially higher percentages of complaints received as compared to their market share percentages included DaimlerChrysler and Kia. DaimlerChrysler had a market share of 7.8% and received 12 complaints or 15% of all complaints received. Kia had a market share of 1.8% and received six complaints or 7.5% of all complaints received.

Lemon law statistics are compiled annually by SCAP staff to assist both consumers and manufacturers. "We encourage consumers to review our annual lemon law results when purchasing a new motor vehicle," said Jo Ann Uchida, Complaints and Enforcement Officer for the Department's Regulated Industries Complaints Office.

The Hawaii Lemon Law helps consumers who buy or lease new motor vehicles and have repeated problems in getting their vehicles repaired under the manufacturer's warranty. The State Certified Arbitration Program (SCAP) provides the consumer with an arbitration process to resolve a Lemon Law dispute with a manufacturer.

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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