



DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS
Regulated Industries Complaints Office

DCCA News Release

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DCCA ANNOUNCES LEMON LAW RESULTS FOR 2007

HONOLULU – The Department of Commerce and Consumer Affairs (DCCA) announced the state's Lemon Law program (also known as the State Certified Arbitration Program or "SCAP") helped consumers obtain replacement vehicles and refunds totaling more than \$490,000 in 2007. The program, which provides arbitration services for lemon law claims, handled 66 cases during the year.

Both Toyota and Honda had low numbers of lemon law complaints compared to their market shares. Toyota had a market share of 30 percent and received only 5 complaints or 7.6 percent of all complaints received. Moreover, four of the complaints were later withdrawn. Similarly, Honda had a market share of 14.5 percent and received only 5 complaints or 7.6 percent of all complaints received.

The manufacturer that had a much lower number of complaints in 2007 compared to 2006 was Nissan. Nissan had 14 complaints in 2006 and nine in 2007.

The manufacturers with significantly higher percentages of complaints received as compared to their market share percentages include Ford and General Motors. Ford had a market share of 8.9 percent and received 12 complaints or 18.2 percent of all complaints received. Likewise, General Motors had a market share of 8.8 percent and received 12 complaints.

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 (RICO).

Additional information on the State Certified Arbitration Program may be found at www.hawaii.gov/dcca/rico.

Detailed statistical information on the 2007 Lemon Law results may be found at:

Lemon Law Settlements vs. Arbitrations:

http://hawaii.gov/dcca/areas/rico/scap_llaw/reports_llaw/reports2007/LL-Stlmnt_vs_arbtrns.pdf

Lemon Law Complaints vs. Market Share:

http://hawaii.gov/dcca/areas/rico/scap_llaw/reports_llaw/reports2007/LL-Cmplnts_vs_mrktshr.pdf

Lemon Law Complaint Outcomes by Manufacturer:

http://hawaii.gov/dcca/areas/rico/scap_llaw/reports_llaw/reports2007/LL-CmplntsOtcM_Mnfctrr.pdf

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

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