

**STATE CERTIFIED ARBITRATION PROGRAM
LEMON LAW COMPLAINT OUTCOMES BY MANUFACTURER
January - December 2008**

	TOTAL NO. COMPLAINTS	MFR.	REFUND/ REPLACE	SETTLED	WITHDRAWN/ ADMIN. CLOSED
CHRYSLER	7	2		3	2
Chrysler	2			1	1
Dodge	3			2	1
Jeep	2	2			
FORD	3	1	1		1
GM	5	1		1	3
Chevrolet	1				1
GMC	3	1			2
Buick	1			1	
HONDA	2	1	1		
HYUNDAI	3	1	1	1	
KIA	2		1	1	
MAZDA	1		1		
NISSAN	3	1		2	
TOYOTA	5	1			4
Toyota	1				1
Lexus	4	1			3
VOLKSWAGEN	1			1	
TOTALS	32	8	5	9	10

*More than \$161,000 was recovered by consumers with SCAP's assistance.