

**STATE CERTIFIED ARBITRATION PROGRAM  
LEMON LAW COMPLAINT OUTCOMES BY MANUFACTURER  
January - December 2009**

	<b>TOTAL NO. COMPLAINTS</b>	<b>MFR.</b>	<b>REFUND/ REPLACE</b>	<b>SETTLED</b>	<b>WITHDRAWN/ ADMIN. CLOSED</b>
<b>CHRYSLER (Dodge)</b>	<b>2</b>			<b>2</b>	
<b>FORD</b>	<b>2</b>		<b>1</b>		<b>1</b>
<b>GM</b>	<b>7</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>
Chevrolet	4	1	1	1	1
GMC	2	1			1
Saturn	1		1		
<b>HONDA (Acura)</b>	<b>1</b>		<b>1</b>		
<b>ISUZU</b>	<b>1</b>		<b>1</b>		
<b>KIA</b>	<b>2</b>	<b>1</b>	<b>1</b>		
<b>MASERATI</b>	<b>2</b>	<b>1</b>	<b>1</b>		
<b>MERCEDES-BENZ</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	
<b>NISSAN</b>	<b>5</b>		<b>1</b>	<b>3</b>	<b>1</b>
<b>TOYOTA</b>	<b>1</b>				<b>1</b>
<b>VOLKSWAGEN</b>	<b>2</b>		<b>1</b>		<b>1</b>
<b>TOTALS</b>	<b>28</b>	<b>5</b>	<b>10*</b>	<b>7</b>	<b>6</b>

\*More than \$551,000 was recovered by consumers with SCAP's assistance.