

**STATE CERTIFIED ARBITRATION PROGRAM  
LEMON LAW COMPLAINTS VS. MARKET SHARE  
January - December 2009**

MANUFACTURER	COMPLAINTS RECEIVED		MARKET SHARE	
	#	%	#	%
<b>Chrysler</b> (includes Dodge, Chrysler, Jeep)	2	7	1,925	5.7
<b>Ford</b> (includes Lincoln, Mercury)	2	7	2,579	7.6
<b>GM</b> (includes Chevrolet, GMC, Buick, Pontiac, Saturn, Hummer, Saab)	7	25	2,227	6.6
<b>Honda</b>	1	3	5,229	15.5
<b>Isuzu</b>	1	3	21	0.1
<b>Kia</b>	2	7	548	1.6
<b>Maserati</b>	2	7	less than 1 percent	
<b>Mercedes-Benz</b>	3	11	811	2.4
<b>Nissan</b> (includes Infinity)	5	18	4,017	12.0
<b>Toyota</b> (includes Lexus)	1	3	10,455	31.1
<b>Volkswagen</b>	2	7	589	1.8
<b>TOTALS</b>	28			

Market share figures are for new retail cars and light trucks registered in Hawaii in 2009 as reported in the Hawaii Auto Outlook, Vol. 9, No. 1.