

**STATE CERTIFIED ARBITRATION PROGRAM
LEMON LAW COMPLAINT OUTCOMES BY MANUFACTURER
January - December 2010**

	TOTAL NO. COMPLAINTS	MFR.	REFUND/ REPLACE	SETTLED	WITHDRAWN/ ADMIN. CLOSED
BMW	1		1		
CHRYSLER	4	2		2	
Chrysler	1			1	
Dodge	2	1		1	
Jeep	1	1			
FORD	1				1
GM	2			2	
Hummer	1			1	
Saturn	1			1	
HONDA	1	1			
HYUNDAI	1			1	
KIA	1			1	
MAZDA	1			1	
NISSAN	2	1		1	
TOYOTA (LEXUS)	1				1
TOTALS	15	4	1	8	2

More than \$240,000 was recovered by consumers through arbitrations or settlements with SCAP's assistance.