

**STATE CERTIFIED ARBITRATION PROGRAM  
LEMON LAW COMPLAINT OUTCOMES BY MANUFACTURER  
January - December 2011**

	<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WITHDRAWN/ ADMIN.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>1</b>		<b>1</b>		
<b>GM (Chevrolet)</b>	<b>2</b>		<b>1</b>	<b>1</b>	
<b>NISSAN</b>	<b>1</b>			<b>1</b>	
<b>SMART</b>	<b>1</b>				<b>1</b>
<b>TOYOTA</b>	<b>1</b>	<b>1</b>			
<b>VOLKSWAGEN</b>	<b>1</b>			<b>1</b>	
<b>VOLVO</b>	<b>1</b>			<b>1</b>	
<b>TOTALS</b>	<b>8</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>1</b>

More than \$200,000 was recovered by consumers through arbitrations or settlements with SCAP's assistance.