

**STATE CERTIFIED ARBITRATION PROGRAM
LEMON LAW COMPLAINTS VS. MARKET SHARE
January - December 2011**

MANUFACTURER	COMPLAINTS RECEIVED		MARKET SHARE	
	#	%	#	%
Chrysler (includes Dodge and Jeep)	1	12.5	1,618	4.6
GM (includes Chevrolet, Buick, Cadillac, GMC)	2	25	2,251	6.4
Nissan	1	12.5	3,943	11.1
Smart	1	12.5	32	0.1
Toyota	1	12.5	8,982	25.3
Volkswagen	1	12.5	684	1.9
Volvo	1	12.5	234	0.7
TOTALS	8			

Market share figures are for new retail cars and light trucks registered in Hawaii in 2011 as reported in the Hawaii Auto Outlook, Vol. 11 No. 1.