

**STATE CERTIFIED ARBITRATION PROGRAM
LEMON LAW COMPLAINT OUTCOMES BY MANUFACTURER
January - December 2007**

	TOTAL NO. COMPLAINTS	MFR.	REFUND/ REPLACE	SETTLED	WITHDRAWN/DISMISSED
AUDI	1		1		
BMW	2			2	
CHRYSLER	8	4		3	1
Chrysler	2			2	
Dodge	5	3		1	1
Jeep	1	1			
FORD	12	2	9	1	
Ford	10	2	8		
Lincoln	2		1	1	
GM	12	2	6	4	
Chevrolet	9	1	5	3	
Cadillac	2	1	1		
Saturn	1			1	
HONDA	5		**3	2	
Honda	4		2	2	
Acura	1		**1		
HYUNDAI	3		1	2	
ISUZU	1			1	
JAGUAR	1		1		
KIA	1			1	
LAND ROVER	2			2	
MAZDA	1				1
MERCEDES-BENZ	2	1	1		
NISSAN	9		4	4	1
TOYOTA	5	1			4
VOLVO	1	1			
TOTALS	66	11	*26	22	7

*More than \$490,000 was recovered by consumers with SCAP's assistance.

**The Acura case was appealed by the manufacturer. Case was settled. Vehicle was not bought back.