

**STATE CERTIFIED ARBITRATION PROGRAM
LEMON LAW COMPLAINT OUTCOMES BY MANUFACTURER
January - December 2012**

	TOTAL NO. COMPLAINTS	MFR.	REFUND/ REPLACE	SETTLED	WITHDRAWN/ ADMIN. CLOSED
BMW	1		1		
FORD	1			1	
GM	3			3	
Saturn	1				1
Cadillac	2				2
HYUNDAI	2	1	1		
KAWASAKI (motorcycle)	1				1
KIA	2		1	1	
NISSAN	2			2	
TOTALS	12	1	3	7	1

More than \$229,000 was recovered by consumers through arbitrations or settlements with SCAP's assistance.