

**STATE CERTIFIED ARBITRATION PROGRAM
LEMON LAW COMPLAINTS VS. MARKET SHARE
January - December 2012**

| MANUFACTURER | COMPLAINTS RECEIVED | | MARKET SHARE | |
|------------------------|---------------------|-----|--------------|-------|
| | # | % | # | % |
| BMW | 1 | 9% | 1,231 | 2.7% |
| FORD | 1 | 9% | 3,384 | 7.5% |
| GM (Cadillac & Saturn) | 3 | 27% | 2,746 | 6.1% |
| HYUNDAI | 2 | 18% | 1,973 | 4.4% |
| KIA | 2 | 18% | 1,364 | 3.0% |
| NISSAN | 2 | 18% | 4,508 | 10.1% |
| KAWASAKI (MOTORCYCLE) | 1 | | | |
| TOTALS | 12 | | | |

Market share figures are for new retail cars and light trucks registered in Hawaii in 2012 as reported in the Hawaii Auto Outlook, Vol. 12 No. 1.

