

**STATE CERTIFIED ARBITRATION PROGRAM
LEMON LAW SETTLEMENTS VS. ARBITRATIONS
January to December 2012**

| | NUMBER OF CASES | % OF CASES |
|------------------------------------|----------------------------|-----------------------|
| SETTLEMENTS | 7 | 58% |
| ARBITRATIONS | 4 | 33% |
| Decisions for Consumers | 3 | |
| Decisions for Manufacturers | 1 | |
| WITHDRAWN | 1 | 8% |
| TOTAL | 12 | |