

**STATE CERTIFIED ARBITRATION PROGRAM**  
**LEMON LAW COMPLAINT OUTCOMES BY MANUFACTURER**  
**January - December 2021**

	<b>TOTAL NO. COMPLAINTS</b>	<b>MFR.</b>	<b>REFUND/ REPLACE</b>	<b>SETTLED</b>	<b>WITHDRAWN/ ADMIN. CLOSED</b>
<b>CHRYSLER</b>	<b>3</b>		<b>1 (JEEP) 2 (DODGE)</b>		
<b>FORD</b>	<b>2</b>	<b>1</b>		<b>1</b>	
<b>GM</b>	<b>3</b>		<b>1 (CHEVROLET) 2 (GMC)</b>		
<b>HONDA</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1 (ACURA)</b>
<b>KIA</b>	<b>1</b>		<b>1</b>		
<b>LAND ROVER</b>	<b>1</b>	<b>1</b>			
<b>NISSAN</b>	<b>2</b>		<b>1</b>	<b>1</b>	
<b>TOTALS</b>	<b>17</b>	<b>3</b>	<b>9</b>	<b>4</b>	<b>1</b>

Over \$500,000 was recovered by consumers through arbitrations or settlements with SCAP's assistance.

**STATE CERTIFIED ARBITRATION PROGRAM  
LEMON LAW SETTLEMENTS VS. ARBITRATIONS  
January - December 2021**

	NUMBER OF CASES	PERCENTAGE OF CASES
<b>SETTLEMENTS</b>	4	23.5%
<b>ARBITRATIONS</b>	12	70.6%
Decisions for Consumers	9	
Decisions for Manufacturers	3	
<b>WITHDRAWN</b>	1	5.9%
<b>TOTAL</b>	<b>17</b>	