Texas Lemon Law



2008 Annual Report



Greetings:

Since the inception of the Texas Lemon Law in 1983, it has continued to help consumers who buy or lease new motor vehicles with defects and who have repeated problems getting those vehicles properly repaired. From 1988 to 2008 there have been 13,370 complaints filed. It is estimated that since 1993 the Lemon Law has generated over \$101.6 million in relief to Texas consumers.

The 2008 report, which is the seventeenth annual report published on the Lemon Law, includes information on the program results, geographic distribution of complaints filed, defects reported, complaints filed and closed, complaint processing times, settlements, and vehicles ordered repurchased or replaced.

Legislation enacted last session requires that complaints filed after September 1, 2007, be heard by an Administrative Law Judge from the State Office of Administrative Hearings instead of by one from the Motor Vehicle Division. As a result of the transfer, the more formal State Office of Administrative Hearings rules of procedure now apply to Lemon Law hearings.

In the last quarter of 2008, motor vehicle sales started a sharp nosedive, along with the rest of the economy. As a result, several dealers, manufacturers and parts suppliers have filed bankruptcy or have gone out of business. The immediate impact of the recession was felt more severely by the recreational vehicle industry. In some cases, dealers have left consumers without titles to their vehicles, trade-ins paid off, deposits returned, or motor vehicle sales taxes paid. In addition, manufacturers have left vehicle owners without warranty protection on their new vehicles. A bankruptcy filing by a manufacturer usually stops the division from processing Lemon Law complaints unless the automatic stay that is part of the Bankruptcy Code protection is lifted by the court. If the assets of a bankrupt company are sold, the sale may not include the company's liabilities in which case consumers will not be able to receive relief.

The customer satisfaction survey results, which are included in the report again this year, continue to indicate that the vast majority of Texas citizens who have used the Lemon Law consider it to be an effective remedy in resolving a complaint involving a problem vehicle.

Feel free to contact the Motor Vehicle Division staff to suggest improvements in the program.

Sincerely,

Brett Bray Director

Motor Vehicle Division

TEXAS DEPARTMENT OF TRANSPORTATION MOTOR VEHICLE DIVISION CONSUMER AFFAIRS SECTION

Post Office Box 2293 Austin, Texas 78768-2293

Brett Bray

Division Director

2008 STAFF MEMBERS

L. David Brunke

Director - Consumer Affairs

W. Kenneth Herring

Administrative Law Judge

Robert Shrawder John DuFour Bob Swarts

Case Advisors/Automotive Experts

Anne Lehnick

Support Staff Supervisor

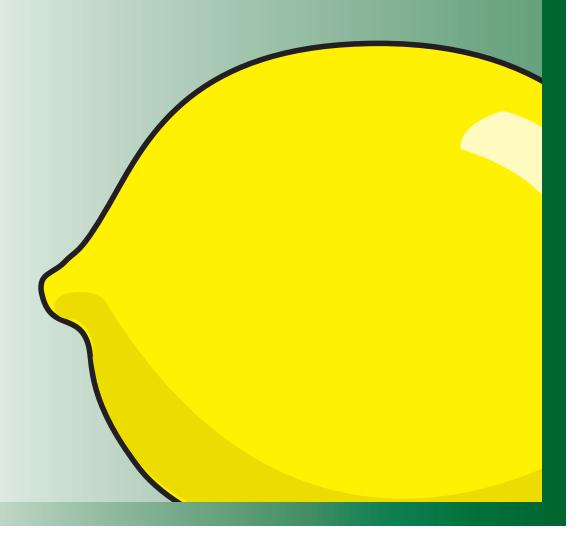
Stephanie Rogers Cindy Sedillo John Castillo

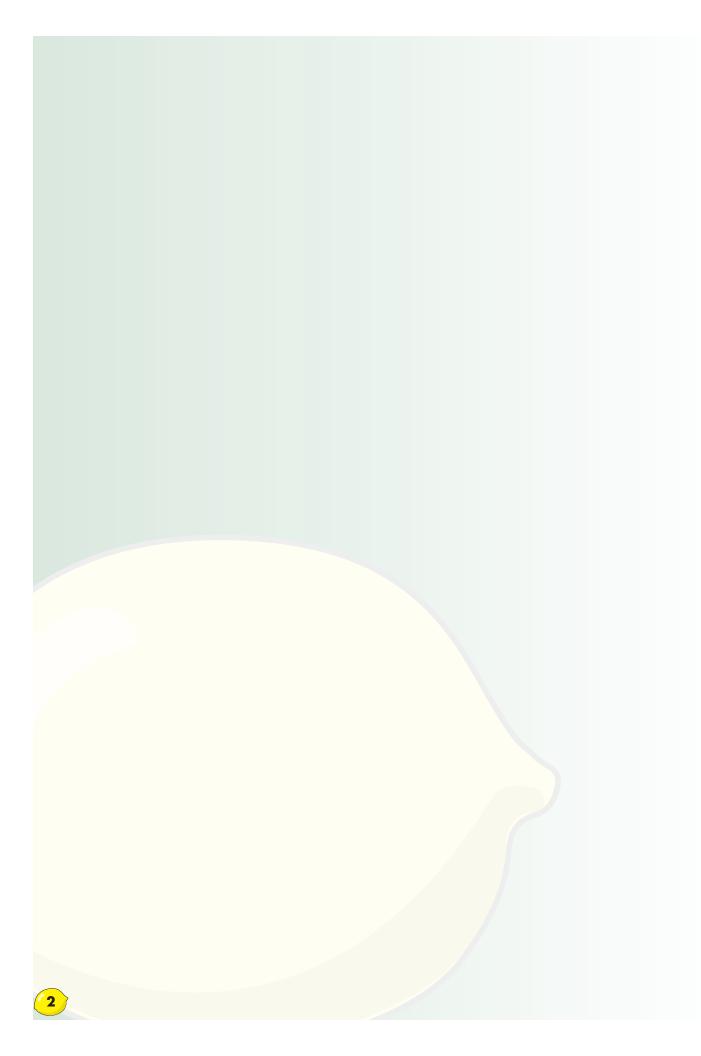
Support Staff

Table of Contents

<u>Section</u> P	<u>age</u>
Vehicles Covered	1-4
Introduction to the Program Results for CY 2008	
Chart B - Geographic Distribution of Complaints Filed by Hearing Region	8-9
Complaint Process1	1-20
Chart D - Complaint Process Chart E - Mediation Inspections Chart F - Average Number of Days to Process Complaints	14
Complaints Filed2	21-36
Chart G1 - Complaints By Make and Model (Passenger Cars & Trucks)	.24-29
Chart G2 - Complaints By Make and Model (Motor Homes) Chart G3 - Complaints By Make and Model (Towable Recreational Vehicles)	32
Chart G4 - Complaints By Make and Model (All Terrain Vehicles and Motorcycles) Chart H - Predominate Defects Reported For The Top Ten Vehicle Models By Make and Models	
Complaints Closed3	37-46
Chart I - Complaint Resolution	39
Chart J - Settlements By Manufacturer	
Chart L - Vehicles Ordered Repurchased or Replaced - By Make and Model	
Chart M - Manufacturer Reacquired Vehicles	44
Chart N - Overall Lemon Law Program Rating	45
Conclusion	47
Acknowledgments	51

VEHICLES COVERED





VEHICLES COVERED



PASSENGER CARS









LIGHT TRUCKS
INCLUDES MINI-VANS AND
SPORT UTILITY VEHICLES





MOTOR HOMES (MH)



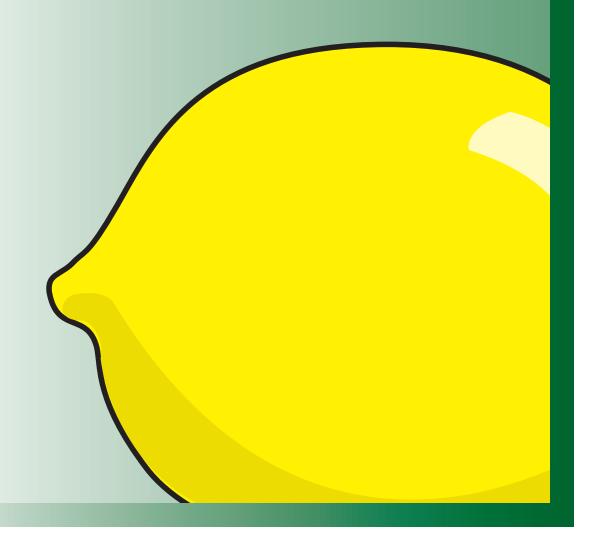
MEDIUM TRUCKS (MT)



HEAVY TRUCKS (HT)



INTRODUCTION TO THE PROGRAM RESULTS FOR CY 2008





INTRODUCTION TO THE PROGRAM RESULTS FOR CY 2008

The report includes text and charts to illustrate the resolution of 629 complaints during 2008. Of the complaints processed in Calendar Year 2008 (CY '08), 307 were carried over from the end of CY '07 and 670 were complaints that were received in CY '08. Chart A shows an overview of the program results for CY '08 along with the previous two years' results for comparison.

Most complaints involve passenger cars and light trucks; however, complaints were received on all terrain vehicles, medium trucks, heavy trucks, motorcycles, motor homes and towable recreational vehicles. Prices of the vehicles complained against ranged from a few thousand dollars to over four hundred thousand dollars for a luxury motor home.

CHART A SUMMARY OF PROGRAM RESULTS

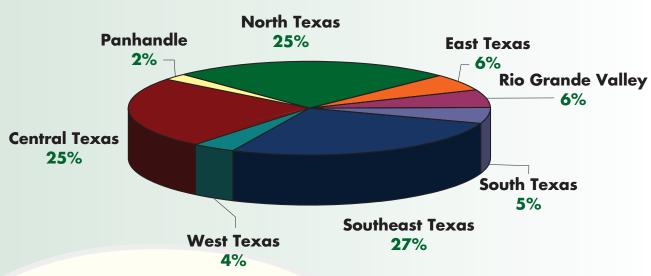
	CY '06	CY '07	CY '08
Complaints Filed	591	669	670
Complaints Closed	621	630	629
Inspections Held	39	25	62
Prehearing Settlements	270	261	284
Repurchase/Replacement Orders	32	16	36

Tarrant Throckmorton

Wichita Wilbarger Wise Young

Chart B shows the geographic distribution of complaints filed by hearing region. The hearings are held primarily at State Office of Administrative Hearings field offices as well as at some Texas Department of Transportation offices. The following pages show a breakdown of the counties within the hearing region.

CHART B GEOGRAPHIC DISTRIBUTION OF COMPLAINTS FILED BY HEARING REGION



PANHANDLE

Armstrong Bailey Briscoe Carson Castro Childress Cochran Collingsworth Cottle Crosby	Dallam Dawson Deaf Smith Dickens Donley Floyd Foard Gaines Garza Gray	Hale Hall Hansford Hardeman Hartley Hemphill Hockley Hutchinson King Knox	Lamb Lipscomb Lubbock Lynn Moore Motley Ochiltree Oldham Parmer Potter	Randall Roberts Sherman Swisher Terry Wheeler Yoakum
--	---	---	--	--

NORTH TEXAS

Archer	Delta	Hill	McLennar
Baylor	Denton	Hood	Montague
Beĺl	Ellis	Hopkins	Navarro
Bosque	Erath	Hunt	Palo Pinto
Clay	Falls	Jack	Parker
Collin	Fannin	Johnson	Rains
Cooke	Franklin	Kaufman	Red River
Coryell	Grayson	Lamar	Rockwall
Dallas	Hamilton	Limestone	Somervell

EAST TEXAS

Cherokee

Van Zandt Anderson Gregg Nacogdoches San Jacinto Angelina Harrison Panola Wood Shelby Bowie Henderson Polk Smith Rusk Camp Titus Houston Sabine Cass Marion **Trinity**

San Augustine

Upshur

RIO GRANDE VALLEY

Morris

Brooks Hidalgo Kenedy Willacy Cameron Jim Hogg Starr Zapata

SOUTH TEXAS

Val Verde Aransas Dimmit Jim Wells Live Oak Austin Duval Karnes Matagorda Victoria Webb Bee **Fayette** Kinney Maverick Wharton Calhoun Goliad Kleberg Nueces La Salle Colorado Gonzales Refugio Zavala DeWitt lackson Lavaca San Patricio

SOUTHEAST TEXAS

Brazoria Galveston Jasper Montgomery Tyler
Chambers Hardin Jefferson Newton Waller
Fort Bend Harris Liberty Orange

WEST TEXAS

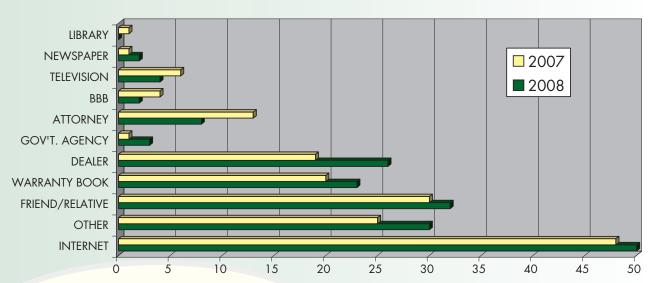
Ward Andrews Ector Loving Presidio El Paso Martin Reeves Winkler **Brewster** Crane Hudspeth Midland Terrell Culberson Jeff Davis Pecos Upton

CENTRAL TEXAS

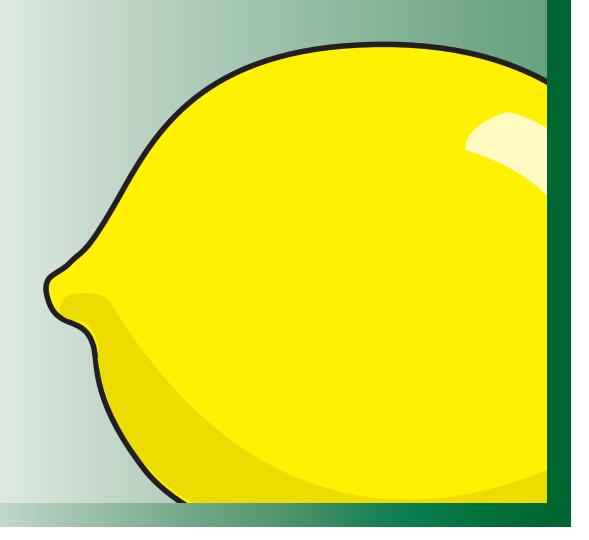
Atascosa Comal Hays Madison Scurry Comanche Howard Shackelford Bandera Mason Concho Medina Stephens Bastrop Irion Crockett Jones Bexar Menard Sterling Kendall Blanco Eastland Milam Stonewall Borden Edwards Kent Mills Sutton Brazos Fisher Kerr Mitchell **Taylor** Tom Green Kimble Nolan Brown Freestone Burleson Reagan **Travis** Frio Lampasas Burnet Gillespie Lee Real Uvalde Caldwell Glasscock Robertson Walker Leon Callahan Grimes Llano Runnels Washington McCulloch San Saba Williamson Coke Guadalupe Coleman Haskell McMullen Schleicher Wilson

Chart C lists the different ways consumers hear about the Lemon Law. For CY '08, survey results show that consumers continue to hear about the program primarily from the Internet. Out of 533 surveys mailed to consumers in CY '08, 34 percent (182) of them were returned, compared to 30 percent (170) in CY '07.

CHART C HOW CONSUMERS HEAR ABOUT THE LEMON LAW



COMPLAINT PROCESS





COMPLAINT PROCESS

PROVISIONS OF THE TEXAS LEMON LAW

According to Chapter 2301 of the Occupations Code:

Subchapter M provides **new** motor vehicle owners, lessors, or lessees, or their resident transferee or assignee, who purchase or lease their vehicles from licensees of the Motor Vehicle Division, a forum to air complaints about vehicles that they have been unable to have repaired under warranty. Depending on the circumstances, a consumer can seek repurchase or replacement of the vehicle by the manufacturer, converter or distributor under the Lemon Law. A \$35.00 filing fee is required.

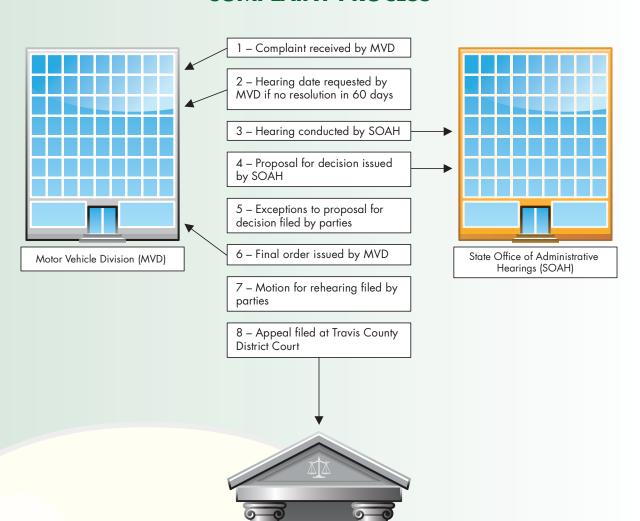
Section 2301.204 provides repair relief to motor vehicle owners whose vehicles do not qualify for repurchase or replacement according to Subchapter M.

For buyers of **used** vehicles or new vehicles purchased or leased from non-licensees of the Motor Vehicle Division, available relief is limited to repairs only under Section 2301.204.

ENFORCEMENT OF THE TEXAS LEMON LAW

The Motor Vehicle Division of the Texas Department of Transportation, specifically the Consumer Affairs Section, is responsible for enforcement of the Texas Lemon Law. Chart D describes the complaint process which may vary depending on the case. A resolution of the complaint may be reached at any time during the process.

CHART D COMPLAINT PROCESS



RESPONSIBILITIES OF THE CASE ADVISORS

Before a hearing is scheduled: When a complaint is received, it is evaluated by a Case Advisor to determine whether the consumer is eligible for relief. After determining that a complaint meets the jurisdictional requirements of either Subchapter M or Section 2301.204, the Case Advisor serves as a liaison between the consumer and representatives of the manufacturer and dealer. Often, their assistance results in resolution of complaints soon after filing.

After a hearing is scheduled: The Case Advisor contacts consumers prior to a hearing being conducted by an Administrative Law Judge from the State Office of Administrative Hearings to review the hearing procedures and to answer any questions that may arise. The Case Advisor furnishes information concerning the proof requirements of the Lemon Law described in the consumer handbook.

VEHICLE INSPECTION PROGRAM

The vehicle inspections are conducted by inspectors from the Texas Department of Transportation in an effort to resolve complaints earlier in the process without the need for a hearing. Generally, inspections are performed at authorized dealerships near the consumer so that diagnostic equipment is readily available. The inspector analyzes the facts based on the inspection of the vehicle and the evidence that the consumer could prove, should a hearing be required. Very often, the parties (consumer, consumer's representatives and manufacturers' representatives) reach an agreement during the inspections to resolve the complaint. In CY '08, 62 inspections were conducted throughout the state. Of these complaints, 35 (56 percent) were resolved. Chart E shows the results.

CHART E VEHICLE INSPECTIONS

VEHICLE MAKE	INSPECTED	RESOLVED
Alfa Leisure	1	0
Cadillac	1	0
Chevrolet	6	1
Chrysler	8	6
Dodge	23	19
Ford	1	0
Forest River	1	0
Gulf Stream	1	0
Honda	1	1
Hyundai	1	0
Infiniti	1	1
Jeep	4	3
Kawasaki	1	0
Kia	1	0
Mercedes-Benz	1	0
Nissan	6	3
Pontiac	2	0
Volkswagen	2	1
TOTALS	62	35

HEARINGS

Administrative Law Judges from the State Office of Administrative Hearings conduct hearings throughout the state in locations as convenient for consumers as possible.

WHAT TO EXPECT AT A HEARING

The parties and their witnesses appear and present their evidence, under oath, and in accordance with the Administrative Procedure Act. Consistent with the Administrative Procedure Act, the rules of evidence as applied in a non-jury civil case in district court govern contested case hearings conducted by the State Office of Administrative Hearings, except that evidence inadmissible under those rules may be admitted if it meets the standard set out in APA §2001.081.

Consumers bring the vehicle to the hearing for an inspection and test drive.

WHAT TO EXPECT FOLLOWING A HEARING

The State Office of Administrative Hearings' Administrative Law Judge considers all of the evidence received at a hearing and issues a written proposal for decision at a later date. The parties have a chance to inform the Administrative Law Judge and the Motor Vehicle Division of any errors in the proposal for decision by filing exceptions. The Administrative Law Judge can elect to amend the proposal for decision based on the exceptions or leave it unchanged. The proposal for decision and exceptions are submitted for the consideration of the Motor Vehicle Division Director who issues an order based on the recommendation of the Administrative Law Judge. Generally, orders require one of the following:

- Repurchase or replacement of the vehicle by the manufacturer with a reasonable allowance for the consumer's use of the vehicle deducted,
- Repair of the vehicle under the manufacturer's warranty, or
- Dismissal of the complaint if it is not proven.

WHEN THE DECISION IS FINALIZED

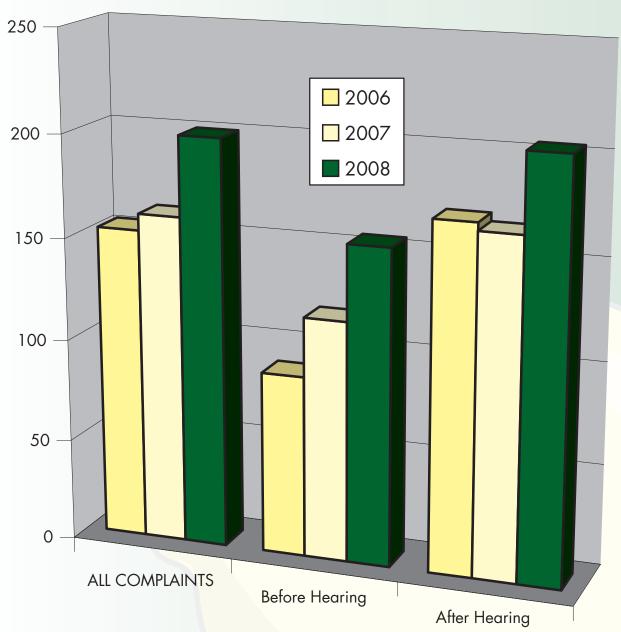
The Motor Vehicle Division Director's final order is sent to the parties by certified mail.

Any party who disagrees with the decision may file a motion for rehearing (a request for reconsideration of the decision) with the Motor Vehicle Division. In CY '08, 31 motions for rehearing were filed with the Motor Vehicle Division. A motion for rehearing can result in an affirmation or minor modification of the original decision and order to the granting of a complete new hearing.

After a final ruling on a motion for rehearing, any party who disagrees with the Motor Vehicle Division's final action may file an appeal in state district court under the substantial evidence rule. During CY '06 and CY '07, no Lemon Law cases were appealed. In CY '08, five Lemon Law cases were appealed.

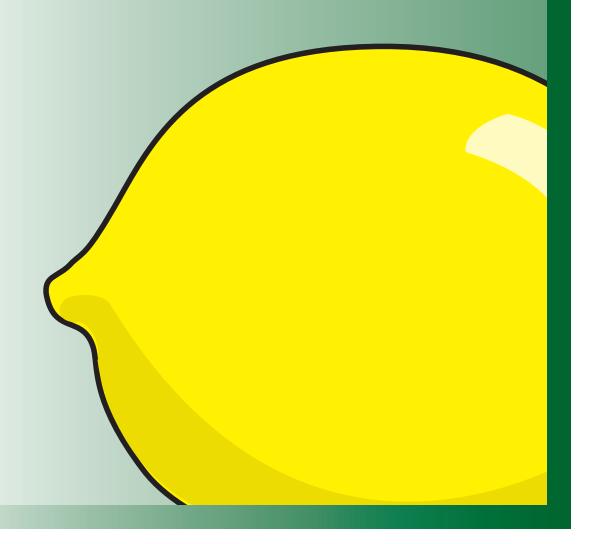
Chart F shows the average processing times for the complaints closed for CY '06 through CY '08. You will note that the number of days vary depending on what stage in the process the complaints are closed. You will also note the average processing times have increased somewhat. The increase is primarily the result of the transfer of the hearings function to the State Office of Administrative Hearings.

CHART F
AVERAGE NUMBER OF DAYS TO
PROCESS COMPLAINTS





COMPLAINTS FILED



COMPLAINTS FILED

Chart G1 shows how many passenger car and truck complaints were filed by model (listed alphabetically by make) for CY '06 through CY '08. Charts G2, G3 and G4 contain the same information for motor homes, TRVs and motorcycles/all terrain vehicles.

Although the number of complaints filed in CY '08 was about the same as CY '07, some passenger car and truck makes experienced declines in the number of complaints filed on their products such as BMW, Chevrolet, Honda, Hyundai, Jeep, Mazda, Nissan, Pontiac, Suzuki, Toyota and Volkswagen. On the other hand, there were a few passenger car and truck makes that experienced increases such as Cadillac, Dodge, Kia and Saturn.

As a consumer typically owns or leases a vehicle at least one year prior to filing a complaint, the decline in CY '08 new motor vehicle sales, which is generally recognized to have begun in December 2007, did not significantly impact the number of complaints filed.

CHART G1 (PASSENGER CARS & TRUCKS) COMPLAINTS BY MAKE AND MODEL

MAKE	MODEL	CY '06	CY '07	CY '08	CY' 08 COMPLAINT SHARE
Acura	TL	1	2	1	0.15%
Aston Martin	Vanquish	0	1	C	0.00%
	A3	0	1	2	0.30%
	A4	0	1	0	0.00%
	A8	1	0	0	0.00%
	Q7	0	1	0	0.00%
Audi Total		1	3	2	
Bentley	Continental	0	0	1	0.15%
	300 Class	6	6	2	0.30%
	500 Class	1	0	2	0.30%
	600 Class	0	1	1	0.15%
	700 Class	3	1	0	0.00%
	M3	2	0	1	0.15%
	M5	0	2	0	0.00%
	X3	0	2	0	0.00%
DAMM T. L.I	X5	0	2	0	0.00%
BMW Total	FI	12	14	1	
	Enclave	0	0	1	0.15%
	Lacrosse	2	2	0	0.00%
	Lucerne	0	1	1	0.15%
	Rendezvous	0	2	1	0.15% 0.45%
Buick Total	Terraza	1	0	3	
BUICK TOTAL	CTS	1	5	6	0.90%
	Deville	· ·	5	6	0.90%
	Eldorado	3	0	· ·	0.13%
	Escalade	3	3	6	0.90%
	SRX	3	0	1	0.90%
	STS	1	1	2	0.13%
	XLR	0	2	1	0.30%
Cadillac Total	ALK	12	13	17	
Champion	Defender (MT)	0	13	17	
Champion	Astro Van	1	0	0	0.00%
	Avalanche	3	2	7	1.04%
	Aveo	2	1	2	0.30%
	Cavalier	1	0	0	0.00%
	Colbalt	4	1	3	0.45%
	Colorado	2	7	0	0.00%
	Corvette	1	9	3	0.45%
	Equinox	3	6	2	0.30%
	Express	0	1	0	0.00%
	HHR	0	4	5	0.75%
	Impala	1	0	4	0.60%
	Kodiak	3	7	0	0.00%
	Malibu	6	8	6	0.90%
	Monte Carlo	0	1	0	0.00%
	Silverado	14	24	19	2.84%
	SSR	1	1	0	0.00%
	Suburban	4	7	7	1.04%
	Tahoe	6	8	12	1.79%
	Trailblazer	5	3	3	0.45%
	Uplander	2	3	2	0.30%
	Venture	1	0	0	0.00%
Chevrolet Total		60	93	75	

MAKE	MODEL	CY '06	CY '07	CY '08	CY' 08 COMPLAINT SHARE
	300	16	8	8	1.19%
	Apsen	0	2	4	0.60%
	Crossfire	0	1	1	0.15%
	Pacifica	4	5	6	0.90%
	PT Cruiser	5	1	4	0.60%
	Sebring	2	2	4	0.60%
	Town & Country	5	6	2	0.30%
Chrysler Total	Town & Cooming	32	25	29	4.33%
,	Avenger	0	0	2	0.30%
	Caliber	0	3	1	0.15%
	Charger	1	0	6	0.90%
	Dakota Pickup	9	6	7	1.04%
	Durango	9	5	4	0.60%
	Grand Caravan	4	6	8	1.19%
	Intrepid	1	2	0	0.00%
	Magnum	6	1	1	0.15%
	Neon	1	2	1	0.15%
	Nitro	1	2	5	0.75%
	Ram*	40	45	128	19.10%
	Ram Van	0	0	1	0.15%
	Sprinter	3	1	1	0.15%
	Stratus	4	0	1	0.15%
Dodge Total		79	73	166	24.78%
	Contour	0	1	0	0.00%
	Econoline	2	1	0	0.00%
	Escape	0	4	1	0.15%
	Excursion	1	0	0	0.00%
	Expedition	11	6	5	0.75%
	Explorer	3	6	5	0.75%
	F Series	49	34	26	3.88%
	F450 Pickup (MT)	2	2	10	1.49%
	F550 Pickup (MT)	0	2	3	0.45%
	F650 Pickup (MT)	0	1	2	0.30%
	F750 Superduty (MT)	1	0	0	0.00%
	Five Hundred	0	1	2	0.30%
	Focus	2	1	2	0.30%
	Freestar	2	0	0	0.00%
	Freestyle	0	1	0	0.00%
	Fusion	0	2	0	0.00%
	LCF	0	0	2	0.30%
	Mustang	5	4	2	0.30%
	Ranger	0	0	1	0.15%
	Taurus	3	3	1	0.15%
	Thunderbird	1	0	0	0.00%
	Windstar	0	0	1	0.15%
Ford Total	0 0 0	82	69	63	9.40%
	Centrury Class (MT)	1	0	0	0.00%
	Columbia (HT)	0	0	1	0.15%
Englishating a Takal	M2 (MT)	1	0	0	0.00%
Freightliner Total	A li	2	0	4	0.15%
	Acadia	0	0	4	0.60%
	Canyon	0	1	0	0.00%
	Duramax	0	0	1	0.15%
	Envoy	4	3	1	0.15%
	Envoy Denali	0	0	1	0.15%
	Sierra	4	7	7	1.04%

^{*} On the Dodge Ram model, 101 complaints were filed. Most of the vehicles were equipped with the 6.7-liter Cummins diesel engine which was designed to meet 2010 federal emissions requirements. However, the diesel engines in early production Dodge Rams apparently did not burn trapped particulate matter sufficiently through a regeneration process, which frequently resulted in damage to emission components.

Accord 3 3 1 0.15%	MAKE	MODEL	CY '06	CY '07	CY '08	CY' 08 COMPLAINT SHARE
Nukon 6 5 5 0.75%		TC5C042 (MT)	3	0	0	0.00%
Yukon Dendi		Topkick	0	0	1	0.15%
Accord 3		Yukon	6	5	5	0.75%
Accord		Yukon Denali	0	0	1	0.15%
Civic Hybrid	GMC Total		17	16	21	3.13%
Civic Hybrid 2		Accord	3	3	1	0.15%
CRY		Civic	3	3	1	0.15%
Element		Civic Hybrid	2	1	0	
Fil			2	2	1	0.15%
Odyssey		Element	1	1	0	0.00%
Pilot			0	1	0	
Prelude Prel		Odyssey		4	4	
Ridgeline		Pilot	2	2	0	0.00%
Honda Total Hummer		Prelude	0	1	0	0.00%
Hummer		Ridgeline	0	1	0	0.00%
Accent	Honda Total		17	19	7	1.04%
Azera	Hummer	H3	1	1	2	0.30%
Elantra		Accent	0	3	1	
Entourage 0		Azera	0	1	1	0.15%
Sante Fe		Elantra	0	2	0	0.00%
Sonata		Entourage	0	1	0	0.00%
Tiburon 1		Sante Fe	1	3	1	0.15%
Tucson 0		Sonata	1	3	0	0.00%
Veracruz 0		Tiburon	1	0	0	0.00%
Hyundai Total		Tucson	0	0	1	0.15%
Hyundai Total FX35		Veracruz	0	0	1	0.15%
FX35		XG350	1	3	0	0.00%
G35	Hyundai Total		4	16	5	0.75%
M35		FX35	0	0	1	0.15%
M45		G35	1	2	0	0.00%
Infiniti Total		M35	1	0	0	0.00%
Infiniti Total Workstar O O O C O O O O O O		M45	1	1	1	0.15%
Northernational Workstar O O O O O O O O O		QX56	3	0	0	0.00%
Northernational Northernational Axiom 3	Infiniti Total		6	3	2	0.30%
i-290	International	Workstar	0			0.30%
i-290		Axiom	3	0	0	0.00%
Rodeo 2		i-290	0	1	1	
Trooper 1		Rodeo	2	0	0	
S-Type		Trooper	1	0	0	
S-Type	Isuzu Total		6	1	1	0.15%
X-Type		S-Type	1			
XJ-Type			0			
Commander 2 9 9 1.34%						
Commander 2 9 9 1.34%	Jaguar Total		1		1	0.15%
Grand Cherokee		Commander	2		9	
Liberty 5 13 7 1.04% Patriot 0 0 1 0.15% Wrangler 7 11 5 0.75% Jeep Total T300 (MT) 0 1 2 0.30% T660 (HT) 0 0 1 0.15% W900 (HT) 1 1 1 0.15%						
Patriot 0 0 1 0.15% Wrangler 7 11 5 0.75% Jeep Total T300 (MT) 0 1 2 0.30% T660 (HT) 0 0 1 0.15% W900 (HT) 1 1 1 0.15%						
Wrangler 7 11 5 0.75% Jeep Total 25 45 27 4.03 T300 (MT) 0 1 2 0.30% T660 (HT) 0 0 1 0.15% W900 (HT) 1 1 1 0.15%						
Jeep Total 25 45 27 4.03 T300 (MT) 0 1 2 0.30% T660 (HT) 0 0 1 0.15% W900 (HT) 1 1 1 0.15%						
T300 (MT) 0 1 2 0.30% T660 (HT) 0 0 1 0.15% W900 (HT) 1 1 1 0.15%	Jeep Total					4.03%
T660 (HT) 0 0 1 0.15% W900 (HT) 1 1 1 0.15%		T300 (MT)				
W900 (HT) 1 1 0.15%						
	Kenworth Total	11700 (111)	1	2	4	0.60%

MAKE	MODEL	CY '06	CY '07	7	CY '0	8	CY' 08 CON SHAI	
	Amanti	0	1		1		0.15%	
	Optima	3	1		1		0.15%	
	Rio	1	4		1		0.15%	
	Rondo	0	1		0		0.00%	
	Sedona	3	1		4		0.60%	
	Sorento	1	1		3		0.45%	
	Spectra	0	0		3		0.45%	
	Sportage	2	0		2		0.30%	
Kia Total		10		9		15		2.24%
	Freelander	1	0		0		0.00%	
	LR3	1	1		2		0.30%	
	Range Rover	3	2		0		0.00%	
Land Rover Total		5		3		2		0.30%
	ES	1	0		0		0.00%	
	GS	0	0		2		0.30%	
	IS Series	1	2		2		0.30%	
	LX470	0	1		0		0.00%	
	RX Hybrid	1	0		0		0.00%	
Lexus Total	, , ,	3		3		4		0.60%
	Aviator	4	0		0	-	0.00%	
	LS	1	0		2		0.30%	
	Mark LT	1	2		0		0.00%	
	Navigator	6	2		3		0.45%	
	Town Car	0	1		1		0.15%	
	Zephyr	1	0		0		0.00%	
Lincoln Total	2001/1	13	,	5		6	0.00%	0.90%
	CXN613 (HT)	0	1		0		0.00%	
	Granite (HT)	0	0		6		0.90%	
Mack Total	CXN613 (HT)	0		1		6		0.90%
	3	4	0		0		0.00%	
	6	1	2		3		0.45%	
	CX-7	0	3		2		0.30%	
	MPV Van	1	0		0		0.00%	
	RX-8	9	11		1		0.15%	
	Tribute	2	4		1		0.15%	
Mazda Total	1110010	17		20		7	0.1070	1.04%
	C-Class	3	3	20	5		0.75%	1.0470
	CLK-Class	5	1		0		0.00%	
	CLS-Class	1	0		0		0.00%	
	E-Class	3	2		0		0.00%	
	G55	0	1	\dashv	0		0.00%	
	GL-Class	0	0	\dashv	2		0.30%	
	ML320	0	1		0		0.00%	
	S-Class	4	2	\dashv	2		0.30%	
	SLK-Class	2	0	-	0		0.00%	
Mercedes-Benz Total	JLIV-CIU33	18	U	10	U	9	0.00%	1.34%
Mercedes-Bellz Total	Grand Marquis	2	1	10	0	7	0.00%	1.34/0
		0	1		0		0.00%	
	Monterey Mountaineer	0	0		1		0.00%	
				\dashv				
Mercury Total	Sable	1 3	0	2	0	1	0.00%	0.15%
		3		1		1		0 15%
Mini	Cooper	2		2		2		0.30%

MAKE	MODEL	CY '06	CY '07	CY '08	CY' 08 COMPLAII SHARE
	Endeavor	1	1	0	0.00%
	Galant	1	0	1	0.15%
	Outlander	0	1	0	0.00%
	Raider	0	1	0	0.00%
Mitsubishi Total		2	3	1	0.15
Navistar	9900I (HT)	1	0	0	
	350Z	1	5	0	0.00%
	Altima	7	8	6	0.90%
	Armada	6	2	2	0.30%
	Frontier	0	4	1	0.15%
	Maxima	2	4	1	0.15%
	Murano	2	3	5	0.75%
	Pathfinder	1	3	3	0.45%
	Quest	3	2	1	0.15%
	Rogue	1	2	2	0.30%
	Sentra	1	2	3	0.45%
	Titan	1	3	4	0.43%
	Versa	-	2		0.00%
		0		0	
Alianos Tar I	Xterra	1	5	0	0.00%
Nissan Total	41	26	45	28	
	Alero	0	0	1	0.15%
	Eighty-Eight	1	0	0	0.00%
Oldsmobile Total		1	0	1	*****
Peterbuilt	335	0	0	1	0.15
	Aztek	1	0	0	0.00%
	G5	0	1	0	0.00%
	G6	3	4	0	0.00%
	Grand Am	1	0	0	0.00%
	Grand Prix	2	1	0	0.00%
	GTO	1	0	0	0.00%
	Montana	1	1	0	0.00%
	Solstice	1	1	3	0.45%
	Sunfire	1	1	0	0.00%
	Torrent	0	0	2	0.30%
Pontiac Total	Torrein	11	9	5	
Porsche Porsche	Boxster	1	0		
rorscne	9-2X	0			0.15%
	9-2X 9-3	2	0 2	1	0.15%
	9-7X	0	0	1	0.15%
Samb Total	9-7X 9-3				
Saab Total		2			
	Aura	0	3	2	0.30%
	ION	6	1 3	1	0.15%
					0 1001
	Outlook	0	0	4	0.60%
	Outlook Relay	0 3	0	2	0.30%
	Outlook Relay Sky	0 3 0	0 0 0	2 2	0.30% 0.30%
	Outlook Relay	0 3 0 2	0 0 0 4	2 2 2	0.30% 0.30% 0.30%
Saturn Total	Outlook Relay Sky VUE	0 3 0	0 0 0 4	2 2 2	0.30% 0.30% 0.30%
Saturn Total	Outlook Relay Sky VUE	0 3 0 2	0 0 0 4 7	2 2 2 2	0.30% 0.30% 0.30% 1.94 0.15%
	Outlook Relay Sky VUE	0 3 0 2	0 0 0 4	2 2 2 2	0.30% 0.30% 0.30%
	Outlook Relay Sky VUE	0 3 0 2	0 0 0 4 7	2 2 2 2	0.30% 0.30% 0.30% 1.94 0.15%
	Outlook Relay Sky VUE	0 3 0 2 11	0 0 0 4 7 1 1	2 2 2 2	0.30% 0.30% 0.30% 1.94 0.15% 0.00%
	Outlook Relay Sky VUE Impreza Outback Aerio	0 3 0 2 11 1 0	0 0 0 4 7	2 2 2 13 1 0	0.30% 0.30% 0.30% 1.94 0.15% 0.00%
	Outlook Relay Sky VUE Impreza Outback Aerio Forenza	0 3 0 2 11 1 0	0 0 0 4 7 1 1 2 0	2 2 2 13 1 0 0	0.30% 0.30% 0.30% 1.94 0.15% 0.00% 0.00% 0.30%
	Outlook Relay Sky VUE Impreza Outback Aerio Forenza Grand Vitara	0 3 0 2 11 1 0	0 0 0 4 7 1 1 2 0	2 2 2 13 1 0 0 2	0.30% 0.30% 0.30% 1.94 0.15% 0.00% 0.00% 0.30% 0.00%
	Outlook Relay Sky VUE Impreza Outback Aerio Forenza Grand Vitara Reno	0 3 0 2 11 1 0 2 4 0	0 0 0 4 7 1 1 2 0 1 1	2 2 2 13 1 0 0 2 0	0.30% 0.30% 0.30% 1.94 0.15% 0.00% 0.00% 0.00% 0.00% 0.00%
Saturn Total Subaru Total	Outlook Relay Sky VUE Impreza Outback Aerio Forenza Grand Vitara	0 3 0 2 11 1 0	0 0 0 4 7 1 1 2 0	2 2 2 13 1 0 0 2	0.30% 0.30% 0.30% 1.94 0.15% 0.00% 0.00% 0.30% 0.00%

MAKE	MODEL	CY '06	CY '07	CY '08	CY' 08 COMPLAINT SHARE
Thor	Eldorado (HT)	0	1	0	0.00%
	4Runner	1	1	1	0.15%
	Avalon	0	1	2	0.30%
	Camry	3	8	2	0.30%
	Corolla	3	0	0	0.00%
	Highlander	0	1	0	0.00%
	Matrix	0	1	0	0.00%
	Prius	0	1	0	0.00%
	RAV4	0	2	1	0.15%
	Sequoia	1	0	1	0.15%
	Sienna	2	0	2	0.30%
	Tacoma Pickup	0	2	0	0.00%
	Tundra Pickup	1	3	2	0.30%
Toyota Total		11	20	11	1.64%
	EOS	0	0	1	0.15%
	GTI	1	3	0	0.00%
	Jetta	1	13	4	0.60%
	New Beetle	4	3	2	0.30%
	Passat	1	9	2	0.30%
	Rabbit	0	0	1	0.15%
	Touareg	3	4	0	0.00%
Volkswagen Total		10	32	10	1.49%
	S40	0	1	0	0.00%
	S60	1	2	1	0.15%
	VN780 (HT)	0	1	1	0.15%
	VNL (HT)	0	0	1	0.15%
	V70	2	0	0	0.00%
	XC90	1	1	2	0.30%
Volvo Total		4	5	5	0.75%
Miscellaneous Complaints	Unknown	0	6	5	0.75%
TOTAL COMPLAINTS FILED		527	598	577	86.12%

CHART G2 (MOTOR HOMES) COMPLAINTS BY MAKE AND MODEL

						In	CVI AA CAARI AINIT	
MAKE	MODEL	CY '06	5	CY '0	7	CY '08	CY' 08 CO	
	Land Yacht	1		0		0	0.00%	
At an area was a	Westfalia Van	0	1	2	0	0	0.00%	0.000/
Airstream Total Alf Leisure	See Ya		1		2			0.00%
Air Leisure	Aurora	0	- 1	0	1	1	0.15%	0.00%
	Leprechaun	0		1		0	0.15%	
	Sportcoach	0		0		1	0.00%	
Coachmen Total	эропсоисп	U	0	0	1	•	0.13%	0.30%
Couchinen Total	Alure	0	U	0	'	1	0.15%	0.30%
	Intrigue	0		0		2	0.30%	
	Magna	0		1		0	0.00%	
	Tribute 260	0		0		1	0.00%	
Country Coach Total	TIDDIE 200	U	0	0	1		4	0.60%
cooming couch rolui	Daybreak	0	U	0	'	1	0.15%	0.0078
	Outlaw	0		0		1	0.15%	
Damon Total	Collaw	U	0	0	0		0.13%	0.30%
Dynamax	Grand Sport		1		1)	0.00%
-/	American Eagle	0	- 1	0	'	1	0.15%	0.0078
	American Tradition	0		1		1	0.15%	
	Bounder	0		0		1	0.15%	
	Discovery	1		1		1	0.15%	
	Excursion	0		1		0	0.00%	
	Terra LX	0		1		0	0.00%	
	Tioga	0		0		1	0.15%	
Fleetwood Total			1		4		5	0.75%
	Charleston	0		1		0	0.00%	
	Georgetown	0		0		1	0.15%	
Forest River Total	Jan		0		1		1	0.15%
	Dutchmen	0		1		0	0.00%	
	Fun Mover	0		1		0	0.00%	
	Infinity	0		1		0	0.00%	
	Magellan	0		0		1	0.15%	
	Mandalay	1		1		0	0.00%	
Four Winds Total	,		1		4		1	0.15%
	BT Cruiser	0		3		0	0.00%	
	Endura	0		1		1	0.15%	
	Independence	0		0		1	0.15%	
	Sun Voyager	1		0		0	0.00%	
	Tour Master	1		2		2	0.30%	
	Yellowstone	0		1		0	0.00%	
Gulf Stream Total			2		7		1	0.60%
Jayco	Seneca		0		1)	0.00%
Marathon Coach	Prevost		0		0		1	0.15%
	Ambassador by	0		1		0	0.00%	
	Holiday Rambler	· ·						
	Camelot	1		0		0	0.00%	
	Cayman	1		0		0	0.00%	
	Cheetah	0		1		0	0.00%	
	Executive	0		0		1	0.15%	
	Imperial	1		0		0	0.00%	
	Knight	1		0		0	0.00%	
	LaPalma	0		0		1	0.15%	
	Monarch	0		0		1	0.15%	
	Patrior by Beaver	2		0		0	0.00%	
	Vacationer by	1		0		0	0.00%	
	Holiday Rambler	<u>'</u>						
Monaco Total			7		2		3	0.45%

CHART G2 (CONTINUED)

MAKE	MODEL	CY '06	CY '07	CY '08	CY' 08 COMPLAINT SHARE
	Sea Breeze	0	0	1	0.15%
	Tropical	1	0	0	0.00%
National RV Total		1	0	1	0.15%
	Essex	0	0	1	0.15%
	Mountain Aire	1	0	2	0.30%
	New Aire	0	1	0	0.00%
Newmar Total		1	1	3	0.45%
Sportscoach	Encore	0	0	1	0.15%
	Allegro	1	1	0	0.00%
	Phoeton	0	1	0	0.00%
Tiffin Total		1	2	0	0.00%
Travel Supreme	Supreme	1	0	0	0.00%
Western RV	Alpine	0	1	0	0.00%
	Adventure	1	0	0	0.00%
	Brave	1	0	0	0.00%
	Itasca	1	2	1	0.15%
	Navion	1	0	0	0.00%
	Vectra	1	0	0	0.00%
	View	0	1	1	0.15%
Winnebago Total		5	3	2	0.30%
TOTAL COMPLAINTS F	LED	23	32	30	4.48%

CHART G3 (TOWABLE RECREATIONAL VEHICLES) COMPLAINTS BY MAKE AND MODEL

MAKE	MODEL	CY '06	CY '07	CY '08	CY' 08 COMPLAINT SHARE	
Alfa Leisure	Toyhouse	0	0	1	0.15%	
Ameri-Camp	Summit Ridge	1	1	0	0.00%	
Carriage	Carri-Lite	0	0	2	0.30%	
	Chaparral	0	0	1	0.15%	
Complement Total	Epic	0 0	0	1	0.15%	
Coachmen Total	Paradise Pointe	1	0	1	0.30%	
		0	0	1	0.15%	
CrossRoads Total	Zinger	1	0	2	0.13%	
Cruiser RV	Land Roamer	0	1	0	0.00%	
Ci disei RV	Adirondack	1	1	0	0.00%	
	Colorado	0	1	0	0.00%	
	Dengli	0	0	3	0.45%	
	Lite	0	0	1	0.15%	
Dutchmen Total		1	2	4	0.60%	
	Orbit	0	1	0	0.00%	
	Prowler	1	0	0	0.00%	
	Quantum	0	1	0	0.00%	
	Terry	0	1	0	0.00%	
	Triumph	1	0	0	0.00%	
Fleetwood Total		2	3	0	0.00%	
	Cardinal	0	0	2	0.30%	
	Cedar Creek	1	0	2	0.30%	
	Flagstaff	0	2	0	0.00%	
	Rockwood	1	0	0	0.00%	
	Sandpiper	0	1	0	0.00%	
	Sierra	1	0	0	0.00%	
	Surveyor	0	0	1	0.15%	
	Wildwood	0	0	3	0.45%	
	Work & Play	0	1	0	0.00%	
Forest River Total		3	4	8	1.19%	
	Ameri-Lite	0	1	0	0.00%	
	Mako	0	1	0	0.00%	
	Streamlite	1	0	0	0.00%	
Gulf Stream Total		1	2	0	0.00%	
Heartland	Cyclone	0	0	1	0.15%	
Hi-Lo	Classic	1	1	0	0.00%	
	Designer	0	1	0	0.00%	
	Eagle	0	0	1	0.15%	
	Jay Flight	1	0	0	0.00%	
Jayco Total		1	1	1	0.15%	
	Coyote	0	1	0	0.00%	
	Durango	0	0	1	0.15%	
	Escalade	0	1	0	0.00%	
	Frontier	0	1	0	0.00%	
	Inferno	0	0	1	0.15%	
	Sportsmen	0	1	0	0.00%	
_	Sportster	0	0	1	0.15%	
K-Z Total		0	4	3	0.45%	
	Cougar	0	1	0	0.00%	
	Laredo	0	1	0	0.00%	
	Sprinter	0	0	1	0.15%	
	Zeppelin	1	0	0	0.00%	
Keystone Total		1	2	1	0.15%	
Monaco	Presidential by Holiday Rambler	0	1	0	0.00%	
Palomino	Throroughbred	0	1	0	0.00%	
Peterson	Excel	1	0	0	0.00%	
Rage'N	Xtra-Lite	0	0	1	0.15%	
Sundowner	Sierra	0	0	1	0.15%	
Teton	Liberty	0	1	0	0.00%	
	Grand Junction	0	0	1	0.15%	
	Tahoe	1	0	0	0.00%	
Thor Total	E H.EL	1	0	1	0.15%	
	Full Throttle	0	0	1	0.15%	
	Wide-Body	0	0	1	0.15%	
Weekend Warrior Total		0	0	2	0.30%	
TOTAL COMPLAINTS FILED)	14	24	30	4.48%	

CHART G4 (ALL TERRAIN VEHICLES AND MOTORCYCLES) COMPLAINTS BY MAKE AND MODEL

MAKE	MODEL	CY '06		CY '07	,	CY '08		CY' 08 CO/	
	Slammer (MC)	0	-	1		0		0.00%	
	Texas Chopper (MC)	1	\dashv	0		1		0.15%	
American Ironhorse Total	TORGE SHOPE: (TITE)		1		1	<u> </u>	1	011070	0.15%
	Highroller (MC)	0		1		0		0.00%	
	Wild Card (MC)	0		0		1		0.15%	
American Performance	, ,				1		1		0.159/
Cycle Total			0		1		1		0.15%
	Mojito (MC)	2		0		0		0.00%	
	Moto Guzzi (MC)	1		0		0		0.00%	
	Scarabeo (MC)	1		1		0		0.00%	
Aprilia Total			4		1		0		0.00%
Arctic Cat	Prowler		1		0		1		0.15%
	Wilderness (ATV)	0		1		0		0.00%	
	Wilderness Trail (ATV)	0		0		1		0.15%	
Baja Total	- 1 11 11 11 11		0		1		1		0.15%
Big Dog	Pitbull (MC)		1		0		0		0.00%
Bourget	Fat Daddy (MC)		1		0		0		0.00%
BMC Buell	918 (MC)		0		0		1		0.15%
Bueii	XB12 (MC)	0	-	1	0	0	0	0.009/	0.00%
	S2R 1000 (MC)	0	\dashv	1		0		0.00%	
Decemble Tested	Sport 1000 (MC)	U	0	<u> </u>	2	0	0	0.00%	0.000/
Ducati Total E-MAX	Characterist (AAC)		_		2		0		0.00%
E-MAX	Standard (MC) Dyna (MC)	0	0	0		2	U	0.30%	0.00%
	Softail (MC)	0	\dashv	0		1		0.30%	
	Sportster (MC)	0	\dashv	0		2		0.13%	
	Touring (MC)	1	\dashv	1		1		0.30%	
	VRSC (MC)	0	\dashv	0		1		0.15%	
Harley-Davidson Total	VIOC (MC)	Ů	1	0	1	'	7	0.1376	1.04%
riancy baviason forai	CR125R6 (MC)	1	-	0		0		0.00%	1.0476
	Elite (MC)	1	\dashv	0		0		0.00%	
	FourTrax Rancher (ATV)	0		0		1		0.15%	
	Interceptor (MC)	0		1		0		0.00%	
	Rancher (ATV)	1	\neg	0		0		0.00%	
	Rebel (MC)	0		0		1		0.15%	
	Sabre (MC)	0		0		2		0.30%	
	VTX 1800 (MC)	0		1		0		0.00%	
	XR650R (MC)	0		0		1		0.15%	
Honda Total			3		2		5		0.75%
	GV250 Aquila (MC)	0		0		1		0.15%	
	GV650 (MC)	0		0		1		0.15%	
Hyosung Total			0		0		2		0.30%
	KLR 650 (MC)	0		0		1		0.15%	
	Ninja (MC)	0		1		1		0.15%	
Kawasaki Total			0		1		2		0.30%
KTM	144SX (MC)		0		0		1		0.15%
Kubota	RTV900 (ATV)		0		1		0		0.00%
Martin Brothers	Custom Chopper (MC)	_	0		0		1	0.7.50	0.15%
	Ranger (ATV)	0	_	1	_	1		0.15%	
- L : L	Sportsman (ATV)	1	,	0		0	-	0.00%	0.1.50
Polaris Total	D (MC)		1		1		1		0.15%
Qlink	Pegasus (MC)	^	0	^	0	1	1	0.150/	0.15%
	ATV-61 (ATV)	0	-	0		1		0.15%	
Dalsata Tatal	Maui (MC)	0	0	0	0	1	0	0.15%	0.20%
Roketa Total			0		0		2		0.30%

CHART G4 (CONTINUED)

MAKE	MODEL	CY '06	CY '07	CY '08	CY' 08 COMPLAINT SHARE
	Firestorm (MC)	0	0	1	0.15%
	Warlord (MC)	1	0	0	0.00%
Saxon Total		1	0	1	0.15%
	150 (MC)	0	1	0	0.00%
	150CC (ATV)	1	0	0	0.00%
	LB200-2 (MC)	1	0	0	0.00%
	SL150 (MC)	0	0	1	0.15%
	Typhoon (ATV)	0	0	1	0.15%
SunL Total		2	1	2	0.30%
	Hayabusa (MC)	0	0	1	0.15%
	Kawk Alliance (ATV)	2	0	0	0.00%
	Kingquad (ATV)	1	0	0	0.00%
Suzuki Total		3	0	1	0.15%
TNG	Verona (MC)	0	1	0	0.00%
United Motors	Matrix (MC)	0	1	0	0.00%
Vento	V-Thunder (MC)	1	0	0	0.00%
	Fazer (MC)	1	0	0	0.00%
	Rhino (ATV)	0	0	1	0.15%
	V-Star (MC)	4	1	1	0.15%
	YFZ 450 (ATV)	1	0	0	0.00%
	YZF-R (MC)	1	0	0	0.00%
Yamaha Total		7	1	2	0.30%
TOTAL COMPLAINTS FILED		28	18	33	4.93%

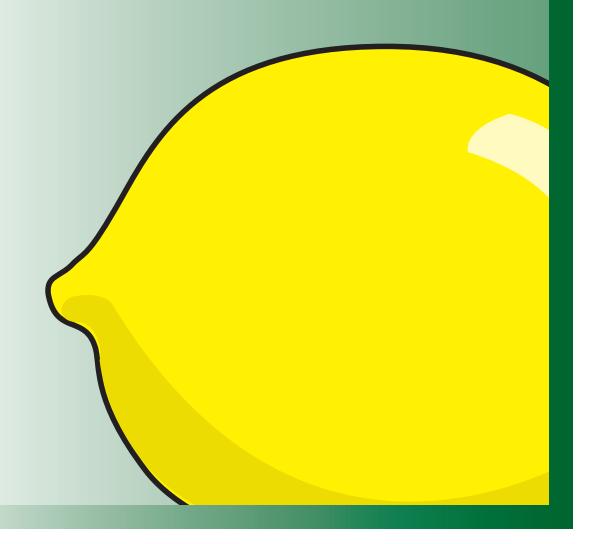
Chart H shows the predominate defect claimed by consumers on filing their complaints for the ten vehicle models that had the greatest number of complaints filed. The engine performance/emissions category was the predominate defect on seven of the ten models listed.

CHART H PREDOMINATE DEFECTS REPORTED FOR THE TOP TEN VEHICLE MODELS BY MAKE AND MODEL

MAKE	MODEL COMPLAINTS FILED DEFECT		DEFECT	DEFECT TOTAL
	Avalanche	7	Electrical	4
	Silverado	17	Engine Performance/Emissions	6
Chevrolet	Suburban	7	Other	5
	T 1	10	Body and Trim	6
	Tahoe	10	Electrical	6
Chrysler	300	8	Engine Performance/Emissions	5
Dodge	Ram	121	Engine Performance/Emissions	101
	F.C. :	00	Engine Performance/Emissions	13
Ford	F Series	22	Engine Mechanical	8
	F450 Pickup	8	Engine Performance/Emissions	7
			Engine Performance/Emissions	4
1	Commander	8	Safety Devices/Seat Belts/Airbags	4
Jeep			Water Leaks	4
	Liberty	7	Engine Performance/Emissions	5



COMPLAINTS CLOSED





COMPLAINTS CLOSED

Chart I shows the comparison of case resolution from CY '06 to CY '08. The majority of cases are settled by the manufacturer and result in a settlement order being issued.

CHART I COMPLAINT RESOLUTION

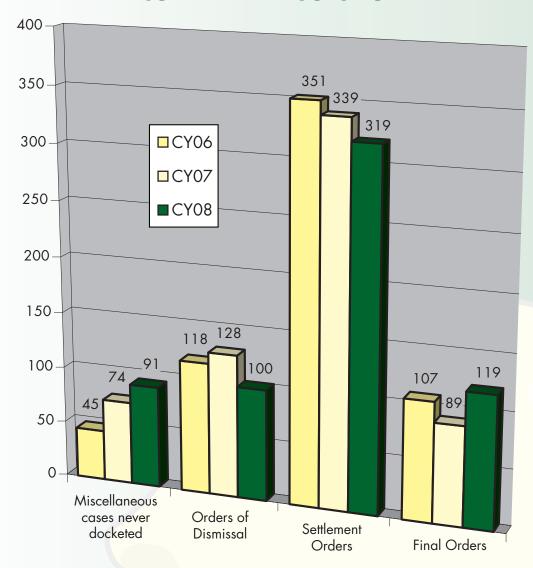


Chart J shows the comparison of the settlement orders issued by manufacturer. There is also a breakdown of the type of settlement reached.

- 26 percent settled by repurchase of the vehicle
- 18 percent settled by replacement of the vehicle
- 3 percent settled by assistance trading the vehicle for a new one
- 14 percent settled by the vehicle being repaired
- 17 percent settled by issuance of an extended service contract
- 14 percent settled by reimbursement for expenses or cash settlement
- 8 percent settled by some other type of relief being offered by the manufacturer

CHART J SETTLEMENTS BY MANUFACTURER

MANUFACTURER	REPURCHASE	REPLACEMENT	TRADE ASSIST	REPAIR	EXTENDED SERVICE CONTRACT	REIMBURSE- MENT	OTHER	TOTAL SETTLEMENTS
Airstream	0	0	0	0	0	1	0	1
Baja	1	0	0	0	0	0	0	1
BMW	2	2	0	0	0	1	0	5
Champion Bus	0	0	0	1	0	0	0	1
Chrysler	47	24	1	2	20	32	10	136
Coachmen	0	1	0	0	0	0	0	1
Cruiser RV	0	0	0	0	0	0	1	1
Damon	0	0	0	0	1	0	0	1
Dutchmen	0	0	0	1	0	0	0	1
ElDorado National	0	0	0	1	0	0	0	1
Fleetwood Motor Homes	0	0	0	0	0	1	0	1
Fleetwood Travel Trailers	0	0	0	1	1	0	0	2
Ford	2	6	0	1	5	0	0	14
Forest River	0	0	0	1	0	0	1	2
Four Winds	0	0	0	1	0	0	1	2
Freightliner	0	0	0	1	0	0	0	1
General Motors	9	14	4	7	19	4	5	62
Gulf Stream	0	1	0	0	0	0	0	1
Honda	0	0	0	3	0	0	1	4
Hyosung	0	1	0	0	0	0	0	1
Hyundai	2	1	0	1	0	2	0	6
Isuzu	0	0	0	1	0	0	0	1
Jayco	0	0	0	0	1	0	0	1
Kawasaki	0	0	0	1	0	0	0	1
Keystone	0	0	0	1	0	0	0	1
Kia	2	1	0	1	0	0	0	4
K-Z	1	0	0	1	0	0	0	2
Lexus	1	0	0	1	0	0	0	2
Mazda	1	0	0	1	6	1	0	9
Mercedes-Benz	0	1	0	1	0	0	1	3
Monaco	1	0	0	0	0	0	0	1
Nissan	6	1	0	7	0	1	5	20
PACCAR	0	0	0	1	0	0	0	1
SunL	1	0	0	0	0	0	0	1
Suzuki	0	0	1	0	1	0	0	2
Toyota	2	1	0	1	1	0	0	5
United Motors	1	0	0	0	0	0	0	1
Volkswagen	3	3	3	3	0	0	1	13
Volvo Cars	0	0	0	1	0	0	0	1
Volvo Group	0	0	0	1	0	1	0	2
Winnebago	1	1	0	1	0	0	0	3
TOTAL	83	58	9	44	55	44	26	319

Chart K shows the comparison of the 119 final orders issued by manufacturer. There is also a breakdown of the type of order issued.

- 30 percent were ordered repurchased or replaced
- 7 percent were ordered repaired
- 63 percent were dismissed

CHART K FINAL ORDERS BY MANUFACTURER

MANUFACTURER	REPURCHASE	REPLACEMENT	REPAIR	DISMISSAL	TOTAL ORDERS
Alfa Leisure	1	0	0	0	1
APC Holdings	0	0	0	1	1
вмс	1	0	0	0	1
BMW	1	0	1	2	4
Chrysler	0	0	0	4	4
Dealers Truck Equipment	1	0	0	0	1
Ducati	1	0	0	0	1
Fleetwood Motor Homes	0	0	0	3	3
Fleetwood Travel Trailers	0	0	0	1	1
Ford	9	1	1	10	21
Forest River	1	0	0	2	3
Four Winds	0	0	0	1	1
General Motors	8	0	1	19	28
Gulf Stream	3	0	0	0	3
Harley-Davidson	0	0	1	2	3
Honda	0	0	0	2	2
Hyundai	1	0	0	1	2
Kawasaki	0	0	0	2	2
Kia	0	0	0	1	1
KTM	1	0	0	0	1
Land Rover	0	0	1	1	2
Lexus	1	0	0	2	3
Mazda	0	0	0	1	1
Mercedes-Benz	0	0	0	4	4
Mitsubishi	0	0	0	1	1
Monaco	0	0	0	1	1
Nissan	2	0	0	6	8
PACCAR	0	0	0	1	1
Polaris	1	0	0	0	1
Teton Homes	1	0	0	0	1
Toyota	0	0	1	3	4
Volkswagen	0	0	0	1	1
Volvo Cars	1	0	0	0	1
Weekend Warrior	1	0	0	1	2
Western RV	0	0	1	0	1
Winnebago	0	0	1	0	1
Yamaha	0	0	0	2	2
TOTAL	35	1	8	75	119

There were 36 vehicles ordered repurchased or replaced after a contested hearing when an Administrative Law Judge or the Motor Vehicle Division Director found the complaint met the statutory requirements for relief under the Lemon Law.

Included are:

- 4 passenger cars
- 15 light trucks
- 6 medium trucks
- 3 motorcycles
- 1 all terrain vehicle
- 2 motor homes
- 5 towable recreational vehicles

Chart L describes the vehicles that were ordered repurchased or replaced by manufacturers listed alphabetically by make and model.

CHART L VEHICLES ORDERED REPURCHASED OR REPLACED - BY MAKE AND MODEL

	YEAR	MAKE	MODEL	VEHICLE TYPE	PROBLEM AREA	PRICE
1	2006	Alfa Leisure	Toyhouse	TRV	Air Conditioning and Heating Body and Trim Engine Performance/Emissions Safety Devices/Seat Belts/Airbags	\$55,011.32
2	2005	ВМС	918	Motorcycle	Engine Mechanical Engine Performance/Emissions Other - Rear Wheel Lock-up	\$22,941.57
3	2006	BMW	300 Class	Passenger Car	Safety Devices/Seat Belts/Airbags	\$22,908.17
4	2006	Chevrolet	Corvette	Passenger Car	Body and Trim Safety Devices/Seat Belts/Airbags	\$46,005.23
5	2007	Chevrolet	Corvette	Passenger Car	Body and trim	\$55,846.75
6	2005	Chevrolet	Kodiak	Medium Truck	Electrical	\$34,014.89
7	2006	Chevrolet	Silverado	Light Truck	Engine Mechanical Engine Performance/Emissions	\$38,509.93
8	2007	Chevrolet	Uplander	Light Truck	Body and Trim Engine Mechanical	\$20,627.77
9	2005	Chevrolet	Uplander	Light Truck	Body and Trim	\$32,697.43
10	2006	Dealers Truck Equipment/Chevrolet ¹	Kodiak	Medium Truck	Suspension and Steering	\$78,692.65
11	2007	Ducati	Monster	Motorcycle	Engine Mechanical	\$12,390.47
12	2007	Ford	Expedition	Light Truck	Automatic Transmission	\$30,084.24
13	2007	Ford	Explorer	Light Truck	Automatic Transmission	\$28,407.24
14	2006	Ford	F Series	Light Truck	Engine Mechanical	\$18,737.96
15	2008	Ford	F Series	Light Truck	Driveline (Axles and Driveshaft)/Vibrations	\$39,109.37
16	2008	Ford	F Series	Light Truck	Engine Performance/Emissions	\$47,112.70
17	2005	Ford	F Series	Light Truck	Engine Mechanical	\$39,292.84
18	2008	Ford	F450	Medium Truck	Engine Mechanical Engine Performance/Emissions	\$56,788.96
19	2008	Ford	F450	Medium Truck	Engine Mechanical Engine Performance/Emissions	\$48,878.54
20	2008	Ford	F550	Medium Truck	Automatic Transmission Electrical Engine Mechanical Engine Performance/Emissions	\$38,691.68
21	2006	Ford	LCF	Medium Truck	Automatic Transmission	\$41,143.48
22	2006	Forest River	Flagstaff	TRV	Water Leaks	\$22,295.20
23	2006	GMC	Sierra	Light Truck	Automatice Transmission	\$24,307.75
24	2007	GMC	Yukon Denali	Light Truck	Electrical Suspension and Steering	\$48,538.53
25	2007	Gulf Stream	Endura	Motor Home	Body and Trim Water Leaks	\$136,587.70
26	2006	Gulf Stream	Mako	TRV	Body and Trim Water Leaks	\$30,255.07
27	2005	Gulf Stream	Yellowstone	Motor Home	Body and Trim Water Leaks	\$140,770.88
28	2007	Hyundai	Santa Fe	Light Truck	Suspension and Steering	\$23,218.71
29	2008	KTM	144SX	Motorcycle	Engine Mechanical	\$5,851.26
30	2007	Lexus	IS	Passenger Car	Engine Performance/Emissions	\$41,354.90
31	2006	Nissan	Armada	Light Truck	Electrical	\$28,804.42
32	2006	Nissan	Murano	Light Truck	Engine Mechanical	\$24,306.16
33	2007	Polaris	Ranger RZR	ATV	Engine Performance/Emissions	\$8,457.70
34	2007	Teton Homes	Liberty	TRV	Body and Trim Electrical	\$109,053.00
25	2007	Volvo	XC90	Light Truck	Other - Leveling Jacks Electrical	\$39,867.71
35	2007				Air Conditioning and Heating	
36	2007	Weekend Warrior	Full Throttle	TRV	Body and Trim Water Leaks	\$52,382.72
						\$1,543,944.90

¹ The converter, Dealers Truck Equipment, was ordered to rep<mark>urchase the vehicle</mark>

Texas Motor Vehicle Division Lemon Law Rule §8.210 (43 TAC 8.210) requires a manufacturer to issue a disclosure statement, hang a disclosure label from the rear view mirror and re-title a reacquired vehicle prior to resale when the vehicle has been:

- ordered repurchased or replaced by the Texas Motor Vehicle Division,
- reacquired to settle a Motor Vehicle Division Lemon Law or general warranty complaint, or
- transferred to Texas after being reacquired to resolve a warranty claim in another jurisdiction.

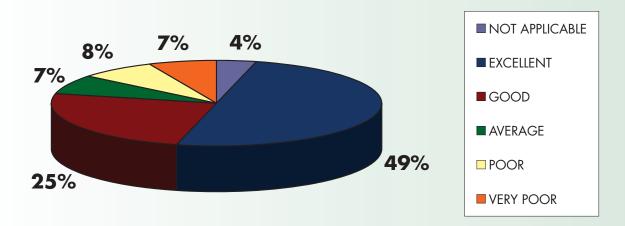
Chart M shows the number of vehicles reacquired by manufacturers for CY '06, CY '07 and CY '08. Both the disclosure statement and label are required to accompany the vehicle through the first retail sale. The selling dealer is required to return the completed disclosure statement and label to the Motor Vehicle Division within 60 days of the retail sale. The forms must be provided by or approved by the Motor Vehicle Division. The manufacturer is also required to repair the defect or condition in the vehicle that resulted in the vehicle being reacquired and issue, at a minimum, a 12-month/12,000 mile (whichever comes first) basic warranty.

CHART M MANUFACTURER REACQUIRED VEHICLES

	CY '06	CY '07	CY '08
Ordered Repurchases/Replacements	32	16	36
Reacquired Vehicle Settlements	146	109	141
Reacquired Vehicles Transferred to Texas	274	461	225
Total	452	586	402

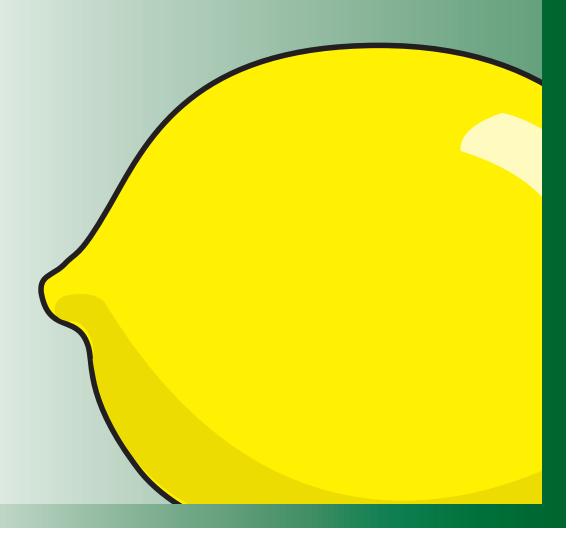
The customer satisfaction survey continues to indicate the overwhelming majority of the complaints rate the Texas Lemon Law Program above average, Chart N shows the rating by category.

CHART N





CONCLUSION



CONCLUSION

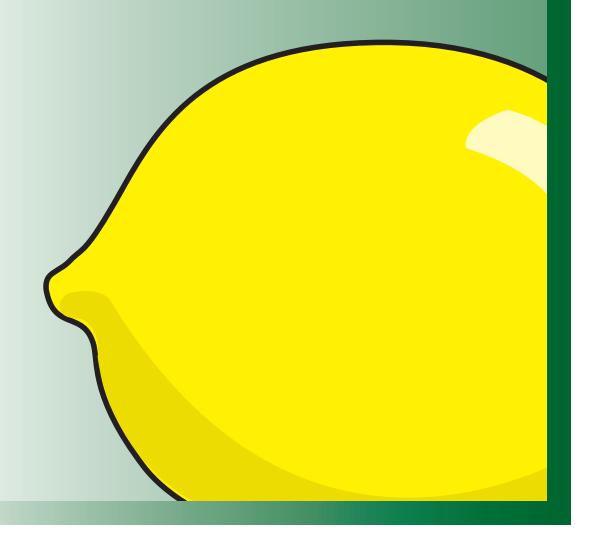
Despite the slow down in the economy, the statistics for CY '08 reveal that most manufacturers have continued to view the Lemon Law as an opportunity to improve customer satisfaction and increase market share instead of costly litigation where success is defined as winning at any cost. As a result, manufacturers repurchased or replaced 141 vehicles in CY '08, which helped minimize complaint processing times.

Further statistics reveal that in 57.7 percent of the complaints closed in CY '08, consumers received some type of relief totaling over \$7.6 million in benefits to consumers.

It is anticipated that the information presented here will be of benefit to consumers and manufacturers. Anyone who has questions may call 512/416-4800 or toll-free 1-800/622-8682 for further clarification. This report and additional Lemon Law information are available from the Texas Department of Transportation or on the Internet.

Texas Department of Transportation
Motor Vehicle Division
Post Office Box 2293
Austin, Texas 78768-2293
http://www.texaslemonlaw.us
e-mail: lemonlaw@dot.state.tx.us

ACKNOWLEDGMENTS



ACKNOWLEDGMENTS

The seventeenth annual report of the Texas Lemon Law Program was prepared with the help and toil of many. Several Motor Vehicle Division staff members made significant contributions while performing their regular duties. Special thanks to the Motor Vehicle Division's employees:

Anne Lehnick Stephanie Rogers Cindy Sedillo

These employees' tireless and meticulous work made the report possible. All of the Consumer Affairs Section's staff deserve a sincere word of gratitude for their support and cooperation during the entire year while contributing to the preparation process.

L. David Brunke Director - Consumer Affairs Texas Department of Transportation
Motor Vehicle Division
Consumer Affairs Section
Post Office Box 2293
Austin, Texas 78768-2293
1-800/622-8682
512/416-4800
http://www.texaslemonlaw.us



Member
International Association of Lemon Law Administrators
http://www.ialla.net

This publication has been filed with the State Publications Clearinghouse in the State Library in accordance with the Texas State Depository Law.



125 East 11th Street, Austin, TX 78701 www.txdot.gov

Produced by the Motor Vehicle Division, P.O. Box 2293, Austin, Texas 78768

Texas Department of Transportation

July 2009