# 2012 LEMON LAW ANNUAL REPORT

Texas Department of Motor Vehicles Enforcement Division





Enforcement Division Lemon Law Section

4000 Jackson Avenue Austin, TX 78731

www.txdmv.gov



#### Greetings:

Since the inception of the Texas Lemon Law in 1983, it continues to help consumers who have purchased or leased new motor vehicles with defects obtain warranty repair, replacement or repurchase. The commitment by the Lemon Law Section of the Texas Department of Motor Vehicles (TxDMV) to serve consumers and the marketplace since the initial passage of the Texas Lemon Law will continue as always. Data from 1993 to 2013 shows there has been more than 16,400 complaints filed and it is estimated that the Lemon Law has generated over \$113 million in relief to Texas consumers.

The 21<sup>st</sup> annual report 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. Prior to 2008, nationwide vehicle sales exceeded 16 million. After a marked decrease in overall sales to a low around 10.6 million vehicles in 2009, recent data has reflected an increase in the nationwide purchase of new cars and trucks over the past year. The Lemon Law Section has continued to provide professional service in administering and settling the majority of the cases handled. It is expected that complaint processing will be expedited with the passage of new laws by the 83<sup>rd</sup> Legislative Session returning the Lemon Law and warranty repair administrative hearings back to the TxDMV.

If you have questions or suggestions to improve the program, please contact the Lemon Law Section staff.

Sincerely,

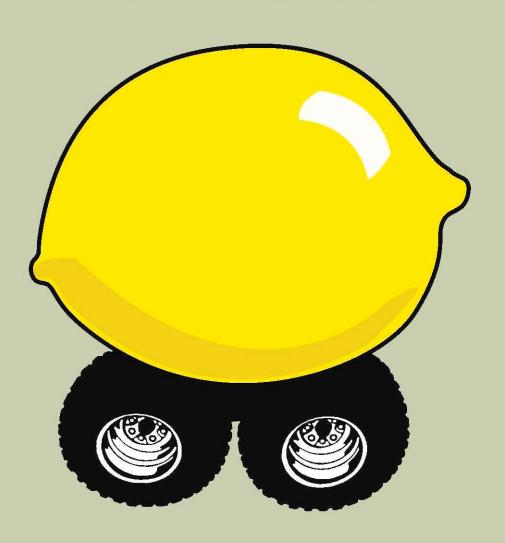
Mark Gladney

B. Mark Gladney Lemon Law Section Manager

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## INTRODUCTION TO THE PROGRAM RESULTS FOR CY 2012



#### INTRODUCTION

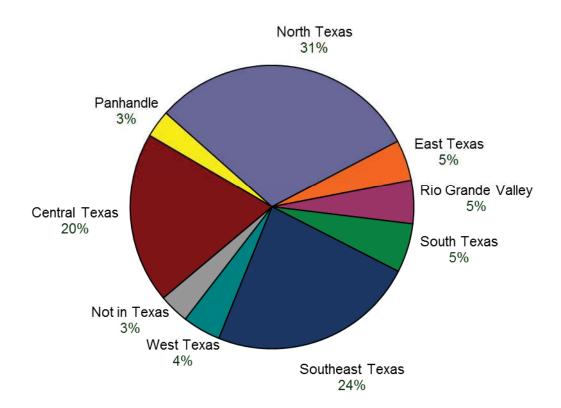
The report includes text and charts to illustrate the resolution of 253 complaints during 2012. Of the complaints processed in Calendar Year 2012 (CY '12), 187 were carried over from the end of CY '11 and 321 were complaints that were received in CY '12. Chart A shows an overview of the program results for CY '12 along with the previous two years' results for comparison.

Most complaints involve passenger cars and light trucks; however, complaints were received on allterrain vehicles, medium trucks, heavy trucks, motorcycles, motor homes, neighborhood electric vehicles, and towable recreational vehicles. Prices of the vehicles complained against ranged from a few thousand dollars to just under a million dollars for a luxury motor home.

Chart A Summary of Program Results								
CY CY CY '10 '11 '12								
Complaints Filed	349	316	321					
Complaints Closed	426	333	316					
Inspections Held	30	9	38					
Settlements	235	161	117					
Repurchase/Replacement Orders	94	90	64					

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.

Chart B
Geographic Distribution of Complaints Filed
by Hearing Region



## COMPLAINT PROCESS

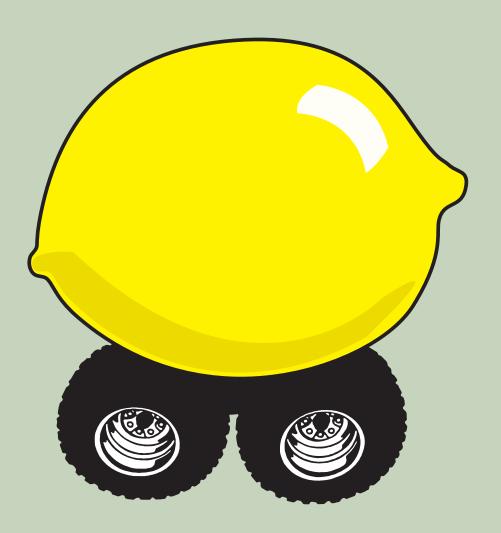
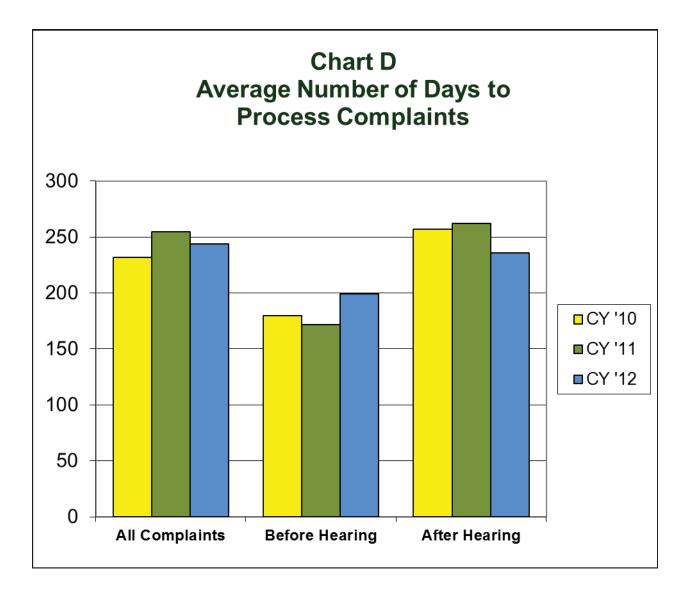
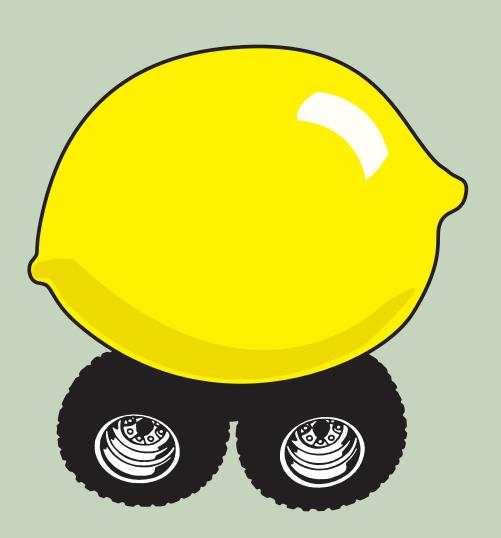


Chart C shows the number of mediation inspections held and resolved for each manufacturer with whom an inspection was scheduled.

Chart C  Mediation Inspections									
Vehicle Make	Held	Resolved							
Acura	1	1							
Cadillac	1	1							
Chrysler	8	8							
Dodge	14	14							
Fiat	1	1							
Ford	5	3							
Forest River	1	1							
Heartland	2	2							
Jeep	2	2							
Kia	1	0							
Mercedes-Benz	1	1							
Winnebago	1	0							
Total	38	34							



## COMPLAINTS FILED



#### **COMPLAINTS FILED**

Chart E1 shows how many passenger car and truck complaints were filed by model (listed alphabetically by make) for CY '10 through CY '12.

	Chart E1 (Passenger Cars Complaints by Make a		s)		
Make	Model	CY '10	CY '11	CY '12	CY' 12 Complaint Share
	MDX	1	0	0	0.00%
	TL	1	1	0	0.00%
	TSX	0	0	1	0.31%
Acura Total		2	1	1	0.31%
	A3	1	0	0	0.00%
	A4	0	2	0	0.00%
	A5	0	0	1	0.31%
Audi Total		1	2	1	0.31%
	100 Class	0	1	0	0.00%
	300 Class	4	4	2	0.62%
	500 Class	1	5	2	0.62%
	700 Class	1	0	0	0.00%
	M3	0	2	0	0.00%
	X3	1	1	1	0.31%
	X5	1	2	0	0.00%
	Z4	1	0	0	0.00%
BMW Total		9	15	5	1.56%
	Enclave	5	0	0	0.00%
	LaCrosse	1	2	2	0.62%
	Lucerne	2	0	0	0.00%
	Regal	0	1	0	0.00%
Buick Total		8	3	2	0.62%
	CTS	0	2	2	0.62%
	Deville	0	0	1	0.31%
	DTS	0	0	1	0.31%
	Escalade	0	1	2	0.62%
	SRX	4	0	3	0.93%
	STS	1	3	0	0.00%
Cadillac Total		5	6	9	2.80%
	Avalanche	2	0	0	0.00%
	Aveo	3	1	2	0.62%
	Camaro	0	1	2	0.62%
	Cargo	0	0	1	0.31%
	Cobalt	2	0	0	0.00%
	Corvette	3	1	0	0.00%
	Cruze	0	0	4	1.25%
	Equinox	3	3	2	0.62%
	Express	0	0	2	0.62%
	HHR	1	2	4	1.25%
	Impala	2	5	0	0.00%
	Kodiak	0	2	0	0.00%
	Malibu	1	8	5	1.56%
	Silverado	11	5	5	1.56%
		1		i -	

	Chart E1 (Contin	ued)				
	Suburban	3	1	0	0.00%	
	Tahoe	4	0	0	0.00%	
	Trailblazer	1	0	1	0.31%	
	Traverse	1	2	1	0.31%	
	Volt	0	0	1	0.31%	
Chevrolet Total		37	31	30		9.35%
	200	0	1	1	0.31%	
	300	0	2	4	1.25%	
	Aspen	1	0	0	0.00%	
	Fiat	0	0	2	0.62%	
	Grand Voyager	0	0	1	0.31%	
	Pacifica	0	1	0	0.00%	
	PT Cruiser	2	0	0	0.00%	
	Sebring	2	1	0	0.00%	
	Town & Country	2	2	2	0.62%	
Chrysler Total		7	7	10		3.12%
	Avenger	2	0	4	1.25%	
	Caliber	0	1	1	0.31%	
	Challenger	3	3	1	0.31%	
	Charger	0	0	5	1.56%	
	Dakota Pickup	2	0	1	0.31%	
	Durango	0	1	4	1.25%	
	Grand Caravan	2	0	2	0.62%	
	Journey	6	8	5	1.56%	
	Nitro	2	1	0	0.00%	
	Ram	19	18	29	9.03%	
		+	.0			
	Stratus	2	1	0	0.00%	
Dodge Total	Stratus	2 38	1 33	0 52	0.00%	16.20%
Dodge Total	Stratus  Econoline	2 38 0	1 33 1	0 52 0	0.00%	16.20%
Dodge Total	Stratus  Econoline  Edge	2 38 0 0	1 33 1 6	0 52 0 4	0.00% 0.00% 1.25%	16.20%
Dodge Total	Stratus  Econoline Edge Escape	2 38 0 0 4	1 33 1 6 5	0 52 0 4 2	0.00% 0.00% 1.25% 0.62%	16.20%
Dodge Total	Stratus  Econoline Edge Escape Expedition	2 38 0 0 4 2	1 33 1 6 5 2	0 52 0 4 2 1	0.00% 0.00% 1.25% 0.62% 0.31%	16.20%
Dodge Total	Econoline Edge Escape Expedition Explorer	2 0 0 4 2 2	1 33 1 6 5 2 2 2	0 52 0 4 2 1 7	0.00% 0.00% 1.25% 0.62% 0.31% 2.18%	16.20%
Dodge Total	Stratus  Econoline Edge Escape Expedition Explorer F Series	2 0 0 4 2 2 14	1 33 1 6 5 2 2 2 24	0 52 0 4 2 1 7	0.00% 0.00% 1.25% 0.62% 0.31% 2.18% 5.92%	16.20%
Dodge Total	Stratus  Econoline Edge Escape Expedition Explorer F Series F450 Pickup (MT)	2 38 0 0 4 2 2 14 2	1 33 1 6 5 2 2 2 24 0	0 52 0 4 2 1 7 19	0.00% 0.00% 1.25% 0.62% 0.31% 2.18% 5.92% 0.31%	16.20%
Dodge Total	Econoline Edge Escape Expedition Explorer F Series F450 Pickup (MT) F550 Pickup (MT)	2 38 0 0 4 2 2 14 2 0	1 33 1 6 5 2 2 2 24 0 1	0 52 0 4 2 1 7 19 1	0.00% 0.00% 1.25% 0.62% 0.31% 2.18% 5.92% 0.31% 0.93%	16.20%
Dodge Total	Stratus  Econoline Edge Escape Expedition Explorer F Series F450 Pickup (MT) F650 Pickup (MT)	2 0 0 4 2 2 14 2 0 2	1 33 1 6 5 2 2 2 4 0 1 1 0	0 52 0 4 2 1 7 19 1 3	0.00% 0.00% 1.25% 0.62% 0.31% 2.18% 5.92% 0.31% 0.93% 0.31%	16.20%
Dodge Total	Stratus  Econoline Edge Escape Expedition Explorer F Series F450 Pickup (MT) F650 Pickup (MT) F750 Pickup (MT)	2 38 0 0 4 2 2 14 2 0 2	1 33 1 6 5 2 2 2 2 4 0 1 0 0 0	0 52 0 4 2 1 7 19 1 3 1	0.00% 0.00% 1.25% 0.62% 0.31% 2.18% 5.92% 0.31% 0.93% 0.31% 0.00%	16.20%
Dodge Total	Econoline Edge Escape Expedition Explorer F Series F450 Pickup (MT) F550 Pickup (MT) F650 Pickup (MT) F750 Pickup (MT) F750 Pickup (MT)	2 38 0 0 4 2 2 14 2 0 2 1	1 33 1 6 5 2 2 2 2 4 0 1 0 0 0 0 0	0 52 0 4 2 1 7 19 1 3 1 0	0.00% 0.00% 1.25% 0.62% 0.31% 2.18% 5.92% 0.31% 0.93% 0.31% 0.00%	16.20%
Dodge Total	Econoline Edge Escape Expedition Explorer F Series F450 Pickup (MT) F550 Pickup (MT) F750 Pickup (MT) F750 Pickup (MT) Five Hundred Flex	2 38 0 0 4 2 2 14 2 0 2 1 1 0	1 33 1 6 5 2 2 2 2 4 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 52 0 4 2 1 7 19 1 3 1 0 0	0.00% 0.00% 1.25% 0.62% 0.31% 2.18% 5.92% 0.31% 0.93% 0.31% 0.00% 0.00% 0.31%	16.20%
Dodge Total	Econoline Edge Escape Expedition Explorer F Series F450 Pickup (MT) F650 Pickup (MT) F750 Pickup (MT) F750 Pickup (MT) Five Hundred Flex Focus	2 38 0 0 4 2 2 14 2 0 2 1 1 0 5	1 33 1 6 5 2 2 2 2 4 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 52 0 4 2 1 7 19 1 3 1 0 0	0.00%  1.25% 0.62% 0.31% 2.18% 5.92% 0.31% 0.93% 0.31% 0.00% 0.00% 1.56%	16.20%
Dodge Total	Econoline Edge Escape Expedition Explorer F Series F450 Pickup (MT) F550 Pickup (MT) F750 Pickup (MT) F750 Pickup (MT) Five Hundred Flex Focus Fusion	2 38 0 0 4 2 2 14 2 0 2 1 1 0 5 3	1 33 1 6 5 2 2 2 2 4 0 1 0 0 0 0 0 0 0 0 0 4	0 52 0 4 2 1 7 19 1 3 1 0 0 0 1 5 3	0.00%  0.00%  1.25% 0.62% 0.31% 2.18% 5.92% 0.31% 0.93% 0.00% 0.00% 0.31% 1.56% 0.93%	16.20%
Dodge Total	Econoline Edge Escape Expedition Explorer F Series F450 Pickup (MT) F550 Pickup (MT) F750 Pickup (MT) Five Hundred Flex Focus Fusion GT	2 38 0 0 4 2 2 14 2 0 2 1 1 0 5 3 0	1 33 1 6 5 2 2 2 2 4 0 0 1 0 0 0 0 0 0 4 0 0 0 0 0 0 0 0 0	0 52 0 4 2 1 7 19 1 3 1 0 0 0 1 5 3 1	0.00%  0.00%  1.25%  0.62%  0.31%  2.18%  5.92%  0.31%  0.93%  0.00%  0.00%  0.31%  1.56%  0.93%  0.31%	16.20%
Dodge Total	Econoline Edge Escape Expedition Explorer F Series F450 Pickup (MT) F650 Pickup (MT) F750 Pickup (MT) F750 Pickup (MT) Five Hundred Flex Focus Fusion GT Mustang	2 38 0 0 4 2 2 14 2 0 2 1 1 0 5 3 0 3	1 33 1 6 5 2 2 2 4 0 1 0 0 0 0 0 0 0 4 0 0 4 0 4	0 52 0 4 2 1 7 19 1 3 1 0 0 0 1 5 3 1 4	0.00%  0.00%  1.25%  0.62%  0.31%  2.18%  5.92%  0.31%  0.93%  0.00%  0.31%  1.56%  0.93%  0.31%  1.56%  1.25%	16.20%
Dodge Total	Econoline Edge Escape Expedition Explorer F Series F450 Pickup (MT) F550 Pickup (MT) F750 Pickup (MT) F750 Pickup (MT) Five Hundred Flex Focus Fusion GT Mustang Ranger	2 38 0 0 4 2 2 14 2 0 2 1 1 0 5 3 0 3 2	1 33 1 6 5 2 2 2 2 4 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 52 0 4 2 1 7 19 1 3 1 0 0 0 1 5 3 1 4 0	0.00%  0.00%  1.25% 0.62% 0.31% 2.18% 5.92% 0.31% 0.93% 0.31% 0.00% 0.31% 1.56% 0.93% 0.31% 1.25% 0.00%	16.20%
Dodge Total	Econoline Edge Escape Expedition Explorer F Series F450 Pickup (MT) F550 Pickup (MT) F750 Pickup (MT) Five Hundred Flex Focus Fusion GT Mustang Ranger Taurus	2 38 0 0 4 2 2 14 2 0 2 1 1 0 5 3 0 3 2 1	1 33 1 6 5 2 2 2 24 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 52 0 4 2 1 7 19 1 3 1 0 0 0 1 5 3 1 4 0	0.00%  0.00%  1.25%  0.62%  0.31%  2.18%  5.92%  0.31%  0.00%  0.31%  1.56%  0.93%  0.31%  1.25%  0.00%  0.31%	16.20%
Dodge Total	Econoline Edge Escape Expedition Explorer F Series F450 Pickup (MT) F550 Pickup (MT) F750 Pickup (MT) Five Hundred Flex Focus Fusion GT Mustang Ranger Taurus Thunderbird	2 38 0 0 4 2 2 14 2 0 2 1 1 0 5 3 0 3 0 3 1	1 33 1 6 5 2 2 2 24 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 52 0 4 2 1 7 19 1 3 1 0 0 1 5 3 1 4 0 1 0	0.00%  0.00%  1.25%  0.62%  0.31%  2.18%  5.92%  0.31%  0.00%  0.31%  0.00%  1.56%  0.93%  0.31%  1.25%  0.00%  0.31%  0.00%	16.20%
	Econoline Edge Escape Expedition Explorer F Series F450 Pickup (MT) F550 Pickup (MT) F750 Pickup (MT) Five Hundred Flex Focus Fusion GT Mustang Ranger Taurus	2 38 0 0 4 2 2 14 2 0 2 1 1 0 5 3 0 3 2 1 1 0	1 33 1 6 5 2 2 2 24 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 52 0 4 2 1 7 19 1 3 1 0 0 0 1 5 3 1 4 0	0.00%  0.00%  1.25%  0.62%  0.31%  2.18%  5.92%  0.31%  0.00%  0.31%  1.56%  0.93%  0.31%  1.25%  0.00%  0.31%	
Podge Total  Ford Total	Econoline Edge Escape Expedition Explorer F Series F450 Pickup (MT) F550 Pickup (MT) F750 Pickup (MT) Five Hundred Flex Focus Fusion GT Mustang Ranger Taurus Thunderbird Windstar	2 38 0 0 4 2 2 14 2 0 2 1 1 0 5 3 0 3 2 1 1 0 4 4 4 2 0 4 1 0 4 1 0 1 0 1 1 1 0 1 1 1 1 1 1 1 1 1 1 1 1 1	1 33 1 6 5 2 2 2 24 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 52 0 4 2 1 7 19 1 3 1 0 0 0 1 5 3 1 4 0 0 1	0.00%  0.00%  1.25%  0.62%  0.31%  2.18%  5.92%  0.31%  0.00%  0.31%  1.56%  0.93%  0.31%  1.25%  0.00%  0.31%  0.00%  0.31%	16.20%
	Econoline Edge Escape Expedition Explorer F Series F450 Pickup (MT) F550 Pickup (MT) F750 Pickup (MT) Five Hundred Flex Focus Fusion GT Mustang Ranger Taurus Thunderbird Windstar  Cascadia (MT)	2 38 0 0 4 2 2 14 2 0 2 1 1 0 5 3 0 3 2 1 1 0 4 3 0 4 3 0 4 4 0 4 1 0 4 1 0 1 1 0 1 1 0 1 0 1 0 1 0 1 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0	1 33 1 6 5 2 2 2 24 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 52 0 4 2 1 7 19 1 3 1 0 0 1 5 3 1 4 0 1 0 1 5 3 1 4 0 1 0 1 5 3 1 4 0 1 0 1 0 1 0 1 0 1 0 1 0 1 0 0 1 0 0 1 0 0 1 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0	0.00%  0.00%  1.25%  0.62%  0.31%  2.18%  5.92%  0.31%  0.00%  0.31%  0.00%  1.56%  0.93%  0.31%  1.25%  0.00%  0.31%  0.00%  0.31%  0.00%  0.31%  0.00%	
	Econoline Edge Escape Expedition Explorer F Series F450 Pickup (MT) F550 Pickup (MT) F750 Pickup (MT) Five Hundred Flex Focus Fusion GT Mustang Ranger Taurus Thunderbird Windstar  Cascadia (MT) Columbia (HT)	2 38 0 0 4 2 2 14 2 0 2 1 1 0 5 3 0 3 2 1 1 0 43	1 33 1 6 5 2 2 2 24 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 52 0 4 2 1 7 19 1 3 1 0 0 0 1 1 5 4 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0.00%  0.00%  1.25%  0.62%  0.31%  2.18%  5.92%  0.31%  0.00%  0.31%  1.56%  0.93%  0.31%  1.25%  0.00%  0.31%  0.00%  0.31%  0.00%  0.31%  0.00%  0.31%	
	Econoline Edge Escape Expedition Explorer F Series F450 Pickup (MT) F550 Pickup (MT) F750 Pickup (MT) Five Hundred Flex Focus Fusion GT Mustang Ranger Taurus Thunderbird Windstar  Cascadia (MT)	2 38 0 0 4 2 2 14 2 0 2 1 1 0 5 3 0 3 2 1 1 0 4 3 0 4 3 0 4 4 0 4 1 0 4 1 0 1 1 0 1 1 0 1 0 1 0 1 0 1 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0	1 33 1 6 5 2 2 2 24 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 52 0 4 2 1 7 19 1 3 1 0 0 1 5 3 1 4 0 1 0 1 5 3 1 4 0 1 0 1 5 3 1 4 0 1 0 1 0 1 0 1 0 1 0 1 0 1 0 0 1 0 0 1 0 0 1 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0	0.00%  0.00%  1.25%  0.62%  0.31%  2.18%  5.92%  0.31%  0.00%  0.31%  0.00%  1.56%  0.93%  0.31%  1.25%  0.00%  0.31%  0.00%  0.31%  0.00%  0.31%  0.00%	

	Chart E1 (Continu	ued)							
Freightliner Total			1		1		2		0.62%
	Acadia	3		2		1		0.31%	
	Envoy	1		0		0		0.00%	
	Jimmy	0		1		0		0.00%	
	Sierra	6		1		3		0.93%	
	TC7C042 (MT)	0		0		1		0.31%	
	Terrain	0		1		4		1.25%	
	Yukon	3		1		1		0.31%	
	Yukon XL Denali	1		0		0		0.00%	
GMC Total			14		6		10		3.12%
	Accord	2		4		2		0.62%	
	Civic	4		3		1		0.31%	
	CR-V	3		2		1		0.31%	
	Insight	0		1		0		0.00%	
	Odyssey	1		2		2		0.62%	
	Pilot	1		1		1		0.31%	
Honda Total			11		13		7		2.18%
Hummer	H2		1		0		0		0.00%
	Accent	0		0		1		0.31%	
	Azera	2		0		0		0.00%	
	Elantra	1		0		3		0.93%	
	Entourage	1		0		0		0.00%	
	Genesis	0		1		1		0.31%	
	Sante Fe	2		1		0		0.00%	
	Sonata	0		2		3		0.93%	
	Sonata Hybrid	0		1		0		0.00%	
	Tucson	0		1		3		0.93%	
	Veracruz	1		0		1		0.31%	
Hyundai Total			7		6		12		3.74%
	FX35	1		1		1		0.31%	
	G37	0		11		1		0.31%	
	135	1		0		0		0.00%	
	M35	1		1		1		0.31%	
	QX56	0		1		0		0.00%	
Infiniti Total			3		4		3		0.93%
International	DuraStar (MT)	^	1	4	0	^	0	0.0007	0.00%
	1370	0		1		0		0.00%	
Isuzu Total	NQR 9 (MT)	0	0	1	2	0	0	0.00%	0.00%
ISUZU TOTAL	Y-Type	0	U	0		1	U	0.31%	0.00%
	X-Type XJ-Type	1		1		0		0.00%	
	XF-Type	0		1		0		0.00%	
	XK-Type	1		0		0		0.00%	
Jaguar Total	Λι <del>ν-</del> 1 γρ <del>ο</del>	1	2	U	2	U	1	0.0070	0.31%
Jugual I Otal	Commander	1	Z	0		0		0.00%	0.5170
	Grand Cherokee	3		4		3		0.00%	
	Liberty	3		0		3		0.93%	
	Patriot	2		1		0		0.93%	
	Wrangler	6		4		7		2.18%	
Jeep Total	vvialigiei	O	15	4	9	/	13	2.1070	4.05%
Kandi	Coco		0		1		0		0.00%
Nanul	0000		U		I		U		0.00%

	Chart E1 (Continu	ued)							
	Borrego	1		0		0		0.00%	
	Forte	0		3		1		0.31%	
	Optima	1		2		0		0.00%	
	Rio	1		0		3		0.93%	
	Sedona	0		0		1		0.31%	
	Sorento	2		6		0		0.00%	
	Soul	0		0		1		0.31%	
	Spectra	2		0		0		0.00%	
	Sportage	1		4		0		0.00%	
Kia Total			8		15		6		1.87%
	Discovery	0		1		0		0.00%	
	LR2	0		1		0		0.00%	
	LR3	2		0		0		0.00%	
	LR4	1		1		0		0.00%	
	Range Rover	1		1		0		0.00%	
	Range Rover Sport	0		1		0		0.00%	
Land Rover Total			4		5		0		0.00%
	ES	2		0		0		0.00%	
	IS	1		1		0		0.00%	
	LS	1		1		1		0.31%	
	RX	1		0		1		0.31%	
Lexus Total			5		2		2		0.62%
	MKS	1		1		0		0.00%	
	MKT	1		0		1		0.31%	
	MKX	0		1		1		0.31%	
Lincoln Total			2		2		2		0.62%
Lotus	Evora		0		0		1		0.31%
Maserati	Quattroporte		0		1		0		0.00%
	3	1		0		0		0.00%	
	6	1		1		0		0.00%	
	CX-9	2		0		0		0.00%	
	RX-8	0		1		0		0.00%	
	Tribute	0		2		0		0.00%	0.000/
Mazda Total	0.01	4	4		4		0	0.040/	0.00%
	C-Class	1		2		1		0.31%	
	E-Class	1		2		2		0.62%	
	R-Class	1		0		1		0.31%	
	S-Class	1		1		0		0.00%	
	SL-Class	1		2		0		0.00%	
Morandan Pana Tatal	SLK-Class	0		0	7	1	Г	0.31%	1.500/
Mercedes-Benz Total	Crond Moravia	4	5	^	1	0	5	0.000/	1.56%
	Grand Marquis Mariner	0		0		<u>0</u> 1		0.00%	
Mercury Total	iviaililei	U	1	U	0	I	1	0.31%	0.31%
Mini	Cooper		1		3		0		0.31%
IVIIII	Eclipse	1	I	1	3	1	U	0.31%	0.00%
	Galant	0		0		1		0.31%	
	Lancer	2		0		2		0.62%	
Mitsubishi Total	Lance		3	U	1		4	0.0270	1.25%
WILLSUDISHI TOTAL	Altima	2	3	Λ	1	2	4	0.020/	1.25%
	Altima	3 1		<u>4</u> 1		<u>3</u> 1		0.93% 0.31%	
	Armada Cube	0		1		0		0.00%	
	Cube	U		ı		U		0.00%	

	Chart E1 (Continu	ued)							
	Frontier	1		2		0		0.00%	
	GT-R	1		0		0		0.00%	
	Juke	0		0		1		0.31%	
	Maxima	1		2		2		0.62%	
	Murano	1		1		1		0.31%	
	Rogue	0		0		1		0.31%	
	Sentra	3		6		1		0.31%	
	Versa	4		1		4		1.25%	
	Xterra	1		0		0		0.00%	
	Z	1		11		1		0.31%	
Nissan Total			17		19		15		4.67%
Navistar	International (MT)		1		0	_	0		0.00%
	220 (MT)	1		0		0		0.00%	
	389 (HT)	1		0		0	0	0.00%	0.000/
Peterbilt Total	00	_	2	_	0	4	0	0.0407	0.00%
	G3	0		0		1		0.31%	
	G5	1		0		0		0.00%	
	G6 G8	3 4		<u>0</u> 1		0		0.00%	
	Grand Prix	0		1		0		0.00%	
	Montana	1		0		0		0.00%	
	Torrent	0		1		1		0.31%	
Pontiac Total	Tonent	U	9	'	3	1	2	0.5176	0.62%
1 Ontiac Total	Cayenne	0	J	1	5	0		0.00%	0.02 /0
	Panamera	0		1		0		0.00%	
Porsche Total	- anamora		0		2		0	0.0070	0.00%
			U I						
	9-3						1		
Saab	9-3 Astra	1	1	0	0	0		0.00%	0.31%
		1 0		0		0		0.00%	
	Astra								
	Astra Aura Hybrid	0		1		0		0.00%	
	Astra Aura Hybrid Outlook	0		1		0		0.00% 0.00%	
Saab	Astra Aura Hybrid Outlook	0	1	1	0	0	1	0.00% 0.00%	0.31%
Saab Saturn Total	Astra Aura Hybrid Outlook VUE	0 3 2	6	1 0 0	1	0 0 0	0	0.00% 0.00% 0.00%	0.31%
Saturn Total Subaru Total	Astra Aura Hybrid Outlook VUE Impreza Outback	0 3 2 0	6 0	1 0 0	1 2	0 0 0	0 2	0.00% 0.00% 0.00% 0.31%	0.31%
Saab Saturn Total	Astra Aura Hybrid Outlook VUE Impreza Outback XL-7	0 3 2 0 0	6	1 0 0	1	0 0 0 1 1	0	0.00% 0.00% 0.00% 0.31% 0.31%	0.31%
Saturn Total Subaru Total	Astra Aura Hybrid Outlook VUE Impreza Outback XL-7 4Runner	0 3 2 0 0 0	6 0	1 0 0	1 2	0 0 0 1 1 1	0 2	0.00% 0.00% 0.00% 0.31% 0.31%	0.31%
Saturn Total Subaru Total	Astra Aura Hybrid Outlook VUE Impreza Outback XL-7 4Runner Avalon	0 3 2 0 0 0	6 0	1 0 0 2 0	1 2	0 0 0 1 1 1	0 2	0.00% 0.00% 0.00% 0.31% 0.31% 0.31%	0.31%
Saab Saturn Total Subaru Total	Astra Aura Hybrid Outlook VUE Impreza Outback XL-7 4Runner Avalon Camry	0 3 2 0 0 0	6 0	1 0 0 2 0 0	1 2	0 0 0 1 1 1 1 2	0 2	0.00% 0.00% 0.00% 0.31% 0.31% 0.31% 0.31%	0.31%
Saturn Total Subaru Total	Astra Aura Hybrid Outlook VUE Impreza Outback  XL-7 4Runner Avalon Camry Corolla	0 3 2 0 0 0 1 1 4	6 0	1 0 0 2 0 0 1 2 0	1 2	0 0 0 1 1 1 1 2	0 2	0.00% 0.00% 0.00% 0.31% 0.31% 0.31% 0.62% 0.31%	0.31%
Saab Saturn Total Subaru Total	Astra Aura Hybrid Outlook VUE Impreza Outback  XL-7 4Runner Avalon Camry Corolla FJ Cruiser	0 3 2 0 0 0 1 1 4 0	6 0	1 0 0 2 0 1 2 0	1 2	0 0 0 1 1 1 1 2 1 0	0 2	0.00% 0.00% 0.00% 0.31% 0.31% 0.31% 0.62% 0.31% 0.00%	0.31%
Saab Saturn Total Subaru Total	Astra Aura Hybrid Outlook VUE Impreza Outback  XL-7 4Runner Avalon Camry Corolla FJ Cruiser Highlander	0 3 2 0 0 0 1 1 4 0	6 0	1 0 0 2 0 1 2 0 1 1	1 2	0 0 0 1 1 1 1 2 1 0	0 2	0.00% 0.00% 0.00% 0.31% 0.31% 0.31% 0.62% 0.31% 0.00%	0.31%
Saab Saturn Total Subaru Total	Astra Aura Hybrid Outlook VUE Impreza Outback  XL-7 4Runner Avalon Camry Corolla FJ Cruiser Highlander Prius	0 3 2 0 0 1 1 4 0 0	6 0	1 0 0 2 0 1 2 0 1 1 0	1 2	0 0 0 1 1 1 2 1 0 0	0 2	0.00% 0.00% 0.00% 0.31% 0.31% 0.31% 0.62% 0.31% 0.00% 0.00% 0.00%	0.31%
Saab Saturn Total Subaru Total	Astra Aura Hybrid Outlook VUE Impreza Outback  XL-7 4Runner Avalon Camry Corolla FJ Cruiser Highlander Prius Sequoia	0 3 2 0 0 1 1 4 0 0	6 0	1 0 0 2 0 1 2 0 1 1 1 0	1 2	0 0 0 1 1 1 2 1 0 0 0	0 2	0.00% 0.00% 0.00% 0.31% 0.31% 0.31% 0.62% 0.31% 0.00% 0.00% 0.00%	0.31%
Saab Saturn Total Subaru Total	Astra Aura Hybrid Outlook VUE  Impreza Outback  XL-7 4Runner Avalon Camry Corolla FJ Cruiser Highlander Prius Sequoia Sienna	0 3 2 0 0 0 1 1 4 0 0 0	6 0	1 0 0 2 0 1 2 0 1 1 0 0	1 2	0 0 0 1 1 1 2 1 0 0 2 0	0 2	0.00% 0.00% 0.00% 0.31% 0.31% 0.31% 0.62% 0.00% 0.00% 0.00% 0.00% 0.00%	0.31%
Saab Saturn Total Subaru Total	Astra Aura Hybrid Outlook VUE Impreza Outback  XL-7 4Runner Avalon Camry Corolla FJ Cruiser Highlander Prius Sequoia Sienna Tacoma Pickup	0 3 2 0 0 1 1 4 0 0 0 1 2	6 0	1 0 0 2 0 1 2 0 1 1 0 0	1 2	0 0 0 1 1 1 2 1 0 0 2 0 1 2	0 2	0.00% 0.00% 0.00% 0.31% 0.31% 0.31% 0.62% 0.00% 0.00% 0.62% 0.00% 0.31%	0.31%
Saab Saturn Total Subaru Total	Astra Aura Hybrid Outlook VUE Impreza Outback  XL-7 4Runner Avalon Camry Corolla FJ Cruiser Highlander Prius Sequoia Sienna Tacoma Pickup Tundra Pickup	0 3 2 0 0 1 1 4 0 0 0 1 2 1 3	6 0	1 0 0 2 0 1 2 0 1 1 0 0 0	1 2	0 0 0 1 1 1 2 1 0 0 2 0 1 2	0 2	0.00% 0.00% 0.00% 0.31% 0.31% 0.31% 0.62% 0.31% 0.00% 0.00% 0.00% 0.00% 0.00% 0.31%	0.31%
Saturn Total  Subaru Total  Suzuki Total	Astra Aura Hybrid Outlook VUE Impreza Outback  XL-7 4Runner Avalon Camry Corolla FJ Cruiser Highlander Prius Sequoia Sienna Tacoma Pickup	0 3 2 0 0 1 1 4 0 0 0 1 2	6 0 0	1 0 0 2 0 1 2 0 1 1 0 0	1 2 1	0 0 0 1 1 1 2 1 0 0 2 0 1 2	0	0.00% 0.00% 0.00% 0.31% 0.31% 0.31% 0.62% 0.00% 0.00% 0.62% 0.00% 0.31%	0.31% 0.00% 0.62% 0.31%
Saab Saturn Total Subaru Total	Astra Aura Hybrid Outlook VUE  Impreza Outback  XL-7 4Runner Avalon Camry Corolla FJ Cruiser Highlander Prius Sequoia Sienna Tacoma Pickup Tundra Pickup Venza	0 3 2 0 0 0 1 1 4 0 0 0 1 2 1 3 3	6 0	1 0 0 0 0 1 2 0 1 1 0 0 0 0 0	1 2	0 0 0 1 1 1 2 1 0 0 2 0 1 2 1 0	0 2	0.00% 0.00% 0.00% 0.31% 0.31% 0.31% 0.62% 0.00% 0.00% 0.00% 0.62% 0.31% 0.00%	0.31%
Saturn Total  Subaru Total  Suzuki Total	Astra Aura Hybrid Outlook VUE  Impreza Outback  XL-7 4Runner Avalon Camry Corolla FJ Cruiser Highlander Prius Sequoia Sienna Tacoma Pickup Tundra Pickup Venza	0 3 2 0 0 0 1 1 4 0 0 0 1 2 1 3 3	6 0 0	1 0 0 2 0 1 2 0 1 1 0 0 0 0 1 0	1 2 1	0 0 0 1 1 1 2 1 0 0 2 0 1 2 1 0	0	0.00% 0.00% 0.00% 0.31% 0.31% 0.31% 0.62% 0.31% 0.00% 0.00% 0.00% 0.31% 0.00% 0.31% 0.31%	0.31% 0.00% 0.62% 0.31%
Saturn Total  Subaru Total  Suzuki Total	Astra Aura Hybrid Outlook VUE Impreza Outback  XL-7 4Runner Avalon Camry Corolla FJ Cruiser Highlander Prius Sequoia Sienna Tacoma Pickup Tundra Pickup Venza  CC EOS	0 3 2 0 0 0 1 1 4 0 0 0 1 2 1 3 3	6 0 0	1 0 0 0 2 0 1 2 0 1 1 0 0 0 0 0	1 2 1	0 0 0 1 1 1 2 1 0 0 2 0 1 2 1 0	0	0.00% 0.00% 0.00% 0.31% 0.31% 0.31% 0.62% 0.00% 0.62% 0.00% 0.31% 0.62% 0.31% 0.00% 0.31% 0.00%	0.31% 0.00% 0.62% 0.31%
Saturn Total  Subaru Total  Suzuki Total	Astra Aura Hybrid Outlook VUE  Impreza Outback  XL-7 4Runner Avalon Camry Corolla FJ Cruiser Highlander Prius Sequoia Sienna Tacoma Pickup Tundra Pickup Venza	0 3 2 0 0 0 1 1 4 0 0 0 1 2 1 3 3	6 0 0	1 0 0 2 0 1 2 0 1 1 0 0 0 0 1 0	1 2 1	0 0 0 1 1 1 2 1 0 0 2 0 1 2 1 0	0	0.00% 0.00% 0.00% 0.31% 0.31% 0.31% 0.62% 0.31% 0.00% 0.00% 0.00% 0.31% 0.00% 0.31% 0.31%	0.31% 0.00% 0.62% 0.31%

	Chart E1 (Continu	ued)			
	Passat	3	1	0	0.00%
	Routan	1	1	2	0.62%
	Touareg	0	0	1	0.31%
Volkswagen Total		8	3	8	2.49%
	S60	0	0	2	0.62%
	S70	1	0	0	0.00%
	VN780 (HT)	0	1	0	0.00%
	VNL64t (HT)	0	0	1	0.31%
	XC60	1	0	0	0.00%
Volvo Total		2	1	3	0.93%
Miscellaneous Complaints	Unknown	2	2	1	0.31%
Total Complaints Filed		302	274	277	86.29%

Chart E2 shows how many motor home complaints were filed by model (listed alphabetically by make) for CY '10 through CY '12.

	Chart E2 (Motor Homes) Complaints by Make and Mo				
Make	Model	CY '10	CY '11	CY '12	CY' 12 Complaint Share
Carriage	Domani	0	1	0	0.00%
Damon	Avanti	1	0	0	0.00%
	American Allegiance	1	0	0	0.00%
	Quest	0	0	1	0.31%
	Storm	0	1	0	0.00%
Fleetwood Total		1	1	1	0.31%
Four Winds	Hurricane	0	0	1	0.31%
Georgie Boy	Cruise Master	1	0	0	0.00%
	Caribbean	1	0	0	0.00%
	Conquest	1	0	0	0.00%
	Navistar	0	1	0	0.00%
	Sun Voyager	2	1	0	0.00%
Gulf Stream Total		4	2	0	0.00%
Jayco	Seneca	1	0	0	0.00%
Keystone	Alpine	0	0	1	0.31%
	Admiral	0	0	1	0.31%
	Diplomat	1	0	0	0.00%
Monaco Total		1	0	1	0.31%
	Bay Star	0	0	1	0.31%
	Grand Star	1	0	0	0.00%
Newmar Total		1	0	1	0.31%
Pleasure-Way	Excel	0	0	1	0.31%
	Itasca	0	1	0	0.00%
	Tour	0	0	1	0.31%
	Vectra	1	0	0	0.00%
	Wkr42ad	0	0	1	0.31%
Winnebago Total		1	1	2	0.62%
Total Complaints Filed		11	5	8	2.49%

Chart E3 shows how many towable recreational vehicle complaints were filed by model (listed alphabetically by make) for CY '10 through CY '12.

	Chart E3 (Towable Complaints b	Recreational y Make and M	•		
Make	Model	CY '10	CY '11	CY '12	CY' 12 Complaint Share
Airstream	Flying Cloud	0	1	1	0.31%
<b>Adventure Manufacturing</b>	Timberlodge	1	0	0	0.00%
Bloomer	Evolution Trailer	1	0	0	0.00%
Doubletree	Select Suites	0	0	1	0.31%
Dutchmen	Voltage	0	0	1	0.31%
	Cameo	1	3	0	0.00%
	Domani	1	0	0	0.00%
Carriage Total		2	3	0	0.00%
Fleetwood	Quantum	1	0	0	0.00%
	Lexington	0	0	1	0.31%
	Rockwood	0	1	0	0.00%
	Surveyor	1	1	0	0.00%
	Wildcat	2	0	1	0.31%
Forest River Total		3	2	2	0.62%
Foretravel	IH-45	0	0	1	0.31%
Frontier RV	Aspen	0	0	1	0.31%
	Big Country	0	0	1	0.31%
	Cyclone	0	0	1	0.31%
	Edge	0	1	0	0.00%
	Elkridge	0	0	1	0.31%
	Greystone	0	0	1	0.31%
	Landmark	0	1	0	0.00%
	North Trail	0	0	2	0.62%
	Sundance	0	0	1	0.31%
Heartland Total		0	2	7	2.18%
Jayco	Embark	0	1	0	0.00%
	Inferno	1	0	0	0.00%
	Sportster	0	1	0	0.00%
K-Z Total		1	1	0	0.00%
	Alpine	0	1	0	0.00%
	Cougar	0	1	0	0.00%
	Outback	1	0	0	0.00%
	Passport	0	0	1	0.31%
	Raptor	0	1	0	0.00%
	Sprinter	0	1	1	0.31%
Keystone Total		1	4	2	0.62%
Landmark	Rushmore	0	0	1	0.31%
Newmar	Torrey Pine	1	0	0	0.00%
	Journeyer	0	0	1	0.31%
	Open Range	1	0	2	0.62%
	Presidential	0	1	0	0.00%
Open Range Total		2	5		1.56%
Prowler	СТ	0	0	1	0.31%
Redwood	36FL	0	0		0.31%
Skyline Malibu	2510	1	0		0.00%
Sprinter	300 KBS-LA	1	0	0	0.00%
Zinger	27RL	1	0		0.00%
Total Complaints Filed		16	19		7.48%

Chart E4 shows how many all-terrain vehicles and motorcycles complaints were filed by model (listed alphabetically by make) for CY '10 through CY '12.

Chart E4				Electric Vehi	Chart E4 (All Terrain Vehicles, Motorcycles and Neighborhood Electric Vehicles)  Complaints by Make and Model								
Make	Model	CY '10	CY '11	CY '12	CY' 12 Complai Share	int							
Agusta	F4 (MC)	0	(			.31%							
	500 (ATV)	1	1	0	0.00%								
	Mud Pro 700 (ATV)	1	0	0	0.00%								
	Thunderkat (ATV)	1	0	0	0.00%								
Arctic Cat Total		3	•	1		.00%							
Baja	SC 150 (MC)	0		1	0.	.00%							
	Big Horn (ATV)	0	0	1	0.31%								
	MP250A (MC)	0	0	1	0.31%								
Bennche Total		0	(			.63%							
Big Dog	Coyote (MC)	0				.00%							
BRP	Spyder (MC)	0	•	1		.00%							
BMW	R1200GS (MC)	1	(		0.	.00%							
Buell	1125R (MC)	1	(		0.	.00%							
	DS 90 (ATV)	1	0	0	0.00%								
	Spyder GS Roadster (MC)	1	0	0	0.00%								
Can-Am Total		2	(		0.	.00%							
Ducati	1198 (MC)	0	(	)		.31%							
GEM	e4 (NEV)	0	•	1		.00%							
	FLHTCUSE2 (MC)	0	1	0	0.00%								
	FLSTFB (MC)	1	0	0	0.00%								
	FLSTN (MC)	0	1	0	0.00%								
	VRSCDX (MC)	0	1	0	0.00%								
Harley-Davidson Total		1	(	3	0.	.00%							
	Cb1000rb (MC)	0	0	1	0.31%								
	Trx 420 (MC)	1	0	0	0.00%								
Honda Total		1	(		1 0.	.31%							
	KAF (MC)	0	0	1	0.31%								
	KRF750 (MC)	0	0	1	0.31%								
Kawasaki Total		0	(		0.	.62%							
Kubota	RTV900 (ATV)	1	(			.00%							
	R11WH50AG (ATV)	0	1	0	0.00%								
	R11XY76AA (ATV)	0	1	0	0.00%								
	R12 (ATV)	0	0	1	0.31%								
	Ranger (ATV)	0	0	1	0.31%								
	RZR800 (ATV)	1	0	0	0.00%								
	RZR170 (ATV)	1	0	0	0.00%								
	Sportsman (ATV)	0	1	0	0.00%								
Polaris Total		2	3			.63%							
Royal Enfield	C5 Bullet (MC)	0	•	1		.00%							
Star	NV (NEV)	0	(			.31%							
	Hisun (ATV)	1	0	0	0.00%								
	UTV (ATV)	1	0	0	0.00%								
SunL Total		2				.00%							
	150 (ATV)	0	4	0	0.00%								
	700U (ATV)	1	1	0	0.00%								
	Panther (ATV)	0	2	0	0.00%								
	Velocity (MC)	0	0	1	0.31%								
Supermach Total		1	1			.31%							
Suzuki	GSX (MC)	1				.00%							
Tank	Khaos (MC)	1				.00%							
Tomberlin	Emerge	0				.31%							
Tomoto	ATV 150	0	(			.62%							
Vitacci	Touring (MC)	0				.00%							
Wildfire	WFH300-SP (MC)	2	(	)	0.	.00%							
Xispa	XY260T-4 (MC)	1	(		0.	.00%							
Total Complaints Filed		20	20			.38%							

Chart F shows the predominate defect claimed by consumers on filing their complaints for the 15 vehicle models that had the greatest number of complaints filed. The engine performance/emissions category was the predominate defect on five of the 15 models listed.

Chart F Predominate Defects Reported for the Top 15 Vehicle Models by Make and Model					
Make	Model	lodel Complaints Defect		Defect Total	
BMW	500 Class	2	Electrical	2	
	Cruze	4	Engine - Mechanical	3	
	Oluze	_	Engine Performance/Emissions	3	
Chevrolet	Malibu	5	Body and Trim	3	
	Ivianou	9	Safety Devices/Seat Belts/Airbags	3	
	Silverado	5	Other	3	
	Avenger	4	Automatic Transmission	2	
	Charger		Body and Trim	3	
Dodge		5	Electrical	3	
Douge			Other	3	
	Journey	5 Brakes		5	
	Ram	29	Engine Performance/Emissions	16	
	Explorer	7	Electrical	4	
	F Series	19	Engine Performance/Emissions	9	
Ford	F550 Pickup	3	Engine Performance/Emissions	2	
	Focus	5	Automatic Transmission	3	
		Ŭ	Safety Devices/Seat Belts/Airbags	3	
GMC	Terrain	4	Engine Performance/Emissions	2	
OIVIO		7	Other	2	
	Wrangler	7	Body and Trim	3	
Jeep			Electrical	3	
			Other	3	
			Safety Devices/Seat Belts/Airbags	3	
			Water Leaks	3	
Nissan	Versa	4	Automatic Transmission	2	
1 4133411	VOIGU		Engine Mechanical	2	

## COMPLAINTS CLOSED

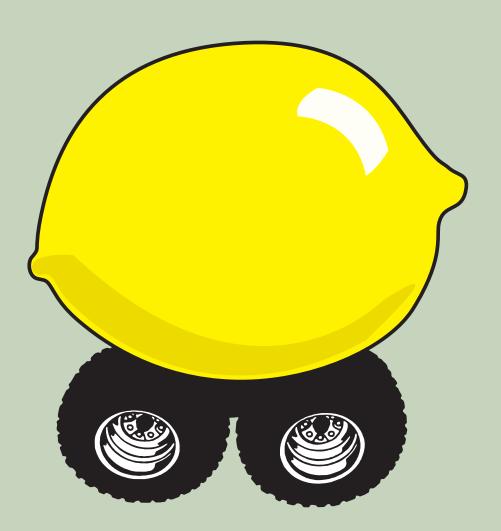


Chart G shows the comparison of case resolution from CY '10 to CY '12. Most of these cases are settled by the manufacturer and result in a settlement order being issued.

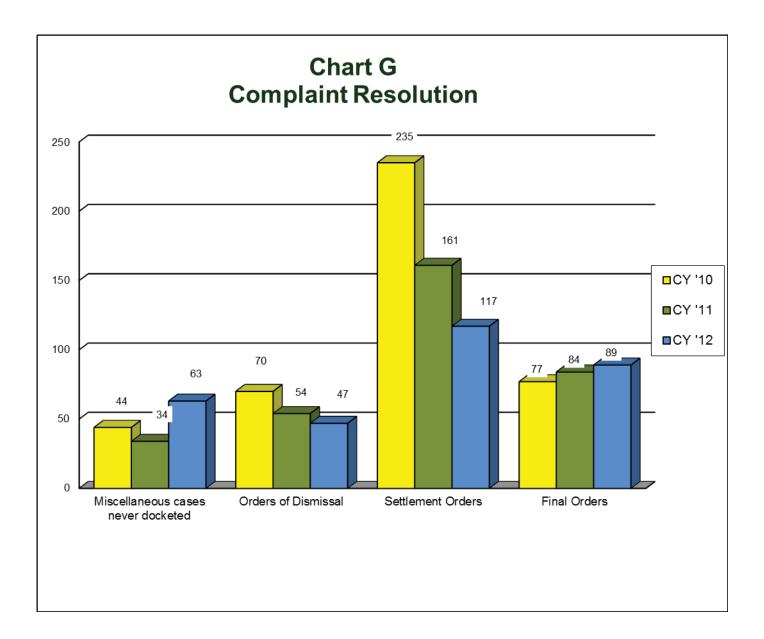


Chart H shows the comparison of the settlement orders issued by manufacturer. There is also a breakdown of the type of settlement reached.

Chart H Settlements by Manufacturer								
Manufacturer	Repurchase	Replacement	Trade Assist	Repair	Extended Service Contract	Cash Settlement	Other	Total Settlements
BMW	1	0	0	1	0	1	0	3
Buick	0	0	0	1	1	0	1	3
Cadillac	0	1	0	0	0	1	0	2
Chevrolet	0	0	1	2	1	2	8	14
Chrysler	0	1	0	0	0	4	0	5
Dodge	5	3	0	0	1	8	0	17
Fleetwood	0	0	0	1	0	0	0	1
Ford	4	2	0	3	2	2	0	13
Four Winds	0	0	0	0	0	1	0	1
GMC	0	0	1	1	0	2	0	4
Heartland	0	0	0	1	0	0	2	3
Honda	0	1	0	1	0	0	1	3
Hyundai	2	0	0	0	0	2	0	4
JH Global	0	0	0	1	0	0	0	1
Jeep	1	1	0	1	1	4	0	8
Keystone	0	1	0	1	0	0	1	3
Kia	1	0	0	2	0	1	1	5
Lexus	1	0	0	1	0	0	0	2
Lincoln	1	0	0	0	0	0	0	1
Mercury	1	0	0	0	0	0	0	1
Mitsubishi	0	0	0	1	0	0	0	1
Nissan	3	0	0	1	1	2	1	8
Pontiac	0	0	0	1	0	0	0	1
Porsche	1	0	0	0	1	0	1	3
Subaru	0	1	0	0	0	1	0	2
Suzuki	0	0	0	0	0	1	0	1
Tomberlin	0	1	0	0	0	0	0	1
Toyota	0	0	0	1	0	0	1	2
Volkswagen	1	0	0	0	0	1	0	2
Winnebago	0	0	0	1	0	0	1	2
Total	22	12	2	22	8	33	18	117

Chart I shows the comparison of the 89 final orders issued by manufacturer.

Chart I Final Orders by Manufacturer						
Manufacturer	Repurchase	Replacement	Repair	Dismissal	Total Orders	
Arctic Cat	0	0	0	1	1	
BMW	2	0	0	4	6	
Carriage	1	0	1	1	3	
Chevrolet	3	0	0	2	5	
Chrysler	0	0	0	1	1	
Dodge	0	0	0	3	3	
Ford	6	0	2	14	22	
Forest River	0	0	0	1	1	
GEM	1	0	0	0	1	
GMC	0	0	0	2	2	
Harley-Davidson	1	0	0	0	1	
Honda	1	0	0	3	4	
Hyundai	2	0	0	2	4	
Infiniti	0	0	0	2	2	
Kia	3	0	0	2	5	
Lexus	0	0	0	1	1	
Mercedes-Benz	1	0	0	1	2	
Mitsubishi	0	0	0	2	2	
Nissan	2	0	0	6	8	
Open Range	1	0	0	1	2	
Pontiac	1	0	0	0	1	
Titan	3	0	1	2	6	
Toyota	1	0	0	2	3	
Volvo	0	0	0	2	2	
Winnebago	1	0	0	0	1	
Total	30	0	4	55	89	

There were 30 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.

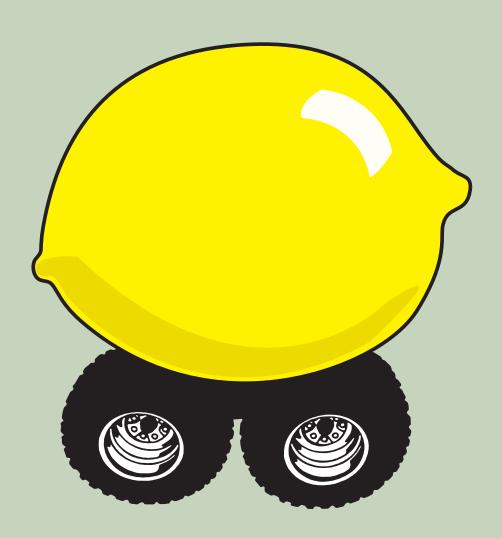
Chart J describes the vehicles that were ordered repurchased or replaced by manufacturers listed alphabetically by make and model.

	CHART J VEHICLES ORDERED REPURCHASED OR REPLACED - BY MAKE AND MODEL							
	YEAR	MAKE	MODEL	VEHICLE TYPE	PROBLEM AREA	PRICE		
1	2010	BMW	500 Class	Passenger Car	Engine Performance/Emission	\$69,835.22		
2	2010	BMW	500 Class	Passenger Car	Engine Performance/Emission	\$52,821.29		
3	2010	Carriage	Cameo	Towable Recreational Vehicle	Body and Trim	\$66,671.63		
4	2009	Chevrolet	Impala	Passenger Car	Air Conditioning/Heating	\$6,470.00		
5	2012	Chevrolet	Malibu	Passenger Car	Body and Trim	\$23,692.84		
6	2010	Chevrolet	Silverado	Light Truck	Engine Performance/Emission	\$29,407.95		
7	2010	GEM	e4	Neighborhood Vehicle	Electrical	\$17,510.37		
8	2011	Ford	Edge	Light Truck	Electrical	\$35,497.50		
9	2011	Ford	Edge	Light Truck	Electrical	\$33,567.05		
10	2011	Ford	Edge	Light Truck	Electrical	\$29,303.65		
11	2010	Ford	F Series	Light Truck	Electrical	\$37,931.12		
12	2010	Ford	F Series	Light Truck	Drive Line	\$33,267.32		
13	2012	Ford	GT	Passenger Car	Engine Performance/Emission	\$29,770.62		
14	2009	Harley-Davidson	FLSTN	Motorcycle	Engine Performance/Emission	\$21,625.35		
15	2010	Honda	Accord	Passenger Car	Engine Performance/Emission	\$29,440.10		
16	2011	Hyundai	Sonata	Passenger Car	Suspension and Steering	\$27,441.62		
17	2012	Hyundai	Tucson	Light Truck	Engine Performance/Emission	\$24,120.80		
18	2010	Kia	Rio	Passenger Car	Electrical	\$12,719.13		
19	2011	Kia	Rio	Passenger Car	Engine Performance/Emission	\$16,275.53		
20	2011	Kia	Sorento	Light Truck	Automatic Transmission	\$19,753.08		
21	2009	Mercedes-Benz	SL-Class	Passenger Car	Engine Performance/Emission	\$96,086.68		
22	2010	Nissan	Altima	Passenger Car	Automatic Transmission	\$20,784.11		
23	2011	Nissan	Sentra	Passenger Car	Body and Trim Water Leak	\$24,326.42		
24	2012	Open Range	Residential	Towable Recreational Vehicle	Electrical Safety	\$56,004.40		
25	2009	Pontiac	G8	Passenger Car	Engine Performance/Emission	\$28,060.13		
26	2010	Supermach	700	All Terrain Vehicle	Engine Performance/Emission	\$7,528.37		
27	2010	Supermach	Panther	All Terrain Vehicle	Engine Performance/Emission	\$8,726.94		
28	2010	Supermach	Panther	All Terrain Vehicle	Engine Performance/Emission	\$7,927.69		
29	2010	Toyota	Prius	Passenger Car	Brakes	\$26,338.84		
30	2010	Winnebago	Tour	Motorhome	Body and Trim	\$212,774.42		
Total						\$1,105,680.17		

Chart K shows the number of vehicles reacquired by manufacturers per Lemon Law Rule §215.210 for CY '10, CY '11 and CY '12

Chart K						
Manufacturer Reacquired Vehicles						
	CY '10	CY '11	CY '12			
Ordered Repurchases/Replacements	19	34	30			
Reacquired Vehicle Settlements	75	56	34			
Reacquired Vehicles Transferred to Texas	656	647	868			
Total	750	737	932			

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#### ACKNOWLEDGMENTS

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Stephanie Rogers Anne Lehnick Cindy Sedillo

This report would not have been possible without the dedication of these individuals. Moreover, the daily efforts and commitment to service by the Lemon Law Section staff to Texas consumers is greatly appreciated.

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