

# FY2015

## LEMON LAW ANNUAL REPORT

Texas Department of Motor Vehicles  
Enforcement Division



Texas Department  
of Motor Vehicles  
HELPING TEXANS GROW . HELPING TEXAS GROW.

Enforcement Division  
Lemon Law Section

4000 Jackson Avenue  
Austin, TX 78731

[www.txdmv.gov](http://www.txdmv.gov)



**TEXAS DEPARTMENT OF MOTOR VEHICLES  
ENFORCEMENT DIVISION  
LEMON LAW SECTION  
4000 Jackson Avenue  
Austin, Texas 78731**

**Bill Harbeson**  
Division Director

**STAFF MEMBERS**

**Mark Gladney**  
Manager-Lemon Law Section

**John DuFour**  
**Bob Swarts**  
Case Advisors/Automotive Experts

**Anne Lehnick**  
**Stephanie Rogers**  
**Cindy Sedillo**  
Support Staff

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# **INTRODUCTION TO THE PROGRAM RESULTS FOR FY 2015**



## INTRODUCTION

The 2015 Lemon Law Annual Report (Report)<sup>1</sup>, published by the Texas Department of Motor Vehicles (TxDMV) will now provide public information on motor vehicles ordered replaced or repurchased from data compiled from the preceding fiscal year. In past years, the statistics provided in the Report were compiled and provided to the public, examining the repurchase and replacement of motor vehicles information each calendar year. However, in keeping with department initiatives, and for consistency with other department data publications, the Report will now publish the statutorily mandated details by examining the results of the recently concluded fiscal year.

The Texas Lemon Law, passed by the Texas Legislature in 1983, is designed to assist consumers who have purchased or leased new motor vehicles with evidence of substantial defects to obtain repair, replacement or repurchase, where necessary. The state program is administered by the TxDMV's Lemon Law Section. This state law has been recognized nationally as one of the most effective pieces of legislation in obtaining fair resolution of disputes between consumers and motor vehicle manufacturers. This Report serves to provide information about the number of motor vehicles replaced or repurchased and to inform the public of the efforts of the TxDMV to ensure that motor vehicle manufacturers comply with state laws and that defective vehicles are removed from state roadways.

In Fiscal Year 2015 (FY '15), the Lemon Law program's efforts included:

- 14 motor vehicles ordered repurchased or replaced by manufacturers pursuant to a hearing due to substantial defect with a total value of just over \$450,000.00;
- 96 motor vehicles reacquired by manufacturers as the result of settlement agreements after consumers filed a complaint with the TxDMV;
- 754 out-of-state defective motor vehicles reacquired by manufacturers that entered Texas after repair of alleged defects;
- 431 lemon law complaints filed with the TxDMV in FY '15, an increase of 14% since FY 2013;
- 363 lemon law complaints closed by the TxDMV in FY '15; and
- 213 complaints settled by the TxDMV before the issuance of a final decision by an administrative law judge (ALJ) or TxDMV hearings examiner.<sup>2</sup>

Since 1993, there have been almost 17,000 complaints filed with the TxDMV, and the Lemon Law has generated almost \$117 million in repurchase or replacement value to Texas consumers.

This 24<sup>th</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 by an ALJ or TxDMV hearings examiner.

Prior to 2008, nationwide vehicle sales exceeded 16 million. The gradual economic recovery in the United States raised total vehicle sales to 18.2 million units as of August 2015.<sup>3</sup> That number is an increase from 17.66 million units from the same time last year.

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<sup>1</sup> The TxDMV is required to publish an annual report made available to the public on ordered repurchases and replacements of motor vehicles pursuant to Texas Occupations Code § 2301.611.

<sup>2</sup> Complaints may be settled by a TxDMV Case Advisor by phone conference between the parties or the use of a mediation inspection. A mediation inspection is an in-person analysis of the motor vehicle that is the subject of a lemon law or warranty complaint. The inspections are conducted by a TxDMV Case Advisor at an agreed location, such as a vehicle dealership. The complainant and a manufacturer representative typically attend the mediation inspection with the TxDMV Case Advisor, who is a trained motor vehicle technician and certified mediator. This opportunity for inspection of the subject motor vehicle is used by the TxDMV Case Advisor to assess the alleged defects and to affect settlement where possible.

<sup>3</sup> Data from [YCharts.com/indicators/auto\\_sales](http://YCharts.com/indicators/auto_sales) (US Vehicle Sales)

## Chart A

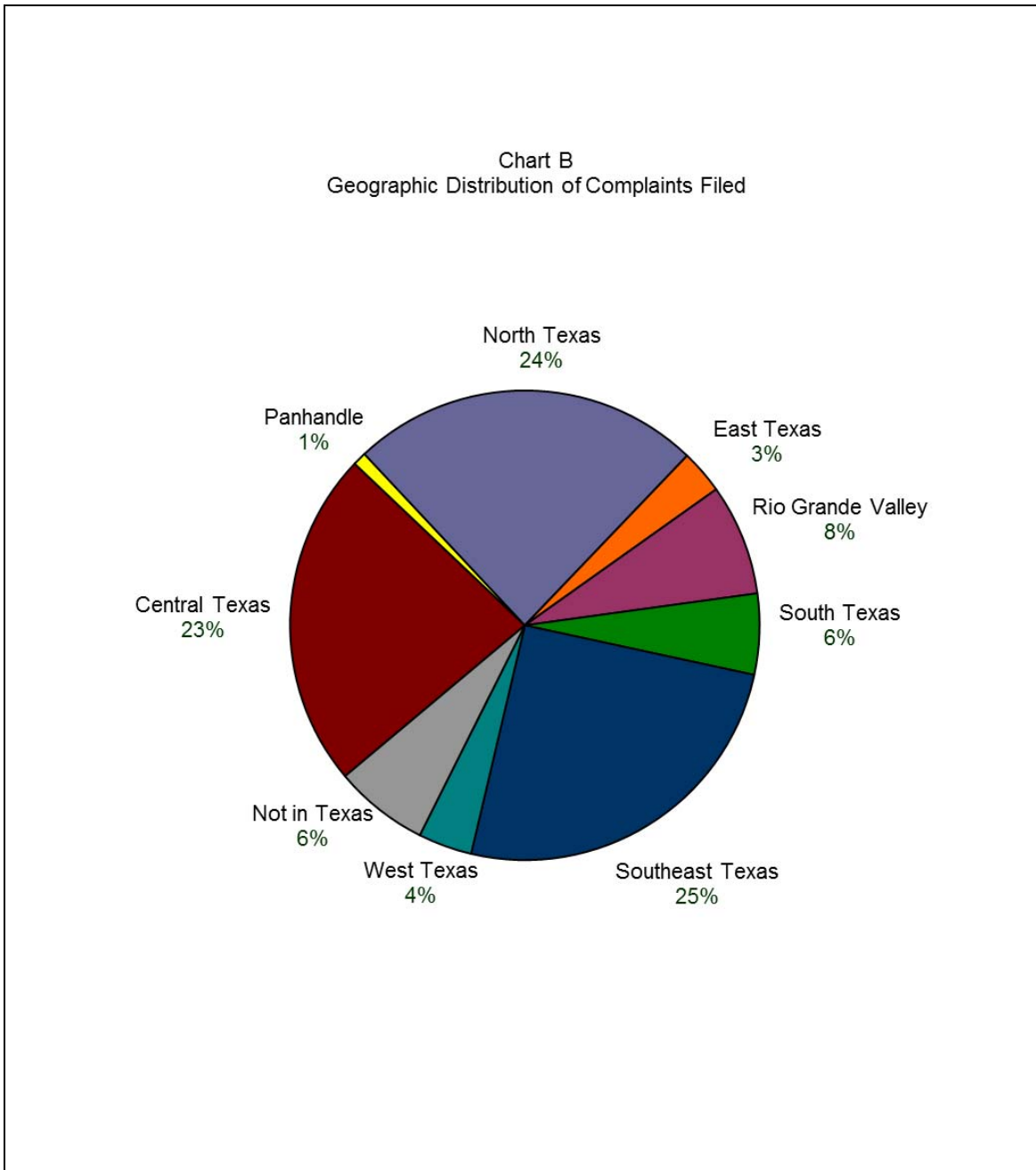
This chart shows an overview of the program results for FY '15 along with the previous two years' results for comparison.

<b>Chart A</b>			
<b>Summary of Program Results</b>			
	<b>FY '13</b>	<b>FY '14</b>	<b>FY '15</b>
Complaints Filed	370	391	431
Complaints Closed	353	416	363
Settlements	179	228	213
Repurchase/Replacement Orders	70	72	110

Most complaints involve passenger cars and light trucks; however, complaints were also received on all-terrain vehicles, medium trucks, heavy trucks, motorcycles, motor homes and towable recreational vehicles. Purchase prices of the vehicles subject to complaint ranged from a few thousand dollars to just under two hundred thousand dollars for a motor home.

## Chart B

The Lemon Law Section has divided the state into nine areas, which coincide with TxDMV regional centers. The largest percentage of complaints were filed from the Southeast Texas area, which includes Houston. The next two largest areas in which complaints were filed are Central Texas, which includes Austin and San Antonio, and North Texas, which includes Dallas and Fort Worth.



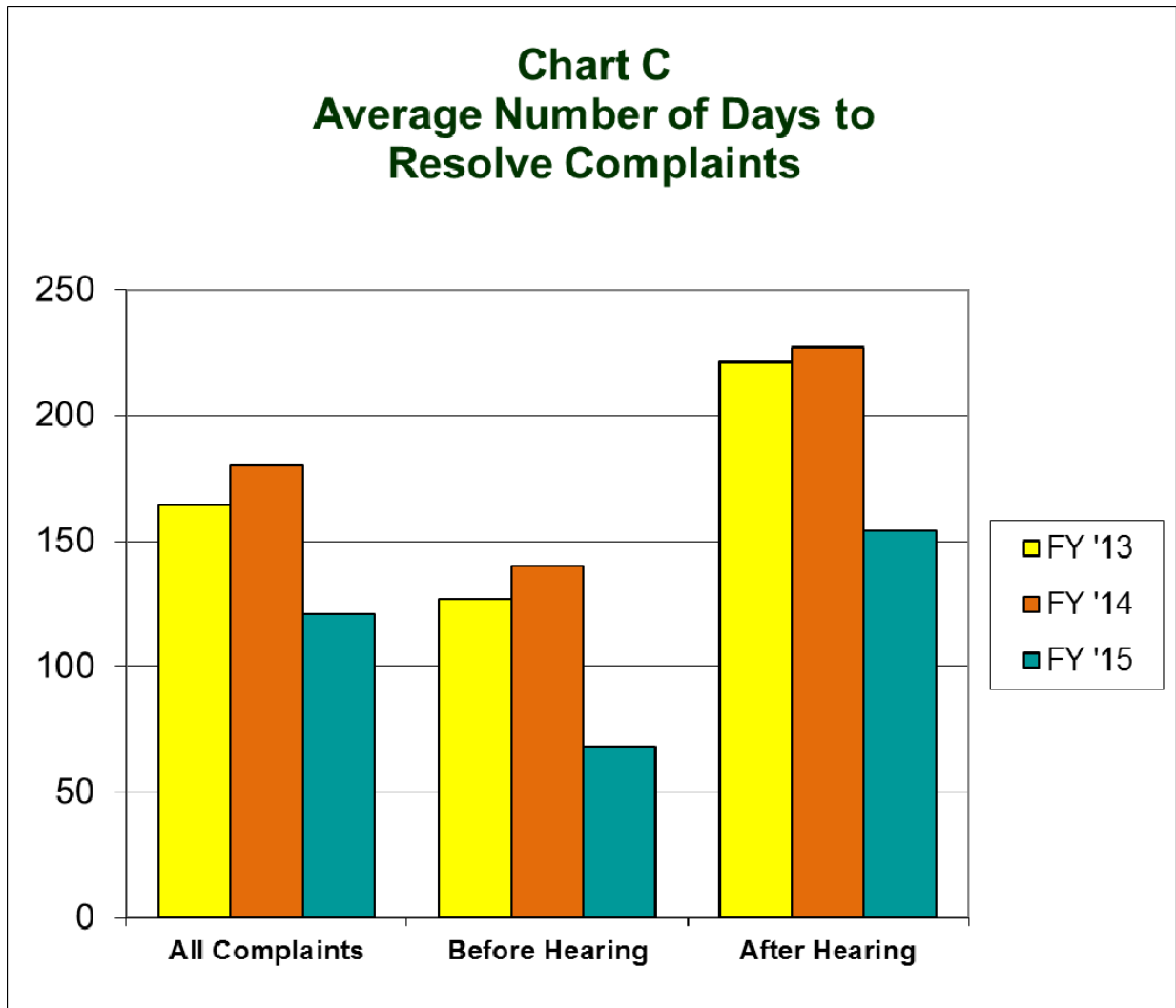


# COMPLAINT PROCESS



## Chart C

Chart C shows the average processing times for the complaints closed for FY '13 through FY '15. The trend expressed shows a 36% decrease in processing time to resolve complaints over the last three years.



# COMPLAINTS FILED



## Chart D1

Chart D1 shows how many passenger car and truck complaints were filed by model (listed alphabetically by make) for the period of FY '13 through FY '15. Of the 431 complaints filed in FY '15, 88.40% were for cars and trucks.

Chart D1 (Passenger Cars and Trucks)					
Complaints by Make and Model					
Make	Model	FY '13	FY '14	FY '15	FY '15 Complaint Share
<b>Acura</b>	ILX	0	1	0	0.00%
	MDX	1	1	0	0.00%
	RDX	2	0	1	0.23%
	TSX	1	1	0	0.00%
<b>Total</b>		<b>4</b>	<b>3</b>	<b>1</b>	<b>0.23%</b>
<b>Audi</b>	A5	0	0	0	0.00%
	Q5	0	1	1	0.23%
	S5	1	0	1	0.23%
<b>Total</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>0.46%</b>
<b>BMW</b>	1 Series	0	1	0	0.00%
	2 Series	0	0	1	0.23%
	3 Series	2	1	4	0.93%
	5 Series	4	3	3	0.70%
	7 Series	0	3	0	0.00%
	X1	1	0	0	0.00%
	X3	1	0	1	0.23%
	X5	0	3	1	0.23%
	X5M	1	0	0	0.00%
	X6	1	0	1	0.23%
<b>Total</b>		<b>10</b>	<b>11</b>	<b>11</b>	<b>2.55%</b>
<b>Buick</b>	Enclave	2	0	1	0.23%
	Encore	0	0	1	0.23%
	LaCrosse	3	0	2	0.46%
	Verano	1	2	0	0.00%
<b>Total</b>		<b>6</b>	<b>2</b>	<b>4</b>	<b>0.93%</b>
<b>Cadillac</b>	ATS	0	1	1	0.23%
	CTS	1	1	1	0.23%
	DTS	1	0	0	0.00%
	Escalade	1	1	3	0.70%
	SRX	2	1	0	0.00%
	XTS	2	2	0	0.00%
<b>Total</b>		<b>7</b>	<b>6</b>	<b>5</b>	<b>1.16%</b>
<b>Chevrolet</b>	Aveo	0	0	2	0.46%
	Camaro	5	7	6	1.39%
	Cobalt	1	0	0	0.00%
	Colorado	0	1	1	0.23%
	Corvette	0	2	1	0.23%
	Cruze	5	4	1	0.23%
	Equinox	5	3	1	0.23%
	Express	2	1	1	0.23%
	HHR	0	0	1	0.23%
	Impala	1	3	1	0.23%

**Chart D1 (Continued)**

<b>Chevrolet</b>	Malibu	3	4	2	0.46%
	Silverado	12	9	11	2.55%
	Sonic	1	0	0	0.00%
	Spark	1	1	1	0.23%
	Suburban	1	0	0	0.00%
	Tahoe	2	0	2	0.46%
	TrailBlazer	1	1	0	0.00%
	Traverse	3	4	2	0.46%
	Volt	1	0	0	0.00%
<b>Total</b>		<b>44</b>	<b>40</b>	<b>33</b>	<b>7.66%</b>
<b>Chrysler</b>	200	1	3	7	1.62%
	300	2	4	0	0.00%
	Grand Voyager	1	0	0	0.00%
	PT Cruiser	1	0	0	0.00%
	Sebring	0	0	1	0.23%
	Town & Country	1	6	3	0.70%
<b>Total</b>		<b>6</b>	<b>13</b>	<b>11</b>	<b>2.55%</b>
<b>Dodge</b>	Avenger	6	4	5	1.16%
	Caliber	0	1	0	0.00%
	Challenger	4	8	5	1.16%
	Charger	5	4	6	1.39%
	Dakota Pickup	1	0	0	0.00%
	Dart	1	7	15	3.48%
	Durango	4	5	10	2.32%
	Grand Caravan	2	0	0	0.00%
	Intrepid	1	0	0	0.00%
	Journey	5	4	6	1.39%
	Nitro	0	1	0	0.00%
	Ram	27	36	37	8.58%
Viper	0	0	2	0.46%	
<b>Total</b>		<b>56</b>	<b>70</b>	<b>86</b>	<b>19.95%</b>
<b>Fiat</b>	500	2	4	0	0.00%
	Abarth	0	0	2	0.46%
<b>Total</b>		<b>2</b>	<b>4</b>	<b>2</b>	<b>0.46%</b>
<b>Ford</b>	C-Max	1	1	1	0.23%
	Crown Victoria	0	1	0	0.00%
	Edge	1	2	1	0.23%
	Escape	7	3	4	0.93%
	Expedition	4	1	1	0.23%
	Explorer	8	5	4	0.93%
	F Series	23	18	20	4.64%
	F450 Pickup (MT)	1	0	0	0.00%
	F550 Pickup (MT)	2	0	0	0.00%
	F650 Pickup (MT)	1	0	0	0.00%
	F750 Pickup (MT)	0	0	1	0.23%
	Fiesta	6	6	4	0.93%
	Flex	0	0	0	0.00%
	Focus	11	13	10	2.32%
	Fusion	4	8	1	0.23%
	Mustang	3	3	1	0.23%
Taurus	1	1	2	0.46%	
<b>Total</b>		<b>73</b>	<b>62</b>	<b>50</b>	<b>11.60%</b>

**Chart D1 (Continued)**

<b>Freightliner</b>	FL112 (HT)	1	0	0	0.00%
	M2106 (MT)	1	1	0	0.00%
<b>Total</b>		<b>2</b>	<b>1</b>	<b>0</b>	<b>0.00%</b>
<b>GMC</b>	Acadia	1	1	3	0.70%
	Envoy	0	2	0	0.00%
	Sierra	1	6	6	1.39%
	Terrain	3	1	2	0.46%
	Yukon	0	0	2	0.46%
<b>Total</b>		<b>5</b>	<b>10</b>	<b>13</b>	<b>3.02%</b>
<b>Honda</b>	Accord	3	4	3	0.70%
	Civic	2	4	1	0.23%
	CR-V	2	0	1	0.23%
	Odyssey	3	0	6	1.39%
	Passport	1	0	0	0.00%
	Pilot	1	0	0	0.00%
<b>Total</b>		<b>12</b>	<b>8</b>	<b>11</b>	<b>2.55%</b>
<b>Hyundai</b>	Accent	0	0	0	0.00%
	Azera	0	1	0	0.00%
	Elantra	1	2	0	0.00%
	Entourage	0	1	0	0.00%
	Genesis	2	0	1	0.23%
	Santa Fe	0	0	2	0.46%
	Sonata	3	1	3	0.70%
	Tucson	2	1	0	0.00%
	Veloster	0	1	0	0.00%
	Veracruz	2	0	2	0.46%
<b>Total</b>		<b>10</b>	<b>7</b>	<b>8</b>	<b>1.86%</b>
<b>Infiniti</b>	G35	0	1	0	0.00%
	JX35	0	3	0	0.00%
	M56	1	1	0	0.00%
	Q50	0	0	1	0.23%
	QX56	0	2	0	0.00%
	QX60	0	1	0	0.00%
<b>Total</b>		<b>1</b>	<b>8</b>	<b>1</b>	<b>0.23%</b>
<b>International</b>	7500	0	1	0	0.00%
	Terrastar (HT)	1	0	0	0.00%
<b>Total</b>		<b>1</b>	<b>1</b>	<b>0</b>	<b>0.00%</b>
<b>Jaguar</b>	XF-Type	0	0	2	0.46%
	XFR-Type	0	2	0	0.00%
	XJ-Type	0	1	0	0.00%
	XJL-Type	1	0	0	0.00%
<b>Total</b>		<b>1</b>	<b>3</b>	<b>2</b>	<b>0.46%</b>
<b>Jeep</b>	Cherokee	0	1	12	2.78%
	Compass	0	0	1	0.23%
	Grand Cherokee	2	10	20	4.64%
	Liberty	1	0	1	0.23%
	Patriot	0	0	3	0.70%
	Wrangler	5	4	9	2.09%
<b>Total</b>		<b>8</b>	<b>15</b>	<b>46</b>	<b>10.67%</b>
<b>Kia</b>	Cadenza	0	0	1	0.23%
	Forte	1	0	0	0.00%
	K900	0	0	1	0.23%
	Optima	1	3	3	0.70%

Chart D1 (Continued)					
Kia	Rio	1	1	0	0.00%
	Sedona	0	0	1	0.23%
	Sorento	2	4	3	0.70%
	Soul	2	0	1	0.23%
	Sportage	1	0	0	0.00%
<b>Total</b>		<b>8</b>	<b>8</b>	<b>10</b>	<b>2.32%</b>
Land Rover	Discovery	0	0	1	0.23%
	LR2	1	0	0	0.00%
	Range Rover	1	0	1	0.23%
	Range Rover Sport	0	1	0	0.00%
<b>Total</b>		<b>2</b>	<b>1</b>	<b>2</b>	<b>0.46%</b>
Lexus	IS	0	0	1	0.23%
	GS	1	0	0	0.00%
	GX	0	0	1	0.23%
	RX	0	0	1	0.23%
<b>Total</b>		<b>1</b>	<b>0</b>	<b>3</b>	<b>0.70%</b>
Lincoln	MKC	0	0	1	0.23%
	MKS	1	1	0	0.00%
	MKT	1	0	1	0.23%
	MKX	0	1	2	0.46%
	MKZ	0	0	1	0.23%
	Navigator	0	1	0	0.00%
	Town Car	1	0	0	0.00%
<b>Total</b>		<b>3</b>	<b>3</b>	<b>5</b>	<b>1.16%</b>
Lotus	Evora	1	0	0	0.00%
Maseratti	Ghibli	0	0	1	0.23%
	GranTurismo	1	2	0	0.00%
<b>Total</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>0.23%</b>
Mazda	CX-5	0	1	0	0.00%
	CX-7	0	0	1	0.23%
	Mazda3	1	0	2	0.46%
	Mazda6	0	0	2	0.46%
	Miata	0	1	0	0.00%
	Millenia	0	0	1	0.23%
	Protégé	0	1	0	0.00%
<b>Total</b>		<b>1</b>	<b>3</b>	<b>6</b>	<b>1.39%</b>
Mercedes-Benz	C-Class	1	3	2	0.46%
	CLA-Class	0	0	2	0.46%
	CLS-Class	1	0	0	0.00%
	E-Class	4	0	2	0.46%
	GL-Class	0	2	0	0.00%
	M-Class	0	2	2	0.46%
	SLK-Class	1	1	0	0.00%
	Sprinter	0	0	2	0.46%
<b>Total</b>		<b>7</b>	<b>8</b>	<b>10</b>	<b>2.32%</b>
Mercury	Mariner	0	0	0	0.00%
Mini	Cooper	1	0	0	0.00%
Mitsubishi	Diamante	0	0	1	0.23%
	Lancer	2	0	0	0.00%
	Outlander	1	0	0	0.00%
<b>Total</b>		<b>3</b>	<b>0</b>	<b>1</b>	<b>0.23%</b>
Mitsubishi-Fuso	FE (MT)	0	2	0	0.00%

**Chart D1 (Continued)**

<b>Nissan</b>	Altima	5	5	6	1.39%
	Armada	1	2	2	0.46%
	Cube	0	1	0	0.00%
	Frontier	1	0	1	0.23%
	GT-R	2	0	0	0.00%
	Juke	1	0	0	0.00%
	Maxima	2	0	1	0.23%
	Murano	0	1	2	0.46%
	NV	1	0	0	0.00%
	NV 200	0	1	0	0.00%
	Pathfinder	0	7	3	0.70%
	Rogue	1	4	0	0.00%
	Sentra	2	2	1	0.23%
	Titan	1	3	0	0.00%
	Versa	0	3	2	0.46%
<b>Total</b>		<b>17</b>	<b>29</b>	<b>18</b>	<b>4.18%</b>
<b>Peterbilt</b>	389 (HT)	<b>0</b>	<b>1</b>	<b>0</b>	<b>0.00%</b>
<b>Pontiac</b>	Firebird	0	0	1	0.23%
	Vibe	0	1	0	0.00%
<b>Total</b>		<b>0</b>	<b>1</b>	<b>1</b>	<b>0.23%</b>
<b>Porsche</b>	911	0	0	2	0.46%
	Panamera	1	0	0	0.00%
<b>Total</b>		<b>1</b>	<b>0</b>	<b>2</b>	<b>0.46%</b>
<b>Subaru</b>	Impreza	0	1	0	0.00%
	Legacy	0	1	0	0.00%
	Outback	0	2	0	0.00%
	XV Crosstrek	0	1	1	0.23%
<b>Total</b>		<b>0</b>	<b>5</b>	<b>1</b>	<b>0.23%</b>
<b>Suzuki</b>	Kizashi	1	0	0	0.00%
	Verona	0	0	1	0.23%
<b>Total</b>		<b>1</b>	<b>0</b>	<b>1</b>	<b>0.23%</b>
<b>Tesla Total</b>	Model S	<b>0</b>	<b>0</b>	<b>1</b>	<b>0.23%</b>
<b>Toyota</b>	4Runner	0	1	0	0.00%
	Avalon	0	1	0	0.00%
	Camry	4	0	1	0.23%
	Corolla	1	1	1	0.23%
	Highlander	0	1	0	0.00%
	Prius	0	0	1	0.23%
	Rav4	0	1	0	0.00%
	Sienna	1	0	1	0.23%
	Tacoma	2	1	0	0.00%
	Tundra	2	0	1	0.23%
<b>Total</b>		<b>10</b>	<b>6</b>	<b>5</b>	<b>1.16%</b>
<b>Volkswagen</b>	Beetle	2	2	0	0.00%
	CC	1	0	0	0.00%
	EOS	2	0	0	0.00%
	Golf	1	0	0	0.00%
	GTI	0	0	1	0.23%
	Jetta	5	0	4	0.93%
	Passat	0	2	3	0.70%
	Routan	1	0	0	0.00%
	Tiguan	0	1	1	0.23%
	Touareg	1	1	0	0.00%
<b>Total</b>		<b>13</b>	<b>6</b>	<b>9</b>	<b>2.09%</b>



<b>Chart D1 (Continued)</b>					
<b>Volvo</b>	S60	1	0	0	0.00%
	VNL 780 (HT)	0	0	1	0.23%
	XC60	0	0	2	0.46%
	XC70	0	0	1	0.23%
<b>Total</b>		<b>1</b>	<b>0</b>	<b>4</b>	<b>0.93%</b>
<b>Miscellaneous Complaints</b>	Unknown	<b>7</b>	<b>6</b>	<b>15</b>	<b>3.48%</b>
<b>Total Complaints Filed</b>		<b>327</b>	<b>346</b>	<b>381</b>	<b>88.40%</b>

## Chart D2

Chart D2 shows how many motor home complaints were filed by model (listed alphabetically by make) for the period of FY '13 through FY '15. Of the 431 complaints filed in FY '15, 2.32% were for motor homes.

Chart D2 (Motor Homes)					
Complaints by Make and Model					
Make	Model	FY '13	FY '14	FY '15	FY '15 Complaint Share
<b>Coachmen</b>	Concord	0	2	0	0.00%
	Mirada	0	0	1	0.23%
	Pathfinder	1	1	0	0.00%
<b>Total</b>		1	3	1	0.23%
<b>Fleetwood</b>	Quest	1	0	0	0.00%
<b>Forest River</b>	Georgetown	1	0	0	0.00%
	Solera	0	1	0	0.00%
<b>Total</b>		1	1	0	0.00%
<b>Holiday Rambler</b>	Vacationer	0	0	1	0.23%
<b>Jayco</b>	Greyhawk	0	1	1	0.23%
	Precept	1	0	0	0.00%
<b>Total</b>		1	1	1	0.23%
<b>Keystone</b>	Alpine	0	0	0	0.00%
<b>Monaco</b>	Admiral	0	0	0	0.00%
<b>Newmar</b>	Bay Star	1	0	0	0.00%
	Canyon Star	0	1	0	0.00%
<b>Total</b>		1	1	0	0.00%
<b>Pleasure-Way</b>	Excel	1	0	0	0.00%
<b>Thor</b>	Chateau	0	1	0	0.00%
	Daybreak	0	2	0	0.00%
	EVO	0	1	0	0.00%
	Four Winds	0	2	2	0.46%
	Hurricane	1	0	0	0.00%
	Outlaw	0	1	1	0.23%
	Palazzo	0	1	0	0.00%
	Tuscany	0	1	0	0.00%
<b>Total</b>		1	9	3	0.70%
<b>Winnebago</b>	Itasca Reyo	0	0	1	0.23%
	Itasca Suncruiser	0	1	0	0.00%
	Itasca Sunstar LX	0	0	2	0.46%
	Sonova	0	0	1	0.23%
	View	0	1	0	0.00%
	Vista	0	1	0	0.00%
<b>Total</b>		0	3	4	0.93%
<b>Total Complaints Filed</b>		7	18	10	2.32%

## Chart D3

Chart D3 shows how many towable recreational vehicle complaints were filed by model (listed alphabetically by make) for the period of FY '13 through FY '15. Of the 431 complaints filed in FY '15, 6.26% were for towable recreational vehicles.

Chart D3 (Towable Recreational Vehicles)					
Complaints by Make and Model					
Make	Model	FY '13	FY '14	FY '15	FY '15 Complaint Share
Airstream	Flying Cloud	1	0	0	0.00%
Columbia Northwest	Somerset	0	1	0	0.00%
CrossRoads	Elevation	0	0	2	0.46%
	Hill Country	2	1	0	0.00%
	Longhorn	0	1	0	0.00%
	Rushmore	1	0	2	0.46%
	Sunset Trail Reserve	0	0	1	0.23%
<b>Total</b>		<b>3</b>	<b>2</b>	<b>5</b>	<b>1.16%</b>
Cruiser	Shadow Cruiser	0	0	1	0.23%
DRV LLC	Mobile Suite	1	1	1	0.23%
Dutchmen	Aerolite	0	0	2	0.46%
	Voltage	0	0	3	0.70%
<b>Total</b>		<b>0</b>	<b>0</b>	<b>5</b>	<b>1.16%</b>
Forest River	Cardinal	0	0	1	0.23%
	Cedar Creek	0	0	1	0.23%
	Crusader	1	0	0	0.00%
	Flagstaff	0	1	0	0.00%
	Lexington	1	0	0	0.00%
	Palomino Trailer	0	1	0	0.00%
	Rockwood	1	1	0	0.00%
	Salem	0	0	1	0.23%
	Sandpiper	0	1	0	0.00%
	Shasta Phoenix	0	0	1	0.23%
	Sierra	0	0	1	0.23%
	Surveyor	1	0	0	0.00%
	Wildcat	0	0	1	0.23%
	Wildwood	1	0	0	0.00%
<b>Total</b>		<b>5</b>	<b>4</b>	<b>6</b>	<b>1.39%</b>
Gulf Stream	Sedona	0	1	0	0.00%
Heartland	Big Country	1	2	0	0.00%
	Cyclone	0	1	1	0.23%
	Elkridge	2	0	0	0.00%
	Gateway	0	0	1	0.23%
	Greystone	2	0	0	0.00%
	Pioneer	0	0	1	0.23%
	Road Warrior	0	1	2	0.46%
	Sundance	0	1	0	0.00%
	Torque	0	0	1	0.23%
	Trail Runner SLE	0	0	1	0.23%
<b>Total</b>		<b>5</b>	<b>5</b>	<b>7</b>	<b>1.62%</b>
Keystone	Alpine	0	0	1	0.23%
	Laredo	1	0	0	0.00%
	Montana	1	0	0	0.00%
	Passport	1	0	0	0.00%
	Raptor	0	1	0	0.00%

Chart D3 (Continued)					
<b>Keystone</b>	Sprinter	1	0	0	0.00%
<b>Total</b>		4	1	1	0.23%
<b>Landmark</b>	Rushmore	1	0	0	0.00%
<b>Open Range</b>	Journeyer	1	1	0	0.00%
	Light	0	0	1	0.23%
	Mesa Ridge	1	1	0	0.00%
	Open Range	3	0	0	0.00%
	Roamer	0	1	0	0.00%
<b>Total</b>		5	3	1	0.23%
<b>Skyline</b>	Layton	0	1	0	0.00%
<b>Starcraft</b>	Autumn Ridge	1	0	0	0.00%
<b>Total Complaints Filed</b>		<b>26</b>	<b>19</b>	<b>27</b>	<b>6.26%</b>

## Chart D4

Chart D4 shows how many all-terrain vehicle and motorcycle complaints were filed by model (listed alphabetically by make) for the period of FY '13 through FY '15. Of the 431 complaints filed in FY '15, 3.02% were for all-terrain vehicles, motorcycles, or neighborhood electric vehicles.

Chart D4 (All Terrain Vehicles, Motorcycles and Neighborhood Electric Vehicles)					
Complaints by Make and Model					
Make	Model	FY '13	FY '14	FY '15	FY '15 Complaint Share
Arctic Cat	425 (ATV)	0	0	1	0.23%
Bennche	Big Horn (ATV)	2	0	0	0.00%
	Spire (ATV)	0	0	1	0.23%
Bennche		2	0	1	0.23%
BMW	K 1600 GTL (MC)	0	0	1	0.23%
Can-Am	Commander (MC)	0	1	0	0.00%
	Commander Max (ATV)	0	0	1	0.23%
	DS (ATV)	0	1	0	0.00%
	Spyder (MC)	1	2	0	0.00%
Can-Am		1	4	1	0.23%
Harley-Davidson	Flhtcusse8	0	0	1	0.23%
Honda	Gold Wing (MC)	0	0	1	0.23%
John Deere	Gator (ATV)	0	1	0	0.00%
Kawasaki	KRF750 (MC)	1	0	0	0.00%
Kubota	RTVX (AVT)	0	1	0	0.00%
Massimo	MSU 600	0	0	1	0.23%
Motobravo	MC150 (MC)	1	0	0	0.00%
Oreion	Reeper (ATV)	0	0	1	0.23%
	Sand Reeper (NEV)	0	1	0	0.00%
<b>Total</b>		<b>0</b>	<b>1</b>	<b>1</b>	<b>0.23%</b>
Polaris	Ranger (ATV)	2	3	0	0.00%
	Ranger Crew (ATV)	0	0	1	0.23%
	Trailboss (ATV)	1	0	0	0.00%
Polaris		3	3	1	0.23%
Puma	Romeo (MC)	0	1	0	0.00%
Roketa	MC 100 (MC)	1	0	1	0.23%
Star	NV (NEV)	0	0	0	0.00%
Supermach	Velocity (MC)	0	0	0	0.00%
TAOTAO	ATM50 (MC)	0	0	1	0.23%
Thoroughbred	Stallion (MC)	1	0	1	0.23%
Tomberlin	Emerge (NEV)	0	0	0	0.00%
Tomoto	ATV 150 (ATV)	0	0	0	0.00%
Triumph	Explorer (MC)	0	1	0	0.00%
Victory	Cross Country (MC)	0	0	1	0.23%
<b>Total Complaints Filed</b>		<b>10</b>	<b>12</b>	<b>13</b>	<b>3.02%</b>

## Chart E

Chart E shows the predominate defect claimed by consumers upon filing their complaints for the 10 vehicle models that had the greatest number of complaints filed. The “other” category can be issues such as frame rust, rattles in dash, or exhaust system problems. In motorhomes and TRVs, the issues complained of include leveling system defects, water infiltration and grey water problems.

Chart E Predominate Defects Reported for the Top 10 Vehicle Models by Make and Model				
Make	Model	Complaints Filed	Defect	Defect Total
Chevrolet	Silverado	11	Driveline Vibrations	6
Chrysler	200	7	Engine Performance/Emissions	6
Dodge	Dart	15	Electrical	7
			Engine Mechanical	7
			Engine Performance/Emissions	7
	Durango	10	Engine Performance/Emissions	7
	Ram	35	Engine Performance/Emissions	18
Ford	F Series	16	Other	8
	Focus	10	Automatic Transmission	8
Jeep	Cherokee	12	Engine Performance/Emissions	7
	Grand Cherokee	20	Automatic Transmission	9
	Wrangler	8	Water Leaks	3

In example, six (6) of the eleven (11) total complaints filed on Chevrolet Silverado in FY '15 pertained to a Driveline Vibration issue/malfunction.

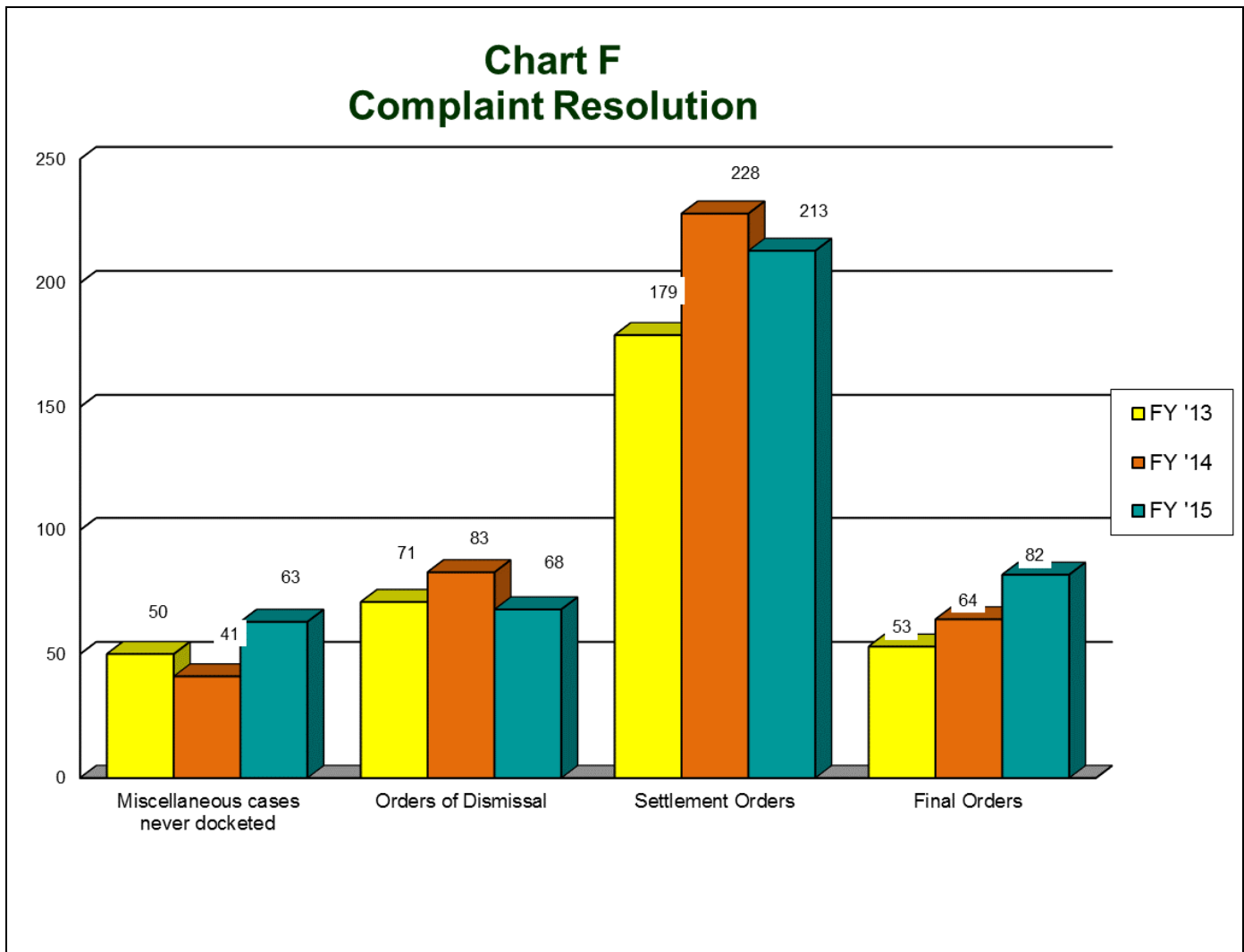
# COMPLAINTS CLOSED



## Chart F

Chart F shows the comparison of complaint resolution statistics for the period of FY '13 to FY '15. All cases, if docketed, are resolved by the issuance of an order by the TxDMV board or its delegate pursuant to a proposal for decision (PFD) from an ALJ, or a final decision/order from a TxDMV hearings examiner.<sup>4</sup> The type of orders issued can reflect a settlement between the parties, the dismissal of the complaint<sup>5</sup>, or the issuance of a decision after an administrative hearing. An order issued by an OAH hearings examiner is a final order of the TxDMV, where a PFD issued by an ALJ did not become a final order until signed by the TxDMV final order authority, which could be the chairman of the TxDMV board or the board's delegate.<sup>6</sup>

Cases that are not docketed are expressed as "miscellaneous". No order was issued in these cases to close them.



<sup>4</sup> Lemon Law complaints filed on or after January 1, 2014 are heard by a TxDMV hearings examiner from OAH. All complaints filed prior to January 1, 2014 were heard by an ALJ from the State Office of Administrative Hearings (SOAH). The cases expressed in this Annual Report include cases heard by SOAH ALJs and TxDMV hearings examiners.

<sup>5</sup> A dismissal order is issued in the event of non-participation or ineligibility of the complainant after docketing a complaint.

<sup>6</sup> See Texas Occupations Code §2301.704(c).



## Chart G

Chart G shows the breakdown of the types of settlements reached between the parties, resulting in the issuance of some type of relief to close out the complaint. The chart indicates the specific remedy reached between the parties that resulted in the closing of the complaint. The settlement results are listed alphabetically by manufacturer.

The “Other” settlement category is used when the terms of the settlement between the parties are not disclosed to the TxDMV.

Chart G Settlements by Vehicle Make								
Vehicle Make	Repurchase	Replacement	Trade Assist	Repair	Extended Service Contract	Cash Settlement	Other	Total Settlements
Acura	0	0	0	0	0	0	1	1
Arctic Cat	0	0	0	0	0	1	0	1
BMW	2	0	0	1	0	1	0	4
Buick	0	1	0	1	0	0	0	2
Cadillac	1	1	1	1	0	0	0	4
Can Am	0	0	0	0	0	0	1	1
Chevrolet	1	0	2	2	1	5	2	13
Chrysler	2	3	0	0	0	2	0	7
Coachmen	0	0	0	0	0	0	1	1
CrossRoads	1	0	0	0	0	0	1	2
Cruiser RV	1	0	0	0	0	0	0	1
Dodge	17	12	1	1	1	31	1	64
Dutchmen	0	1	0	0	0	0	0	1
Fiat	3	3	0	0	0	0	0	6
Ford	5	2	1	4	0	0	0	12
Forest River	0	2	0	1	1	0	2	6
GMC	1	2	0	1	0	2	0	6
Harley-Davidson	0	0	0	0	0	0	1	1
Heartland	0	0	0	0	0	1	1	2
Honda	0	0	0	1	0	0	0	1
Hyundai	2	1	0	1	0	1	0	5
Infiniti	2	0	0	1	0	1	0	4
Jaguar	0	1	0	0	0	1	0	2
Jeep	10	5	0	0	0	10	1	26
John Deere	1	0	0	0	0	0	0	1
Kia	0	1	0	0	0	1	0	2
Lexus	0	1	0	0	1	0	0	2
Lincoln	0	0	0	0	0	0	2	2
Mazda	0	0	1	0	0	0	1	2
Mercedes-Benz	0	1	0	1	0	2	0	4
Mitsubishi-Fuso	0	0	0	0	0	2	0	2
Nissan	6	3	0	0	0	2	1	12
Open Range	0	0	0	1	0	0	0	1
Polaris	0	0	0	1	0	1	0	2
Subaru	1	0	0	0	0	0	1	2
Thor	0	0	0	1	0	1	1	3
Toyota	0	0	0	1	0	0	0	1
Volkswagen	0	0	0	1	0	1	0	2
Volvo	0	0	1	0	0	0	0	1
Winnebago	0	0	0	0	0	0	1	1
<b>Total</b>	<b>56</b>	<b>40</b>	<b>7</b>	<b>21</b>	<b>4</b>	<b>66</b>	<b>19</b>	<b>213</b>

## Chart H

Chart H shows the comparison of the 82 post hearing orders issued after an administrative hearing on the complaint was conducted.

If a complaint is not settled between the parties at the beginning of the case, it proceeds to an administrative hearing where the parties present evidence to support their positions on whether a substantial defect exists in the subject motor vehicle that would warrant the replacement, repurchase, or repair by the manufacturer. After the hearing has concluded, the TxDMV issues a decision and final order. If not timely appealed, it represents a final determination of the TxDMV. The final orders are grouped by manufacturer.

Chart H Post Hearing Orders by Vehicle Make					
Vehicle Make	Repurchase	Replacement	Repair	Dismissal	Total Orders
BMW	0	0	0	1	1
Buick	0	0	0	1	1
Cadillac	1	0	0	2	3
Chevrolet	1	0	1	7	9
Chrysler	0	0	0	1	1
Dodge	0	0	0	6	6
DRV	0	0	0	1	1
Ford	6	4	0	13	23
GMC	0	0	0	1	1
Heartland	0	0	0	1	1
Honda	0	0	0	4	4
Hyundai	0	0	0	1	1
Jaguar	0	0	0	3	3
Jeep	0	0	0	4	4
Keystone	0	0	0	1	1
Kia	0	0	0	3	3
Land Rover	0	0	1	0	1
Lexus	0	0	0	1	1
Lincoln	0	1	1	1	3
Mazda	0	0	0	2	2
Mercedes-Benz	0	0	0	1	1
Newmar	0	0	1	0	1
Nissan	0	0	1	3	4
Polaris	0	0	0	2	2
Thor	1	0	0	0	1
Toyota	0	0	0	2	2
Volkswagen	0	0	0	1	1
<b>Total</b>	<b>9</b>	<b>5</b>	<b>5</b>	<b>63</b>	<b>82</b>

## Chart I

Chart I expands on the 14 vehicles from Chart H that had final orders issued by the TxDMV for repurchase or replacement by the vehicle manufacturer. The vehicles are listed alphabetically by make and model with the replacement/repurchase value noted. The defect noted was the basis for ordering repurchase or replacement of the vehicle.

These vehicles were found to have met the statutory requirements under the Lemon Law for repurchase or replacement. Those requirements are found in Texas Occupations Code §2301.604.

CHART I VEHICLES ORDERED REPURCHASED OR REPLACED - BY MAKE AND MODEL						
	YEAR	MAKE	MODEL	VEHICLE TYPE	DEFECT	PRICE
1	2013	Cadillac	ATS	Passenger Car	Engine Performance/Emissions	\$31,728.93
2	2012	Chevrolet	Malibu	Passenger Car	Automatic Transmission	\$19,827.21
3	2013	Ford	C-Max	Passenger Car	Electrical	\$24,194.66
4	2013	Ford	Escape	Light Truck	Engine Performance/Emissions	\$32,243.39
5	2014	Ford	Escape	Light Truck	Electrical	\$32,658.07
6	2011	Ford	F Series	Light Truck	Engine Performance/Emissions	\$31,922.91
7	2013	Ford	Fiesta	Passenger Car	Automatic Transmission	\$13,475.89
8	2014	Ford	Focus	Passenger Car	Engine Performance/Emissions	\$19,743.91
9	2013	Ford	Focus	Passenger Car	Automatic Transmission	\$22,506.45
10	2014	Ford	Focus	Passenger Car	Automatic Transmission	\$17,773.22
11	2014	Ford	Focus	Passenger Car	Automatic Transmission	\$21,058.74
12	2013	Ford	Fusion	Passenger Car	Body & Trim	\$28,221.67
13	2013	Lincoln	MKX	Light Truck	Air Conditioning & Heating	\$42,042.03
14	2013	Thor	Chateau	Motorhome	Body & Trim	\$112,802.25
<b>Total</b>						<b>\$450,199.33</b>

**Texas Department of Motor Vehicles  
Enforcement Division  
Lemon Law Section  
4000 Jackson Avenue  
Austin, Texas 78731  
1-888-368-4689  
512-465-3000  
<http://www.TxDMV.gov>**



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Austin, TX 78731  
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