

FY2016

LEMON LAW ANNUAL REPORT

Texas Department of Motor Vehicles
Enforcement Division



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

Enforcement Division
Lemon Law Section

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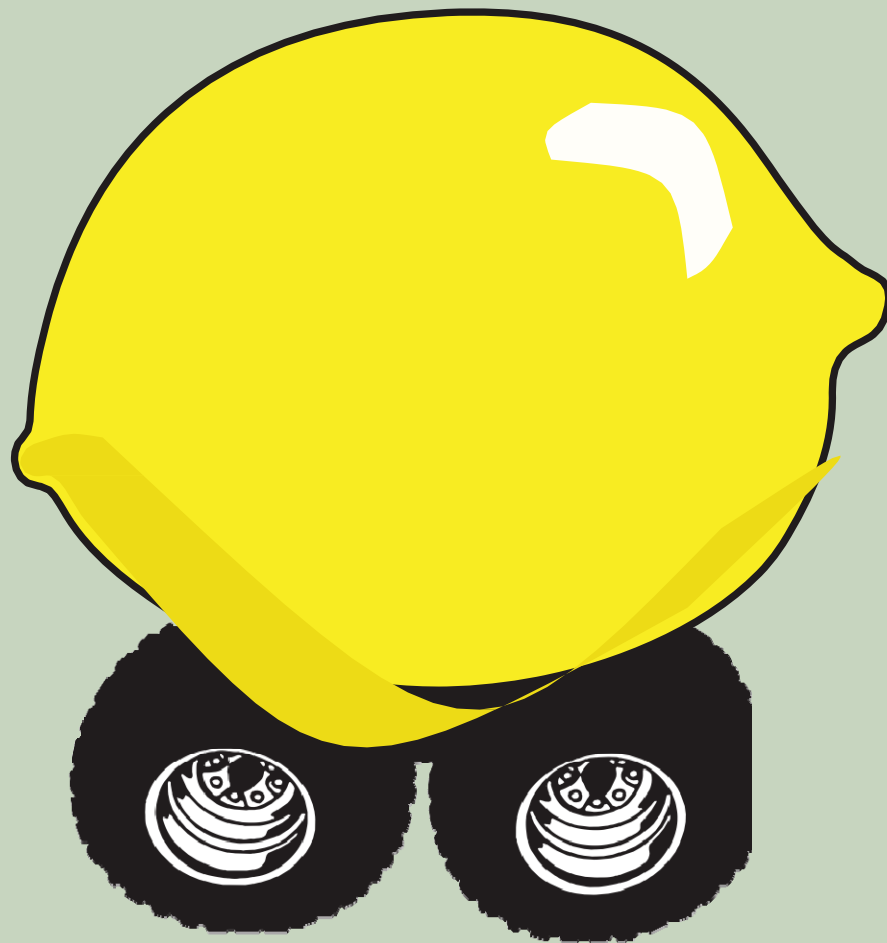
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INTRODUCTION TO THE PROGRAM RESULTS FOR FY 2016



INTRODUCTION

Beginning Fiscal Year 2015, the Texas Department of Motor Vehicles (TxDMV) began providing information on the repurchase and replacement of motor vehicles in its Lemon Law Annual Report (Report), pursuant to Texas Occupations Code §2301.611, on a fiscal year basis. In the past, the information provided in the Report was compiled and provided to the public by calendar year. However, in keeping with department initiatives and for consistency with other department data publications, the Report now publishes fiscal year performance.

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 2016 (FY '16), the Lemon Law program's efforts resulted in:

- 25 motor vehicles ordered repurchased or replaced by manufacturers pursuant to a hearing due to substantial defect with a total value of just over \$903,000.00;
- 66 motor vehicles reacquired by manufacturers as the result of settlement agreements after consumers filed a complaint with the TxDMV;
- 521 out-of-state defective motor vehicles reacquired by manufacturers that entered Texas after repair of alleged defects;
- 450 lemon law complaints filed with the TxDMV in FY '16, an increase of 13% since FY 2014;
- 444 lemon law complaints closed by the TxDMV in FY '16; and
- 211 complaints settled by the TxDMV before the issuance of a final decision by a TxDMV hearings examiner.¹

Since 1993, there have been approximately 17,400 complaints filed with the TxDMV, and the Lemon Law has generated almost \$118 million in repurchase or replacement value to Texas consumers.

This 25th Annual Report includes information on the program's results, geographic distribution of complaints filed, defects reported, complaints filed and closed, complaint processing times, settlements, and vehicles ordered repurchased or replaced by a TxDMV hearings examiner.

Prior to 2008, nationwide vehicle sales exceeded 16 million. In 2015, 18.2 million units were sold. Sales for 2016 are expected to hit 17.3 million units.^[2]

¹ 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.

^[2] <http://www.usatoday.com/story/money/cars/2016/10/04/5-things-we-learned-september-auto-sales/91518822/> (October 4, 2016)

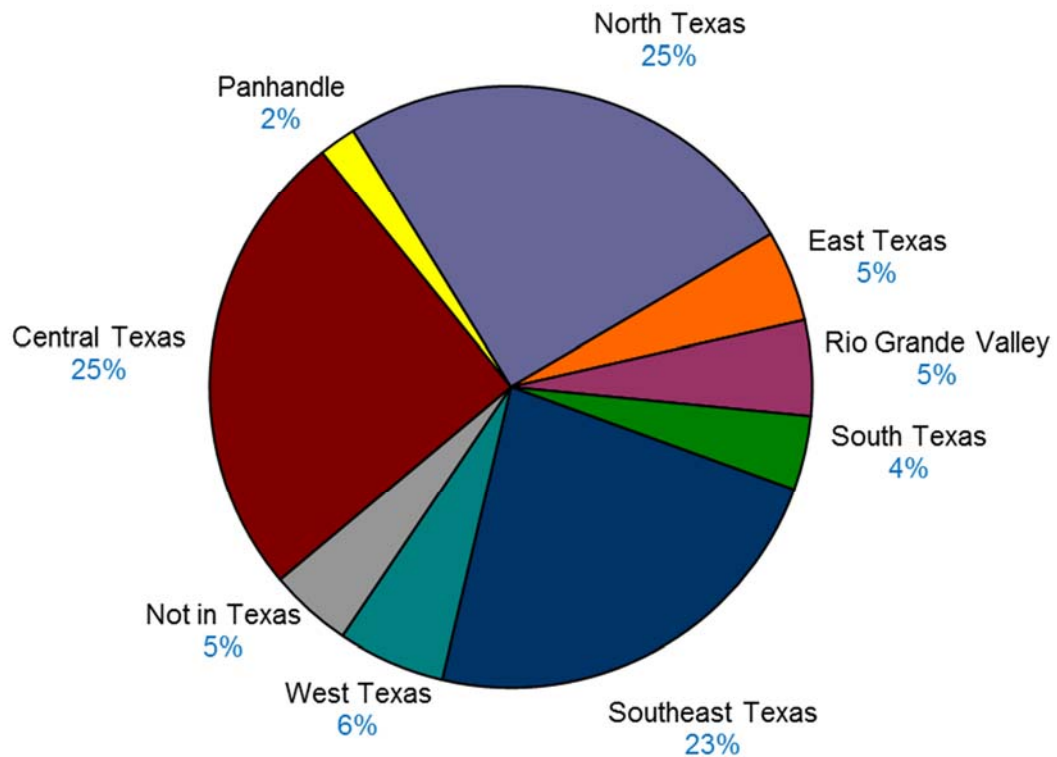
Chart A is a summary of the program's results during the period from FY '14 to FY '16. This chart shows an overview of the program results for FY '16, along with the previous two years' results for comparison.

Chart A			
Summary of Program Results			
	FY '14	FY '15	FY '16
Complaints Filed	391	431	450
Complaints Closed	416	426	444
Settlements	228	213	211
Repurchase/Replacement Orders	72	110	91

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 three hundred thousand dollars for a luxury motor home.

Chart B shows the geographic distribution of complaints filed. The Lemon Law Section has divided the state into nine areas, which coincide with TxDMV service centers. The two largest percentage of complaints were filed from the Central Texas area and the North Texas area, which includes Dallas, Fort Worth (North Texas), Austin and San Antonio (Central Texas).

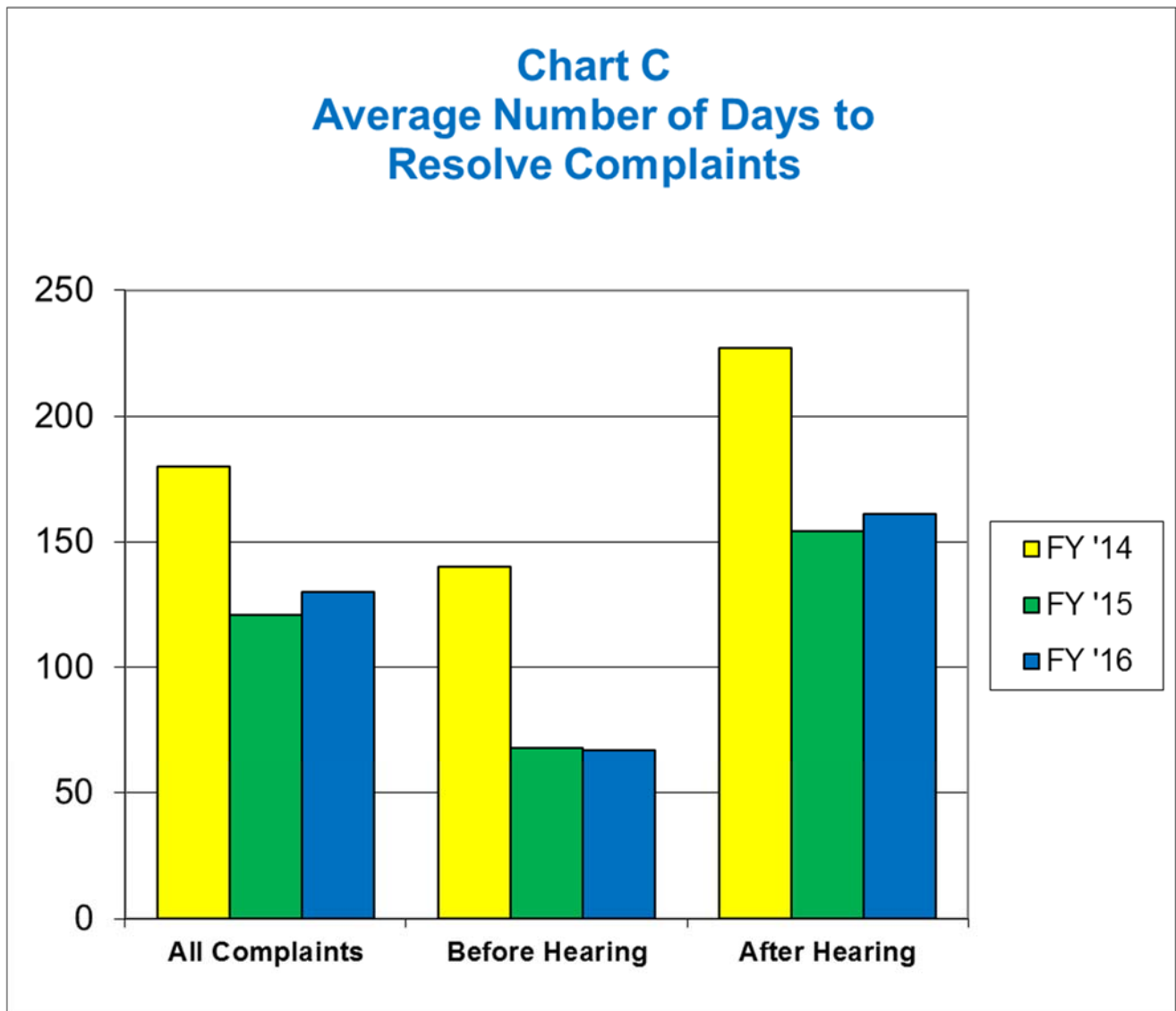
Chart B
Geographic Distribution of Complaints Filed



COMPLAINT PROCESS



Chart C shows the average processing times for the complaints closed for FY '14 through FY '16. The trend shows a 28% decrease in processing time to resolve complaints over the last three years.



COMPLAINTS FILED



COMPLAINTS FILED

Chart D1 shows how many passenger car and light truck complaints were filed by model (listed alphabetically by make) for the period of FY '14 through FY '16. Of the 450 complaints filed in FY '16, 83.56% were for cars and light trucks.

Chart D1 (Passenger Cars and Trucks) Complaints by Make and Model					
Make	Model	FY '14	FY '15	FY '16	FY '16 Complaint Share
Acura	ILX	1	0	0	0.00%
	MDX	1	0	1	0.22%
	RDX	0	1	0	0.00%
	TLX	0	0	1	0.22%
	TSX	1	0	0	0.00%
Total		3	1	2	0.44%
Aston Martin	Vantage S	0	0	1	0.22%
Audi	A4	0	0	1	0.22%
	A8	0	0	1	0.22%
	Q5	1	1	0	0.00%
	Q7	0	0	1	0.22%
	S5	0	1	0	0.00%
Total		1	2	3	0.67%
Blue Bird	Activity Bus (MT)	0	0	1	0.22%
BMW	1 Series	1	0	0	0.00%
	2 Series	0	1	0	0.00%
	3 Series	1	4	3	0.67%
	5 Series	3	3	2	0.44%
	7 Series	3	0	1	0.22%
	M6	0	0	1	0.22%
	X1	0	0	1	0.22%
	X3	0	1	0	0.00%
	X5	3	1	1	0.22%
	X6	0	1	0	0.00%
Total		11	11	9	2.00%
Buick	Enclave	0	1	2	0.44%
	Encore	0	1	0	0.00%
	LaCrosse	0	2	0	0.00%
	Rainier	0	0	1	0.22%
	Regal	0	0	1	0.22%
	Verano	2	0	1	0.22%
Total		2	4	5	1.11%
Cadillac	ATS	1	1	2	0.44%
	CTS	1	1	1	0.22%
	Escalade	1	3	5	1.11%
	SRX	1	0	1	0.22%
	XTS	2	0	0	0.00%
Total		6	5	9	2.00%
Chevrolet	Aveo	0	2	0	0.00%

Chart E1 (Continued)					
	Camaro	7	6	6	1.33%
	Colorado	1	1	1	0.22%
	Corvette	2	1	1	0.22%
	Cruze	4	1	2	0.44%
	Equinox	3	1	2	0.44%
	Express	1	1	0	0.00%
	HHR	0	1	1	0.22%
	Impala	3	1	2	0.44%
	Malibu	4	2	2	0.44%
	Silverado	9	11	14	3.11%
	Spark	1	1	0	0.00%
	Suburban	0	0	3	0.67%
	Tahoe	0	2	5	1.11%
	TrailBlazer	1	0	0	0.00%
	Traverse	4	2	3	0.67%
Total		40	33	42	9.33%
Chrysler	200	3	7	16	3.56%
	300	4	0	1	0.22%
	Pacifica	0	0	1	0.22%
	Sebring	0	1	0	0.00%
	Town & Country	6	3	0	0.00%
Total		13	11	18	4.00%
Dodge	Avenger	4	5	0	0.00%
	Caliber	1	0	0	0.00%
	Challenger	8	5	0	0.00%
	Charger	4	6	6	1.33%
	Dakota Pickup	0	0	0	0.00%
	Dart	7	15	6	1.33%
	Durango	5	10	2	0.44%
	Grand Caravan	0	0	3	0.67%
	Journey	4	6	5	1.11%
	Nitro	1	0	0	0.00%
	Ram	36	37	30	6.67%
Viper	0	2	0	0.00%	
Total		70	86	52	11.56%
Fiat	500	4	0	1	0.22%
	Abarth	0	2	1	0.22%
Total		4	2	2	0.44%
Ford	C-Max	1	1	0	0.00%
	Crown Victoria	1	0	0	0.00%
	Edge	2	1	5	1.11%
	Escape	3	4	2	0.44%
	Expedition	1	1	1	0.22%
	Explorer	5	4	6	1.33%
	F Series	18	20	17	3.78%
	F750 Pickup (MT)	0	1	0	0.00%
	Fiesta	6	4	4	0.89%
	Focus	13	10	23	5.11%
	Fusion	8	1	4	0.89%
	Mustang	3	1	1	0.22%
Taurus	1	2	1	0.22%	
Total		62	50	64	14.22%

Chart E1 (Continued)					
Freightliner	Cascadia (HT)	0	0	1	0.22%
	Century (HT)	0	0	1	0.22%
	M2106 (MT)	1	0	0	0.00%
Total		1	0	2	0.44%
GMC	Acadia	1	3	4	0.89%
	Canyon	0	0	2	0.44%
	Envoy	2	0	0	0.00%
	Sierra	6	6	9	2.00%
	Terrain	1	2	0	0.00%
	Yukon	0	2	6	1.33%
Total		10	13	21	4.67%
Honda	Accord	4	3	2	0.44%
	Civic	4	1	1	0.22%
	CR-V	0	1	1	0.22%
	Odyssey	0	6	0	0.00%
	Pilot	0	0	1	0.22%
Total		8	11	5	1.11%
Hyundai	Azera	1	0	0	0.00%
	Elantra	2	0	1	0.22%
	Entourage	1	0	0	0.00%
	Genesis	0	1	1	0.22%
	Santa Fe	0	2	0	0.00%
	Sonata	1	3	3	0.67%
	Tucson	1	0	3	0.67%
	Veloster	1	0	1	0.22%
	Veracruz	0	2	0	0.00%
Total		7	8	9	2.00%
Infiniti	G35	1	0	0	0.00%
	JX35	3	0	0	0.00%
	M56	1	0	0	0.00%
	Q50	0	1	1	0.22%
	QX56	2	0	0	0.00%
	QX60	1	0	1	0.22%
Total		8	1	2	0.44%
International	7500	1	0	0	0.00%
Jaguar	XF-Type	0	2	1	0.22%
	XFR-Type	2	0	0	0.00%
	XJ-Type	1	0	1	0.22%
Total		3	2	2	0.44%
Jeep	Cherokee	1	12	13	2.89%
	Compass	0	1	0	0.00%
	Grand Cherokee	10	20	10	2.22%
	Liberty	0	1	0	0.00%
	Patriot	0	3	5	1.11%
	Renegade	0	0	3	0.67%
	Wrangler	4	9	7	1.56%
Total		15	46	38	8.44%
Kenworth	T-700	0	0	1	0.22%
	W900L	0	0	1	0.22%
Total		0	0	2	0.44%
Kia	Cadenza	0	1	0	0.00%
	K900	0	1	0	0.00%

Chart E1 (Continued)					
	Optima	3	3	0	0.00%
	Rio	1	0	1	0.22%
	Sedona	0	1	1	0.22%
	Sorento	4	3	1	0.22%
	Soul	0	1	2	0.44%
Total		8	10	5	1.11%
Land Rover	Discovery	0	1	0	0.00%
	LR4	0	0	1	0.22%
	Range Rover	0	1	0	0.00%
	Range Rover Sport	1	0	5	1.11%
Total		1	2	6	1.33%
Lexus	ES	0	0	1	0.22%
	IS	0	1	0	0.00%
	GS	0	0	1	0.22%
	GX	0	1	0	0.00%
	NX	0	0	1	0.22%
	RX	0	1	1	0.22%
Total		0	3	4	0.89%
Lincoln	MKC	0	1	1	0.22%
	MKS	1	0	0	0.00%
	MKT	0	1	0	0.00%
	MKX	1	2	3	0.67%
	MKZ	0	1	1	0.22%
	Navigator	1	0	1	0.22%
Total		3	5	6	1.33%
Lotus	Evora	0	0	0	0.00%
Maseratti	Ghibli	0	1	0	0.00%
	GranTurismo	2	0	0	0.00%
	Quattro Porte	0	0	1	0.22%
Total		2	1	1	0.22%
Mazda	CX-5	1	0	0	0.00%
	CX-7	0	1	0	0.00%
	CX-9	0	0	1	0.22%
	Mazda3	0	2	1	0.22%
	Mazda6	0	2	1	0.22%
	Miata	1	0	0	0.00%
	Millenia	0	1	0	0.00%
	Protégé	1	0	0	0.00%
Total		3	6	3	0.67%
Mercedes-Benz	C-Class	3	2	2	0.44%
	CL-Class	0	0	1	0.22%
	CLA-Class	0	2	0	0.00%
	E-Class	0	2	3	0.67%
	G-Class	0	0	1	0.22%
	GL-Class	2	0	1	0.22%
	M-Class	2	2	0	0.00%
	S-Class	0	0	1	0.22%
	SLK-Class	1	0	0	0.00%
	Sprinter	0	2	0	0.00%
Total		8	10	9	2.00%
Mitsubishi	Diamante	0	1	0	0.00%
	Endeavor	0	0	1	0.22%

Chart E1 (Continued)					
	Mirage	0	0	1	0.22%
Total		0	1	2	0.44%
Mitsubishi-Fuso	FE (MT)	2	0	0	0.00%
Nissan	Altima	5	6	2	0.44%
	Armada	2	2	1	0.22%
	Cube	1	0	0	0.00%
	Frontier	0	1	1	0.22%
	Maxima	0	1	0	0.00%
	Murano	1	2	0	0.00%
	NV 200	1	0	0	0.00%
	Pathfinder	7	3	1	0.22%
	Rogue	4	0	2	0.44%
	Sentra	2	1	4	0.89%
	Titan	3	0	1	0.22%
Versa	3	2	0	0.00%	
Total		29	18	12	2.67%
Peterbilt	337 (HT)	0	0	1	0.22%
	389 (HT)	1	0	0	0.00%
Total		1	0	1	0.22%
Pontiac	Firebird	0	1	0	0.00%
	Vibe	1	0	0	0.00%
Total		1	1	0	0.00%
Porsche	911	0	2	0	0.00%
Schwarze	Gale Force Sweeper (MT)	0	0	1	0.22%
Subaru	Forester	0	0	2	0.44%
	Impreza	1	0	0	0.00%
	Legacy	1	0	0	0.00%
	Outback	2	0	2	0.44%
	XV Crosstrek	1	1	0	0.00%
Total		5	1	4	0.89%
Suzuki	Verona	0	1	0	0.00%
Tesla	Model S	0	1	0	0.00%
Toyota	4Runner	1	0	0	0.00%
	Avalon	1	0	0	0.00%
	Camry	0	1	3	0.67%
	Corolla	1	1	1	0.22%
	Highlander	1	0	2	0.44%
	Prius	0	1	0	0.00%
	Rav4	1	0	2	0.44%
	Sienna	0	1	0	0.00%
	Tacoma	1	0	3	0.67%
	Tundra	0	1	3	0.67%
Total		6	5	14	3.11%
Volkswagen	Beetle	2	0	1	0.22%
	CC	0	0	0	0.00%
	EOS	0	0	0	0.00%
	Golf	0	0	1	0.22%
	GTI	0	1	1	0.22%
	Jetta	0	4	2	0.44%
	Jetta Sportwagen	0	0	1	0.22%
	Passat	2	3	7	1.56%
	Routan	0	0	0	0.00%

Chart E1 (Continued)					
	Tiguan	1	1	0	0.00%
	Touareg	1	0	2	0.44%
Total		6	9	15	3.33%
Volvo	VNL 780 (HT)	0	1	0	0.00%
	XC60	0	2	0	0.00%
	XC70	0	1	0	0.00%
Total		0	4	0	0.00%
Miscellaneous Complaints	Unknown	6	15	4	0.89%
Total Complaints Filed		346	381	376	83.56%

Chart D2 shows how many motor home complaints were filed by model (listed alphabetically by make) for the period of FY '14 through FY '16. Of the 450 complaints filed in FY '16, 3.78% of the total complaints filed were for motor homes.

Chart D2 (Motor Homes) Complaints by Make and Model					
Make	Model	FY '14	FY '15	FY '16	FY '16 Complaint Share
Coachmen	Concord	2	0	0	0.00%
	Freelander	0	0	2	0.44%
	Leprachan	0	0	1	0.22%
	Mirada	0	1	1	0.22%
	Pathfinder	1	0	0	0.00%
	Pursuit	0	0	1	0.22%
Total		3	1	5	1.11%
Fleetwood	Revolution	0	0	1	0.22%
	Storm	0	0	1	0.22%
Total		0	0	2	0.44%
Forest River	FR3	0	0	1	0.22%
	Solera	1	0	0	0.00%
Total		1	0	1	0.22%
Holiday Rambler	Vacationer	0	1	0	0.00%
Jayco	Greyhawk	1	1	0	0.00%
	Pinnacle	0	0	1	0.22%
Total	Quest	0	0	1	0.22%
Newmar	Canyon Star	1	0	0	0.00%
Thor	Chateau	1	0	1	0.22%
	Daybreak	2	0	0	0.00%
	EVO	1	0	0	0.00%
	Four Winds	2	2	0	0.00%
	Hurricane	0	0	1	0.22%
	Outlaw	1	1	0	0.00%
	Palazzo	1	0	1	0.22%
	Tuscany	1	0	0	0.00%
Total		9	3	3	0.67%
Winnebago	ERA	0	0	1	0.22%
	Forza	0	0	1	0.22%
	Itasca Navion	0	0	2	0.44%
	Itasca Reyo	0	1	0	0.00%
	Itasca Suncruiser	1	0	0	0.00%
	Itasca Sunstar LX	0	2	0	0.00%
	Journey	0	0	1	0.22%
	Sonova	0	1	0	0.00%
	View	1	0	0	0.00%
	Vista	1	0	0	0.00%
Total		3	4	5	1.11%
Total Complaints Filed		17	9	17	3.78%

Chart D3 shows how many towable recreational vehicle complaints were filed by model (listed alphabetically by make) for the period of FY '14 through FY '16. Of the 450 complaints filed in FY '16, 7.73% were for towable recreational vehicles.

Chart D3 (Towable Recreational Vehicles) Complaints by Make and Model					
Make	Model	FY '14	FY '15	FY '16	FY '16 Complaint Share
Bison	Premier	0	0	1	0.22%
	Trail Express	0	0	1	0.22%
Total		0	0	2	0.44%
Columbia Northwest	Somerset	1	0	0	0.00%
CrossRoads	Elevation	0	2	0	0.00%
	Hill Country	1	0	1	0.22%
	Longhorn	1	0	0	0.00%
	Rushmore	0	2	0	0.00%
	Sunset Trail Reserve	0	1	0	0.00%
Total		2	5	1	0.22%
Cruiser	Shadow Cruiser	0	1	0	0.00%
DRV	Memphis	0	0	1	0.22%
	Mobile Suite	1	1	0	0.00%
	Tradition	0	0	1	0.22%
Total		1	1	2	0.46%
Dutchmen	Aerolite	0	2	0	0.00%
	Denali	0	0	1	0.22%
Total		0	2	1	0.23%
Forest River	Cardinal	0	1	0	0.00%
	Cedar Creek	0	1	0	0.00%
	Cherokee Wolf Pup	0	0	1	0.22%
	Dynamax Trilogy	0	0	1	0.22%
	Flagstaff	1	0	0	0.00%
	Palomino Trailer	1	0	0	0.00%
	Primetime Crusader	0	0	1	0.22%
	r-pod	0	0	1	0.22%
	Rockwood Roo	0	0	1	0.22%
	Rockwood Signature Ultra Lite	1	0	0	0.00%
	Rockwood Ultra Lite	0	0	1	0.22%
	Rockwood Windjammer	0	0	1	0.22%
	Salem	0	1	0	0.00%
	Sandpiper	1	0	0	0.00%
	Sanibel	0	0	1	0.22%
	Shasta Phoenix	0	1	0	0.00%
	Sierra	0	1	0	0.00%
	Soliare	0	0	1	0.22%
	Vengeance	0	0	1	0.22%
	Wildcat	0	1	0	0.00%
Work and Play	0	0	1	0.22%	
Total		4	6	11	2.55%
	Kingsport	0	0	1	0.22%
	Sedona	1	0	0	0.00%
Gulf Stream Total		1	0	1	0.23%
Heartland	Big Country	2	0	0	0.00%

Chart E3 (Continued)					
	Bighorn	0	0	1	0.22%
	Cyclone	1	1	0	0.00%
	Gateway	0	1	0	0.00%
	North Trail	0	0	1	0.22%
	Pioneer	0	1	0	0.00%
	Road Warrior	1	2	0	0.00%
	Sundance	1	0	1	0.22%
	Torque	0	1	0	0.00%
	Trail Runner SLE	0	1	0	0.00%
Total		5	7	3	0.70%
Highland Ridge	Light	0	0	1	0.22%
	Open Range 3X	0	0	1	0.22%
Total		0	0	2	0.44%
Jayco	White Hawk	0	0	1	0.22%
Keystone	Alpine	0	1	0	0.00%
	Big Sky Montana	0	0	1	0.22%
	Bullet	0	0	1	0.22%
	Carbon	0	0	1	0.22%
	Montana	0	0	2	0.44%
	Montana High Country	0	0	1	0.22%
	Raptor	1	0	1	0.22%
	Rubicon	0	0	1	0.22%
	Sprinter	0	0	1	0.22%
	Voltage	0	3	2	0.44%
Total		1	4	11	2.44%
K-Z	Classic	0	0	1	0.22%
Landmark	Rushmore	0	0	0	0.00%
Open Range	Journeyer	1	0	0	0.00%
	Light	0	1	0	0.00%
	Mesa Ridge	1	0	0	0.00%
	Roamer	1	0	0	0.00%
Total		3	1	0	0.00%
Skyline	Layton	1	0	0	0.00%
Total Complaints Filed		19	27	36	7.73%

Chart D4 shows how many all-terrain vehicle and motorcycle complaints were filed by model (listed alphabetically by make) for the period of FY '14 through FY '16. Of the 450 complaints filed in FY '16, 4.67% 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 '14	FY '15	FY '16	FY '16 Complaint Share
Arctic Cat	425 (ATV)	0	1	0	0.00%
Bennche	Spire (ATV)	0	1	0	0.00%
BMW	G650GS (MC)	0	0	1	0.22%
	K 1600 GTL (MC)	0	1	2	0.44%
	R1200GSADV (MC)	0	0	1	0.22%
Total		0	1	4	0.89%
Can-Am	Commander (MC)	1	0	0	0.00%
	Commander Max (ATV)	0	1	0	0.00%
	DS (ATV)	1	0	0	0.00%
	Spyder (MC)	2	0	0	0.00%
Total		4	1	0	0.00%
Cazador	UTV (ATV)	0	0	1	0.22%
Ducati	Multistrada (MC)	0	0	1	0.22%
Harley-Davidson	Flhtcusse8 (MC)	0	1	0	0.00%
	Sand Camo Demin (MC)	0	0	1	0.22%
Total		0	1	1	0.22%
Honda	CBR30R (MC)	0	0	1	0.22%
	Gold Wing (MC)	0	1	0	0.00%
Total		0	1	1	0.22%
Hyosung	GTR250 (MC)	0	0	1	0.22%
John Deere	Gator (ATV)	1	0	0	0.00%
Kubota	RTVX (AVT)	1	0	0	0.00%
Massimo	Alligator (ATV)	0	0	1	0.22%
	Gunner 250 (ATV)	0	0	1	0.22%
	LSV (ATV)	0	0	1	0.22%
	MSU-600 (ATV)	0	1	0	0.00%
Total		0	1	3	0.67%
Maxtrade	Black Spider Quad (ATV)	0	0	1	0.22%
	Coolster Speedmax	0	0	1	0.22%
Total		0	0	2	0.44%
Oreion	Reeper (ATV)	0	1	0	0.00%
	Sand Reeper (NEV)	1	0	0	0.00%
Total		1	1	0	0.00%
Polaris	Outlaw (ATV)	0	0	1	0.22%
	Ranger (ATV)	3	0	1	0.22%
	Ranger Crew (ATV)	0	1	0	0.00%
	Ranger RZR (MC)	0	0	1	0.22%
	RSR 170 (ATV)	0	0	1	0.22%
	Trailboss (ATV)	0	0	0	0.00%
Total		3	1	4	0.89%
Puma	Romeo (MC)	1	0	0	0.00%
Roketa	MC 100 (MC)	0	1	0	0.00%
TAOTAO	ATM50 (MC)	0	1	0	0.00%
	ATA110 (ATV)	0	0	1	0.22%

Chart D4 (Continued)

Total		0	1	1	0.22%
Thoroughbred	Stallion (MC)	0	1	0	0.00%
Triumph	Explorer (MC)	1	0	1	0.22%
Victory	Cross Country (MC)	0	1	0	0.00%
Yamaha	R1M (MC)	0	0	1	0.22%
Total Complaints Filed		12	13	21	4.67%

Chart E shows the predominate defect claimed by consumers when 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.

Chart E Predominate Defects Reported for the Top 10 Vehicle Models by Make and Model				
Make	Model	Complaints Filed	Defect	Defect Total
Chevrolet	Camaro	6	Engine Performance/Emissions	3
Chevrolet	Silverado	14	Driveline Vibrations	7
Chrysler	200	16	Automatic Transmission	8
			Engine Performance/Emissions	8
Dodge	Ram	27	Engine Performance/Emissions	14
Ford	F Series	16	Engine Performance/Emissions	8
	Focus	20	Automatic Transmission	15
GMC	Sierra	8	Other	4
Jeep	Cherokee	13	Automatic Transmission	9
	Grand Cherokee	10	Engine Performance/Emissions	9
Volkswagen	Passat	7	Engine Performance/Emissions	4

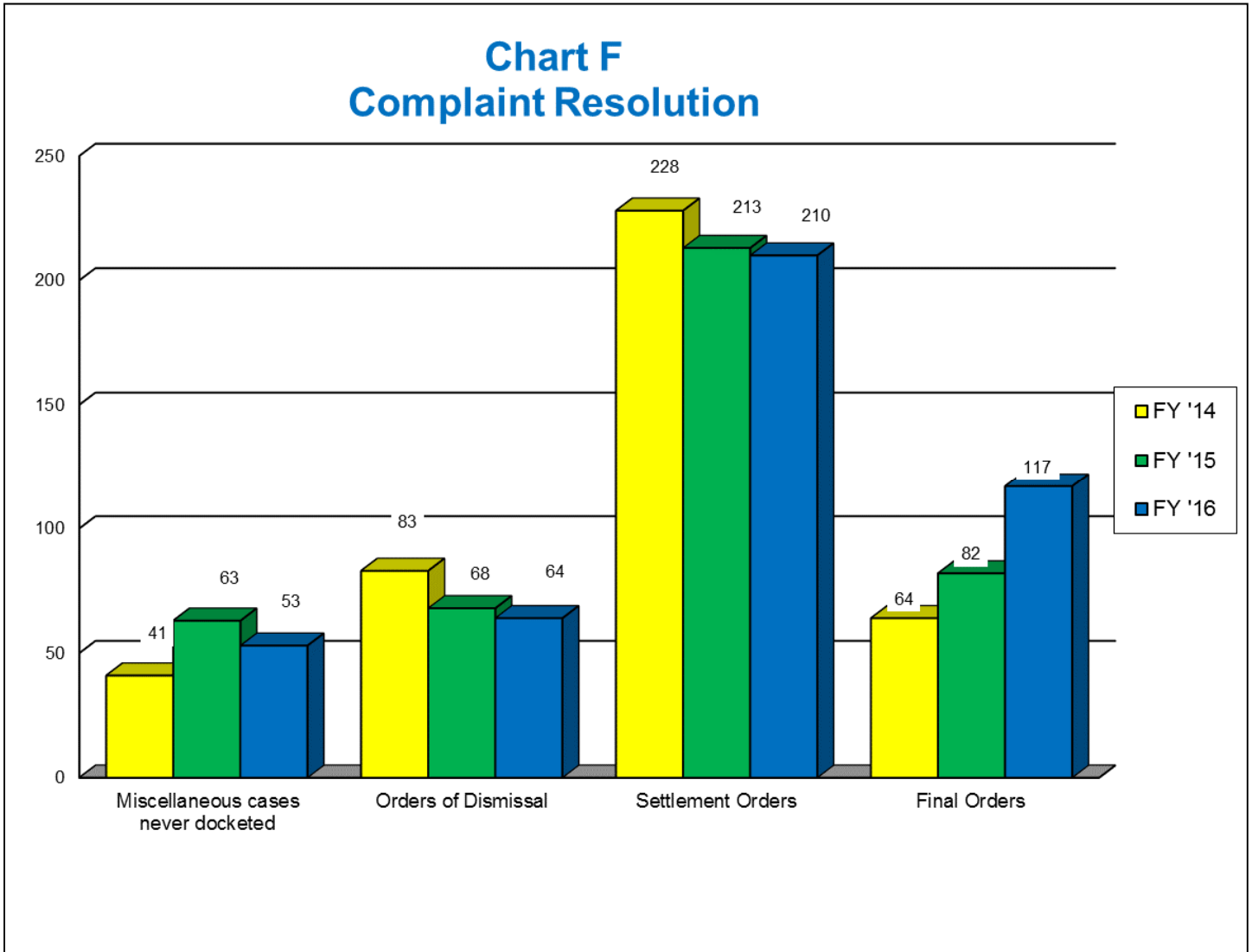
For example, seven of the fourteen total complaints filed on Chevrolet Silverado in FY '16, pertained to a Driveline Vibration issue/malfunction.

COMPLAINTS CLOSED



COMPLAINTS CLOSED

Chart F shows the comparison of complaint resolution statistics for the period of FY '14 to FY '16. All cases, if docketed, are resolved by the issuance of an order by a TxDMV hearings examiner.² The type of orders issued can reflect a settlement between the parties, the dismissal of the complaint³, 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.⁴



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

² Lemon Law complaints filed on or after January 1, 2014 are heard by a TxDMV hearings examiner from OAH. The cases expressed in this Annual Report include cases heard by TxDMV hearings examiners.

³ A dismissal order is issued in the event of non-participation or ineligibility of the complainant after docketing a complaint.

⁴ See Occupations Code 2301.704(c).

Chart G shows the breakdown of the types of settlements reached between the parties, resulting in the issuance of some type of order providing 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.

Chart G Settlements by Vehicle Make								
Vehicle Make	Repurchase	Replacement	Trade Assist	Repair	Extended Service Contract	Cash Settlement	Other	Total Settlements
Acura	1	0	0	0	0	0	1	2
BMW	1	0	0	2	1	0	1	5
Buick	0	0	0	1	0	1	0	2
Cadillac	1	0	0	1	0	0	2	4
Can Am	0	0	0	0	0	1	0	1
Chevrolet	0	0	2	4	2	1	3	12
Chrysler	2	1	1	0	0	8	1	13
Coachmen	1	0	0	0	0	0	0	1
CrossRoads	0	0	0	0	0	0	2	2
Dodge	9	6	0	3	0	18	3	39
DRV	0	0	0	1	0	0	0	1
Dutchmen	0	2	0	0	1	0	0	3
Fiat	0	0	0	1	0	0	0	1
Fleetwood	0	0	0	0	0	1	0	1
Ford	9	1	0	3	0	1	0	14
Forest River	0	0	0	2	0	0	1	3
GMC	0	1	3	1	0	1	2	8
Heartland	0	0	1	3	0	0	1	5
Honda	1	0	0	1	0	1	0	3
Hyundai	2	0	0	0	1	0	0	3
Infiniti	0	0	0	0	0	0	2	2
Jaguar	0	0	0	0	0	1	0	1
Jeep	7	7	0	3	0	10	3	30
Kenworth	0	0	0	0	0	0	1	1
Keystone	0	0	0	1	0	2	2	5
Kia	0	1	0	1	0	3	1	6
Lexus	0	0	0	0	0	0	1	1
Lincoln	1	0	0	0	0	0	0	1
Maserati	0	0	0	0	0	0	1	1
Mercedes-Benz	1	1	0	1	0	2	1	6
Nissan	2	0	0	0	1	1	0	4
Polaris	2	1	0	1	0	0	1	5
Subaru	1	0	0	1	0	0	0	2
Thor	0	0	0	2	0	2	1	5
Toyota	2	0	0	4	0	1	0	7
Triumph	0	0	0	0	0	0	1	1
Volkswagen	1	1	0	2	0	1	0	5
Winnebago	0	0	0	2	1	0	2	5
Total	44	22	7	41	7	56	34	211

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

Chart H shows the comparison of the 116 post hearing orders issued after an administrative hearing on the complaint was conducted.

Chart H Post Hearing Orders by Vehicle Make					
Vehicle Make	Repurchase	Replacement	Repair	Dismissal	Total Orders
BMW	2	0	3	4	9
Buick	0	0	1	0	1
Chevrolet	1	0	2	11	14
Chrysler	0	0	0	1	1
Coachmen	0	0	1	0	1
CrossRoads	2	0	0	0	2
Dodge	1	0	0	9	10
DRV	1	0	0	0	1
Dutchmen	0	0	0	1	1
Ford	6	1	10	13	30
Forest River	1	0	1	1	3
GMC	1	0	2	3	6
Gulf Stream	1	0	0	0	1
Heartland	0	0	0	1	1
Holiday Rambler	0	0	0	1	1
Honda	1	0	0	1	2
Hyundai	0	0	1	0	1
Jeep	1	0	0	3	4
Kia	0	0	0	1	1
Land Rover	0	0	0	1	1
Lexus	0	0	0	1	1
Lincoln	1	1	0	0	2
Massimo	0	0	1	0	1
Mazda	1	0	0	1	2
Mercedes-Benz	0	0	0	1	1
Nissan	0	0	4	4	8
Roketa	0	0	0	1	1
Tesla	0	0	0	1	1
Toyota	1	0	0	1	2
Volkswagen	2	0	0	2	4
Volvo	0	0	0	1	1
Winnebago	0	0	0	1	1
Total	23	2	26	65	116

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 within the subject motor vehicle that would warrant the replacement, repurchase, or repair by the manufacturer. After the hearing has concluded, a TxDMV hearings examiner issues a decision and final order. If not timely appealed, that order represents a final decision of the TxDMV. The final orders are grouped by manufacturer.

Chart I expands on the 25 vehicles from Chart H that were the subject of a post-hearing final order 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.

CHART I VEHICLES ORDERED REPURCHASED OR REPLACED - BY MAKE AND MODEL						
	YEAR	MAKE	MODEL	VEHICLE TYPE	DEFECT	PRICE
1	2014	BMW	3 Series	Passenger Car	Engine Performance/Emissions	\$31,486.86
2	2013	BMW	X3	Light Truck	Electrical	\$34,864.55
3	2013	Chevrolet	Tahoe	Light Truck	Engine Performance/Emissions	\$46,228.56
4	2014	CrossRoads	Elevation	Towable Recreational Vehicle	Water Leaks	\$55,363.68
5	2014	CrossRoads	Sunset Trail Reserve	Towable Recreational Vehicle	Water Leaks	\$30,755.01
6	2014	Dodge	Ram	Light Truck	Electrical	\$50,900.47
7	2014	DRV	MobileSuite	Towable Recreational Vehicle	Body and Trim	\$96,064.97
8	2014	Ford	Edge	Light Truck	Electrical	\$33,513.95
9	2014	Ford	F Series	Light Truck	Driveline vibrations	\$48,425.40
10	2015	Ford	F Series	Light Truck	Suspension and Steering	\$50,178.89
11	2013	Ford	F Series	Light Truck	Brakes	\$31,938.93
12	2013	Ford	Focus	Passenger Car	Engine Performance/Emissions	\$17,598.66
13	2014	Ford	Focus	Passenger Car	Automatic Transmission	\$19,810.17
14	2015	Ford	Mustange	Passenger Car	Driveline vibrations	\$24,598.26
15	2015	Forest River	Cherokee Wolf Pup	Towable Recreational Vehicle	Electrical	\$13,689.32
16	2015	GMC	Yukon	Light Truck	Driveline vibrations	\$44,835.43
17	2015	Gulf Stream	Kingsport	Towable Recreational Vehicle	Water Leaks	\$24,213.83
18	2014	Honda	Accord	Passenger Car	Engine Performance/Emissions	\$25,224.75
19	2014	Jeep	Grand Cherokee	Light Truck	Automatic Transmission	\$23,527.87
20	2013	Lincoln	MKX	Light Truck	Electrical	\$36,823.05
21	2013	Lincoln	MKX	Light Truck	Engine Performance/Emissions	\$37,969.85
22	2014	Mazda	Mazda3	Passenger Car	Brakes	\$25,607.28
23	2015	Toyota	Corolla	Passenger Car	Brakes	\$21,162.52
24	2014	Volkswagen	Passat	Passenger Car	Electrical	\$27,587.81
25	2014	Volkswagen	Touareg	Light Truck	Driveline vibrations	\$50,985.47
Total						\$903,355.54

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 J shows the number of vehicles reacquired by manufactures per Lemon Law Rule §215.210 for FY '14, FY '15 and FY '16.

Chart J			
Manufacturer Reacquired Vehicles			
	FY '14	FY '15	FY '16
Ordered Repurchases/Replacements	19	14	25
Reacquired Vehicle Settlements	58	96	66
Reacquired Vehicles Transferred to Texas	843	754	521
Total	920	864	612

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