

FY 2019

LEMON LAW ANNUAL REPORT

Texas Department of Motor Vehicles



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

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**TEXAS DEPARTMENT OF MOTOR VEHICLES
OFFICE OF ADMINISTRATIVE HEARINGS
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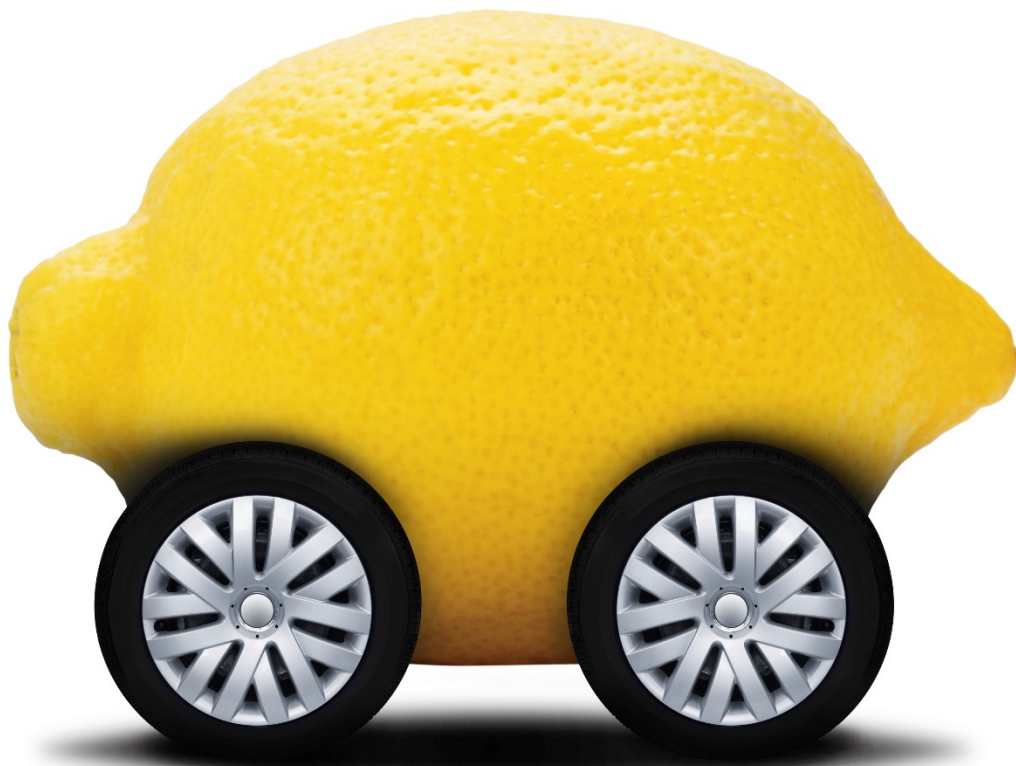
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INTRODUCTION TO THE PROGRAM AND FY 2019 SUMMARY



INTRODUCTION

The Texas Legislature passed the Texas Lemon Law in 1983 to assist consumers in obtaining repair, replacement, or repurchase of new motor vehicles purchased or leased that show evidence of substantial defects. The program is administered by the Texas Department of Motor Vehicles' (TxDMV) Lemon Law Section and the Office of Administrative Hearings (OAH). This Report provides information concerning the number of motor vehicles repurchased or replaced during the previous fiscal year and it details TxDMV efforts to ensure that motor vehicle manufacturers, converters, and distributors (collectively referred to as "manufacturers") comply with state laws and remediate vehicle defects.

Since 1993, there have been approximately 19,100 complaints filed with the TxDMV, and the Lemon Law has generated just over \$120 million in repurchase or replacement value to Texas consumers.

In Fiscal Year 2019 (FY '19), the Lemon Law program's efforts resulted in:

- 607 Lemon Law complaints filed with the TxDMV in FY '19, an increase of 28% since FY '17;
- 543 Lemon Law complaints closed by the TxDMV in FY '19;
- 292 complaints settled by the TxDMV before the issuance of a final decision by a TxDMV hearings examiner;¹
- 11 motor vehicles ordered repurchased or replaced by manufacturers pursuant to a hearing due to substantial defect with a total value of \$410,805.00;

This 28th Annual Report contains the number of complaints filed and closed by make and model, complaint processing times, the number of settlements processed, and the number of vehicles ordered repurchased or replaced by a TxDMV hearings examiner.

¹ A TxDMV Case Advisor may mediate the settlement of a complaint through a phone conference between the parties or 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. 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. The inspection is used by the TxDMV Case Advisor to assess the alleged defects and to facilitate settlement, where possible.

Chart A provides a summary of the program results for FY '19, along with the previous two years' results for comparison.

| Chart A | | | |
|---|---------------|---------------|---------------|
| Summary of Program Results | | | |
| | FY '17 | FY '18 | FY '19 |
| Complaints Filed | 473 | 567 | 607 |
| Closed Ineligible Complaints | 107 | 181 | 92 |
| Complaints Closed with Action | 387 | 350 | 451 |
| Closed by an Order of Dismissal | 71 | 88 | 88 |
| Closed by a Settlement Order | 205 | 186 | 292 |
| Closed by a Final Order of Repurchase/Replaceme | 23 | 15 | 81 |
| Closed by a Final Order of Repairs | 23 | 21 | 87 |
| Closed by a Final Decision and Order | 65 | 40 | 69 |

The majority of complaints involve passenger cars and light trucks. Complaints were also received on all-terrain vehicles, utility 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 over two hundred thousand dollars for a luxury motor home.

COMPLAINT PROCESS

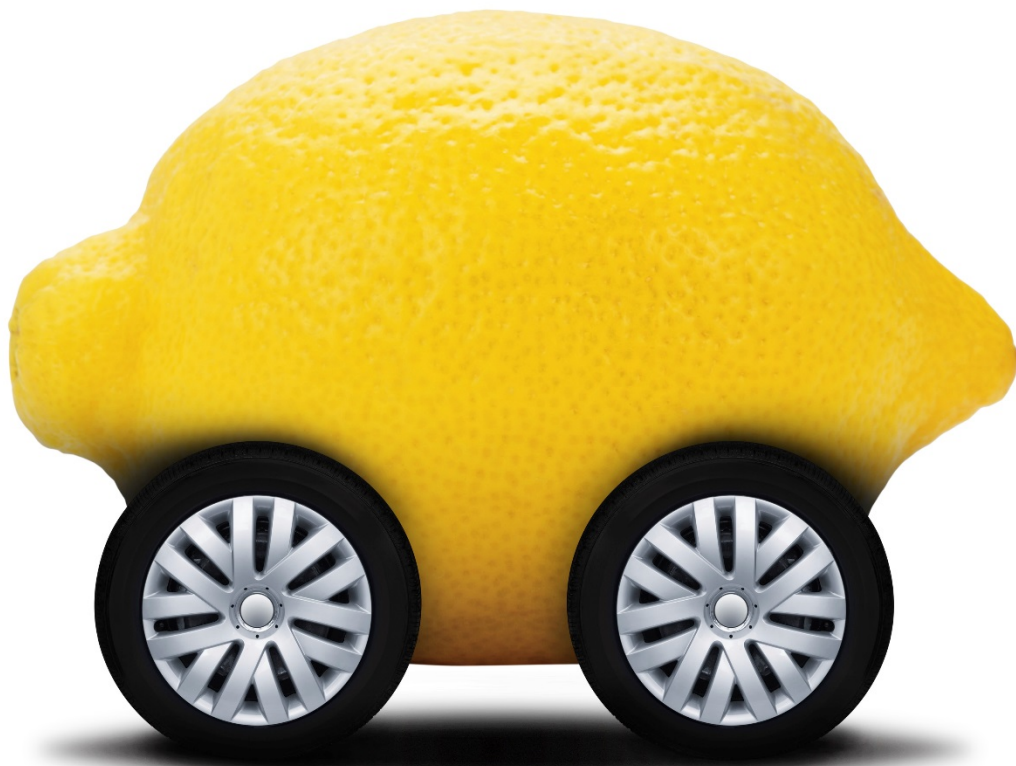
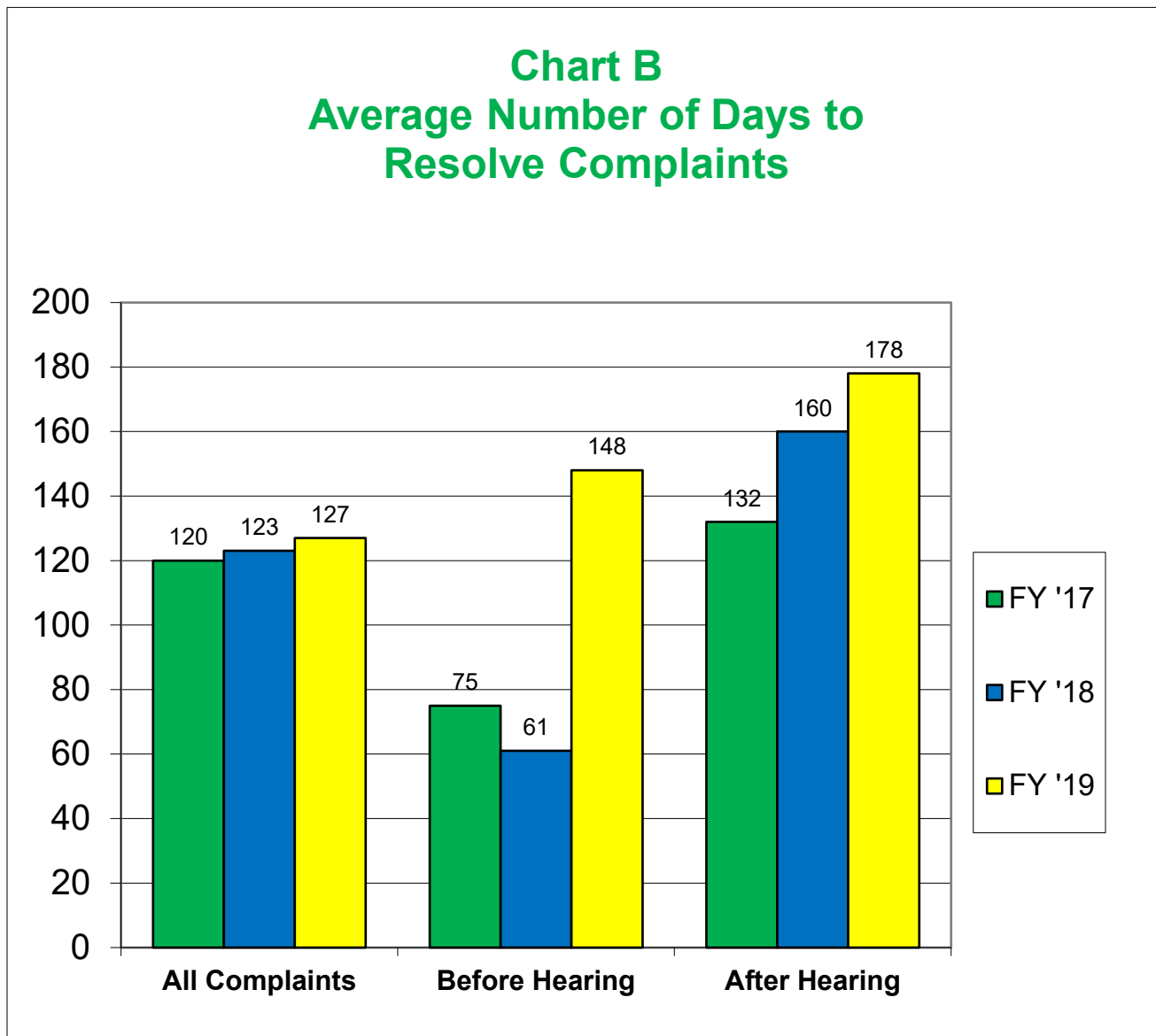


Chart B details the average processing time for complaints closed for FY '17 through FY '19. Overall processing time has increased by 46% over the past three years.



COMPLAINTS FILED



COMPLAINTS FILED

Chart C1 shows how many passenger car and truck complaints were filed by Model (listed alphabetically by make) for FY '17 through FY '19. Of the 607 complaints filed in FY '19, 82.37% were for cars and light trucks.

| Chart C1 (Passenger Cars and Trucks) | | | | | |
|---|-----------------------|-----------|-----------|----------|--------------|
| Complaints by Make and Model | | | | | |
| Make | Model | FY '17 | FY '18 | FY '19 | FY '19 Share |
| Acura | ILX | 0 | 0 | 1 | 0.16% |
| | MDX | 4 | 4 | 0 | 0.00% |
| | RDX | 1 | 0 | 3 | 0.49% |
| | TLX | 0 | 0 | 2 | 0.33% |
| | TL | 1 | 0 | 0 | 0.00% |
| Total | | 6 | 4 | 6 | 0.99% |
| Alfa Romeo | Giulia Quadrifoglio | 1 | 1 | 1 | 0.16% |
| Total | | 1 | 1 | 1 | 0.16% |
| Aston Martin | DB11 | 0 | 0 | 1 | 0.16% |
| Total | | 0 | 0 | 1 | 0.16% |
| Audi | A3 | 2 | 0 | 0 | 0.00% |
| | A4 | 1 | 0 | 1 | 0.16% |
| | A6 | 0 | 0 | 1 | 0.16% |
| | A8 | 0 | 1 | 0 | 0.00% |
| | Q5 | 0 | 0 | 2 | 0.33% |
| | Q7 | 2 | 1 | 1 | 0.16% |
| | S4 | 0 | 1 | 0 | 0.00% |
| | SQ5 | 0 | 0 | 1 | 0.16% |
| | TT | 1 | 0 | 0 | 0.00% |
| Total | | 6 | 3 | 6 | |
| Blue Bird | All American Bus (MT) | 0 | 0 | 2 | 0.33% |
| Total | | 0 | 0 | 2 | 0.33% |
| BMW | 1 Series | 0 | 0 | 1 | 0.16% |
| | 3 Series | 9 | 2 | 2 | 0.33% |
| | 4 Series | 0 | 1 | 0 | 0.00% |
| | 5 Series | 2 | 3 | 1 | 0.16% |
| | 7 Series | 0 | 2 | 0 | 0.00% |
| | BMW i3 | 3 | 0 | 1 | 0.16% |
| | M3 | 1 | 0 | 0 | 0.00% |
| | X3 | 1 | 0 | 2 | 0.33% |
| | X5 | 4 | 2 | 2 | 0.33% |
| Total | | 20 | 10 | 9 | 1.48% |

| Chart C1 (Continued) | | | | | |
|----------------------|----------------|-----------|-----------|-----------|---------------|
| Buick | Cascada | 0 | 0 | 1 | 0.16% |
| | Century | 0 | 0 | 1 | 0.16% |
| | Enclave | 2 | 2 | 2 | 0.33% |
| | Encore | 0 | 1 | 1 | 0.16% |
| | LaCrosse | 1 | 2 | 0 | 0.00% |
| | Regal | 1 | 0 | 0 | 0.00% |
| Total | | 4 | 5 | 5 | 0.82% |
| Cadillac | ATS | 1 | 0 | 1 | 0.16% |
| | CTS | 2 | 2 | 1 | 0.16% |
| | CTS-V | 1 | 0 | 0 | 0.00% |
| | Deville | 1 | 0 | 0 | 0.00% |
| | Escalade | 8 | 8 | 3 | 0.49% |
| | SRX | 0 | 1 | 0 | 0.00% |
| | STS | 0 | 1 | 1 | 0.16% |
| | XT5 | 0 | 0 | 3 | 0.49% |
| | XTS | 2 | 1 | 0 | 0.00% |
| Total | | 15 | 13 | 9 | 1.48% |
| Chevrolet | Avalanche | 0 | 1 | 1 | 0.16% |
| | Camaro | 2 | 7 | 6 | 0.99% |
| | Colorado | 1 | 5 | 1 | 0.16% |
| | Corvette | 3 | 3 | 2 | 0.33% |
| | Cruze | 4 | 4 | 3 | 0.49% |
| | Equinox | 1 | 1 | 2 | 0.33% |
| | Express | 1 | 0 | 0 | 0.00% |
| | Impala | 1 | 5 | 0 | 0.00% |
| | Malibu | 6 | 10 | 17 | 2.80% |
| | Silverado | 11 | 16 | 16 | 2.64% |
| | Sonic | 2 | 0 | 1 | 0.16% |
| | Spark | 1 | 3 | 0 | 0.00% |
| | Suburban | 6 | 4 | 0 | 0.00% |
| | Tahoe | 3 | 4 | 7 | 1.15% |
| | Traverse | 5 | 6 | 2 | 0.33% |
| | Trax | 0 | 2 | 3 | 0.49% |
| | Volt | 0 | 2 | 1 | 0.16% |
| Total | | 47 | 73 | 62 | 10.21% |
| Chrysler | 200 | 15 | 7 | 3 | 0.49% |
| | 300 | 4 | 4 | 5 | 0.82% |
| | Crossfire | 1 | 0 | 0 | 0.00% |
| | Pacifica | 1 | 7 | 5 | 0.82% |
| | Town & Country | 3 | 2 | 0 | 0.00% |
| Total | | 24 | 20 | 13 | 2.14% |
| Dodge | Avenger | 2 | 1 | 0 | 0.00% |
| | Challenger | 2 | 2 | 2 | 0.33% |
| | Charger | 2 | 4 | 2 | 0.33% |
| | Dakota | 0 | 1 | 0 | 0.00% |
| | Dart | 0 | 1 | 1 | 0.16% |
| | Durango | 2 | 2 | 7 | 1.15% |
| | Grand Caravan | 0 | 3 | 0 | 0.00% |
| | Journey | 3 | 4 | 4 | 0.66% |
| | Ram | 29 | 2 | 5 | 0.82% |
| | SSE | 0 | 1 | 0 | 0.00% |
| | Stratus | 0 | 1 | 0 | 0.00% |
| Total | | 40 | 22 | 21 | 3.46% |

Chart C1 (Continued)

| | | | | | |
|----------------|-------------------------|-----------|-----------|-----------|---------------|
| Fiat | 500 | 4 | 1 | 0 | 0.00% |
| Total | | 4 | 1 | 0 | 0.00% |
| Ford | C-Max | 0 | 1 | 0 | 0.00% |
| | Edge | 1 | 2 | 4 | 0.66% |
| | Escalade | 0 | 0 | 1 | 0.16% |
| | Escape | 6 | 5 | 3 | 0.49% |
| | Expedition | 2 | 2 | 5 | 0.82% |
| | Explorer | 13 | 11 | 4 | 0.66% |
| | E Series | 1 | 0 | 0 | 0.00% |
| | F Series | 22 | 37 | 37 | 6.10% |
| | F150 Raptor | 0 | 1 | 0 | 0.00% |
| | Fiesta | 2 | 1 | 1 | 0.16% |
| | Flex | 1 | 0 | 0 | 0.00% |
| | Focus | 12 | 15 | 11 | 1.81% |
| | Fusion | 9 | 8 | 2 | 0.33% |
| | Mustang | 4 | 2 | 3 | 0.49% |
| | Super Duty | 0 | 0 | 1 | 0.16% |
| | Transit Passenger Wagon | 1 | 0 | 0 | 0.00% |
| | Taurus | 0 | 1 | 0 | 0.00% |
| | Transit Connect | 0 | 1 | 3 | 0.49% |
| Total | | 74 | 87 | 75 | 12.36% |
| GMC | Acadia | 3 | 4 | 4 | 0.66% |
| | Canyon | 1 | 2 | 2 | 0.33% |
| | Envoy | 0 | 1 | 0 | 0.00% |
| | Savana Cargo | 0 | 0 | 1 | 0.16% |
| | Sierra | 14 | 6 | 9 | 1.48% |
| | Terrain | 1 | 0 | 2 | 0.33% |
| | Yukon | 4 | 1 | 2 | 0.33% |
| | Yukon Denali | 0 | 0 | 1 | 0.16% |
| | Yukon XL | 0 | 0 | 2 | 0.33% |
| Total | | 23 | 14 | 23 | 3.79% |
| Honda | Accord | 0 | 6 | 3 | 0.49% |
| | Civic | 3 | 3 | 5 | 0.82% |
| | Clarity Plug-in | 0 | 0 | 1 | 0.16% |
| | CR-V | 2 | 2 | 7 | 1.15% |
| | Fit | 1 | 1 | 0 | 0.00% |
| | HR-V | 0 | 0 | 1 | 0.16% |
| | Odyssey | 3 | 3 | 8 | 1.32% |
| | Pilot | 2 | 6 | 1 | 0.16% |
| | Ridgeline | 1 | 0 | 2 | 0.33% |
| Total | | 12 | 21 | 28 | 4.61% |
| Hyundai | Accent | 0 | 2 | 0 | 0.00% |
| | Elantra | 1 | 1 | 2 | 0.33% |
| | Equus | 1 | 0 | 0 | 0.00% |
| | Genesis | 2 | 1 | 0 | 0.00% |
| | Santa Fe | 2 | 1 | 2 | 0.33% |
| | Sonata | 3 | 2 | 3 | 0.49% |
| | Tucson | 3 | 6 | 2 | 0.33% |
| | Veracruz | 2 | 0 | 0 | 0.00% |
| Total | | 14 | 13 | 9 | 1.48% |

| Chart C1 (Continued) | | | | | |
|----------------------|--------------------|-----------|-----------|-----------|--------------|
| Infiniti | G25 | 0 | 1 | 0 | 0.00% |
| | G35 | 0 | 2 | 0 | 0.00% |
| | Q40 | 0 | 1 | 0 | 0.00% |
| | Q50 | 0 | 2 | 1 | 0.16% |
| | Q60 | 0 | 1 | 0 | 0.00% |
| | QX30 | 1 | 0 | 1 | 0.16% |
| | QX50 | 0 | 1 | 0 | 0.00% |
| | QX60 | 1 | 0 | 0 | 0.00% |
| | QX80 | 0 | 1 | 2 | 0.33% |
| Total | | 2 | 9 | 4 | 0.66% |
| Isuzu | FTR | 0 | 0 | 1 | 0.16% |
| Total | | 0 | 0 | 1 | 0.16% |
| Jaguar | F-Pace | 1 | 1 | 1 | 0.16% |
| | XE-Type | 0 | 1 | 1 | 0.16% |
| | XF-Type | 0 | 1 | 1 | 0.16% |
| | XJ-Type | 0 | 1 | 0 | 0.00% |
| Total | | 1 | 4 | 3 | 0.49% |
| Jeep | Cherokee | 6 | 5 | 10 | 1.65% |
| | Commander | 0 | 2 | 0 | 0.00% |
| | Compass | 0 | 3 | 9 | 1.48% |
| | Grand Cherokee | 13 | 4 | 9 | 1.48% |
| | Laredo | 0 | 1 | 0 | 0.00% |
| | Liberty | 1 | 0 | 1 | 0.16% |
| | Patriot | 0 | 3 | 0 | 0.00% |
| | Renegade | 6 | 7 | 9 | 1.48% |
| | Wrangler | 8 | 12 | 18 | 2.97% |
| Total | | 34 | 37 | 56 | 9.23% |
| Kenworth | T680 (HT) | 0 | 1 | 0 | 0.00% |
| Total | | 0 | 1 | 0 | 0.00% |
| Kia | Cadenza | 0 | 0 | 2 | 0.33% |
| | Forte | 2 | 0 | 1 | 0.16% |
| | K900 | 0 | 0 | 1 | 0.16% |
| | Optima | 2 | 2 | 2 | 0.33% |
| | Rio | 0 | 2 | 0 | 0.00% |
| | Sedona | 1 | 0 | 0 | 0.00% |
| | Sorento | 2 | 4 | 1 | 0.16% |
| | Soul | 0 | 0 | 2 | 0.33% |
| | Sportage | 1 | 1 | 0 | 0.00% |
| Total | | 8 | 9 | 9 | 1.48% |
| Land Rover | Discovery | 0 | 1 | 1 | 0.16% |
| | Discovery Sport | 1 | 0 | 1 | 0.16% |
| | Range Rover | 5 | 7 | 8 | 1.32% |
| | Range Rover Evoque | 1 | 2 | 2 | 0.33% |
| | Range Rover Sport | 1 | 2 | 4 | 0.66% |
| | Range Rover Velar | 0 | 0 | 1 | 0.16% |
| Total | | 8 | 12 | 17 | 2.80% |

| Chart C1 (Continued) | | | | | |
|----------------------|---------------|----------|-----------|-----------|--------------|
| Lexus | ES | 1 | 0 | 1 | 0.16% |
| | GS | 1 | 0 | 0 | 0.00% |
| | GX | 0 | 1 | 1 | 0.16% |
| | IS | 0 | 2 | 0 | 0.00% |
| | IS C | 0 | 1 | 0 | 0.00% |
| | LX | 0 | 0 | 1 | 0.16% |
| | RX | 2 | 1 | 0 | 0.00% |
| Total | | 4 | 5 | 3 | 0.49% |
| Lincoln | MKC | 1 | 1 | 0 | 0.00% |
| | MKT | 0 | 1 | 0 | 0.00% |
| | MKX | 3 | 0 | 0 | 0.00% |
| | Navigator | 1 | 0 | 4 | 0.66% |
| Total | | 5 | 2 | 4 | 0.66% |
| Maseratti | Ghibli | 0 | 2 | 1 | 0.16% |
| | Quattro Porte | 1 | 1 | 0 | 0.00% |
| Total | | 1 | 3 | 1 | 0.16% |
| Mazda | CX-5 | 0 | 1 | 0 | 0.00% |
| | CX-9 | 0 | 1 | 1 | 0.16% |
| | Mazda3 | 1 | 3 | 2 | 0.33% |
| | Mazda5 | 1 | 0 | 0 | 0.00% |
| Total | | 2 | 5 | 3 | 0.49% |
| Mercedes-Benz | AMG GT | 0 | 0 | 1 | 0.16% |
| | C-Class | 2 | 1 | 3 | 0.49% |
| | CLA-Class | 1 | 0 | 2 | 0.33% |
| | E-Class | 0 | 1 | 2 | 0.33% |
| | G-Class | 1 | 0 | 1 | 0.16% |
| | GL-Class | 1 | 0 | 0 | 0.00% |
| | GLA | 0 | 0 | 1 | 0.16% |
| | GLC | 0 | 1 | 0 | 0.00% |
| | GLE | 0 | 2 | 1 | 0.16% |
| | GLS | 0 | 1 | 0 | 0.00% |
| | M-Class | 0 | 1 | 0 | 0.00% |
| | S-Class | 0 | 2 | 1 | 0.16% |
| | Smart Fortwo | 0 | 1 | 0 | 0.00% |
| | Sprinter | 0 | 2 | 3 | 0.49% |
| Total | | 5 | 12 | 15 | 2.47% |
| Mini | Cooper | 1 | 3 | 3 | 0.49% |
| Total | | 1 | 3 | 3 | 0.49% |
| Mitsubishi | Endeavor | 0 | 1 | 0 | 0.00% |
| | Galant | 0 | 1 | 0 | 0.00% |
| | Lancer | 0 | 2 | 0 | 0.00% |
| | Montero Sport | 0 | 1 | 0 | 0.00% |
| | Outlander | 0 | 3 | 0 | 0.00% |
| Total | | 0 | 8 | 0 | 0.00% |
| Mitsubishi-Fuso | FE160 (MT) | 1 | 0 | 0 | 0.00% |
| Total | | 1 | 0 | 0 | 0.00% |

| Chart C1 (Continued) | | | | | |
|----------------------|----------------|-----------|-----------|-----------|--------------|
| Nissan | Altima | 4 | 4 | 1 | 0.16% |
| | Armada | 0 | 4 | 4 | 0.66% |
| | Frontier | 1 | 0 | 1 | 0.16% |
| | Juke | 0 | 1 | 0 | 0.00% |
| | Leaf | 0 | 0 | 1 | 0.16% |
| | Maxima | 0 | 1 | 1 | 0.16% |
| | Murano | 1 | 2 | 2 | 0.33% |
| | Pathfinder | 2 | 1 | 3 | 0.49% |
| | Rogue | 2 | 4 | 9 | 1.48% |
| | Sentra | 1 | 4 | 5 | 0.82% |
| | Titan | 4 | 6 | 7 | 1.15% |
| | Versa | 2 | 1 | 1 | 0.16% |
| | Xterra | 0 | 1 | 0 | 0.00% |
| Total | | 17 | 29 | 35 | 5.77% |
| Oldsmobile | Aurora | 0 | 1 | 0 | 0.00% |
| Total | | 0 | 1 | 0 | 0.00% |
| Peterbilt | 387 (HT) | 0 | 2 | 0 | 0.00% |
| | 567 (MT) | 0 | 0 | 1 | 0.16% |
| Total | | 0 | 2 | 1 | 0.16% |
| Pontiac | G6 | 0 | 1 | 0 | 0.00% |
| | GTP | 0 | 1 | 0 | 0.00% |
| Total | | 0 | 2 | 0 | 0.00% |
| Porsche | Cayenne | 0 | 1 | 1 | 0.16% |
| | Panamera | 0 | 0 | 1 | 0.16% |
| Total | | 0 | 1 | 2 | 0.33% |
| Ram | 1500 | 0 | 12 | 18 | 2.97% |
| | 2500 | 0 | 4 | 3 | 0.49% |
| | 3500 | 0 | 3 | 5 | 0.82% |
| | 4500 | 1 | 1 | 0 | 0.00% |
| | Promaster City | 0 | 0 | 1 | 0.16% |
| Total | | 1 | 20 | 27 | 4.45% |
| Saturn | LS1 | 0 | 1 | 0 | 0.00% |
| | Vue | 0 | 0 | 1 | 0.16% |
| Total | | 0 | 1 | 1 | 0.16% |
| Subaru | Ascent | 0 | 0 | 2 | 0.33% |
| | Forester | 3 | 1 | 0 | 0.00% |
| | Impreza | 0 | 0 | 2 | 0.33% |
| | Outback | 0 | 0 | 3 | 0.49% |
| | WRX | 1 | 3 | 2 | 0.33% |
| Total | | 4 | 4 | 9 | 1.48% |
| Suzuki | Forenza | 0 | 1 | 1 | 0.16% |
| Total | | 0 | 1 | 1 | 0.16% |
| Tesla | Model S | 1 | 0 | 1 | 0.16% |
| | Model X | 0 | 1 | 1 | 0.16% |
| Total | | 1 | 1 | 2 | 0.33% |

| Chart C1 (Continued) | | | | | |
|-------------------------------|------------|------------|------------|------------|---------------|
| Toyota | 4Runner | 0 | 1 | 0 | 0.00% |
| | Avalon | 2 | 3 | 0 | 0.00% |
| | Camry | 2 | 3 | 2 | 0.33% |
| | Corolla | 3 | 1 | 2 | 0.33% |
| | Highlander | 2 | 0 | 3 | 0.49% |
| | Prius | 1 | 0 | 0 | 0.00% |
| | Rav4 | 2 | 0 | 2 | 0.33% |
| | Sequoia | 0 | 2 | 0 | 0.00% |
| | Tacoma | 2 | 0 | 3 | 0.49% |
| | Tundra | 0 | 5 | 2 | 0.33% |
| | Yaris iA | 1 | 0 | 0 | 0.00% |
| Total | | 15 | 15 | 14 | 2.31% |
| Volkswagen | Atlas | 0 | 0 | 3 | 0.49% |
| | Beetle | 1 | 0 | 0 | 0.00% |
| | CC | 0 | 2 | 0 | 0.00% |
| | Golf | 1 | 2 | 2 | 0.33% |
| | GTI | 0 | 1 | 1 | 0.16% |
| | Jetta | 1 | 3 | 6 | 0.99% |
| | Passat | 0 | 1 | 2 | 0.33% |
| | Tiguan | 0 | 0 | 6 | 0.99% |
| Total | | 3 | 9 | 20 | 3.29% |
| Volvo | S40 | 0 | 1 | 0 | 0.00% |
| | XC60 | 0 | 1 | 2 | 0.33% |
| | XC90 | 2 | 3 | 1 | 0.16% |
| Total | | 2 | 5 | 3 | 0.49% |
| Misc. Complaints | Unknown | 2 | 1 | 2 | 0.33% |
| Total | | 2 | 1 | 2 | 0.33% |
| Total Complaints Filed | | 407 | 489 | 506 | 82.37% |

Chart C2 shows how many motor home complaints were filed by model (listed alphabetically by make) for FY '17 through FY '19. Of the 607 complaints filed in FY '19, 3.95% of the total complaints filed were for motor homes.

| Chart C2 (Motor Homes) Complaints by Make and Model | | | | | |
|--|----------------------|----------|----------|----------|------------------------|
| Make | Model | FY '17 | FY '18 | FY '19 | FY '19 Complaint Share |
| Airstream | Beacon | 0 | 0 | 1 | 0.16% |
| Total | | 0 | 0 | 1 | 0.16% |
| Coachmen | Concord | 1 | 0 | 0 | 0.00% |
| | Encounter | 1 | 0 | 0 | 0.00% |
| | Leprechaun | 0 | 0 | 2 | 0.33% |
| | Mirada | 0 | 0 | 1 | 0.16% |
| | Pursuit | 0 | 0 | 1 | 0.16% |
| | Prism | 0 | 1 | 0 | 0.00% |
| Total | | 2 | 1 | 4 | 0.66% |
| Dynamax | Isata 3 Series | 0 | 1 | 1 | 0.16% |
| Total | | 0 | 1 | 1 | 0.16% |
| Fleetwood | Bounder | 1 | 0 | 0 | 0.00% |
| | Jamboree | 0 | 1 | 0 | 0.00% |
| | Revolution | 0 | 1 | 0 | 0.00% |
| Total | | 1 | 2 | 0 | 0.00% |
| Forest River | Georgetown | 1 | 0 | 0 | 0.00% |
| | Legacy | 2 | 0 | 0 | 0.00% |
| | Sportscoach | 0 | 0 | 1 | 0.16% |
| | Sunseeker | 0 | 0 | 1 | 0.16% |
| Total | | 3 | 0 | 2 | 0.33% |
| Foretravel | IH-45 | 0 | 1 | 0 | 0.00% |
| Total | | 0 | 1 | 0 | 0.00% |
| Gulf Stream | Conquest | 0 | 0 | 1 | 0.16% |
| Total | | 0 | 0 | 1 | 0.16% |
| Heartland | Cyclone | 0 | 1 | 0 | 0.00% |
| | Prowler Lynx | 1 | 0 | 0 | 0.00% |
| Total | | 1 | 1 | 0 | 0.00% |
| Holiday Rambler | Prodigy | 0 | 0 | 1 | 0.16% |
| Total | | 0 | 0 | 1 | 0.16% |
| Jayco | Emblem | 0 | 0 | 1 | 0.16% |
| | Redhawk | 0 | 1 | 0 | 0.00% |
| Total | | 0 | 1 | 1 | 0.16% |
| Keystone | Bullet | 1 | 0 | 0 | 0.00% |
| | Springdale | 0 | 1 | 0 | 0.00% |
| Total | | 1 | 1 | 0 | 0.00% |
| Newmar | Canyon Star | 1 | 0 | 0 | 0.00% |
| | Dutch Star | 1 | 0 | 1 | 0.16% |
| Total | | 2 | 0 | 1 | 0.16% |
| Phoenix Cruiser | Phoenix Cruiser 3100 | 0 | 0 | 1 | 0.16% |
| Total | | 0 | 0 | 1 | 0.16% |

| Chart C2 (Continued) | | | | | |
|-------------------------------|---------------|-----------|-----------|-----------|--------------|
| Sunlight | Sunlight - V1 | 0 | 0 | 1 | 0.16% |
| Total | | 0 | 0 | 1 | 0.16% |
| Thor | ACE | 0 | 1 | 2 | 0.33% |
| | Aria | 0 | 0 | 1 | 0.16% |
| | Axis | 1 | 0 | 1 | 0.16% |
| | Chateau | 0 | 0 | 0 | 0.00% |
| | Four Winds | 2 | 0 | 0 | 0.00% |
| | Freedom Elite | 0 | 1 | 1 | 0.16% |
| | Hurricane | 0 | 0 | 0 | 0.00% |
| | Outlaw | 0 | 2 | 0 | 0.00% |
| | Palazzo | 0 | 2 | 1 | 0.16% |
| | Quantum | 0 | 0 | 2 | 0.33% |
| | Synergy | 0 | 1 | 0 | 0.00% |
| | Tuscany | 2 | 0 | 0 | 0.00% |
| | Venetian | 0 | 0 | 1 | 0.16% |
| | Windsport | 0 | 1 | 0 | 0.00% |
| Total | | 5 | 8 | 9 | 1.48% |
| Tiffin | Allegro | 0 | 1 | 0 | 0.00% |
| Total | | 0 | 1 | 0 | 0.00% |
| Winnebago | Ellipse | 1 | 0 | 0 | 0.00% |
| | Era | 0 | 0 | 0 | 0.00% |
| | Forza | 0 | 0 | 0 | 0.00% |
| | Intent | 0 | 0 | 1 | 0.16% |
| | Itasca Navion | 0 | 0 | 0 | 0.00% |
| | Journey | 1 | 0 | 0 | 0.00% |
| | Via | 0 | 1 | 0 | 0.00% |
| | Vista | 0 | 1 | 0 | 0.00% |
| Total | | 2 | 2 | 1 | 0.16% |
| Total Complaints Filed | | 17 | 19 | 24 | 3.95% |

Chart C3 shows how many towable recreational vehicle complaints were filed by model (listed alphabetically by make) for FY '17 through FY '19. Of the 607 complaints filed in FY '19, 9.39% were for towable recreational vehicles.

| Chart C3 (Towable Recreational Vehicles) | | | | | |
|---|--------------------|---------------|---------------|---------------|-------------------------------|
| Complaints by Make and Model | | | | | |
| Make | Model | FY '17 | FY '18 | FY '19 | FY '19 Complaint Share |
| Airstream | Flying Cloud | 0 | 0 | 1 | 0.16% |
| Total | | 0 | 0 | 1 | 0.16% |
| Bullet | Premier Ultra Lite | 1 | 0 | 0 | 0.00% |
| Total | | 1 | 0 | 0 | 0.00% |
| Coachmen | Brookstone | 1 | 0 | 0 | 0.00% |
| | Catalina | 0 | 1 | 0 | 0.00% |
| | Chaparral | 1 | 0 | 0 | 0.00% |
| | Clipper | 0 | 0 | 1 | 0.16% |
| | Concord | 0 | 1 | 0 | 0.00% |
| | Freedom Express | 0 | 2 | 0 | 0.00% |
| Total | | 2 | 4 | 1 | 0.16% |
| CrossRoads | Cameo | 0 | 1 | 0 | 0.00% |
| | Cruiser | 0 | 1 | 0 | 0.00% |
| | Redwood | 1 | 0 | 0 | 0.00% |
| | Z1 | 1 | 0 | 0 | 0.00% |
| Total | | 2 | 2 | 0 | 0.00% |
| Cruiser | MPG | 1 | 0 | 2 | 0.33% |
| | Radiance | 0 | 0 | 1 | 0.16% |
| Total | | 1 | 0 | 3 | 0.49% |
| DRV | Mobile Suite | 1 | 1 | 1 | 0.16% |
| Total | | 1 | 1 | 1 | 0.16% |
| Dutchmen | Denali | 1 | 0 | 0 | 0.00% |
| | Kodiak | 0 | 1 | 0 | 0.00% |
| | Voltage | 1 | 0 | 0 | 0.00% |
| Total | | 2 | 1 | 0 | 0.00% |
| Evergreen | I-GO Lite | 1 | 0 | 0 | 0.00% |
| Total | | 1 | 0 | 0 | 0.00% |
| Forest River | Blue Ridge | 0 | 0 | 1 | 0.16% |
| | Cardinal | 2 | 0 | 0 | 0.00% |
| | Cedar Creek | 1 | 0 | 0 | 0.00% |
| | Hyperlite | 1 | 0 | 0 | 0.00% |
| | Salem | 0 | 2 | 1 | 0.16% |
| | Salem Hemisphere | 1 | 0 | 0 | 0.00% |
| | Sandpiper | 3 | 1 | 0 | 0.00% |

| Chart C3 (Continued) | | | | | |
|----------------------|-----------------------|-----------|----------|-----------|--------------|
| Forest River | Sierra | 0 | 1 | 2 | 0.33% |
| | Stealth | 1 | 0 | 0 | 0.00% |
| | Surveyor | 0 | 1 | 1 | 0.16% |
| | Vengeance | 1 | 0 | 2 | 0.33% |
| | Vibe | 0 | 1 | 2 | 0.33% |
| | Wildcat | 0 | 1 | 1 | 0.16% |
| | Wildwood X-Lite | 1 | 1 | 1 | 0.16% |
| | XLR Boost | 0 | 0 | 1 | 0.16% |
| | XLR Thunderbolt | 0 | 1 | 0 | 0.00% |
| Total | | 11 | 9 | 12 | 1.98% |
| Grand Design | Imagine | 1 | 0 | 0 | 0.00% |
| | Momentum | 1 | 0 | 0 | 0.00% |
| | Reflection | 1 | 2 | 0 | 0.00% |
| Total | | 3 | 2 | 0 | 0.00% |
| Heartland | Big Country | 0 | 1 | 1 | 0.16% |
| | Cyclone | 1 | 0 | 0 | 0.00% |
| | Elkridge | 0 | 0 | 3 | 0.49% |
| | Gateway | 0 | 0 | 3 | 0.49% |
| | Oakmont | 1 | 0 | 0 | 0.00% |
| | Road Warrior | 0 | 1 | 2 | 0.33% |
| | Sundance | 1 | 1 | 0 | 0.00% |
| | Trail Runner | 1 | 0 | 1 | 0.16% |
| | Xtreme Light Elkridge | 1 | 0 | 0 | 0.00% |
| Total | | 5 | 3 | 10 | 1.65% |
| Highland Ridge | Mesa Ridge | 0 | 1 | 0 | 0.00% |
| | Open Range 3X | 2 | 1 | 0 | 0.00% |
| | Silverstar | 0 | 0 | 1 | 0.16% |
| Total | | 2 | 2 | 1 | 0.16% |
| Hymer | Hyperlite | 0 | 0 | 1 | 0.16% |
| Total | | 0 | 0 | 1 | 0.16% |
| Jayco | Eagle | 0 | 1 | 1 | 0.16% |
| | Melbourne | 1 | 0 | 0 | 0.00% |
| | North Point | 0 | 0 | 1 | 0.16% |
| | Seismic | 0 | 1 | 1 | 0.16% |
| Total | | 1 | 2 | 3 | 0.49% |
| Keystone | Alpine | 1 | 0 | 1 | 0.16% |
| | Avalanch | 0 | 0 | 2 | 0.33% |
| | Bullet Colt | 0 | 0 | 1 | 0.16% |
| | Coleman Light | 0 | 1 | 0 | 0.00% |
| | Cougar | 0 | 0 | 1 | 0.16% |
| | Fuzion | 0 | 1 | 0 | 0.00% |
| | Impact | 0 | 0 | 1 | 0.16% |
| | Montana | 0 | 4 | 2 | 0.33% |
| | Outback | 0 | 0 | 1 | 0.16% |
| | Passport | 2 | 0 | 0 | 0.00% |
| | Raptor | 0 | 1 | 1 | 0.16% |
| | Springdale | 1 | 0 | 0 | 0.00% |
| | Summerland | 1 | 0 | 0 | 0.00% |
| Total | | 5 | 7 | 10 | 1.65% |

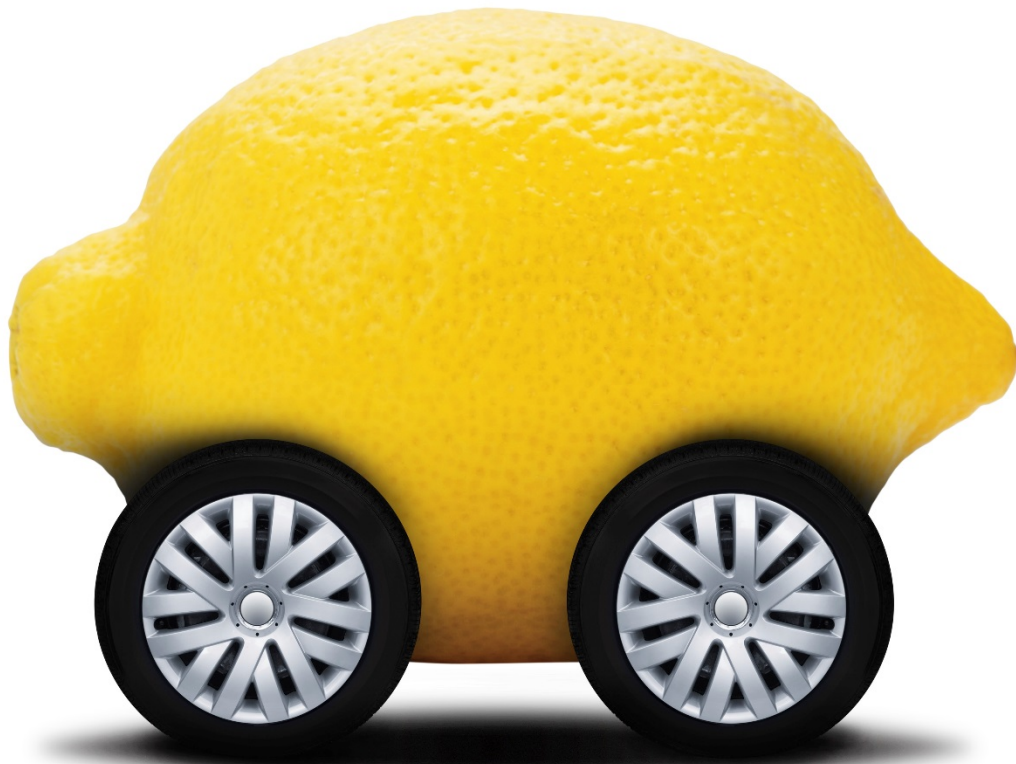
| Chart C3 (Continued) | | | | | |
|-------------------------------|----------------------|-----------|-----------|-----------|--------------|
| K-Z | Sportsmen | 1 | 1 | 2 | 0.33% |
| Total | | 1 | 1 | 2 | 0.33% |
| Lakota | Big Horn | 0 | 0 | 1 | 0.16% |
| Total | | 0 | 0 | 1 | 0.16% |
| Landmark | Charleston | 0 | 0 | 1 | 0.16% |
| | Orlando | 0 | 0 | 1 | 0.16% |
| Total | | 0 | 0 | 2 | 0.33% |
| Little Guy Trailer | Mini Max Rough Rider | 0 | 0 | 1 | 0.16% |
| Total | | 0 | 0 | 1 | 0.16% |
| Palomino | Columbus | 0 | 2 | 2 | 0.33% |
| | Puma | 0 | 1 | 1 | 0.16% |
| Total | | 0 | 3 | 3 | 0.49% |
| Prime Time | Crusader | 1 | 1 | 0 | 0.00% |
| | Fury | 0 | 1 | 0 | 0.00% |
| | Lacrosse | 0 | 0 | 1 | 0.16% |
| Total | | 1 | 2 | 1 | 0.16% |
| Rockwood | Signature | 1 | 0 | 0 | 0.00% |
| Total | | 1 | 0 | 0 | 0.00% |
| Shasta | Oasis | 0 | 1 | 0 | 0.00% |
| | Phoenix | 0 | 1 | 0 | 0.00% |
| | Revere | 0 | 1 | 0 | 0.00% |
| Total | | 0 | 3 | 0 | 0.00% |
| Sundowner | Cargo-32GN | 0 | 0 | 1 | 0.16% |
| Total | | 0 | 0 | 1 | 0.16% |
| Starcraft | Autumn Ridge | 1 | 0 | 0 | 0.00% |
| | GPS | 0 | 1 | 0 | 0.00% |
| Total | | 1 | 1 | 0 | 0.00% |
| Travel Lite | | 0 | 0 | 1 | 0.16% |
| Total | | 0 | 0 | 1 | 0.16% |
| Venture | SportTrek | 0 | 0 | 2 | 0.33% |
| Total | | 0 | 0 | 2 | 0.33% |
| Total Complaints Filed | | 41 | 43 | 57 | 9.39% |

Chart C4 shows how many all-terrain vehicle and motorcycle complaints were filed by model (listed alphabetically by make) for FY '17 through FY '19. Of the 607 complaints filed in FY '19, 3.29 % were for all-terrain vehicles, utility vehicles, motorcycles, or neighborhood electric vehicles.

| Chart C4 (All Terrain Vehicles, Motorcycles and Neighborhood Electric Vehicles) | | | | | |
|--|------------------------------|---------------|---------------|---------------|-------------------------------|
| Complaints by Make and Model | | | | | |
| Make | Model | FY '17 | FY '18 | FY '19 | FY '19 Complaint Share |
| Arctic Cat | Alterra (ATV) | 1 | 0 | 0 | 0.00% |
| Total | | 1 | 0 | 0 | 0.00% |
| Bennche | Cowboy 500 (UTV) | 0 | 0 | 1 | 0.16% |
| Total | | 0 | 0 | 1 | 0.16% |
| BMW | R1200GSADV (MC) | 0 | 1 | 0 | 0.00% |
| Total | | 0 | 1 | 0 | 0.00% |
| Can-Am | 7KJA (ATV) | 0 | 0 | 1 | 0.16% |
| | Defender HD5 (UTV) | 0 | 1 | 0 | 0.00% |
| | Maverick X3 (UTV) | 0 | 1 | 0 | 0.00% |
| | Outlander 1000 (ATV) | 0 | 0 | 2 | 0.33% |
| | Spyder RS (MC) | 0 | 1 | 0 | 0.00% |
| | Spyder RTS (MC) | 1 | 0 | 0 | 0.00% |
| Total | | 1 | 3 | 3 | 0.49% |
| Ducati | Panigale V4 (MC) | 0 | 0 | 1 | 0.16% |
| Total | | 0 | 0 | 1 | 0.16% |
| Harley-Davidson | CVO Pro Street Breakout (MC) | 0 | 1 | 0 | 0.00% |
| | Fatboy FLSTF (MC) | 1 | 0 | 0 | 0.00% |
| | FLHTK Ultra Limited (MC) | 0 | 1 | 0 | 0.00% |
| | FLHX (MC) | 0 | 1 | 0 | 0.00% |
| | FLSTC103 (MC) | 1 | 0 | 0 | 0.00% |
| | Road King (MC) | 0 | 0 | 1 | 0.16% |
| | Street Glide (MC) | 0 | 0 | 2 | 0.33% |
| Total | | 2 | 3 | 3 | 0.49% |
| Honda | Gold Wing (MC) | 0 | 1 | 0 | 0.00% |
| | NC700JDJ (MC) | 0 | 0 | 1 | 0.16% |
| Total | | 0 | 1 | 1 | 0.16% |
| Kawasaki | Ninja ZX (MC) | 0 | 0 | 1 | 0.16% |
| | Supersport Ninja (MC) | 0 | 1 | 0 | 0.00% |
| | VN900DGF (MC) | 1 | 0 | 0 | 0.00% |
| Total | | 1 | 1 | 1 | 0.16% |
| Indian Motorcycle | Springfield (MC) | 0 | 1 | 0 | 0.00% |
| Total | | 0 | 1 | 0 | 0.00% |
| Lance | Lance PCH 125 | 0 | 0 | 1 | 0.16% |
| Total | | 0 | 0 | 1 | 0.16% |
| Mahindra | XTV750C (UTV) | 1 | 0 | 0 | 0.00% |
| Total | | 1 | 0 | 0 | 0.00% |
| Massimo | MSU-700 (UTV) | 1 | 0 | 0 | 0.00% |
| Total | | 1 | 0 | 0 | 0.00% |
| MV Agusta | Stradale (MC) | 0 | 1 | 0 | 0.00% |
| Total | | 0 | 1 | 0 | 0.00% |

| Chart C4 (Continued) | | | | | |
|-------------------------------|---------------------|----------|-----------|-----------|--------------|
| Polaris | Ranger (UTV) | 0 | 0 | 1 | 0.16% |
| | Ranger RZR (UTV) | 0 | 0 | 1 | 0.16% |
| | Slingshot (MC) | 0 | 1 | 0 | 0.00% |
| Total | | 0 | 1 | 2 | 0.33% |
| Star | AP-Series (UTV) | 0 | 1 | 0 | 0.00% |
| | Diablo (UTV) | 1 | 0 | 0 | 0.00% |
| | Classic (UTV) | 0 | 1 | 0 | 0.00% |
| | Roadster (UTV) | 0 | 1 | 0 | 0.00% |
| Total | | 1 | 3 | 0 | 0.00% |
| Triumph | Tiger Explorer (MC) | 1 | 0 | 0 | 0.00% |
| Total | | 1 | 0 | 0 | 0.00% |
| Vanderhall | Venice (MC) | 0 | 1 | 1 | 0.16% |
| Total | | 0 | 1 | 1 | 0.16% |
| Zero Motorcycles | SR (MC) | 0 | 0 | 1 | 0.16% |
| Total | | 0 | 0 | 1 | 0.16% |
| Misc. Complaints | Unknown | 0 | 1 | 5 | 0.82% |
| Total | | 0 | 1 | 5 | 0.82% |
| Total Complaints Filed | | 9 | 17 | 20 | 3.29% |

COMPLAINTS CLOSED

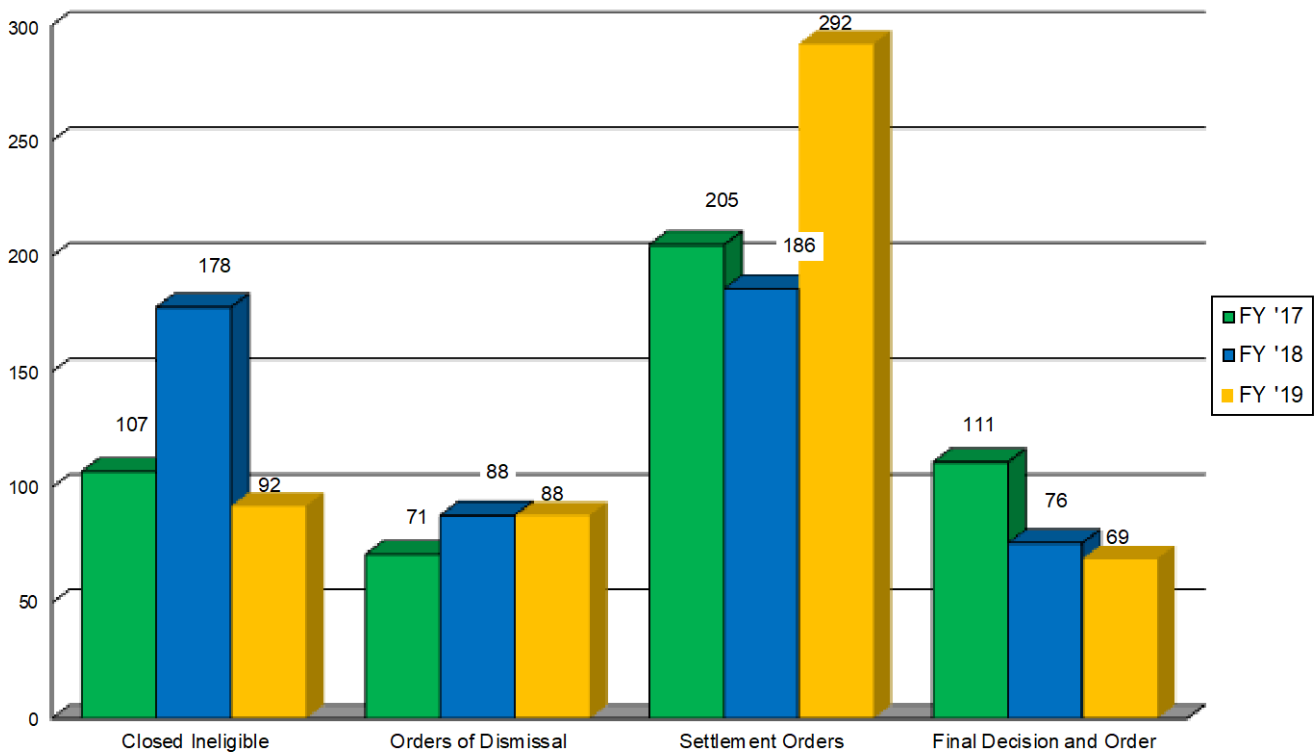


COMPLAINTS CLOSED

Chart D is a comparison of complaint resolution parameters for FY '17 through FY '19. TxDMV hearings examiners issue orders resolving the docketed cases. The orders issued reflect settlement between the parties, dismissal of the complaint², or a decision and final order after an administrative hearing. These orders issued by a TxDMV hearings examiner are final orders.³

Ineligible cases are those that were never docketed. These cases are closed administratively by staff.

Chart D
Complaint Resolution



² A dismissal order is issued in the event of non-participation or ineligibility of the complainant after docketing a complaint.

³ See Occupations Code §2301.704(c).

Chart E provides the breakdown of the types of settlements reached between the parties that resulted in the issuance of an order closing the complaint. The chart indicates the type of remedy agreed to. 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 E | | | | | | | | |
|------------------------------------|-------------------|--------------------|---------------------|---------------|----------------------------------|------------------------|--------------|--------------------------|
| Settlements by Vehicle Make | | | | | | | | |
| Vehicle Make | Repurchase | Replacement | Trade Assist | Repair | Extended Service Contract | Cash Settlement | Other | Total Settlements |
| Acura | 0 | 0 | 0 | 2 | 0 | 0 | 1 | 3 |
| Airstream | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Alfa Romeo | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 2 |
| Audi | 4 | 1 | 0 | 0 | 0 | 0 | 0 | 5 |
| Blue Bird | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| BMW | 2 | 0 | 1 | 1 | 0 | 0 | 0 | 4 |
| Buick | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Cadillac | 2 | 0 | 0 | 0 | 0 | 1 | 0 | 3 |
| CAN-AM | 0 | 0 | 0 | 2 | 0 | 0 | 1 | 3 |
| Chevrolet | 3 | 5 | 0 | 10 | 4 | 3 | 4 | 29 |
| Chrysler | 1 | 1 | 0 | 3 | 0 | 1 | 7 | 13 |
| Coachmen | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Cruiser | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Dodge | 0 | 2 | 0 | 2 | 1 | 1 | 3 | 9 |
| DRV | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Ford | 11 | 2 | 0 | 21 | 3 | 2 | 5 | 44 |
| Forest River | 0 | 1 | 0 | 2 | 1 | 1 | 5 | 10 |
| GMC | 0 | 2 | 0 | 3 | 1 | 1 | 3 | 10 |
| Heartland | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 2 |
| Highland Ridge | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Honda | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 4 |
| Hyundai | 5 | 0 | 0 | 2 | 0 | 0 | 0 | 7 |
| Infiniti | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Isuzu | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Jayco | 1 | 1 | 0 | 0 | 0 | 0 | 2 | 4 |
| Jeep | 2 | 4 | 0 | 5 | 0 | 8 | 10 | 29 |
| Kawasaki | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Keystone | 0 | 0 | 0 | 4 | 0 | 1 | 3 | 8 |
| Kia | 0 | 3 | 0 | 1 | 0 | 0 | 3 | 7 |
| Land Rover | 1 | 1 | 0 | 1 | 0 | 1 | 2 | 6 |
| Landmark | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Lincoln | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Maserati | 1 | 0 | 0 | 0 | | 0 | 0 | 1 |
| Mercedes-Benz | 1 | 0 | 0 | 2 | 0 | 0 | 6 | 9 |
| Nissan | 5 | 0 | 0 | 3 | 0 | 7 | 2 | 17 |

| Chart E (continued) | | | | | | | | |
|---------------------|-----------|-----------|----------|-----------|-----------|-----------|-----------|------------|
| Palomino | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Peterbilt | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Polaris | 0 | 1 | 0 | 1 | 0 | 0 | 1 | 3 |
| Porsche | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Prime Time | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |
| Ram | 0 | 1 | 0 | 3 | 1 | 3 | 6 | 14 |
| Star EV | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Subaru | 1 | 1 | 0 | 3 | 0 | 0 | 1 | 6 |
| Thor | 0 | 1 | 0 | 0 | 0 | 1 | 3 | 5 |
| Toyota | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 3 |
| Vanderhall | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Volkswagen | 4 | 3 | 0 | 1 | 0 | 1 | 0 | 9 |
| Volvo | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 2 |
| Zero Motorcycles | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Other | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Total | 50 | 31 | 1 | 87 | 12 | 33 | 78 | 292 |

Chart F shows a comparison of the 69 post hearing final orders issued after conducting an administrative hearing on the complaint.

Complaints not settled at the beginning of the case proceed to an administrative hearing where the parties present evidence to support their positions on whether the subject motor vehicle has a defect warranting the replacement, repurchase, or repair by the manufacturer. After the hearing concludes, a TxDMV hearings examiner issues a decision and order. If not timely appealed, that order constitutes a final decision of the TxDMV. The final orders are grouped by manufacturer.

| Chart F | | | | | |
|--|-------------------|--------------------|---------------|------------------|---------------------|
| Post Hearing Orders by Vehicle Make | | | | | |
| Vehicle Make | Repurchase | Replacement | Repair | Dismissal | Total Orders |
| American Honda Motor Co., Inc. | 1 | 0 | 1 | 4 | 6 |
| BMW | 1 | 0 | 1 | 2 | 4 |
| FCA US LLC | 1 | 0 | 0 | 6 | 7 |
| Ford | 4 | 0 | 5 | 5 | 14 |
| Forest River | 0 | 0 | 3 | 3 | 6 |
| Foretravel Motorcoach | 0 | 0 | 0 | 1 | 1 |
| General Motors | 2 | 0 | 1 | 4 | 7 |
| Gulf States Toyota, Inc. | 0 | 0 | 0 | 1 | 1 |
| Gulf Stream Coach, Inc. | 0 | 0 | 0 | 1 | 1 |
| Harley-Davidson, Inc. | 0 | 0 | 0 | 1 | 1 |
| Heartland Recreational Vehicles, LLC | 1 | 0 | 0 | 1 | 2 |
| Hyundai | 1 | 0 | 0 | 0 | 1 |
| Jaguar Land Rover North America | 0 | 0 | 0 | 2 | 2 |
| Jayco | 0 | 0 | 0 | 1 | 1 |
| K-Z, Inc. | 0 | 0 | 0 | 1 | 1 |
| Keystone | 0 | 0 | 1 | 2 | 3 |
| Mitsubishi North America, Inc. | 0 | 0 | 0 | 1 | 1 |
| Newmar | 0 | 0 | 0 | 1 | 1 |
| Nissan | 0 | 0 | 0 | 3 | 3 |
| Rev Recreation Group, Inc. | 0 | 0 | 0 | 1 | 1 |
| Tesla Motors, Inc. | 0 | 0 | 1 | 0 | 1 |
| Thor | 0 | 0 | 1 | 0 | 1 |
| Tiffin Motor Homes, Inc. | 0 | 0 | 0 | 1 | 1 |
| Toyota | 0 | 0 | 0 | 1 | 1 |
| Zero Motorcycles, Inc. | 0 | 0 | 0 | 1 | 1 |
| Total | 11 | 0 | 14 | 44 | 69 |

Chart G expands on the 11 vehicles from Chart F subject to a post-hearing final order requiring the manufacturer to repurchase or replace the vehicle as required by Texas Occupations Code §2301.611. The vehicles are listed alphabetically by make and model with the repurchase/replacement value noted. The defect noted was the basis for ordering repurchase or replacement of the vehicle.

These vehicles met the statutory requirements for repurchase or replacement found in Texas Occupations Code §2301.604.

| CHART G | | | | | | |
|---|-------------|-------------|--------------|------------------------------|-----------------------------------|---------------------|
| VEHICLES ORDERED REPURCHASED OR REPLACED - BY MAKE AND MODEL | | | | | | |
| | YEAR | MAKE | MODEL | VEHICLE TYPE | DEFECT | PRICE |
| 1 | 2016 | Chevrolet | Camaro | Passenger Car | Automatic Transmission | \$33,957.00 |
| 2 | 2017 | Chevrolet | Trax | Light Truck | Air Conditioning and Heating | \$19,106.00 |
| 3 | 2018 | Dodge | Journey | Light Truck | Automatic Transmission | \$28,566.00 |
| 4 | 2016 | Ford | F Series | Light Truck | Electrical | \$50,241.00 |
| 5 | 2017 | Ford | F Series | Light Truck | Engine - Mechanical | \$29,302.00 |
| 6 | 2017 | Ford | F Series | Light Truck | Automatic Transmission | \$57,168.00 |
| 7 | 2017 | Ford | Explorer | Light Truck | Suspension & Steering | \$40,054.00 |
| 8 | 2017 | Heartland | Road Warrior | Towable Recreational Vehicle | Water Leaks | \$74,698.00 |
| 9 | 2018 | Honda | CR-V | Light Truck | Electrical | \$28,282.00 |
| 10 | 2017 | Hyundai | Elantra | Passenger Car | Safety Devices/Seat Belts/Airbags | \$23,490.00 |
| 11 | 2016 | Mini | Cooper | Passenger Car | Engine - Mechanical | \$25,941.00 |
| Total | | | | | | \$410,805.00 |

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April 2020