

FY 2020

LEMON LAW ANNUAL REPORT

Texas Department of Motor Vehicles



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

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Austin, TX 78731
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**TEXAS DEPARTMENT OF MOTOR VEHICLES
OFFICE OF ADMINISTRATIVE HEARINGS
4000 Jackson Avenue
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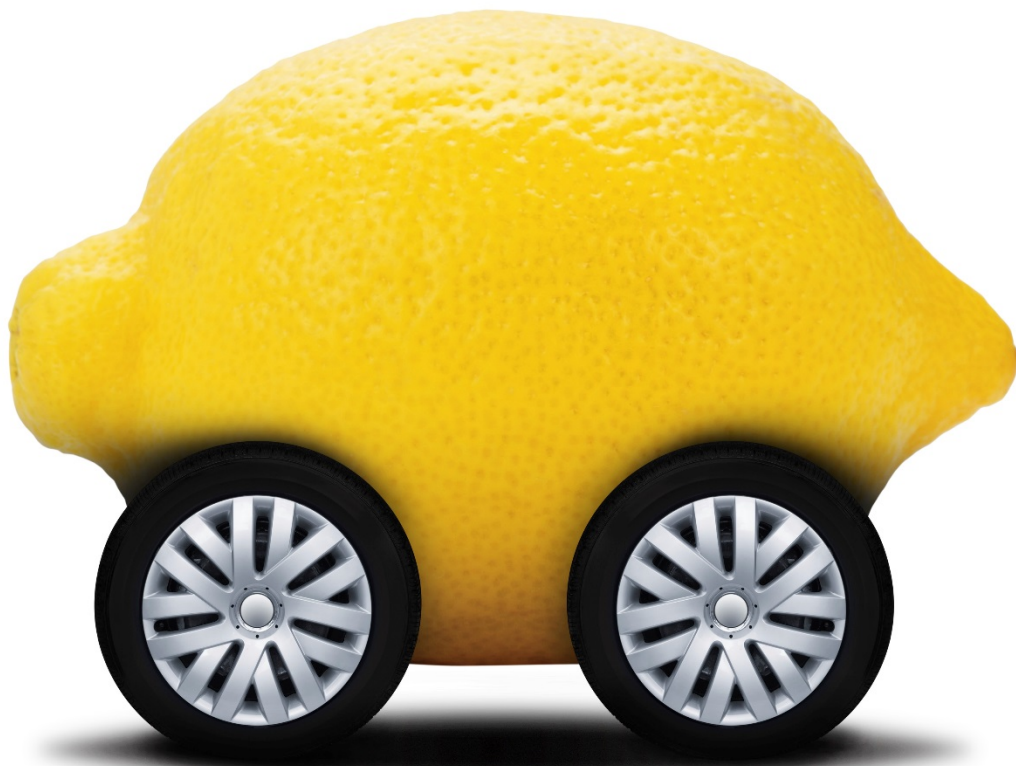
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INTRODUCTION TO THE PROGRAM AND FY 2020 SUMMARY



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 19,700 complaints filed with the TxDMV, and the Lemon Law has generated just over \$121 million in repurchase or replacement value to Texas consumers.

In Fiscal Year 2020 (FY '20), the Lemon Law program's efforts resulted in:

- 576 Lemon Law complaints filed with the TxDMV in FY '20, an increase of 1.6% since FY '18;
- 609 Lemon Law complaints closed by the TxDMV in FY '20;
- 302 complaints settled by the TxDMV before the issuance of a final decision by a TxDMV hearings examiner;¹
- 14 motor vehicles ordered repurchased or replaced by manufacturers pursuant to a hearing due to a substantial defect with a total value of \$663,999.00.

This 29th 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 '20, along with the previous two years' results for comparison.

Chart A			
Summary of Program Results			
	FY '18	FY '19	FY '20
Complaints Filed	567	607	576
Closed Ineligible Complaints	181	92	104
Complaints Closed with Action	350	451	505
Closed by an Order of Dismissal	88	90	125
Closed by a Settlement Order	186	292	302
Closed by a Final Order of Repurchase/Replacement	15	11	14
Closed by a Final Order of Repairs	21	14	22
Closed by a Final Decision and Order	40	44	42

Most complaints involved 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

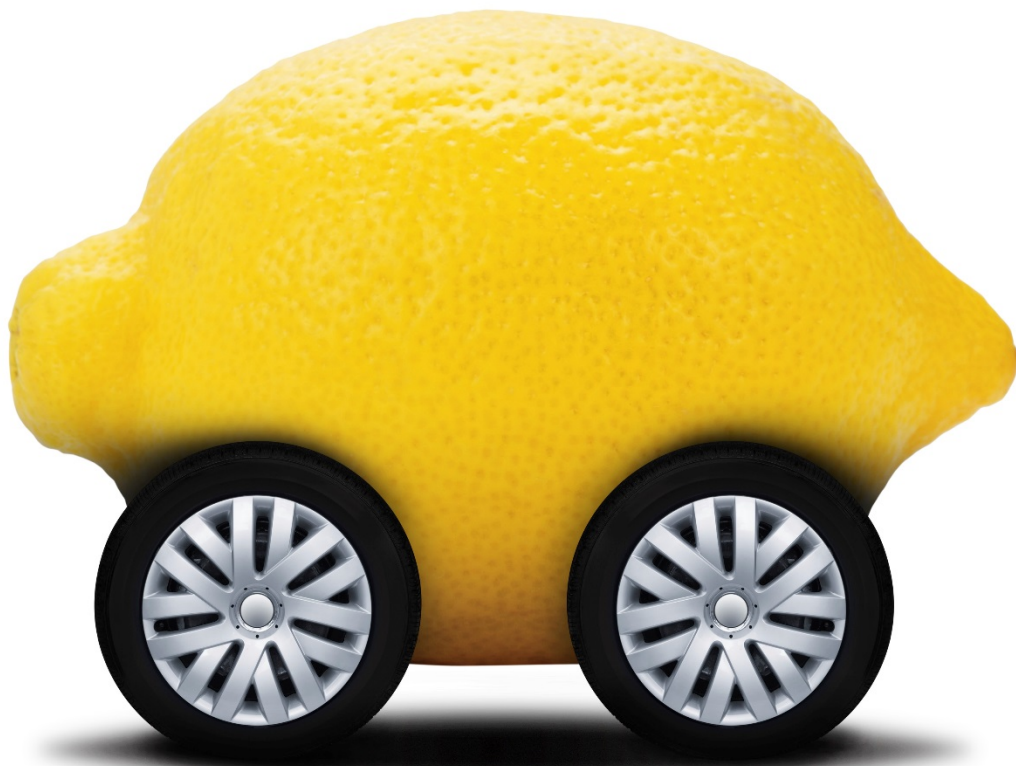
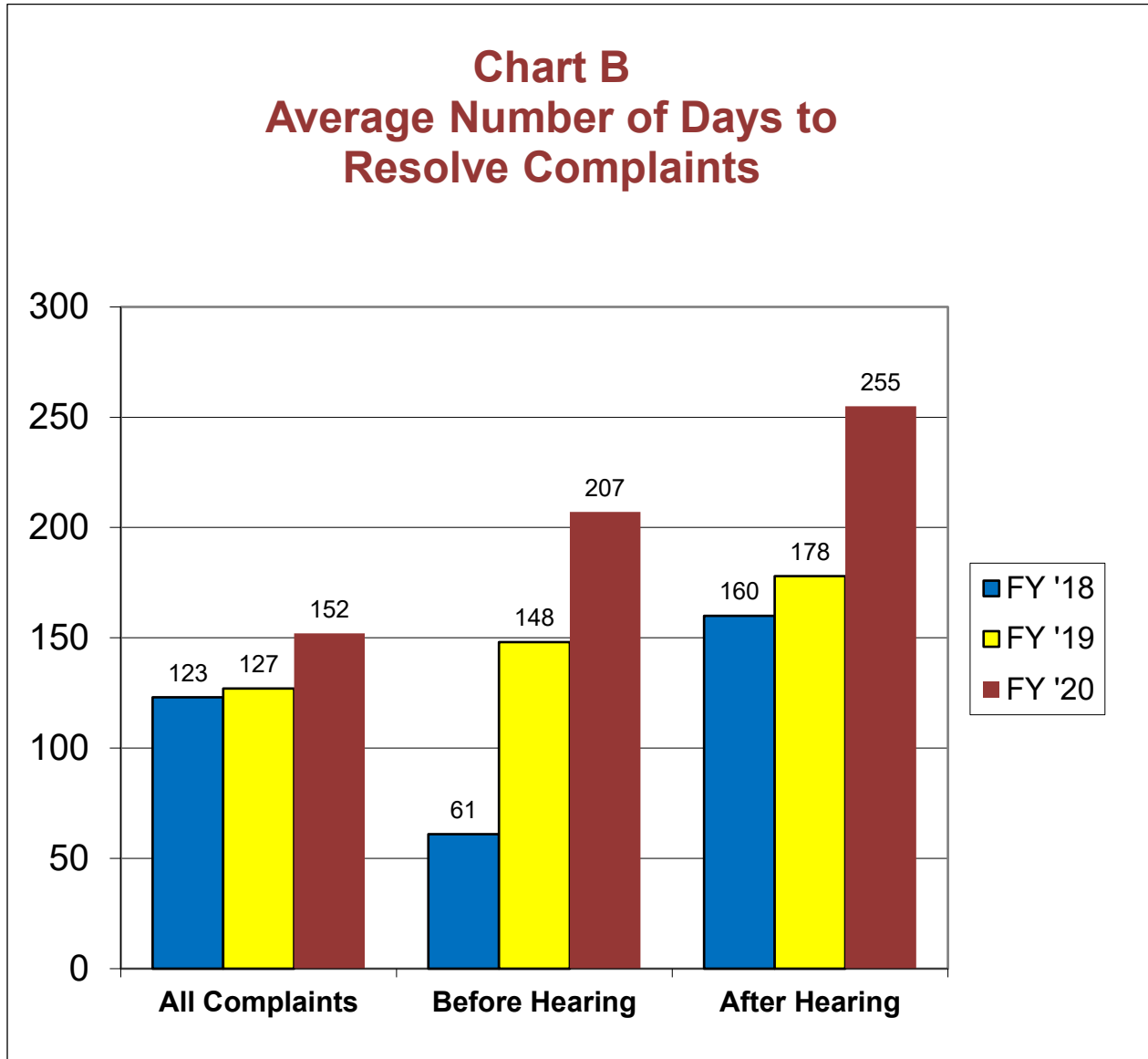
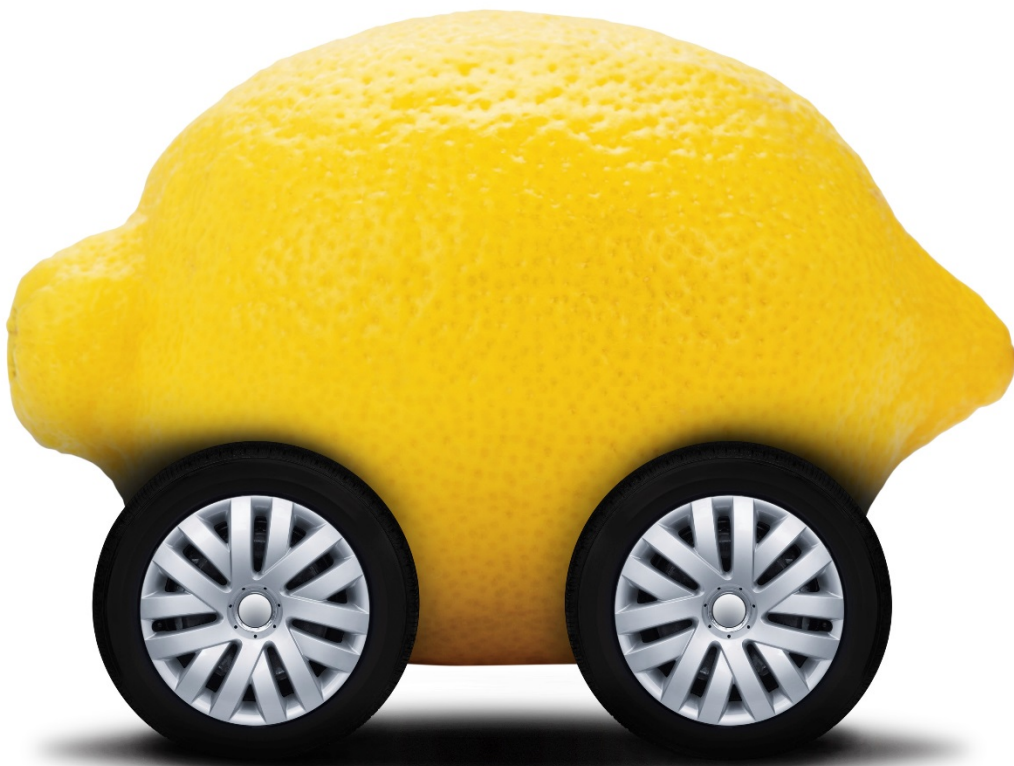


Chart B details the average processing time for complaints closed for FY '18 through FY '20.



COMPLAINTS FILED



COMPLAINTS FILED

Chart C1 shows how many passenger car and truck complaints were filed by Model (listed alphabetically by make) for FY '18 through FY '20. Of the 576 complaints filed in FY '20, 88.02% were for cars and light trucks.

Chart C1 (Passenger Cars and Trucks) Complaints by Make and Model					
Make	Model	FY '18	FY '19	FY '20	FY '20 Complaint Share Share
Acura	ILX	0	1	0	0.00%
	MDX	4	0	0	0.00%
	RDX	0	3	2	0.35%
	TLX	0	2	0	0.00%
Total		4	6	2	0.35%
Alfa Romeo	Giulia Quadrifoglio	1	1	4	0.69%
	Stelvio	0	0	1	0.17%
Total		1	1	5	0.87%
Aston Martin	DB11	0	1	0	0.00%
Total		0	1	0	0.00%
Audi	A4	0	1	0	0.00%
	A6	0	1	0	0.00%
	A8	1	0	0	0.00%
	Q3	0	0	2	0.35%
	Q5	0	2	1	0.17%
	Q7	1	1	1	0.17%
	S4	1	0	0	0.00%
	SQ5	0	1	1	0.17%
Total		3	6	5	0.87%
Blue Bird	All American Bus (MT)	0	2	0	0.00%
Total		0	2	0	0.00%
BMW	1 Series	0	1	0	0.00%
	2 Series	0	0	1	0.17%
	3 Series	2	2	4	0.69%
	4 Series	1	0	2	0.35%
	5 Series	3	1	0	0.00%
	7 Series	2	0	3	0.52%
	BMW i3	0	1	0	0.00%
	X3	0	2	0	0.00%
	X4	0	0	1	0.17%
	X5	2	2	6	1.04%
	X7	0	0	1	0.17%
Total		10	9	18	3.13%
Buick	Cascada	0	1	0	0.00%
	Century	0	1	0	0.00%
	Enclave	2	2	3	0.52%
	Encore	1	1	3	0.52%
	LaCrosse	2	0	0	0.00%
	Verano	0	0	1	0.17%
Total		5	5	7	1.22%

Chart C1 (Continued)

Cadillac	ATS	0	1	2	0.35%
	CT	0	0	2	0.35%
	CT6	0	0	1	0.17%
	CTS	2	1	0	0.00%
	Escalade	8	3	3	0.52%
	SRX	1	0	0	0.00%
	STS	1	1	0	0.00%
	XT4	0	0	2	0.35%
	XT5	0	3	4	0.69%
	XTS	1	0	0	0.00%
Total		13	9	14	2.43%
Chevrolet	Avalanche	1	1	0	0.00%
	Bolt EV	0	0	2	0.35%
	Camaro	7	6	3	0.52%
	Colorado	5	1	5	0.87%
	Corvette	3	2	0	0.00%
	Cruze	4	3	0	0.00%
	Equinox	1	2	4	0.69%
	Impala	5	0	0	0.00%
	Malibu	10	17	7	1.22%
	Silverado	16	16	23	3.99%
	Sonic	0	1	1	0.17%
	Spark	3	0	1	0.17%
	Suburban	4	0	1	0.17%
	Tahoe	4	7	0	0.00%
	Traverse	6	2	5	0.87%
	Trail Blazer	0	0	1	0.17%
	Trax	2	3	0	0.00%
Volt	2	1	0	0.00%	
Total		73	62	53	9.20%
Chrysler	200	7	3	2	0.35%
	300	4	5	2	0.35%
	Pacifica	7	5	5	0.87%
	Town & Country	2	0	0	0.00%
Total		20	13	9	1.56%
Dodge	Avenger	1	0	1	0.17%
	Caliber	0	0	1	0.17%
	Challenger	2	2	3	0.52%
	Charger	4	2	4	0.69%
	Dakota	1	0	0	0.00%
	Dart	1	1	0	0.00%
	Durango	2	7	1	0.17%
	Grand Caravan	3	0	3	0.52%
	Journey	4	4	1	0.17%
	Ram	2	5	0	0.00%
	SSE	1	0	0	0.00%
	Stratus	1	0	0	0.00%
Total		22	21	14	2.43%
Fiat	500	1	0	1	0.17%
Total		1	0	1	0.17%

Chart C1 (Continued)					
Ford	C-Max	1	0	0	0.00%
	Edge	2	4	5	0.87%
	Escalade	0	1	0	0.00%
	Escape	5	3	9	1.56%
	Expedition	2	5	7	1.22%
	Explorer	11	4	10	1.74%
	F Series	37	37	58	10.07%
	F150 Raptor	1	0	0	0.00%
	Fiesta	1	1	0	0.00%
	Focus	15	11	6	1.04%
	Fusion	8	2	4	0.69%
	Mustang	2	3	6	1.04%
	Ranger	0	0	1	0.17%
	Super Duty	0	1	0	0.00%
	Taurus	1	0	0	0.00%
Transit Connect	1	3	2	0.35%	
Total		87	75	108	18.75%
GMC	Acadia	4	4	4	0.69%
	Canyon	2	2	1	0.17%
	Envoy	1	0	0	0.00%
	Savana Cargo	0	1	0	0.00%
	Sierra	6	9	13	2.26%
	Terrain	0	2	2	0.35%
	Yukon	1	2	3	0.52%
	Yukon Denali	0	1	1	0.17%
	Yukon XL	0	2	0	0.00%
Total		14	23	24	4.17%
Honda	Accord	6	3	3	0.52%
	C	0	0	1	0.17%
	Civic	3	5	0	0.00%
	Clarity Plug-in	0	1	0	0.00%
	CR-V	2	7	3	0.52%
	Fit	1	0	0	0.00%
	HR-V	0	1	0	0.00%
	Odyssey	3	8	4	0.69%
	Pilot	6	1	5	0.87%
	Ridgeline	0	2	1	0.17%
Total		21	28	17	2.95%
Hyundai	Accent	2	0	0	0.00%
	Elantra	1	2	2	0.35%
	G80	0	0	1	0.17%
	Genesis	1	0	0	0.00%
	Ioniq	0	0	1	0.17%
	Santa Fe	1	2	1	0.17%
	Sonata	2	3	2	0.35%
	Tucson	6	2	4	0.69%
Total		13	9	11	1.91%

Chart C1 (Continued)

Infiniti	G25	1	0	0	0.00%
	G35	2	0	0	0.00%
	Q40	1	0	0	0.00%
	Q50	2	1	1	0.17%
	Q60	1	0	1	0.17%
	QX30	0	1	0	0.00%
	QX50	1	0	4	0.69%
	QX80	1	2	1	0.17%
Total		9	4	7	1.22%
Isuzu	FTR	0	1	0	0.00%
Total		0	1	0	0.00%
Jaguar	F-Pace	1	1	1	0.17%
	F-Type	0	0	1	0.17%
	I-Pace	0	0	2	0.35%
	XE-Type	1	1	0	0.00%
	XF-Type	1	1	0	0.00%
	XJ-Type	1	0	0	0.00%
Total		4	3	4	0.69%
Jeep	Cherokee	5	10	5	0.87%
	Commander	2	0	0	0.00%
	Compass	3	9	6	1.04%
	Gladiator	0	0	1	0.17%
	Grand Cherokee	4	9	5	0.87%
	Laredo	1	0	0	0.00%
	Liberty	0	1	1	0.17%
	Patriot	3	0	0	0.00%
	Renegade	7	9	6	1.04%
	Wrangler	12	18	17	2.95%
Total		37	56	41	7.12%
Karma	Revero	0	0	1	0.17%
Total		0	0	1	0.17%
Kenworth	T680 (HT)	1	0	0	0.00%
Total		1	0	0	0.00%
Kia	Cadenza	0	2	0	0.00%
	Forte	0	1	0	0.00%
	K900	0	1	0	0.00%
	Niro	0	0	1	0.17%
	Optima	2	2	3	0.52%
	Rio	2	0	0	0.00%
	Sedona	0	0	1	0.17%
	Sorento	4	1	3	0.52%
	Soul	0	2	3	0.52%
	Sportage	1	0	1	0.17%
	Stinger	0	0	1	0.17%
	Telluride	0	0	1	0.17%
Total		9	9	14	2.43%
Land Rover	Discovery	1	1	1	0.17%
	Discovery Sport	0	1	3	0.52%
	Range Rover	7	8	5	0.87%
	Range Rover Evoque	2	2	1	0.17%
	Range Rover Sport	2	4	3	0.52%
	Range Rover Velar	0	1	2	0.35%
Total		12	17	15	2.60%

Chart C1 (Continued)					
Lexus	ES	0	1	1	0.17%
	GX	1	1	1	0.17%
	IS	2	0	0	0.00%
	IS C	1	0	0	0.00%
	LX	0	1	0	0.00%
	NX	0	0	1	0.17%
	RX	1	0	1	0.17%
Total		5	3	4	0.69%
Lincoln	Continental	0	0	1	0.17%
	MKC	1	0	0	0.00%
	MKT	1	0	0	0.00%
	Navigator	0	4	2	0.35%
Total		2	4	3	0.52%
Maseratti	Ghibli	2	1	0	0.00%
	Quattro Porte	1	0	0	0.00%
Total		3	1	0	0.00%
Mazda	6	0	0	1	0.17%
	CX-5	1	0	0	0.00%
	CX-9	1	1	1	0.17%
	Mazda3	3	2	0	0.00%
Total		5	3	2	0.35%
Mercedes-Benz	AMG GT	0	1	0	0.00%
	C-Class	1	3	2	0.35%
	CLA-Class	0	2	0	0.00%
	E-Class	1	2	2	0.35%
	G-Class	0	1	0	0.00%
	GL-Class	0	0	1	0.17%
	GLA	0	1	0	0.00%
	GLC	1	0	2	0.35%
	GLE	2	1	2	0.35%
	GLS	1	0	1	0.17%
	M-Class	1	0	0	0.00%
	S-Class	2	1	1	0.17%
	Smart Fortwo	1	0	0	0.00%
	Sprinter	2	3	0	0.00%
Total		12	15	11	1.91%
Mini	Cooper	3	3	1	0.17%
Total		3	3	1	0.17%
Mitsubishi	Endeavor	1	0	0	0.00%
	Galant	1	0	0	0.00%
	Lancer	2	0	0	0.00%
	Mirage	0	0	1	0.17%
	Montero Sport	1	0	0	0.00%
	Outlander	3	0	0	0.00%
Total		8	0	1	0.17%

Chart C1 (Continued)					
Nissan	Altima	4	1	2	0.35%
	Armada	4	4	7	1.22%
	Frontier	0	1	0	0.00%
	Juke	1	0	1	0.17%
	Kicks	0	0	1	0.17%
	Leaf	0	1	0	0.00%
	Maxima	1	1	0	0.00%
	Murano	2	2	0	0.00%
	NV Cargo	0	0	1	0.17%
	Pathfinder	1	3	3	0.52%
	Rogue	4	9	2	0.35%
	Sentra	4	5	6	1.04%
	Titan	6	7	5	0.87%
	Versa	1	1	1	0.17%
	Xterra	1	0	0	0.00%
Total		29	35	29	5.03%
Oldsmobile	Aurora	1	0	0	0.00%
Total		1	0	0	0.00%
Peterbilt	387 (HT)	2	0	0	0.00%
	567 (MT)	0	1	0	0.00%
	579 (HT)	0	0	1	0.17%
Total		2	1	1	0.17%
Pontiac	G6	1	0	0	0.00%
	GTP	1	0	0	0.00%
Total		2	0	0	0.00%
Porsche	911	0	0	1	0.17%
	Cayenne	1	1	1	0.17%
	Panamera	0	1	4	0.69%
Total		1	2	6	1.04%
Ram	1500	12	18	25	4.34%
	2500	4	3	6	1.04%
	3500	3	5	3	0.52%
	4500	1	0	0	0.00%
	Promaster City	0	1	0	0.00%
Total		20	27	34	5.90%
Saturn	LS1	1	0	0	0.00%
	Vue	0	1	0	0.00%
Total		1	1	0	0.00%
Subaru	Ascent	0	2	1	0.17%
	Forester	1	0	1	0.17%
	Impreza	0	2	0	0.00%
	Outback	0	3	1	0.17%
	WRX	3	2	0	0.00%
Total		4	9	3	0.52%
Suzuki	Forenza	1	1	0	0.00%
Total		1	1	0	0.00%
Tesla	Model 3	0	0	2	0.35%
	Model S	0	1	3	0.52%
	Model X	1	1	0	0.00%
Total		1	2	5	0.87%

Chart C1 (Continued)					
Toyota	4Runner	1	0	0	0.00%
	Avalon	3	0	0	0.00%
	Camry	3	2	2	0.35%
	Corolla	1	2	2	0.35%
	Highlander	0	3	0	0.00%
	Rav4	0	2	2	0.35%
	Sequoia	2	0	0	0.00%
	Tacoma	0	3	0	0.00%
	Tundra	5	2	3	0.52%
	Venza	0	0	1	0.17%
Total		15	14	10	1.74%
Volkswagen	Atlas	0	3	3	0.52%
	CC	2	0	1	0.17%
	Golf	2	2	1	0.17%
	GTI	1	1	0	0.00%
	Jetta	3	6	6	1.04%
	Passat	1	2	0	0.00%
	Tiguan	0	6	3	0.52%
	Touareg	0	0	1	0.17%
Total		9	20	15	2.60%
Volvo	S40	1	0	1	0.17%
	S60	0	0	1	0.17%
	XC60	1	2	2	0.35%
	XC90	3	1	5	0.87%
Total		5	3	9	1.56%
Misc. Complaints	Unknown	1	2	3	0.52%
Total		1	2	3	0.52%
Total Complaints Filed		489	506	507	88.02%

Chart C2 shows how many motor home complaints were filed by model (listed alphabetically by make) for FY '18 through FY '20. Of the 576 complaints filed in FY '20, 2.78% of the total complaints filed were for motor homes.

Chart C2 (Motor Homes)					
Complaints by Make and Model					
Make	Model	FY '18	FY '19	FY '20	FY '20 Complaint Share
Airstream	Beacon	0	1	0	0.00%
Total		0	1	0	0.00%
Coachmen	Georgetown	0	0	1	0.17%
	Leprechaun	0	2	1	0.17%
	Mirada	0	1	0	0.00%
	Pursuit	0	1	0	0.00%
	Prism	1	0	1	0.17%
Total		1	4	3	0.52%
Dynamax	Isata 3 Series	1	1	0	0.00%
Total		1	1	0	0.00%
Fleetwood	Bounder	0	0	1	0.17%
	Jamboree	1	0	0	0.00%
	Revolution	1	0	0	0.00%
	Southwind	0	0	1	0.17%
Total		2	0	2	0.35%
Forest River	FR3	0	0	1	0.17%
	Sportscoach	0	1	1	0.17%
	Sunseeker	0	1	0	0.00%
Total		0	2	2	0.35%
Foretravel	IH-45	1	0	0	0.00%
Total		1	0	0	0.00%
Gulf Stream	Cabin Cruiser	0	0	1	0.17%
	Conquest	0	1	0	0.00%
Total		1	1	1	0.17%
Heartland	Cyclone	1	0	0	0.00%
Total		1	0	0	0.00%
Highland Ridge	Cornerstone	0	0	1	0.17%
Total		0	0	1	0.17%
Holiday Rambler	Prodigy	0	1	0	0.00%
Total		0	1	0	0.00%
Jayco	Emblem	0	1	0	0.00%
	Redhawk	1	0	0	0.00%
Total		1	1	0	0.00%
Keystone	Springdale	1	0	0	0.00%
Total		1	0	0	0.00%
Mercedes-Benz US	Sprinter	0	0	1	0.17%
Total		0	0	1	0.17%
Newmar	Dutch Star	0	1	0	0.00%
Total		0	1	0	0.00%
Phoenix USA RV	Phoenix Cruiser 3100	0	1	0	0.00%
Total		0	1	0	0.00%

Chart C2 (Continued)					
Sunlight	Sunlight - V1	0	1	0	0.00%
Total		0	1	0	0.00%
Thor	ACE	1	2	0	0.00%
	Aria	0	1	0	0.00%
	Axis	0	1	1	0.17%
	Challenger	0	0	1	0.17%
	Freedom Elite	1	1	0	0.00%
	Outlaw	2	0	0	0.00%
	Palazzo	2	1	0	0.00%
	Quantum	0	2	1	0.17%
	Synergy	1	0	0	0.00%
	Venetian	0	1	1	0.17%
Windsport	1	0	0	0.00%	
Total		8	9	4	0.69%
Tiffin	Allegro	1	0	0	0.00%
Total		1	0	0	0.00%
Winnebago	Intent	0	1	0	0.00%
	Navion	0	0	1	0.17%
	Spirit	0	0	1	0.17%
	Via	1	0	0	0.00%
	Vista	1	0	0	0.00%
Total		2	1	2	0.35%
Total Complaints Filed		20	24	16	2.78%

Chart C3 shows how many towable recreational vehicle complaints were filed by model (listed alphabetically by make) for FY '18 through FY '20. Of the 576 complaints filed in FY '20, 6.60% were for towable recreational vehicles.

Chart C3 (Towable Recreational Vehicles)					
Complaints by Make and Model					
Make	Model	FY '18	FY '19	FY '20	FY '20 Complaint Share
Airstream	Basecamp	0	0	1	0.17%
	Flying Cloud	0	1	0	0.00%
	Catalina	1	0	0	0.00%
	Clipper	0	1	0	0.00%
	Concord	1	0	0	0.00%
	Freedom Express	2	0	0	0.00%
Total		4	2	1	0.17%
Coachman	Viking	0	0	1	0.17%
Total		0	0	1	0.17%
CrossRoads	Cameo	1	0	0	0.00%
	Cruiser	1	0	0	0.00%
	Zinger	0	0	1	0.17%
Total		2	0	1	0.17%
Cruiser	MPG	0	2	0	0.00%
	Radiance	0	1	0	0.00%
Total		0	3	0	0.00%
DRV Luxury Suites	Full House	0	0	1	0.17%
	Mobile Suite	1	1	3	0.52%
Total		1	1	4	0.69%
Dutchmen	Kodiak	1	0	1	0.17%
Total		1	0	1	0.17%
Forest River	Avenger	0	0	1	0.17%
	Blue Ridge	0	1	0	0.00%
	Cherokee Grey Wolf	0	0	1	0.17%
	Impression	0	0	2	0.35%
	Rockwood	0	0	1	0.17%
	Salem	2	1	2	0.35%
	Sandpiper	1	0	0	0.00%
	Sierra	1	2	1	0.17%
	Surveyor	1	1	0	0.00%
	Vengeance	0	2	0	0.00%
	Vibe	1	2	0	0.00%
	Wildcat	1	1	0	0.00%
	Wildwood X-Lite	1	1	1	0.17%
	XLR Boost	0	1	0	0.00%
	XLR Thunderbolt	1	0	0	0.00%
Total		9	12	9	1.56%
Grand Design	Reflection	2	0	0	0.00%
	Solitude	0	0	1	0.17%
Total		2	0	1	0.17%

Chart C3 (Continued)					
Heartland	Big Country	1	1	0	0.00%
	Bighorn	0	0	1	0.17%
	Elkridge	0	3	0	0.00%
	Gateway	0	3	0	0.00%
	Newport	0	0	1	0.17%
	Road Warrior	1	2	0	0.00%
	Sundance	1	0	0	0.00%
	Trail Runner	0	1	1	0.17%
Total		3	10	3	0.52%
Highland Ridge	Mesa Ridge	1	0	0	0.00%
	Open Range 3X	1	0	1	0.17%
	Silverstar	0	1	0	0.00%
Total		2	1	1	0.17%
Hymer	Hyperlite	0	1	0	0.00%
Total		0	1	0	0.00%
Jayco	Eagle	1	1	2	0.35%
	North Point	0	1	0	0.00%
	Seismic	1	1	1	0.17%
Total		2	3	3	0.52%
Keystone	Alpine	0	1	0	0.00%
	Avalanche	0	2	0	0.00%
	Bullet Colt	0	1	0	0.00%
	Coleman Light	1	0	0	0.00%
	Cougar	0	1	0	0.00%
	Fuzion	1	0	0	0.00%
	Impact	0	1	0	0.00%
	Montana	4	2	2	0.35%
	Outback	0	1	1	0.17%
	Passport	0	0	2	0.35%
	Raptor	1	1	0	0.00%
	Sprinter	0	0	1	0.17%
Total		7	10	6	1.04%
K-Z	Connect	0	0	1	0.17%
	Sportsmen	1	2	0	0.00%
Total		1	2	1	0.17%
Lakota	Big Horn	0	1	0	0.00%
Total		0	1	0	0.00%
Landmark	Charleston	0	1	0	0.00%
	Orlando	0	1	0	0.00%
Total		0	2	0	0.00%

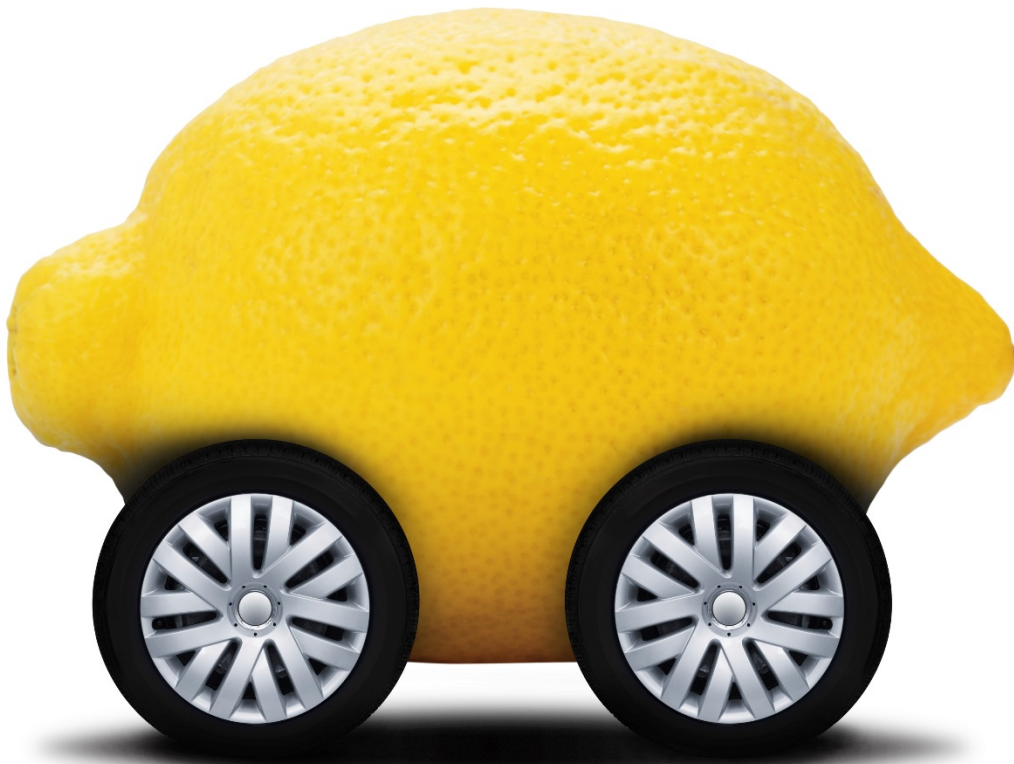
Chart C3 (Continued)					
Little Guy Trailer	Mini Max Rough Rider	0	1	0	0.00%
Total		0	1	0	0.00%
Livin' Lite	Camplite	0	0	1	0.17%
Total		0	0	1	0.17%
Palomino	Columbus	2	2	2	0.35%
	Puma	1	1	0	0.00%
Total		3	3	2	0.35%
Prime Time	Crusader	1	0	0	0.00%
	Fury	1	0	0	0.00%
	Lacrosse	0	1	0	0.00%
Total		2	1	0	0.00%
Shasta	Oasis	1	0	0	0.00%
	Phoenix	1	0	0	0.00%
	Revere	1	0	0	0.00%
Total		3	0	0	0.00%
Sundowner	Cargo-32GN	0	1	0	0.00%
Total		0	1	0	0.00%
Starcraft	GPS	1	0	0	0.00%
Total		1	0	0	0.00%
Travel Lite	Evoke Model L	0	1	0	0.00%
Total		0	1	0	0.00%
Venture	SportTrek	0	2	2	0.35%
Total		0	2	2	0.35%
Winnebago	Minnie Plus	0	0	1	0.17%
Total		0	0	1	0.17%
Total Complaints Filed		43	57	38	6.60%

Chart C4 shows how many all-terrain vehicle and motorcycle complaints were filed by model (listed alphabetically by make) for FY '18 through FY '20. Of the 576 complaints filed in FY '20, 2.60% 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 '18	FY '19	FY '20	FY '20 Complaint Share
Bennche	Cowboy 500 (UTV)	0	1	0	0.00%
Total		0	1	0	0.00%
BMW	G 310GS (MC)	0	0	1	0.17%
	R1200GSADV (MC)	1	0	0	0.00%
Total		1	0	1	0.17%
Can-Am	7KJA (ATV)	0	1	0	0.00%
	Defender HD5 (UTV)	1	0	0	0.00%
	Maverick X3 (UTV)	1	0	1	0.17%
	Outlander 1000 (ATV)	0	2	0	0.00%
	Ryker (MC)	0	0	2	0.35%
	Spyder (MC)	1	0	2	0.35%
Total		3	3	5	0.87%
Ducati	Panigale V4 (MC)	0	1	0	0.00%
Total		0	1	0	0.00%
Genuine	Roughhouse (MC)	0	0	1	0.17%
Total		0	0	1	0.17%
Harley-Davidson	CVO Pro Street Breakout (MC)	1	0	0	0.00%
	FLHTK Ultra Limited (MC)	1	0	0	0.00%
	FLHX (MC)	1	0	0	0.00%
	FLTRXS (MC)	0	0	1	0.17%
	Road King (MC)	0	1	0	0.00%
	Street Glide (MC)	0	2	0	0.00%
Total		3	3	1	0.17%
Hisun	Forge 750 (ATV)	0	0	1	0.17%
	Sector 1000 (ATV)	0	0	1	0.17%
Total		0	0	2	0.35%
Honda	CB300R (MC)	0	0	1	0.17%
	CBR (MC)	0	0	1	0.17%
	Gold Wing (MC)	1	0	0	0.00%
	NC700JDJ (MC)	0	1	0	0.00%
	Pioneer 700 (ATV)	0	0	1	0.17%
Total		1	1	3	0.52%
Indian Motorcycle	Springfield (MC)	1	0	0	0.00%
	Scout Bobber (MC)	0	0	1	0.17%
Total		1	0	1	0.17%
KTM	590 SMC-R (MC)	0	0	1	0.17%
Total		0	0	1	0.17%
Kawasaki	Ninja ZX (MC)	0	1	0	0.00%
	Supersport Ninja (MC)	1	0	0	0.00%
Total		1	1	0	0.00%

Chart C4 (Continued)					
Lance	Lance PCH 125 (MC)	0	1	0	0.00%
Total		0	1	0	0.00%
MV Agusta	Stradale (MC)	1	0	0	0.00%
Total		1	0	0	0.00%
Polaris	Ranger (UTV)	0	1	0	0.00%
	Ranger RZR (UTV)	0	1	0	0.00%
	Slingshot (MC)	1	0	0	0.00%
Total		1	2	0	0.00%
Star	AP-Series (UTV)	1	0	0	0.00%
	Classic (UTV)	1	0	0	0.00%
	Roadster (UTV)	1	0	0	0.00%
Total		3	0	0	0.00%
Vanderhall	Venice (MC)	1	1	0	0.00%
Total		1	1	0	0.00%
Zero Motorcycles	SR (MC)	0	1	0	0.00%
Total		0	1	0	0.00%
Misc. Complaints	Unknown	1	5	0	0.00%
Total		1	5	0	0.00%
Total Complaints Filed		17	20	15	2.60%

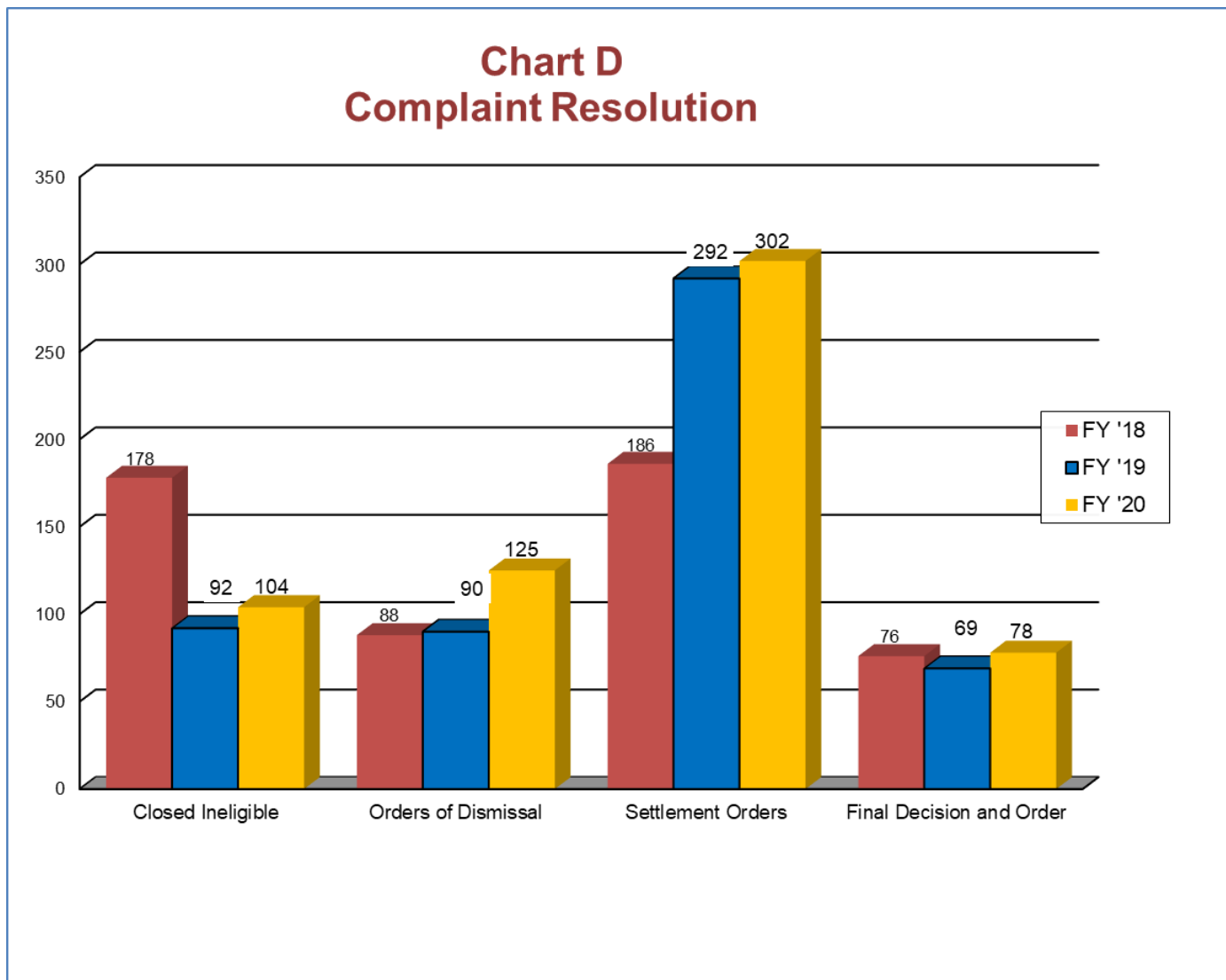
COMPLAINTS CLOSED



COMPLAINTS CLOSED

Chart D is a comparison of complaint resolution parameters for FY '18 through FY '20. 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.



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	Repair	Extended Service Contract	Cash Settlement	Other	Total Settlements
Acura	2	0	0	0	0	1	3
Airstream	0	1	0	0	0	0	1
Alfa Romeo	0	0	0	0	0	3	3
Audi	0	0	0	0	0	3	3
Bennche	0	0	0	1	0	0	1
BMW	2	0	2	0	0	3	7
Buick	1	0	1	1	0	0	3
Cadillac	0	0	0	1	0	1	2
CAN-AM	0	0	1	0	0	1	2
Chevrolet	1	4	11	2	4	15	37
Chrysler	0	0	2	0	1	3	6
Coachmen	0	0	0	0	0	1	1
Cruiser	0	0	1	0	0	0	1
Dodge	0	0	2	0	1	5	8
DRV	0	2	0	0	1	0	3
Ducati	1	0	0	0	0	0	1
Ford	21	1	5	1	0	7	35
Forest River	0	0	1	0	1	3	5
GMC	1	2	2	0	1	5	11
Grand Design	0	0	1	0	0	0	1
Heartland	2	1	0	0	1	1	5
Highland Ridge	0	0	0	0	1	1	2
Hisun	2	0	0	1	0	0	3
Holiday Rambler	0	0	0	0	0	1	1
Honda	0	0	8	0	1	1	10
Hyundai	0	0	0	0	0	1	1
Indian	1	0	0	0	0	0	1
Infiniti	2	0	2	0	1	0	5
Jaguar	0	1	0	0	0	0	1
Jeep	2	1	1	0	11	21	36
Karma	0	0	0	0	0	1	1
Kenworth	0	0	0	0	0	1	1
Keystone	1	1	1	0	0	2	5
Kia	1	0	2	0	2	4	9
KTM	1	0	0	0	0	0	1
Land Rover	1	0	0	0	0	3	4

Chart E (continued)							
Landmark	1	0	0	0	0	0	1
Lincoln	2	0	0	1	0	1	4
Mahindra	1	0	0	0	0	0	1
Mazda	0	1	0	0	1	1	3
Mercedes-Benz	1	0	1	0	2	2	6
Mini	1	0	0	0	0	0	1
Nissan	3	0	0	0	1	0	4
Polaris	0	0	1	0	0	0	1
Porsche	0	1	1	0	0	0	2
Ram	1	1	0	0	3	22	27
Subaru	1	0	0	0	0	1	2
Sundowner	0	0	0	0	0	1	1
Tesla	0	0	1	0	0	1	2
Thor	0	0	0	0	1	3	4
Toyota	2	0	1	1	1	1	6
Travel Lite	0	0	0	0	0	1	1
Vanderhall	0	0	1	0	0	0	1
Venture	0	1	0	0	0	1	2
Volkswagen	4	1	0	0	2	2	9
Volvo	0	0	1	0	1	0	2
Winnebago	1	0	1	0	0	0	2
Total	60	19	51	9	38	125	302

Chart F shows a comparison of the 78 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	0	5	6
BMW	2	0	0	0	2
Dynamax Corporation	0	0	0	1	1
FCA US LLC	0	0	1	1	2
Ford	1	1	4	5	11
Forest River	1	0	3	1	5
General Motors	2	0	2	7	11
Gulf States Toyota, Inc.	0	0	1	4	5
Highland Ridge RV Inc.	0	0	0	2	2
Hisun	1	0	0	0	1
Hyundai	0	0	1	1	2
Jaguar Land Rover North America	2	0	3	2	7
Jayco	0	0	0	1	1
K-Z, Inc.	0	0	0	2	2
Keystone	0	0	1	0	1
Lexus	0	0	1	0	1
Livin' Lite, Inc.	0	0	0	1	1
Nissan	0	1	4	4	9
Thor	0	0	0	2	2
Venture RV	0	0	0	1	1
Volkswagen Group of America, Inc.	1	0	1	2	4
Volvo Group North America LLC	1	0	0	0	1
Total	12	2	22	42	78

Chart G expands on the 14 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	2018	Audi	Q3	LTC -Light Truck	Suspension and Steering	\$34,593.00
2	2018	BMW	3 Series	AAC-Passenger Car	Automatic Transmission	\$34,572.00
3	2019	BMW	X5	LTC -Light Truck	Other	\$68,448.00
4	2017	Cadillac	Escalade	LTC -Light Truck	Air Conditioning and Heating	\$61,389.00
5	2018	Chevrolet	Malibu	AAC-Passenger Car	Electrical; Engine - Mechanical	\$20,504.00
6	2018	Ford	Expedition	LTC -Light Truck	Automatic Transmission	\$46,382.00
7	2017	Ford	F series	LTC -Light Truck	Other	\$33,777.00
8	2018	Hisun	Sector 750 Crew	ATC-All Terrain Vehicle	Engine - Performance/Emissions	\$13,791.00
9	2018	Honda	Accord	AAC-Passenger Car	Brakes, Electrical	\$29,117.00
10	2018	Jaguar	F-Pace	LTC -Light Truck	Electrical	\$54,290.00
11	2017	Land Rover	Range Rover	LTC -Light Truck	Electrical	\$125,357.00
12	2016	Nissan	Sentra	AAC-Passenger Car	Brakes	\$11,918.00
13	2018	Palomino	Columbus	Towable Recreational Vehicle	Body and Trim	\$78,757.00
14	2018	Volvo	XC90	LTC -Light Truck	Suspension and Steering	\$51,104.00
Total						\$663,999.00

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