

FY 2021

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
4000 Jackson Avenue
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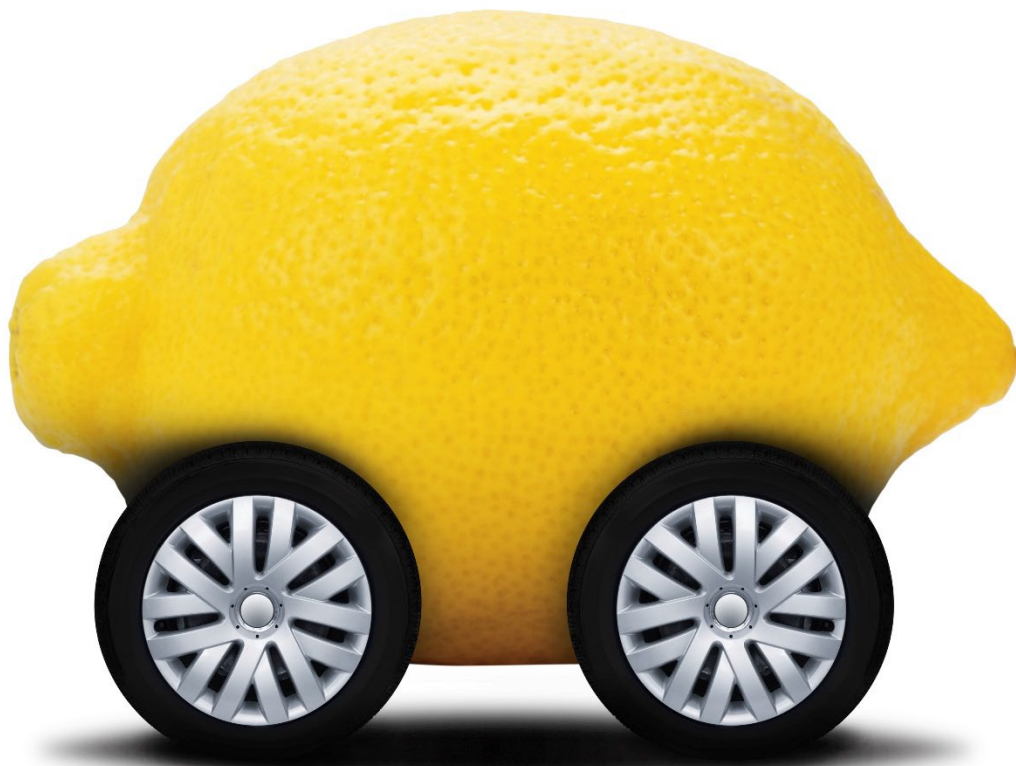
SUPPORT STAFF

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INTRODUCTION TO THE PROGRAM AND FY 2021 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 20,339 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 2021 (FY '21), the Lemon Law program's efforts resulted in:

- 639 Lemon Law complaints filed with the TxDMV in FY '21, an increase of 5.3% since FY '19;
- 659 Lemon Law complaints closed by the TxDMV in FY '21;
- 314 complaints settled by the TxDMV before the issuance of a final decision by a TxDMV hearings examiner;¹
- 9 motor vehicles ordered repurchased or replaced by manufacturers pursuant to a hearing due to a substantial defect with a total value of \$589,745.00.

This 30th 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 '21, along with the previous two years' results for comparison.

Chart A			
Summary of Program Results			
	FY '19	FY '20	FY '21
Complaints Filed	607	576	639
Closed Ineligible Complaints	92	104	111
Complaints Closed with Action	451	505	548
Closed by an Order of Dismissal	90	125	159
Closed by a Settlement Order	292	302	314
Closed by a Final Order of Repurchase/Replacement	11	14	9
Closed by a Final Order of Repairs	14	22	21
Closed by a Final Decision and Order	44	42	45

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

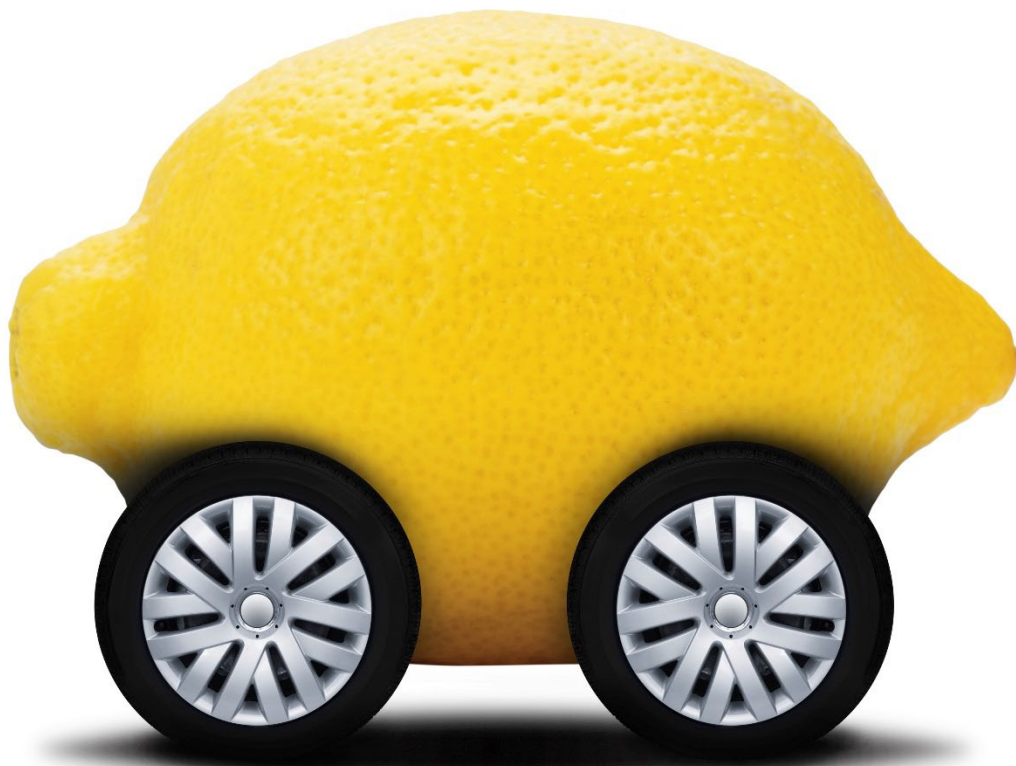
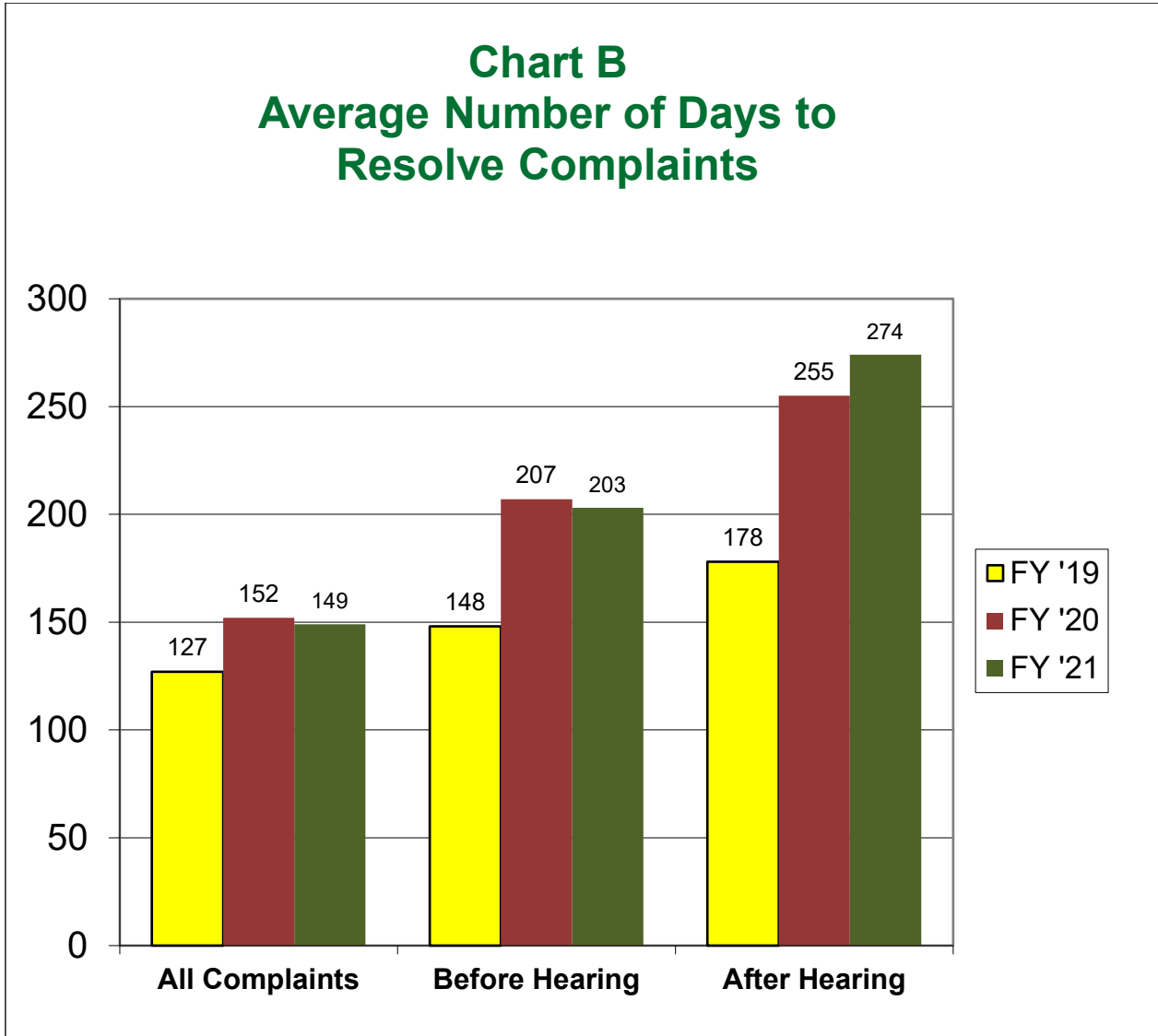
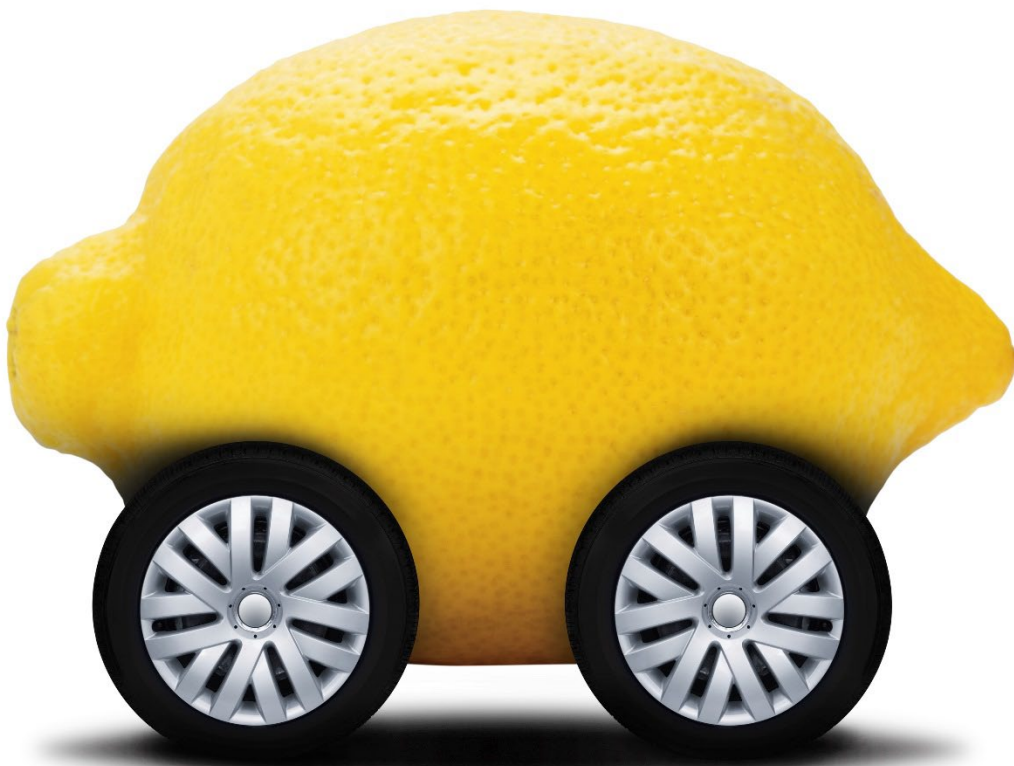


Chart B details the average processing time for complaints closed for FY '19 through FY '21.



COMPLAINTS FILED



COMPLAINTS FILED

Chart C1 shows how many passenger car and truck complaints were filed by Model (listed alphabetically by make) for FY '19 through FY '21. Of the 639 complaints filed in FY '21, 85.92% were for cars and light trucks.

Chart C1 (Passenger Cars and Trucks)					
Complaints by Make and Model					
Make	Model	FY '19	FY '20	FY '21	FY '21 Complaint Share
Acura	ILX	1	0	0	0.00%
	MDX	0	0	2	0.31%
	RDX	3	2	2	0.31%
	TLX	2	0	1	0.16%
Total		6	2	5	0.78%
Alfa Romeo	Giulia Quadrifoglio	1	4	3	0.47%
	Stelvio	0	1	3	0.47%
Total		1	5	6	0.94%
Aston Martin	DB11	1	0	0	0.00%
Total		1	0	0	0.00%
Audi	A4	1	0	3	0.47%
	A6	1	0	0	0.00%
	A7	0	0	1	0.16%
	A8	0	0	2	0.31%
	Q3	0	2	0	0.00%
	Q5	2	1	0	0.00%
	Q7	1	1	0	0.00%
	RS 6 Avant	0	0	1	0.16%
	SQ5	1	1	0	0.00%
Total		6	5	7	1.10%
Bentley Motors Ltd.	Bentayga Hybrid	0	0	1	0.16%
Total		0	0	1	0.16%
Blue Bird	All American Bus (MT)	2	0	0	0.00%
Total		2	0	0	0.00%
BMW	1 Series	1	0	1	0.16%
	2 Series	0	1	0	0.00%
	3 Series	2	4	1	0.16%
	4 Series	0	2	0	0.00%
	5 Series	1	0	0	0.00%
	6 Series	0	0	1	0.16%
	7 Series	0	3	2	0.31%
	BMW i3	1	0	0	0.00%
	X3	2	0	5	0.78%
	X4	0	1	0	0.00%
	X5	2	6	5	0.78%
	X7	0	1	0	0.00%
	Total		9	18	15

Chart C1 (Continued)					
Buick	Cascade	1	0	0	0.00%
	Century	1	0	0	0.00%
	Enclave	2	3	0	0.00%
	Encore	1	3	2	0.31%
	LaCrosse	0	0	1	0.16%
	Verano	0	1	0	0.00%
Total		5	7	3	0.47%
Cadillac	ATS	1	2	4	0.63%
	Base	0	0	1	0.16%
	CT	0	2	0	0.00%
	CT5	0	0	1	0.16%
	CT6	0	1	0	0.00%
	CTS	1	0	2	0.31%
	DTS	0	0	1	0.16%
	Escalade	3	3	5	0.78%
	STS	1	0	0	0.00%
	XT4	0	2	2	0.31%
	XT5	3	4	0	0.00%
	XT6	0	0	1	0.16%
Total		9	14	17	2.66%
Chevrolet	Avalanche	1	0	0	0.00%
	Blazer	0	0	2	0.31%
	Bolt EV	0	2	4	0.63%
	Camaro	6	3	2	0.31%
	Colorado	1	5	4	0.63%
	Corvette	2	0	2	0.31%
	Cruze	3	0	2	0.31%
	Equinox	2	4	2	0.31%
	Impala	0	0	1	0.16%
	Malibu	17	7	5	0.78%
	Silverado	16	23	26	4.07%
	Sonic	1	1	1	0.16%
	Spark	0	1	2	0.31%
	Suburban	0	1	0	0.00%
	Tahoe	7	0	4	0.63%
	Traverse	2	5	1	0.16%
	Trail Blazer	0	1	2	0.31%
	Trax	3	0	2	0.31%
	Volt	1	0	0	0.00%
	Total		62	53	62
Chrysler	200	3	2	0	0.00%
	300	5	2	0	0.00%
	Pacifica	5	5	9	1.41%
Total		13	9	9	1.41%

Chart C1 (Continued)					
Dodge	Avenger	0	1	0	0.00%
	Caliber	0	1	0	0.00%
	Challenger	2	3	2	0.31%
	Charger	2	4	5	0.78%
	Dart	1	0	1	0.16%
	Durango	7	1	2	0.31%
	Grand Caravan	0	3	2	0.31%
	Journey	4	1	1	0.16%
	Ram	5	0	0	0.00%
Total		21	14	13	2.03%
Fiat	500	0	1	0	0.00%
Total		0	1	0	0.00%
Ford	EcoSport	0	0	3	0.47%
	Edge	4	5	0	0.00%
	Escalade	1	0	0	0.00%
	Escape	3	9	9	1.41%
	Expedition	5	7	3	0.47%
	Explorer	4	10	18	2.82%
	F Series	37	58	46	7.20%
	Fiesta	1	0	2	0.31%
	Flex	0	0	1	0.16%
	Focus	11	6	2	0.31%
	Fusion	2	4	3	0.47%
	Mustang	3	6	1	0.16%
	Ranger	0	1	0	0.00%
	Super Duty	1	0	0	0.00%
Transit Connect	3	2	1	0.16%	
Total		75	108	89	13.93%
GMC	Acadia	4	4	5	0.78%
	Canyon	2	1	2	0.31%
	Savana Cargo	1	0	0	0.00%
	Sierra	9	13	27	4.23%
	Terrain	2	2	1	0.16%
	Yukon	2	3	2	0.31%
	Yukon Denali	1	1	2	0.31%
Yukon XL	2	0	1	0.16%	
Total		23	24	40	6.26%

Chart C1 (Continued)

Honda	Accord	3	3	4	0.63%
	Accord Hybrid	0	0	1	0.16%
	C	0	1	0	0.00%
	Civic	5	0	1	0.16%
	Clarity Plug-in	1	0	0	0.00%
	CR-V	7	3	4	0.63%
	HR-V	1	0	2	0.31%
	Odyssey	8	4	7	1.10%
	Passport	0	0	2	0.31%
	Pilot	1	5	5	0.78%
	Ridgeline	2	1	1	0.16%
	Total		28	17	27
Hyundai	Accent	0	0	1	0.16%
	Elantra	2	2	4	0.63%
	G80	0	1	0	0.00%
	Genesis	0	0	2	0.31%
	Ioniq	0	1	0	0.00%
	Palisade	0	0	2	0.31%
	Santa Fe	2	1	0	0.00%
	Sonata	3	2	2	0.31%
	Tucson	2	4	0	0.00%
Total		9	11	11	1.72%
Infiniti	Q50	1	1	0	0.00%
	Q60	0	1	0	0.00%
	QX30	1	0	1	0.16%
	QX50	0	4	3	0.47%
	QX60	0	0	2	0.31%
	QX80	2	1	1	0.16%
Total		4	7	7	1.10%
Isuzu	FTR	1	0	0	0.00%
Total		1	0	0	0.00%
Jaguar	F-Pace	1	1	1	0.16%
	F-Type	0	1	1	0.16%
	I-Pace	0	2	2	0.31%
	XE-Type	1	0	0	0.00%
	XF-Type	1	0	0	0.00%
Total		3	4	4	0.63%
Jeep	Cherokee	10	5	6	0.94%
	Compass	9	6	6	0.94%
	Gladiator	0	1	5	0.78%
	Grand Cherokee	9	5	5	0.78%
	Liberty	1	1	0	0.00%
	Renegade	9	6	3	0.47%
	Wrangler	18	17	14	2.19%
Total		56	41	39	6.10%
Karma	Revero	0	1	0	0.00%
	GS-6 Sport	0	0	1	0.16%
Total		0	1	1	0.16%

Chart C1 (Continued)					
Kia	Cadenza	2	0	0	0.00%
	Carnival MPV	0	0	1	0.16%
	Forte	1	0	2	0.31%
	K900	1	0	0	0.00%
	Niro	0	1	0	0.00%
	Optima	2	3	2	0.31%
	Rio	0	0	1	0.16%
	Sedona	0	1	0	0.00%
	Seltos	0	0	1	0.16%
	Sorento	1	3	1	0.16%
	Soul	2	3	2	0.31%
	Sportage	0	1	1	0.16%
	Stinger	0	1	0	0.00%
	Telluride	0	1	4	0.63%
	Total		9	14	15
Land Rover	Discovery	1	1	5	0.78%
	Discovery Sport	1	3	0	0.00%
	Range Rover	8	5	5	0.78%
	Range Rover Evoque	2	1	2	0.31%
	Range Rover Sport	4	3	3	0.47%
	Range Rover Velar	1	2	7	1.10%
Total		17	15	22	3.44%
Lexus	CT	0	0	1	0.16%
	ES	1	1	0	0.00%
	GS	0	0	1	0.16%
	GX	1	1	0	0.00%
	LX	1	0	0	
	NX	0	1	0	0.00%
	RX	0	1	0	0.00%
Total		3	4	2	0.31%
Lincoln	Aviator	0	0	4	0.63%
	Continental	0	1	1	0.16%
	Navigator	4	2	0	0.00%
Total		4	3	5	0.78%
Maseratti	Ghibli	1	0	0	0.00%
Total		1	0	0	0.00%
Mazda	6	0	1	0	0.00%
	CX-5	0	0	2	0.31%
	CX-9	1	1	2	0.31%
	Mazda3	2	0	0	0.00%
Total		3	2	4	0.63%

Chart C1 (Continued)					
Mercedes-Benz	AMG GT	1	0	0	0.00%
	C-Class	3	2	2	0.31%
	CLA	2	0	1	0.16%
	E-Class	2	2	3	0.47%
	G-Class	1	0	0	0.00%
	GL-Class	0	1	0	0.00%
	GLA	1	0	1	0.16%
	GLB	0	0	2	0.31%
	GLC	0	2	2	0.31%
	GLE	1	2	0	0.00%
	GLS	0	1	2	0.31%
	M-Class	0	0	1	0.16%
	R-Class	0	0	1	0.16%
	S-Class	1	1	1	0.16%
	Sprinter	3	0	0	0.00%
	Total		15	11	16
Mini	Cooper	3	1	0	0.00%
Total		3	1	0	0.00%
Mitsubishi	FUSO	0	0	1	0.16%
	Mirage	0	1	0	0.00%
	Outlander	0	0	1	0.16%
Total		0	1	2	0.31%
Nissan	Altima	1	2	3	0.47%
	Armada	4	7	2	0.31%
	Frontier	1	0	2	0.31%
	Juke	0	1	0	0.00%
	Kicks	0	1	2	0.31%
	Leaf	1	0	0	0.00%
	Maxima	1	0	1	0.16%
	Murano	2	0	1	0.16%
	NV Cargo	0	1	0	0.00%
	Pathfinder	3	3	2	0.31%
	Rogue	9	2	7	1.10%
	Sentra	5	6	2	0.31%
	Titan	7	5	4	0.63%
Versa	1	1	2	0.31%	
Total		35	29	28	4.38%
Peterbilt	567 (MT)	1	0	0	0.00%
	579 (HT)	0	1	0	0.00%
Total		1	1	0	0.00%
Porsche	911	0	1	0	0.00%
	Cayenne	1	1	2	0.31%
	Panamera	1	4	0	0.00%
	Taycan	0	0	3	0.47%
Total		2	6	5	0.78%

Chart C1 (Continued)

Ram	1500	18	25	29	4.54%
	2500	3	6	5	0.78%
	3500	5	3	7	1.10%
	5500	0	0	1	0.16%
	Promaster City	1	0	1	0.16%
Total		27	34	43	6.73%
Saturn	Vue	1	0	0	0.00%
Total		1	0	0	0.00%
Subaru	Ascent	2	1	1	0.16%
	Forester	0	1	0	0.00%
	Impreza	2	0	1	0.16%
	Outback	3	1	1	0.16%
	WRX	2	0	0	0.00%
Total		9	3	3	0.47%
Suzuki	Forenza	1	0	1	0.16%
Total		1	0	1	0.16%
Tesla	Model 3	0	2	2	0.31%
	Model S	1	3	1	0.16%
	Model X	1	0	8	1.25%
Total		2	5	11	1.72%
Toyota	Camry	2	2	3	0.47%
	Corolla	2	2	2	0.31%
	Highlander	3	0	2	0.31%
	Prius	0	0	1	0.16%
	Rav4	2	2	1	0.16%
	Scion	0	0	1	0.16%
	Sequoia	0	0	1	0.16%
	Sienna	0	0	1	0.16%
	Tacoma	3	0	2	0.31%
	Tundra	2	3	4	0.63%
	Venza	0	1	0	0.00%
Total		14	10	18	2.82%
Volkswagen	Atlas	3	3	7	1.10%
	CC	0	1	0	0.00%
	Golf	2	1	1	0.16%
	GTI	1	0	1	0.16%
	Jetta	6	6	2	0.31%
	Passat	2	0	3	0.47%
	Tiguan	6	3	2	0.31%
	Touareg	0	1	0	0.00%
Total		20	15	16	2.50%

Chart C1 (Continued)					
Volvo	S40	0	1	0	0.00%
	S60	0	1	0	0.00%
	S90	0	0	2	0.31%
	XC60	2	2	0	0.00%
	XC90	1	5	0	0.00%
Total		3	9	2	0.31%
Misc. Complaints	Unknown	2	3	0	0.00%
Total		2	3	0	0.00%
Total Complaints Filed		506	507	549	85.92%

Chart C2 shows how many motor home complaints were filed by model (listed alphabetically by make) for FY '19 through FY '21. Of the 639 complaints filed in FY '21, 4.38% of the total complaints filed were for motor homes.

Chart C2 (Motor Homes)					
Complaints by Make and Model					
Make	Model	FY '19	FY '20	FY '21	FY '21 Complaint Share
Airstream	Beacon	1	0	0	0.00%
Total		1	0	0	0.00%
Coachmen	Georgetown	0	1	0	0.00%
	Leprechaun	2	1	0	0.00%
	Mirada	1	0	2	0.31%
	Pursuit	1	0	0	0.00%
	Prism	0	1	0	0.00%
Total		4	3	2	0.31%
Dynamax	DX3	0	0	1	0.16%
	Isata 3 Series	1	0	0	0.00%
Total		1	0	1	0.16%
Entegra Coach	Reatta	0	0	1	0.16%
Total		0	0	1	0.16%
Fleetwood	Bounder	0	1	0	0.00%
	Southwind	0	1	0	0.00%
Total		0	2	0	0.00%
Forest River	FR3	0	1	0	0.00%
	Sportscoach	1	1	0	0.00%
	Sunseeker	1	0	0	0.00%
Total		2	2	0	0.00%
Gulf Stream	Cabin Cruiser	0	1	0	0.00%
	Conquest	1	0	0	0.00%
	Cornerstone	0	1	0	0.00%
Total		0	2	0	0.00%
Holiday Rambler	Admiral	0	0	2	0.31%
	Invicta	0	0	1	0.16%
	Prodigy	1	0	0	0.00%
Total		1	0	3	0.47%
Jayco	Alante	0	0	1	0.16%
	Emblem	1	0	0	0.00%
	Greyhawk	0	0	1	0.16%
	Redhawk	0	0	1	0.16%
	Seneca	0	0	1	0.16%
Total		1	0	4	0.63%
Mercedes-Benz US	Sprinter	0	1	0	0.00%
Total		0	1	0	0.00%

Chart C2 (Continued)					
Newmar	Baystar	0	0	1	0.16%
	Dutch Star	1	0	0	0.00%
	New Aire	0	0	1	0.16%
Total		1	0	2	0.31%
Phoenix	Phoenix Cruiser 3100	1	0	0	0.00%
Total		1	0	0	0.00%
Regency RV	Broughan	0	0	1	0.16%
Total		0	0	1	0.16%
Sunlight	Sunlight - V1	1	0	0	0.00%
Total		1	0	0	0.00%
Thor	ACE	2	0	0	0.00%
	Aria	1	0	2	0.31%
	Axis	1	1	0	0.00%
	Challenger	0	1	0	0.00%
	Chateau	0	0	1	0.16%
	Freedom Traveler	0	0	2	0.31%
	Freedom Elite	1	0	1	0.16%
	Miramar	0	0	1	0.16%
	Omni	0	0	1	0.16%
	Palazzo	1	0	1	0.16%
	Quantum	2	1	0	0.00%
	Synergy	0	0	1	0.16%
	Tellaro	0	0	1	0.16%
	Venetian	1	1	0	0.00%
Total		9	4	11	1.72%
Tiffin	Allegro	0	0	1	0.16%
Total		0	0	1	0.16%
Winnebago	Adventurer	0	0	1	0.16%
	Intent	1	0	0	0.00%
	Navion	0	1	1	0.16%
	Spirit	0	1	0	0.00%
Total		1	2	2	0.31%
Total Complaints Filed		23	16	28	4.38%

Chart C3 shows how many towable recreational vehicle complaints were filed by model (listed alphabetically by make) for FY '19 through FY '21. Of the 639 complaints filed in FY '21, 6.57% were for towable recreational vehicles.

Chart C3 (Towable Recreational Vehicles)					
Complaints by Make and Model					
Make	Model	FY '19	FY '20	FY '21	FY '21 Complaint Share
Airstream	ALJO	0	0	1	0.16%
	Basecamp	0	1	0	0.00%
	Flying Cloud	1	0	0	0.00%
	Clipper	1	0	0	0.00%
	Globetrotter	0	0	1	0.16%
	Viking	0	1	0	0.00%
Total		2	2	2	0.31%
Coachman	Freedom	0	0	1	0.16%
	Leprechaun	0	0	1	0.16%
	Volante	0	1	1	0.16%
Total		0	1	3	0.47%
CrossRoads	Cruiser Aire	0	0	1	0.16%
	Hampton	0	0	1	0.16%
	Redwood	0	0	1	0.16%
	Zinger	0	1	1	0.16%
Total		0	1	4	0.47%
Cruiser	MPG	2	0	0	0.00%
	Radiance	1	0	0	0.00%
	Shadow Cruiser	0	0	1	0.16%
Total		3	0	1	0.16%
DRV Luxury Suites	Full House	0	1	0	0.00%
	Mobile Suite	1	3	2	0.31%
Total		1	4	2	0.31%
Dutchmen	Triton Voltage	0	0	1	0.16%
	Kodiak	0	1	0	0.00%
Total		0	1	1	0.16%
Forest River	Avenger	0	1	1	0.16%
	Blue Ridge	1	0	0	0.00%
	Cherokee Grey Wolf	0	1	0	0.00%
	Flagstaff	0	0	2	0.31%
	Impression	0	2	2	0.31%
	Mirada	0	0	1	0.16%
No Boundaries	0	0	1	0.16%	

Chart C3 (Continued)					
Forest River	Rockwood	0	1	0	0.00%
	Salem	1	2	0	0.00%
	Sierra	2	1	0	0.00%
	Surveyor	1	0	0	0.00%
	Vengeance	2	0	0	0.00%
	Vibe	2	0	0	0.00%
	Wildcat	1	0	0	0.00%
	Wildwood X-Lite	1	1	1	0.16%
	XLR Boost	1	0	0	0.00%
Total		12	9	8	1.25%
Grand Design	Reflection	0	0	1	0.16%
	Solitude	0	1	1	0.16%
Total		0	1	2	0.31%
Heartland	Big Country	1	0	0	0.00%
	Bighorn	0	1	0	0.00%
	Cyclone	0	0	1	0.16%
	Elkridge	3	0	0	0.00%
	Fuel	0	0	2	0.31%
	Gateway	3	0	0	0.00%
	Mallard	0	0	1	0.16%
	Newport	0	1	0	0.00%
	North Trail	0	0	1	0.16%
	Prowler	0	0	1	0.16%
	Road Warrior	2	0	0	0.00%
	Trail Runner	1	1	0	0.00%
Total		10	3	6	0.94%
Highland Ridge	Open Range 3X	0	1	0	0.00%
	Silverstar	1	0	1	0.16%
Total		1	1	1	0.16%
Hymer	Hyperlite	1	0	0	0.00%
Total		1	0	0	0.00%
Jayco	Eagle	1	2	1	0.16%
	Jay Flight	0	0	1	0.16%
	North Point	1	0	0	0.00%
	Seismic	1	1	1	0.16%
Total		3	3	3	0.47%

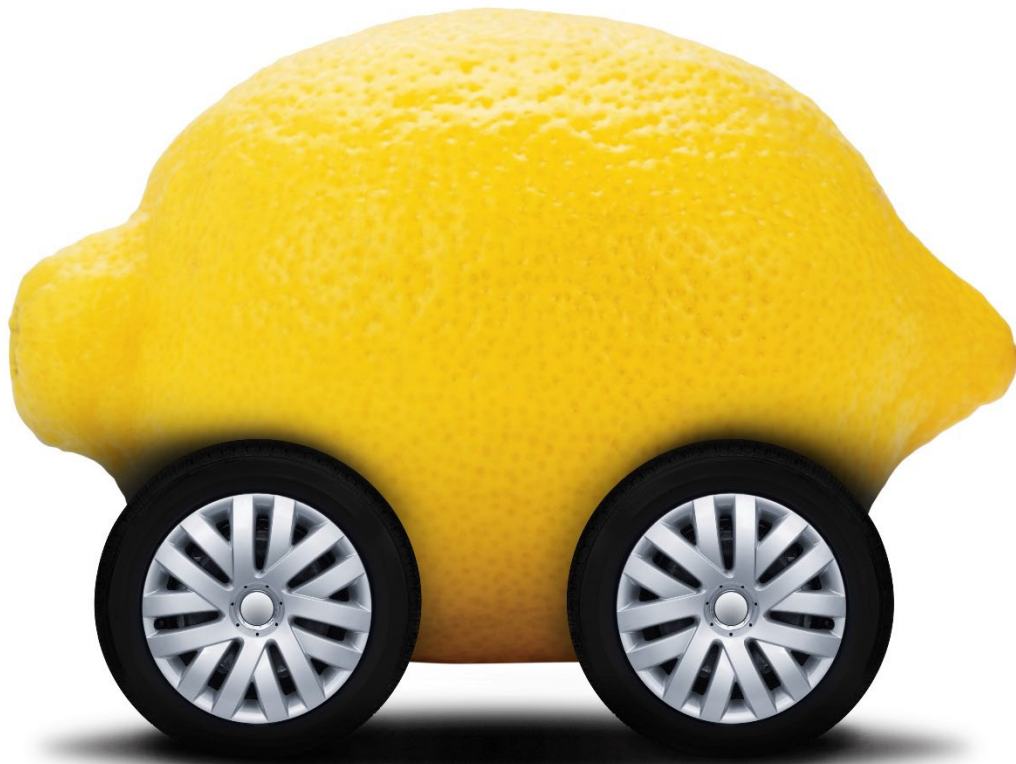
Chart C3 (Continued)					
Keystone	Alpine	1	0	0	0.00%
	Avalanche	2	0	0	0.00%
	Bullet Colt	1	0	0	0.00%
	Cougar	1	0	0	0.00%
	Fuzion	0	0	1	0.16%
	Hideout	0	0	1	0.16%
	Impact	1	0	0	0.00%
	Montana	2	2	0	0.00%
	Outback	1	1	0	0.00%
	Passport	0	2	1	0.16%
	Raptor	1	0	1	0.16%
	Sprinter	0	1	0	0.00%
Total		10	6	4	0.63%
K-Z	Connect	0	1	1	0.16%
	Sonic	0	0	1	0.16%
	Sportsmen	2	0	0	0.00%
Total		2	1	2	0.31%
Lakota	Big Horn	1	0	0	0.00%
Total		1	0	0	0.00%
Landmark	Charleston	1	0	0	0.00%
	Orlando	1	0	0	0.00%
Total		2	0	0	0.00%
Little Guy Trailer	Mini Max Rough Rider	1	0	0	0.00%
Total		1	0	0	0.00%
Livin' Lite	Camplite	0	1	0	0.00%
Total		0	1	0	0.00%
Palomino	Columbus	2	0	0	0.00%
	Puma	1	0	1	0.16%
Total		3	0	1	0.16%
Prime Time	Lacrosse	1	0	0	0.00%
Total		1	0	0	0.00%
REV Group	Lance	0	0	1	0.16%
Total		0	0	1	0.16%
Springdale	260BH	0	0	1	0.16%
Total		0	0	1	0.16%
Sundowner	Cargo-32GN	1	0	0	0.00%
Total		1	0	0	0.00%
Travel Lite	Evoke Model L	1	0	0	0.00%
Total		1	0	0	0.00%
Venture	SportTrek	2	2	0	0.00%
Total		2	2	0	0.00%
Winnebago	Minnie Plus	0	1	0	0.00%
	Spyder	0	0	1	0.16%
Total		0	1	1	0.16%
Total Complaints Filed		57	37	43	6.57%

Chart C4 shows how many all-terrain vehicle and motorcycle complaints were filed by model (listed alphabetically by make) for FY '19 through FY '21. Of the 639 complaints filed in FY '21, 2.97% 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 '19	FY '20	FY '21	FY '21 Complaint Share
Aprilia	RS 660 (MC)	0	0	1	0.16%
Total		0	0	1	0.16%
Bad Boy Off Road	Stampede 900 EPS (ATV)	0	0	1	0.16%
Total		0	0	1	0.16%
Bennche	Cowboy 500 (UTV)	1	0	0	0.00%
	Utility ATV (ATV)	0	0	1	0.16%
Total		1	0	1	0.16%
BMW	G 310GS (MC)	0	1	0	0.00%
	S1000 RR (MC)	0	0	3	0.47%
Total		0	1	3	0.47%
Can-Am	7KJA (ATV)	1	0	0	0.00%
	Defender (ATV)	0	0	1	0.16%
	Maverick X3 (UTV)	0	1	0	0.00%
	Maverick RX (ATV)	0	0	1	0.16%
	Outlander 1000 (ATV)	2	0	0	0.00%
	Ryker (MC)	0	2	0	0.00%
	Spyder (MC)	0	2	0	0.00%
Total		3	5	2	0.31%
Ducati	Panigale V4 (MC)	1	0	0	0.00%
Total		1	0	0	0.00%
Genuine	Roughhouse (MC)	0	1	0	0.00%
Total		0	1	0	0.00%
Harley-Davidson	FLHXS (MC)	0	0	1	0.16%
	FLTRXS (MC)	0	1	0	0.00%
	Road King (MC)	1	0	0	0.00%
	Street Glide (MC)	2	0	0	0.00%
Total		3	1	1	0.16%
Hisun	Forge 750 (ATV)	0	1	0	0.00%
	Sector 1000 (ATV)	0	1	0	0.00%
Total		0	2	0	0.00%
Honda	CB300R (MC)	0	1	0	0.00%
	CBR (MC)	0	1	0	0.00%
	GL18TD (MC)	0	0	1	0.16%
	Gold Wing (MC)	0	0	1	0.16%
	NC700JDJ (MC)	1	0	0	0.00%
	Pioneer 700 (ATV)	0	1	0	0.00%
Total		1	3	2	0.31%

Chart C4 (Continued)					
Indian Motorcycle	Scout Bobber (MC)	0	1	0	0.00%
Total		0	1	0	0.00%
KTM	590 SMC-R (MC)	0	1	0	0.00%
Total		0	1	0	0.00%
Kawasaki	Ninja ZX (MC)	1	0	0	0.00%
Total		1	0	0	0.00%
Lance	Cali Classic 125 (MC)	0	0	1	0.16%
	Lance PCH 125 (MC)	1	0	0	0.00%
Total		1	0	1	0.16%
Polaris	Ranger (UTV)	1	0	0	0.00%
	Ranger RZR (UTV)	1	0	0	0.00%
	RZR 1000 (UTV)	0	0	1	0.16%
	Sportsman 450 (ATV)	0	0	1	0.16%
Total		2	0	2	0.31%
Ricky PowerSports	Hawk 250cc (MC)	0	0	1	0.16%
Total		0	0	1	0.16%
TAO	TBR7 (MC)	0	0	1	0.16%
Total		0	0	1	0.16%
Vanderhall	Blackjack (MC)	0	0	1	0.16%
	Carmel GTS (MC)	0	0	1	0.16%
	Venice (MC)	1	0	1	0.16%
Total		1	0	3	0.47%
Zero Motorcycles	SR (MC)	1	0	0	0.00%
Total		1	0	0	0.00%
Misc. Complaints	Unknown	5	0	0	0.00%
Total		5	0	0	0.00%
Total Complaints Filed		20	15	19	2.97%

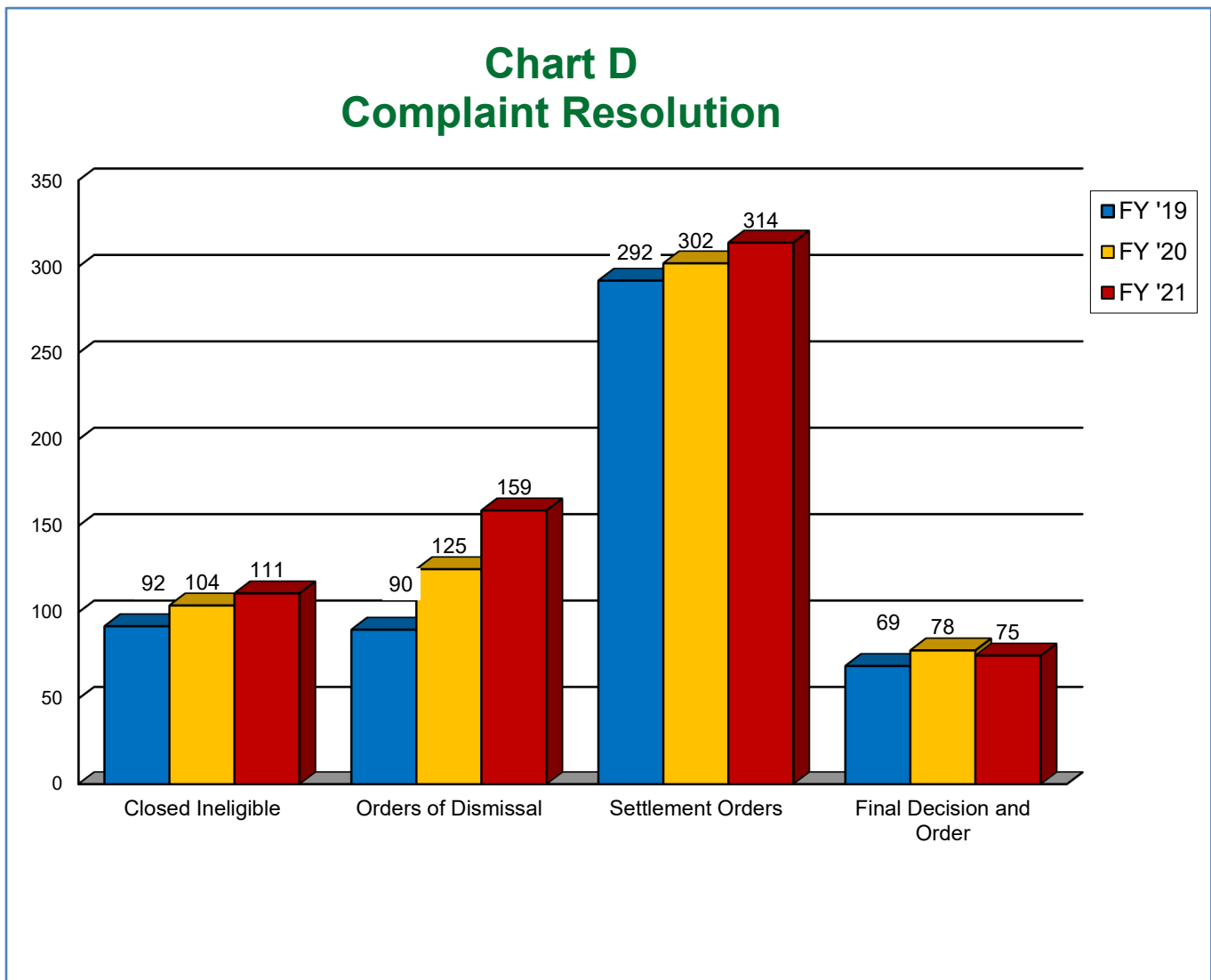
COMPLAINTS CLOSED



COMPLAINTS CLOSED

Chart D is a comparison of complaint resolution parameters for FY '19 through FY '21. 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	0	0	0	0	0	1	1
Airstream	0	0	0	0	0	1	1
Alfa Romeo	0	0	1	0	1	3	5
Aprilia	0	1	0	0	0	0	1
Bennche	0	0	0	0	1	0	1
BMW	1	0	1	0	0	2	4
Buick	0	1	0	0	0	3	4
Cadillac	0	2	2	0	1	4	9
CAN-AM	0	0	1	0	0	3	4
Chevrolet	4	3	2	2	1	10	22
Chrysler	0	0	1	0	1	4	6
Dodge	0	0	0	0	3	3	6
DRV	0	2	0	0	0	0	2
Fleetwood	0	0	1	0	0	1	2
Ford	24	5	8	6	1	11	55
Forest River	0	0	0	0	2	6	8
GMC	0	0	3	1	3	10	17
Grand Design	0	0	0	0	0	1	1
Harley-Davidson, Inc.	0	0	1	0	0	0	1
Heartland	1	0	1	0	1	2	5
Highland Ridge	0	0	0	0	0	1	1
Holiday Rambler	0	0	1	0	1	1	3
Honda	0	0	6	0	3	2	11
Hyundai	1	0	0	0	0	0	1
Infiniti	0	1	0	0	3	0	4
Jaguar	0	0	0	0	0	2	2
Jayco	3	0	2	0	0	3	8
Jeep	0	0	4	0	4	15	23
Keystone	0	1	3	0	0	4	8
Kia	2	1	0	0	1	2	6
K-Z, Inc.	0	1	0	0	0	0	1
Land Rover	0	0	3	0	0	1	4

Chart E (continued)							
Lincoln	2	0	0	0	0	1	3
Mazda	0	1	0	0	0	0	1
Mercedes-Benz	0	0	1	0	2	1	4
Mitsubishi Motors	0	0	1	0	0	0	1
Mitsubishi Fuso	0	0	1	0	0	0	1
Newmar Corporation	0	0	0	0	1	0	1
Nissan	3	1	0	0	3	1	8
Peterbilt	0	0	1	0	0	0	1
Polaris	1	0	0	0	1	0	2
Porsche	0	0	0	0	0	2	2
Ram	2	1	2	0	4	17	26
Ricky PowerSports	0	0	0	0	0	1	1
Sanyang Motor	0	0	0	0	0	1	1
Tesla	4	0	1	0	0	2	7
Thor	0	1	2	0	2	2	7
Toyota	1	0	2	1	0	1	5
Vanderhall	0	0	1	0	0	1	2
Volkswagen	4	1	1	0	4	2	12
Volvo	0	0	1	0	0	1	2
Total	53	23	55	10	44	129	314

Chart F shows a comparison of the 75 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.	0	0	3	3	6
Blue Bird	1	0	0	0	1
BMW	0	0	0	2	2
DRV, Inc.	1	0	0	0	1
FCA US LLC	1	0	1	1	3
Ford	1	0	1	9	11
Forest River	1	0	2	5	8
General Motors	1	0	5	5	11
Gulf Stream Coach, Inc.	0	0	0	1	1
Hyundai	0	0	2	0	2
Jaguar Land Rover North America	0	0	2	7	9
Keystone	0	0	0	1	1
Kia	0	0	0	1	1
Lexus	0	0	0	1	1
Mercedes-Benz USA LLC	0	0	0	1	1
Nissan	1	1	3	4	9
Porsche Cars North America, Inc.	0	0	1	1	2
Tesla Motors, Inc.	0	0	0	2	2
Volkswagen Group of America, Inc.	0	1	1	1	3
Total	7	2	21	45	75

Chart G expands on the 9 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	Blue Bird	All American	MTC - Medium Truck	Engine - Mechanical	\$126,694.00
2	2020	DRV	Mobile Suites	TRC- Towable Recreational Vehicle	Automatic Transmission	\$136,309.00
3	2017	Chrysler	Pacifica	LTC- Light Truck	Automatic Transmission; Electrical; suspension and Steering	\$27,998.00
4	2019	Ford	Expedition	LTC- Light Truck	Automatic Transmission	\$71,121.00
5	2019	Forest River	Palomino	TRC- Towable Recreational Vehicle	Water leaks	\$61,743.00
6	2019	Cadillac	Escalade	LTC- Light Truck	Electrical	\$80,422.00
7	2019	Infiniti	QX50	LTC- Light Truck	other	\$33,137.00
8	2019	Nissan	Pathfinder	LTC- Light Truck	Electrical	\$33,039.00
9	2020	Volkswagen	Passat	AAC- Passenger Car	Engine - Performance/Emissions	\$19,282.00
Total						\$589,745.00

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