

FY 2022

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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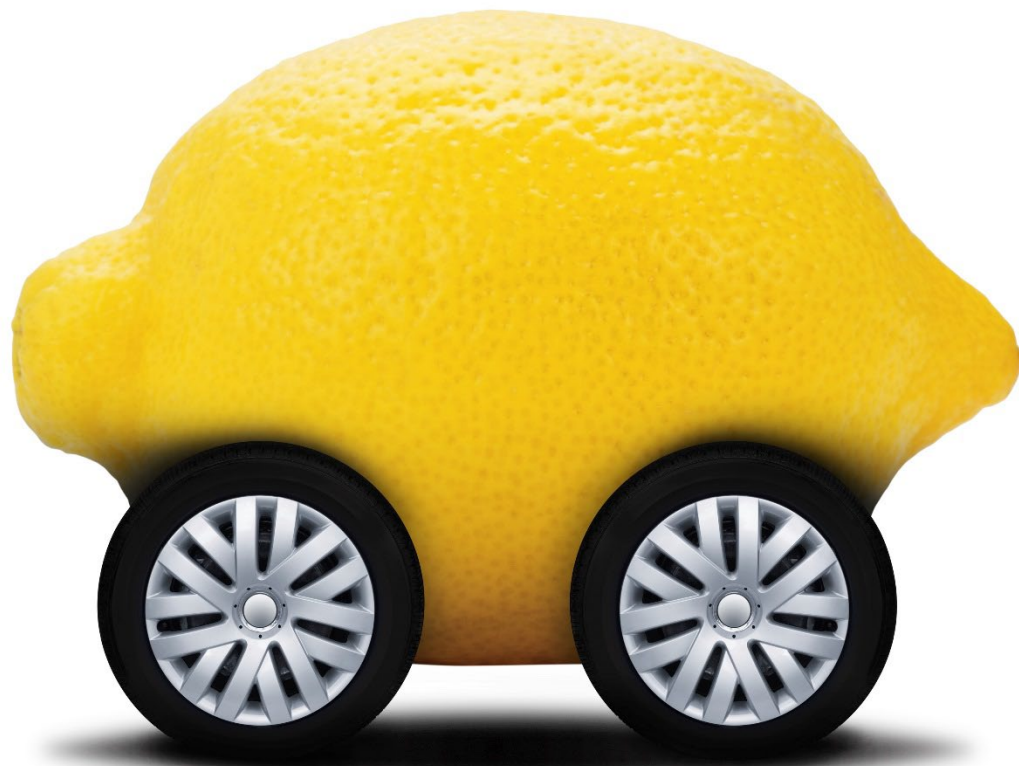
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INTRODUCTION TO THE PROGRAM AND FY 2022 SUMMARY



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 21,659 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 2022 (FY '22), the Lemon Law program's efforts resulted in:

- 660 Lemon Law complaints filed with the TxDMV in FY '22, an increase of 4.6% since FY '20;
- 658 Lemon Law complaints closed by the TxDMV in FY '22;
- 285 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 a substantial defect with a total value of \$321,797.90.

This 31th 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 '22, along with the previous two years' results for comparison.

Chart A			
Summary of Program Results			
	FY '20	FY '21	FY '22
Complaints Filed	576	639	660
Closed Ineligible Complaints	104	111	182
Complaints Closed with Action	505	548	476
Closed by Order of Dismissal	125	159	141
Closed by a Settlement Order	302	314	285
Closed by a Final Order of Repurchase/Replacement	14	9	11
Closed by a Final Order of Repairs	22	21	13
Closed by a Final Decision and Order	42	45	26

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

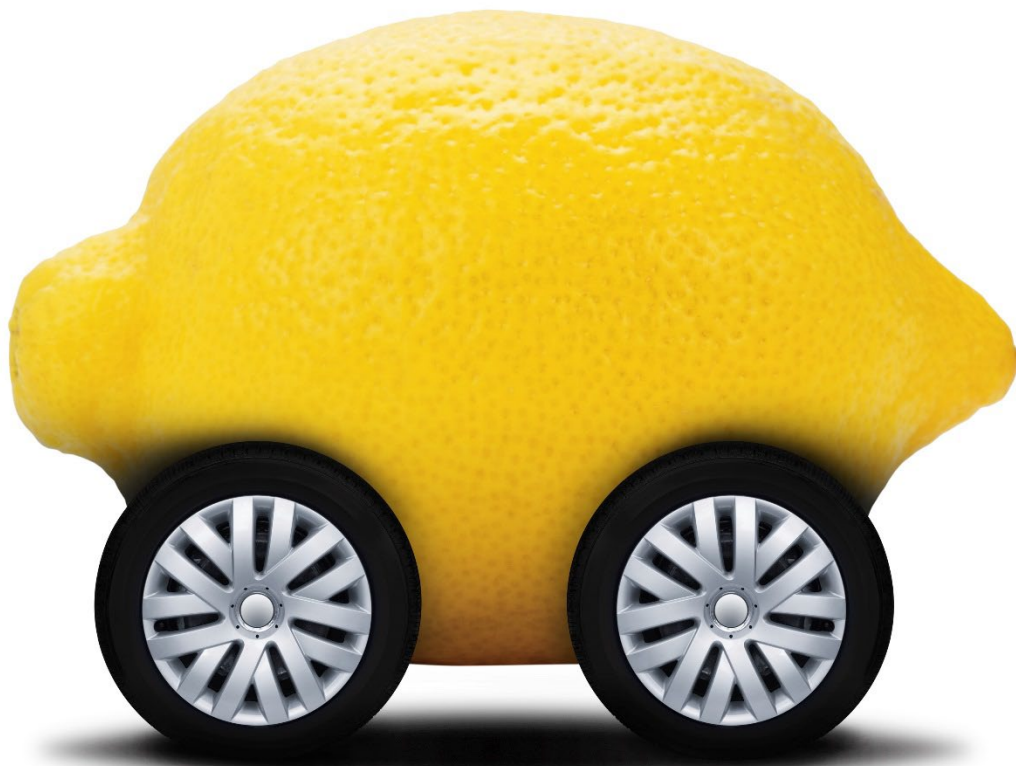
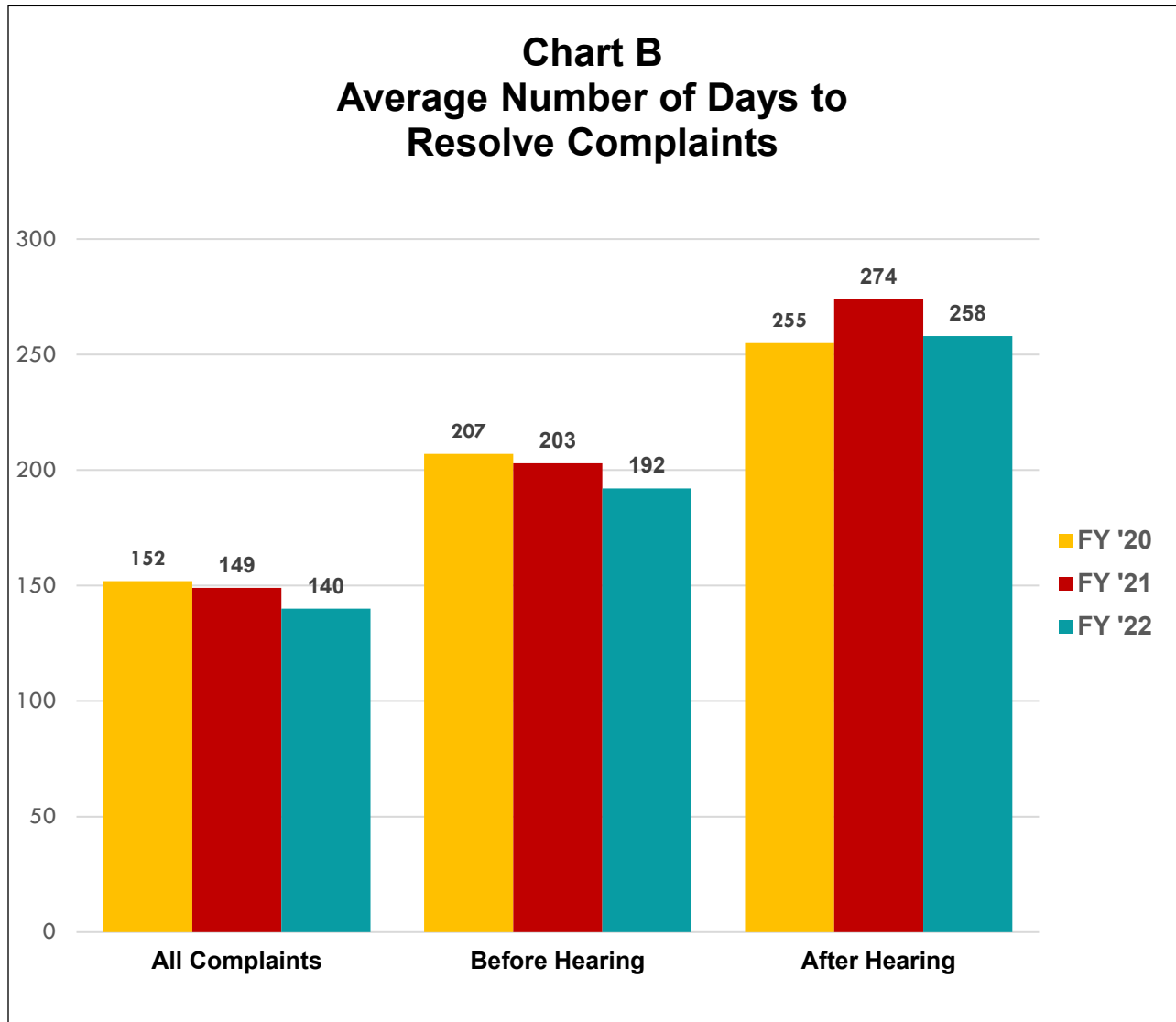
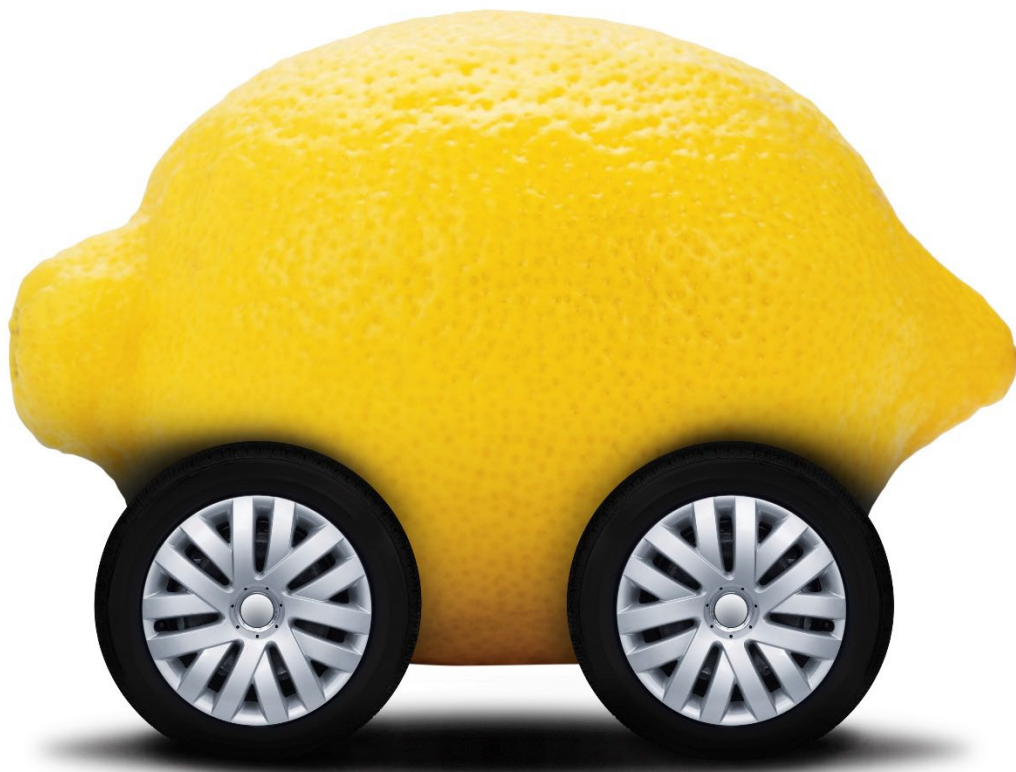


Chart B details the average processing time for complaints closed for FY '20 through FY '22.



COMPLAINTS FILED



COMPLAINTS FILED

Chart C1 shows how many passenger car and truck complaints were filed by Model (listed alphabetically by make) for FY '20 through FY '22. Of the 660 complaints filed in FY '22, 86.82% were for cars and light trucks.

Chart C1 (Passenger Cars and Trucks)					
Complaints by Make and Model					
Make	Model	FY '20	FY '21	FY '22	FY '22 Complaint Share
Acura	MDX	0	2	1	0.15%
	RDX	2	2	0	0.00%
	TL	0	0	1	0.15%
	TLX	0	1	1	0.15%
Total		2	5	3	0.45%
Alfa Romeo	Giulia Quadrifoglio	4	3	0	0.00%
	Stelvio	1	3	0	0.00%
Total		5	6	0	0.00%
Audi	A4	0	3	2	0.30%
	A7	0	1	0	0.00%
	A8	0	2	0	0.00%
	e-tron	0	0	2	0.30%
	Q3	2	0	2	0.30%
	Q5	1	0	1	0.15%
	Q7	1	0	1	0.15%
	RS 6 Avant	0	1	0	0.00%
	SQ5	1	0	0	0.00%
Total		5	7	8	1.21%
Bentley Motors Ltd.	Bentayga Hybrid	0	1	0	0.00%
	Flying Spur	0	0	1	0.15%
Total		0	1	1	0.15%
BMW	1 Series	0	1	0	0.00%
	2 Series	1	0	0	0.00%
	3 Series	4	1	0	0.00%
	4 Series	2	0	0	0.00%
	6 Series	0	1	0	0.00%
	7 Series	3	2	2	0.30%
	X3	0	5	1	0.15%
	X4	1	0	1	0.15%
	X5	6	5	3	0.45%
	X7	1	0	0	0.00%
Total		18	15	7	1.06%

Chart C1 (Continued)					
Buick	Enclave	3	0	3	0.45%
	Encore	3	2	1	0.15%
	LaCrosse	0	1	2	0.30%
	Verano	1	0	1	0.15%
Total		7	3	7	1.06%
Cadillac	ATS	2	4	1	0.15%
	Base	0	1	0	0.00%
	CT	2	0	0	0.00%
	CT4	0	0	1	0.15%
	CT5	0	1	1	0.15%
	CT6	1	0	0	0.00%
	CTS	0	2	1	0.15%
	DTS	0	1	0	0.00%
	Escalade	3	5	3	0.45%
	XT4	2	2	0	0.00%
	XT5	4	0	1	0.15%
	XT6	0	1	1	0.15%
Total		14	17	9	1.36%
Chevrolet	Avalanche	0	0	1	0.15%
	Blazer	0	2	2	0.30%
	Bolt	0	0	1	0.15%
	Bolt EV	2	4	2	0.30%
	Camaro	3	2	1	0.15%
	Captiva	0	0	1	0.15%
	Cobalt	0	0	1	0.15%
	Colorado	5	4	1	0.15%
	Corvette	0	2	2	0.30%
	Cruze	0	2	3	0.45%
	Equinox	4	2	6	0.91%
	Impala	0	1	2	0.30%
	Malibu	7	5	8	1.21%
	Silverado	23	26	31	4.70%
	Sonic	1	1	2	0.30%
	Spark	1	2	1	0.15%
	Suburban	1	0	4	0.61%
	Tahoe	0	4	4	0.61%
	Trail Blazer	1	2	2	0.30%
	Traverse	5	1	4	0.61%
Trax	0	2	2	0.30%	
Total		53	62	81	12.27%
Chrysler	200	2	0	1	0.15%
	300	2	0	2	0.30%
	Pacifica	5	9	12	1.82%
Total		9	9	15	2.27%

Chart C1 (Continued)

Dodge	Avenger	1	0	0	0.00%
	Caliber	1	0	0	0.00%
	Challenger	3	2	3	0.45%
	Charger	4	5	3	0.45%
	Dart	0	1	1	0.15%
	Durango	1	2	3	0.45%
	Grand Caravan	3	2	0	0.00%
	Journey	1	1	1	0.15%
Total		14	13	11	1.67%
Fiat	500	1	0	2	0.30%
Total		1	0	2	0.30%
Ford	Bronco	0	0	2	0.30%
	Bronco Sport	0	0	2	0.30%
	EcoSport	0	3	2	0.30%
	Edge	5	0	1	0.15%
	Escape	9	9	7	1.06%
	Expedition	7	3	5	0.76%
	Explorer	10	18	10	1.52%
	F Series	58	46	31	4.70%
	Fiesta	0	2	2	0.30%
	Flex	0	1	1	0.15%
	Focus	6	2	7	1.06%
	Freestyle	0	0	1	0.15%
	Fusion	4	3	2	0.30%
	Mach E	0	0	2	0.30%
	Mustang	6	1	4	0.61%
	Ranger	1	0	0	0.00%
Transit Connect	2	1	1	0.15%	
Total		108	89	80	12.12%
Freightliner	Cascadia	0	0	1	0.15%
	M2	0	0	1	0.15%
Total		0	0	2	0.30%
GMC	Acadia	4	5	3	0.45%
	Canyon	1	2	0	0.00%
	Sierra	13	27	17	2.58%
	Terrain	2	1	3	0.45%
	Yukon	3	2	3	0.45%
	Yukon Denali	1	2	0	0.00%
Yukon XL	0	1	0	0.00%	
Total		24	40	26	3.94%

Chart C1 (Continued)					
Honda	Accord	4	4	1	0.15%
	Accord Hybrid	0	1	0	0.00%
	Civic	0	1	1	0.15%
	CR-V	3	4	3	0.45%
	HR-V	0	2	0	0.00%
	Odyssey	4	7	3	0.45%
	Passport	0	2	1	0.15%
	Pilot	5	5	5	0.76%
	Ridgeline	1	1	1	0.15%
Total		17	27	15	2.27%
Hyundai	Accent	0	1	1	0.15%
	Azera	0	0	1	0.15%
	Elantra	2	4	5	0.76%
	G80	1	0	1	0.15%
	Genesis	0	2	0	0.00%
	Ioniq	1	0	0	0.00%
	Kona EV	0	0	1	0.15%
	Palisade	0	2	4	0.61%
	Santa Fe	1	0	4	0.61%
	Sonata	2	2	11	1.67%
	Tucson	4	0	6	0.91%
	Veloster	0	0	1	0.15%
	Venue	0	0	3	0.45%
Total		11	11	38	5.76%
Infiniti	I30	0	0	1	0.15%
	J35	0	0	1	0.15%
	Q50	1	0	0	0.00%
	Q60	1	0	0	0.00%
	QX30	0	1	0	0.00%
	QX50	4	3	2	0.30%
	QX60	0	2	1	0.15%
	QX70	0	0	1	0.15%
	QX80	1	1	0	0.00%
Total		7	7	6	0.91%
Jaguar	F-Pace	1	1	0	0.00%
	F-Type	1	1	0	0.00%
	I-Pace	2	2	2	0.30%
	XE-Type	0	0	1	0.15%
	XF-Type	0	0	1	0.15%
Total		4	4	4	0.61%

Chart C1 (Continued)					
Jeep	Cherokee	5	6	1	0.15%
	Compass	6	6	2	0.30%
	Gladiator	1	5	5	0.76%
	Grand Cherokee	5	5	20	3.03%
	Liberty	1	0	1	0.15%
	Patriot	0	0	2	0.30%
	Renegade	6	3	3	0.45%
	Wagoneer	0	0	4	0.61%
	Wrangler	17	14	8	1.21%
Total		41	39	46	6.97%
Karma	GS-6 Sport	0	1	0	0.00%
Total		1	1	0	0.00%
Kandi	K27	0	0	1	0.15%
Total		0	0	1	0.15%
Kia	Carnival MPV	0	1	2	0.30%
	EV6	0	0	1	0.15%
	Forte	0	2	1	0.15%
	Niro	1	0	3	0.45%
	Optima	3	2	2	0.30%
	Rio	0	1	0	0.00%
	Sedona	1	0	0	0.00%
	Seltos	0	1	0	0.00%
	Sorento	3	1	14	2.12%
	Soul	3	2	3	0.45%
	Sportage	1	1	0	0.00%
	Stinger	1	0	1	0.15%
	Telluride	1	4	4	0.61%
Total		14	15	31	4.70%
Land Rover	Defender	0	0	1	0.15%
	Discovery	1	5	0	0.00%
	Discovery Sport	3	0	0	0.00%
	Range Rover	5	5	2	0.30%
	Range Rover Evoque	1	2	1	0.15%
	Range Rover Sport	3	3	4	0.61%
	Range Rover Velar	2	7	2	0.30%
Total		15	22	10	1.52%
Lexus	CT	0	1	0	0.00%
	ES	1	0	0	0.00%
	GS	0	1	0	0.00%
	GX	1	0	2	0.30%
	NX	1	0	0	0.00%
	RX	1	0	1	0.15%
Total		4	2	3	0.45%

Chart C1 (Continued)					
Lincoln	Aviator	0	4	2	0.30%
	Continental	1	1	0	0.00%
	MKC	0	0	1	0.15%
	Navigator	2	0	0	0.00%
Total		3	5	3	0.45%
Maserati	Ghibli	0	0	1	0.15%
	Quattroporte	0	0	1	0.15%
Total		0	0	2	0.30%
Mazda	3	0	0	1	0.15%
	6	1	0	1	0.15%
	CX-5	0	2	0	0.00%
	CX-9	1	2	0	0.00%
	CX-30	0	0	2	0.30%
Total		2	4	4	0.61%
Mercedes-Benz	CLA	0	1	1	0.15%
	A-Class	0	0	2	0.30%
	C-Class	2	2	2	0.30%
	E-Class	2	3	0	0.00%
	EQS	0	0	1	0.15%
	GL-Class	1	0	0	0.00%
	GLA	0	1	1	0.15%
	GLB	0	2	0	0.00%
	GLC	2	2	5	0.76%
	GLE	2	0	2	0.30%
	GLS	1	2	0	0.00%
	M-Class	0	1	0	0.00%
	R-Class	0	1	0	0.00%
	S-Class	1	1	2	0.30%
Sprinter	0	0	1	0.15%	
Total		11	16	17	2.58%
Mini	Cooper	1	0	0	0.00%
Total		1	0	0	0.00%
Mitsubishi	Mirage	1	0	1	0.15%
	Outlander	0	1	1	0.15%
Total		1	1	2	0.30%
Mitsubishi FUSO	FE130 DIESEL	0	1	0	
Total		0	1	0	0.00%

Chart C1 (Continued)					
Nissan	Altima	2	3	7	1.06%
	Armada	7	2	2	0.30%
	Frontier	0	2	1	0.15%
	Juke	1	0	0	0.00%
	Kicks	1	2	2	0.30%
	Leaf	0	0	2	0.30%
	Maxima	0	1	3	0.45%
	Murano	0	1	1	0.15%
	NV200	0	0	1	0.15%
	NV Cargo	1	0	0	0.00%
	Pathfinder	3	2	3	0.45%
	Rogue	2	7	3	0.45%
	Sentra	6	2	9	1.36%
	Titan	5	4	3	0.45%
	Versa	1	2	0	0.00%
Total		29	28	37	5.61%
Peterbilt	579 (HT)	1	0	0	0.00%
Total		1	0	0	0.00%
Polestar	Polestar 2	0	0	2	0.30%
Total		0	0	2	0.30%
Porsche	911	1	0	0	0.00%
	Cayenne	1	2	0	0.00%
	Panamera	4	0	0	0.00%
	Taycan	0	3	0	0.00%
Total		6	5	0	0.00%
Ram	1500	25	29	19	2.88%
	2500	6	5	5	0.76%
	3500	3	7	4	0.61%
	5500	0	1	0	0.00%
	Promaster City	0	1	0	0.00%
Total		34	43	28	4.24%
Subaru	Ascent	1	1	1	0.15%
	Forester	1	0	2	0.30%
	Impreza	0	1	0	0.00%
	Outback	1	1	3	0.45%
	WRX	0	0	2	0.30%
Total		3	3	8	1.21%
Suzuki	Forenza	0	1	0	0.00%
Total		0	1	0	0.00%
Tesla	Model 3	2	2	1	0.15%
	Model S	3	1	3	0.45%
	Model X	0	8	3	0.45%
	Model Y	0	0	5	0.76%
Total		5	11	12	1.82%

Chart C1 (Continued)

Toyota	4Runner	0	0	2	0.30%
	Camry	2	3	2	0.30%
	Corolla	2	2	2	0.30%
	Highlander	0	2	2	0.30%
	Hino 258	0	0	1	0.15%
	Prius	0	1	1	0.15%
	Rav4	2	1	1	0.15%
	Scion	0	1	0	0.00%
	Sequoia	0	1	0	0.00%
	Sienna	0	1	0	0.00%
	Supra	0	0	1	0.15%
	Tacoma	0	2	0	0.00%
	Tundra	3	4	4	0.61%
	Venza	1	0	0	0.00%
Total		10	18	16	2.42%
Volkswagen	Atlas	3	7	11	1.67%
	CC	1	0	1	0.15%
	Golf	1	1	0	0.00%
	GTI	0	1	0	0.00%
	ID.4	0	0	2	0.30%
	Jetta	6	2	4	0.61%
	Passat	0	3	2	0.30%
	Taos	0	0	3	0.45%
	Tiguan	3	2	8	1.21%
	Touareg	1	0	0	0.00%
Total		15	16	31	4.70%
Volvo	S40	1	0	0	0.00%
	S60	1	0	0	0.00%
	S90	0	2	0	0.00%
	XC40	0	0	1	0.15%
	XC60	2	0	3	0.45%
	XC90	5	0	1	0.15%
Total		9	2	5	0.76%
Misc. Complaints	Unknown	3	0	0	0.00%
Total		3	0	0	0.00%
Total Complaints Filed		507	549	573	86.82%

Chart C2 shows how many motor home complaints were filed by model (listed alphabetically by make) for FY '20 through FY '22. Of the 660 complaints filed in FY '22, 2.12% of the total complaints filed were for motor homes.

Chart C2 (Motor Homes)					
Complaints by Make and Model					
Make	Model	FY '20	FY '21	FY '22	FY '22 Complaint Share
Coachmen	Georgetown	1	0	0	0.00%
	Leprechaun	1	0	0	0.00%
	Mirada	0	2	0	0.00%
	Prism	1	0	0	0.00%
Total		3	2	0	0.00%
Dynamax	DX3	0	1	0	0.00%
Total		0	1	0	0.00%
Entegra Coach	Reatta	0	1	0	0.00%
Total		0	1	0	0.00%
Fleetwood	Bounder	1	0	1	0.15%
	Southwind	1	0	0	0.00%
Total		2	0	1	0.15%
Forest River	FR3	1	0	0	0.00%
	Sportscoach	1	0	1	0.15%
	Freelander	0	0	1	0.15%
Total		2	0	2	0.30%
Gulf Stream	Cabin Cruiser	1	0	0	0.00%
	Cornerstone	1	0	0	0.00%
Total		2	0	0	0.00%
Holiday Rambler	Admiral	0	2	1	0.15%
	Invicta	0	1	0	0.00%
Total		0	3	1	0.15%
Jayco	Alante	0	1	0	0.00%
	Greyhawk	0	1	0	0.00%
	Melborne Prestige	0	0	1	0.15%
	Redhawk	0	1	0	0.00%
	Seneca	0	1	0	0.00%
Total		0	4	1	0.15%
Mercedes-Benz USA	Sprinter	1	0	0	0.00%
Total		1	0	0	

Chart C2 (Continued)					
Newmar	Baystar	0	1	0	0.00%
	New Aire	0	1	0	0.00%
Total		0	2	0	0.00%
Regency RV	Broughan	0	1	0	0.00%
Total		0	1	0	0.00%
Thor	Aria	0	2	1	0.15%
	Axis	1	0	0	0.00%
	Challenger	1	0	0	0.00%
	Chateau	0	1	0	0.00%
	Freedom Traveler	0	2	0	0.00%
	Freedom Elite	0	1	0	0.00%
	Hurricane	0	0	1	0.15%
	Miramar	0	1	0	0.00%
	Omni	0	1	1	0.15%
	Palazzo	0	1	0	0.00%
	Quantum	1	0	0	0.00%
	Synergy	0	1	0	0.00%
	Tellaro	0	1	1	0.15%
	Venetian	1	0	3	0.45%
Total		4	11	7	1.06%
Tiffin	Allegro	0	1	0	0.00%
	Wayfarer	0	0	1	0.15%
Total		0	1	1	0.15%
Winnebago	Adventurer	0	1	0	0.00%
	Navion	1	1	0	0.00%
	Spirit	1	0	0	0.00%
	Vista	0	0	1	0.15%
Total		2	2	1	0.15%
Total Complaints Filed		16	28	14	2.12%

Chart C3 shows how many towable recreational vehicle complaints were filed by model (listed alphabetically by make) for FY '20 through FY '22. Of the 660 complaints filed in FY '22, 6.52 % were for towable recreational vehicles.

Chart C3 (Towable Recreational Vehicles)					
Complaints by Make and Model					
Make	Model	FY '20	FY '21	FY '22	FY '22 Complaint Share
Alliance	Paradigm	0	0	1	0.15%
Total		0	0	1	0.15%
Airstream	ALJO	0	1	0	0.00%
	Basecamp	1	0	0	0.00%
	Globetrotter	0	1	0	0.00%
	Viking	1	0	0	0.00%
Total		2	2	0	0.00%
Coachman	Freedom	0	1	0	0.00%
	Leprechaun	0	1	0	0.00%
	Volante	1	1	0	0.00%
Total		1	3	0	0.00%
CrossRoads	Cruiser Aire	0	1	0	0.00%
	Hampton	0	1	0	0.00%
	Redwood	0	1	0	0.00%
	Zinger	1	1	0	0.00%
Total		1	4	0	0.00%
Cruiser	Shadow Cruiser	0	1	0	0.00%
Total		0	1	0	0.00%
DRV Luxury Suites	Full House	1	0	0	0.00%
	Mobile Suite	3	2	1	0.15%
Total		4	2	1	0.15%
Dutchmen	Triton Voltage	0	1	1	0.15%
	Yukon	0	0	1	0.15%
	Kodiak	1	0	0	0.00%
Total		1	1	2	0.30%
Forest River	Avenger	1	1	0	0.00%
	Cardinal Limited	0	0	1	0.15%
	Cherokee Grey Wolf	1	0	0	0.00%
	Coleman	0	0	1	0.15%
	Columbus	0	0	1	0.15%
	Flagstaff	0	2	1	0.15%
	Impression	2	2	0	0.00%
	Mirada	0	1	0	0.00%
	No Boundaries	0	1	0	0.00%
	Puma	0	0	2	0.30%

Chart C3 (Continued)					
Forest River	Rockwood	1	0	1	0.15%
	Sabre	0	0	1	0.15%
	Salem	2	0	1	0.15%
	Sierra	1	0	0	0.00%
	Solaire	0	0	1	0.15%
	Wildcat	0	0	1	0.15%
	Wildwood X-Lite	1	1	2	0.30%
	Wolf Pup	0	0	1	0.15%
Total		9	8	14	2.12%
Grand Design	Reflection	0	1	0	0.00%
	Solitude	1	1	1	0.15%
Total		1	2	1	0.15%
Heartland	Bighorn	1	0	1	0.15%
	Cyclone	0	1	0	0.00%
	Fuel	0	2	0	0.00%
	Mallard	0	1	2	0.30%
	Newport	1	0	0	0.00%
	North Trail	0	1	0	0.00%
	Prowler	0	1	0	0.00%
	Road Warrior	0	0	2	0.30%
Trail Runner	1	0	1	0.15%	
Total		3	6	6	0.91%
Highland Ridge	Mesa Ridge	0	0	1	0.15%
	Open Range 3X	1	0	0	0.00%
	Silverstar	0	1	0	0.00%
Total		1	1	1	0.15%
Hymer	Hyperlite	0	0	0	0.00%
Total		0	0	0	0.00%
Jayco	Eagle	2	1	2	0.30%
	Jay Flight	0	1	1	0.15%
	North Point	0	0	0	0.00%
	Seismic	1	1	1	0.15%
	Whitehawk	0	0	1	0.15%
Total		3	3	5	0.76%

x

Chart C3 (Continued)

Keystone	Atlas	0	0	1	0.15%
	Bullet Colt	0	0	0	0.00%
	Cougar	0	0	1	0.15%
	Fuzion	0	1	1	0.15%
	Hideout	0	1	0	0.00%
	Montana	2	0	1	0.15%
	Outback	1	0	0	0.00%
	Passport	2	1	0	0.00%
	Raptor	0	1	1	0.15%
	Springdale	0	1	0	0.00%
	Sprinter	1	0	1	0.15%
Total		6	5	6	0.91%
K-Z	Connect	1	1	0	0.00%
	Sonic	0	1	0	0.00%
	Sportsmen	0	0	1	0.15%
Total		1	2	1	0.15%
Livin' Lite	Camplite	1	0	0	0.00%
Total		1	0	0	0.00%
Palomino	Puma	0	1	1	0.15%
Total		0	1	1	0.15%
REV Group	Lance	0	1	0	0.00%
Total		0	1	0	0.00%
Vanleigh	Beacon	0	0	1	0.15%
	Pinecrest	0	0	1	0.15%
Total		0	0	2	0.30%
Venture	SportTrek	2	0	0	0.00%
Total		2	0	0	0.00%
Winnebago	Hike	0	0	1	0.15%
	Micro Minnie	0	0	1	0.15%
	Minnie Plus	1	0	0	0.00%
	Spyder	0	1	0	0.00%
Total		1	1	2	0.30%
Total Complaints Filed		37	43	43	6.52%

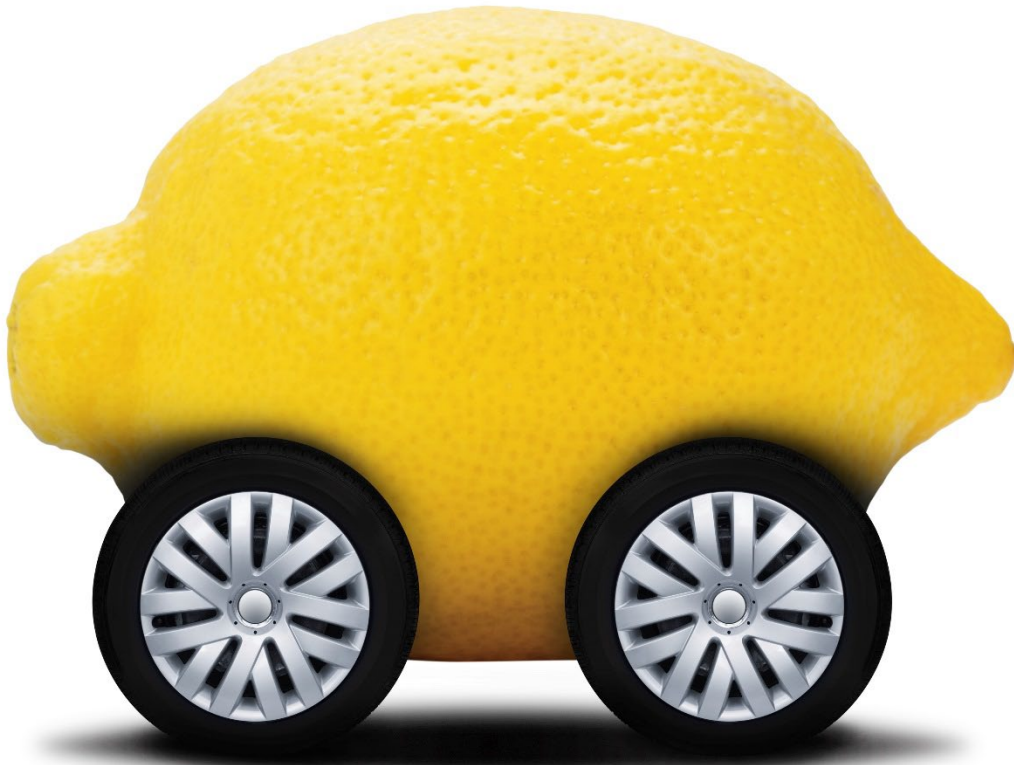
Chart C4 shows how many all-terrain vehicle and motorcycle complaints were filed by model (listed alphabetically by make) for FY '20 through FY '22. Of the 660 complaints filed in FY '22, 4.55% were for all-terrain vehicles, utility vehicles, motorcycles, or neighborhood electric vehicles.

Chart C4 (All Terrain Vehicles, Motorcycles and Neighborhood Electric Vehicles)					
Complaints by Make and Model					
Make	Model	FY '20	FY '21	FY '22	FY '22 Complaint Share
Aprilia	RS 660 (MC)	0	1	0	0.00%
Total		0	1	0	0.00%
B-Claw Inc.	Maddog PMZ150-21 (MC)	0	0	1	0.15%
	PST150-19N (MC)	0	0	1	0.15%
Total		0	0	2	0.30%
Bad Boy Off Road	Stampede 900 EPS (ATV)	0	1	0	0.00%
Total		0	1	0	0.00%
Bennche	800X5LT (NVC)	0	0	1	0.15%
	T-BOSS 410 (ATC)	0	0	1	0.15%
	Utility ATV (ATC)	0	1	0	0.00%
	X4 800 LT (ATC)	0	0	2	0.30%
	X4 800 ST (ATC)	0	0	1	0.15%
Total		0	1	5	0.76%
BMS MotorSports	Sniper 350	0	0	1	0.15%
Total		0	0	1	0.15%
BMW	G 310GS (MC)	1	0	0	0.00%
	K1600GTL (MC)	0	0	1	0.15%
	R18 Classic (MC)	0	0	1	0.15%
	S1000 RR (MC)	0	3	1	0.15%
Total		1	3	3	0.45%
BRP US Inc.	9JMA (ATC)	0	0	1	0.15%
	Defender (ATC)	0	0	1	0.15%
Total		0	0	2	0.30%
Can-Am	Defender (ATV)	0	1	0	0.00%
	Maverick X3 (UTV)	1	0	0	0.00%
	Maverick RX (ATV)	0	1	0	0.00%
	Ryker (MC)	2	0	0	0.00%
	Spyder (MC)	2	0	0	0.00%
Total		5	2	0	0.00%
Columbia Vehicle	E-4 Ghoste Hawk (NVC)	0	0	1	0.15%
Total		0	0	1	0.15%
Genuine	Roughhouse (MC)	1	0	1	0.15%
Total		1	0	1	0.15%
Harley-Davidson	XG750A (MC)	0	1	1	0.15%
	FLHXS (MC)	0	1	0	0.00%
	FLTRXS (MC)	1	0	0	0.00%
Total		1	2	1	0.15%

Chart C4 (Continued)					
Hisun	Forge 750 (ATV)	1	0	0	0.00%
	Sector 1000 (ATV)	1	0	0	0.00%
	Strike 1000 (ATC)	0	0	1	0.15%
Total		2	0	1	0.15%
Honda	CB300R (MC)	1	0	0	0.00%
	CBR (MC)	1	0	0	0.00%
	Foreman Rubicon (ATV)	0	0	1	0.15%
	GL18TD (MC)	0	1	0	0.00%
	Gold Wing (MC)	0	1	0	0.00%
	NC750X DCT (MC)	0	0	1	0.15%
	Pioneer 700 (UTV)	1	0	0	0.00%
Total		3	2	2	0.30%
Icebear	Maddog Trike (MC)	0	0	1	0.15%
Total		0	0	1	0.15%
Indian Motorcycle	Scout Bobber (MC)	1	0	0	0.00%
Total		1	0	0	0.00%
KTM	590 SMC-R (MC)	1	0	0	0.00%
Total		1	0	0	0.00%
KYMCO USA Inc.	Kspade 150i	0	0	1	0.15%
Total		0	0	1	0.15%
Lance	Cali Classic 125 (MC)	0	1	0	0.00%
Total		0	1	0	0.00%
Moke America	eMoke (NVC)	0	0	1	0.15%
Total		0	0	1	0.15%
MV Augusta	Brutale 1000RR (MC)	0	0	1	0.15%
Total		0	0	1	0.15%
Odes Powersports	Ravager 1000 (ATC)	0	0	1	0.15%
Total		0	0	1	0.15%
Polaris	RZR 1000 (UTV)	0	1	0	0.00%
	Slingshot	0	0	1	0.15%
	Sportsman 450 (ATV)	0	1	0	0.00%
	T21AAPHDAC (ATC)	0	0	1	0.15%
Total		0	2	2	0.30%
SSR Motorsports	TNT 135 (MCL)	0	0	1	0.15%
Total		0	0	1	0.15%
Suzuki	GSX 1300 (MC)	0	0	1	0.15%
Total		0	0	1	0.15%
TAO	TBR7 (MC)	0	1	0	0.00%
Total		0	1	0	0.00%

Chart C4 (Continued)					
Textron	EZGO Freedom RXV	0	0	1	0.15%
Total		0	0	1	0.15%
Triumph	Speed Triple 1200 (MC)	0	0	1	0.15%
Total		0	0	1	0.15%
Vanderhall	Blackjack (MC)	0	1	0	0.00%
	Carmel GTS (MC)	0	1	0	0.00%
	Venice (MC)	0	1	0	0.00%
Total		0	3	0	0.00%
Total Complaints Filed		15	19	30	4.55%

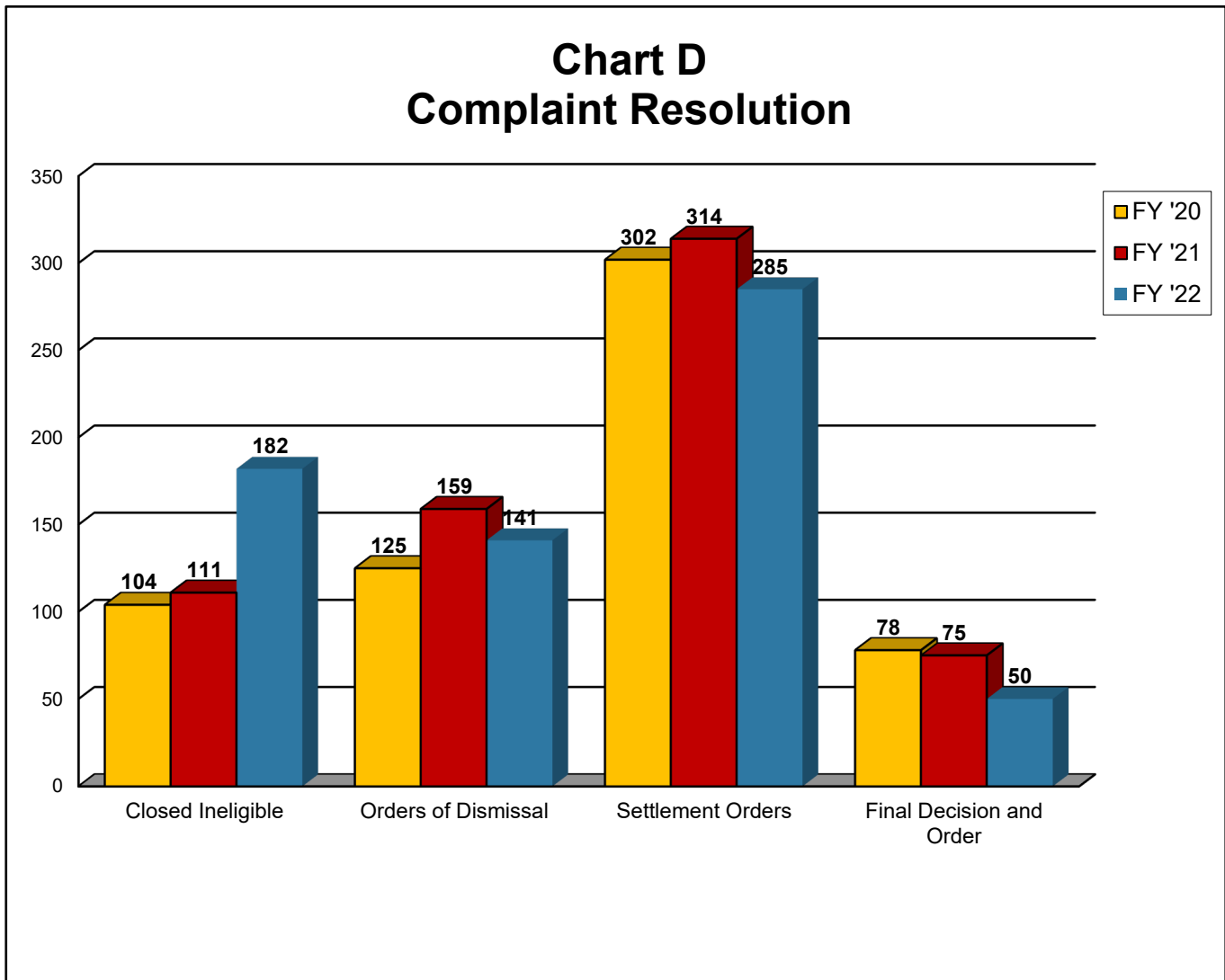
COMPLAINTS CLOSED



COMPLAINTS CLOSED

Chart D is a comparison of complaint resolution parameters for FY '20 through FY '22. 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	1	0	0	0	1
Alfa Romeo	0	0	0	0	0	1	1
Audi	2	0	1	0	1	0	4
Bennche	1	0	0	0	0	0	1
Bentley	0	1	0	0	0	0	1
BMW	0	0	1	0	1	3	5
Cadillac	0	0	1	1	0	2	4
CAN-AM	0	0	0	0	0	1	1
Chevrolet	4	2	9	4	7	5	31
Chrysler	0	0	1	0	0	5	6
Coachman	0	0	1	0	0	0	1
Crossroads	1	0	0	0	0	1	2
Dodge	0	0	1	0	1	0	2
DRV	0	0	0	0	1	0	1
Dutchman	0	0	1	0	0	0	1
Dynamax	0	0	0	0	0	1	1
Fleetwood	0	0	0	0	1	0	1
Ford	11	1	9	4	2	3	30
Forest River	0	0	1	0	0	6	7
Genesis	0	0	1	0	0	0	1
GMC	0	0	2	2	6	7	17
Grand Design	0	0	1	0	0	0	1
Heartland	2	0	0	0	3	0	5
Highland Ridge	0	0	0	0	1	0	1
Honda	1	0	2	0	1	6	10
Hyundai	2	1	3	0	3	2	11
Infiniti	0	0	1	0	1	0	2
Jaguar	0	0	1	0	0	0	1
Jayco	2	0	1	0	0	2	5
Jeep	4	0	5	1	4	7	21

Chart E (continued)							
Keystone	1	1	0	0	1	1	4
Kia	4	0	4	0	5	0	13
KYMCO USA, Inc.	1	0	0	0	0	0	1
K-Z, Inc.	0	0	1	0	0	1	2
Land Rover	1	0	4	0	0	2	7
Lincoln	3	0	0	0	0	1	4
Mazda	0	0	2	0	0	0	2
Mercedes-Benz	2	0	0	0	0	2	4
Mitsubishi Motors	0	0	1	0	0	0	1
Newmar Corporation	0	0	0	0	0	1	1
Nissan	0	0	2	0	4	2	8
Polaris	0	0	0	0	1	1	2
Polestar	0	1	0	0	0	0	1
Porsche	0	0	1	0	1	1	3
Ram	0	0	4	1	5	6	16
Regency RV	0	0	0	0	0	1	1
Subaru	1	0	2	0	0	1	4
Tesla	4	0	3	0	0	1	8
Textron	0	0	1	0	0	0	1
Thor	0	0	2	0	0	4	6
Tiffin	0	0	0	0	0	2	2
Toyota	1	0	0	0	0	2	3
Volkswagen	6	0	2	0	2	1	11
Volvo	1	0	0	0	0	1	2
Winnebago	0	0	0	0	0	1	1
Total	56	7	73	13	52	84	285

Chart F shows a comparison of the 50 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
Bennche LLC	1	0	0	0	1
BMW	1	0	0	0	1
Cadillac	0	0	0	1	1
CAN-AM	0	0	0	1	1
Chevrolet	0	0	0	2	2
Dutchmen RV Company	0	0	0	1	1
Ford Motor Company	0	0	4	3	7
Forest River	0	0	0	1	1
Genesis	1	0	0	0	1
GMC	1	1	2	1	5
Heartland	0	0	0	1	1
Hisun	1	0	0	0	1
Honda	0	0	0	2	2
Infinilti	1	0	0	0	1
Jaguar Land Rover North America	0	0	0	1	1
Jayco	0	0	0	1	1
Jeep	0	0	0	3	3
Kia	2	0	1	0	3
LandRover	0	0	3	2	5
Lincoln	0	0	0	1	1
Mercedes-Benz USA LLC	0	0	1	0	1
Nissan	1	0	0	1	2
Ram	0	0	0	1	1
Subaru	1	0	0	0	1
Thor	0	0	1	0	1
Toyota	0	0	1	1	2
Volkswagen Group of America, Inc.	0	0	0	2	2
Total	10	1	13	26	50

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	2021	Benche	X4 800LT	ATV-All Terrain Vehicle	Engine - Performance/Emissions	\$19,176.00
2	2020	BMW	X3	LTC-Light Truck	Air Conditioning and Heating	\$42,665.00
3	2018	Genesis	G90	AAC-Passenger Car	Electrical	\$33,310.00
4	2020	GMC	Sierra	LTC-Light Truck	Other	\$65,733.90
5	2020	GMC	Encore	LTC-Light Truck	Other	\$16,848.00
6	2020	Hisun	Strike 1000	ATC-All Terrain Vehicle	Engine - Mechanical	\$15,808.00
7	2020	Infiniti	QX60	LTC-Light Truck	Electrical	\$44,726.00
8	2021	Kia	Rio	AAC-Passenger Car	Electrical	\$19,167.00
9	2021	Kia	Soul	LTC-Light Truck	Engine - Performance/Emissions	\$18,633.00
10	2021	Nissan	Versa	AAC-Passenger Car	Automatic Transmission	\$14,875.00
11	2020	Subaru	Outback	AAC-Passenger Car	Electrical	\$30,856.00
Total						\$321,797.90

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