

FY 2018

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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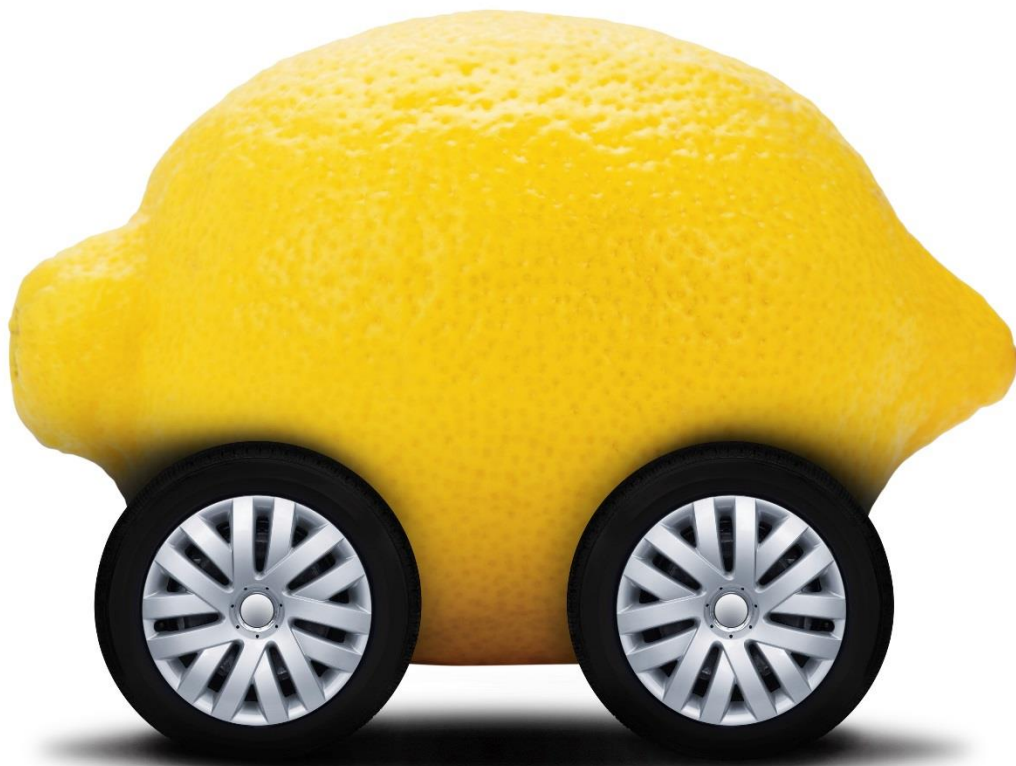
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INTRODUCTION TO THE PROGRAM AND FY 2018 SUMMARY



INTRODUCTION

The Texas Legislature passed the Texas Lemon Law in 1983 to assist consumers in obtaining repair, replacement, or repurchase of 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 18,500 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 2018 (FY '18), the Lemon Law program's efforts resulted in:

- 567 Lemon Law complaints filed with the TxDMV in FY '18, an increase of 26% since FY '16;
- 531 Lemon Law complaints closed by the TxDMV in FY '18;
- 186 complaints settled by the TxDMV before the issuance of a final decision by a TxDMV hearings examiner;¹
- 15 motor vehicles ordered repurchased or replaced by manufacturers pursuant to a hearing due to substantial defect with a total value of \$721,019.19;
- 52 motor vehicles reacquired by manufacturers as a result of settlement agreements after consumers filed a complaint with the TxDMV; and
- 359 out-of-state defective motor vehicles reacquired by manufacturers that entered Texas after repair of alleged defects.

This 27th 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 '18, along with the previous two years' results for comparison.

Chart A Summary of Program Results			
	FY '16	FY '17	FY '18
Complaints Filed	450	473	567
Closed Ineligible Complaints	53	107	181
Complaints Closed with Action	391	387	350
Closed by an Order of Dismissal	64	71	88
Closed by a Settlement Order	210	205	186
Closed by a Final Order of Repurchase/Replacement	26	23	15
Closed by a Final Order of Repairs	26	23	21
Closed by a Final Decision and Order	65	65	40

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

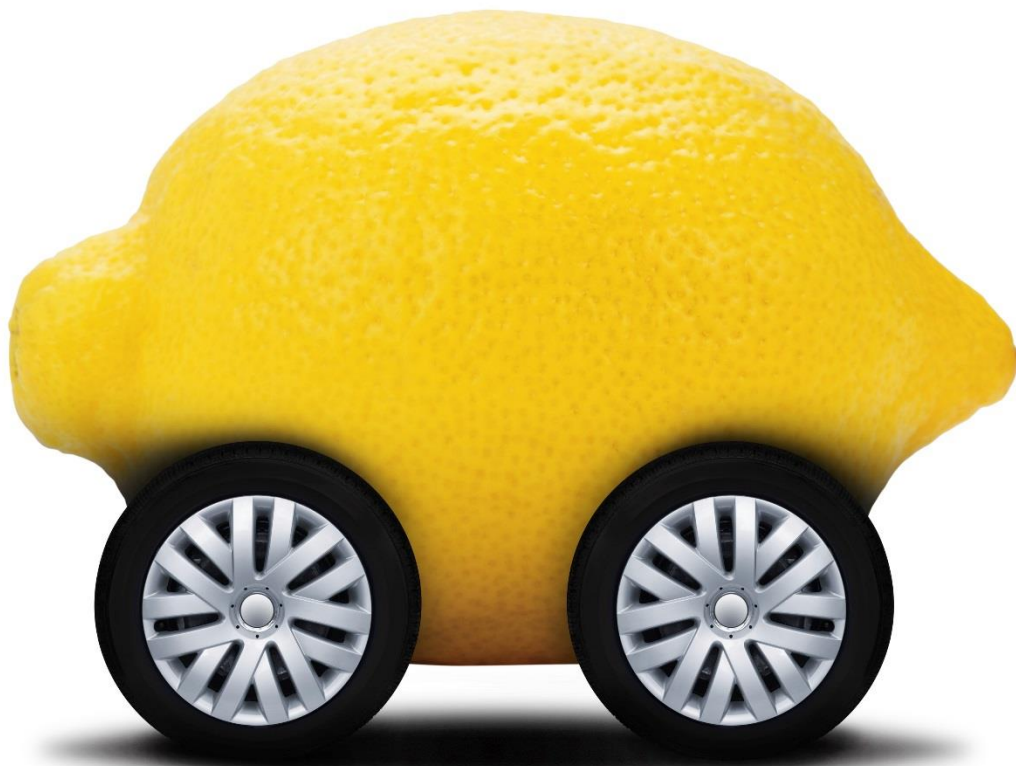
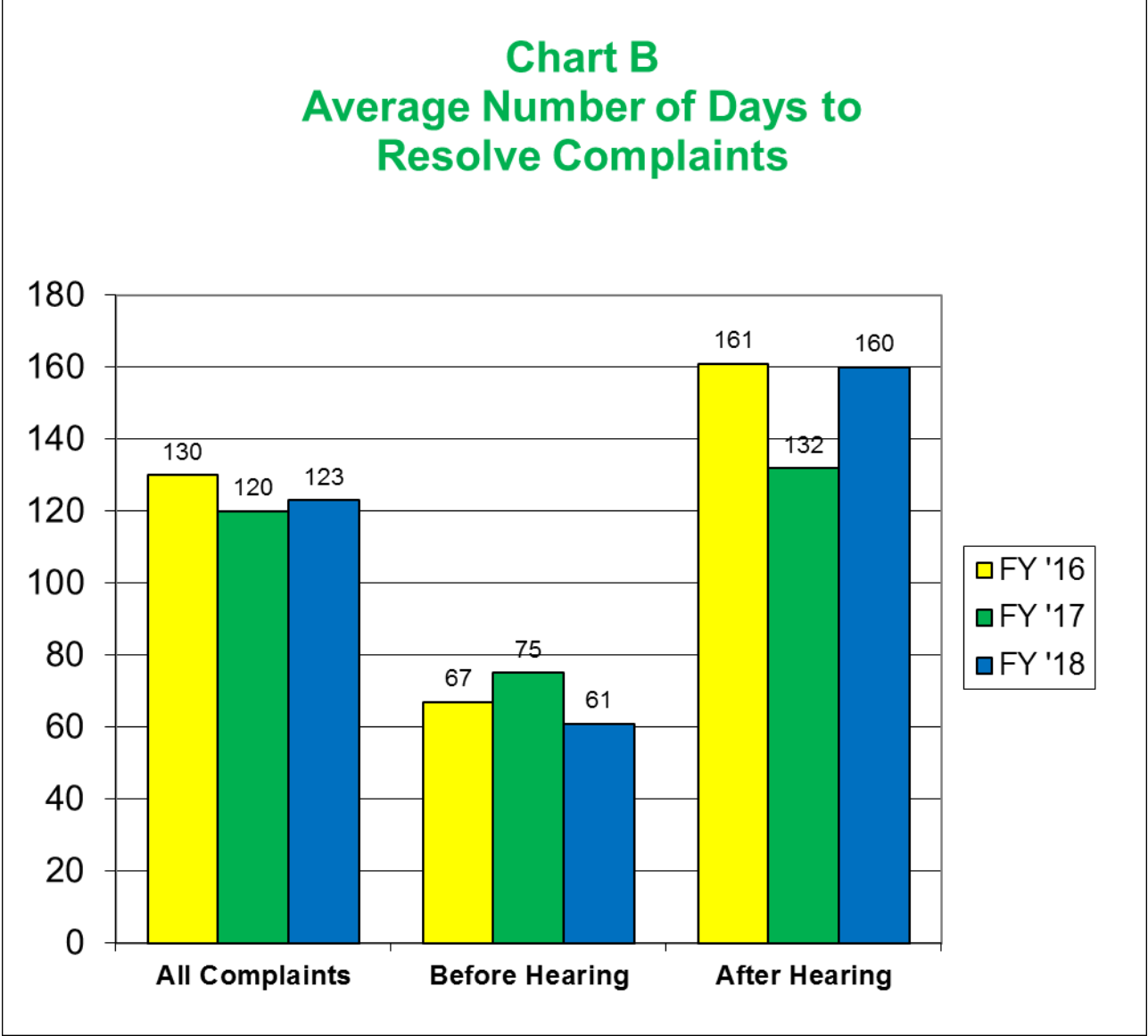
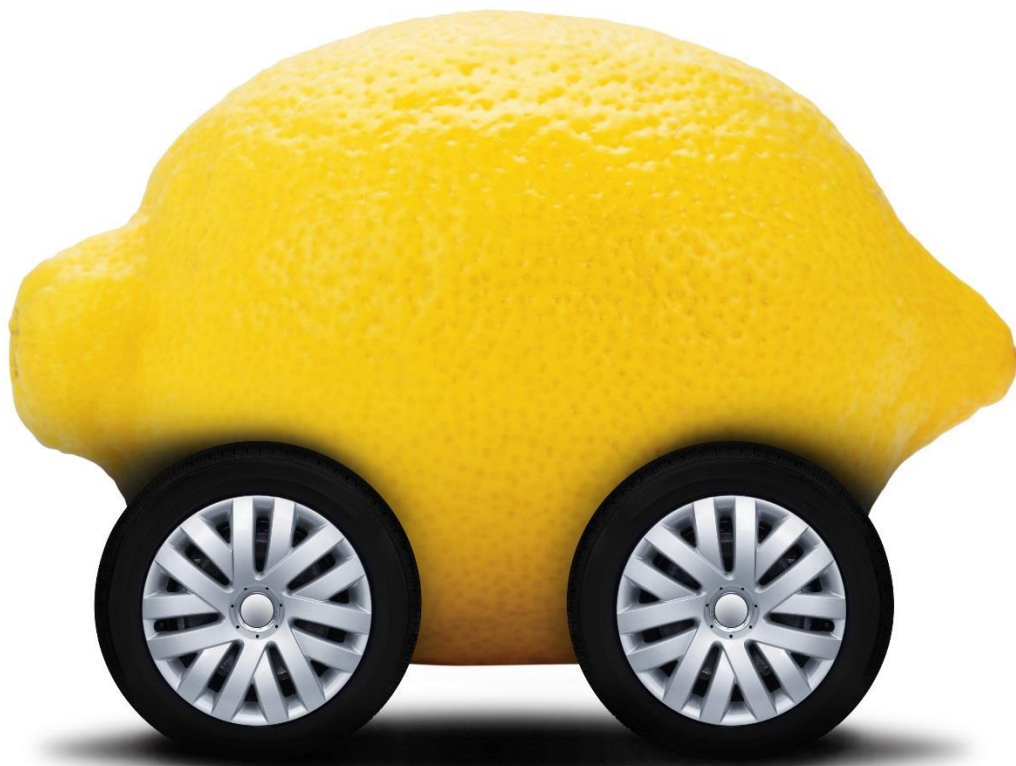


Chart B details the average processing time for complaints closed for FY '16 through FY '18. Overall processing time has decreased by 3.9% over the past three years.



COMPLAINTS FILED



COMPLAINTS FILED

Chart C1 shows how many passenger car and truck complaints were filed by Model (listed alphabetically by make) for FY '16 through FY '18. Of the 567 complaints filed in FY '18, 86.24% were for cars and light trucks.

Chart C1 (Passenger Cars and Trucks)					
Complaints by Make and Model					
Make	Model	FY '16	FY '17	FY '18	FY '18 Complaint Share
Acura	MDX	1	4	4	0.71%
	RDX	0	1	0	0.00%
	TLX	1	0	0	0.00%
	TL	0	1	0	0.00%
Total		2	6	4	0.71%
Alfa Romeo	Giulia Quadrifoglio	0	1	1	0.18%
Aston Martin	Vantage S	1	0	0	0.00%
Audi	A3	0	2	0	0.00%
	A4	1	1	0	0.00%
	A8	1	0	1	0.18%
	Q7	1	2	1	0.18%
	S4	0	0	1	0.18%
	TT	0	1	0	0.00%
Total		3	6	3	0.53%
Blue Bird	Activity Bus (MT)	1	0	0	0.00%
BMW	3 Series	3	9	2	0.35%
	4 Series	0	0	1	0.18%
	5 Series	2	2	3	0.53%
	7 Series	1	0	2	0.35%
	BMW i3	0	3	0	0.00%
	M3	0	1	0	0.00%
	M6	1	0	0	0.00%
	X1	1	0	0	0.00%
	X3	0	1	0	0.00%
	X5	1	4	2	0.35%
Total		9	20	10	1.76%
Buick	Enclave	2	2	2	0.35%
	Encore	0	0	1	0.18%
	LaCrosse	0	1	2	0.35%
	Rainier	1	0	0	0.00%
	Regal	1	1	0	0.00%
	Verano	1	0	0	0.00%
Total		5	4	5	0.88%
Cadillac	ATS	2	1	0	0.00%
	CTS	1	2	2	0.35%
	CTS-V	0	1	0	0.00%

Chart C1 (Continued)					
Cadillac	Deville	0	1	0	0.00%
	Escalade	5	8	8	1.41%
	SRX	1	0	1	0.18%
	STS	0	0	1	0.18%
	XTS	0	2	1	0.18%
Total		9	15	13	2.29%
Chevrolet	Avalanche	0	0	1	0.18%
	Camaro	6	2	7	1.23%
	Colorado	1	1	5	0.88%
	Corvette	1	3	3	0.53%
	Cruze	2	4	4	0.71%
	Equinox	2	1	1	0.18%
	Express	0	1	0	0.00%
	HHR	1	0	0	0.00%
	Impala	2	1	5	0.88%
	Malibu	2	6	10	1.76%
	Silverado	14	11	16	2.82%
	Sonic	0	2	0	0.00%
	Spark	0	1	3	0.53%
	Suburban	3	6	4	0.71%
	Tahoe	5	3	4	0.71%
	Traverse	3	5	6	1.06%
	Trax	0	0	2	0.35%
Volt	0	0	2	0.35%	
Total		42	47	73	12.87%
Chrysler	200	16	15	7	1.23%
	300	1	4	4	0.71%
	Crossfire	0	1	0	0.00%
	Pacifica	1	1	7	1.23%
	Town & Country	0	3	2	0.35%
Total		18	24	20	3.53%
Dodge	Avenger	0	2	1	0.18%
	Challenger	0	2	2	0.35%
	Charger	6	2	4	0.71%
	Dakota	0	0	1	0.18%
	Dart	6	0	1	0.18%
	Durango	2	2	2	0.35%
	Grand Caravan	3	0	3	0.53%
	Journey	5	3	4	0.71%
	Ram	30	29	2	0.35%
	SSE	0	0	1	0.18%
	Stratus	0	0	1	0.18%
Total		52	40	22	3.88%
Fiat	500	1	4	1	0.18%
	Abarth	1	0	0	0.00%
Total		2	4	1	0.18%

Chart C1 (Continued)

Ford	CMax	0	0	1	0.18%
	Edge	5	1	2	0.35%
	Escape	2	6	5	0.88%
	Expedition	1	2	2	0.35%
	Explorer	6	13	11	1.94%
	E Series	0	1	0	0.00%
	F Series	17	22	37	6.53%
	F150 Raptor	0	0	1	0.18%
	Fiesta	4	2	1	0.18%
	Flex	0	1	0	0.00%
	Focus	23	12	15	2.65%
	Fusion	4	9	8	1.41%
	Mustang	1	4	2	0.35%
	Transit Passenger Wagon	0	1	0	0.00%
	Taurus	1	0	1	0.18%
	Transit Connect	0	0	1	0.18%
Total		64	74	87	15.34%
Freightliner	Cascadia (HT)	1	0	0	0.00%
	Century (HT)	1	0	0	0.00%
Total		2	0	0	0.00%
GMC	Acadia	4	3	4	0.71%
	Canyon	2	1	2	0.35%
	Envoy	0	0	1	0.18%
	Sierra	9	14	6	1.06%
	Terrain	0	1	0	0.00%
	Yukon	6	4	1	0.18%
Total		21	23	14	2.47%
Honda	Accord	2	0	6	1.06%
	Civic	1	3	3	0.53%
	CR-V	1	2	2	0.35%
	Fit	0	1	1	0.18%
	Odyssey	0	3	3	0.53%
	Pilot	1	2	6	1.06%
	Ridgeline	0	1	0	0.00%
Total		5	12	21	3.70%
Hyundai	Accent	0	0	2	0.35%
	Elantra	1	1	1	0.18%
	Equus	0	1	0	0.00%
	Genesis	1	2	1	0.18%
	Santa Fe	0	2	1	0.18%
	Sonata	3	3	2	0.35%
	Tucson	3	3	6	1.06%
	Veloster	1	0	0	0.00%
	Veracruz	0	2	0	0.00%
Total		9	14	13	2.29%

Chart C1 (Continued)					
Infiniti	G25	0	0	1	0.18%
	G35	0	0	2	0.35%
	Q40	0	0	1	0.18%
	Q50	1	0	2	0.35%
	Q60	0	0	1	0.18%
	QX30	0	1	0	0.00%
	QX50	0	0	1	0.18%
	QX60	1	1	0	0.00%
	QX80	0	0	1	0.18%
Total		2	2	9	1.59%
Jaguar	F-Pace	0	1	1	0.18%
	XE-Type	0	0	1	0.18%
	XF-Type	1	0	1	0.18%
	XJ-Type	1	0	1	0.18%
Total		2	1	4	0.71%
Jeep	Cherokee	13	6	5	0.88%
	Commander	0	0	2	0.35%
	Compass	0	0	3	0.53%
	Grand Cherokee	10	13	4	0.71%
	Laredo	0	0	1	0.18%
	Liberty	0	1	0	0.00%
	Patriot	5	0	3	0.53%
	Renegade	3	6	7	1.23%
	Wrangler	7	8	12	2.12%
Total		38	34	37	6.53%
Kenworth	T680 (HT)	0	0	1	0.18%
	T700 (HT)	1	0	0	0.00%
	W900L (HT)	1	0	0	0.00%
Total		2	0	1	0.18%
Kia	Forte	0	2	0	0.00%
	Optima	0	2	2	0.35%
	Rio	1	0	2	0.35%
	Sedona	1	1	0	0.00%
	Sorento	1	2	4	0.71%
	Soul	2	0	0	0.00%
	Sportage	0	1	1	0.18%
Total		5	8	9	1.59%
Land Rover	Discovery	0	0	1	0.18%
	Discovery Sport	0	1	0	0.00%
	LR4	1	0	0	0.00%
	Range Rover	0	5	7	1.23%
	Range Rover Evoque	0	1	2	0.35%
	Range Rover Sport	5	1	2	0.35%
Total		6	8	12	2.12%
Lexus	ES	1	1	0	0.00%
	GS	1	1	0	0.00%
	GX	0	0	1	0.18%

Chart C1 (Continued)					
Lexus	IS	0	0	2	0.35%
	IS C	0	0	1	0.18%
	NX	1	0	0	0.00%
	RX	1	2	1	0.18%
Total		4	4	5	0.88%
Lincoln	MKC	1	1	1	0.18%
	MKT	0	0	1	0.18%
	MKX	3	3	0	0.00%
	MKZ	1	0	0	0.00%
	Navigator	1	1	0	0.00%
Total		6	5	2	0.35%
Maseratti	Ghibli	0	0	2	0.35%
	Quattro Porte	1	1	1	0.18%
Total		1	1	3	0.53%
Mazda	CX-5	0	0	1	0.18%
	CX-9	1	0	1	0.18%
	Mazda3	1	1	3	0.53%
	Mazda5	0	1	0	0.00%
	Mazda6	1	0	0	0.00%
Total		3	2	5	0.88%
Mercedes-Benz	C-Class	2	2	1	0.18%
	CL-Class	1	0	0	0.00%
	CLA-Class	0	1	0	0.00%
	E-Class	3	0	1	0.18%
	G-Class	1	1	0	0.00%
	GL-Class	1	1	0	0.00%
	GLC	0	0	1	0.18%
	GLE	0	0	2	0.35%
	GLS	0	0	1	0.18%
	M-Class	0	0	1	0.18%
	S-Class	1	0	2	0.35%
	Smart Fortwo	0	0	1	0.18%
	Sprinter	0	0	2	0.35%
Total		9	5	12	2.12%
Mini	Cooper	0	1	3	0.53%
Mitsubishi	Endeavor	1	0	1	0.18%
	Galant	0	0	1	0.18%
	Lancer	0	0	2	0.35%
	Mirage	1	0	0	0.00%
	Montero Sport	0	0	1	0.18%
	Outlander	0	0	3	0.53%
Total		2	0	8	1.41%
Mitsubishi-Fuso	FE160 (MT)	0	1	0	0.00%
Nissan	Altima	2	4	4	0.71%
	Armada	1	0	4	0.71%
	Frontier	1	1	0	0.00%
	Juke	0	0	1	0.18%

Chart C1 (Continued)

Nissan	Maxima	0	0	1	0.18%
	Murano	0	1	2	0.35%
	Pathfinder	1	2	1	0.18%
	Rogue	2	2	4	0.71%
	Sentra	4	1	4	0.71%
	Titan	1	4	6	1.06%
	Versa	0	2	1	0.18%
	Xterra	0	0	1	0.18%
Total		12	17	29	5.11%
Oldsmobile	Aurora	0	0	1	0.18%
Peterbilt	337 (HT)	1	0	0	0.00%
	387 (HT)	0	0	2	0.35%
Total		1	0	2	0.35%
Pontiac	G6	0	0	1	0.18%
	GTP	0	0	1	0.18%
Total		0	0	2	0.35%
Porsche	Cayenne	0	0	1	0.18%
Ram	1500	0	0	12	2.12%
	2500	2	0	4	0.71%
	3500	0	0	3	0.53%
	4500	0	1	1	0.18%
Total		2	1	20	3.53%
Saturn	LS1	0	0	1	0.18%
Schwarze	Gale Force Sweeper (MT)	1	0	0	0.00%
Subaru	Forester	2	3	1	0.18%
	Outback	2	0	0	0.00%
	WRX	0	1	3	0.53%
Total		4	4	4	0.71%
Suzuki	Forenza	0	0	1	0.18%
Tesla	Model S	0	1	0	0.00%
	Model X	0	0	1	0.18%
Total		0	1	1	0.18%
Toyota	4Runner	0	0	1	0.18%
	Avalon	0	2	3	0.53%
	Camry	3	2	3	0.53%
	Corolla	1	3	1	0.18%
	Highlander	2	2	0	0.00%
	Prius	0	1	0	0.00%
	Rav4	2	2	0	0.00%
	Sequoia	0	0	2	0.35%
	Tacoma	3	2	0	0.00%
	Tundra	3	0	5	0.88%
	Yaris iA	0	1	0	0.00%
Total		14	15	15	2.65%

Chart C1 (Continued)					
Volkswagen	Beetle	1	1	0	0.00%
	CC	0	0	2	0.35%
	Golf	1	1	2	0.35%
	GTI	1	0	1	0.18%
	Jetta	2	1	3	0.53%
	Jetta Sportwagen	1	0	0	0.00%
	Passat	7	0	1	0.18%
	Touareg	2	0	0	0.00%
Total		15	3	9	1.59%
Volvo	S40	0	0	1	0.18%
	XC60	0	0	1	0.18%
	XC90	0	2	3	0.53%
Total		0	2	5	0.88%
Miscellaneous Complaints	Unknown	4	2	1	0.18%
Total Complaints Filed		378	407	489	86.24%

Chart C2 shows how many motor home complaints were filed by model (listed alphabetically by make) for FY '16 through FY '18. Of the 567 complaints filed in FY '18, 3.35% of the total complaints filed were for motor homes.

Chart C2 (Motor Homes)					
Complaints by Make and Model					
Make	Model	FY '16	FY '17	FY '18	FY '18 Complaint Share
Coachmen	Concord	0	1	0	0.00%
	Encounter	0	1	0	0.00%
	Freelander	2	0	0	0.00%
	Leprechaun	1	0	0	0.00%
	Mirada	1	0	0	0.00%
	Pursuit	1	0	0	0.00%
	Prism	0	0	1	0.18%
Total		5	2	1	0.18%
Dynamax	Isata 3 Series	0	0	1	0.18%
Fleetwood	Bounder	0	1	0	0.00%
	Jamboree	0	0	1	0.18%
	Revolution	1	0	1	0.18%
	Storm	1	0	0	0.00%
Total		2	1	2	0.35%
Forest River	FR3	1	0	0	0.00%
	Georgetown	0	1	0	0.00%
	Legacy	0	2	0	0.00%
Total		1	3	0	0.00%
Foretravel	IH-45	0	0	1	0.18%
Heartland	Cyclone	0	0	1	0.18%
	Prowler Lynx	0	1	0	0.00%
Total		0	1	1	0.18%
Jayco	Pinnacle	1	0	0	0.00%
	Redhawk	0	0	1	0.18%
Total		1	0	1	0.18%
Keystone	Bullet	0	1	0	0.00%
	Springdale	0	0	1	0.18%
Total		0	1	1	0.18%
Newmar	Canyon Star	0	1	0	0.00%
	Dutch Star	0	1	0	0.00%
Total		0	2	0	0.00%
Thor	ACE	0	0	1	0.18%
	Axis	0	1	0	0.00%
	Chateau	1	0	0	0.00%
	Four Winds	0	2	0	0.00%
	Freedom Elite	0	0	1	0.18%
	Hurricane	1	0	0	0.00%

Chart C2 (Continued)					
Thor	Outlaw	0	0	2	0.35%
	Palazzo	1	0	2	0.35%
	Synergy	0	0	1	0.18%
	Tuscany	0	2	0	0.00%
	Windsport	0	0	1	0.18%
Total		3	5	8	1.41%
Tiffin	Allegro	0	0	1	0.18%
Winnebago	Ellipse	0	1	0	0.00%
	ERA	1	0	0	0.00%
	Forza	1	0	0	0.00%
	Itasca Navion	2	0	0	0.00%
	Journey	1	1	0	0.00%
	Via	0	0	1	0.18%
	Vista	0	0	1	0.18%
Total		5	2	2	0.35%
Total Complaints Filed		17	17	19	3.35%

Chart C3 shows how many towable recreational vehicle complaints were filed by model (listed alphabetically by make) for FY '16 through FY '18. Of the 567 complaints filed in FY '18, 7.58% were for towable recreational vehicles.

Chart C3 (Towable Recreational Vehicles)					
Complaints by Make and Model					
Make	Model	FY '16	FY '17	FY '18	FY '18 Complaint Share
Bison	Premier	1	0	0	0.00%
	Trail Express	1	0	0	0.00%
Total		2	0	0	0.00%
Bullet	Premier Ultra Lite	1	1	0	0.00%
Coachmen	Brookstone	0	1	0	0.00%
	Catalina	0	0	1	0.18%
	Chaparral	0	1	0	0.00%
	Concord	0	0	1	0.18%
	Freedom Express	0	0	2	0.35%
Total		0	2	4	0.71%
CrossRoads	Cameo	0	0	1	0.18%
	Cruiser	0	0	1	0.18%
	Hill Country	1	0	0	0.00%
	Redwood	0	1	0	0.00%
	Z1	0	1	0	0.00%
Total		1	2	2	0.35%
Cruiser	MPG	0	1	0	0.00%
DRV	Memphis	1	0	0	0.00%
	Mobile Suite	0	1	1	0.18%
	Tradition	1	0	0	0.00%
Total		2	1	1	0.18%
Dutchmen	Denali	1	1	0	0.00%
	Kodiak	0	0	1	0.18%
	Voltage	2	1	0	0.00%
Total		3	2	1	0.18%
Evergreen	I-GO Lite	0	1	0	0.00%
Forest River	Cardinal	0	2	0	0.00%
	Cedar Creek	0	1	0	0.00%
	Cherokee Wolf Pup	1	0	0	0.00%
	Dynamax Trilogy	1	0	0	0.00%
	Hyperlite	0	1	0	0.00%
	r-pod	1	0	0	0.00%
	Salem	0	0	2	0.35%
	Salem Hemisphere	0	1	0	0.00%
	Sandpiper	0	3	1	0.18%
	Sanibel	1	0	0	0.00%
	Sierra	0	0	1	0.18%
	Solaire	1	0	0	0.00%
	Stealth	0	1	0	0.00%
	Surveyor	0	0	1	0.18%
	Vengeance	1	1	0	0.00%

Chart C3 (Continued)					
Forest River	Vibe	0	0	1	0.18%
	Wildcat	0	0	1	0.18%
	Wildwood X-Lite	0	1	1	0.18%
	Work and Play	1	0	0	0.00%
	XLR Thunderbolt	0	0	1	0.18%
Total		7	11	9	1.59%
Grand Design	Imagine	0	1	0	0.00%
	Momentum	0	1	0	0.00%
	Reflection	0	1	2	0.35%
Total		0	3	2	0.35%
Gulf Stream	Kingsport	1	0	0	0.00%
Heartland	Big Country	0	0	1	0.18%
	Bighorn	1	0	0	0.00%
	Cyclone	0	1	0	0.00%
	North Trail	1	0	0	0.00%
	Oakmont	0	1	0	0.00%
	Road Warrior	0	0	1	0.18%
	Sundance	1	1	1	0.18%
	Trail Runner	0	1	0	0.00%
	Xtreme Light Elkridge	0	1	0	0.00%
Total		3	5	3	0.53%
Highland Ridge	Light	1	0	0	0.00%
	Mesa Ridge	0	0	1	0.18%
	Open Range 3X	1	2	1	0.18%
Total		2	2	2	0.35%
Jayco	Eagle	0	0	1	0.18%
	Melbourne	0	1	0	0.00%
	Seismic	0	0	1	0.18%
	White Hawk	1	0	0	0.00%
Total		1	1	2	0.35%
Keystone	Alpine	0	1	0	0.00%
	Big Sky Montana	1	0	0	0.00%
	Carbon	1	0	0	0.00%
	Coleman Light	0	0	1	0.18%
	Fuzion	0	0	1	0.18%
	Montana	2	0	4	0.71%
	Montana High Country	1	0	0	0.00%
	Passport	0	2	0	0.00%
	Raptor	1	0	1	0.18%
	Rubicon	1	0	0	0.00%
	Springdale	0	1	0	0.00%
	Sprinter	1	0	0	0.00%
	Summerland	0	1	0	0.00%
Total		8	5	7	1.23%
K-Z	Classic	1	0	0	0.00%
	Sportsmen	0	1	1	0.18%
Total		1	1	1	0.18%

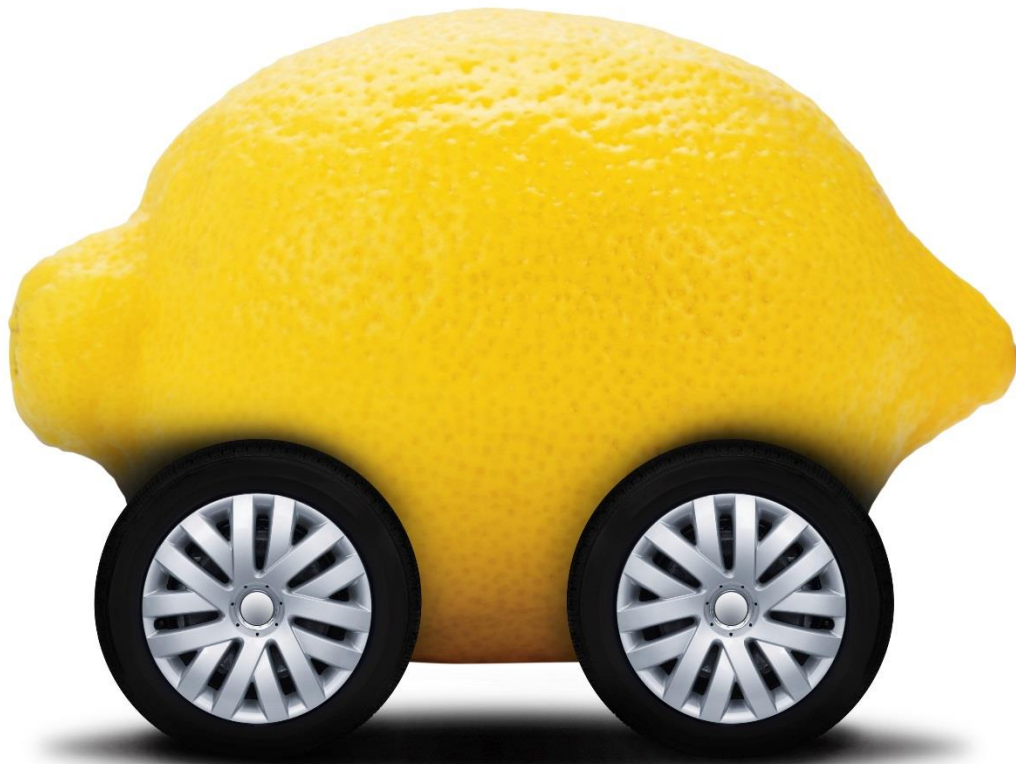
Chart C3 (Continued)					
Palomino	Columbus	0	0	2	0.35%
	Puma	0	0	1	0.18%
Total		0	0	3	0.53%
Prime Time	Crusader	1	1	1	0.18%
	Fury	0	0	1	0.18%
Total		1	1	2	0.35%
Rockwood	Roo	1	0	0	0.00%
	Signature	0	1	0	0.00%
	Ultra Lite	1	0	0	0.00%
	Windjammer	1	0	0	0.00%
Total		3	1	0	0.00%
Shasta	Oasis	0	0	1	0.18%
	Phoenix	0	0	1	0.18%
	Revere	0	0	1	0.18%
Total		0	0	3	0.53%
Starcraft	Autumn Ridge	0	1	0	0.00%
	GPS	0	0	1	0.18%
Total		0	1	1	0.18%
Total Complaints Filed		36	41	43	7.58%

Chart C4 shows how many all-terrain vehicle and motorcycle complaints were filed by model (listed alphabetically by make) for FY '16 through FY '18. Of the 567 complaints filed in FY '18, 3.00 % 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 '16	FY '17	FY '18	FY '18 Complaint Share
Arctic Cat	Alterra (ATV)	0	1	0	0.00%
BMW	G650GS (MC)	1	0	0	0.00%
	K 1600 GTL (MC)	2	0	0	0.00%
	R1200GSADV (MC)	1	0	1	0.18%
Total		4	0	1	0.18%
Can-Am	Defender HD5 (UTV)	0	0	1	0.18%
	Maverick X3 (UTV)	0	0	1	0.18%
	Spyder RS (MC)	0	0	1	0.18%
	Spyder RTS (MC)	0	1	0	0.00%
Total		0	1	3	0.53%
Cazador	UTV	1	0	0	0.00%
Ducati	Multistrada (MC)	1	0	0	0.00%
Harley-Davidson	CVO Pro Street Breakout (MC)	0	0	1	0.18%
	Fatboy FLSTF (MC)	0	1	0	0.00%
	FLHTK Ultra Limited (MC)	0	0	1	0.18%
	FLHX (MC)	0	0	1	0.18%
	FLSTC103 (MC)	0	1	0	0.00%
	Sand Camo Denim (MC)	1	0	0	0.00%
Total		1	2	3	0.53%
Honda	CBR30R (MC)	1	0	0	0.00%
	Gold Wing (MC)	0	0	1	0.18%
Total		1	0	1	0.18%
Hyosung	GTR250 (MC)	1	0	0	0.00%
Kawasaki	Supersport Ninja (MC)	0	0	1	0.18%
	VN900DGF (MC)	0	1	0	0.00%
Total		0	1	1	0.18%
Indian Motorcycles	Springfield (MC)	0	0	1	0.18%
Mahindra	XTV750C	0	1	0	0.00%
Massimo	Alligator (UTV)	1	0	0	0.00%
	Gunner 250 (UTV)	1	0	0	0.00%
	LSV (UTV)	1	0	0	0.00%
	MSU-700 (UTV)	0	1	0	0.00%
Total		3	1	0	0.00%
Maxtrade	Black Spider Quad (ATV)	1	0	0	0.00%
	Coolster Speedmax (MC)	1	0	0	0.00%
Total		2	0	0	0.00%

Chart C4 (Continued)					
MV Agusta	Stradale (MC)	0	0	1	0.18%
Polaris	Outlaw (ATV)	1	0	0	0.00%
	Ranger (UTV)	1	0	0	0.00%
	Ranger RZR (UTV)	1	0	0	0.00%
	RZR 170 (UTV)	1	0	0	0.00%
	Slingshot (MC)	0	0	1	0.18%
Total		4	0	1	0.18%
Star	AP-Series (UTV)	0	0	1	0.18%
	Diablo (UTV)	0	1	0	0.00%
	Classic (UTV)	0	0	1	0.18%
	Roadster (UTV)	0	0	1	0.18%
Total		0	1	3	0.53%
TAOTAO	ATA110 (ATV)	1	0	0	0.00%
Triumph	Explorer (MC)	1	0	0	0.00%
	Tiger Explorer (MC)	0	1	0	0.00%
Total		1	1	0	0.00%
Vanderhall	Venice (MC)	0	0	1	0.18%
Yamaha	R1M (MC)	1	0	0	0.00%
Miscellaneous Complaints	Unknown	0	0	1	0.18%
Total Complaints Filed		21	9	17	3.00%

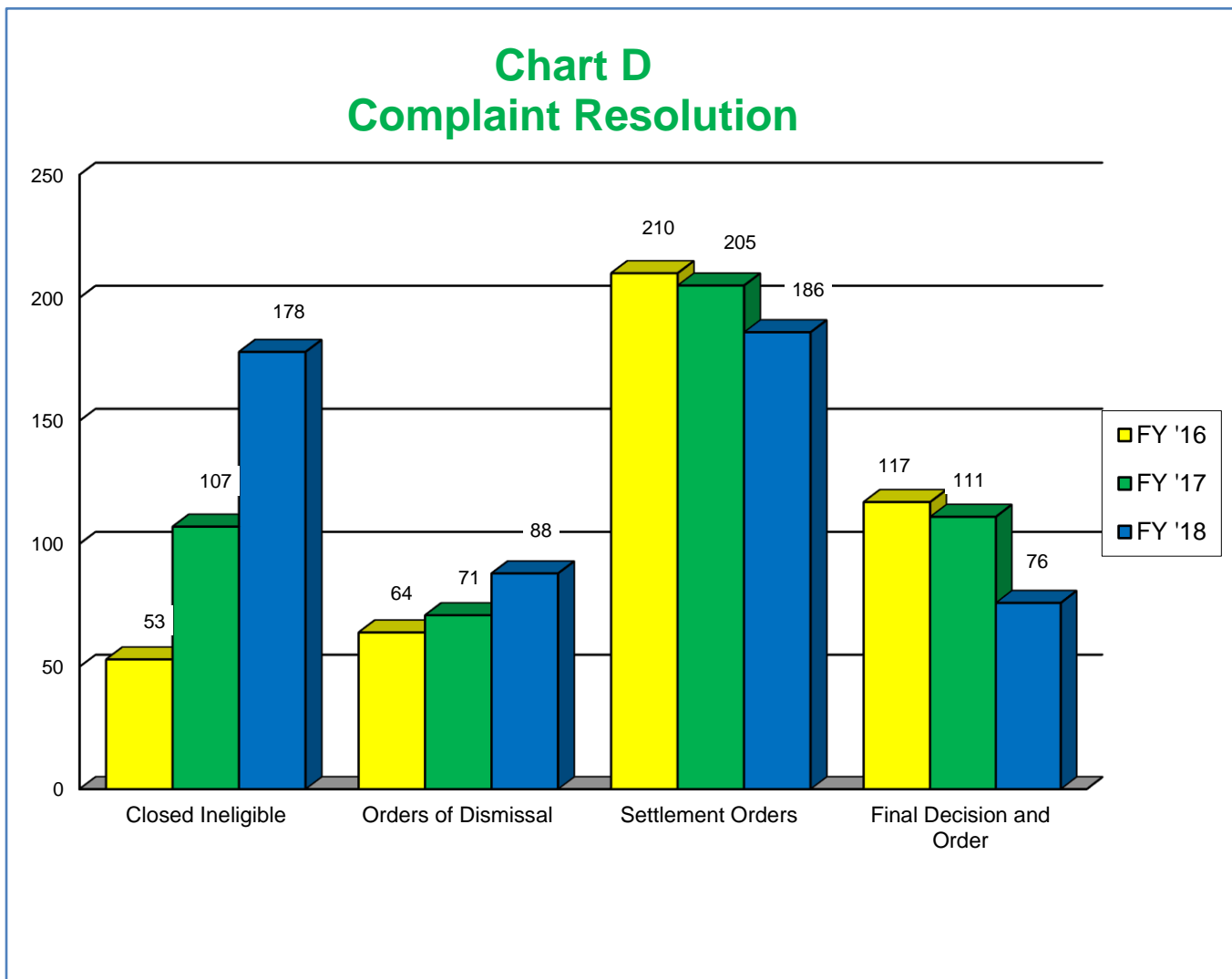
COMPLAINTS CLOSED



COMPLAINTS CLOSED

Chart D is a comparison of complaint resolution parameters for FY '16 through FY '18. 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	Trade Assist	Repair	Extended Service Contract	Cash Settlement	Other	Total Settlements
Acura	0	0	0	0	0	0	1	1
Audi	2	1	0	0	0	0	0	3
BMW	0	1	0	0	0	0	1	2
Buick	0	0	0	0	1	0	0	1
Cadillac	0	1	1	1	2	0	2	7
CAN-AM	0	0	0	0	0	0	1	1
Chevrolet	3	1	0	4	4	1	4	17
Chrysler	0	1	0	3	1	0	5	10
Coachmen	0	0	0	1	0	0	0	1
CrossRoads	0	0	0	0	0	1	0	1
Dodge	1	0	0	1	0	0	1	3
DRV	0	0	0	0	0	0	1	1
Dutchmen	0	0	0	0	0	0	1	1
Fiat	0	0	0	0	0	0	0	0
Fleetwood	0	0	0	0	0	0	0	0
Ford	18	4	0	5	0	3	2	32
Forest River	0	1	0	4	0	0	3	8
GMC	0	0	0	3	2	2	0	7
Grand Design	0	0	0	4	0	0	0	4
Harley-Davidson	0	0	0	1	0	0	0	1
Heartland	0	0	0	3	0	0	2	5
Highland Ridge	0	0	0	0	0	0	1	1
Honda	0	0	0	0	0	2	2	4
Hyundai	2	0	0	0	0	0	1	3
Infiniti	0	0	0	0	1	0	0	1
Jaguar	0	0	0	1	0	0	1	2
Jayco	0	0	0	0	0	1	0	1
Jeep	1	0	0	1	0	8	5	15
Kawasaki	1	0	0	0	0	0	0	1
Keystone	0	0	0	0	0	0	2	2
Kia	0	0	0	0	0	1	0	1
Land Rover	3	0	0	1	0	0	2	6
Lexus	1	0	0	0	0	0	1	2
Lincoln	1	0	0	1	0	0	0	2
Mahindra	1	0	0	0	0	0	0	1
Maserati	0	0	0	1	0	0	0	1
Mazda	0	0	0	1	0	0	0	1
Mercedes-Benz	0	0	1	1	0	0	1	3
Mini	0	0	0	0	1	0	0	1
MV Agusta	0	0	0	0	0	0	1	1
Newmar	0	0	0	0	0	0	0	0
Nissan	0	0	0	0	0	2	1	3
Porsche	0	0	0	0	0	0	1	1
Ram	1	2	0	0	1	4	4	12
Starcraft	1	0	0	0	0	0	0	1
Subaru	1	0	0	0	0	1	0	2
Tesla	1	0	0	0	0	0	0	1
Thor	0	0	0	0	0	0	1	1
Toyota	0	0	0	3	1	0	1	5
Volkswagen	1	0	0	0	0	0	0	1
Volvo	1	0	0	0	0	0	1	2
Winnebago	0	0	0	1	0	1	0	2
Total	40	12	2	41	14	27	50	186

Chart F shows a comparison of the 76 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
Acura	1	0	0	0	1
BMW	0	0	2	1	3
Cadillac	1	0	1	1	3
Chevrolet	1	0	2	6	9
Chrysler	0	0	0	1	1
Crossroads	2	0	0	1	3
Cruiser	0	0	0	1	1
Dutchmen	1	0	0	1	2
Fiat	0	0	1	0	1
Fleetwood	0	0	1	0	1
Ford	1	0	3	6	10
Forest River	1	0	1	3	5
GMC	0	0	3	1	4
Hyundai	1	0	1	1	3
Jayco	0	0	0	1	1
Jeep	1	0	1	2	4
Keystone	0	0	0	1	1
Land Rover	0	0	0	3	3
Lexus	0	0	0	1	1
Lincoln	0	0	1	0	1
Maserati	1	0	0	0	1
Mercedes-Benz	0	0	1	0	1
Newmar	0	0	1	0	1
Nissan	0	2	0	3	5
Ram	1	0	0	2	3
Starcraft	0	0	0	1	1
Thor	0	0	0	1	1
Toyota	1	0	1	1	3
Volkswagen	0	0	0	1	1
Winnebago	0	0	1	0	1
Total	13	2	21	40	76

Chart G expands on the 15 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	Acura	MDX	Light Truck	Engine Performance/Emissions	\$44,436.98
2	2016	Cadillac	Escalade	Light Truck	Automatic Transmission	\$74,030.87
3	2015	Chevrolet	Suburban	Light Truck	Automatic Transmission	\$49,826.43
4	2016	CrossRoads	Redwood	Towable Recreational Vehicle	Water Leaks	\$96,492.63
5	2017	CrossRoads	Z1	Towable Recreational Vehicle	Body and Trim	\$24,789.68
6	2016	Dutchmen	Denali	Towable Recreational Vehicle	Water Leaks	\$38,358.09
7	2016	Ford	Focus	Passenger Car	Engine Performance/Emissions	\$26,798.34
8	2016	Forest River	Sandpiper	Towable Recreational Vehicle	Other	\$44,364.50
9	2015	Hyundai	Genesis	Passenger Car	Air Conditioning & Heating	\$30,121.66
10	2016	Jeep	Wrangler	Light Truck	Water Leaks	\$41,015.01
11	2016	Maserati	Ghibli	Passenger Car	Engine Performance/Emissions	\$87,065.36
12	2016	Nissan	Titan	Light Truck	Suspension & Steering	\$56,288.73
13	2016	Nissan	Titan	Light Truck	Suspension & Steering	\$35,390.25
14	2016	Ram	2500	Light Truck	Other	\$55,416.27
15	2016	Toyota	Scion iA	Passenger Car	Automatic Transmission	\$16,624.39
Total						\$721,019.19

Chart H shows the number of vehicles reacquired by manufacturers in FY '16, FY '17, and FY '18.

Chart H			
Manufacturer Reacquired Vehicles			
	FY '16	FY '17	FY '18
Reacquired Vehicles Ordered Pursuant to a Hearing	25	23	15
Reacquired Vehicle Settlements	66	59	52
Reacquired Vehicles Transferred to Texas	521	411	359
Total	612	493	426

**Texas Department of Motor Vehicles
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Produced by The Office of Administrative Hearings
Texas Department of Motor Vehicles

December 2018