

Demand for Arbitration Activity for
Cases Dated by Consumer within Fiscal Year 2011 plus
Cases Initiated within Fiscal Year 2010 Reaching Disposition in FY '11

Decisions for Consumer	14
Decisions for Manufacturer	11
Hearing Dismissals	1
Settlements	14
Withdrawals (due to accepting the manufacturer's final repair or other reason as traded in vehicle)	5
Administrative Dismissals (usually due to not meeting a jurisdictional requirement)	27
Demands filed in Fiscal Year 2010 reaching disposition in FY '11	10
Total Number of Case Activity*	82

* There were also:

- Several motions for reconsideration, from consumers, which were administratively dismissed due to absence of new evidence; and
- One consumer appeal to a superior court which was dismissed.