



**State of Vermont**

**NEW MOTOR VEHICLE ARBITRATION BOARD**

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**Consumer-reported Defects for Fiscal Years (FY) '11, '12 and '13**

The top three consumer-reported defects/conditions for FY '13 were related to: 1) transmission; 2) Sync system and 3) driveability. Case dispositions for the claimed defects filed within FY '13 are within the manufacturer's detailed summary report.

<b>Consumer-reported defects</b>	<b>FY '11</b>	<b>FY '12</b>	<b>FY '13</b>
<b>Vehicle body + water leaks (trunk, door locks, wind noise, roof, sunroof, headliner, passenger seat, windows)</b>	<b>16</b>	<b>5</b>	<b>5</b>
<b>Engine operation; check-engine light</b>	<b>15</b>	<b>15</b>	<b>5</b>
<b>Suspension - steering – vibrations</b>	<b>9</b>	<b>7</b>	<b>0</b>
<b>Transmission – shifting – 4-wheel drive</b>	<b>9</b>	<b>11</b>	<b>10</b>
<b>Electrical – battery – dashlights – loss of power</b>	<b>7</b>	<b>1</b>	<b>3</b>
<b>Brakes</b>	<b>6</b>	<b>5</b>	<b>1</b>
<b>Starting</b>	<b>6</b>	<b>2</b>	<b>3</b>
<b>Unidentified</b>	<b>6</b>	<b>1</b>	<b>3</b>
<b>Computer System</b>	<b>4</b>	<b>2</b>	<b>0</b>
<b>Airbag</b>	<b>3</b>	<b>1</b>	<b>0</b>
<b>Heater or air-conditioning system</b>	<b>3</b>	<b>3</b>	<b>1</b>
<b>Driveability (poor handling; inconsistent acceleration; hesitation; stalling; rough idle)</b>	<b>2</b>	<b>4</b>	<b>6</b>
<b>Exhaust + Emissions– (noise + RV exhaust pipe cracks annually)</b>	<b>2</b>	<b>1</b>	<b>1</b>
<b>Non-defects (request for reimbursement; motorcycle defect not applicable; design)</b>	<b>2</b>	<b>1</b>	<b>0</b>
<b>Excessive oil consumption; oil leak; oil pressure</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Anti-freeze leak; excessive consumption</b>	<b>1</b>	<b>1</b>	<b>1</b>
<b>Cruise Control light</b>	<b>1</b>	<b>1</b>	<b>0</b>
<b>Directional signals</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>Front- and rear-end noises</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Fuel mileage</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>Radio/Phone Sync/Media System/MyTouch</b>	<b>0</b>	<b>4</b>	<b>9</b>
<b>GPS (Global Positioning System)/Navigation System</b>	<b>1</b>	<b>2</b>	<b>4</b>
<b>Horn</b>	<b>0</b>	<b>1</b>	<b>0</b>
<b>Interior electric magnetic field level</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>Turbocharger</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Key fob</b>	<b>0</b>	<b>1</b>	<b>1</b>
<b>Left blind spot indicator</b>	<b>0</b>	<b>1</b>	<b>1</b>
<b>Traction light</b>	<b>0</b>	<b>1</b>	<b>0</b>
<b>Seatbelt</b>	<b>0</b>	<b>1</b>	<b>0</b>
<b>Windshield wiper; noise; fogging</b>	<b>0</b>	<b>1</b>	<b>3</b>
<b>Power steering</b>	<b>0</b>	<b>1</b>	<b>0</b>
<b>Passenger visor</b>	<b>0</b>	<b>1</b>	<b>0</b>
<b>Total Defects Reported</b>	<b>100</b>	<b>77</b>	<b>62</b>