



**State of Vermont  
NEW MOTOR VEHICLE ARBITRATION BOARD**

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**Consumer-reported Defects for Fiscal Years (FY) '13, '14 and '15**

The top three consumer-reported defects/conditions for cases receiving a FY '15 resolution were related to the: 1) transmission; 2) vehicle body with or without water leaks and 3) heater or air-conditioning. Case resolutions for the claimed defects filed in FY '15 are within the manufacturer's detailed summary report.

<b>Consumer-reported defects</b>	<b>FY '13</b>	<b>FY '14</b>	<b>FY '15</b>
<b>Vehicle body + water leaks (trunk, door locks, wind noise, roof, sunroof, headliner, passenger seat, windows)</b>	<b>5</b>	<b>2</b>	<b>7</b>
<b>Engine operation; check-engine light</b>	<b>5</b>	<b>7</b>	<b>5</b>
<b>Suspension - steering – vibrations</b>	<b>0</b>	<b>3</b>	<b>1</b>
<b>Transmission – shifting – 4-wheel drive – AWD – clutch</b>	<b>10</b>	<b>12</b>	<b>16</b>
<b>Electrical – battery – dashlights – loss of power – lights – instrument cluster – electrical equipment</b>	<b>3</b>	<b>10</b>	<b>3</b>
<b>Brakes including ABS system and parking brake; CV joints</b>	<b>1</b>	<b>8</b>	<b>3</b>
<b>Starting problem</b>	<b>3</b>	<b>5</b>	<b>3</b>
<b>Unidentified</b>	<b>3</b>	<b>3</b>	<b>1</b>
<b>Computer System</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Airbag</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Heater or air-conditioning system – seat heater</b>	<b>1</b>	<b>6</b>	<b>6</b>
<b>Driveability (poor handling; inconsistent acceleration; hesitation; stalling; rough idle; pulls left or right; lack of power)</b>	<b>6</b>	<b>4</b>	<b>1</b>
<b>Exhaust + Emissions– (noise + RV exhaust pipe cracks annually)</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>Non-defects (request for reimbursement; motorcycle defect not applicable; design)</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Excessive oil consumption; oil leak; oil pressure</b>	<b>3</b>	<b>3</b>	<b>2</b>
<b>Anti-freeze leak; excessive consumption</b>	<b>1</b>	<b>1</b>	<b>2</b>
<b>Cruise Control light</b>	<b>0</b>	<b>1</b>	<b>0</b>
<b>Front- and rear-end noises</b>	<b>1</b>	<b>4</b>	<b>1</b>
<b>Fuel mileage; fuel system or gas gauge</b>	<b>0</b>	<b>1</b>	<b>3</b>
<b>Radio/Phone Sync/Media System</b>	<b>9</b>	<b>1</b>	<b>1</b>
<b>GPS (Global Positioning System)/Navigation System</b>	<b>4</b>	<b>0</b>	<b>0</b>
<b>Horn or clock</b>	<b>0</b>	<b>3</b>	<b>0</b>
<b>Turbocharger</b>	<b>1</b>	<b>2</b>	<b>1</b>
<b>Key fob</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>Left blind spot indicator</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>Traction light</b>	<b>0</b>	<b>3</b>	<b>1</b>
<b>Seatbelt</b>	<b>0</b>	<b>1</b>	<b>0</b>
<b>Windshield wiper; noise; fogging</b>	<b>3</b>	<b>1</b>	<b>0</b>
<b>Power steering</b>	<b>0</b>	<b>1</b>	<b>2</b>
<b>Passenger visor</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Rust spots</b>	<b>0</b>	<b>1</b>	<b>0</b>
<b>Total Defects Reported</b>	<b>62</b>	<b>83</b>	<b>62</b>