



State of Vermont

NEW MOTOR VEHICLE ARBITRATION BOARD

14 Baldwin Street
 Montpelier, Vermont 05602
 LemonLaw.vermont.gov
 LemonLaw@state.vt.us

[phone] 802-828-2943
 [fax] 802-828-5809
 [ttd] 711

Consumer-reported Defects for Fiscal Years (FY) '12, '13 and '14

The top three consumer-reported defects/conditions for cases receiving a FY '14 resolution were related to the: 1) transmission; 2) electrical system and 3) brakes. Case resolutions for the claimed defects filed within FY '14 are within the manufacturer's detailed summary report.

Consumer-reported defects	FY '12	FY '13	FY '14
Vehicle body + water leaks (trunk, door locks, wind noise, roof, sunroof, headliner, passenger seat, windows)	5	5	2
Engine operation; check-engine light	15	5	7
Suspension - steering – vibrations	7	0	3
Transmission – shifting – 4-wheel drive – AWD	11	10	12
Electrical – battery – dashlights – loss of power – lights – instrument cluster – electrical equipment	1	3	10
Brakes including ABS system and parking brake; CV joints	5	1	8
Starting	2	3	5
Unidentified	1	3	3
Computer System	2	0	0
Airbag	1	0	0
Heater or air-conditioning system – seat heater	3	1	6
Driveability (poor handling; inconsistent acceleration; hesitation; stalling; rough idle; pulls left or right)	4	6	4
Exhaust + Emissions– (noise + RV exhaust pipe cracks annually)	1	1	0
Non-defects (request for reimbursement; motorcycle defect not applicable; design)	1	0	0
Excessive oil consumption; oil leak; oil pressure	2	3	3
Anti-freeze leak; excessive consumption	1	1	1
Cruise Control light	1	0	1
Front- and rear-end noises	0	1	4
Fuel mileage or fuel system	0	0	1
Radio/Phone Sync/Media System/MyTouch	4	9	1
GPS (Global Positioning System)/Navigation System	2	4	0
Horn or clock	1	0	3
Turbocharger	0	1	2
Key fob	1	1	0
Left blind spot indicator	1	1	0
Traction light	1	0	3
Seatbelt	1	0	1
Windshield wiper; noise; fogging	1	3	1
Power steering	1	0	1
Passenger visor	1	0	0
Rust spots	0	0	1
Total Defects Reported	77	62	83