



STATE OF VERMONT
Agency of Transportation
Department of Motor Vehicles
Motor Vehicle Arbitration Board
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Demand for Arbitration - Case Activity within Fiscal Year '04
(July 1, 2003 – June 30, 2004)

CONSUMER AWARDS INCLUDE ...	
• 3 filed FY '03/hearings FY '04	59
• 3 filed FY '04/hearings FY '05	
• 3 hearings FY '04/decisions issued FY '05	
DECISIONS FOR MANUFACTURER INCLUDE ...	
• 4 filed FY '03/hearings FY '04	37
• 1 filed FY '04/hearing FY '05	
• 1 hearing FY '04/decision issued FY '05	
HEARING DISMISSALS*	3
SETTLEMENTS**	25
WITHDRAWALS***	36
ADMINISTRATIVE DISMISSALS****	12
Demands filed FY '04; hearings FY '05	10
TOTAL	182

* Hearing dismissals resulted from information obtained at hearing as no appearance and payments not current.

** Settlements included buybacks, replacement vehicles and other items as extended contracts and payment reimbursements.

*** Case withdrawals were from the consumer's acceptance of the manufacturer's final repair or miscellaneous reasons.

**** Administrative dismissals were effected for: 1. The Demand was filed beyond the statute of limitations; 2. The condition was not present as of the date of filing; 3. The first repair occurred outside of the warranty; and 4. The consumer elected to also file with the manufacturer's dispute settlement mechanism.