



**STATE OF VERMONT**  
**Agency of Transportation**  
**Department of Motor Vehicles**  
**Motor Vehicle Arbitration Board**  
**120 State Street, Montpelier, Vermont 05603-0001**

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Phone: 802-828-2943 ♦ Fax: 802-828-2092 ♦ TTY/TDD: 1-800-253-0191 ♦ [www.dmv.state.vt.us](http://www.dmv.state.vt.us)

**Manufacturer Summary**  
**Fiscal Year 2004**

**Summary**

American Honda - 4  
American Isuzu Motors, Inc. - 2  
Audi of America, Inc. - 1  
DaimlerChrysler - 29  
Ford - 22  
General Motors Corporation - 40  
Hyundai - 5  
Kia - 6  
Land Rover North America - 1  
Nissan - 2  
Saab - 2  
Subaru of New England - 7  
Toyota - 3  
Volkswagen - 7  
Volvo - 1

**TOTAL: 132**

MANUFACTURER	YEAR/MAKE/MODEL	COMPLAINT(S)	DISPOSITION
<b><u>AMERICAN HONDA</u></b>			
4 complaints	2001 Acura MDX	"transmission."	Admin Dismissal
	2003 Honda Accord	"Car leaks oil from oil pan, oil pan gasket leaking."	Settlement
	2003 Honda Pilot	"clunk in front, steering tightness and noise continually since first repair visit on 8/27/03"	Consumer
	2004 Honda CRV	shake/vibration	Manufacturer
<b><u>AMERICAN ISUZU MOTORS, INC.</u></b>			
2 complaints	1999 Isuzu Rodeo	cruise - EGR valve - PCV system - surging – engine stalls - excessive oil consumption - ABS system	Consumer
	2001 Isuzu Rodeo	"fuel tank pressure sensor, wiring repair on rear harness, seat belt, winter mode switch, rotors (twice), faulty programming, evap. leak, fuel level sender, EGR valve. etc."	Consumer
<b><u>AUDI OF AMERICA, INC.</u></b>			
1 complaint	2001 Audi Coupe TT	"Car has repeated electrical failures, windows open on their own. Tach/speed. have been replaced twice; fuel gauge replaced twice; fuel pump, air bag converter, SAR light, clock; computer gauge have been replaced; battery has died ..."	Consumer
<b><u>DAIMLERCHRYSLER</u></b>			
29 complaints	2000 Dodge 3500	New transmission still doesn't work. Engine is ready to go again.	Consumer
	2001 Dodge 1500 Quad Cab	"excessive smoke from exhaust."	Manufacturer
	2001 Dodge Caravan	"noise in front end"	Consumer
	2001 Dodge Neon	Persistent water leaks on floors and trunk of car. Took in for fourth time recently and problem is not resolved. Warranty is currently still open on this.	Settlement
	2001 Jeep Wrangler	noise when clutch is released	Manufacturer
	2002 Chrysler Town & Country	"ABS brakes keep failing - transmission does not shift out of second"	Consumer
	2002 Dodge Caravan	rotors/brakes	Manufacturer
	2002 Dodge Dakota	P0152 upstream oxygen sensor	Consumer

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	2002 Dodge Grand Caravan	no-start - stall	Manufacturer
	2002 Dodge Ram 1500	electrical, engine, transmission/transfer case, power steering, steering problems + poor gas mileage	Consumer
	2002 Dodge Stratus	noise in front-end of vehicle	Manufacturer
	2002 Jeep Liberty	relay switches & o2 sensors burn out	Settlement
	2002 Jeep Liberty	continually runs rough - skips & bucks as well as a plethora of other things	Dismissed
	2003 Dakota Quad Cab	"This vehicle does not shift properly - cruise does not work. OD/Off does not work and shifts erratically."	Settlement
	2003 Dodge Dakota	shift problem + cruise control issue	Consumer
	2003 Dodge Dakota	fuel system faults, front end problems, computer problems, more than 3X repairs on suspension, fuel system	Manufacturer
	2003 Dodge Dakota	engine trouble overheating - steering binds	Consumer
	2003 Dodge Ram 1500 Quad Cab	Due to brake issues the truck has been out of service for approximately 53 days.	Settlement
	2003 Dodge Ram 2500	engine light activates - torque converter replacements	Consumer
	2003 Jeep Grand Cherokee	"out of service over 30 days for transmission problems"	Consumer
	2003 Jeep Grand Cherokee	electrical fire above gas tank	Manufacturer
	2003 Jeep Liberty	manifold, wiring harness, interior lights, check-engine light, no power and an engine problem	Consumer
	2004 Chrysler Pacifica	"The vehicle continues to produce front end banging when operated over the road."	Consumer
	2004 Chrysler Pacifica	"Right front suspension has a rattle that cannot be repaired, defective suspension, serious safety issue."	Consumer
	2004 Chrysler Sebring LXI	check-engine light activates Code PO456	Settlement
	2004 Chrysler Town & Country	"Check engine light keeps activating."	Consumer
	2004 Dodge 1500 Pickup	vibration at 50-55 mph	Consumer
	2004 Jeep Grand Cherokee	leaks	Settlement
	2004 Jeep Grand Cherokee Laredo	brake pulsation/vibration. Rotors replaced 3 times. Door seals/repared - replaced at least 12 times.	Settlement

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<b>FORD</b>			
22 complaints	1997 Ford F-250 Pickup	transmission	Admin Dismissal
	2000 Ford Focus	rear passenger seat belt locks & retracts on own	Consumer
	2000 Ford Focus Wagon	out of service 30 days	Admin Dismissal
	2001 Ford F-150 XL Pickup	Continued transmission problems with difficulty shifting into gears along with a noisy clutch pedal	Accepted Final Repair
	2001 Ford Focus	"Chronic water leaks into passenger compartment causing damp carpet and standing water; mildew; peeling carpet and electrical problems in dashboard."	Consumer
	2001 Ford Ranger	water leak in cab	Consumer
	2001 Ford Taurus	driver's window does not function properly	Accepted Final Repair
	2002 Ford F-150 Pickup	"transmission defect and faulty CD player."	Consumer
	2002 Ford F-250 Pickup	brakes & hubs	Manufacturer
	2002 Ford Focus	peeling paint	Consumer
	2002 Ford Ranger	"clutch is slipping, not engaging correctly. Pedal too high. Sometimes hard to get into gears."	Consumer
	2002 Mercury Sable	transmission problems	Manufacturer
	2002 Mercury Villager	"paint & sheet metal damage. Rust spots showing on several areas of the car."	Accepted Final Repair
	2003 Ford Explorer	"Constant whining noise coming from the rear end."	Settlement
	2003 Ford Explorer	"The fuel pump seems to have an electrical problem. Dealer checked and repaired twice. The third time dealer changed fuel pump. The fourth (sic) time dealer couldn't find problem. (Car had stalled driving down road & refused to start.)"	Consumer
	2003 Ford F-250	"(Motor doesn't run right.) - no fix date in future."	Consumer
	2003 Ford F-250	4X4 malfunction/not working - 4X4 will not engage	Settlement
	2003 Ford F-350	motor hesitates when shifting from one direction to another	Consumer
	2003 Ford F-350 Pickup	"Ford changed diesel engines and our truck has been out 5 times for more than 60 days."	Consumer
	2003 Ford Ranger	A squeal that has an undetermined origin. 5 attempts have been made to repair.	Manufacturer
	2003 Ford Windstar	A musty odor is emanating from the passenger compartment. Several leaks were detected and repaired by the dealership.	Consumer

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		Carpet was replaced - musty odor still emanating in passenger compartment	
	2004 Ford F-150 Pickup	"Vehicle has gone into fail safe mode (alternates 4 cyls. at a time) for no apparent reason, no power, several times, and Ford has told dealer fix may be months away."	Consumer
<b><u>GENERAL MOTORS CORPORATION</u></b>			
40 complaints	1997 Saturn SL2	check-engine light - won't pass inspection	Admin Dismissal
	2000 Chevrolet Camero	out of service 30 days - transmission problems - catalytic converter - turn signals	Consumer
	2000 Chevrolet S-10 Pickup	"bad oil leak"	Consumer
	2000 Chevrolet Venture	rear brakes	Manufacturer
	2001 Chevrolet Camero	no-start	Settlement
	2001 Chevrolet Malibu	Front brake assembly issues.	Manufacturer
	2001 Chevrolet S-10 Pickup	clunking noise when turning SW	Manufacturer
	2001 Oldsmobile Alero	"Does not shift correctly and cruise control does not hold. Every time it was in the shop and "fixed" it NEVER got fixed!"	Consumer
	2001 Oldsmobile Aurora	Driver information center is inoperative when headlights are in the off position.	Accepted Final Repair
	2001 Pontiac Aztek	"faulty wheel bearings and out of service for more than 30 days."	Manufacturer
	2001 Pontiac Grand Am	irregular starting pattern	Settlement
	2001 Pontiac Grand Am	Brake system not functioning properly.	Consumer
	2001 Pontiac Montana	electrical problems - dash lights/headlights flicker on and off while night driving (sometimes)	Manufacturer
	2002 Buick Rendezvous	transmission gear shifting problem	Settlement
	2002 Chevrolet Blazer	"4WD light comes on and makes the 4WD inoperable."	Consumer
	2002 Chevrolet Malibu	brakes	Manufacturer
	2002 Chevrolet Silverado	"This vehicle has a clunking noise when starting, stopping, going around corners, this happens at different times."	Manufacturer
	2002 Chevrolet Silverado	4WD - transmission	Manufacturer
	2002 Chevrolet Tahoe	"Consistent pull to right and unable to track in straight direction	Accepted Final Repair

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	Z71	(wanders); unable to align steering to correct problem. This becomes a safety issue especially on snow/ice packed roads."	
	2002 Chevrolet Trailblazer	"failure of air conditioning - rear gate window pops open "	Consumer
	2002 Chevrolet Venture	#1 - passenger side electric door & #2 - noise in front of vehicle.	Manufacturer
	2002 GMC 3500 Pickup	failure to run	Consumer
	2002 GMC C3 Denali	Rear door on driver's side is bent at the top. Dealer put new weatherstrip around door 3 times. Also sent out to bodyshop. Door is still bent.	Manufacturer
	2002 GMC Sierra	engine runs rough, misfires, surges & bucks	Consumer
	2002 GMC Sierra 1500	The clutch doesn't completely engage & when shifting one has to force the shifter into gear.	Admin Dismissal
	2002 GMC Sierra 2500	4wd DISENGAGEMENT PROBLEM	Manufacturer
	2002 GMC Yukon XL	axle seals	Manufacturer
	2002 Saturn LW-200	headlights/accessories flicker while driving; bubbling in windshield; looseness and noise when turning left; fuel gauge fluctuates while driving; ignition control module; rear driver window; popping noise in left front end when stopping & starting	Settlement
	2003 Chevrolet 3500 Cab/C Pickup	fuel injectors, loss of power, no-start and brakes	Consumer
	2003 Chevrolet Cavalier	intermittent stalling	Accepted Final Repair
	2003 Chevrolet Malibu	brake rotors and brakes	Admin Dismissal
	2003 Chevrolet Silverado	Vehicle has a vibration (shimmy) consistently. This has caused the rear tires to be replaced 2 times within 6,000 miles.	Manufacturer
	2003 Chevrolet Trailblazer	manufacturer recalls - sway bars - starter problems - rear wheel bearings	Consumer
	2003 Chevrolet Trailblazer	auto door locks - taillights - airbag - electrical defects - no-start - windows - battery	Manufacturer
	2003 GMC 3500	transmission - all forward gears - engine breaking in all forward gears; lower left control arm and ball joint, faulty speed sensor.	Settlement
	2003 GMC Envoy	"electrical problems causing the 4WD to not operate properly"	Consumer
	2003 GMC Sierra	transmission failures	Consumer
	2003 GMC Sierra	paint, A/C, shakes, heat, front suspension, etc.	Settlement
	2003 GMC TK 25753	mirror problems, seat problems, engine light problems, injectors & tubes, turbo; now it needs crank bearings - rod bearings & crank, is at dealer now for repair (30 day).	Consumer

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	2003 Pontiac Grand Am	water leak	Consumer
<b>HYUNDA</b>			
5 complaints	1999 Hyundai Elantra	transmission problems - sprays gas when filling	Consumer
	2000 Hyundai Elantra	transmission	Consumer
	2001 Hyundai Tiburon	Has hesitation while in gear and has had trouble now for months trying to put gas in it and still is not right. Replaced many parts and still not fixed.	Accepted Final Repair
	2002 Hyundai Sonata	"The check engine light remains on due to dysfunction with intake of gas. Gas pump clicks off at \$1.00."	Settlement
	2003 Hyundai Sonata	"Transmission shifts too aggressively. Seems to go into neutral when making a turn and then goes in gear with a jolt."	Manufacturer
<b>KIA</b>			
6 complaints	1998 Kia Sportage	Four wheel drive not functional - fails every year since purchasing vehicle.	Settlement
	2000 Kia Spectra	excessive wind noise driver door window	Settlement
	2001 Kia Sportage	rear passenger window not working for the 8th time, driver's side mirror will not adjust in or out	Settlement
	2001 Kia Sportage	no start	Consumer
	2002 Kia Sedona	"Engine light has come on repeatedly, often one day after service performed."	Settlement
	2003 Kia Sorento	front-end noise	Consumer
<b>LAND ROVER NORTH AMERICA</b>			
1 complaint	2002 Land Rover Freelander	out of service 52 days	Settlement
<b>NISSAN</b>			
2 complaints	2003 Nissan Altima	excessive oil consumption - horn - blinkers - etc.	Manufacturer
	2004 Nissan Quest	passenger side, automatic sliding door failure. It never closed securely & failed to open/close.	Accepted Final Repair

MANUFACTURER	YEAR/MAKE/MODEL	COMPLAINT(S)	DISPOSITION
<b><u>SAAB</u></b>			
2 complaints	2003 Saab 9-3	OnStar, sound system & signal tone inoperable.	Consumer
	2003 Saab 9-3	brakes squeal	Consumer
<b><u>SUBARU OF NEW ENGLAND</u></b>			
7 complaints	2001 Subaru Forester	out of service 30 days - FE noise - clutch grabs - difficult shifting and grinding when down shifting to first gear - drive train clunks and is sloppy while shifting	Settlement
	2001 Subaru Outback	"Brakes continuously grind, pads & rotor wear out fast. Brakes make squealing & grinding noise regularly but not constantly whether pads are good or not!"	Manufacturer
	2002 Subaru Legacy Outback	vehicle engine runs rough - power loss - CE light	Consumer
	2002 Subaru Legacy Sedan	brakes	Consumer
	2002 Subaru Legacy Wagon	clutch brakes heat AC passenger seat, etc.	Manufacturer
	2003 Subaru Forester	The air bag light keeps coming on.	Settlement
	2003 Subaru Outback	"A continuous problem when starting the car (intermiting)(sic) and stalling or near stalling."	Dismissed
<b><u>TOYOTA</u></b>			
3 complaints	2000 Toyota Celica	"defective drivetrain."	Manufacturer
	2003 Toyota Landcruiser	"unreliable electrical system & brakes."	Manufacturer
	2004 Toyota Corrolla	"... the mileage of the car given to me was not the same as declared by Rountree on the registration form."	Admin Dismissal
<b><u>VOLKSWAGEN</u></b>			
7 complaints	2000 Volkswagen Beetle	total engine failure, loss of all engine power	Consumer
	2000 Volkswagen Eurovan	1)Mil/engine light on/off 2) brake warning light on/off	Manufacturer
	2000 Volkswagen Passat	serial repairs on coolant system; engine	Consumer
	2001 Volkswagen Jetta	"The cruise control has malfunctioned arbitrarily by popping off when the vehicle hits a bump."	Manufacturer

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	2001 Volkswagen Passat GLX4	vehicle caught on fire due to engine defect	Dismissed
	2002 Volkswagen Passat	out of service 30 days	Settlement
	2003 Volkswagen Passat	"scratches over whole car (except R front passenger door) due to bodyshop negligence that the dealer hired."	Admin Dismissal
<b><u>VOLVO</u></b>			
1 complaint	2000 Volvo XCV70	excessive oil consumption	Manufacturer