



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 '05
(July 1, 2004 – June 30, 2005)

| | |
|---|------------|
| CONSUMER AWARDS INCLUDE ... | |
| • 4 filings FY '04/hearings FY '05 | 47 |
| • 3 hearings FY '04/decisions issued FY '05 | |
| • 4 filings FY '05/hearings FY '06 | |
| DECISIONS FOR MANUFACTURER INCLUDE ... | |
| • 2 filings FY '04/hearings FY '05 | 33 |
| • 1 hearing FY '04/decision issued FY '05 | |
| • 4 filings FY '05/hearings FY '06 | |
| HEARING DISMISSALS* | 5 |
| SETTLEMENTS** | 27 |
| WITHDRAWALS*** | 32 |
| ADMINISTRATIVE DISMISSALS**** | 15 |
| TOTAL NUMBER OF CASE ACTIVITY | 159 |

**47 awards including vehicle refund value, finance charges,
fees, incidental / consequential damages totaling: \$1,202,423**

* Hearing dismissals were due to non-appearance at hearing by consumer, manufacturer or both.

** 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; 4. The truck had a gross vehicle weight in excess of 12,000 pounds; 5. the claimed defect was not covered per the definition of motor vehicle that excludes the living portion of recreational vehicles; and 6. the vehicle was repossessed.