



**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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**Manufacturer Summary**  
**Fiscal Year 2005**

**Summary**

American Honda - 1  
Audi of America, Inc. - 2  
Daewoo - 1  
DaimlerChrysler - 22  
Ford - 22  
General Motors Corporation - 32  
Hyundai - 6  
Kia - 3  
Land Rover - 1  
Mazda N.A. - 1  
Mercedes-Benz - 1  
Mitsubishi - 1  
Nissan - 2  
Saab - 1  
Subaru - 3  
Toyota - 6  
Volkswagen - 9

**TOTAL: 114**

MANUFACTURER	YEAR/MAKE/MODEL	COMPLAINT(S)	DISPOSITION
<b>AMERICAN HONDA</b>			
1 complaint	2003 Honda Accord LX	"Unable to figure out why brakes keep going. Car shakes when braking due to this. Dealer will not continue to replace brakes."	Settlement
<b>AUDI OF AMERICA, INC.</b>			
2 complaints	2002 Audi A6 Avanti Wagon	1. The brakes squeak loudly, 2. Transmission shifts sporadically at times, 3. The suspension is making noise 4. Numerous electrical problems.	Settlement
	2003 Audi A6	Inoperable windows, push button door locks, sunroof, interior lights, alarm, dimmer for rear-view mirror, seat memory. Dash displays diagram showing all doors except driver's are open.	Consumer
<b>DAEWOO</b>			
1 complaint	2001 Daewoo Lanos	engine disabled - valves bent - cylinder head no good	Admin Dismissal
<b>DAIMLERCHRYSLER</b>			
22 complaints	2001 Dodge Stratus	rattle clunk noise under vehicle	Manufacturer
	2001 Jeep Grand Cherokee	Vehicle has required repair of brakes including rotors 5 times and now is in need of repair for the 6th time as verified by service mgr.	Admin Dismissal
	2002 Dodge Grand Caravan	power steering problems, transmission skipping, ventilation problem	Consumer
	2002 Dodge Grand Caravan	steering wheel shudder	Consumer
	2002 Dodge Stratus RT	check engine light comes on and O2 sensor keeps having problems.	Consumer
	2002 Jeep Grand Cherokee	persistent brake rotor warpage (front)	Manufacturer
	2003 Dodge Caravan	"Brakes make a noise when the car is stopping or taking off."	Consumer
	2003 Dodge Dakota	Cruise control does not work properly - drops off on hills and does not recover	Manufacturer
	2003 Dodge Durango	check engine light on 6 times	Consumer

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<b><u>DAIMLERCHRYSLER</u></b> <i>(continued)</i>	2003 Jeep Grand Cherokee	electrical problem causing horn/alarm to go off, doors to lock, and heater/A/C to malfunction	Consumer
	2003 Jeep Liberty	Fuel system - including fuel pump and fuel pump connector wires.	Consumer
	2003 PT Cruiser	power locks defective, move up and down all by themselves, locks me out of my car and locked me in it.	Consumer
	2004 Chrysler Crossfire	Driveability/safety issues. There is an intermittent hesitation in acceleration - usually moving away from a stop, sometimes when accelerating while moving.	Manufacturer
	2004 Chrysler Pacifica	"starts jerking - yellow light comes on - then loss of power."	Settlement
	2004 Chrysler Town & Country	The vehicle hesitates, stalls & jumps consistently and without warning.	Consumer
	2004 Dodge Caravan	"There is something wrong with the engine, as it stalls at lights, loses power while driving, and periodically does not start, until given numerous tries and it sputters while both driving and starting. This is a safety risk ..."	Manufacturer
	2004 Dodge Dakota	"Truck has a fourth gear lock up shudder. Program was downloaded on 1/12/05. Still has the same problem between 40/45 mph."	Manufacturer
	2004 Dodge SRT-4	Idle rough, fluctuates, revs up then kicks down, also tire problems started at or before 12,500 miles then found bulge in one, e-brake not holding, radio blown, ABS brakes not working right.	Manufacturer
	2004 Jeep Grand Cherokee	While driving the jeep, it begins to sputter and shake, and the malfunction indicator comes on, and blinks. When the jeep accelerates, it gets worse, and eventually stalls.	Consumer
	2004 Jeep Liberty	Small pieces of fabric are coming through the seat covers of the two front seats.	Manufacturer
	2004 Jeep Wrangler	starting hard & running/idling rough when started; gas mileage also dropped 5 MPG.	Consumer
	2005 Chrysler Pacifica	Emergency brake doesn't hold. Electronic modules for side mirrors and seats are faulty. Car makes squeaky clicking when turning wheels.	Settlement

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<b>FORD</b>			
22 complaints	2002 Ford Escape	Rear window that leaks - and cannot be repaired. 6 times under warranty. Pass. door window that sounds as if it is going to crack when put down 3-4 X under warranty . Noise in steering column – loose steering column 3 times under warranty.	Accepted FR
	2002 Ford Explorer	As of 5/05/05 this vehicle is being repaired for the #5 time for the recurrent problem of a defective rear differential and related failed var. speed sensors, pinion bearings, carrier bearings, ring and pinion gears.	Admin Dismissal
	2002 Ford F-150	It leaks motor oil from rear of engine, even after it has been repaired by Ford dealer three times.	Consumer
	2002 Ford Focus	"Frequently does not shift into first gear or pops out of 1st gear; requires force to engage gears; loss of gears repairs 1 & 2."	Consumer
	2002 Ford Taurus	Water leaks into passenger compartment.	Manufacturer
	2002 Ford Windstar	brakes - transmission - door sticks	Admin Dismissal
	2003 Ford E-450	engine oil leak - first repair 62,510 miles	Admin Dismissal
	2003 Ford Expedition	rear end vibration	Settlement
	2003 Ford Explorer	whine in front & rear of vehicle at 50-65 mph, differential replaced three (3) times, differential problems persist	Manufacturer
	2003 Ford F-350	transmission overheating + drivetrain	Admin Dismissal
	2003 Ford F-550	loss of power - no power - Check-engine light activates	Admin Dismissal
	2004 Ford Explorer	Severe transmission problems.	Manufacturer
	2004 Ford F	vibration	Consumer
	2004 Ford F	vibration in vehicle	Consumer
	2004 Ford F-250	Front-end problems/noise - loss of power (6.0 liter diesel)	Consumer
	2004 Ford F-250 Pickup	Exhaust fumes in cab. Life of engine due to fuel mixing with oil. Water & fuel separator. Breaks down on me and leaves me stranded. Etc.	Consumer
	2004 Ford F-250 Super Duty	engine reliability	Consumer
	2004 Ford F-350 Pickup	check engine light comes on - engine loses power code P2263	Consumer
	2004 Ford Ranger	vehicle runs rough	Settlement
	2004 Lincoln Navigator	"out of service 43 days - 5/20 - 7/1 - problem was there from 17 miles on!"	Settlement

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<b>FORD</b> (continued)	2005 Ford Explorer	battery fails	Consumer
	2005 Ford F-250	difficult to get into gear	Manufacturer
<b>GENERAL MOTORS CORPORATION</b>			
32 complaints	2000 Chevrolet Silverado	bad vibration and rumble noise in 4 wheel-drive	Settlement
	2001 Chevrolet Silverado	instrument cluster	Admin Dismissal
	2001 GMC Jimmy	vibration - clunk on driver's side - wiper missing speeds - interior squeaks/rattles - heater settings erratic - lights dim - rough idle	Manufacturer
	2002 Chevrolet Venture	AWD & ABS disable lights are on; hub assembly needs to be replaced	Settlement
	2002 Chevrolet Venture	ABS/AWD disable lites continue to come on and sliding door problems consistent	Dismissed
	2002 Chevrolet Venture	"ABS and all wheel drive is out for the 7th (seven) time since we bought the vehicle."	Admin Dismissal
	2002 GMC Sierra	engine knock	Admin Dismissal
	2002 GMC Sonoma	water leak	Manufacturer
	2002 Pontiac Aztek	electrical cutouts - won't start - dies on road - unsafe	Admin Dismissal
	2002 Pontiac Grand Am	ABS, Trac control & service vehicle soon lights on at all times. Diagnosed 11/12/04 as needing R front hub assembly & bearing.	Manufacturer
	2002 Pontiac Montana	Moisture in vehicle. Headlights, taillights, has stalled 3 times while driving not sure why.	Vehicle Totaled
	2002 Saturn Vue	vehicle transmission	Dismissed
	2003 Buick Rendezvous	AWD is disabled and the (ABS) anti-lock brakes malfunction.	Settlement
	2003 Buick Rendezvous	out of service 30 days	Settlement
	2003 Chevrolet Malibu	brakes rotors (brake shudder)	Consumer
	2003 Chevrolet Malibu	brakes, calipers, pistons, hub assembly	Settlement
	2003 Chevrolet Silverado K1500	"Leaking transmission, rattling transmission, shaking of transmission"	Manufacturer
	2003 Chevrolet Tracker	4X4 pops in and out of gear	Admin Dismissal
	2003 GMC Envoy	front-end problems/handling	Consumer
	2003 GMC Sierra	truck overheats	Manufacturer

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<b>GENERAL MOTORS CORPORATION</b> <i>(continued)</i>	2003 Pontiac Aztek	high pitched squeal noise from front of vehicle	Consumer
	2003 Pontiac Aztek	Problem with the wiring harness that controls the gas gauge/low fuel, also, and AWD warning lights.	Settlement
	2003 Pontiac Vibe GT	Heating system, fuel injector, check engine light, rod bearing (engine) and tensioner.	Consumer
	2004 Chevrolet Silverado	The cruise control when going down a grade constantly jerks. The problem occurred within days of purchase.	Consumer
	2004 GMC 1500	Brakes will not stop vehicle in a reasonable distance/time.	Manufacturer
	2004 GMC Envoy	can not access cargo area when temp. is below 30 - rear window defroster not strong enough – unsafe - 4WD rough - rear w/w kills battery	Settlement
	2004 GMC Sierra	brakes, engine hesitation & shutting down	Consumer
	2004 GMC Yukon	4-wheel drive service light comes on & disengages the 4-wheel steering	Consumer
	2004 Pontiac Aztek	tilt steering wheel doesn't stay up and headlights fill with water/suds at carwash	Consumer
	2004 Saturn Ion	The vehicle will not start in cold weather.	Settlement
	2005 Chevrolet Colorado	"Extreme wind noise on passenger side - can be heard over the radio. Very extreme on days when wind is blowing. Harder the wind, worse it is.	Manufacturer
	2005 GMC Sierra	Wind noise from the driver's side and passenger side doors, paint peeling on the door, rust on the rims and the truck at times rolls back 3-4 feet, once when I had already entered my home and my oldest daughter was still in the truck.	Manufacturer

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<b>HYUNDAI</b> 6 complaints	2001 Hyundai Santa Fe	Loud squealing/screeching sound from rear passenger side. Sounds like metal on metal, happens intermittently at all speeds. Could last 1/2 mile or up to 20 miles. Stops when brakes are applied. Inside wheel well is extremely hot and blue-grey.	Manufacturer
	2001 Hyundai Santa Fe	out of service 30 days +	Consumer
	2001 Hyundai Sonata	airbag light	Consumer
	2002 Hyundai Sonata	failed left front wheel bearing	Settlement
	2003 Hyundai Sonata	The check engine light is still coming on. It's the same code as	Settlement

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<b>HYUNDA</b> <i>(continued)</i>	GLS	belore.	
	2003 Hyundai Tiburon	crimping body panels	Consumer
<b>KIA</b>			
3 complaints	2001 Kia Sephia	transmission	Dismissed
	2002 Kia Rio	The drivers side door latch failed, drivers side door will not open.	Manufacturer
	2004 Kia Spectra	The front passenger window has broken at the time of filing.	Consumer
<b>LAND ROVER NORTH AMERICA</b>			
1 complaint	2002 Land Rover Freelander	"Check engine light on weekly for always differing reasons. On multiple occasions the vehicle will lose power and become dangerous in traffic."	Settlement
<b>MAZDA N. A.</b>			
1 complaint	2004 Mazda MZ6	check engine light repeatedly comes on as a result of a possible wiring defect	Consumer
<b>MERCEDES-BENZ</b>			
1 complaint	2002 Mercedes-Benz C230	multiple repeated defects including: heater fan, rough idle/operation or failure to start, electrical malfunctions, and frequent swaybar failure requiring replacement	Settlement
<b>MITSUBISHI</b>			
1 complaint	2003 Mitsubishi Outlander	lower arm assembly for rear suspension	Manufacturer
<b>NISSAN</b>			
2 complaints	2001 Nissan Pathfinder	blown engine due to overheating problem	Consumer
	2003 Nissan Altima	Heater problem has not been fixed after 5 attempts.	Accepted FR

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<b><u>SAAB</u></b>			
1 complaint	2004 Saab 9-3	shimmy/wobble front passenger side between 11-13 miles and have clunk noise from rear passenger side, rear brake noise plus lot of brake dust	Manufacturer
<b><u>SUBARU</u></b>			
3 complaints	2001 Subaru Outback	"The brakes do not fully release. Therefore, the pads wear out quickly and damage the rotors. The car has been in repair for the problem 10 times. It has 59,500 miles.	Admin Dismissal
	2003 Subaru Legacy Outback	bumping felt in vehicle upon deceleration	Dismissed
	2005 Subaru Legacy Outback	"The car is unsafe to drive after dark, because low beam illumination is severely restricted to 20 to 30 feet because of a shadow/curtain in front of the car and it also restricts side vision."	Consumer
<b><u>TOYOTA</u></b>			
6 complaints	2004 Toyota 4 Runner	The above described vehicle has a Woo, Woo, Woo noise from the engine when under load, from 60-75 mph and at 2000 rpm. The noise gets louder with speed and also you are able to feel the vibration in the gas pedal.	Manufacturer
	2004 Toyota Avalon	Cannot put into drive - will not come out of park.	Traded Vehicle
	2004 Toyota Highlander	out of service for 30 days	Manufacturer
	2004 Toyota Sienna	power surges with acceleration resulting in erratic forward movement	Dismissed
	2004 Toyota Sienna	Vehicle stalls while in motion (safety concern). Has been towed twice.	Manufacturer
	2004 Toyota Tundra	"Moisture/water in engine as evidenced by the oil burning white/frothy on dipstick and oil filler cap and neck. See enclosed for details and pictures of condition."	Consumer
<b><u>VOLKSWAGEN</u></b>			
9 complaints	2001 Volkswagen Passat	Car does not operate below approximately 5 degrees F. - overheats and burns up/loses all the engine oil. Been in shop 4	Settlement

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<b><u>VOLKSWAGEN</u></b> <i>(continued)</i>		times over 2 winters – no fix currently available.	
	2002 Volkswagen Passat GLS	Engine malfunction (oil, water contamination/blowouts/leaks) due to clogging of crankcase breather with ice in extreme cold; VW aware of problem with '02 Passats in cold climates; No fix available.	Settlement
	2003 Volkswagen Jetta	hesitation upon acceleration	Consumer
	2003 Volkswagen Jetta GL	Transmission. Automatic transmission fails intermittently when shifting into 3rd gear with mild acceleration. There is a strong resistance, pause & rapid correction sometimes heard by a loud metal 'clang' and/or 'clunk.' the entire car shakes."	Manufacturer
	2003 Volkswagen Passat	"Vehicle transmission clunks, grabs & jerks forward without warning. Vehicle accelerates unexpectedly."	Manufacturer
	2003 Volkswagen Passat	There is something unknown wrong with my vehicle's engine. I have brought my car in 5 times for the check engine light being on, while my car would be shaking and sounding like it will die.	Settlement
	2004 Volkswagen Touareg	electrical system defect which has caused the battery to go dead numerous times, & has caused various problem indicator lights to indicate problems	Settlement
	2004 Volkswagen Touareg	air bag fault, windshield fogging up from outside.	Sold Vehicle
	2004 Volkswagen Touareg	out of service 30 days	Settlement