

**Demand for Arbitration Dispositions for  
Cases Dated Within  
Fiscal Year 2010**

**Decisions for Consumer: 11**

**Decisions for Manufacturer: 17**

**Hearing Dismissals: 5**

**Settlements: 17**

**Withdrawals (due to accepting the manufacturer's final repair or other reason): 5**

**Administrative Dismissals (usually due to not meeting a jurisdictional requirement): 20**

**Total Number of Case Activity: 75**