

State Of Vermont
NEW MOTOR VEHICLE ARBITRATION BOARD
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Manufacturer Summary
Fiscal Year 2015

Manufacturer	
Chrysler Group LLC	1
FCA US LLC	8
Ford	20
General Motors LLC	2
Hyundai	1
Kia	3
Mitsubishi	1
Nissan	2
Subaru	6
Toyota	2
Volkswagen	1
TOTAL:	47

<u>MANUFACTURER</u>	<u>YEAR/MAKE/MODEL</u>	<u>COMPLAINT(S)</u>	<u>DISPOSITION</u>
<u>Chrysler Group LLC - 1</u>	2014 Jeep Wrangler	Chronic interior leak with foul weather that has become worse since the 3rd repair attempt.	Settlement
<u>FCA US LLC - 8</u>	2013 Dodge Dart	Multiple electrical issues related to operation of dashboard functions. Electrical in vehicle continuously falters causing blackouts of all lights and functions ...	Settlement
	2013 Fiat 500 Sport	Coolant leak/coolant consumption	Settlement
	2014 Dodge Ram 1500	Whistle type noise from heater	Admin Dismissal
	2014 Jeep Grand Cherokee	Recurrent problems with the Drivers Side Seat; "easy exit" seat that is supposed to slide back every time the vehicle is turned off does not work consistently. ...	Manufacturer
	2014 Ram 1500	1) 4WD service light has come on again and 4WD will not engage intermittently. 2) Air intake issue has happened twice & is not fixed - need cold weather.	Manufacturer
	2014 Ram 2500 Promaster	1-Brake noise 2-Antifreeze odor	
	2015 Jeep Cherokee	Replaced computer board 3 times, injectors replaced, spark plugs replaced, starter replaced, vehicle check engine light remains on and has injector problem, and vibrating.	Settlement
	2015 Ram 1500 Quad	Vehicle has been repaired 3 times for heat not working when cold. Vehicle has been repaired 3 times for DEF Fuel System malfunction.	Consumer
<u>Ford - 20</u>	2011 Ford F-350	Engine/electrical - truck has been constantly "coding" usually stating "contaminated" then truck either shuts off or will only run at 5 miles per hour. Fuel was testing 100% okay. ...	Consumer
	2011 Ford F-350	Makes hard shift in transmission.	Manufacturer
	2012 Ford Escape	Continuous issues with glass leaking in the rear, as well as the windshield, with corrosion resulting, and also causing electrical shorts.	Admin Dismissal
	2012 Ford F-150	4-wheel drive/drive train etc. Left front hub does not always lock under load.	Manufacturer

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<u>Ford - 20</u>	2012 Ford Focus	Repairing the clutch 3 times...	Manufacturer
	2012 Ford Focus	Vibration, slipping, shudder in transmission. The CVS clutch inside the transmission has caused problems 3 times. It either slips, shudders and or hesitates and vibrates.	Consumer
	2012 Ford Focus	Repeated alerts that transmission overheating even after "cooled." Loud noises. Rolling backward unless brake is pressed...	Manufacturer
	2012 Ford Transit Connect	Transmission does not operate as intended. Began with slipping and banging into gear and progressed to losing engagement in certain gears entirely. After repairs were performed on transmission symptoms would improve for a short period of time, but return shortly after.	Settlement - dealer traded consumer's vehicle
	2013 Ford C-Max	The 12-volt battery repair has failed 3 times. This Ford C-Max will sometimes and unexpectedly fail to start.	Consumer
	2013 Ford Escape	Hands free phone doesn't work. They have tried 5 times. They told me that they can't fix it. In October it is the law can't talk on your phone. Hands free doesn't work.	Manufacturer
	2013 Ford Escape	Loud humming noise at 45 mph. Vehicle was in shop for 31 days and is now currently back in shop for 2nd time, 2 weeks for not starting.	Consumer
	2013 Ford Escape	Car has two water leaks located on each side of the roof above the windshield. ...No resolve as of this date.	Consumer
	2013 Ford F-150	This vehicle has been out of service for over 30 days for engine problems as well as driveline issues.	Consumer
	2013 Ford F-350 Super Duty	The heat fluctuates by itself. Electrical issues in the dash.	Admin Dismissal
	2013 Ford Focus	The car shuddering. Hesitation when accelerating. Won't shift from 1st to 2nd gear.	Consumer

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<u>Ford - 20</u>	2013 Ford Focus	The vehicle has some issue with the transmission. ...They fix the car still had problems, does not show on machine 'till really broke. Have not had the car 26 days due to transmission. Plus other issues equal 41 days. The problems with transmission is it loses power going up hill, doesn't shift correct, grabs, lost reverse & drive. Has had two shutter valve (clutch) replaced. One transmission module. And still is doing same. Had issue from early on and still does. Loses power on hills not shifting down. Going down hill shift up goes faster. Grabs, have lost reverse, drive, and still has problems.	Consumer
	2013 Ford Focus	Transmission not functioning properly-has already had clutch replaced three times - shudders, grinding when attempting to shift to different gear. Almost stalls. ...	Consumer
	2014 Ford Escape	No-start since March 18, 2015 and still at garage not fixed.	Dealer traded in leased vehicle
	2014 Ford Focus	Newest clutch received 2/5/15 is not safe. No acceleration when stepping on gas pedal - only very high RPMS.	Consumer
	2014 Ford Focus	Shuddering at a stop (starting from a stop); RPM readings were over 250 RPM.	Consumer accepted manufacturer's final repair
<u>General Motors LLC - 2</u>	2014 GMC Acadia	Service AWD light and AWD inop at times. Also side detection inop 3 times with parts replaced all 3 times, also out of service over 30 days.	Consumer
	2014 GMC Sierra 1500	Vibration and 4-wheel drive not operating.	Settlement
<u>Hyundai - 1</u>	2014 Hyundai Sonata	Vehicles brake system - ..., the brake pedal will fade and go to the floor at times with no warning. In addition, the traction control light will come on ...	Settlement

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<u>Kia - 3</u>	2011 Kia Soul	"1) My transmission was defected; 2) My engine was defected; 3) My car is not safe. The air bags are defected. My clutch is defected."	Admin Dismissal
	2014 Kia Sorento	Defect/condition unidentified.	Admin Dismissal
	2015 Kia Soul	Electric power steering works intermittently. Binds when steering acts up.	Settlement
<u>Mitsubishi - 1</u>	2011 Mitsubishi Outlander Sport	My car has had multiple issues with the check engine light and transmission light coming on and having internal issues with my transmission. When my car's check engine light & transmission light comes on, I experience lack of power, shifting difficulties & shuddering at idle. 12-29-15 (sic) Driving through town + the CE light + transmission lights are on. The car's power is weak, shifting is difficult and car shudders and jerks at idle.	Manufacturer
<u>Nissan - 2</u>	2014 Nissan Rogue	Air conditioning does not work. Has been in for same issue 4 times and still not fixed.	Settlement
	2014 Nissan Sentra SR	Gas gauges do not work properly. They fluctuate sporadically. Heater doesn't always work.	Admin Dismissal
<u>Subaru - 6</u>	1995 Subaru Outback XT	Vehicle out of service for past 4+ months. Turbo repaired (3) times: defective still. 3 of 4 cylinders not working in engine either. Turbo & engine leaking excessive oil. Will not run.	Admin Dismissal
	2012 Subaru Impreza	Intermittent failure of power steering.	Settlement
	2012 Subaru Legacy	The vehicle has intermittent episodes of a rough running engine and bucking. During these episodes, if acceleration is attempted from a stop, the engine will not rev much above idle. Once the vehicle reaches the speed of a fast walk, the vehicle will accelerate in a comparatively normal manner.	Settlement

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<u>Subaru – 6</u>	2014 Subaru Outback 2.5I 6MT	Oil light has come on repeatedly starting on 1/4/14 at 2375 miles....The car continues to consume oil, the car has reduced power and has difficulty maintaining speed on the highway	Settlement
	2014 Subaru XV Crosstrek	Sunroof that leaks.	Settlement
	2015 Subaru Legacy Outback	Has been out of service for 30 days for the following reasons: Brake light flashes when driving and parking brake cannot be released. Vehicle had to be towed to the Berlin Subaru.	Settlement
<u>Toyota - 2</u>	2012 Toyota Tundra	Vehicle has a substantial and recurring water leak evident at the A-pillar.	Manufacturer
	2014 Toyota RAV4	No defect listed; vehicle leased several days before filing; has no problem with car.	Admin Dismissal
<u>Volkswagen - 1</u>	2013 Volkswagen Jetta SP	Rear window moldings were defective and replaced. Now rear window (driver's side) does not close when using keys. Rear window (driver's side) now leaks about 2 cups water onto seat upon door opening after precipitation. Rear window rattles continuously.	Manufacturer