

**NEW MOTOR VEHICLE ARBITRATION BOARD**

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**Manufacturer Summary**  
**Fiscal Year 2014 Resolutions**

<b>Manufacturer</b>	
American Honda	4
Chrysler Group LLC	10
Ford	17
General Motors LLC	7
Hyundai	2
Kia	1
Nissan	1
Subaru	5
Volkswagen	4
<b>TOTAL:</b>	<b><u>51</u></b>

<u>MANUFACTURER</u>	<u>YEAR/MAKE/MODEL</u>	<u>COMPLAINT(S)</u>	<u>RESOLUTION</u>
<u>American Honda - 4</u>	2010 Honda Accord EXL	" ...check engine lights on and not driveable. We were told misfired sparkplugs...Check engine lights again on ...and was told oil was low w/60% oil life remaining. ...check engine light again ...misfired sparkplugs again ...car still shows signs of oil use."	Consumer
	2011 Honda Ridgeline	Oil leak; heat problem takes too long to warm up; transmission issues, struts. Defective thinking.	Manufacturer
	2012 Honda CRV	Defect not identified.	Administrative Dismissal
	2014 Honda Ridgeline	Soft brake pedal sometimes going all the way to the floor - at dealer for the fourth time now.	Settlement
<u>Chrysler Group LLC - 10</u>	2011 Dodge Journey	Brakes pulsation	Settlement
	2012 Dodge Avenger	Not identified.	Administrative Dismissal
	2012 Dodge Ram 2500	Faulty rear brakes	Administrative Dismissal
	2012 Jeep Liberty	Same problem every time, electrical, dash board instrument lights come on, headlights go out, interior lights come on, showing trunk is open, cannot lock car, alarm comes on.	Settlement
	2012 Jeep Wrangler Sport	1. Faulty transmission - had to replace with new transmission; 2. Faulty windshield wipers - replaced with new motor; 3. Faulty heater - replaced with new heater core & thermostat.	Settlement
	2013 Chrysler 200	Shudders when backing up. Rolls forward when in Park or Reverse. Shudders when upshifting and downshifting. Noise when braking and turning. Engine noise on initial start up. Engine runs rough. ABS, traction control lamp is on.	Administrative Dismissal
	2013 Dodge Dart SXT	Vehicle's check engine light keeps coming on indicating an issue and thermostats keep getting replaced.	Settlement

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<u>Chrysler Group LLC – 10</u>	2014 Jeep Grand Cherokee	The climate control (heat/AC) system is drastically malfunctioning with varying cabin temps between driver side. Drivers side will blow as low as 49 degrees while passenger side will reach 90+ degrees. Extended travel in vehicle is difficult as there is a continual cycling of cold and hot air, as such, fogging & defrosting of windows has been a problem....	Settlement
	2014 Jeep Grand Cherokee	Clunking in front end, Radio keeps freezing up. Radio in vehicle controls my entire cars HVAC system. I lose heat, defroster, rear, defrost, heated seats, navigation.	Settlement
	2014 Jeep Patriot	Vehicle pulls to left. Dealer has made 4 attempts to fix.	Accepts final repair
<u>Ford - 17</u>	2010 Ford F-150 Pickup	The vehicle produces a loud clunking or snapping noise in the driveline or transmission, which can be felt through the floor boards, during normal stop and go driving. This is not a "normal characteristic" of the vehicle and no "severe operation" of the vehicle is involved.	Consumer
	2011 Ford F-150 Supercrew	Coolant level continues to go down. I have had it in the shop many times and they have replaced the turbo twice/lines 6 times/replaced the head and still doesn't sound right.	Consumer
	2012 Ford F-150	4 wheel drive/drive train etc.	Administrative Dismissal
	2012 Ford F-150 Raptor	Clunking, snapping in 4X4, not engaging during poor road conditions.	Consumer
	2012 Ford Fiesta Sedan	The vehicle has chronic transmission shutter or chatter at lower speeds, especially during shifting. Condition is getting worse.	Consumer

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<u>Ford – 17 (cont'd)</u>	2012 Ford Focus	The vehicle has on-going transmission issues, hesitation, rolls backward at stops (automatic/manual transmission). Jumps forward when shutting off vehicle. Seems to shift at strange times, shuddering.	Manufacturer
	2012 Ford Focus	Car has rust spots all over it, first noticed them 2nd or 3rd day of ownership. ...The first two times Claremont Ford worked on them and did the work under a warranty claim, each time the rust spots seemed to be gone and then reappeared. Third time I brought the car to Formula Ford. ...Ford would not cover the repair under a warranty claim. If I wanted Formula Ford to do the repair work I would need	Accepts final repair
	2012 Ford Focus	During acceleration the vehicle bucks.	Manufacturer
	2012 Ford Focus SE	Transmission - car didn't run.	Manufacturer
	2013 Ford C-Max	The 12 volt battery failed three times.	Administrative Dismissal
	2013 Ford C-Max Hybrid	At times the engine races when started, as if my foot is heavily pressing on the gas pedal. Sometimes I have turned the car off and when restarted the engine acts normal. Sometimes I have waited until the engine kicks into a normal mode and sometimes I have driven it while engaged in the high idle mode.	Accepts final repair
	2013 Ford C-Max Hybrid	Vehicle has been out of service for 44 calendar days within the manufacturer's express warranty. A newly purchased car breaks down within 1000 miles and within 2 months of purchase. It takes 1.5 months for Ford professional technicians to fix the issue. I lost faith in this brand model vehicle. It is unsafe. (Wrench sign appeared on dash display. Symptoms included automatically stopping and no start with a beeping sound.	Consumer

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<u>Ford – 17</u> (cont'd)	2013 Ford C-Max Hybrid	A "See Manual" notice in the instrument display cluster alerting me to a problem which may or may not be present, and in multiple attempts (3) the dealer has been unable to find an issue or remedy the error/warning message. There have been other issues with the vehicle which have resulted in it being out of service for a period greater than 30 days. - 12/17: Would not start - determined to be a bad ground wire, - 1/15: Check Manual, seat belt not functioning, - 3/11: Check Manual, - 3/28: Check Manual, - 4/11: Check Manual.	Settlement
	2013 Ford Escape	Vibration & rumble in front-end of car; right window would not roll up; left window would not roll up; horn didn't work; CV shaft; brakes; clock, Sync system.	Consumer
	2013 Ford Escape	A loud humming noise at 45 mph. Has tried over 3 times to fix and have tried several different things to fix. Vehicle is still in shop. Dealership has done everything Ford has told	Administrative Dismissal
	2013 Ford Mustang GT	... The manual transmission does not want to shift into third gear.	Settlement
	2013 Ford Taurus SHO	Vehicle maintains defect that prevents all of the Vehicle's electrical equipment from functioning properly, including (but not limited to) the: starter, interior and exterior lights, door locks, power steering, shift lever, mirror and seat adjustments, stereo, and climate controls.	Consumer
<u>General Motors LLC - 7</u>	2009 GMC Acadia	Not identified.	Administrative Dismissal
	2011 Chevrolet Silverado	Seat heater for the back of the seat does not	Manufacturer
	2012 Chevrolet Silverado 1500	It smelled so bad of mildew that I got headaches. Now it smells of chemicals it still	Settlement

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<u>General Motors LLC – 7 (cont'd)</u>	2012 GMC Terrain	Heater not working properly. Blows cold air when heat is required to defrost, etc. Goes from too hot to too cold, intermittently. Not controllable, or reliable.	Consumer
	2013 Chevrolet Equinox	All wheel drive system/powertrain / steering problems. Had had several, 4 attempts at time of filing. Multiple engine codes "service power steering" "service all wheel drive" "traction control" "system track", etc... Also suspect related to existing electrical malfunction as I have repeated, multiple fuses blowing.	Settlement
	2013 GMC Acadia	Traction control system disengages, SES light comes on - making vehicle automatically go down to 50 mph while on Interstate, misfiring.	Manufacturer
	2014 GMC 1500 Sierra	Vehicle does not start properly.	Settlement
<u>Hyundai - 2</u>	2009 Hyundai Sonata	Repeat Fuel System Failure. Check engine light, gas pump shutting off with near empty tank, fuel spitting out during refuel. Repeat attempts on the following dates have failed to correct the problem; 8/10/11, 3/16/12, 4/23/12,	Administrative Dismissal
	2012 Hyundai Veloster	1) Cruise Control system not functioning properly; 2) Head lights not functioning properly; 3) Clock does not function properly; 4) Parking brake does not function properly in winter.	Settlement
<u>Kia - 1</u>	2014 Kia Sorento	None listed.	Administrative Dismissal
<u>Nissan - 1</u>	2011 Nissan Frontier	Out of service since Jan. 5th 2014 because the truck will not start when it's cold out and they still have no idea why.	Settlement
<u>Subaru - 5</u>	2010 Subaru Forester 2.5X	Transmission downshifting on slight hills probably due to lack of power.	Consumer
	2011 Subaru Forester	This car has an undiagnosable defect in the electrical system - battery dies and car will not start, intermittently and without warning.	Settlement

**MANUFACTURER****YEAR/MAKE/MODEL****COMPLAINT(S)****DISPOSITION**Subaru – 5 (cont'd)

2012 Subaru Impreza

Hill assist and traction control lights come on when outside temperature is below zero degrees Fahrenheit. When driven in winter conditions the traction control did not function properly.

Settlement

2013 Subaru Legacy Outback Wagon

Has been out of service for more than 30 days for repair of the engine which is leaking oil.

Settlement

2014 Subaru Outback

Oil light has come on repeatedly starting on 1/4/14 at 2375 miles. ...Oil light came on again 3/21/14 and had to add 32 oz of oil. ... and an oil consumption test 3/27/14. I also reported reduced power and difficulty climbing hills at this time. The car continues to consume oil, the car has reduced power and has difficulty maintain speed on the highway and up hills. ...

Administrative Dismissal

Volkswagen - 4

2010 Volkswagen Routan

Loss of power steering and complete loss of power, tachometer reads zero, total malfunction and is a liability ...

Settlement

2011 Volkswagen Routan

Brakes are unsafe and defective

Settlement

2012 Volkswagen Jetta S

Intermittent rattle on front driver's side in area of left dashboard

Manufacturer

2012 Volkswagen Passat

30+ days with repairs to the suspension link, turbo, clock springs, valves, and sensors.

Settlement