

STATISTICS

Demand for Arbitration Case Activity for Fiscal Year 2021

- Decisions for Consumer – 11
 - The \$212,176.32 in awards range from a \$5,544.19 refund for a leased 2020 Jeep Grand Cherokee to a \$35,719.02 refund for a purchased 2019 Ram Promaster.
 - The refund sum includes three lessor assignee awards totaling \$20,963.22.
- Decisions for Manufacturer – 9
- Settlements – 22
- Administrative Dismissals (usually due to not meeting a jurisdictional requirement) – 6
- Board Dismissals (usually due to Board ruling it lacked jurisdiction) – 1
- Case withdrawals by Consumer (usually due to final repair being successful) – 13
- Order compliance penalty – 0
- Remand appeal to Superior Court – 0

Total Case Activity – 62

Manufacturer Summary Fiscal Year 2021

- Audi – 1
- FCA US LLC – 13
- Ford Motor Company – 16
- General Motors – 16
- Honda of America – 2
- Hyundai Motor America – 2
- Kia Motors America – 1

- Mazda North American Operations – 1
- Subaru of America – 5
- Toyota Motor Sales, U.S.A. – 2
- Volkswagen Group of North America – 2
- Volvo Cars of North America –1

Total – 62