



State of Vermont  
MOTOR VEHICLE ARBITRATION BOARD  
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**Case Disposition Summary for  
Fiscal Year 2012**

**Manufacturer**

|                            |           |
|----------------------------|-----------|
| BMW of North America, Inc. | 1         |
| Chrysler Group LLC         | 13        |
| Ford                       | 6         |
| Forest River, Inc.         | 1         |
| General Motors LLC         | 11        |
| Kia                        | 3         |
| Mitsubishi                 | 2         |
| Monaco RV LLC              | 1         |
| Nissan                     | 1         |
| Subaru                     | 6         |
| Toyota                     | 6         |
| <b>TOTAL:</b>              | <b>51</b> |

| <u>MANUFACTURER</u>                   | <u>YEAR/MAKE/MODEL</u>   | <u>COMPLAINT(S)</u>   | <u>DISPOSITION</u>  |
|---------------------------------------|--------------------------|---|---|
| <u>BMW of North America, Inc. - 1</u> | 2010 MINI Cooper 'S'     | Unfixable idling/misfire issue.   | Consumer  |
| <u>Chrysler Group LLC - 13</u>        | *2007 Jeep Commander     | 1) Major engine failure; 2) Software/computer failure (acceleration & transmission failure) three times; 3) heater has not worked properly since the day it was purchased.  | Manufacturer  |
|                                       | 2008 Dodge Dakota        | Brake Failure - Brake goes to floor   | Manufacturer  |
|                                       | 2008 Jeep Wrangler       | While under warranty I have taken the Jeep in to have the horn fix[ed]. I have taken the Jeep six times to Willie Racines and have even had Chrysler involved! Horn still not working. Horn is necessary for inspection and my job as a mail carrier.               | Manufacturer  |
|                                       | 2009 Dodge Grand Caravan | The rear brake system is not reliable. Calipers hang up randomly and have been replaced twice. Rear brakes have been replaced twice.  | #1 Administrative Dismissal (condition not present at filing) |
|                                       |                          | The rear and front brake system is not reliable. Calipers hang up randomly. Four calipers have been replaced and the brakes failed again. Rear brakes have been replaced twice and front brakes once. The rear and front brakes do not make this car safe to drive. | #2 Consumer (Re-filed after the previous dismissal)           |
|                                       | **2009 Dodge Journey     | The roof has a leak. 3 repairs have been tried and have been unsuccessful. The roof is still in disrepair.  | #1 Accepted Final Repair; Reopened<br>#2 Settlement           |
|                                       | 2009 Jeep Liberty        | Bad rod bearing in engine.  | Consumer  |
|                                       | 2010 Dodge Journey       | Many times the car has lost power while I was driving down the road. At that time I am unable to steer. When turning on the car the engine (50%) of the time will turn over, then shut down.  | #1 Accepted final repair;<br>Re-opened<br>#2 Settlerment      |

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|------------------------------------|----------------------------------|--|--|
| <u>Chrysler Group LLC (cont'd)</u> | 2010 Dodge Journey SXT           | Transmission issues. Doesn't want to shift right. Has been re-built twice and now Dodge is telling Midstate to re-build a third time. I do not feel safe driving this car. It is not dependable. | Consumer   |
|                                    | 2011 Jeep Liberty                | Engine still skips (like engine misfire) since 240 miles, between 50 & 60 miles per hour. Mostly when outside temp is around 70 or 80 degrees.   | Manufacturer   |
|                                    | 2012 Chrysler Town & Country     | Navigation system is defective, key FOB, left blind spot indicator, windshield wiper. Media center doesn't always recognize VES system.  | Manufacturer   |
| <u>Ford - 6</u>                    | 2009 Ford Escape                 | Will not shift right between 1-2-3-4 gear. Also the car has not shifted at all for up to 3 miles.  | Consumer   |
|                                    | 2009 Ford Escape                 | The transmission was fixed once then replaced and now is causing issues again.   | Administrative Dismissal   |
|                                    | 2011 Ford Edge                   | We have consistently had problems with phone & radio in the MySync system.   | Withdrew and re-filed a 30 days out-of-service claim in Fiscal Year '13. |
|                                    | 2011 Ford Edge Limited           | MyTouch shuts down and have no control of heat, nav., radio. Heat and system come on full blast, then shuts off. No communication w/touch screen.  | Administrative Dismissal   |
|                                    | 2011 Ford F-250                  | When driving the vehicle, the transmission will "neutralize" or be unresponsive when the accelerator is pressed.   | Manufacturer   |
|                                    | 2012 Ford Focus                  | Defect was not identified on the Demand.   | Administrative Dismissal   |
| <u>Forest River, Inc. - 1</u>      | 2010 Coachmen Freelanders 2200TB | Check engine light comes on and stays on or comes on again shortly after repair.   | Consumer   |
| <u>General Motors LLC - 11</u>     | 2007 Saturn Aura XE              | Brakes lock up and pedal goes to floor   | Administrative Dismissal   |

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|------------------------------------|-------------------------------|--|--------------------------|
| <u>General Motors LLC (cont'd)</u> |                               |  |                          |
|                                    | *2007 Saturn Outlook          | Repairs of camshaft position actuator solenoid valve, CE light w/codes P0017, P0014 and P0016, camshaft timing chain replaced, timing chain tensioners, valve cover gasket, intake gaskets, bled cooling system, actuator screens replaced, ...                  | Settlement               |
|                                    | 2008 GMC Acadia               | Air bag safety issue. Water leak. Dealer did not find original leak until it went in for 3rd time which created mildew odor and rust inside out.   | Administrative Dismissal |
|                                    | 2009 Chevrolet Silverado 1500 | On June 20, 2011 my truck went into Littleton Chevrolet after being towed there from Newark Hill, VT, for no oil in and the motor was rapping so loud I could hear it...after it being in garage 4 times already, they don't know what's wrong ...               | Consumer                 |
|                                    | 2009 Chevrolet Tahoe Hybrid   | Throttle body/actuator and related components are unreliable and cause the vehicle to shut down and revert to limp/shut down mode. The vehicle will shut down on the highway and poses a hazard for the driver.  | Settlement               |
|                                    | 2010 Chevrolet Aveo           | The Aveo has a chugging/hesitation in it. It has been in 4 plus times and I was eventually told by a technician that it was a trait of the vehicle.  | Manufacturer             |
|                                    | 2010 Chevrolet Malibu Ltz     | Very loose, noisy front suspension   | Settlement               |
|                                    | 2010 Chevrolet Silverado      | Randomly will not start, has happened many times. Engine, lights, power steering, brakes, etc. quit when vehicle is being driven. ..."   | Settlement               |
|                                    | 2011 Cadillac CTS AWD         | The window sticker which displayed features of the vehicle indicated "BLUETOOTH FOR PHONE." I have not been able to use my iPhone with this vehicle. No exceptions were provided prior to purchase. Cadillac Document ID: 2704457 (#PIC5504A: Bluetooth Connect) | Administrative Dismissal |
|                                    | 2011 Chevrolet Cruze          | Due to antifreeze smell/windshield fogging   | Settlement               |

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|------------------------------------|---------------------------------|---|--------------------------|
| <u>General Motors LLC (cont'd)</u> | 2011 Chevrolet Silverado        | The exhaust fluid tank trips the computer making the truck run in limp mode while plowing.  | Administrative Dismissal |
| <u>Kia - 3</u>                     | 2008 Kia Sorento                | Front differential needs to be replaced again.  | Manufacturer             |
|                                    | *2008 Kia Sorento               | Vehicle has been out of service more than 30 days within the express warranty for repairs of 4 wheel drive. Last pick up date 6/9/11. Check Engine Light on and vehicle acts like it will stall when applying brakes for stop.                                    | Consumer                 |
|                                    | 2012 Kia Sorento                | Vibration between 58-62 mph. Can be heard and felt in hands on steering wheel as well as my feet.   | Manufacturer             |
| <u>Mitsubishi - 2</u>              | 2011 Mitsubishi Outlander       | Handling problem/alignment; 4X4problem/disabled   | Manufacturer             |
|                                    | 2012 Mitsubishi Outlander Sport | Transmission is slipping. I will be driving vehicle down the road in any condition (rain, sun, snow etc.) and vehicle will rev RPMs to redline. I can't exceed 25 mph so I shut off car, pull over and wait for tow truck/or turn on again; sometimes it works... | Consumer                 |
| <u>Monaco RV LLC - 1</u>           | 2011 Monaco Knight              | Accelerator pedal is too far from driver's seat to reach. This is a design defect; it can't be repaired.  | Administrative Dismissal |
| <u>Nissan - 1</u>                  | 2010 Nissan 370Z                | Transmission slipping - bangs into gear, unpredictable when driving - unsafe to drive - will go to pull out & it slips - car won't move - then slams into gear!   | Consumer                 |
| <u>Subaru - 6</u>                  | *2009 Subaru Impreza            | While braking in slippery conditions ABS activates and engine revs, making it impossible to downshift to aid in deceleration.   | Settlement               |
|                                    | 2011 Subaru Forester            | Vehicle burns oil. I am constantly having to put oil in vehicle - sometimes as much as 4 quarts.  | Administrative Dismissal |

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|------------------------|----------------------------|---|---|
| <u>Subaru (cont'd)</u> | 2011 Subaru Forester       | Traction light, check-engine light and cruise control light come on. The car has hesitations and acts like the brakes are locking up.   | Settlement  |
|                        | 2011 Subaru Legacy Outback | Clunking noise over right front-end wheel   | Settlement  |
|                        | 2011 Subaru Outback        | Knocking noise in front end of car. Happens most often when the roads are wet.  | Settlement  |
|                        | 2011 Subaru Outback        | Vehicle has a severe vibration at various speeds: 15-20 mph, 40-45 mph, 50-55 mph and at 60-65 mph. The shaking is violent similar to driving on flat tires and the car becomes impossible to steer. I have had to pull off the highway to gain control ... | Accepted manufacturer's final repair                        |
| <u>Toyota - 5</u>      | 2007 Toyota Sequoia        | The back latch is broken for the 5th time rendering the back gate inoperable. We have had it fixed 4 times (all covered by the Warranty) but it never lasts more than 10,000 miles and sometimes only 5K before breaking again.                             | Administrative Dismissal                                    |
|                        | 2007 Toyota Tundra         | Power Train and Recall (11/10/2010), Power Train (12/2/2010-1/8/2011), Front Vibration (3/9/2011), Power Train (6/9/2011), Engine TSB (7/22/2011-7/28/2011)   | Manufacturer  |
|                        | 2008 Toyota Scion XD       | Engine light on for EVAlve codes.   | Accepted final repair                                       |
|                        | 2008 Toyota Tacoma         | The vehicle has a vibration/noise starting about 45 mph and becomes very noticeable/excessive at 65 mph when the transmission is placed in neutral.   | Accepted final repair                                       |
|                        | 2011 Toyota Sienna         | Rear sunroof leaking, driver and passenger seat belt not working properly, water leak from passenger map light, passenger visor not working properly, and dead battery requiring jump starts and towing at three different times.                           | #1 Administratively dismissed; reopened.<br>#2 Manufacturer |

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 \*Demand for Arbitrations filed in Fiscal Year 2011 reaching disposition in Fiscal Year 2012.

\*\* Demand had an initial disposition; was reopened and reached final disposition of settlement.