

MOTOR VEHICLE ARBITRATION BOARD**Department of Motor Vehicles**

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Demand for Arbitration Disposition Activity* for
Cases Dated by Consumer within Fiscal Year (FY) 2012 plus
****Cases Initiated in FY '11 Reaching Disposition in FY '12**

Board Decisions for Consumer	10 (**1)
The \$272,160 in consumer awards ranged from \$15,431 for a '09 Dodge Grand Caravan to \$53,504 for a '10 Coachmen Freelanders.	
Board Decisions for Manufacturer	12 (**1)
Lemon Law Administrator's Dismissals	12
Lemon Law Administrator's Dismissal of Motions for Reconsideration with No New Evidence	2
Settlements	11 (**3)
Withdrawals (due to acceptance of the manufacturer's final repair or other reason)	6 (**1)
<u>Total Number of Case Dispositions:</u>	<u>53</u>

*The Demand for Arbitration disposition statistics complement the top ten additional arbitration activities completed throughout the fiscal year:

1. Managed/oversaw/researched/interacted with parties and their case circumstances, manufacturer defenses, evidence, settlement discussions and similar while working towards case disposition and resolution of pre- and post-disposition situations and complications (order and settlement compliance issues) and consumer/manufacturer challenges.
2. Networked with member states, manufacturers and third-parties of the International Association of Lemon Law Administrators (www.IALLA.net) and served as President.
3. Completed a draft of proposed rules and revisions after review of those from other states and from case and hearing circumstances. Assured rules and provisions are followed.
4. Wrote, deployed and evaluated results of a manufacturer, attorney and third-party representative survey after completing the release of a consumer arbitration experience survey in FY '11. Revised the hearing protocol and additional per consumer responses.
5. Continued public education outreach via on-line venues and brochures and researched additional media to alert *how* a used car can be new for motor vehicle arbitration.
6. Continued training and reinforcement of provisions and rules for new and established Board members and manufacturer representatives.
7. Completed an on-line Manufacturer's Guide to Arbitration.
8. Advised parties of the option to use Skype or similar program for remote testimony.
9. Kept abreast of industry development and trends on-line from Automotive News and www.NHTSA.gov as electric vehicles, emerging technology, warranty coverage, recalls, court cases and similar.
10. Maintained the database for case management and completed the fiscal year activity reports.