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NEW MOTOR VEHICLE ARBITRATION BOARD  
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**Manufacturer Summary**  
**Fiscal Year 2013**

<b>Manufacturer</b>	
American Honda	1
Audi of America, Inc.	1
Chrysler Group LLC	4
Ford	15
General Motors LLC	5
Hyundai	3
Kia	6
Mitsubishi	1
Subaru	4
Toyota	2
Volkswagen	1
<b>TOTAL:</b>	<b>43</b>

<u>MANUFACTURER</u>	<u>YEAR/MAKE/MODEL</u>	<u>COMPLAINT(S)</u>	<u>DISPOSITION</u>
<u>American Honda - 1</u>	2012 Honda CRV-EX	My Honda CRV has problems with the dash lights when the temperature reaches a certain degree they will not work properly. Either all or few lights will come on, AWD, check engine,	Settlement
<u>Audi of America, Inc. - 1</u>	2007 Audi A4	Out of service 30 days including: engine, tiptronic shifting mechanism, fluid leakage ...	Settlement
<u>Chrysler Group LLC - 4</u>	2008 Dodge Ram Pickup	30 days for various repairs relate to driveability and emission system. The vehicle was at the dealership and unable to be used due to repairs and unavailability.	Consumer
	2011 Jeep Grand Cherokee	The headliner does not fit properly around the Passenger A-pillar of the windshield at times exposing the airbag. The headliner also pulls out of door seals around driver's side doors exposing frayed edges....The cowl at the base of the windshield bubbles up and does not stay attached to the windshield or fenders. ..Cowl still doesn't sit right after 3 repairs.	Manufacturer
	2012 Dodge Avenger	Not identified.	Admin Dismissal
	2013 Jeep Grand Cherokee Overland Summit	Vehicle not running smoothly, hesitation, a feeling of getting sluggish, a skipping feeling.	Manufacturer
<u>Ford - 15</u>	2010 Ford Escape	Continued issues with transmission skipping, harsh shifting, abrupt (clunk) from neutral to first. Transmission's had recall work, completely rebuilt, adjustments and now needs additional repair based on last inspection and	Manufacturer
	2010 Ford Escape	Air conditioner fails to work.	Manufacturer
	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 Edge	MySync	Manufacturer

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<u>Ford - 15</u>	2011 Ford Edge	The synch system's inability to perform as promised.	Admin Dismissal
	2011 Ford Explorer	Constant, ongoing, aggravating, inconsistent, defaults with the MYFORD touch / SYNC	Consumer
	2011 Ford Explorer	Sync system, windshield noise, oil leaks	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
	2011 Lincoln MKZ AWD	The sync system is unreliable, unstable and unsafe.	Manufacturer
	2012 Ford Escape XLT	Vehicle leaks water inside under dashboard. At first, leaked on driver's side. Ford replaced the sunroof and windshield. Now car leaks on passenger side; they worked on AC plug but problem still present. Carpets are moldy and were so saturated in water, the remote starter shorted out causing the car to turn itself on and off uncontrollably. Car smells and leaks.	Manufacturer
	2012 Ford Fiesta Sedan	The vehicle has chronic transmission shutter or chatter at lower speeds, especially during shifting. Condition is getting worse.	Consumer
	2012 Ford Focus	Car doesn't shift properly, stalling, motor revving. Does not downshift, causing stalling on hills or stops.	Consumer
	2012 Ford Focus	Sync with MyFord Touch system does not work as designed/advertised. Radio stations gray out or display a different station than what's playing. Radio stations randomly change. Navigation does not always show location or complete directions to designation. Navigation mileage to destination is different on the 2 screens. Cannot sync phone or use Bluetooth at all since update on 10/17/2012. Clock randomly changes time. Not always able to toggle between screens (phone, entertainment, navigation, etc.)	Consumer
	2012 Ford Focus SE	Transmission - car didn't run.	Manufacturer
	2013 Ford Edge Sport	Phone & navigation system doesn't work	Manufacturer

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<u>General Motors LLC - 5</u>	2008 Buick Enclave	Defective sunroof drainage system. Despite repeated cleaning and maintenance it has leaked at least 4 times in less than 2 years. Water from sunroof leak soaks passenger side floor and seeps into the fuse box causing the sensors to malfunction and making the vehicle inoperable. Water visibly leaking into veh during rainstorm 7-17-12 and sunroof drainage system was blocked. On 7-20-12, carpet in veh was soaked with water. and sunroof drainage	Consumer
	2009 GMC Sierra	Will not start after vehicle sets after 7 days.	Admin Dismissal
	2010 GMC Canyon	...My essential problem has been that my vehicle often doesn't start and the dealer has been unable to satisfactorily fix this problem.	Consumer
	2011 GMC Sierra	After truck shifts into 3rd gear it clunks and if towing anything gets much worse. Sounds like from transfer case and/or rear end.	Consumer
	2012 GMC Sierra	...for repairs to the transmission and battery...	to trade-in vehicle
<u>Hyundai - 3</u>	2010 Hyundai Accent	Check engine light comes on and car starts sputtering and bucking while driving; this happens suddenly and can occur at any time whether on the highway or secondary roads. The car feels like it could die at any time. We do not feel the vehicle is safe to drive; particularly with our children often being in the vehicle with us. This has occurred while driving on the interstate, traveling through	accepts final repair
	2010 Hyundai Santa Fe	Continuous and unresolved defective fogging of windshield.	Manufacturer
	2012 Hyundai Santa Fe	Intermittent Stalling	Consumer
<u>Kia - 6</u>	2009 Kia Borrego EX	Camshaft position, activator B - bank 1 - timing over-retard	Settlement
	2009 Kia Borrego EX	not identified on Demand	Admin Dismissal

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<u>Kia - 6</u>	2011 Kia Sedona	Oil pressure switch, rear main seal, oil gasket, oil pressure switch, rear main gasket, rear main oil seal, oil pressure sending unit, upper and lower intake gaskets, oil pressure sending unit. Oil leaks, oil pressure lights, no oil in vehicle or	Consumer
	2011 Kia Sorento	Transmission	traded vehicle in
	2012 Kia Forte	A distinct noise can be heard coming from under the hood which sounds like a rattling noise and gets louder as the RPMs advance but only to a certain RPM. This only happens when the engine is cold and from an RPM range of 2000 to 3500, distinctly different than	Consumer
	2012 Kia Soul	The vehicle stops running while operating and cannot be restarted.	Settlement
<u>Mitsubishi - 1</u>	2011 Mitsubishi Endeavor	The GPS malfunctions. It does not provide accurate routing and while driving on the interstate it tells us to turn into concrete barriers consistently on trips on the New York State Thruway, the Garden State Parkway and	Manufacturer
<u>Subaru - 4</u>	2007 Subaru Impreza WRX STI	The car has a rough idle on cold starts occasionally, it surges between 250-1500 rpm until it warms up and then smooths right out.	Admin Dismissal
	2010 Subaru Forester 2.5X	Rough idle/misfire.	Manufacturer
	2012 Subaru Impreza 2.0i Premium	1) problem w/transmission (resistance, grinding, "stuck in first gear"); 2) electrical buzzing in engine ...; 3) "ping" of piece breaking free in engine; 4) squealing in front right brake; 5) rattling in center engine; 6) rattling in engine on right side; 7) < 18 mpg for first two months, < 21 -23 mpg for life of vehicle; 8) various dashboard rattles; 9) paddles	Manufacturer
	2012 Subaru Legacy	The sun roof is defected. Replaced with a new sun roof. It's not air/waterproof. Air leaking makes car unttable and noisy.	Admin Dismissal

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<u>Toyota - 2</u>	2008 Toyota RAV4	The vehicle consumes oil at a fast rate of 1 qt. every 500-600 miles. This means that every 3000 miles oil change my vehicle uses 7-8 qts	Admin Dismissal
	2011 Toyota Avalon	There is a rattle on the shoulder of the passenger seat when no one is sitting on it.	Manufacturer
<u>Volkswagen - 1</u>	2010 Volkswagen Routan	Loss of power steering and complete loss of power, tachometer reads zero, total malfunction and is a liability ...	Settlement