

State of Vermont

NEW MOTOR VEHICLE ARBITRATION BOARD

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Demand for Arbitration Activity* for
Cases Dated by Consumer within Fiscal Year (FY) 2013 and
**Cases Initiated in FY '12 Reaching Disposition in FY '13

Board Decisions for Consumer	15 (**1)
➤ The \$243,180 in consumer awards ranged from \$10,400 for a '12 Ford Fiesta to \$40,824 for a '11 Ford Explorer.	
➤ The award total includes one lessor award of \$17,081 and two order compliance penalty payments totaling \$5,298.	
Board Decisions for Manufacturer	16 (**2)
Dismissal of Motion for Reconsideration	1
Settlements	5
Withdrawals (due to acceptance of the manufacturer's final repair or other reason as trading vehicle and similar)	5 (**2)
Lemon Law Administrator's Dismissals	8 (**1)
<u>Total:</u>	<u>50</u>

*The Demand for Arbitration case dispositions were complemented by:

1. Managed, researched and interacted with parties and case circumstances, manufacturer defenses, evidence, settlements and similar while working towards resolution of pre- and post-disposition situations as order and settlement compliance and challenges to provisions.
2. Networked with member states, manufacturers and third-parties of the International Association of Lemon Law Administrators (www.IALLA.net) to further its mission while serving as President.
3. Assured rules and provisions were followed by parties and Board.
4. Contacted manufacturers to assess compliance with Notification to Consumers.
5. Continued public education outreach with the primary message of *how* a used car can be new for motor vehicle arbitration.
6. Communicated with the Consumer Assistance Program and the Vermont Dealer Association.
7. Kept up-to-date on industry developments and trends from www.AutomotiveNews.com and www.NHTSA.gov for electric vehicles, emerging technology, warranty coverage, recalls, court cases and similar.