Demand for Motor Vehicle Arbitration Case Activity
Fiscal Year 2020

Decisions for Consumer

- The $147,545.79 in awards range from a $15,622.91 refund for a 2017 Ford Fiesta to a $34,878.69 refund for a 2019 Toyota Highlander.
  - The refund sum includes one lessor assignee award totaling $5,637.06.

Decisions for Manufacturer

Settlements

Administrative Dismissals

Case Withdrawals by Consumer

Total Case Activity: 42

Manufacturer Summary for Fiscal Year 2020

- BMW – 1
- FCA US LLC – 4
- Ford Motor Company – 12
- General Motors – 10
- Hyundai Motor America – 2
- Jaguar/Land Rover – 1
- Kia Motors America – 2
- Mazda North American Operations – 1
- Nissan of North America – 2
- Subaru of America – 3
- Toyota Motor Sales, U.S.A. – 3
- Volkswagen Group of North America – 1