

State of Vermont

NEW MOTOR VEHICLE ARBITRATION BOARD

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Demand for Motor Vehicle Arbitration Case Activity
Fiscal Year 2020

Decisions for Consumer 7

- ❖ 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 4

Settlements 17

Administrative Dismissals 3

Case Withdrawals by Consumer 11

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