

**NEW MOTOR VEHICLE ARBITRATION BOARD**

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**Demand for Arbitration Case Activity\***  
**Fiscal Year 2017**

<b>Decisions for Consumer</b>	<b>14</b>
<ul style="list-style-type: none"><li>➤ The <b>\$313,709</b> in awards includes \$3,149 from 3 order compliance penalties and range from \$12,702 for a 2014 Ford Focus to \$32,606 for a 2016 Toyota Tacoma.</li><li>➤ The refund sum includes 3 lessor assignee awards totaling \$80,819.</li></ul>	
<b>Decisions for Manufacturer</b>	<b>11</b>
<b>Settlements</b>	<b>18</b>
<b>Administrative Dismissals</b>	<b>17</b>
<b>Order Compliance Penalty</b>	<b>3</b>
<b>Remand Appeal to Superior Court (Case from 2014)</b>	<b><u>1</u></b>
<b>Total: Case Activity</b>	<b>64</b>

\* Included above are:

- Eight Demands filed in Fiscal Year '16 reaching resolution in FY '17; and
- Twelve Demands filed in Fiscal Year '17 attaining disposition in FY '18.