



VERMONT

**State of Vermont**

**NEW MOTOR VEHICLE ARBITRATION BOARD**

14 Baldwin Street  
 Montpelier, Vermont 05602  
 LemonLaw.vermont.gov  
 LemonLaw@vermont.gov

[phone] 802-828-2943  
 [fax] 802-828-5809  
 [ttd] 711

**Consumer-reported Defects for Fiscal Years (FY) '15, '16 and '17**

The most prevalent consumer-reported defect/condition for cases receiving a FY '17 resolution was related to the vehicle's transmission. Case resolutions for the claimed defects filed in or resolved in FY '17 are included in the detailed manufacturer summary report.

| <b>Consumer-reported defects</b>   | <b>FY '15</b> | <b>FY '16</b> | <b>FY '17</b> |
|--|---------------|---------------|---------------|
| <b>Vehicle body + water leaks (trunk, door locks, wind noise, roof, sunroof, headliner, passenger seat, windows, dashboard, rear liftgate)</b>   | <b>7</b>      | <b>4</b>      | <b>6</b>      |
| <b>Engine operation; check-engine light; computer</b>  | <b>5</b>      | <b>2</b>      | <b>9</b>      |
| <b>Suspension - steering – struts - vibrations</b>   | <b>1</b>      | <b>2</b>      | <b>3</b>      |
| <b>Transmission – shifting – 4-wheel drive – AWD – clutch</b>  | <b>16</b>     | <b>29</b>     | <b>23</b>     |
| <b>Electrical – battery – dashlights – loss of power – lights – instrument cluster – electrical equipment - headlights</b>                       | <b>3</b>      | <b>3</b>      | <b>4</b>      |
| <b>Brakes including ABS system and parking brake; CV joints</b>  | <b>3</b>      | <b>0</b>      | <b>1</b>      |
| <b>Starting problem</b>  | <b>3</b>      | <b>0</b>      | <b>1</b>      |
| <b>Unidentified</b>  | <b>1</b>      | <b>3</b>      | <b>2</b>      |
| <b>Airbag</b>  | <b>1</b>      | <b>2</b>      | <b>1</b>      |
| <b>Heater or air-conditioning system – seat heater</b>   | <b>6</b>      | <b>1</b>      | <b>0</b>      |
| <b>Driveability (poor handling; inconsistent acceleration; hesitation; stalling; rough idle; pulls left or right; lack of power; vibrations)</b> | <b>1</b>      | <b>5</b>      | <b>7</b>      |
| <b>Exhaust + Emissions</b>   | <b>0</b>      | <b>1</b>      | <b>1</b>      |
| <b>Excessive oil consumption; oil leak; oil pressure; oil odor</b>   | <b>2</b>      | <b>4</b>      | <b>4</b>      |
| <b>Anti-freeze leak; excessive consumption</b>   | <b>2</b>      | <b>2</b>      | <b>0</b>      |
| <b>Cruise Control problem</b>  | <b>0</b>      | <b>1</b>      | <b>1</b>      |
| <b>Front- and rear-end noises</b>  | <b>1</b>      | <b>1</b>      | <b>3</b>      |
| <b>Fuel mileage; fuel system or gas gauge</b>  | <b>3</b>      | <b>1</b>      | <b>0</b>      |
| <b>Radio/Phone Sync/Media System/Backup Camera</b>   | <b>1</b>      | <b>3</b>      | <b>2</b>      |
| <b>GPS (Global Positioning System)/Navigation System</b>   | <b>0</b>      | <b>2</b>      | <b>1</b>      |
| <b>Horn or clock</b>   | <b>0</b>      | <b>0</b>      | <b>0</b>      |
| <b>Turbocharger</b>  | <b>1</b>      | <b>1</b>      | <b>0</b>      |
| <b>Auto locks/ key fob</b>   | <b>0</b>      | <b>2</b>      | <b>0</b>      |
| <b>Traction light</b>  | <b>1</b>      | <b>0</b>      | <b>0</b>      |
| <b>Power steering/steering column</b>  | <b>2</b>      | <b>1</b>      | <b>1</b>      |
| <b>Sun visor</b>   | <b>0</b>      | <b>1</b>      | <b>0</b>      |
| <b>Defective tires/TPMS (tire pressure monitoring system)</b>  | <b>0</b>      | <b>1</b>      | <b>2</b>      |
| <b>Total Defects Reported</b>  | <b>62</b>     | <b>72</b>     | <b>72</b>     |