

**State of Vermont**

**NEW MOTOR VEHICLE ARBITRATION BOARD**

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**Manufacturer Summary**  
**Fiscal Year 2017**

<b>Manufacturer</b>	
American Honda	1
FCA US LLC	9
Ford	27
General Motors LLC	4
Hyundai	2
Jayco, Inc.	1
Kia	2
Mazda N.A.	1
Nissan	4
Subaru	2
Toyota	3
<b>TOTAL:</b>	<b>56</b>

<u>MANUFACTURER</u>	<u>YEAR/MAKE/MODEL</u>	<u>COMPLAINT(S)</u>	<u>DISPOSITION</u>
<u>American Honda - 1</u>	2016 Honda HRV	My vehicle was crashed and rebuild (sic) before delivery and delivered to me as a brand new car. Dealer failed to disclose to me all those information. The body work was done poorly, car needs to be redone again.	Administrative Dismissal
<u>FCA US LLC - 9</u>	2013 Dodge Dart	All the cars problems: Transmission not upshifting, right front lower ball joint and control arm, right front wheel bearing, 4 new tires at 25,902, and at 45,863 miles, Mil on erratic start, transmission light on, Mil on and flashing, engine oil is suppose to be changed at 10,000 miles per change, have to add a quart every	Administrative Dismissal
	2014 Jeep Cherokee	Shifts hard/jerks into gear...Transmission is not fixed.	Settlement
	2015 Dodge Journey	Radio, navagation, (sic) backup camera, replaced. While driving radio flashes white (very blinding distracting). While driving back up camera doesn't shut off driving down road cars behind on radio screen blinding & distracting.	Settlement
	2015 Dodge Ram Promaster 350	Out of service 30 days including for PCM-throttle control defects; ESU, Mil ABS lights; invalid signals.	Dismissed
	2015 Jeep Cherokee	The transmission continues to be a problem. When transitioning to a stop (approaching a stop light, etc.) and then attempting to accelerate (light turned green, etc.) the transmission will lug and then shift harshly and take off quickly. The same thing happens when the vehicle is cold and you have to stop on a hill. Even after a complete stop the vehicle acts as though it is in the wrong gear (sic) and has	Settlement
	2015 Jeep Grand Cherokee	...Car starts but will not shift into gear, warning message "vehicle in desired gear" when this occurs the cars (sic) is unable to turn off accessories package.	Administrative Dismissal
	2015 Jeep Grand Cherokee	There is instability in the rear end when rounding corners or driving over bumps (on pavement) and it makes a loud rumbling noise.	Consumer

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<u>FCA US LLC - 9</u>	2016 Jeep Grand Cherokee Limited	Transmission	Administrative Dismissal
	2016 Jeep Patriot	Water leak in the rear roof of the vehicle that has been resealed four times and continues to persist. Water leaks into the rear roof light, onto the headliner and drips down onto the floor from the roof. Technicians have tried resealing and replacing the washer hose, the roof plug, resealed the roof trim and rails and the car still continues to leak water.	Manufacturer
<u>Ford - 27</u>	2010 Ford Fusion	High motor temp light has never been fixed.	Administrative Dismissal
	2012 Ford Focus	Transmission shudders, slips & vibrates when accelerating, especially from a lower gear. Causes hesitation, jolting, vibration & sometimes a grinding noise.	Manufacturer
	2012 Ford Focus	Faulty transmission - clutch + transmission control module (TCM)	Consumer
	2012 Ford Focus	Not identified	Administrative Dismissal
	2013 Ford Fiesta	Hesitation - clutch problem - slipping + hesitation got worse - shifting pattern got worse - light on dash come on - noise got worse - smell oil - Repair the clutch after that the car problem got worse than before.	Manufacturer
	2013 Ford Focus	Clutch hesitation, 4 clutches replaced so far.	Settlement
	2013 Ford Focus	...The engine light came on and the car has trouble getting into gear. Then on hills and intermittently the transmission revs really	Consumer
	2013 Ford Focus	Transmission problems.	Settlement
	2013 Ford Focus	Shudder in transmission.	Manufacturer
	2013 Ford Focus SE	Clutch and related seals have been replaced 3 times.	Consumer
	2013 Ford Fusion	Intermittent electrical issues including: no use of touch screen, unable to connect blue tooth, loss of window functions, no climate control, no radio, etc. After last attempt to fix on June 23, 2016 complete loss of all touch screen controls.	Consumer

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<u>Ford - 27</u>	2014 Ford F-150	The rear end of vehicle is rattling and has no shocks. The 4 wheel drive will not engage when button is turned, unable to inspect. Noise in rear end all 3 service appts on 11/27/15, 2/13/16, 10/7/16.	Administrative Dismissal
	2014 Ford F-150	The rear end of vehicle is rattling and has no shocks. The 4 wheel drive will not engage when button is turned, unable to inspect. Noise in rear end all 3 service appts on 11/27/15, 2/13/16, 10/7/16.	Administrative Dismissal
	2014 Ford Focus	Since day "1" of purchase the car has been hesitating on mild acceleration, (sic) 4 attempts have been made by ford to fix yet problem persists....	Manufacturer
	2014 Ford Focus	Transmission/clutch sudder (sic) when taking off	Settlement
	2014 Ford Focus	Not identified	Administrative Dismissal
	2014 Ford Focus	The car has a recurring issue with the clutch. The car does not drive safely when needing to accelerate. We had clutch replaced on 4/20. Problem temporarily fixed. We have stopped driving the car.	Settlement
	2014 Ford Focus	Faulty Transmission Control Module (TCM)	Consumer
	2014 Ford Focus	Transmission shudder	Consumer
	2015 Ford F-150	The driver side door is misaligned and therefore does not latch properly. It can be heard and seen vibrating and rattling while driving down a road at a rate of 25 mph or more and produces wind noise while driving down the highway. ...	Accepted manufacturer's final repair
	2015 Ford Focus	Transmission shudders, hesitates when shifting, does not maintain speed, and cruise control does not work properly due to this. At times vehicle will jerk at takeoff/acceleration after a	Manufacturer
	2016 Ford 150 S/C	Repeated attempts to replace drivers door latch. Latch consistantly (sic) inop/frozen makes it impossible to open the door, then once door is open door will not stay closed until warmed up. Major safety concern that the door will not remain closed.	Administrative Dismissal

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<u>Ford - 27</u>	2016 Ford Edge	Engine replacement, steering column (sic) repair, spark plug & coil replacement.	Settlement
	2016 Ford Explorer	The vehicle intermittently bucks at low idle while parking or leaving parking space, idles rough, intermittently, loses connection with keys, loses seat memory, blinker stops working, windshield wipers won't spray, seats won't cool on backs, lift gate fails to function in different modes ...Experiencing loss of power under heavy acceleration; during passing the car	Settlement
	2016 Ford Explorer XLT	Rear liftgate/hatch door periodically opens and closes on its own, sensors periodically beep for no apparent reason, doors periodically lock and unlock on their own, and odor of exhaust inside the passenger compartment from time to time.	Consumer
	2016 Ford Fusion Energi	Vehicle keeps having lights come on, vehicle will also stall out when driving with throttle not working. Vehicle will stop running while driving. Lights that come on are as follows wrench light, advance track light, traction control light, service advance trac, check engine light, wrench light that says "see manual," park brake	Consumer
	2016 Lincoln MKX Reserve	...Failed tire pressure monitor system; failure of computer system (twice); and complete failure of transmission & clutch assemblies.	Settlement
<u>General Motors LLC - 4</u>	2014 GMC Sierra 1500	Check engine light illuminated - Out of service for 42 days.	Settlement
	2015 Chevrolet Spark	The car transmission has been slipping. Has a four second delay every once a week when stopping and going. The car leaks liquid and smells very strong of odor transmission fluid or oil leaks. Feb. 11/17.	Administrative Dismissal
	2015 GMC Sierra	Vehicle get stuck in 4 wheel drive. When this happens the front axel (sic) binds up making the vehicle hard to steer on paved roads.	Settlement

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<u>General Motors LLC - 4</u>	2016 Chevrolet Tahoe LT	The engine is a V4/V8. When going into V4 mode there is a vibration/shutter (sic) at all speeds. In V8 mode at 50-55 MPH and 70-75 mph. Vibration located in steering wheel.	Manufacturer
<u>Hyundai - 2</u>	2012 Hyundai Sonata	Front end noise and engine failure	Manufacturer
	2014 Hyundai Elantra GT	Engine - short block    Engine - long block Clutch plate	Consumer
<u>Jayco, Inc. - 1</u>	2014 Jayco Melbourne	Not identified	Administrative Dismissal
<u>Kia - 2</u>	2008 Kia Rondo	Ticking noise under hook (sic) within warranty period.	Settlement
	2011 Kia Forte	Out of service 30 days for:    The Engine	Settlement
<u>Mazda N.A. - 1</u>	2007 Mazda CX-7	Leaking/burning all oil out of car before oil change is due last 3 times, still going through oil. First oil change 9/3/16 - leak was here on	Administrative Dismissal
<u>Nissan - 4</u>	2016 Nissan Rogue	Back up Camera malfunctions and runs while the car is driving in motion forward. This is distracting while driving making the car dangerous to drive and also doesn't allow the use of any function the display would normally allow including, radio functions, navigation functions, and phone functions.	Manufacturer
	2016 Nissan Rogue	Hot smells - would not accelerate, vibrated, wants to stall - high engine revs - drops into low gear while driving - electrical problems	Decided not to continue with claim
	2016 Nissan Titan XD	The truck has been in shop for 31 days as of today (5/4/17). ...It is still in the repair shop and not running as of day 31 (5/4/17).	Accepted final repair
	2016 Nissan Titan XD 4WD	This truck was suppose to be plow capable when purchased, now I have been through a winter unable to plow because it's unavailable. Then I have had 3 episodes of unintended acceleration, where the throttle goes to the floor	Administrative Dismissal

<u>MANUFACTURER</u>	<u>YEAR/MAKE/MODEL</u>	<u>COMPLAINT(S)</u>	<u>DISPOSITION</u>
<u>Subaru - 2</u>	2013 Subaru Legacy Wagon	Battery light comes on. Car will soon after die while driving.	Administrative Dismissal
	2014 Subaru Forester	Broken right rear strut	Settlement
<u>Toyota - 3</u>	2015 Toyota Corolla	Transmission (shift/slip)	Manufacturer
	2016 Toyota Corolla S	Vehicle emits noises from dashboard area...Also, vehicle exhibits intermittent shaking in steering wheel.	Manufacturer
	2016 Toyota Tacoma Consumer	SRS Passenger Airbag Light is on.	