

STATISTICS

Demand for Arbitration Case Activity for Fiscal Year 2019

- Decisions for Consumer – 8
 - The \$304,026.18 in awards range from a \$7,071.47 refund for a 2016 Jeep Cherokee to a \$117,744.75 refund for a 2017 Land Rover Range Rover SC.
 - The refund sum includes two lessor assignee awards totaling \$16,578.25.
- Decisions for Manufacturer – 5
- Settlements – 24
- Administrative Dismissals (usually due to not meeting a jurisdictional requirement) – 10
- Case withdrawals by Consumer – 1
- Order compliance penalty – 0
- Remand appeal to Superior Court – 0

Total Case Activity – 48

Manufacturer Summary Fiscal Year 2019

- American Honda – 2
- BMW – 1
- FCA US LLC – 9
- Kia – 2
- Ford – 16
- General Motors – 10
- Jaguar/Land Rover – 1
- Nissan of North America – 1

- Subaru – 3
- Toyota – 2
- Volkswagen – 1

Total – 48