

2014

LEMON LAW ANNUAL REPORT

Texas Department of Motor Vehicles
Enforcement Division



Texas Department
of Motor Vehicles
HELPING TEXANS GO. HELPING TEXAS GROW.

Enforcement Division
Lemon Law Section

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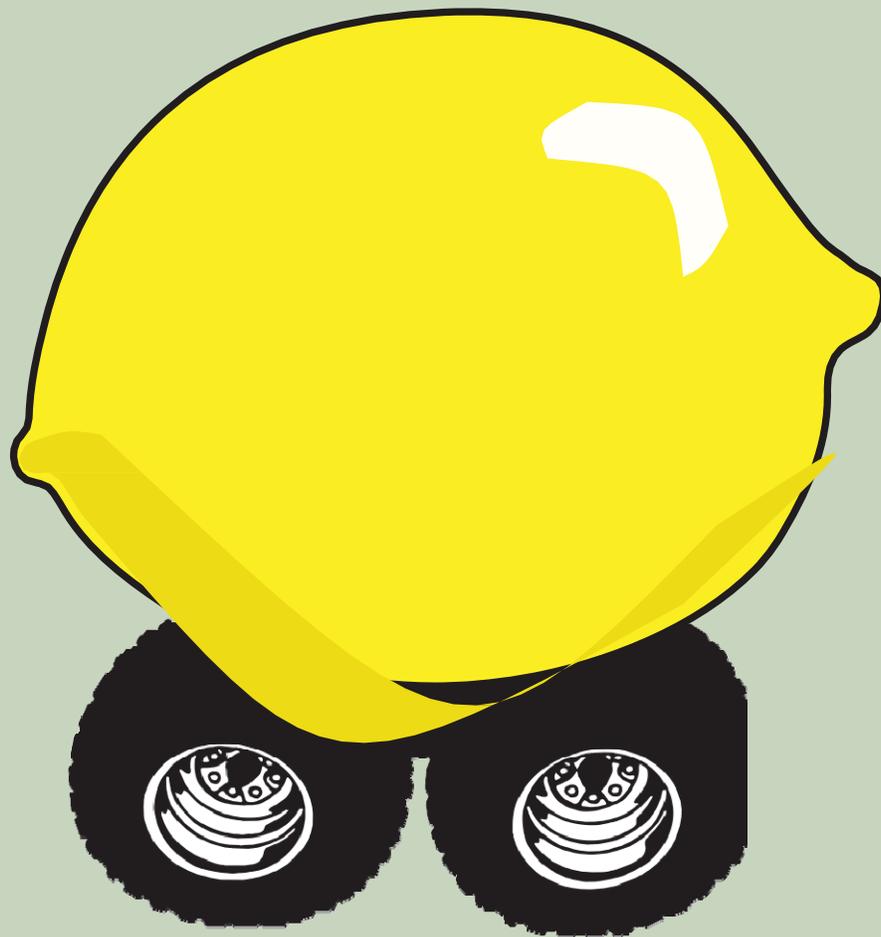
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INTRODUCTION TO THE PROGRAM RESULTS FOR CY 2014



INTRODUCTION

The Texas Lemon Law, passed by the Texas Legislature in 1983, is designed to assist consumers who have purchased or leased new motor vehicles with evidence of substantial defects to obtain repair, replacement or repurchase, where necessary. The state program is administered by the Lemon Law Section of the Texas Department of Motor Vehicles (TxDMV). This state law has been recognized nationally as one of the most effective pieces of legislation in obtaining fair resolution of disputes between consumers and motor vehicle manufacturers. This Annual Report serves to provide information about the number of motor vehicles replaced or repurchased and to inform the public of the efforts of the TxDMV to ensure that motor vehicle manufacturers comply with state laws.

In Calendar Year 2014 (CY '14), the Lemon Law program's efforts included:

- 16 motor vehicles ordered repurchased or replaced by manufacturers pursuant to a hearing due to substantial defect with a total value of nearly \$500,000;
- 97 motor vehicles reacquired by manufacturers as the result of settlement agreements after consumers filed a complaint with the TxDMV;
- 448 out-of-state defective motor vehicles reacquired by manufacturers that entered Texas after repair of alleged defects;
- 387 lemon law complaints filed with the TxDMV in 2014, an increase of 17% since 2012;
- 453 lemon law complaints closed by the TxDMV in 2014, an increase of 30% since 2012; and
- 240 complaints settled by the TxDMV before the issuance of a final decision by an administrative law judge (ALJ) or TxDMV hearings examiner.¹

Since 1993, there have been almost 17,000 complaints filed with the TxDMV, and the Lemon Law has generated almost \$117 million in repurchase or replacement value to Texas consumers.

This 23rd annual report includes information on the program results, geographic distribution of complaints filed, defects reported, complaints filed and closed, complaint processing times, settlements, and vehicles ordered repurchased or replaced by an ALJ or TxDMV hearings examiner.

Prior to 2008, nationwide vehicle sales exceeded 16 million. The gradual economic recovery in the United States raised total vehicle sales to 17.22 million units in 2014.² Nationwide new vehicle sales are projected to increase in 2015.

Passage of laws by the 83rd Legislative Session in 2013 returning the Lemon Law and warranty repair administrative hearing function to the TxDMV has aided in the processing of Lemon Law and warranty complaints. The recently formed Office of Administrative Hearings (OAH) at TxDMV began conducting the Lemon Law and warranty repair hearings for complaints in early 2014. It is expected, that as OAH develops, the TxDMV will be able to maximize service to Texas consumers and stakeholders.

¹ Complaints may be settled by a TxDMV Case Advisor by phone conference between the parties or the use of a mediation inspection. A mediation inspection is an in-person analysis of the motor vehicle that is the subject of a lemon law or warranty complaint. The inspections are conducted by a TxDMV Case Advisor at an agreed location, such as a vehicle dealership. The complainant and a manufacturer representative typically attend the mediation inspection with the TxDMV Case Advisor, who is a trained motor vehicle technician and certified mediator. This opportunity for inspection of the subject motor vehicle is used by the TxDMV Case Advisor to assess the alleged defects and to affect settlement where possible. In CY' 14, five mediations inspections were conducted, four of them resulted in settlement.

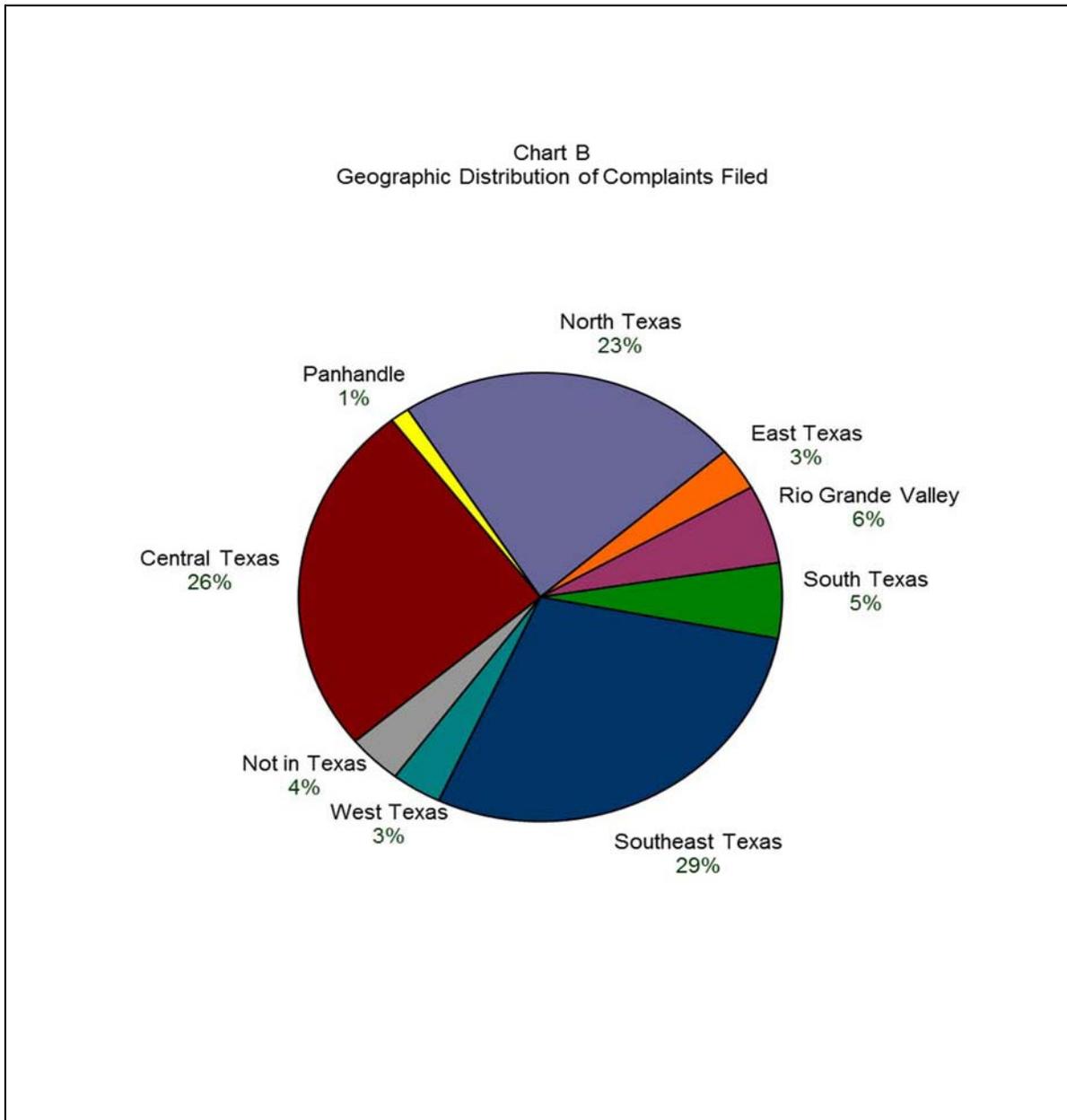
² Data from YCharts.com/indicators/auto_sales (US Vehicle Sales)

Chart A is a summary of the program’s results during the period from CY ‘12 to CY ‘14. This chart shows an overview of the program results for CY ‘14 along with the previous two years’ results for comparison.

Chart A			
Summary of Program Results			
	CY '12	CY '13	CY '14
Complaints Filed	321	376	387
Complaints Closed	316	406	453
Settlements	117	216	240
Repurchase/Replacement Orders	64	77	113

Most complaints involve passenger cars and light trucks; however, complaints were also received on all-terrain vehicles, medium trucks, heavy trucks, motorcycles, motor homes and towable recreational vehicles. Purchase prices of the vehicles subject to complaint ranged from a few thousand dollars to just under two hundred thousand dollars for a motor home.

Chart B shows the geographic distribution of complaints filed. The Lemon Law Section has divided the state into nine areas, which coincide with TxDMV regional centers. The largest percentage of complaints were filed from the Southeast Texas area, which includes Houston. The next two largest areas in which complaints were filed are Central Texas, which includes Austin and San Antonio, and North Texas, which includes Dallas and Fort Worth.



COMPLAINT PROCESS

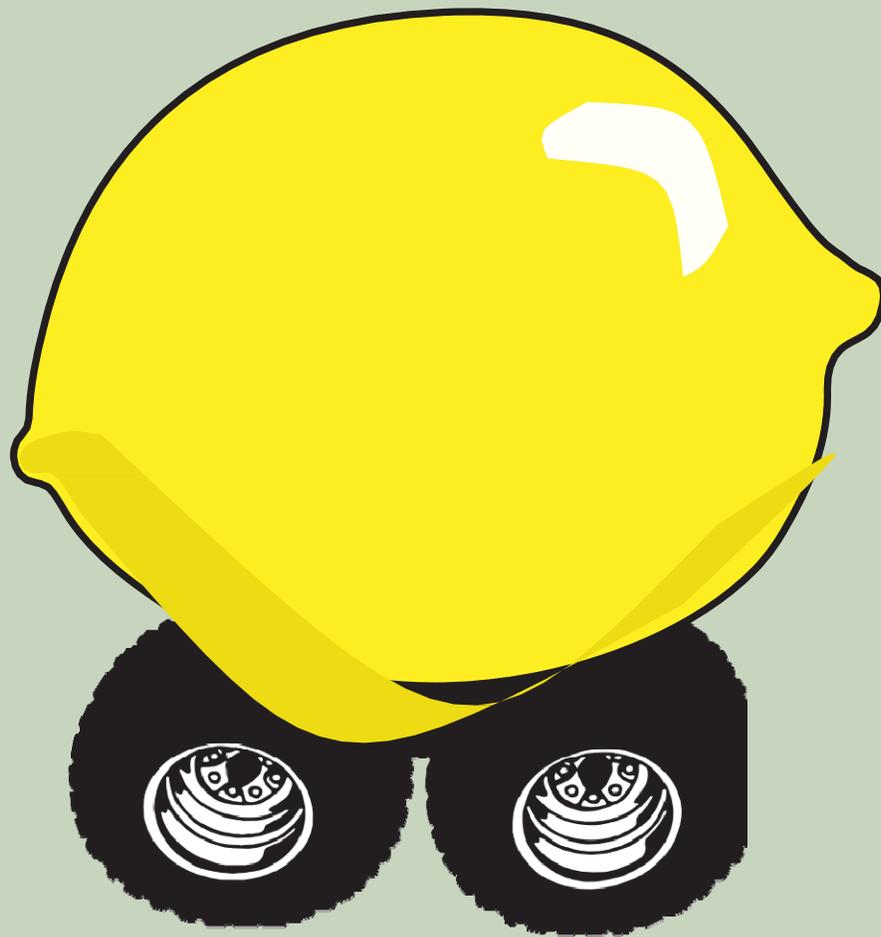
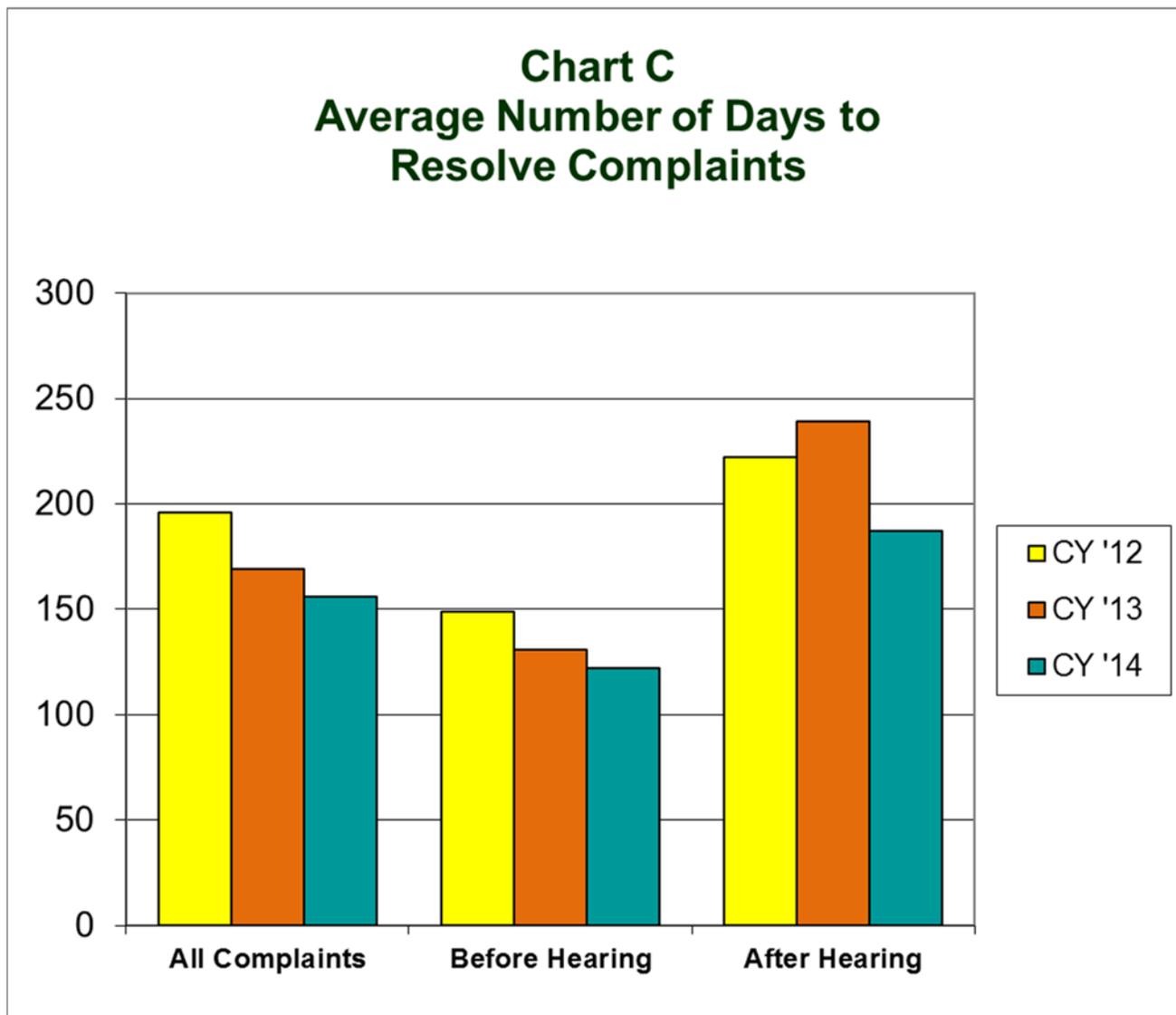
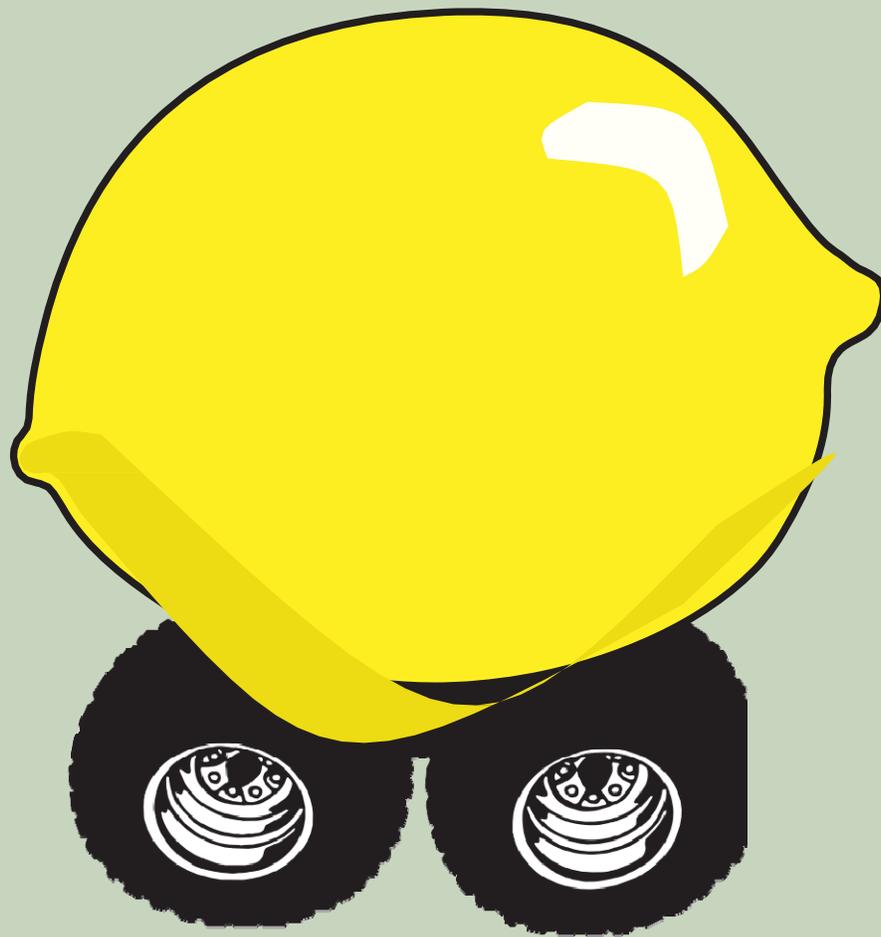


Chart C shows the average processing times for the complaints closed for CY '12 through CY '14. The trend expressed shows a 20% decrease in processing time to resolve complaints over the last three years.



COMPLAINTS FILED



COMPLAINTS FILED

Chart D1 shows how many passenger car and truck complaints were filed by model (listed alphabetically by make) for the period of CY '12 through CY '14. Of the 387 complaints filed with the TxDMV in 2014, 86.82% were for cars and trucks.

Chart D1 (Passenger Cars and Trucks) Complaints by Make and Model					
Make	Model	CY '12	CY '13	CY '14	CY '14 Complaint Share
	ILX	0	1	0	0.00%
	MDX	0	1	1	0.26%
	RDX	0	2	0	0.00%
	TSX	1	0	1	0.26%
Acura Total		1	4	2	0.52%
	A5	1	0	0	0.00%
	Q5	0	1	1	0.26%
Audi Total		1	1	1	0.26%
	1 Series	0	1	0	0.00%
	3 Series	2	1	0	0.00%
	5 Series	2	4	2	0.52%
	7 Series	0	1	2	0.52%
	X1	0	1	0	0.00%
	X3	1	0	0	0.00%
	X5	0	0	4	1.03%
	X5M	0	1	0	0.00%
	X6	0	1	0	0.00%
BMW Total		5	10	8	2.07%
	Enclave	0	2	0	0.00%
	LaCrosse	2	1	0	0.00%
	Verano	0	1	2	0.52%
Buick Total		2	4	2	0.52%
	ATS	0	1	0	0.00%
	CTS	2	1	1	0.26%
	Deville	1	0	0	0.00%
	DTS	1	0	0	0.00%
	Escalade	2	0	1	0.26%
	SRX	3	1	1	0.26%
	XTS	0	2	2	0.52%
Cadillac Total		9	5	5	1.29%
	Aveo	2	0	0	0.00%
	Camaro	2	3	8	2.07%
	Cobalt	0	1	0	0.00%
	Colorado	0	0	1	0.26%
	Corvette	0	0	2	0.52%
	Cruze	4	6	3	0.78%
	Equinox	2	4	3	0.78%
	Express	3	0	1	0.26%
	HHR	4	0	1	0.26%
	Impala	0	2	2	0.52%
	Malibu	5	3	3	0.78%
	Silverado	5	14	10	2.58%

Chart D1 (Continued)					
	Sonic	0	1	0	0.00%
	Spark	0	2	0	0.00%
	Suburban	0	1	0	0.00%
	Tahoe	0	2	2	0.52%
	TrailBlazer	1	0	1	0.26%
	Traverse	1	4	2	0.52%
	Volt	1	0	0	0.00%
Chevrolet Total		30	43	39	10.08%
	200	1	1	3	0.78%
	300	4	2	4	1.03%
	Fiat	2	0	0	0.00%
	Grand Voyager	1	0	0	0.00%
	PT Cruiser	0	1	0	0.00%
	Town & Country	2	2	4	1.03%
Chrysler Total		10	6	11	2.84%
	Avenger	4	4	3	0.78%
	Caliber	1	1	0	0.00%
	Challenger	1	5	7	1.81%
	Charger	5	8	3	0.78%
	Dakota Pickup	1	0	0	0.00%
	Dart	0	2	11	2.84%
	Durango	4	2	6	1.55%
	Grand Caravan	2	2	0	0.00%
	Intrepid	0	1	0	0.00%
	Journey	5	4	7	1.81%
	Nitro	0	0	1	0.26%
	Ram	29	28	36	9.30%
	Viper	0	0	1	0.26%
Dodge Total		52	57	75	19.38%
	500	0	4	3	0.78%
	Abarth	0	0	1	0.26%
Fiat Total		0	4	4	1.03%
	C-Max	0	1	1	0.26%
	Crown Victoria	0	0	1	0.26%
	Edge	4	3	0	0.00%
	Escape	2	7	4	1.03%
	Expedition	1	3	1	0.26%
	Explorer	7	6	2	0.52%
	F Series	19	22	14	3.62%
	F450 Pickup (MT)	1	0	0	0.00%
	F550 Pickup (MT)	3	1	0	0.00%
	F650 Pickup (MT)	1	0	0	0.00%
	Fiesta	0	7	6	1.55%
	Flex	1	0	0	0.00%
	Focus	5	8	14	3.62%
	Fusion	3	7	7	1.81%
	Mustang	5	4	1	0.26%
	Taurus	1	0	2	0.52%
	Windstar	1	0	0	0.00%
Ford Total		54	69	53	13.70%
	Coronado (HT)	1	0	0	0.00%
	FL112 (HT)	0	1	0	0.00%
	M2106 (MT)	1	1	0	0.00%

Chart D1 (Continued)					
Freightliner Total		2	2	0	0.00%
	Acadia	1	1	3	0.78%
	Envoy	0	0	2	0.52%
	Sierra	3	2	3	0.78%
	Sierra Denali	0	2	0	0.00%
	TC7C042 (MT)	1	0	0	0.00%
	Terrain	4	2	1	0.26%
	Yukon	1	0	0	0.00%
GMC Total		10	7	9	2.33%
	Accord	2	4	2	0.52%
	Civic	1	5	1	0.26%
	CR-V	1	1	1	0.26%
	Odyssey	2	1	5	1.29%
	Passport	0	1	0	0.00%
	Pilot	1	0	0	0.00%
Honda Total		7	12	9	2.33%
	Accent	1	0	0	0.00%
	Azera	0	0	1	0.26%
	Elantra	3	1	1	0.26%
	Entourage	0	1	0	0.00%
	Genesis	1	2	1	0.26%
	Santa Fe	0	0	1	0.26%
	Sonata	3	2	1	0.26%
	Tucson	3	1	1	0.26%
	Veloster	0	0	3	0.78%
	Veracruz	1	1	0	0.00%
Hyundai Total		12	8	9	2.33%
	FX35	1	0	0	0.00%
	G35	0	0	1	0.26%
	G37	1	0	0	0.00%
	JX35	0	0	3	0.78%
	M35	1	0	0	0.00%
	M56	0	1	1	0.26%
	Q50	0	0	1	0.26%
	QX56	0	1	1	0.26%
	QX60	0	0	1	0.26%
Infiniti Total		3	2	8	2.07%
	7500	0	0	1	0.26%
	Terrastar (HT)	0	1	0	0.00%
International Total		0	1	1	0.26%
	X-Type	1	0	0	0.00%
	XF-Type	0	0	2	0.52%
	XFR-Type	0	0	2	0.52%
	XJ-Type	0	0	1	0.26%
	XJL-Type	0	1	0	0.00%
Jaguar Total		1	1	5	1.29%
	Cherokee	0	0	3	0.78%
	Compass	0	0	1	0.26%
	Grand Cherokee	3	3	15	3.88%
	Liberty	3	1	1	0.26%
	Patriot	0	0	1	0.26%
	Wrangler	7	7	4	1.03%
Jeep Total		13	11	25	6.46%

Chart D1 (Continued)					
	Cadenza	0	0	1	0.26%
	Forte	1	1	0	0.00%
	Optima	0	2	2	0.52%
	Rio	3	1	1	0.26%
	Sedona	1	0	0	0.00%
	Sorento	0	5	3	0.78%
	Soul	1	1	1	0.26%
	Sportage	0	1	0	0.00%
Kia Total		6	11	8	2.07%
	Discovery	0	0	1	0.26%
	LR2	0	1	0	0.00%
	Range Rover	0	1	0	0.00%
	Range Rover Sport	0	0	1	0.26%
Land Rover Total		0	2	2	0.52%
	IS	0	0	1	0.26%
	GS	0	1	0	0.00%
	LS	1	0	0	0.00%
	RX	1	0	1	0.26%
Lexus Total		2	1	2	0.52%
	MKS	0	1	1	0.26%
	MKT	1	0	1	0.26%
	MKX	1	0	1	0.26%
	MKZ	0	0	1	0.26%
	Navigator	0	1	0	0.00%
	Town Car	0	1	0	0.00%
Lincoln Total		2	3	4	1.03%
Lotus	Evora	1	0	0	0.00%
Maserati	GranTurismo	0	1	2	0.52%
	CX-5	0	1	0	0.00%
	Mazda3	0	1	1	0.26%
	Mazda6	0	0	1	0.26%
	Miata	0	0	1	0.26%
	Protégé	0	1	0	0.00%
Mazda Total		0	3	3	0.78%
	C-Class	1	2	2	0.52%
	CLA-Class	0	0	1	0.26%
	CLS-Class	0	1	0	0.00%
	E-Class	2	2	2	0.52%
	GL-Class	0	1	1	0.26%
	M-Class	0	1	1	0.26%
	R-Class	1	0	0	0.00%
	SLK-Class	1	0	1	0.26%
	Sprinter	0	0	1	0.26%
Mercedes-Benz Total		5	7	9	2.33%
Mercury	Mariner	1	0	0	0.00%
Mini	Cooper	0	1	0	0.00%
	Eclipse	1	0	0	0.00%
	Galant	1	0	0	0.00%
	Lancer	2	0	0	0.00%
	Outlander	0	1	0	0.00%
Mitsubishi Total		4	1	0	0.00%
Mitsubishi-Fuso	FE (MT)	0	0	2	0.52%
	Altima	3	8	3	0.78%

Chart D1 (Continued)					
	Armada	1	1	3	0.78%
	Cube	0	1	0	0.00%
	Frontier	0	1	1	0.26%
	GT-R	0	2	0	0.00%
	Juke	1	0	0	0.00%
	Maxima	2	1	0	0.00%
	Murano	1	1	0	0.00%
	NV	0	1	0	0.00%
	NV 200	0	1	0	0.00%
	Pathfinder	0	2	7	1.81%
	Rogue	1	1	4	1.03%
	Sentra	1	4	0	0.00%
	Titan	0	2	1	0.26%
	Versa	4	3	0	0.00%
	Z	1	0	0	0.00%
Nissan Total		15	29	19	4.91%
Peterbilt	389 (HT)	0	0	1	0.26%
	G3	1	0	0	0.00%
	Torrent	1	0	0	0.00%
	Vibe	0	0	1	0.26%
Pontiac Total		2	0	1	0.26%
Porsche Total	Panamera	0	1	0	0.00%
Saab	9-3	1	0	0	0.00%
	Impreza	1	0	1	0.26%
	Legacy	0	1	0	0.00%
	Outback	1	0	2	0.52%
	XV Crosstrack	0	1	0	0.00%
Subaru Total		2	2	3	0.78%
	Kizashi	0	1	0	0.00%
	Verona	0	0	1	0.26%
	XL-7	1	0	0	0.00%
Suzuki Total		0	1	1	0.26%
	4Runner	1	1	0	0.00%
	Avalon	1	1	0	0.00%
	Camry	2	2	0	0.00%
	Corolla	1	1	1	0.26%
	Highlander	0	0	1	0.26%
	Prius	2	0	1	0.26%
	Rav4	0	0	1	0.26%
	Sienna	1	1	0	0.00%
	Tacoma	2	2	1	0.26%
	Tundra	1	1	0	0.00%
Toyota Total		11	9	5	1.29%
	Beetle	0	3	1	0.26%
	CC	1	1	0	0.00%
	EOS	0	2	0	0.00%
	Golf	0	1	0	0.00%
	Jetta	4	3	2	0.52%
	Passat	0	1	3	0.78%
	Routan	2	1	0	0.00%
	Tiguan	0	0	1	0.26%
	Touareg	1	0	1	0.26%
Volkswagen Total		8	12	8	2.07%

Chart D1 (Continued)					
	S60	2	0	0	0.00%
	VNL64t (HT)	1	0	0	0.00%
Volvo Total		3	0	0	0.00%
Miscellaneous Complaints	Unknown	1	0	0	0.00%
Total Complaints Filed		276	331	336	86.82%

Chart D2 shows how many motor home complaints were filed by model (listed alphabetically by make) for the period of CY '12 through CY '14. Of the 387 complaints filed with the TxDMV in 2014, 2.58% were for motor homes.

Chart D2 (Motor Homes) Complaints by Make and Model					
Make	Model	CY '12	CY '13	CY '14	CY '14 Complaint Share
	Concord	0	0	1	0.26%
	Pathfinder	0	2	0	0.00%
Coachmen Total		0	2	1	0.26%
Fleetwood	Quest	1	0	0	0.00%
	Georgetown	0	1	0	0.00%
	Solera	0	1	0	0.00%
Forest River Total		0	2	0	0.00%
Itasca	Suncruiser	0	0	1	0.26%
	Greyhawk	0	1	0	0.00%
	Precept	0	1	0	0.00%
Jayco Total		0	2	0	0.00%
Keystone	Alpine	1	0	0	0.00%
Monaco	Admiral	1	0	0	0.00%
	Bay Star	1	0	0	0.00%
	Canyon Star	0	0	1	0.26%
Newmar Total		1	0	1	0.26%
Pleasure-Way	Excel	1	0	0	0.00%
	Daybreak	0	0	2	0.52%
	EVO	0	0	1	0.26%
	Four Winds	0	1	2	0.52%
	Hurricane	1	1	0	0.00%
	Outlaw	0	0	1	0.26%
	Palazzo	0	1	0	0.00%
	Tuscany	0	1	0	0.00%
Thor Total		1	4	6	1.55%
	Tour	1	0	0	0.00%
	View	0	1	0	0.00%
	Vista	0	0	1	0.26%
	Wkr42ad	1	0	0	0.00%
Winnebago Total		2	1	1	0.26%
Total Complaints Filed		8	11	10	2.58%

Chart D3 shows how many towable recreational vehicle complaints were filed by model (listed alphabetically by make) for the period of CY '12 through CY '14. Of the 387 complaints filed with the TxDMV in 2014, 5.68% were for towable recreational vehicles.

Chart D3 (Towable Recreational Vehicles)					
Complaints by Make and Model					
Make	Model	CY '12	CY '13	CY '14	CY '14 Complaint Share
Airstream	Flying Cloud	1	0	0	0.00%
Columbia Northwest	Somerset	0	1	0	0.00%
	Elevation	0	0	1	0.26%
	Hill Country	0	2	1	0.26%
	Lincoln	0	0	1	0.26%
	Longhorn	0	1	0	0.00%
	Rushmore	0	1	0	0.00%
CrossRoads Total		0	4	3	0.78%
Cruiser	Shadow Cruiser	0	0	1	0.26%
Doubletree	Select Suites	1	0	0	0.00%
DRV LLC	Mobile Suite	0	1	1	0.26%
	Aerolite	0	0	1	0.26%
	Voltage	1	0	1	0.26%
Dutchmen Total		1	0	2	0.52%
	Cardinal	0	0	1	0.26%
	Cedar Creek	0	0	1	0.26%
	Crusader	0	1	0	0.00%
	Flagstaff	0	0	1	0.26%
	Lexington	1	0	0	0.00%
	Palomino Trailer	0	0	1	0.26%
	Rockwood	0	1	1	0.26%
	Sandpiper	0	0	1	0.26%
	Surveyor	0	1	0	0.00%
	Wildcat	1	0	1	0.26%
	Wildwood	0	1	0	0.00%
Forest River Total		2	4	7	1.81%
Foretravel	IH-45	1	0	0	0.00%
Frontier RV	Aspen	1	0	0	0.00%
Gulf Stream	Sedona	0	1	0	0.00%
	Big Country	1	2	0	0.00%
	Cyclone	1	1	1	0.26%
	Elkridge	1	1	0	0.00%
	Greystone	1	1	0	0.00%
	North Trail	2	0	0	0.00%
	Road Warrior	0	0	1	0.26%
	Sundance	1	0	1	0.26%
	Torque	0	0	1	0.26%
Heartland Total		7	5	4	1.03%
	Laredo	0	1	0	0.00%
	Montana	0	1	0	0.00%
	Passport	1	0	0	0.00%
	Raptor	0	1	0	0.00%
	Sprinter	1	1	0	0.00%
Keystone Total		2	4	0	0.00%

Chart D3 (Continued)					
Landmark	Rushmore	1	0	0	0.00%
	345 RLS	0	1	0	0.00%
	Journeyer	1	1	0	0.00%
	Light	0	0	1	0.26%
	Mesa Ridge	0	1	1	0.26%
	Open Range	2	1	0	0.00%
Open Range Total		3	4	2	0.52%
Prowler	CT	1	0	0	0.00%
Redwood	36FL	1	0	0	0.00%
Skyline	Layton	0	0	1	0.26%
Starcraft	Autumn Ridge	0	1	0	0.00%
Thor	Chateau	0	0	1	0.26%
Total Complaints Filed		22	25	22	5.68%

Chart D4 shows how many all-terrain vehicle and motorcycle complaints were filed by model (listed alphabetically by make) for the period of CY '12 through CY '14. Of the 387 complaints filed with the TxDMV in 2014, 4.91% were for all-terrain vehicles, motorcycles, or neighborhood electric vehicles.

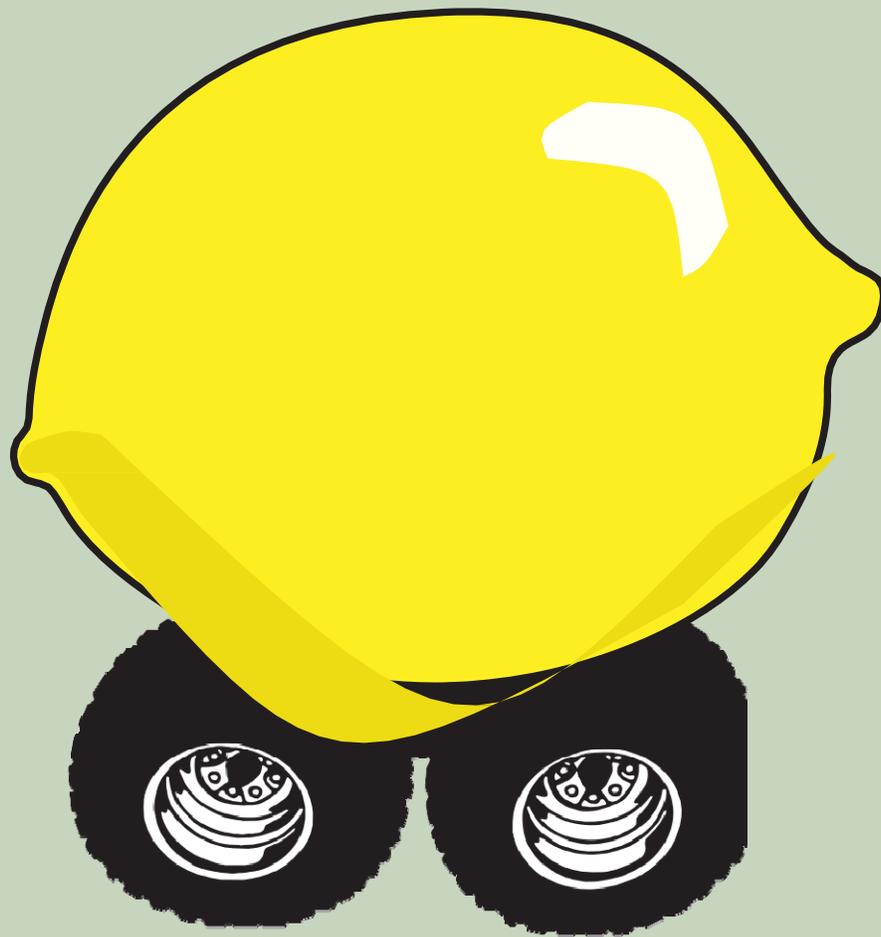
Chart D4 (All Terrain Vehicles, Motorcycles and Neighborhood Electric Vehicles)					
Complaints by Make and Model					
Make	Model	CY '12	CY '13	CY '14	CY '14 Complaint Share
Agusta	F4 (MC)	1	0	0	0.00%
Arctic Cat	425 (ATV)	0	0	1	0.26%
	Big Horn (ATV)	1	1	0	0.00%
	MP250A (MC)	1	0	0	0.00%
	Spire (ATV)	0	0	1	0.26%
Bennche Total		2	1	1	0.26%
	K 1600 GT (MC)	0	0	1	0.26%
	K 1600 GTL (MC)	0	1	1	0.26%
BMW Total		0	1	2	0.52%
	Commander (MC)	0	1	0	0.00%
	DS (ATV)	0	0	1	0.26%
	Spyder (MC)	0	1	1	0.26%
Can-Am Total		0	2	2	0.52%
Ducati	1198 (MC)	1	0	0	0.00%
	CVO (MC)	0	0	1	0.26%
	Softail (MC)	0	0	1	0.26%
	Touring (MC)	0	0	1	0.26%
Harley-Davidson Total		0	0	3	0.78%
Honda	Cb1000rb (MC)	1	0	0	0.00%
John Deere	Gator (ATV)	0	0	1	0.26%
	KAF (MC)	1	0	0	0.00%
	KRF750 (MC)	1	0	0	0.00%
Kawasaki Total		2	0	0	0.00%
Kubota	RTVX (AVT)	0	0	1	0.26%
Motobravo	MC150 (MC)	0	1	0	0.00%
Oreion	Sand Reeper (NEV)	0	1	0	0.00%
	R12 (ATV)	1	0	0	0.00%
	Ranger (ATV)	1	0	3	0.78%
	Ranger Crew (ATV)	0	0	1	0.26%
	Trailboss (ATV)	0	1	0	0.00%
Polaris Total		2	1	4	1.03%
Puma	Romeo (MC)	0	0	1	0.26%
	MC-100 (MC)	0	0	1	0.26%
	MC79 (MC)	1	0	0	0.00%
Roketa		0	0	1	0.26%
Star	NV (NEV)	1	0	0	0.00%
Supermach	Velocity (MC)	1	0	0	0.00%
Thoroughbred	Stallion (MC)	0	1	1	0.26%
Tomberlin	Emerge (NEV)	1	0	0	0.00%
Tomoto	ATV 150 (ATV)	2	0	0	0.00%
Triumph	Explorer (MC)	0	0	1	0.26%
Total Complaints Filed		14	8	19	4.91%

Chart E shows the predominate defect claimed by consumers upon filing their complaints for the 14 vehicle models that had the greatest number of complaints filed. The “other” category can be issues such as frame rust, rattles in dash, or exhaust system problems. In motorhomes and TRVs, the issues complained of included leveling system defects, water infiltration and grey water problems. The “other” category was shown to be the predominate defect in 6 of the 14 models listed below.

Chart E Predominate Defects Reported for the Top 14 Vehicle Models by Make and Model				
Make	Model	Complaints Filed	Defect	Defect Total
Chevrolet	Camaro	7	Other	5
	Silverado	10	Other	7
Dodge	Challenger	7	Electrical	6
	Dart	11	Electrical	7
	Durango	6	Other	5
	Ram	36	Engine Performance/Emissions	21
Ford	Escape	4	Other	3
	F Series	13	Engine Performance/Emissions	6
	Fiesta	6	Automatic Transmission	4
			Engine - Mechanical	4
			Engine Performance/Emissions	4
			Other	4
	Focus	13	Other	8
Fusion	6	Engine - Mechanical	4	
Jeep	Grand Cherokee	13	Electrical	8
	Wrangler	4	Water Leaks	3
Nissan	Pathfinder	7	Automatic Transmission	5

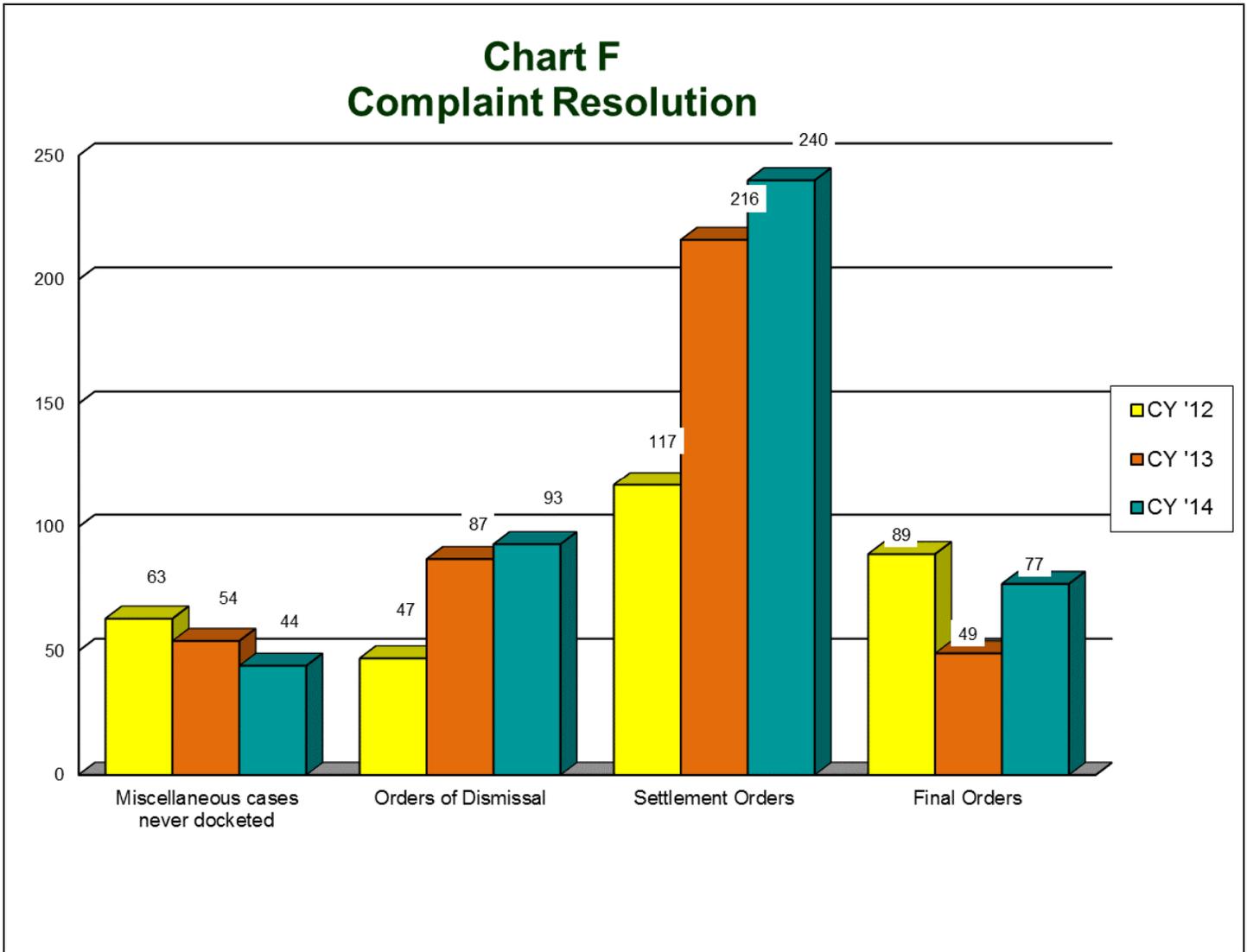
By way of example, 21 of the 36 total complaints filed on Dodge Rams in CY '14 pertained to an engine performance/emissions malfunction.

COMPLAINTS CLOSED



COMPLAINTS CLOSED

Chart F shows the comparison of complaint resolution statistics for the period of CY '12 to CY '14. All cases, if docketed, are resolved by the issuance of an order by the TxDMV board or its delegate pursuant to a proposal for decision (PFD) from an ALJ or a final decision/order from a TxDMV hearings examiner.³ The type of orders issued can reflect a settlement between the parties, the dismissal of the complaint⁴, or the issuance of a decision after an administrative hearing. An order issued by an OAH hearings examiner is a final order of the TxDMV, where a PFD issued by an ALJ did not become a final order until signed by the TxDMV final order authority, which could be the chairman of the TxDMV board or the board's delegate.⁵



Cases that are not docketed are expressed as “miscellaneous”. No order was issued in these cases to close them.

³ Lemon Law complaints filed on or after January 1, 2014 are heard by a TxDMV hearings examiner from OAH. All complaints filed prior to January 1, 2014 were heard by an ALJ from the State Office of Administrative Hearings (SOAH). The cases expressed in this Annual Report include cases heard by SOAH ALJs and TxDMV hearings examiners.

⁴ A dismissal order is issued in the event of non-participation or ineligibility of the complainant after docketing a complaint.

⁵ See Occupations Code 2301.704(c).

Chart G shows the types of settlements reached between the parties, resulting in the issuance of some type of relief to close the complaint. The chart also indicates the specific remedy reached between the parties. The settlement results are listed alphabetically by manufacturer.

Chart G Settlements by Manufacturer								
Manufacturer	Repurchase	Replacement	Trade Assist	Repair	Extended Service Contract	Cash Settlement	Other	Total Settlements
Acura	0	1	0	0	0	0	0	1
Airstream	0	1	0	0	0	0	0	1
Bennche	1	0	0	0	0	0	0	1
BMW	2	2	0	1	0	0	1	6
Buick	0	1	0	1	0	0	0	2
Cadillac	1	1	1	1	0	0	0	4
Can-Am	1	1	0	1	0	0	1	4
Chevrolet	1	2	5	6	2	2	7	25
Chrysler	2	2	0	0	1	6	0	11
Coachmen	0	0	0	0	0	0	1	1
Columbia Northwest	1	0	0	0	0	0	0	1
CrossRoads	2	0	0	0	0	0	2	4
Dodge	13	8	0	1	2	29	1	54
DRV	0	1	0	0	0	0	0	1
Fiat	2	3	0	0	0	0	0	5
Ford	9	1	0	5	7	1	0	23
Forest River	0	2	0	0	0	1	0	3
GMC	0	1	0	1	0	0	2	4
Harley-Davidson	0	0	0	0	0	0	1	1
Heartland	0	0	0	0	0	1	2	3
Honda	0	0	0	0	0	1	0	1
Hyundai	1	0	0	1	0	2	0	4
Infiniti	4	0	0	1	0	0	0	5
Jaguar	0	1	0	0	0	0	0	1
Jayco	0	0	1	0	0	0	0	1
Jeep	4	3	0	2	0	5	0	14
John Deere	1	0	0	0	0	0	0	1
Keystone	0	0	0	1	0	0	1	2
Kia	0	0	0	2	0	0	1	3
Kubota	0	0	0	0	0	0	1	1
Lincoln	0	0	0	0	0	0	1	1
Mercedes-Benz	0	0	0	2	1	2	1	6
Mini	0	0	0	0	0	1	0	1
Mitsubishi-Fuso	0	0	0	0	0	2	0	2
Nissan	10	3	0	1	0	2	1	17
Open Range	1	0	0	0	0	0	0	1
Polaris	0	0	0	0	0	1	0	1
Skyline	1	0	0	0	0	0	0	1
Starcraft	0	0	0	0	0	0	1	1
Subaru	1	0	0	1	0	1	2	5
Thor	0	1	0	2	0	4	1	8
Toyota	0	0	0	1	0	0	0	1
Triumph	0	0	0	0	0	1	0	1
Volkswagen	2	1	0	1	0	0	0	4
Winnebago	1	0	0	0	0	0	1	2
Total	61	36	7	32	13	62	29	240

The "Other" settlement category is used when the terms of the settlement between the parties are not disclosed to the TxDMV.

Chart H shows the comparison of the 77 post hearing orders issued after an administrative hearing on the complaint was conducted.

Chart H Post Hearing Orders by Manufacturer					
Manufacturer	Repurchase	Replacement	Repair	Dismissal	Total Orders
Acura	0	0	0	1	1
BMW	1	0	0	1	2
Cadillac	0	0	0	1	1
Chevrolet	1	0	1	9	11
Dodge	0	0	0	3	3
DRV	0	0	0	1	1
Ford	6	3	2	12	23
GMC	0	0	0	1	1
Honda	0	0	0	4	4
Hyundai	0	0	0	2	2
Jaguar	0	0	0	1	1
Jeep	0	0	0	2	2
Keystone	0	0	0	1	1
Kia	1	0	1	0	2
Lincoln	0	0	0	1	1
Mazda	0	0	0	1	1
Mercedes-Benz	0	0	0	1	1
Mitsubishi	0	0	0	1	1
Newmar	0	0	1	0	1
Nissan	3	0	2	3	8
Open Range	1	0	0	0	1
Oreion	0	0	0	1	1
Pleasure-Way	0	0	0	1	1
Polaris	0	0	0	2	2
Porsche	0	0	0	1	1
Toyota	0	0	0	3	3
Total	13	3	7	54	77

If a complaint is not settled between the parties at the beginning of the case, it proceeds to an administrative hearing where the parties present evidence to support their positions on whether a substantial defect exists in the subject motor vehicle that would warrant the replacement or repurchase by the manufacturer. After the hearing has concluded, the TxDMV issues a decision and final order. If not timely appealed, it represents a final decision of the TxDMV. The final orders are grouped by manufacturer.

Chart I expands on the 16 vehicles from Chart H that had final orders issued by the TxDMV for repurchase or replacement by the vehicle manufacturer. The vehicles are listed alphabetically by make and model with the replacement/repurchase value noted. The defect listed was the basis for ordering repurchase or replacement of the vehicle.

CHART I VEHICLES ORDERED REPURCHASED OR REPLACED - BY MAKE AND MODEL						
	YEAR	MAKE	MODEL	VEHICLE TYPE	DEFECT	PRICE
1	2011	BMW	5 Series	Passenger Car	Electrical	\$58,281.96
2	2012	Chevrolet	Malibu	Passenger Car	Automatic Transmission	\$19,827.21
3	2013	Ford	Escape	Light Truck	Engine Performance/Emissions	\$32,243.39
4	2011	Ford	Expedition	Light Truck	Automatic Transmission	\$33,876.71
5	2011	Ford	F Series	Light Truck	Automatic Transmission	\$25,779.10
6	2011	Ford	F Series	Light Truck	Engine Performance/Emissions	\$31,922.91
7	2012	Ford	F Series	Light Truck	Engine Performance/Emissions	\$44,998.52
8	2012	Ford	F Series	Light Truck	Suspension and Steering	\$49,987.51
9	2013	Ford	F Series	Light Truck	Engine Performance/Emissions	\$31,635.30
10	2013	Ford	Fiesta	Passenger Car	Automatic Transmission	\$13,475.89
11	2013	Ford	Fusion	Passenger Car	Body and Trim	\$28,221.67
12	2012	Kia	Sorento	Light Truck	Engine Performance/Emissions	\$25,444.67
13	2012	Nissan	Frontier	Light Truck	Suspension and Steering	\$27,027.12
14	2013	Nissan	NV Passenger Van	Light Truck	Automatic Transmission	\$6,142.00
15	2013	Nissan	Altima	Passenger Car	Safety	\$24,246.18
16	2013	Open Range	Roamer	Towable Recreational Vehicle	Water Leaks	\$39,497.94
Total						\$492,608.08

These vehicles met the statutory requirements under the Lemon Law for repurchase or replacement. Those requirements are found in Texas Occupations Code §2301.604.

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