

# Lemon Law Arbitration Program



2019 ANNUAL REPORT



OFFICE OF  
**ATTORNEY GENERAL**  
**ASHLEY MOODY**  
— Stronger, Safer Florida —

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Dear Floridians:

The Florida New Motor Vehicle Arbitration Board, housed in the Lemon Law Arbitration division of the Attorney General's office, is a free and effective forum for the resolution of disputes between consumers and motor vehicle manufacturers under Florida's "Lemon Law." Since the first case was filed in 1989 through the close of the reporting period, consumers have recovered more than \$498 million in refunds and vehicle replacements via settlements and arbitration awards.

This report focuses on disputes that were filed with the Office of Attorney General and approved for arbitration before the New Motor Vehicle Arbitration Board for the 2019 calendar year. The report includes a summary comparison of data for cases filed from 1989 through 2019. Also reported is the total number of motor vehicles identified by manufacturers as having been reacquired in 2019.

Consumers can obtain additional information about Florida's Lemon Law and search a list of vehicles repurchased by motor vehicle manufacturers by visiting the Office of the Attorney General's website, [www.myfloridalegal.com](http://www.myfloridalegal.com).

Sincerely,



Ashley Moody  
Attorney General





## INTRODUCTION

Florida's "Lemon Law," Chapter 681, Florida Statutes, allows consumers to receive purchase price refunds or replacement motor vehicles when their new or demonstrator motor vehicles are subjected to repeated, unsuccessful repairs by the manufacturer or its authorized service agent for the same defect or condition, or are constantly in the shop for repair of one or more different defects or conditions. The defects or conditions covered by the Lemon Law are those that substantially impair the use, value or safety of the vehicle, and are first reported to the manufacturer or its authorized service agent during a specified period after the consumer takes delivery of the vehicle. If the manufacturer fails to provide the remedy required by statute, the consumer can arbitrate their claim before the Florida New Motor Vehicle Arbitration Board.

Members of the Florida New Motor Vehicle Arbitration Board are appointed by the Attorney General and conduct arbitration hearings throughout the state. Arbitration is an "all-or-nothing" proposition for the consumer, who will either win an award of a refund or replacement vehicle, or have their claim dismissed. Section 681.1095, Florida Statutes, requires the Attorney General to compile annual statistics for all disputes submitted to the Board. Because the law was changed in 2011 to require that requests for arbitration be filed with, and screened by, the Office of the Attorney General, instead of the Department of Agriculture and Consumer Services, comparison of certain data in more recent reports with that from 2010 and years prior may not be possible. Where such comparison is possible, the information will be compared. The information contained in this report was derived from the records of the Attorney General's Lemon Law Arbitration division, and covers claims filed with the Office of the Attorney General and approved for arbitration from January 1, 2019, through December 31, 2019.

Disputes are reported by manufacturer. In cases involving some motor vehicles, a single claim could involve multiple manufacturers. In those instances, approval of the claim for arbitration is credited to the "nameplate" manufacturer (the name of the manufacturer under which the vehicle was sold). In reporting the dollar values of the arbitration awards, all manufacturers found liable by the board in each case are listed; however, the per-case dollar amount of the award is not pro-rated. For example, if two manufacturers were found liable to pay the consumer in one case a refund of \$60,000, only the total amount of the award is reflected in this report, along with the names of both liable manufacturers. The law does not give the board the authority to pro-rate awards in multiple manufacturer cases.

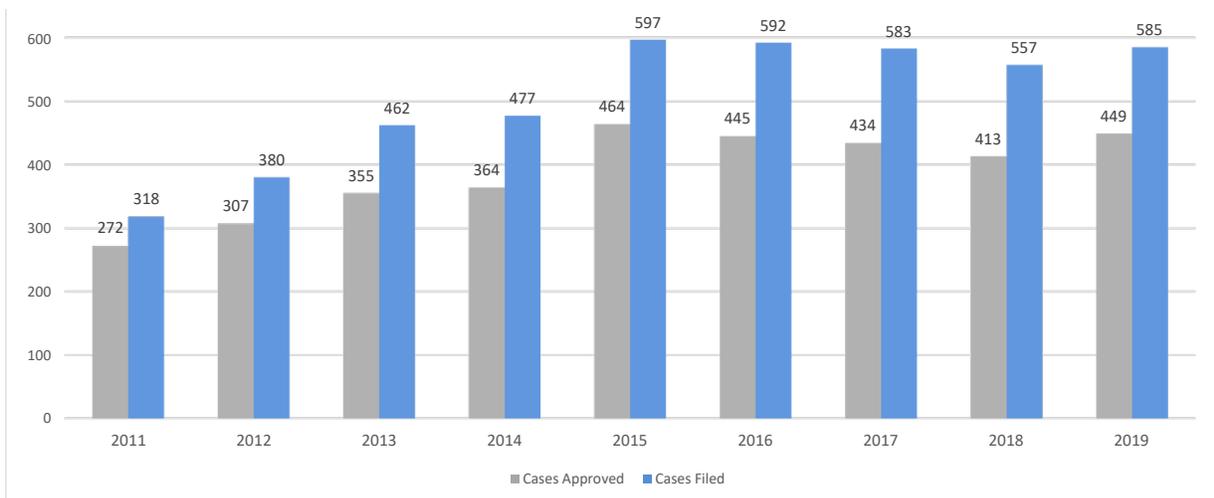


## 2019 EXECUTIVE SUMMARY

During the calendar year 2019, a total of 585 consumers filed arbitration claims with the Office of the Attorney General. This represents a slight increase in total cases filed compared to the year 2018 (which numbered 557). The overall trend since 2011 reflects an increase in the number of consumers seeking relief through the program. For 2019, purchase price refunds were requested by 85.6 percent (501) of the consumers approved for arbitration, while 14.4 percent (84) requested replacement vehicles. Of the 585 cases filed, 83 cases were rejected by the Office of the Attorney General as outside of the scope of the Arbitration Board's authority, and 53 were withdrawn by the consumer before formal action was taken on the request. The remaining 449 claims were approved for arbitration. This report is focused primarily on the outcomes of those cases. From January 1, 2019, through December 31, 2019, a total of 35 of the approved cases were voluntarily withdrawn by consumers after approval, but prior to any reported resolution. The remaining 414 cases were resolved via prehearing settlement (247) or arbitration decision (167). The dollar amount of relief obtained for the 2019 calendar year totaled very close to \$15.9 million.

**Graph A** shows the number of cases filed and the number approved for arbitration between 2011 and 2019.

**GRAPH A**  
**2011-2019 CASES FILED AND CASES APPROVED**



## CASES APPROVED FOR ARBITRATION

Since mid-2011, consumers have requested arbitration of their Lemon Law disputes by filing a Request for Arbitration form with the Lemon Law Arbitration division of the Attorney General's office. The forms are screened for eligibility under a process governed by statute. If a request is determined eligible, it is approved for arbitration, the parties are notified of the approval, and the case is assigned to the appropriate regional office of the Lemon Law Arbitration division for administration and the scheduling of a hearing.

The total number of claims filed by consumers in 2019 is reflected in **Table 1**, along with the number of those claims that were rejected or withdrawn prior to approval. Claims were approved against 26 manufacturers during the 2019 report period. The number of cases approved to move forward against each manufacturer, as well as the number of claims withdrawn by consumers after approval but for reasons other than settlement, is reflected in **Table 2**. Manufacturers are identified by the nameplate under which the vehicles were sold.

**TABLE 1  
2019 CASES FILED FOR ARBITRATION:  
CASES REJECTED/NOT APPROVED AND CASES WITHDRAWN/NOT  
APPROVED**

| Manufacturer                    | Cases Filed | Cases Rejected-<br>Not Approved | Cases Withdrawn-<br>Not Approved | Cases Approved |
|---------------------------------|-------------|---------------------------------|----------------------------------|----------------|
| ALFA ROMEO                      | 1           | 0                               | 0                                | 1              |
| AMERICAN CUSTOM GOLF CARS, INC. | 1           | 0                               | 0                                | 1              |
| AMERICAN HONDA/ACURA            | 36          | 1                               | 1                                | 34             |
| ASTON MARTIN                    | 3           | 0                               | 0                                | 3              |
| BENTLEY                         | 1           | 1                               | 0                                | 0              |
| BMW                             | 30          | 0                               | 2                                | 28             |
| CHRYSLER/FCA US LLC             | 198         | 17                              | 23                               | 158            |
| EVOLUTION ELECTRIC VEHICLE      | 1           | 0                               | 0                                | 1              |
| FORD                            | 44          | 19                              | 3                                | 22             |
| GENERAL MOTORS                  | 68          | 16                              | 13                               | 39             |
| HYUNDAI                         | 12          | 3                               | 0                                | 9              |
| JAGUAR                          | 9           | 0                               | 0                                | 9              |



**TABLE 1**  
**2019 CASES FILED FOR ARBITRATION:**  
**CASES REJECTED/NOT APPROVED AND CASES WITHDRAWN/NOT**  
**APPROVED (Continued)**

| Manufacturer    | Cases Filed | Cases Rejected-<br>Not Approved | Cases Withdrawn-<br>Not Approved | Cases Approved |
|-----------------|-------------|---------------------------------|----------------------------------|----------------|
| KIA             | 5           | 3                               | 0                                | 2              |
| LAMBORGHINI     | 1           | 0                               | 0                                | 1              |
| LAND ROVER      | 30          | 0                               | 2                                | 28             |
| MASERATI        | 5           | 0                               | 1                                | 4              |
| MAZDA           | 3           | 1                               | 0                                | 2              |
| MCLAREN         | 3           | 0                               | 0                                | 3              |
| MERCEDES-BENZ   | 29          | 1                               | 0                                | 28             |
| MITSUBISHI      | 1           | 0                               | 0                                | 1              |
| NISSAN/INFINITI | 25          | 5                               | 2                                | 18             |
| PORSCHE         | 2           | 1                               | 0                                | 1              |
| SUBARU          | 12          | 1                               | 1                                | 10             |
| TESLA           | 12          | 0                               | 3                                | 9              |
| TOYOTA/LEXUS    | 37          | 9                               | 0                                | 28             |
| VOLKSWAGEN/AUDI | 11          | 5                               | 1                                | 5              |
| VOLVO           | 5           | 0                               | 1                                | 4              |
| <b>TOTALS</b>   | <b>585</b>  | <b>83</b>                       | <b>53</b>                        | <b>449</b>     |



**TABLE 2**  
**2019 CASES APPROVED FOR ARBITRATION AND CASES WITHDRAWN**  
**AFTER APPROVAL WITHOUT SETTLEMENT**

| Manufacturer                    | Cases Approved | Cases Withdrawn After Approval |
|---------------------------------|----------------|--------------------------------|
| ALFA ROMEO                      | 1              | 0                              |
| AMERICAN CUSTOM GOLF CARS, INC. | 1              | 0                              |
| AMERICAN HONDA/ACURA            | 34             | 1                              |
| ASTON MARTIN                    | 3              | 0                              |
| BENTLEY                         | 0              | 0                              |
| BMW                             | 28             | 0                              |
| CHRYSLER/FCA US LLC             | 158            | 16                             |
| EVOLUTION ELECTRIC VEHICLE      | 1              | 0                              |
| FORD                            | 22             | 4                              |
| GENERAL MOTORS                  | 39             | 4                              |
| HYUNDAI                         | 9              | 1                              |
| JAGUAR                          | 9              | 1                              |
| KIA                             | 2              | 1                              |
| LAMBORGHINI                     | 1              | 0                              |
| LAND ROVER                      | 28             | 0                              |
| MASERATI                        | 4              | 0                              |
| MAZDA                           | 2              | 0                              |
| MCLAREN                         | 3              | 0                              |
| MERCEDES-BENZ                   | 28             | 2                              |
| MITSUBISHI                      | 1              | 0                              |
| NISSAN/INFINITI                 | 18             | 0                              |
| PORSCHE                         | 1              | 0                              |
| SUBARU                          | 10             | 0                              |
| TESLA                           | 9              | 1                              |
| TOYOTA/LEXUS                    | 28             | 3                              |
| VOLKSWAGEN/AUDI                 | 5              | 1                              |
| VOLVO                           | 4              | 0                              |
| <b>TOTALS</b>                   | <b>449</b>     | <b>35</b>                      |



# PREHEARING SETTLEMENTS

Consumer claims were resolved by settlement between the parties in 55 percent (247) of the 449 approved cases for the report period. “Full” settlements, or settlements for the same full refund or vehicle replacements consumers would have obtained had they prevailed in arbitration, numbered 215, while the remaining 32 cases were settled for something less than full relief. Generally, these “partial” settlements are for such things as additional repairs, extended warranties, or partial cash payments.

This is the fifth consecutive reporting period in which consumer claims were resolved by settlement between the parties in over 50% of the cases approved for arbitration: the settlement rate for 2015 was 59 percent (274 out of 464 cases), the settlement rate for 2016 was 51 percent (230 out of 445), the settlement rate for 2017 was 58 percent (250 out of 434) and the settlement rate for 2018 was 52 percent (216 out of 413).

**Tables 3** and **4** identify the manufacturers entering into partial and full settlements with consumers during the report period, and the total dollar values of the full settlements. The nature of most partial settlements prevents assignment of dollar values to them.

**TABLE 3**  
**2019 NUMBER OF “PARTIAL” SETTLEMENTS**

| Manufacturer         | Number    |
|----------------------|-----------|
| AMERICAN HONDA/ACURA | 4         |
| BMW                  | 6         |
| CHRYSLER/FCA         | 5         |
| FORD                 | 3         |
| GENERAL MOTORS       | 5         |
| HYUNDAI              | 2         |
| JAGUAR               | 1         |
| LAND ROVER           | 1         |
| MAZDA                | 1         |
| MCLAREN              | 1         |
| MERCEDES-BENZ        | 2         |
| TOYOTA/LEXUS         | 1         |
| <b>TOTALS</b>        | <b>32</b> |



**TABLE 4**  
**2019 NUMBER, PERCENT, AND VALUE OF FULL SETTLEMENTS**

| Manufacturer         | Full Settlements | Percentages of All Settlements | Value of Full Settlements |
|----------------------|------------------|--------------------------------|---------------------------|
| ALFA ROMEO           | 1                | 0.47%                          | \$32,874.00               |
| AMERICAN HONDA/ACURA | 9                | 4.19%                          | \$313,541.00              |
| ASTON MARTIN         | 1                | 0.47%                          | \$179,461.00              |
| BMW                  | 6                | 2.79%                          | \$458,826.00              |
| CHRYSLER/FCA         | 122              | 56.74%                         | \$5,001,003.00            |
| FORD                 | 1                | 0.47%                          | \$47,824.00               |
| GENERAL MOTORS       | 17               | 7.91%                          | \$745,534.00              |
| HYUNDAI              | 1                | 0.47%                          | \$3,919.00                |
| JAGUAR               | 2                | 0.93%                          | \$117,765.00              |
| LAND ROVER           | 12               | 5.58%                          | \$840,113.00              |
| MASERATI             | 3                | 1.40%                          | \$358,195.00              |
| MERCEDES-BENZ        | 12               | 5.58%                          | \$1,022,549.00            |
| NISSAN/INFINITI      | 5                | 2.33%                          | \$223,344.00              |
| SUBARU               | 8                | 3.72%                          | \$298,471.00              |
| TESLA                | 3                | 1.40%                          | \$229,202.00              |
| TOYOTA/LEXUS         | 8                | 3.72%                          | \$362,655.00              |
| VOLKSWAGEN/AUDI      | 2                | 0.93%                          | \$146,103.00              |
| VOLVO                | 2                | 0.93%                          | \$92,781.00               |
| <b>TOTALS</b>        | <b>215</b>       | <b>100.00%</b>                 | <b>\$10,474,160.00</b>    |



## DECISIONS BY THE ARBITRATION BOARD

Cases that were not withdrawn or settled went to hearings before the Florida New Motor Vehicle Arbitration Board. During the report period, as many as 82 Florida citizens served as members of the statewide Arbitration Board. The Board is comprised of members with diverse backgrounds, and include individuals in the legal, education, automotive, engineering, alternative dispute resolution, and business professions. They perform a very valuable public service, and do so for very little compensation.

Cases are assigned to geographical regions from Pensacola to Miami, depending upon the residence address of the consumer. Arbitration hearings are conducted by three-member panels of the Board in public locations throughout the state. If the consumer prevails at hearing, a refund or replacement motor vehicle is awarded. If the manufacturer prevails, the case is dismissed. It is neither necessary nor required for parties to have attorneys in order to participate in arbitrations before the Florida New Motor Vehicle Arbitration Board. The Board is not empowered by the Legislature to award attorney fees to parties who prevail in arbitration.

The Board conducted a total of 167 arbitration hearings during this report period. Consumers prevailed in 92 (55 percent) of these cases, while manufacturers prevailed in 75 (45 percent).

When the consumer prevails at a hearing, the Arbitration Board awards either a refund of all amounts paid to acquire the vehicle or a replacement motor vehicle, at the option of the Consumer. If a refund is awarded and the “lemon” vehicle was purchased with financing, the consumer and lienholder are refunded according to their interests. Generally, such awards direct the manufacturer to pay the consumer a specified amount consisting of all expenses incurred to acquire the vehicle (e.g. cash down payment, as well as non-financed government fees, options and accessories, extended service agreements, etc.), and where applicable, the net allowance for any trade-in vehicle, all periodic principal and interest payments made as of the date the vehicle is repurchased, and any reasonable costs caused by the substantial defect(s). The manufacturer is directed to pay to the lienholder the balance owed on the loan as of the repurchase date.

If the vehicle was leased, the consumer is awarded all amounts paid at lease signing, the net allowance for any trade-in vehicle, all lease payments made as of the date the vehicle is repurchased, and any reasonable costs caused by the substantial defect(s). The lessor is paid according to a formula set forth by statute and is prohibited from charging any penalty for early termination of the lease.

If a replacement motor vehicle is awarded, the replacement vehicle must be identical or reasonably equivalent to the vehicle being replaced, and it must be acceptable to the consumer. In addition, the consumer is refunded costs paid to acquire the “lemon” vehicle (e.g. options and accessories, sales tax, extended service agreements, interest paid on the loan, or rental charge paid on the lease as of the date of replacement, if applicable), as well as costs incurred as a result of the substantial defect(s).



Whether the award is a refund or a replacement vehicle, a “reasonable offset for use” is charged to the consumer. The offset for use is calculated according to a statutory formula.

**Table 5** shows the number, percentage and dollar values of Arbitration Board award decisions for 2019 by manufacturer. Dollar values are based upon the total amount of the awards, including the loan or lease pay-offs, and any additional amounts awarded, reduced by the statutory offsets. In multiple manufacturer cases, one or several of the participating manufacturers could have been found liable for the award. If liability was assessed jointly against several participating manufacturers, these are listed separately.

**TABLE 5  
2019 DECISION AWARDS BY LIABLE MANUFACTURER**

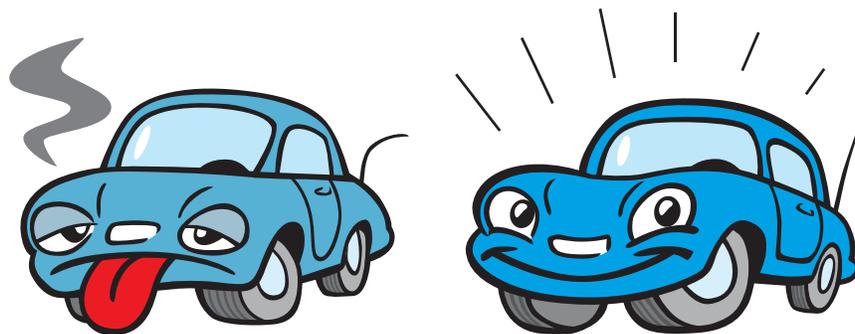
| Liabe Manufacturer              | Number of Decision Awards | Percentages    | Value of Awards      |
|---------------------------------|---------------------------|----------------|----------------------|
| AMERICAN CUSTOM GOLF CARS, INC. | 1                         | 1.09%          | \$0.00               |
| AMERICAN HONDA/ACURA            | 11                        | 11.96%         | \$535,551.00         |
| ASTON MARTIN                    | 2                         | 2.17%          | \$432,296.00         |
| BMW                             | 10                        | 10.87%         | \$538,871.00         |
| EVOLUTION ELECTRIC VEHICLE      | 1                         | 1.09%          | \$10,497.00          |
| FORD                            | 6                         | 6.52%          | \$290,405.00         |
| GENERAL MOTORS                  | 6                         | 6.52%          | \$199,879.00         |
| HYUNDAI                         | 3                         | 3.26%          | \$60,871.00          |
| JAGUAR                          | 4                         | 4.35%          | \$207,964.00         |
| KIA                             | 1                         | 1.09%          | \$33,547.00          |
| LAMBORGHINI                     | 1                         | 1.09%          | \$371,854.00         |
| LAND ROVER                      | 15                        | 16.30%         | \$936,830.00         |
| MASERATI                        | 1                         | 1.09%          | \$90,402.00          |
| MAZDA                           | 1                         | 1.09%          | \$26,000.00          |
| MCLAREN                         | 2                         | 2.17%          | \$435,965.00         |
| MERCEDES-BENZ                   | 5                         | 5.43%          | \$344,118.00         |
| NISSAN/INFINITI                 | 9                         | 9.78%          | \$307,535.00         |
| TESLA                           | 4                         | 4.35%          | \$302,287.00         |
| TOYOTA/LEXUS                    | 7                         | 7.61%          | \$215,824.00         |
| VOLKSWAGEN/AUDI                 | 1                         | 1.09%          | \$38,633.00          |
| VOLVO                           | 1                         | 1.09%          | \$65,277.00          |
| <b>TOTALS</b>                   | <b>92</b>                 | <b>100.00%</b> | <b>\$5,44,606.00</b> |



**Table 6** shows the number of cases dismissed, by manufacturer, and the percentage that number represents of the total number of cases dismissed in 2019.

**TABLE 6  
2019 CASES DISMISSED**

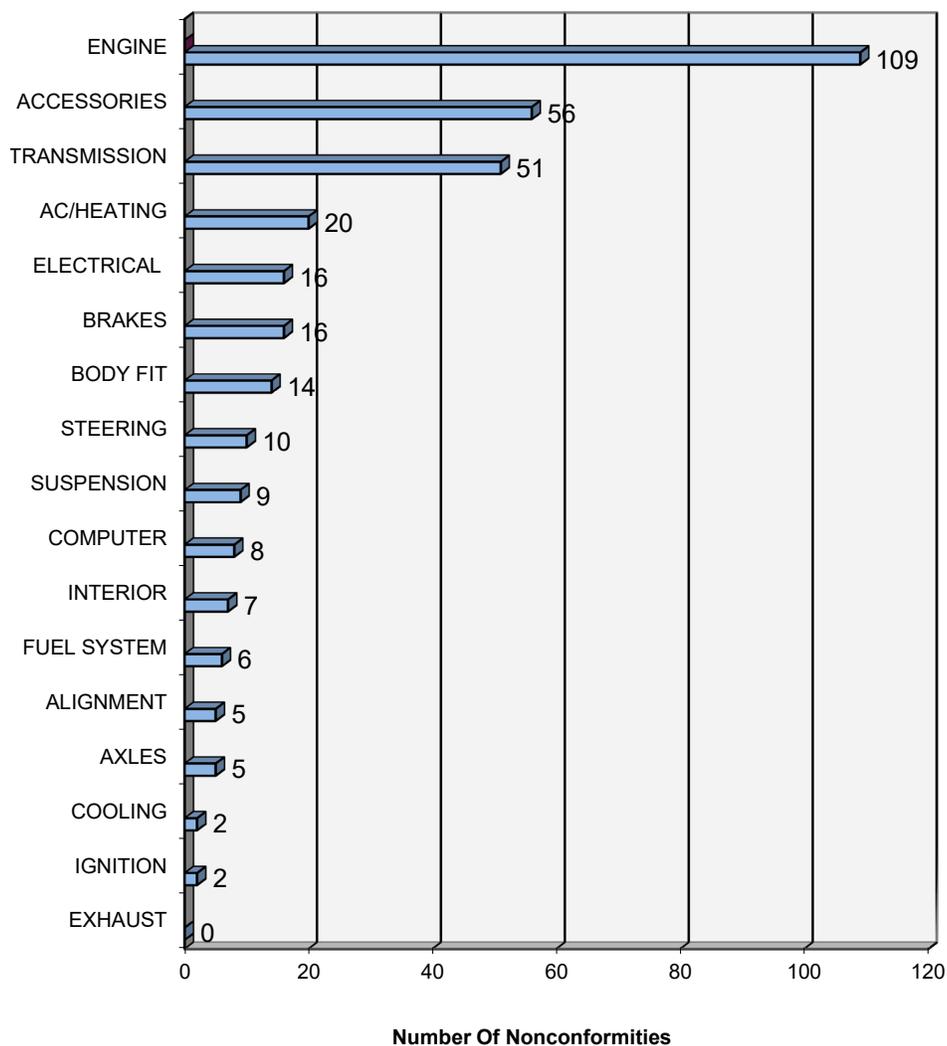
| Manufacturer         | Number | Total Percentages |
|----------------------|--------|-------------------|
| AMERICAN HONDA/ACURA | 9      | 12.00%            |
| BMW                  | 6      | 8.00%             |
| CHRYSLER/FCA         | 15     | 20.00%            |
| FORD                 | 8      | 10.67%            |
| GENERAL MOTORS       | 7      | 9.33%             |
| HYUNDAI              | 2      | 2.67%             |
| JAGUAR               | 1      | 1.33%             |
| MERCEDES-BENZ        | 7      | 9.33%             |
| MITSUBISHI           | 1      | 1.33%             |
| NISSAN/INFINITI      | 4      | 5.33%             |
| PORSCHE              | 1      | 1.33%             |
| SUBARU               | 2      | 2.67%             |
| TESLA                | 1      | 1.33%             |
| TOYOTA/LEXUS         | 9      | 12.00%            |
| VOLKSWAGEN/AUDI      | 1      | 1.33%             |
| VOLVO                | 1      | 1.33%             |
| Totals               | 75     | 100.00%           |



# NONCONFORMITIES FOUND

The Lemon Law requires that an award decision on behalf of a consumer be based on the existence of a “nonconformity,” meaning a defect or condition that substantially impairs the use, value or safety of the vehicle and that is not the result of abuse, neglect, modification or alteration of the vehicle by persons other than the manufacturer or its authorized service agent. **Graph B** illustrates the number of nonconformities found by the Arbitration Board in 2019 in the major vehicle systems or components listed. The five most common nonconformities found by the Board in 2019 were defects in the engine, accessories, transmission, AC/heating, and electrical systems.

**GRAPH B**  
**2019 NONCONFORMITIES FOUND**



## APPEALS

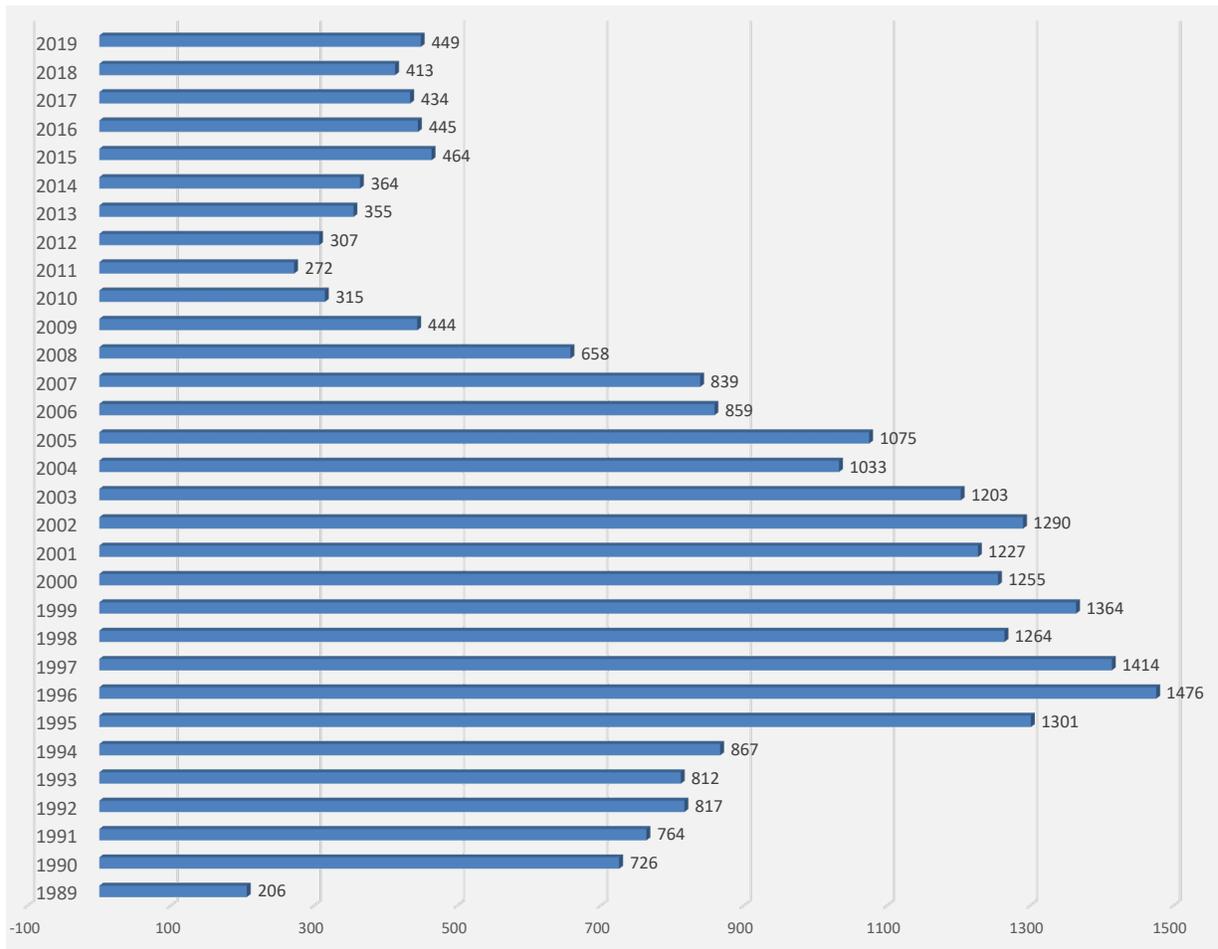
Parties not satisfied with decisions of the Florida New Motor Vehicle Arbitration Board can appeal them to the circuit court. Manufacturers filed 1 appeal in 2019. Consumers filed 16 appeals in 2019. Overall, the appeals totaled 10.2% of the 167 cases decided by the Board.



# PROGRAM SUMMARY

**Graph C** illustrates the total number of cases approved for arbitration for each year since the inception of the program through the report period, from 1989-2019.

**GRAPH C**  
**1989-2019 CASES APPROVED FOR ARBITRATION**



**Table 7** and **Graph D** illustrate the consumer relief obtained through the program from 1989-2019. Of the 24,712 consumer claims approved for arbitration during that period, full relief via either prehearing settlements or decision awards was obtained in 69.5 percent (17,184), for a total dollar value of more than \$498 million.

**TABLE 7**  
**1989-2019 TOTAL CASES APPROVED AND RECOVERY VALUES**

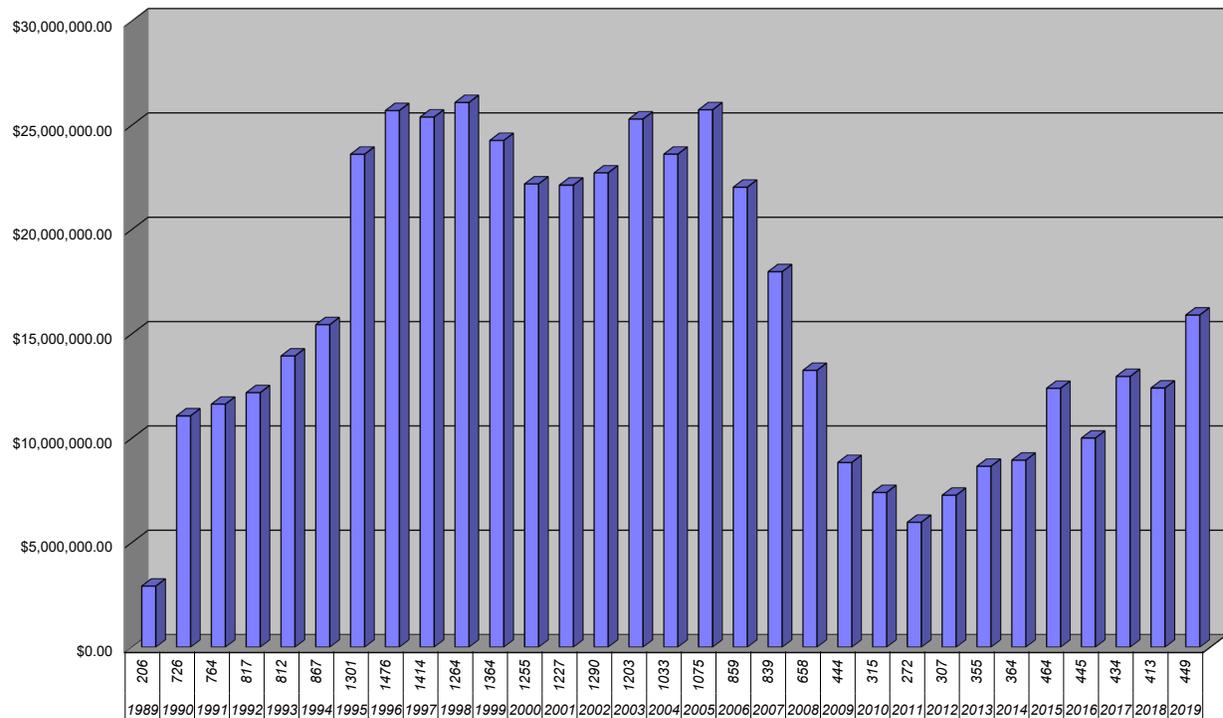
| Year | Total Number of Approved Cases | Dollar Value of Recoveries | Number of Cases with Recoveries |
|------|--------------------------------|----------------------------|---------------------------------|
| 1989 | 206                            | \$ 2,925,943.00            | 145                             |
| 1990 | 726                            | \$ 11,084,254.00           | 533                             |
| 1991 | 764                            | \$ 11,645,821.00           | 543                             |
| 1992 | 817                            | \$ 12,194,871.00           | 661                             |
| 1993 | 812                            | \$ 13,955,116.00           | 603                             |
| 1994 | 867                            | \$ 15,455,498.00           | 635                             |
| 1995 | 1301                           | \$ 23,623,638.00           | 934                             |
| 1996 | 1476                           | \$ 25,716,474.00           | 1076                            |
| 1997 | 1414                           | \$ 25,407,219.00           | 1014                            |
| 1998 | 1264                           | \$ 26,103,773.00           | 905                             |
| 1999 | 1364                           | \$ 24,284,201.00           | 953                             |
| 2000 | 1255                           | \$ 22,199,403.00           | 863                             |
| 2001 | 1227                           | \$ 22,144,257.00           | 850                             |
| 2002 | 1290                           | \$ 22,730,626.00           | 832                             |
| 2003 | 1203                           | \$ 25,311,738.00           | 825                             |
| 2004 | 1033                           | \$ 23,626,887.00           | 714                             |
| 2005 | 1075                           | \$ 25,755,869.00           | 784                             |
| 2006 | 859                            | \$ 22,047,619.00           | 611                             |
| 2007 | 839                            | \$ 17,995,763.00           | 500                             |
| 2008 | 658                            | \$ 13,266,987.00           | 404                             |
| 2009 | 444                            | \$ 8,851,875.00            | 254                             |
| 2010 | 315                            | \$ 7,415,805.00            | 204                             |
| 2011 | 272                            | \$ 5,987,621.00            | 168                             |
| 2012 | 307                            | \$ 7,280,706.00            | 207                             |



**TABLE 7**  
**1989-2019 TOTAL CASES APPROVED AND RECOVERY VALUES**  
**(Continued)**

| Year   | Total Number of Approved Cases | Dollar Value of Recoveries | Number of Cases with Recoveries |
|--------|--------------------------------|----------------------------|---------------------------------|
| 2013   | 355                            | \$ 8,670,318.00            | 235                             |
| 2014   | 364                            | \$ 8,961,428.55            | 241                             |
| 2015   | 464                            | \$ 12,406,702.32           | 336                             |
| 2016   | 445                            | \$ 10,021,220.00           | 298                             |
| 2017   | 434                            | \$ 12,975,100.00           | 279                             |
| 2018   | 414                            | \$ 12,420,607.00           | 270                             |
| 2019   | 449                            | \$15,918,766.00            | 307                             |
| Totals | 24712                          | \$498,386,106.05           | 17184                           |

**GRAPH D**  
**1989-2019 TOTAL CASES APPROVED AND RECOVERY VALUES**



## 2019 MANUFACTURER-REPORTED REACQUIRED VEHICLES

Under Florida's Lemon Law, manufacturers are required to notify the Office of the Attorney General when they reacquire new vehicles from the original owners under certain conditions specified by the statute. This notification is made on a form that includes identification of the vehicle, the reason for the buy-back, and disclosure of the reported defects. A portion of the form is sent by the manufacturer to the Office of the Attorney General, with the remainder of the form required to travel with the vehicle and be provided to the retail buyer if and when the vehicle is resold.

When the Attorney General's Office receives a disclosure form from a manufacturer, the information reported is entered in a database maintained by the Lemon Law Arbitration division. This information also forms the basis for the searchable database of repurchased vehicles that is accessible on the Attorney General's website.



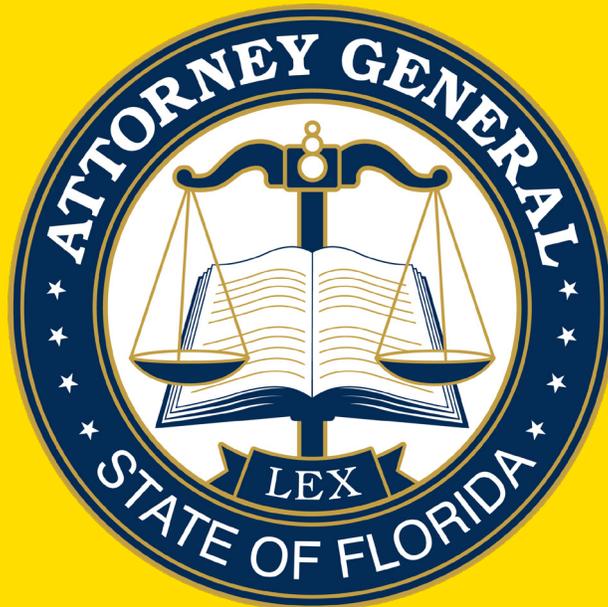
**Table 8** lists, by vehicle make, the number of vehicles reported by manufacturers as having been repurchased for 2019. The total number reported was 2,108. Included in that number were vehicles bought back as a result of settlements or decisions of claims before the Florida New Motor Vehicle Arbitration Board, along with vehicles repurchased for a variety of other reasons, including settlements or decisions of manufacturer-sponsored procedures, similar statutes of other states (a number of the reported repurchases originated in states other than Florida), court settlements or decisions, and reasons characterized as “customer goodwill.”



**TABLE 8**  
**2019 MANUFACTURER-REPORTED REACQUIRED VEHICLES**

| Vehicle Make  | Reporting Manufacturer                   | Number of Vehicles Repurchased |
|---------------|--|--------------------------------|
| ACURA         | American Honda Motor Company             | 11                             |
| ALFA ROMEO    | Alfa Romeo Distributors of North America | 29                             |
| ALFA ROMEO    | FCA US LLC, f/k/a Chrysler Group LLC     | 9                              |
| AUDI          | Volkswagen/Audi of America Inc.          | 17                             |
| BMW           | BMW of North America, LLC                | 55                             |
| BUICK         | GENERAL MOTORS LLC                       | 17                             |
| CADILLAC      | GENERAL MOTORS LLC                       | 58                             |
| CHEVROLET     | GENERAL MOTORS LLC                       | 248                            |
| CHRYSLER      | FCA US LLC, F/K/A CHRYSLER GROUP LLC     | 61                             |
| DODGE         | FCA US LLC, F/K/A CHRYSLER GROUP LLC     | 52                             |
| FIAT          | FCA US LLC, F/K/A CHRYSLER GROUP LLC     | 7                              |
| FORD          | FORD MOTOR COMPANY                       | 291                            |
| GMC           | GENERAL MOTORS LLC                       | 64                             |
| HONDA         | AMERICAN HONDA MOTOR COMPANY             | 21                             |
| HYUNDAI       | HYUNDAI MOTOR AMERICA                    | 159                            |
| INFINITI      | NISSAN MOTOR CORPORATION U.S.A.          | 43                             |
| JEEP          | FCA US LLC, F/K/A CHRYSLER GROUP LLC     | 132                            |
| KIA           | KIA MOTORS AMERICA, INC.                 | 39                             |
| LEXUS         | TOYOTA MOTOR SALES, U.S.A., INC.         | 14                             |
| LINCOLN       | FORD MOTOR COMPANY                       | 47                             |
| MASERATI      | MASERATI NORTH AMERICA, INC.             | 40                             |
| MAZDA         | MAZDA MOTOR OF AMERICA, INC              | 4                              |
| MERCEDES-BENZ | MERCEDES-BENZ USA, LLC                   | 185                            |
| NISSAN        | NISSAN MOTOR CORPORATION U.S.A.          | 180                            |
| PORSCHE       | PORSCHE CARS NORTH AMERICA, INC.         | 27                             |
| RAM           | FCA US LLC, F/K/A CHRYSLER GROUP LLC     | 78                             |
| ROLLS-ROYCE   | ROLLS-ROYCE MOTOR CARS NA, LLC           | 2                              |
| SMART         | DAIMLER VEHICLE INNOVATIONS USA, LLC     | 9                              |
| SUBARU        | SUBARU OF AMERICA, INC.                  | 52                             |
| TOYOTA        | TOYOTA MOTOR SALES, U.S.A., INC.         | 88                             |
| VOLKSWAGEN    | VOLKSWAGEN/AUDI OF AMERICA, INC.         | 36                             |
| VOLVO         | VOLVO CARS OF NORTH AMERICA              | 33                             |
|               | <b>TOTAL</b>                             | <b>2108</b>                    |





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