



CONSUMER ARBITRATION PROGRAM
 Administered by DeMars & Associates, Ltd.

P.O. Box 1015 • Hurst, TX 76053
 Phone: 800.279.5343 • info@demarsassociates.com

CAP Motors Arbitration Program
 Case Activity and Disposition
 2023 Report

Number of Claims Filed	72	<ul style="list-style-type: none"> • AL – 2 • AR – 1 • CA – 16 • CO – 1 • CT – 3 • DC – 1 • FL – 26 • IL – 4 • MD – 2 • MI – 1 • NJ – 1 • NV – 1 • NY – 2 • OR – 1 • PA – 2 • TN – 1 • TX – 2 • UT – 1 • VA – 2 • WA – 1 • Canada – 1
Number of Claims Determined Eligible	62	<ul style="list-style-type: none"> • Customer withdrew (11)
Number of Claims Rejected as Ineligible for Arbitration	10	<ul style="list-style-type: none"> • 14% of total cases filed found to be ineligible
Causes for ineligibility		<ul style="list-style-type: none"> • Out of jurisdiction (9) • Not a warranty related concern (1) •
Number and Type of Issue That Led to Dispute		<ul style="list-style-type: none"> • Repairs not completed () • Number of repair attempts ()

		<ul style="list-style-type: none"> • Excessive time out of service () • No Prescribed repair method () • Multiple Issues () • Not covered under warranty ()
Number of Claims Resolved via Settlement (and type of settlement)	31	<ul style="list-style-type: none"> • Repurchase (19) • Repair (1) • Cash Payment \$5,000.00 • Cash Payment \$6,732.43 • Cash Payment \$14,000.00 • Cash Payment \$25,000.00 • Cash Payment \$10,000.00 • Cash Payment \$10,000.00 • Cash Payment \$17,000.00 • Cash Payment \$1,077.88 • Goodwill Payment \$7,500.00 • Goodwill Payment \$26,730.00 • Cash Payment \$8,500.00
Before Arbitration	31	
Number of Arbitration Awards (and types)	20	<ul style="list-style-type: none"> • No Further Action (10) • Repurchase (4) • Further repair attempt (2) • Reimbursement \$1,590.64 • Reimbursement \$8,325.00 • Repairs & Reimbursement \$9,900.00 • Reimbursement

		\$459.27
Average time taken by CAP Motors to resolve dispute		28 Days
Rate of compliance with settlements/arbitrated decisions		100%