



2015 CONSUMER SATISFACTION SURVEY RESULTS

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INTRODUCTION

Pursuant to Business and Professions Code §472.4 and Section Title 16, California Code of Regulations §3399.5(a)(5), the Arbitration Certification Program (ACP) is required to conduct an annual survey. The purpose of the survey is to measure the satisfaction of consumers who utilized state-certified arbitration programs to resolve their vehicle warranty disputes. The survey is not intended, nor does it include, the satisfaction of the many consumers who have had problems resolved through early contact with dealers, manufacturers' customer service representatives, or other mediation efforts.

Methodology

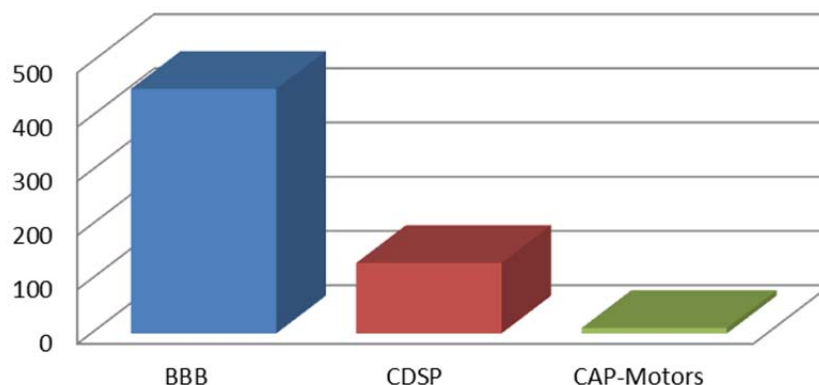
The ACP utilized two methods for polling consumers: postal service and on-line. The polling was conducted in English and Spanish. The names and contact information, of those who filed and had their case file closed within the 2015 calendar year, were provided by each of the manufacturer's state-certified arbitration program administrators: Better Business Bureau (BBB) AUTO LINE, California Dispute Settlement Program (CDSP), and Consumer Arbitration Program for Motor Vehicles (CAP-Motors).

Consumers were polled via a mailed questionnaire, which also included a website for on-line submission. This gave consumers multiple avenues for completing the questionnaire.

The ACP also conducted a survey which was provided by the program in the hearing packet or disbursed by the hearing coordinator at the end of the hearing. If an ACP representative was in attendance at the hearing, the representative would then present the survey to the consumer. The survey, consisting of four questions, was to capture the consumer's insight on their recent experience with the process prior to a decision being rendered. This pre-decision survey consisted of questions on how they would rate the program staff, the vehicle manufacturer's representative, the arbitrator and the entire arbitration process.

Cumulative 2015 Survey Overview

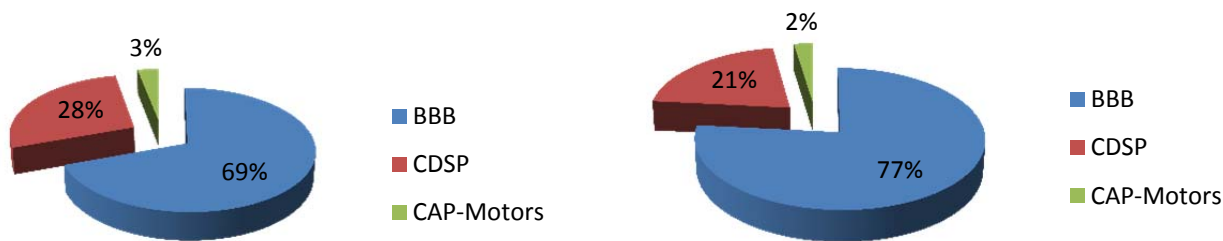
Contacted Consumers by Arbitration Programs



The ACP contacted 591 consumers who participated in the arbitration process between January and December of 2015. Of the 591 consumers contacted, 451 utilized the BBB AUTO LINE, 130 participated in arbitration through the CDSP, and 10 consumers used CAP-Motors.

Consumers by Arbitration Program

Pre-Decision

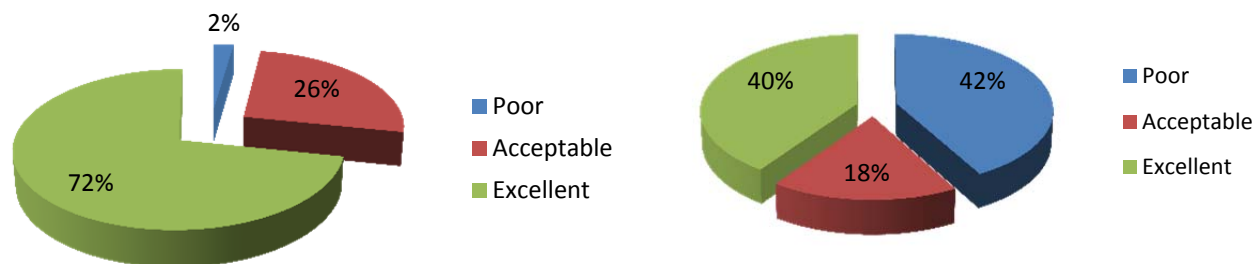


The ACP received responses from 124 of the 591 consumers contacted for a response rate of 21%. This is an increase from 2014's response rate of 18%. The 2015 total responses included: 95 or 77% from consumers who utilized BBB AUTO LINE, 26 or 21% from consumers who utilized CDSP and three or 2% from consumer who utilized CAP-Motors.

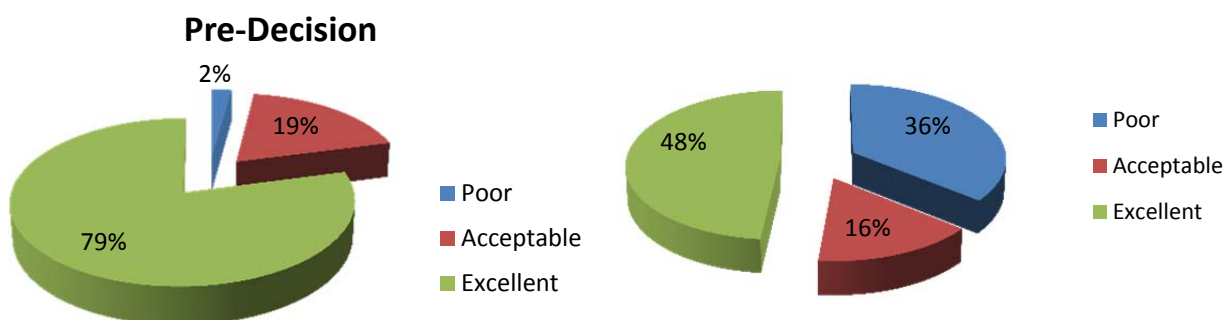
The ACP also received 91 pre-decision responses from consumers who utilized BBB AUTO LINE, 36 pre-decision responses from consumers who utilized CDSP, and four pre-decision responses from consumers who utilized CAP-Motors, for a total of 131 responses.

Experience with Arbitration Program Staff, All Programs

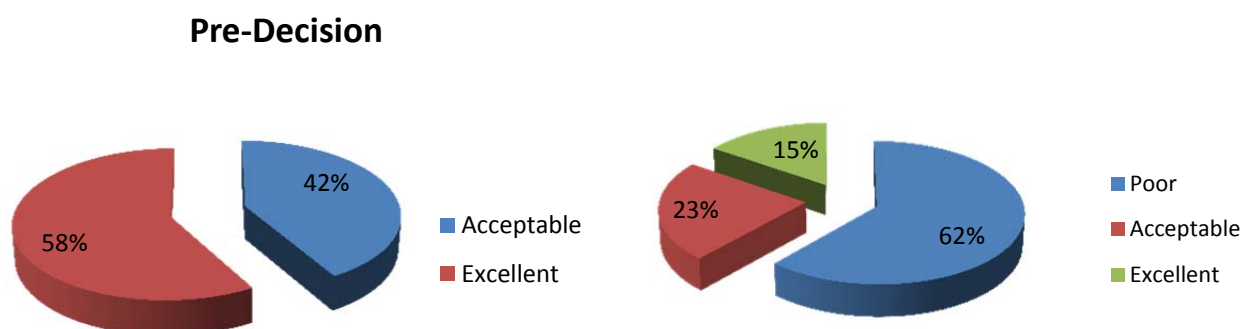
Pre-Decision



Experience with Arbitration Program Staff, BBB AUTO LINE



Experience with Arbitration Program Staff, CDSP



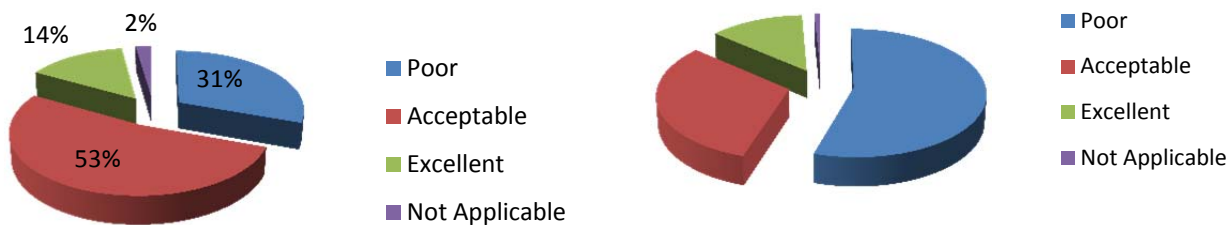
For all certified arbitration programs in California, consumers were asked to rate their experience with the arbitration program staff as excellent, acceptable or poor in the post-decision survey. Fifty or 40% of the consumers rated their experience as excellent (an increase from 22% in 2014) and 22 (18%) indicated the process was acceptable, while 52 (42%) rated it as poor.

The same question was asked prior to a decision being rendered. Ninety-four or 72% of the consumers rated their experience as excellent (an increase from 65% in 2014) and 34 (26%) indicated the process was acceptable, while 3 (2%) rated it as poor.

Four consumers utilizing the CAP-Motors program completed a pre-decision survey while three completed a post-decision survey. Those results will be located in the Porsche Cars section.

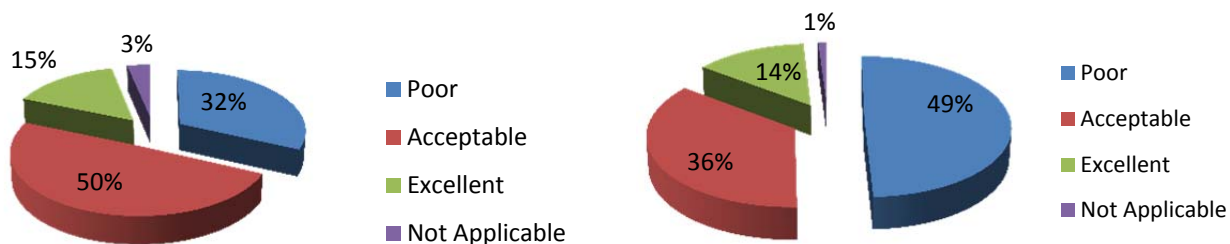
Experience with Vehicle Manufacturer's Representative at the Hearing, All Programs

Pre-Decision



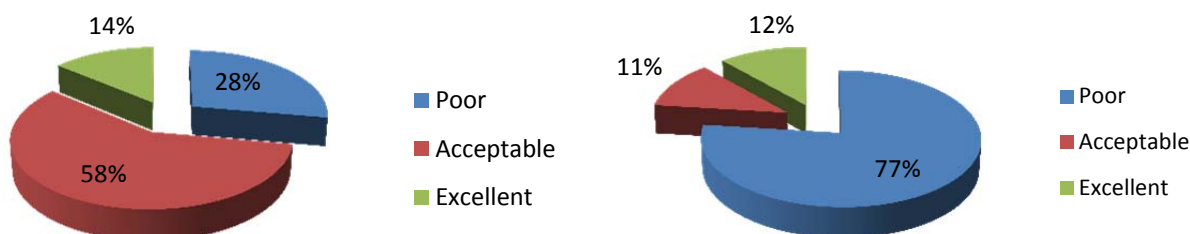
Experience with Vehicle Manufacturer's Representative at the Hearing, BBB AUTO LINE

Pre-Decision



Experience with Vehicle Manufacturer's Representative at the Hearing, CDSP

Pre-Decision



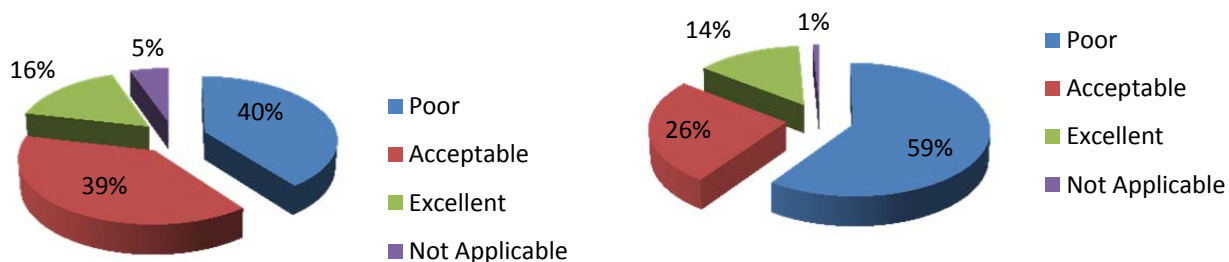
Consumers were also asked to rate their experience with the vehicle manufacturer's representative at the hearing. Sixteen or 13% of consumers indicated that the experience was excellent (an increase from 9% in 2014) and 39 (31%) indicated that the experience was acceptable, while 68 (55%) indicated it was poor (a decrease from 67% in 2014).

The same question was asked prior to a decision being rendered. 19 or 14% of consumers rated their experience as excellent (a decrease from 27% in 2014) and 69 (53%) indicated the process was acceptable, while 40 (31%) rated it as poor (an increase to the 29% in 2014). Three or 2% of consumers did not apply to this question.

Four consumers utilizing the CAP-Motors program completed a pre-decision survey while three completed a post-decision survey. Those results will be located in the Porsche Cars section.

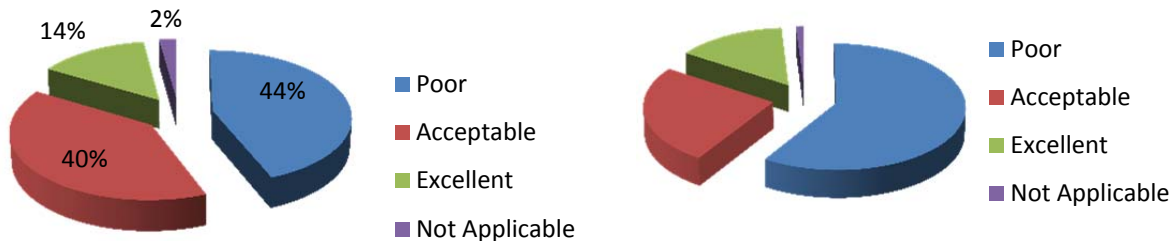
Experience with Vehicle Manufacturer's Representative from the Time Arbitration Case Filed, All Programs

Pre-Decision



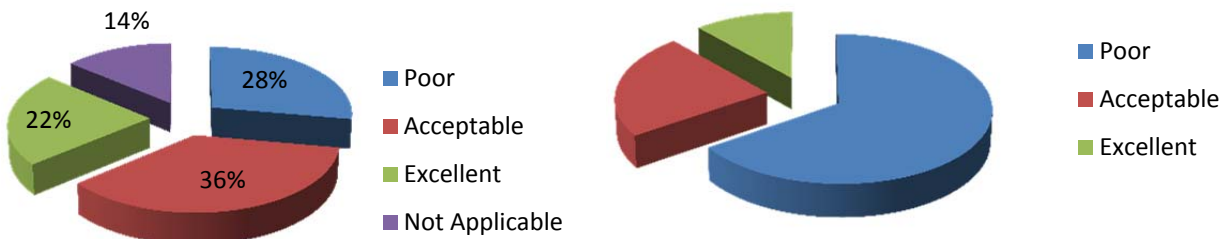
Experience with Vehicle Manufacturer's Representative from the Time Arbitration Case Filed, BBB AUTO LINE

Pre-Decision



Experience with Vehicle Manufacturer's Representative from the Time Arbitration Case Filed, CDSP

Pre-Decision



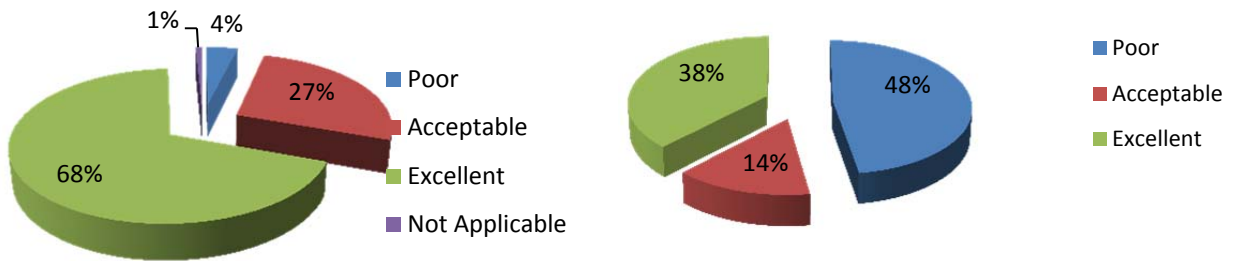
Consumers were also asked to rate their experience with the vehicle manufacturer's representative from the time case was filed. Seventeen or 14% of consumers indicated that the experience was excellent and 32 (26%) indicated that the experience was acceptable, while 74 (59%) indicated it was poor.

The same question was asked prior to a decision being rendered. 21 or 16% of consumers rated their experience as excellent and 51 (39%) indicated the process was acceptable, while 52 (40%) rated it as poor. Seven or 5% of consumers did not apply to this question.

Four consumers utilizing the CAP-Motors program completed a pre-decision survey while three completed a post-decision survey. Those results will be located in the Porsche Cars section.

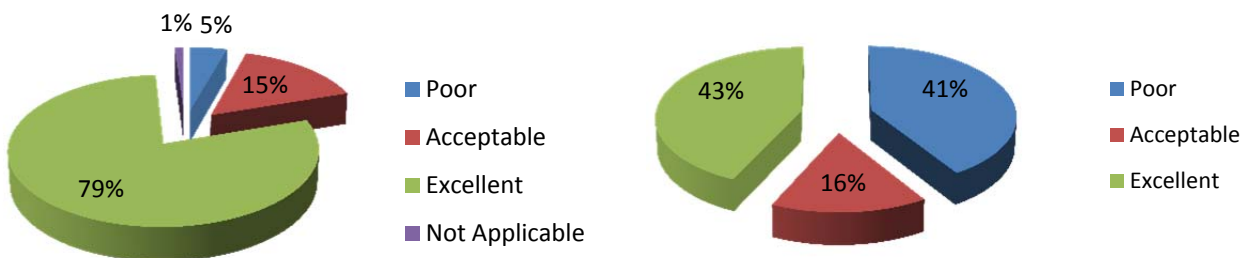
Experience with Arbitrator, All Programs

Pre-Decision



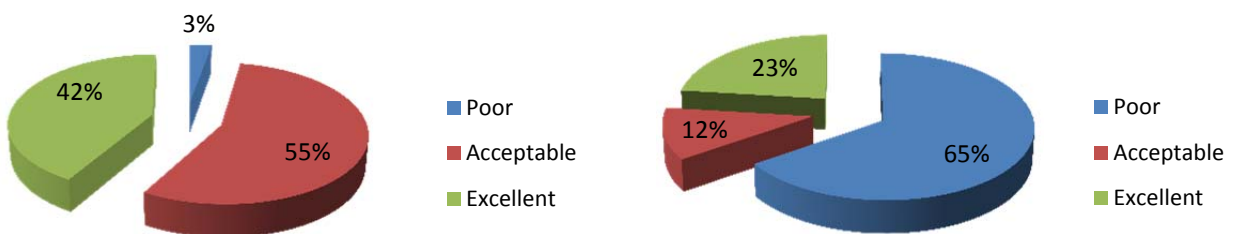
Experience with Arbitrator, BBB AUTO LINE

Pre-Decision



Experience with Arbitrator, CDSP

Pre-Decision



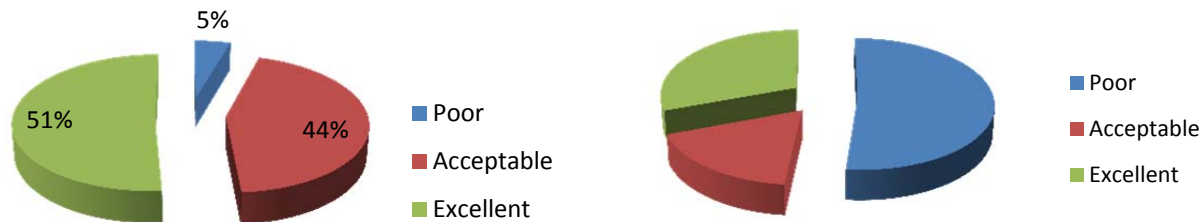
Consumers were then asked to rate their experience with the arbitrator. Forty-seven or 38% of the consumers indicated that the experience was excellent (an increase from 22% in 2014) and 18 (14%) indicated that it was acceptable, while 59 (48%) indicated it was poor.

The same question was asked prior to a decision being rendered. Ninety or 68% of the consumers rated their experience as excellent (a slight decrease from 70% in 2014) and 35 (27%) indicated the process was acceptable, while five (4%) rated it as poor. One or 1% consumer did not apply to this question.

Four consumers utilizing the CAP-Motors program completed a pre-decision survey while three completed a post-decision survey. Those results will be located in the Porsche Cars section.

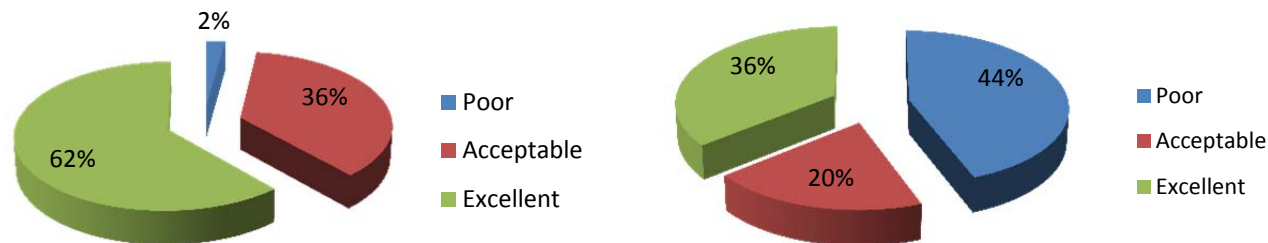
Experience with Entire Arbitration Process, All Programs

Pre-Decision



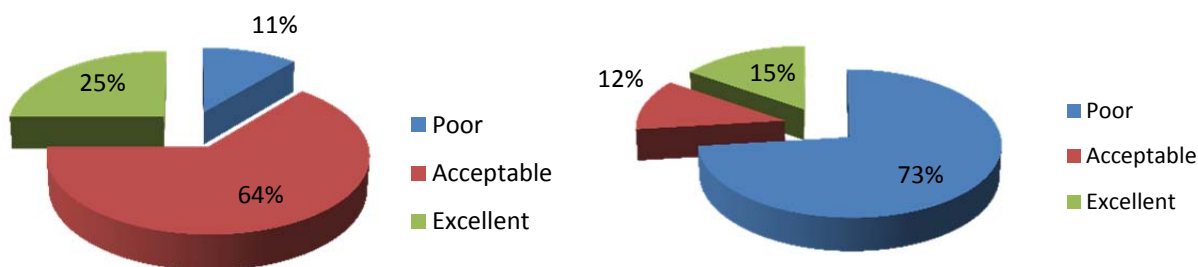
Experience with Entire Arbitration Process, BBB AUTO LINE

Pre-Decision



Experience with Entire Arbitration Process, CDSP

Pre-Decision

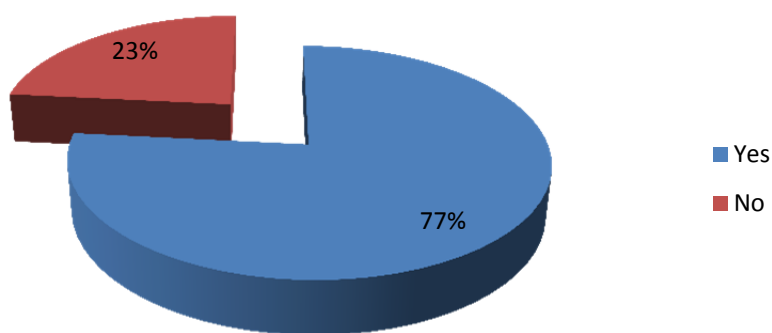


Finally, consumers were asked to rate their experience with the entire arbitration process. 38 or 31% of the consumers indicated that the experience was excellent (an increase from 18% in 2014) and 22 (18%) indicated that it was acceptable, while 64 (51%) indicated it was poor (a decrease from 56% in 2014).

The same question was asked prior to a decision being rendered. Sixty-seven or 51% of the consumers rated their experience as excellent (a slight increase from 49% in 2014) and 58 (44%) indicated the process was acceptable, while 6 (5%) rated it as poor.

Four consumers utilizing the CAP-Motors program completed a pre-decision survey while three completed a post-decision survey. Those results will be located in the Porsche Cars section.

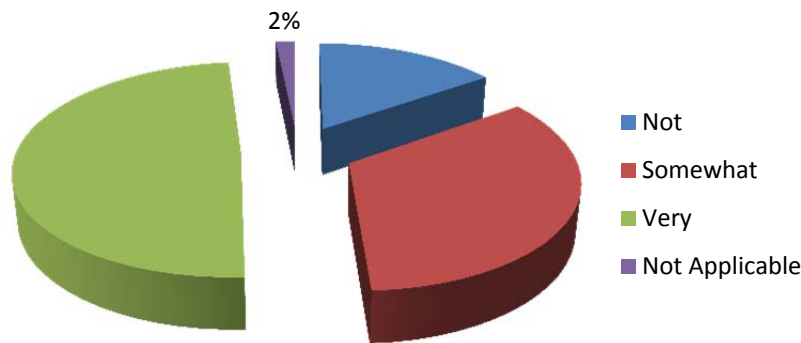
Were you informed that the settlement or mediation process was a voluntary process?



In addition to asking consumers about their experience with various parties of the process, ACP also asked consumers whether they were informed of certain procedures. Consumers were asked that if they participated in a settlement or mediation process after applying for arbitration, were they informed that it was a voluntary process. Of the 124 responses, (77%) indicated they were informed while 29 (23%) stated they were not informed. The programs

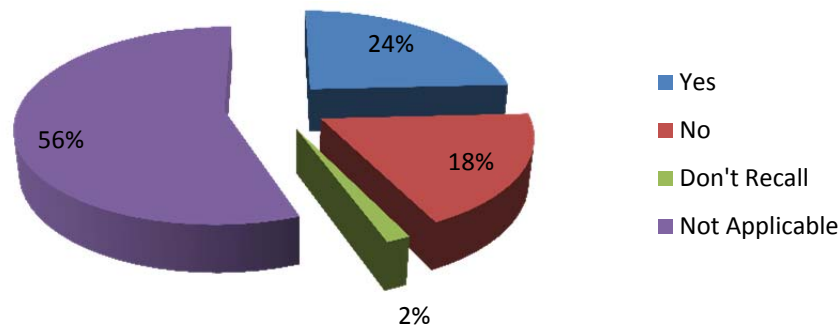
continue to improve in notifying the consumers of the process as an increase from 76% in 2014 is noted.

In terms of distance and accomodations, were you satisfied with the location of your hearing?



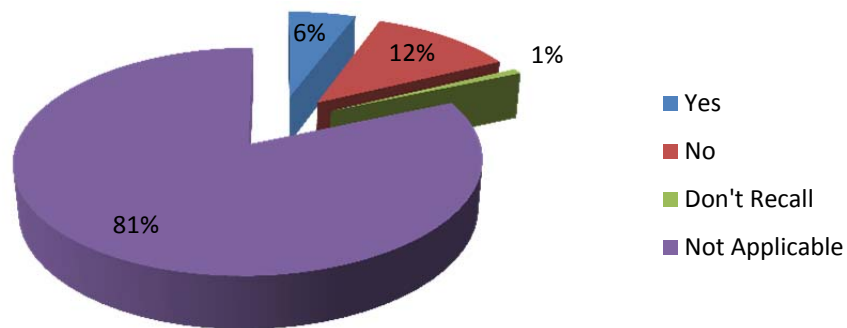
Consumers were asked if they were satisfied with the location of their hearing. Nearly half of the consumers (49%) stated they were very satisfied with the location while only 15% were not satisfied.

If you received an award, did the Manufacturer perform the award within 30 days after you accepted the award?



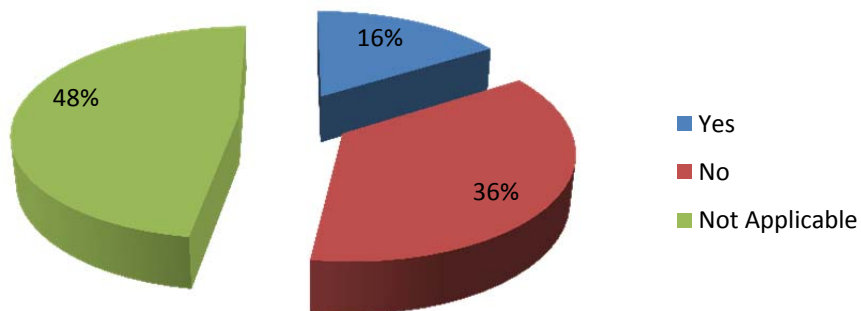
Consumers were asked if the manufacturer performed the award within the 30 days after the award was accepted. 30 (24%) consumers stated the award was performed within 30 days while 23 (18%) answered it was not. The remaining 71 consumers don't recall or answered not applicable.

If you received an award, and the performance was over 30 days, did you agree to the delay?



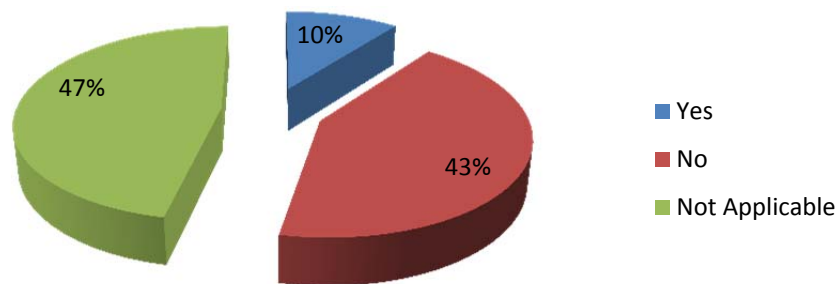
As a follow up to the previous question, ACP asked consumers if they had agreed to the delay if the performance of the award was over 30 days. Only 7 (6%) consumers agreed while 15 (12%) did not agree to the delay. The remaining 102 consumers don't recall or answered not applicable

If your claim was denied, did you pursue legal action?



Consumers were asked if they pursued legal action if they received a denial decision. Twenty (16%) consumers stated they did pursue legal action while 45 (36%) answered did not. The remaining 59 consumers answered not applicable.

If your claim was denied, did you know you could reapply for arbitration by getting an additional warranty repair?



Lastly, consumers were asked if they knew they could reapply for arbitration by obtaining an additional warranty repair. Of the 124 responses, only 13 (10%) indicated that they were aware of this while 53 (43%) were not aware you could reapply with an additional warranty repair. This was not applicable to 58 (47%) of consumers who completed the survey.

DATA BY MANUFACTURERS

The questionnaire data in the 2015 Consumer Satisfaction Survey has been arranged by each manufacturer's state-certified arbitration program. The survey illustrations include those manufacturers with ten or more consumers that responded to the questionnaire.

Additionally, the ACP disseminated a questionnaire to eligible consumers whose case file was closed by the state-certified arbitration program, but the ACP did not receive a reply from the consumer(s). Factors such as no response or reply by consumer, obsolete consumer contact information, or questionnaire returned by the US Postal Service were attributed to the survey response rate. Consequently, there is no questionnaire data for the following manufacturers:

Manufacturer	Program Administrator	Number of Consumers
Bentley Motors, Inc	BBB AUTO LINE	0
Ferrari North America, Inc.	BBB AUTO LINE	0
Lamborghini America, LLC	BBB AUTO LINE	0
Lotus Cars	BBB AUTO LINE	0
Tesla Motors, Inc.	CDSP	2

Moreover, question number 1 in both surveys pertains to the consumers' case file number and is omitted in this report for confidentiality purposes. The statistics for questions number 10 and 11 pertain to consumers who have received an arbitration award or did not receive an award.

BBB AUTO LINE

ASTON MARTIN
NORTH AMERICA

Aston Martin North America

In 2015, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received one response to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program staff, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted one consumer and did not receive a response.

2. In terms of overall satisfaction, how would you rate your experience with the BBB AUTO LINE staff?

The consumer rated their experience as excellent.

3. In terms of overall satisfaction, how would you rate your experience with:

A. the Manufacturer's Representative at the hearing?

The consumer rated their experience as acceptable.

B. the Manufacturer's Representative(s) from the time you filed your arbitration case?

The consumer rated their experience as acceptable.

4. In terms of overall satisfaction, how would you rate your experience with the Arbitrator?

The consumer rated their experience as excellent.

5. In terms of overall satisfaction, how would you rate your experience so far with the entire arbitration process?

The consumer rated their experience as excellent.

BBB AUTO LINE

BMW OF NORTH
AMERICA, LLC

(INCLUDES MINI COOPER)

BMW of North America (BMW and Mini Cooper)

In 2015, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received eight responses to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program staff, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 44 consumers. Of these 44 consumers, 6 (14%) responded to the survey. The post-decision survey consisted of 11 questions designed to ascertain consumers' awareness of the Lemon Law, as well as the same questions asked on the pre-decision survey.

In addition, one consumer completed both pre and post-decision surveys. A narrative is included to represent the results of these consumers.

2. Before you purchased your vehicle, did you know about the California's Lemon Law?

Three consumers responded yes and three responded no.

3. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?

Two consumers responded learning about the Lemon Law through the internet and four responded with other.

4. If you participated in a settlement or mediation process after applying for arbitration with the BBB AUTO LINE, were you informed that it was a voluntary process?

Five consumers stated they were informed it was a voluntary process, while one consumer stated they were not.

5. In terms of overall satisfaction, how would you rate your experience with the BBB AUTO LINE staff?

Eight consumers to the pre-decision survey indicated that the BBB AUTO LINE staff was excellent.

Four consumers to the post-decision survey indicated that the BBB AUTO LINE staff was excellent while two consumers indicated poor.

The following comments were provided on the pre-decision survey regarding BBB AUTO LINE staff:

- Professional, timely, organized, I feel I was “heard”
- Really want more people know about this program

The following comments were provided on the post-decision survey regarding BBB AUTO LINE staff:

- The staff was understanding of what I was going thru and did everything they could to assist with a quick resolution
- The BBB Auto Line staff was uninformed about procedures and specific implementation steps
- It was very unfair and clearly prejudicial as BMW pays for it

6. In terms of overall satisfaction, how would you rate your experience with:

A. the vehicle Manufacturer’s Representative at the hearing?

In the pre-decision survey, two consumers rated their experience with the Manufacturer’s Representative at the hearing as excellent, four as acceptable and two as poor.

In the post-decision survey, two consumers rated their experience with the Manufacturer’s Representative at the hearing as excellent and three as acceptable and one as poor.

B. the vehicle Manufacturer’s Representative(s) from the time you filed your arbitration case?

In the pre-decision survey, two consumers rated their experience with the Manufacturer’s Representative from the time the arbitration case was filed as excellent, one as poor and five as acceptable.

In the post-decision survey, one consumer rated their experience with the Manufacturer’s Representative from the time the arbitration case was filed as excellent, three as acceptable and two as poor.

The following comments were provided on the post-decision survey regarding the Manufacturer’s Representative:

- The representative did not explain that their posture would be adversarial
- At times, he was non-responsive or slow to respond which left me discouraged and frustrated

7. In terms of overall satisfaction, how would you rate your experience with the Arbitrator?

All eight consumers to the pre-decision survey indicated that the Arbitrator was excellent.

Two consumer to the post-decision survey indicated that the Arbitrator was excellent while one consumer indicated acceptable and four poor.

The following comments were provided on the pre-decision survey regarding the Arbitrator:

- I was impressed and grateful

The following comments were provided on the post-decision survey regarding the Arbitrator:

- He was very professional, fair and allowed me to feel comfortable with the whole process
- The arbitrator misapplied the legal standard of “substantially impaired”
- The arbitrator was not mentally present through the proceedings
- She must have not been reading out documents

8. In terms of overall satisfaction, how would you rate your experience with the entire arbitration process?

All eight consumers to the pre-decision survey indicated that the entire arbitration process was excellent.

Three consumers to the post-decision survey indicated that the Arbitrator was excellent while three consumers indicated poor.

The following comments were provided on the post-decision survey regarding the entire arbitration process:

- Miscommunication about the procedure between BBB Auto Line in Arlington and San Jose, incomplete explanation of required steps even though they sent out an inferior pamphlet
- The arbitrator was unfamiliar with the concept of advocacy and direct examination, confusing attorney questioning with testimony
- Although the event was not pleasurable, I was very pleased there is a good system in place to assist and protect consumer rights

9. In terms of distance and accommodations, were you satisfied with the location of your hearing?

Three consumers responded very satisfied, two responded somewhat satisfied while one responded not satisfied.

10. If you received an award,

A. Did the Manufacturer perform the award within the 30 days after you accepted the award?

Two consumers reported the award being performed within 30 days, one reported it was not while three responded not applicable.

B. If the performance of the award was over 30 days, did you agree to the delay?

One consumer agreed to the delay while five consumers responded not applicable.

11. If your claim was denied,

A. Did you pursue legal action?

One consumer stated they pursued legal action, while two consumers did not and three responded not applicable

B. Did you know you could reapply for arbitration by getting an additional warranty repair?

One consumer stated they knew they could reapply for arbitration after an additional warranty repair, two responded they were unaware while three consumers responded not applicable.

12.If you could think of one major change to improve the arbitration process, what would that be? Please specify.

- I received emailed documents and I emailed document attachments back. I was a little confusing not knowing what was appropriate method of providing those documents, either thru the website or email
- Hire competent arbitrators, allow the plaintiff to explain and demonstrate the car problems to the so-called independent technician, allow repeals of decision when there's an obvious discrepancy

Results of Consumers Completing Both Pre & Post Surveys

One consumer completed both the pre and post-decision surveys. Consumer A received an award.

The following bullet points indicate the consumers' answers on the pre and post-decision surveys for the satisfaction with BBB AUTO LINE STAFF (Pre-decision listed first):

- Consumer A: excellent ; excellent

The following bullet points indicate consumers' answers on the pre and post-decision surveys for the satisfaction with the Manufacturer Representative at the hearing (Pre-decision listed first):

- Consumer A: excellent ; acceptable

The following bullet points indicate consumers' answers on the pre and post-decision surveys for the satisfaction with the Manufacturer Representative from the time arbitration case was filed (Pre-decision listed first):

- Consumer A: excellent ; acceptable

The following bullet points indicate consumers' answers on the pre and post-decision surveys for the satisfaction with the Arbitrator (Pre-decision listed first):

- Consumer A: excellent ; excellent

The following bullet points indicate consumers' answers on the pre and post-decision surveys for the satisfaction with the entire arbitration process (Pre-decision listed first):

- Consumer A: excellent ; excellent

BBB AUTO LINE

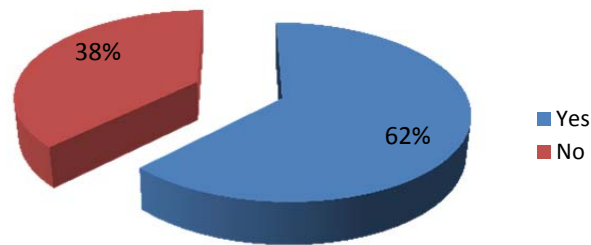
FORD MOTOR COMPANY

Ford Motor Company

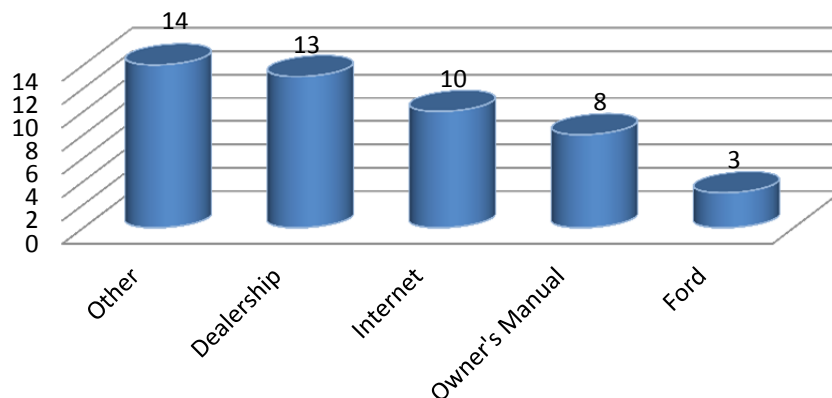
In 2014, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received 29 responses to the pre-decision survey. For the post-decision survey the ACP contacted 154 consumers. Of these 154 consumers, 30 (19%) responded to the survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. The post-decision survey consisted of 11 questions designed to ascertain consumers' awareness of the Lemon Law, as well as the same questions asked on the pre-decision survey. Each illustration represented below is characterized by the survey questions.

In addition, 11 consumers completed both pre and post-decision surveys. A narrative is included to represent the results of these consumers.

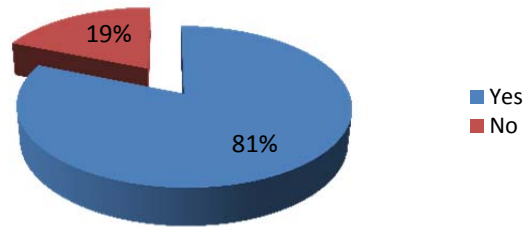
2. Before you purchased your vehicle, did you know about the California's Lemon Law?



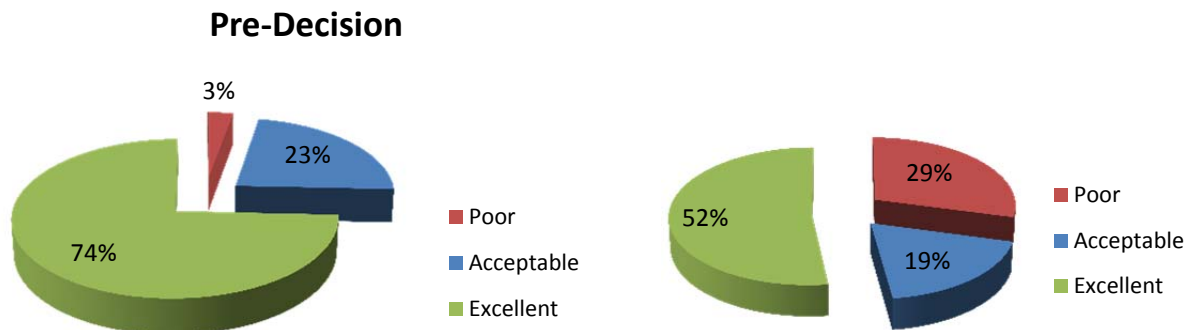
3. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



4. If you participated in a settlement or mediation process after applying for arbitration with the BBB AUTO LINE, were you informed that it was a voluntary process?



5. In terms of overall satisfaction, how would you rate your experience with the BBB AUTO LINE staff?



Consumers had a substantially more favorable view (97% excellent/acceptable pre-decision versus 71% excellent/acceptable post-decision) of the BBB AUTO LINE staff prior to receiving their decision.

The following comments were provided on the pre-decision survey regarding BBB AUTO LINE staff:

- Everyone was very helpful. BBB was always available by phone or e-mail
- The consumer access website was non-functional
- A great experience. Very pleasant to deal with
- BBB did not submit paperwork to arbitrator after assuring me that they would provide the documentation
- Fair to both parties
- Very professional and friendly
- Great communication

- BBB did not always return phone calls. BBB cancelled the first hearing and BBB indicated that they could not reschedule hearing, but they were able to reschedule after another BBB staff person became involved
- Informative
- BBB explained everything and answered all questions

The following comments were provided on the post-decision survey regarding BBB AUTO LINE staff:

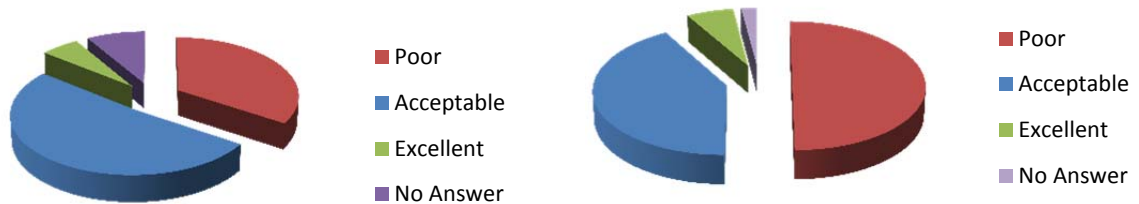
- Very good
- While the hearing was in progress, the young person sitting in to make sure things were fair was often on her cell phone, falling asleep, clearing her nose and really unprofessional
- BBB staff managed my case and was very helpful and professional
- The case manager made excuses for the manufacturer's failure to show up to the hearing
- There were instances where uploading files to the internet site led to confusion
- Staff ensured I was informed of the process and kept up with all dates and deadlines
- Very helpful, except for scheduling of arbitration hearing
- BBB staff was a bit gruff. I received many emails without any explanation
- BBB staff were extremely helpful and courteous, particularly since I had to be assisted numerous times since the manufacturer was stalling
- They talked as if they cared, but their body language/actions said something different. I feel they had made up their minds before I arrived at the meeting
- The BBB made it clear at the beginning that they were not neutral and not a consumer's advocate. It was apparent in their actions they were owned by the manufacturer
- BBB were entirely impartial and helpful throughout. They did everything they said they would and maintained a dialogue with the same claim representative throughout
- Professional and clear with the rules and process

- Well-mannered and polite
- Good communication and feedback throughout the process until after the decision

6. In terms of overall satisfaction, how would you rate your experience with:

A. the vehicle Manufacturer's Representative at the hearing?

Pre-Decision



Consumers had a lower level of satisfaction (57% excellent/acceptable pre-decision versus 48% excellent/acceptable post-decision) with the Manufacturer's Representative at the hearing after receiving the decision.

The following comments were provided on the pre-decision survey regarding the Manufacturer's Representative at the hearing:

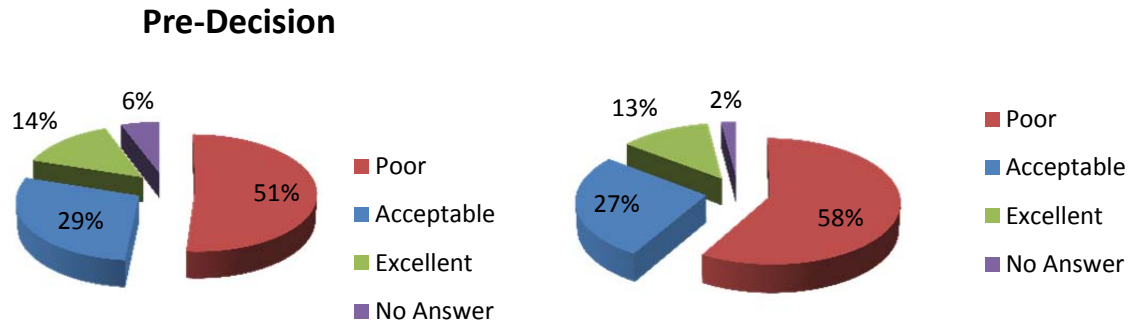
- Representative repeated responses with little effort to understand my situation. Representative presented a minimized case as if lemon law was not a guide
- Unacceptable that representative placed us on mute during the hearing
- Representative was pleasant to talk to
- Professional but misleading
- No one likes their opponent, however they were knowledgeable

The following comments were provided on the post-decision survey regarding the Manufacturer's Representative at the hearing:

- Representative was not aware or did not have knowledge of their own product
- Representative attempted to disparage and make personal attacks to discredit me
- The Ford service engineer did not have all the facts straight concerning the number of times I contacted Ford Motor Company

- Ford did not show up to the hearing
- Representative seemed as though they were reading from a script

B. the vehicle Manufacturer's Representative(s) from the time you filed your arbitration case?



Consumers had similar satisfaction with the Manufacturer's Representative during the entire arbitration process in the post-decision survey and the pre-decision survey.

The following comments were provided on the pre-decision survey regarding the Manufacturer's Representative throughout the arbitration process:

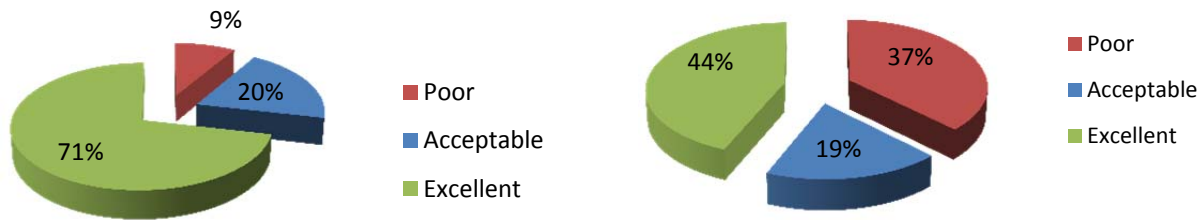
- No contact until arbitration
- We lost all contact. Ford stopped talking to us
- Had to call Ford seven days after settlement to get inspection done
- No responses and no straight forward answers
- It seemed Ford has been trying to ignore us until we got BBB involved
- Unacceptable
- Ford never contacted me

The following comments were provided on the post-decision survey regarding the Manufacturer's Representative throughout the arbitration process:

- Ford only looked to delay the process and give themselves more time to prepare
 - Once the arbitration proceedings began they refused to discuss the case

7. In terms of overall satisfaction, how would you rate your experience with the Arbitrator?

Pre-Decision



Consumers had a substantially more favorable view (91% excellent/acceptable pre-decision versus 63% excellent/acceptable post-decision) of the arbitrator prior to receiving their decision.

The following comments were provided on the pre-decision survey regarding the Arbitrator:

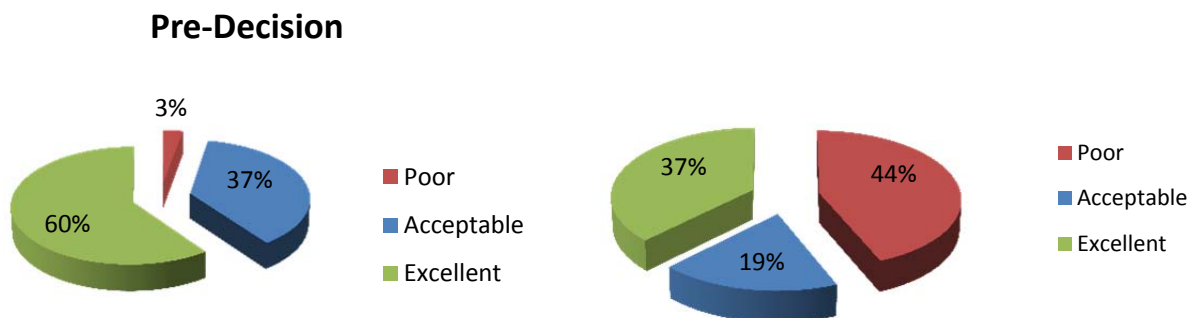
- Arbitrator was very professional, kind and kept focus on my case. They seemed very fair
- Arbitrator did not reveal to us that they drove a Ford truck
- Impartial and very pleasant to deal with
- Frustrating that they did not hear what I heard on test drive. They were very abrupt and I felt like they were blaming me

The following comments were provided on the post-decision survey regarding the Arbitrator:

- Arbitrator considered all the facts and made a fair decision for both parties
- Arbitrator had mind made up before hearing
- Professional and fair
- Very professional
- The arbitrator was very professional, direct and impartial throughout. They diligently worked through all of the evidence. The arbitrator carefully directed both parties and ensured that all dialogue was succinct and relevant. The arbitrator dedicated sufficient time to the case and at no time seemed rushed. The arbitrator's subsequent request for a technical inspection with specific requests for information was well judged

- Arbitrator did not take any notes during hearing. At the beginning of the hearing the arbitrator spoke of impartiality, but at the end indicated that the burden of proof was on us, the consumer
- Very professional in every way. Prepared and knowledgeable of our case
- Arbitrator told me I could not reapply for another arbitration
- Arbitrator was not aware of procedure for vehicle no longer owned by consumer
- The arbitrator allowed Ford to respond to my statements after not showing up to the hearing. The arbitrator delayed the process so that Ford could view video after the hearing and took longer than the prescribed time limits. Arbitrator did not consider powertrain or emissions warranty when rendering decision
- Arbitrator was very fair, educated and efficient
- Arbitrator mentioned that they felt the issue during the test drive but then minimized its importance when the hearing resumed
- Knowledgeable, patient and thorough
- Very well prepared with case and used great wisdom. We were fortunate to have their wisdom
- Arbitrator consistently interrupted me and allowed Ford more time to refute and present evidence

8. In terms of overall satisfaction, how would you rate your experience with the entire arbitration process?



Consumers had a substantially more favorable view (97% excellent/acceptable pre-decision versus 56% excellent/acceptable post-decision) of the entire arbitration process prior to receiving their decision.

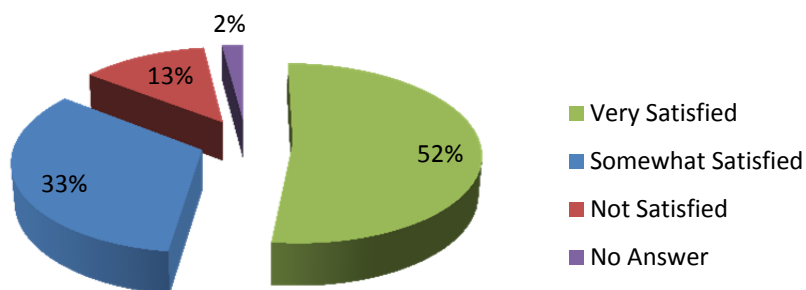
The following comments were provided on the pre-decision survey regarding the entire arbitration process:

- Very worthwhile process
- The manufacturer needs to be required to be at the arbitration hearing in person
- People have been really good to me
- Depends on outcome
- Frustrating. I felt on the defense the whole time
- Very easy process and I appreciate all the help I received
- I am concerned that focus will be on Ford's recommendation and not using the lemon law as the guide

The following comments were provided on the post-decision survey regarding the entire arbitration process:

- Everything worked out well. I am glad the consumer has a means for protection
- Process was straight forward
- Excellent and fair process
- Very professional. Not intimidating. Punctual
- Hard to find out from the BBB representative how to arbitrate. Timeliness of Ford's materials was terrible. I had to scramble in the last 24 hours to prepare
- Online videos about what to expect during the arbitration hearing were very helpful
- Safety defects need to be addressed by the NTSB not the arbitrator or Ford
- The process only delayed the inevitable legal action
- Clear, relatively swift and professional
- Manufacturer did not contact me until 5 days prior to the 30 day deadline and then I was expected to either accept their accelerated processing of the claim or accept a delay

9. In terms of distance and accommodations, were you satisfied with the location of your hearing?

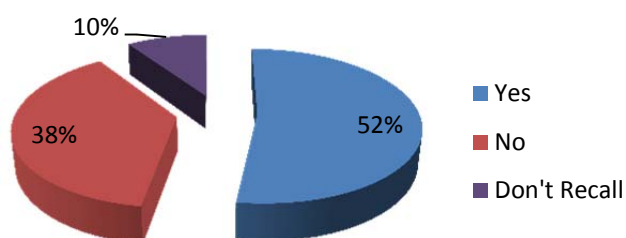


The following comments were provided to question 9:

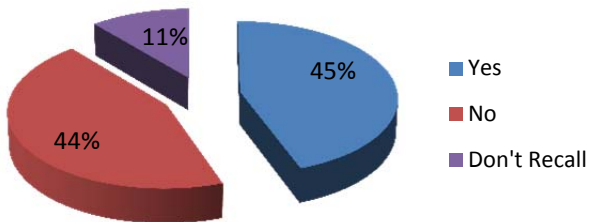
- Pretty far away and the delay in my hearing hurt my case
- I had to drive over 1.5 hours to hearing location
- Too far away, about 45 miles
- The distance was fine, but the parking was \$25 which is robbery
- Close and the gentleman who hosted was very courteous and seemed knowledgeable
- Too far, more than 50 miles

10.If you received an award,

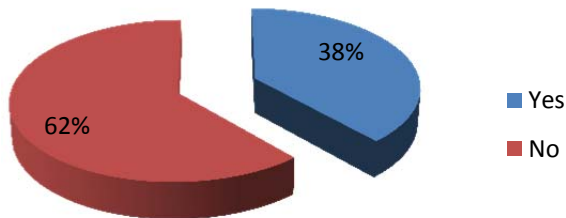
A. Did the Manufacturer perform the award within the 30 days after you accepted the award?



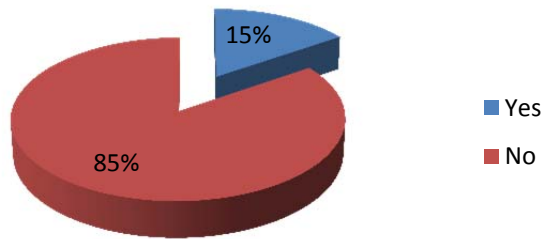
B. If the performance of the award was over 30 days, did you agree to the delay?



11.If your claim was denied,
A. Did you pursue legal action?



B. Did you know you could reapply for arbitration by getting an additional warranty repair?



12. If you could think of one major change to improve the arbitration process, what would that be? Please specify.

- BBB should have more bilingual arbitrators or translators
- Faster hearing scheduling
- Use Skype for video conference if representative can only appear via telephone
- Allow email for submitting forms/letters
- Getting Ford to perform the award was overly difficult. There should be accountability if a company is found to have to perform an award
- Ability to email attachments to the BBB
- Ability to recover legal damages
- Takes too long for entire process to be completed
- Make interaction with BBB clearer and more personable. I had to figure it out on my own a lot
- BBB should ask coworkers for help when providing advice
- Make decision enforceable in a shorter timeframe
- Have legal advice prior to arbitration
- Use JAMS or ARB for arbitrators and remove manufacturer from the process

- The determination of a safety issues should be addressed by NTSB. There needs to be contact between BBB and the NTSB
- Better training for arbitrators
- BBB should be in better contact with manufacturer during the 30 day period between acceptance of award and performance of award
- More focus on need to prove loss of value, use or safety

Analysis of Consumers Completing Both Pre & Post Surveys

Twelve respondents completed both the pre and post-decision surveys. Consumers A, B, C, D, E and F did not receive an award. Consumers G, H, I, J, K and L received awards.

The following table indicates consumers' answers on the pre and post-decision surveys for their satisfaction with BBB AUTO LINE staff:

Consumer	Decision	Pre-Decision	Post-Decision
A	Denial	Excellent	Acceptable
B	Denial	Excellent	Poor
C	Denial	Acceptable	Acceptable
D	Denial	Excellent	Poor
E	Denial	Excellent	Excellent
F	Denial	Excellent	Poor
G	R/R	Excellent	Excellent
H	R/R	Acceptable	Excellent
I	R/R	Acceptable	Excellent
J	R/R	Excellent	Excellent
K	Reimbursement	Acceptable	Excellent
L	Repair	Excellent	Excellent

- 67% of respondents who received a denial downgraded their satisfaction with BBB AUTO LINE staff following the decision
- 100% of respondents who received an award upgraded or rated their satisfaction as the same with BBB AUTO LINE staff following the decision

The following table indicates consumers' answers on the pre and post-decision surveys for their satisfaction with the Manufacturer's Representative at the hearing:

Consumer	Decision	Pre-Decision	Post-Decision
A	Denial	No Answer	Poor
B	Denial	Acceptable	Poor
C	Denial	Poor	Poor
D	Denial	Acceptable	Acceptable
E	Denial	Acceptable	Acceptable
F	Denial	Acceptable	Poor
G	R/R	Poor	Poor
H	R/R	Acceptable	Acceptable
I	R/R	Poor	Acceptable
J	R/R	Acceptable	Poor
K	Reimbursement	Poor	Poor
L	Repair	Acceptable	Acceptable

The following table indicates consumers' answers on the pre and post-decision surveys for their satisfaction with the Manufacturer's Representative during the entire arbitration process:

Consumer	Decision	Pre-Decision	Post-Decision
A	Denial	Poor	Poor
B	Denial	Poor	Poor
C	Denial	Acceptable	Poor
D	Denial	Poor	Acceptable
E	Denial	Excellent	Acceptable
F	Denial	Acceptable	Poor
G	R/R	Poor	Poor
H	R/R	Poor	Acceptable
I	R/R	Poor	Poor
J	R/R	Excellent	Poor
K	Reimbursement	Poor	Poor
L	Repair	Acceptable	Acceptable

The following table indicates consumers' answers on the pre and post-decision surveys for their satisfaction with the Arbitrator:

Consumer	Decision	Pre-Decision	Post-Decision
A	Denial	Excellent	Poor

B	Denial	Excellent	Poor
C	Denial	Poor	Poor
D	Denial	Excellent	Poor
E	Denial	Excellent	Excellent
F	Denial	Excellent	Acceptable
G	R/R	Excellent	Excellent
H	R/R	Acceptable	Acceptable
I	R/R	Acceptable	Excellent
J	R/R	Excellent	Excellent
K	Reimbursement	Acceptable	Excellent
L	Repair	Excellent	Excellent

- 83% of respondents who received a denial downgraded their satisfaction with the arbitrator following the decision
- 100% of respondents who received an award upgraded or rated their satisfaction as the same with BBB AUTO LINE staff following the decision

The following table indicates consumers' answers on the pre and post-decision surveys for their satisfaction with the entire arbitration process:

Consumer	Decision	Pre-Decision	Post-Decision
A	Denial	Excellent	Poor
B	Denial	Excellent	Poor
C	Denial	Acceptable	Poor
D	Denial	Acceptable	Poor
E	Denial	Excellent	Acceptable
F	Denial	Excellent	Poor
G	R/R	Excellent	Excellent
H	R/R	Acceptable	Acceptable
I	R/R	Excellent	Excellent
J	R/R	Excellent	Excellent
K	Reimbursement	Acceptable	Excellent
L	Repair	Excellent	Excellent

- 100% of respondents who received a denial downgraded their satisfaction with the entire arbitration process following the decision
- 100% of respondents who received an award upgraded or rated their satisfaction as the same with BBB AUTO LINE staff following the decision

Comparison to 2014 Consumer Satisfaction Survey

A comparison between the results of the 2015 and 2014 Consumer Satisfaction Surveys reveals the following:

- The response rate increased slightly from 19% in 2014 to 22% in 2015
- Satisfaction with BBB AUTO LINE staff on the post-decision survey remained about the same as 2014 at 71% excellent/acceptable
- Satisfaction with the arbitrator remained similar on the post-decision survey at 63% in 2015 compared to 60% in 2014
- Overall satisfaction with the entire arbitration process remained similar on the post-decision survey at 56% in 2015 compared to 60% in 2014

The following responses reflect consumers' experience after receiving the arbitrator's award:

- In 2015, 11 of 19 respondents who received awards indicated that the manufacturer performed the award within 30 days, compared to 9 of 16 respondents in 2014

In 2015, 4 of the 8 respondents reported that they agreed to extend the timeframe for compliance beyond 30 days, compared to 3 of 8 in 2014

BBB AUTO LINE

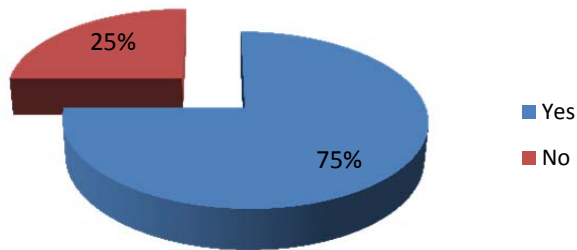
GENERAL MOTORS
CORPORATION

General Motors Corporation

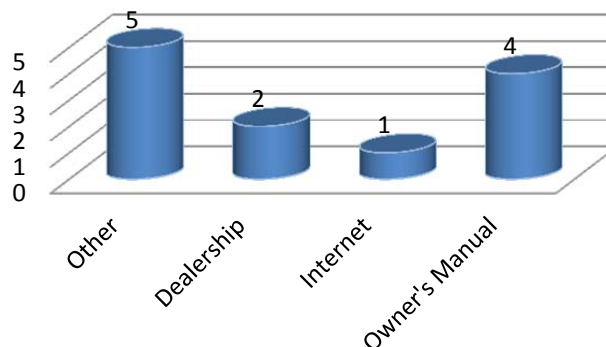
In 2015, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received 13 responses to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program staff, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 52 consumers. Of these 52 consumers, 12 (23%) responded to the survey. The post-decision survey consisted of 11 questions designed to ascertain consumers' awareness of the Lemon Law, as well as the same questions asked on the pre-decision survey.

Each illustration represented below is characterized by the survey questions. In addition, four consumers completed both the pre- and post-decision surveys. A narrative is included to represent the result of the consumers.

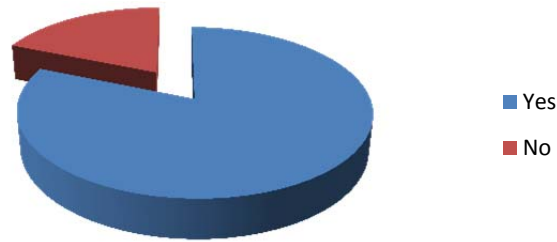
2. Before you purchased your vehicle, did you know about the California's Lemon Law?



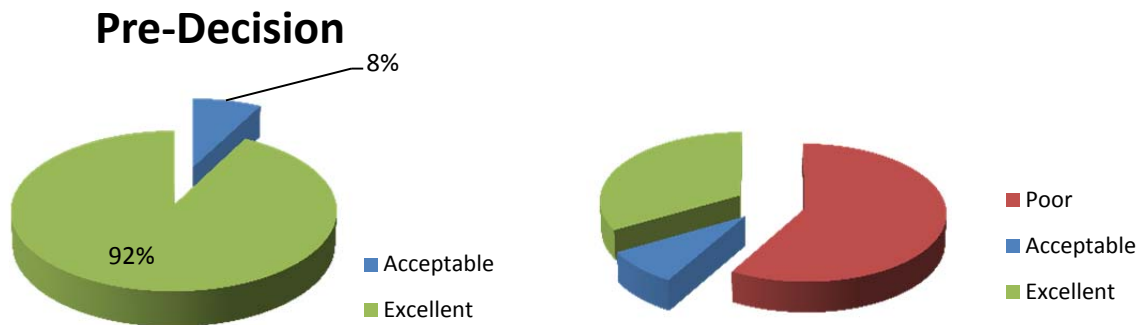
3. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



4. If you participated in a settlement or mediation process after applying for arbitration with the BBB AUTO LINE, were you informed that it was a voluntary process?



5. In terms of overall satisfaction, how would you rate your experience with the BBB AUTO LINE staff?



Consumers had a substantially more favorable view (92% excellent pre versus 41% excellent/acceptable post) of the BBB AUTO LINE staff prior to receiving their decision.

The following comments were provided on the pre-decision survey:

- They were polite and nice with me during the process and informed all information necessary
- Every time a representative called me, it was an excellent customer service experience

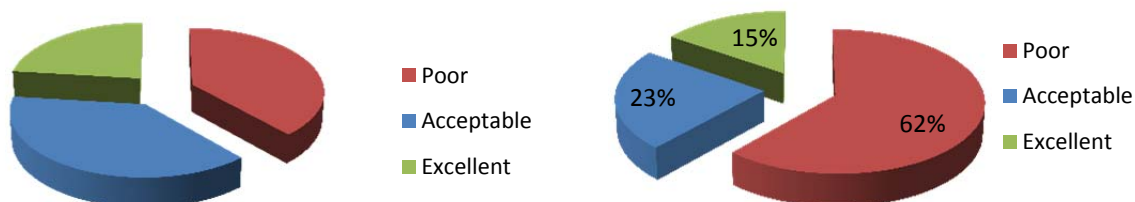
The following comments were provided on the post-decision survey:

- Terrible, one of the worst organizations ever
- After filing complaint, had a hard time contacting BBB Auto Line representative to ask questions
- Person assigned to my case was never available

6. In terms of overall satisfaction, how would you rate your experience with:

A. the vehicle Manufacturer's Representative at the hearing?

Pre-Decision



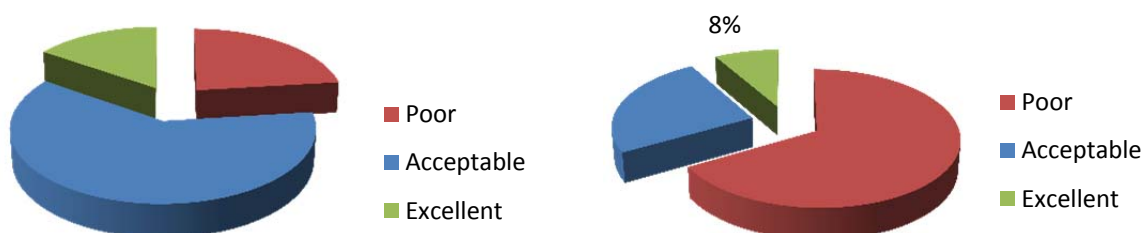
Consumers overall did not have a favorable view of the Manufacturer's Representative at the hearing both pre and post.

The following comments were provided on the pre-decision survey:

- Only a couple concerns that were addressed
- She seemed to be just reading the repair orders

B. the vehicle Manufacturer's Representative(s) from the time you filed your arbitration case?

Pre-Decision



Consumers had a substantially more favorable view (77% excellent/acceptable pre versus 33% excellent/acceptable post) of the Manufacturer's Representative prior to receiving their decision.

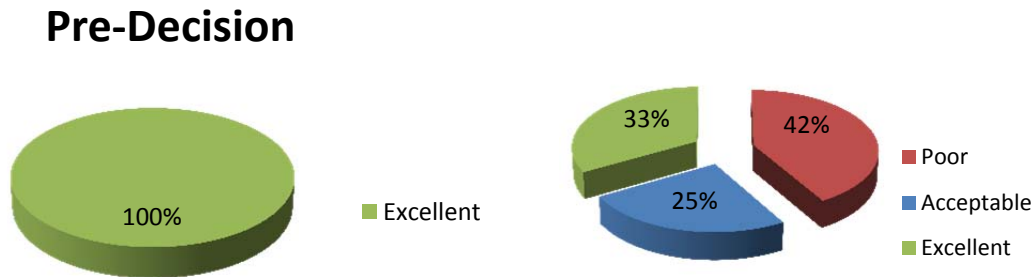
The following comments were provided on the pre-decision survey:

- Was not really professional in dealing, most was done verbally

The following comments were provided on the post-decision survey:

- Mistreated
- Were not helpful in resolving the issues with the vehicle
- They were extremely rude and made wrongful allegations against my case

7. In terms of overall satisfaction, how would you rate your experience with the Arbitrator?



Consumers had a substantially more favorable view (100% excellent pre versus 58% excellent/acceptable post) of the Arbitrator prior to receiving their decision.

The following comments were provided on the pre-decision survey:

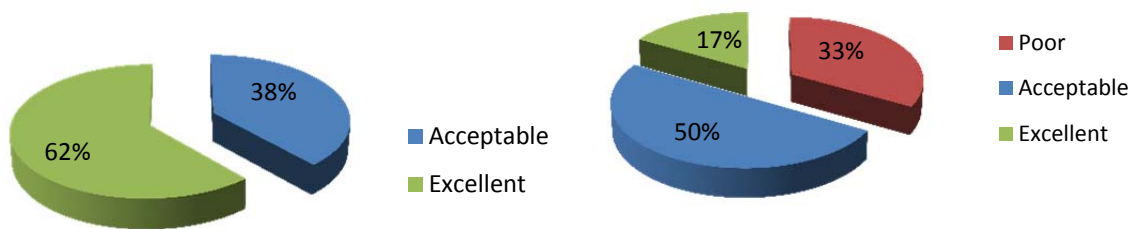
- He was nice and polite with us all the time

The following comments were provided on the post-decision survey:

- She asked all the right questions to clarify the issues at hand and seek out the truth
- He was extremely slow at the process and his decision was vague

8. In terms of overall satisfaction, how would you rate your experience with the entire arbitration process?

Pre-Decision



Consumers had a substantially more favorable view (100% excellent/acceptable pre versus 67% excellent/acceptable post) of the entire arbitration process prior to receiving their decision.

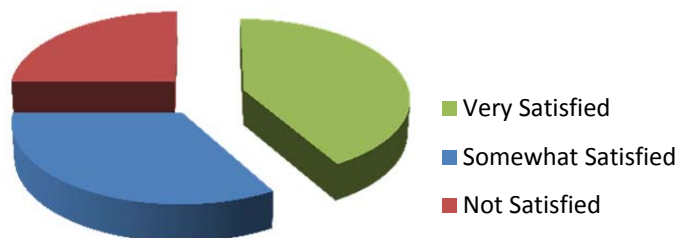
The following comments were provided on the pre-decision survey:

- BBB was biased in favor of the manufacturer, very uncomfortable with the BBB

The following comments were provided on the post-decision survey:

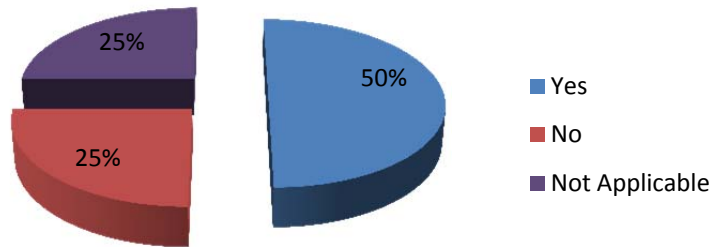
- Lack of communication, unanswered calls
- It didn't work

9. In terms of distance and accommodations, were you satisfied with the location of your hearing?

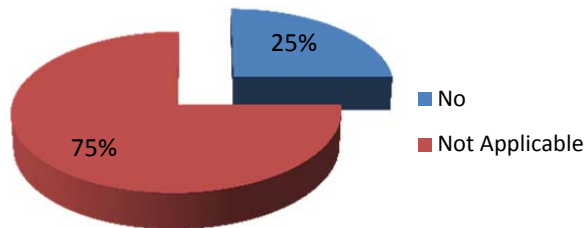


10. If you received an award,

A. Did the Manufacturer perform the award within the 30 days after you accepted the award?

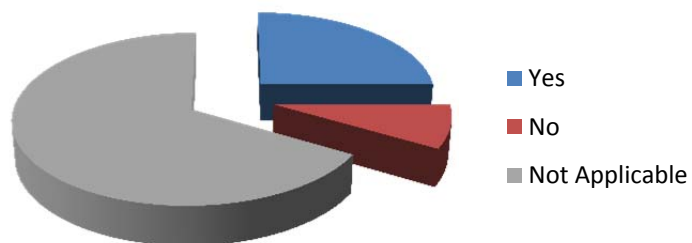


B. If the performance of the award was over 30 days, did you agree to the delay?

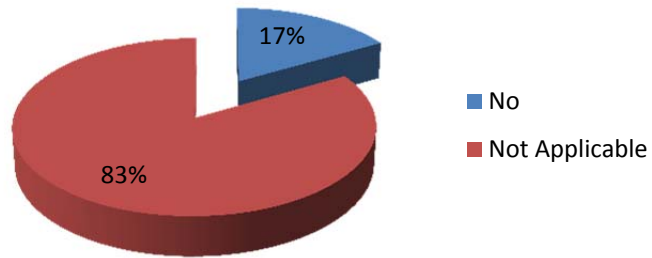


11. If your claim was denied,

A. Did you pursue legal action?



B. Did you know you could reapply for arbitration by getting an additional warranty repair?



12.If you could think of one major change to improve the arbitration process, what would that be? Please specify.

- Hire arbitration experienced persons that are well aware of the laws and who are precise and concise in their decisions
- Better communication or format

Results of Consumers Completing Both Pre & Post Surveys

Four consumers completed both the pre and post-decision surveys. Consumers A and C received an award while consumers B and D did not.

The following bullet points indicate the consumers' answers on the pre and post-decision surveys for the satisfaction with BBB AUTO LINE STAFF (Pre-decision listed first):

- Consumer A: excellent ; poor
- Consumer B: excellent ; excellent
- Consumer C: excellent ; poor
- Consumer D: excellent ; poor

The following bullet points indicate consumers' answers on the pre and post-decision surveys for the satisfaction with the Manufacturer Representative at the hearing (Pre-decision listed first):

- Consumer A: poor ; acceptable
- Consumer B: poor ; poor
- Consumer C: poor ; poor
- Consumer D: excellent ; poor

The following bullet points indicate consumers' answers on the pre and post-decision surveys for the satisfaction with the Manufacturer Representative from the time arbitration case was filed (Pre-decision listed first):

- Consumer A: poor ; poor
- Consumer B: acceptable ; poor

- Consumer C: poor ; poor
- Consumer D: excellent ; acceptable

The following bullet points indicate consumers' answers on the pre and post-decision surveys for the satisfaction with the Arbitrator (Pre-decision listed first):

- Consumer A: excellent ; excellent
- Consumer B: excellent ; acceptable
- Consumer C: excellent ; poor
- Consumer D: excellent ; poor

The following bullet points indicate consumers' answers on the pre and post-decision surveys for the satisfaction with the entire arbitration process (Pre-decision listed first):

- Consumer A: acceptable ; acceptable
- Consumer B: excellent ; acceptable
- Consumer C: excellent ; poor
- Consumer D: excellent ; acceptable

BBB AUTO LINE

HYUNDAI MOTOR
AMERICA

Hyundai Motor America

In 2015, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received six responses to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 23 consumers. Of these 23 consumers, four (17%) responded to the survey. The post-decision survey consisted of 11 questions designed to ascertain consumers' awareness of the Lemon Law, as well as the same questions asked on the pre-decision survey.

In addition, four consumers completed both pre-decision and post-decision surveys. A narrative is included to represent the results of these three respondents.

2. Before you purchased your vehicle, did you know about the California's Lemon Law?

Two respondents indicated No, while the other two respondents indicated Yes.

3. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?

Two respondents indicated from a friend, one from the radio, and one from the internet.

4. If you participated in a settlement or mediation process after applying for arbitration with the BBB AUTO LINE, were you informed that it was a voluntary process?

All four respondents indicated Yes.

5. In terms of overall satisfaction, how would you rate your experience with the BBB AUTO LINE Staff?

Three respondents to the pre-decision survey indicated that the BBB AUTO LINE staff was excellent, while two respondents indicated acceptable and one respondent indicated poor.

Three respondents to the post-decision survey indicated that the BBB AUTO LINE staff was excellent, while one indicated poor.

The following comment was provided on the pre-decision survey:

- Very polite and unbiased

- Falsely advertising as to the quantity of days allotted to each party when paperwork to the auto company has clearly stated a date contradicting her specification etc., not enough room to write

The following comments were provided on the post-decision survey:

- Received new 2016 Hyundai Sonata
- I provided the information, videos and pictures but was used as part of evidence

6. In terms of overall satisfaction, how would you rate your experience with:

A. the Manufacturer Representative at the hearing?

Five respondents to the pre-decision survey rated the Manufacturer Representative as acceptable, while the other respondent provided a rating of excellent.

Two respondents to the post-decision survey rated the Manufacturer Representative as poor, while the other two provided a rating of acceptable and excellent.

The following comment was provided in the pre-decision survey:

- Extremely biased, but I guess that's his job
- Nice fellow- but not familiar with my vehicle
- His demeanor personally was excellent. His presentation of the and fairness to me was acceptable

The following comments were provided on the post-decision survey:

- The final decision was very bias and it was decided despite of the fact the dealer had no points of facts where as I provided everything needed. The final decision was obvious a setup before hand

B. the vehicle Manufacturer's Representative(s) from the time you filed your arbitration case?

Four respondents to the pre-decision survey rated the Manufacturer Representative as acceptable, while the other two provided a rating of poor.

Two respondents to the post-decision survey rated the Manufacturer Representative as excellent, while the other two provided a rating of acceptable and poor.

- Manufacturer essentially telling me I bought a car without a warranty
- Different person
- I found her rude, totally ignorant to a lot I was saying as to the times I had taken my vehicle in- not paying attention to information delaying correspondence, etc.

7. In terms of overall satisfaction, how would you rate your experience with the Arbitrator?

Four of the respondents to the pre-decision survey rated the Arbitrator as excellent, while two provided a rating of acceptable.

Three respondents to the post-decision survey rated the Arbitrator as excellent, while the other respondent provided a rating of poor.

The following comment was provided in the pre-decision survey:

- Polite and unbiased
- Satisfactory
- [Arbitrator] was professional and fair without any bias or prejudice toward anyone

The following comments were provided on the post-decision survey:

- It was very nice at the time I provided everything but the last judgment was in favor of the dealers with no justification of why?

8. In terms of overall satisfaction, how would you rate your experience with the entire arbitration process?

Five respondents to the pre-decision survey rated the entire arbitration process as acceptable, while one provided a rating of excellent.

Three respondents to the post-decision survey rated the entire arbitration process as excellent, while the other respondent provided a rating of poor.

The following comments were provided in the pre-decision survey:

- Manufacturer rep was far too biased to provide any real insight on the problems
- So far- so good
- Not to the [arbitrator's] conduct. He was excellent, just the process itself

The following comments were provided in the post-decision survey:

- The final decision was in favor of the dealer without any valid point

9. In terms of distance and accommodations, were you satisfied with the location of your hearing?

All respondents indicated very satisfied.

10. If you received an award,

A. Did the Manufacturer perform the award within the 30 days after you accepted the award?

One respondent indicated Yes, while the other respondent indicated No.

B. If the performance of the award was over 30 days, did you agree to the delay?

One respondent indicated Yes.

11. If your claim was denied,

A. Did you pursue legal action?

One respondent indicated Yes, while another respondent indicated No.

B. Did you know you could reapply for arbitration by getting an additional warranty repair?

One respondent indicated No, while another respondent indicated Yes.

12. If you could think of one major change to improve the arbitration process, what would that be?

The following comments were provided:

- Fairness based on facts, videos, pictures none of that was used on my case despite the facts and videos I provided
- No changes. Everything was excellent
- Totally satisfied
- Fine service, thank you.

Analysis of Respondents Completing Both Pre & Post Surveys

Four respondents completed both the pre and post-decision surveys. Both consumers did not receive an award. .

The following bullet points indicate consumer's answers on the pre and post-decision surveys for the satisfaction with BBB AUTO LINE STAFF (Pre-decision listed first):

- Consumer A: acceptable ; excellent
- Consumer B: excellent ; excellent

The following bullet points indicate consumer's answers on the pre and post-decision surveys for the satisfaction with the Manufacturer Representative at the hearing (Pre-decision listed first):

- Consumer A: acceptable : poor
- Consumer B: acceptable ; acceptable

The following bullet points indicate consumer's answers on the pre and post-decision surveys for the satisfaction with the Manufacturer Representative from the time you filed your arbitration case? (Pre-decision listed first):

- Consumer A: acceptable : excellent
- Consumer B: acceptable ; acceptable

The following bullet points indicate consumer's answers on the pre and post-decision surveys for the satisfaction with the Arbitrator (Pre-decision listed first):

- Consumer A: excellent ; excellent
- Consumer B: acceptable ; excellent

The following bullet points indicate consumer's answers on the pre and post-decision surveys for the satisfaction with the entire arbitration process (Pre-decision listed first):

- Consumer A: excellent ; excellent
- Consumer B: acceptable ; excellent

BBB AUTO LINE

JAGUAR LAND ROVER
NORTH AMERICA, LLC

Jaguar Land Rover North America, LLC

In 2015, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received three responses to the pre-decision survey. For the post-decision survey the ACP contacted 11 consumers. Three responded to the survey, the same consumers who also happened to answer the pre-decision survey. The pre-decision survey consisted of five questions designed to gauge consumer satisfaction with the arbitration program staff, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. The post-decision survey consisted of 12 questions designed to ascertain consumers' awareness of the Lemon Law, as well as to answer the same questions asked on the pre-decision survey.

13. Before you purchased your vehicle, did you know about the California's Lemon Law?

Two consumers consumer responded yes, while one responded no.

14. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?

Two respondents indicated their owner's manual or warranty booklet and one consumer indicated an attorney.

15. If you participated in a settlement or mediation process after applying for arbitration with the BBB AUTO LINE, were you informed that it was a voluntary process?

All three consumers were aware that settlement or mediation was voluntary.

5. In terms of overall satisfaction, how would you rate your experience with the BBB AUTO LINE staff?

- Pre-decision: all three respondents indicated excellent
- Post-decision: two respondents indicated excellent, one reported poor

The following comments were made for this question:

- Staff were responsive and proactive

6. A. In terms of overall satisfaction, how would you rate your experience with the Manufacturer's Representative at the hearing?

- Pre-decision: two respondents indicated poor, one reported acceptable
- Post-decision: two respondents indicated poor, one reported excellent

B. In terms of overall satisfaction, how would you rate your experience with the Manufacturer's Representative(s) from the time you filed your arbitration case?

- Pre-decision: two respondents indicated poor, one reported acceptable
- Post-decision: one respondent indicated acceptable, one reported poor and the other consumer did not respond to this question

The following comments were made for question 6 A and B:

- Manufacturer did not try to help at all, just indicated that they would see consumer at arbitration
- My initial contact with the Manufacturer was to contact their 800 number to inform them of the issue. I received the response that there was nothing they could do for me which is why I proceeded (with arbitration). After that, there was a different representative and they were very helpful and have even followed up with me since
- They took months to move forward with the case. After winning arbitration, they again took months to repair the car

7. In terms of overall satisfaction, how would you rate your experience with the Arbitrator?

- Pre-decision: two respondents indicated excellent, one did not answer
- Post-decision: two respondents indicated excellent, one reported poor

The following comments were made for this question:

- I will have to wait for decision to rate arbitrator

8. In terms of overall satisfaction, how would you rate your experience with the entire arbitration process?

- Pre-decision: all three respondents indicated excellent
- Post-decision: two respondents indicated excellent, one reported poor

The following comments were made for this question:

- Overall great communication

20. In terms of distance and accommodations, were you satisfied with the location of your hearing?

Two consumers responded very satisfied, and one responded somewhat satisfied.

21. If you received an award,

A. Did the Manufacturer perform the award within the 30 days after you accepted the award?

One consumer reported the award as being performed within 30 days and one indicated that the award was not performed within 30 days.

B. If the performance of the award was over 30 days, did you agree to the delay?

The one consumer, who responded that the award was not performed within 30 days, indicated that they did not agree to the delay.

22. If your claim was denied,

A. Did you pursue legal action?

One respondent indicated that they did not pursue legal action.

B. Did you know you could reapply for arbitration by getting an additional warranty repair?

One respondent indicated that they did not know that they could reapply.

23. If you could think of one major change to improve the arbitration process, what would that be? Please specify.

No responses to this question.

Analysis of Respondents Completing Both Pre & Post Surveys

All three respondents completed both the pre and post-decision surveys. Consumers A and B received an award. Consumer C did not receive an award.

The following table indicates consumers' answers on the pre and post-decision surveys for their satisfaction with BBB AUTO LINE STAFF:

Consumer	Decision	Pre-Decision	Post-Decision
A	Repair	Excellent	Excellent
B	Repair	Excellent	Excellent
C	Denial	Excellent	Poor

The following table indicates consumers' answers on the pre and post-decision surveys for their satisfaction with the Manufacturer Representative at the hearing:

Consumer	Decision	Pre-Decision	Post-Decision
A	Repair	Poor	Excellent
B	Repair	Poor	Poor
C	Denial	Acceptable	Poor

The following table indicates consumers' answers on the pre and post-decision surveys for their satisfaction with the Manufacturer Representative from the time they filed their arbitration case:

Consumer	Decision	Pre-Decision	Post-Decision
A	Repair	Poor	Acceptable
B	Repair	Poor	Poor
C	Denial	Acceptable	No Answer

The following table indicates consumers' answers on the pre and post-decision surveys for their satisfaction with the Arbitrator:

Consumer	Decision	Pre-Decision	Post-Decision
A	Repair	Excellent	Excellent
B	Repair	Excellent	Excellent
C	Denial	No Answer	Poor

The following table indicates consumers' answers on the pre and post-decision surveys for their satisfaction with the entire arbitration process:

Consumer	Decision	Pre-Decision	Post-Decision
A	Repair	Excellent	Excellent
B	Repair	Excellent	Excellent
C	Denial	Excellent	Poor

BBB AUTO LINE

KIA MOTORS AMERICA

Kia Motors America

In 2015, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received six responses to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 23 consumers. Of these 23 consumers, one consumer responded to the survey. The post-decision survey consisted of 11 questions designed to ascertain consumers' awareness of the Lemon Law, as well as the same questions asked on the pre-decision survey.

2. Before you purchased your vehicle, did you know about the California's Lemon Law?

The respondent indicated Yes.

3. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?

The respondent indicated from the internet.

4. If you participated in a settlement or mediation process after applying for arbitration with the BBB AUTO LINE, were you informed that it was a voluntary process?

The respondent indicated Yes.

5. In terms of overall satisfaction, how would you rate your experience with the BBB AUTO LINE Staff?

Four respondents to the pre-decision survey indicated that the BBB AUTO LINE staff was excellent, while two respondents indicated acceptable.

The respondent to the post-decision survey indicated that the BBB AUTO LINE staff was acceptable.

The following comment was provided on the pre-decision survey:

- The BBB was very professional as well as thorough
- Very professional

No comments were provided on the post-decision survey.

6. In terms of overall satisfaction, how would you rate your experience with:

A. the Manufacturer Representative at the hearing?

Four respondents to the pre-decision survey rated the Manufacturer Representative as acceptable, while the one respondent provided a rating of excellent and another a rating of poor.

The respondent to the post-decision survey rated the Manufacturer Representative as acceptable.

The following comment was provided in the pre-decision survey:

- Manufacturer did not provide rep with all apt. information including correspondence with corporate rep after manufacturer closed initial contact
- [Representative] was well prepared and congenial
- Never even showed up

No comments were provided on the post-decision survey.

B. the Manufacturer Representative(s) from the time you filed your arbitration case?

Four respondents to the pre-decision survey rated the Manufacturer Representative as acceptable, while the other two provided a rating of poor.

The respondent to the post-decision survey rated the Manufacturer Representative as poor.

The following comment was provided in the pre-decision survey:

- No contact with manufacturer rep since claim opened
- They do not respond ever when I have tried to call in and explain the situation of the car
-

No comments were provided on the post-decision survey.

7. In terms of overall satisfaction, how would you rate your experience with the Arbitrator?

Three of the respondents to the pre-decision survey rated the Arbitrator as excellent, while the other three provided a rating of acceptable.

The respondent to the post-decision survey rated the Arbitrator as poor.

The following comment was provided in the pre-decision survey:

- He was very thorough, and his “bed-side manner” allowed the process to move along well
- Professional

No comments were provided on the post-decision survey.

8. In terms of overall satisfaction, how would you rate your experience with the entire arbitration process?

Four respondents to the pre-decision survey rated the entire arbitration process as excellent, while two provided a rating of acceptable.

The respondent to the post-decision survey rated the entire arbitration process as acceptable.

No comments were provided in either the pre-decision survey or post-decision survey.

9. In terms of distance and accommodations, were you satisfied with the location of your hearing?

The respondent indicated somewhat satisfied.

10. Did the Manufacturer perform the award within the 30 days after you accepted the award?

The respondent indicated N/A.

A. If the performance of the award was over 30 days, did you agree to the delay?

11. If your claim was denied,

A. Did you pursue legal action?

The respondent indicated No.

B. Did you know you could reapply for arbitration by getting an additional warranty repair?

The respondent indicated Yes.

12. If you could think of one major change to improve the arbitration process, what would that be?

No comments were provided.

BBB AUTO LINE

MASERATI

NORTH AMERICA, INC

Maserati North America, Inc.

In 2015, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received no responses to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program staff, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted two consumers and received two responses.

2. Before you purchased your vehicle, did you know about the California's Lemon Law?

One respondent stated Yes, while the other respondent stated No.

3. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?

Both respondents indicated from the dealership.

4. If you participated in a settlement or mediation process after applying for arbitration with the BBB AUTO LINE, were you informed that it was a voluntary process?

One respondent indicated Yes, while the other respondent stated No.

5. In terms of overall satisfaction, how would you rate your experience with the BBB AUTO LINE Staff?

One respondent to the post-decision survey indicated that the BBB AUTO LINE staff was acceptable, while the other respondent stated poor.

The following comment was provided on the post-decision survey:

- Failure to call back and reschedule meeting so my case was dismissed

6. In terms of overall satisfaction, how would you rate your experience with:

A. the Manufacturer Representative at the hearing?

Both respondents to the post-decision survey rated the Manufacturer Representative as poor.

B. the Manufacturer Representative(s) from the time you filed your arbitration case?

Both respondents to the post-decision survey rated the Manufacturer Representative as poor.

The following comments were provided in the post-decision survey:

- Failure to call back and reschedule meeting so my case was dismissed
- Maserati has the worst customer service of any auto company I have ever dealt with

7. In terms of overall satisfaction, how would you rate your experience with the Arbitrator?

One respondent to the post-decision survey rated the Arbitrator as acceptable, while the other respondent stated poor.

The following comment was provided in the post-decision survey:

- Failure to call back and reschedule meeting so my case was dismissed

8. In terms of overall satisfaction, how would you rate your experience with the entire arbitration process?

Both respondents to the post-decision survey rated the entire arbitration process as poor.

The following comments were provided in the post-decision survey:

- Failure to call back and reschedule meeting so my case was dismissed
- This process was clearly oriented in favor of the manufacturer, and was a complete waste of time. I submitted my facts, only to be told that there were exceptions to the rules that favored the manufacturer, that I was never aware of. These special rules are not in any manual or guide that I received. Specifically, my car was in the shop for over 2 months in the first 4 months of ownership. I learned in this process that the time required to ship parts from Italy “was not counted”. This is ridiculous. If you are going to sell cars in the US, keep some parts here.

9. In terms of distance and accommodations, were you satisfied with the location of your hearing?

One respondent indicated very satisfied, while the other respondent stated not satisfied.

The following comments were provided in the post-decision survey:

- Failure to call back and reschedule meeting so my case was dismissed
- Conference call

10.If you received an award,

- A. Did the Manufacturer perform the award within the 30 days after you accepted the award?**

No responses

- B. If the performance of the award was over 30 days, did you agree to the delay?**

No responses

11. If your claim was denied,

- A. Did you pursue legal action?**

One respondent indicated No.

- B. Did you know you could reapply for arbitration by getting an additional warranty repair?**

One respondent indicated No.

12. If you could think of one major change to improve the arbitration process, what would that be?

- Be a fair process. The facts I submitted are undeniable. They are facts. I represented myself and was clearly “beaten” by Maserati’s attorney (using language about fine print in the rules...fine print that I was never furnished. Maserati should not be able to sell cars in the US if they have to ship every single part from Italy.

BBB AUTO LINE

MAZDA NORTH
AMERICAN OPERATIONS

Mazda North American Operations

In 2015, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received one response to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program staff, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted two consumers. Of these two consumers, 1 (50%) responded to the survey. The post-decision survey consisted of 11 questions designed to ascertain consumers' awareness of the Lemon Law, as well as the same questions asked on the pre-decision survey.

The response received for both the pre and post-decision surveys were submitted by the same consumer.

2. Before you purchased your vehicle, did you know about the California's Lemon Law?

The consumer responded with "Yes."

3. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?

The consumer responded with "Owner's manual or warranty booklet."

4. If you participated in a settlement or mediation process after applying for arbitration with the BBB AUTO LINE were you informed that it was a voluntary process?

The consumer responded with "Yes."

5. In terms of overall satisfaction, how would you rate your experience with the BBB AUTO LINE arbitration staff?

In the pre-decision survey, the consumer indicated "Acceptable."

In the post-decision survey, the consumer indicated "Excellent."

The following comments were provided on the post-decision survey regarding the BBB AUTO LINE staff:

*Professional, on time, thorough, keep on point, probed salient points from both sides.
Appearance on non bias.*

6. In terms of overall satisfaction, how would you rate your experience with:

A. the vehicle Manufacturer's Representative at the hearing?

In the pre-decision survey, the consumer indicated "Acceptable."

In the post-decision survey, the consumer indicated "Poor."

B. the vehicle Manufacturer's Representative(s) from the time you filed your arbitration case?

In the pre-decision survey, the consumer indicated "Poor."

In the post-decision survey, the consumer indicated "Poor."

The following comment was provided on the post-decision survey regarding the Manufacturer's Representative from the time of their arbitration filing:

Did not keep timely followup for their commitments.

7. In terms of overall satisfaction, how would you rate your experience with the Arbitrator?

In the pre-decision survey, the consumer indicated "Excellent."

In the post-decision survey, the consumer indicated "Excellent."

The following comments were provided on the post-decision survey regarding the Arbitrator:

Professional, knowledgeable, on time, thorough, keep on point, probed salient points from both sides. Appearance on non bias.

8. In terms of overall satisfaction, how would you rate your experience with the entire arbitration process?

In the pre-decision survey, the consumer responded with "Acceptable."

In the post-decision survey, the consumer responded with "Acceptable."

The following comments were provided on the post-decision survey regarding the entire arbitration process:

BBB wrongly closed initial case without warning. Had to resubmit all paperwork. Using FAX to submit was cumbersome. BBB would not accept .PDF attachments to EMAIL. Making telephone contact was difficult and untimely.

9. In terms of distance and accommodations, were you satisfied with the location of your hearing?

The consumer responded with "Not satisfied."

The following comment was provided on the post-decision survey regarding the hearing location:

Was scheduled during heavy commute times, long commute distance and parking was difficult.

10. If you received an award,

A. Did the Manufacturer perform the award within the 30 days after you accepted the award?

The consumer indicated "Yes."

B. If the performance of the award was over 30 days, did you agree to the delay?

No response was received for this question.

11. If your claim was denied,

A. Did you pursue legal action?

No response was received for this question.

B. Did you know you could reapply for arbitration by getting an additional warranty repair?

No response was received for this question.

12. If you could think of one major change to improve the arbitration process, what would that be? Please specify.

No response was received for this question.

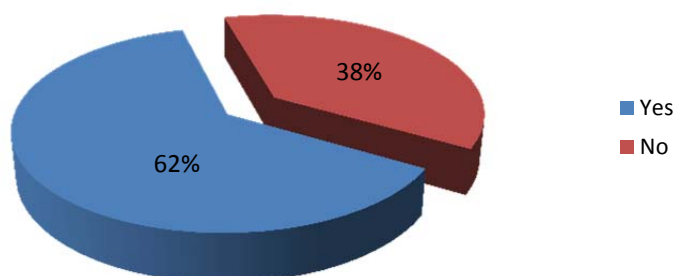
BBB AUTO LINE
NISSAN NORTH
AMERICA, INC.
(INCLUDES INFINITI)

Nissan North America, Inc. (Nissan and Infiniti)

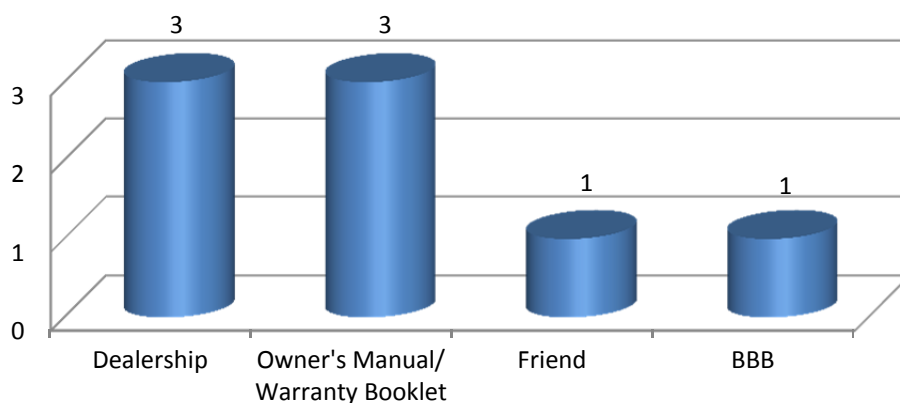
In 2015, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received 11 responses to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 42 consumers. Of these 42 consumers, 8 (19%) responded. The post-decision survey consisted of 11 questions designed to ascertain consumers' awareness of the Lemon Law, as well as the same questions asked on the pre-decision survey.

Each illustration represented below is characterized by the survey questions. In addition, two consumers completed both the pre- and post-decision surveys. A narrative is included to represent the result of the consumers.

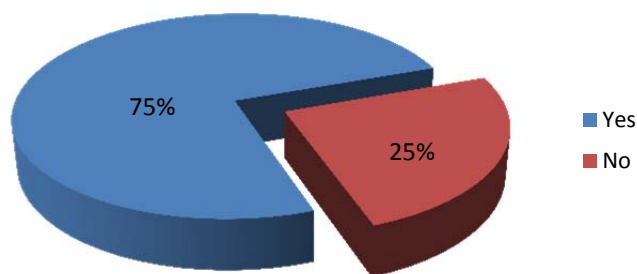
2. Before you purchased your vehicle, did you know about the California's Lemon Law?



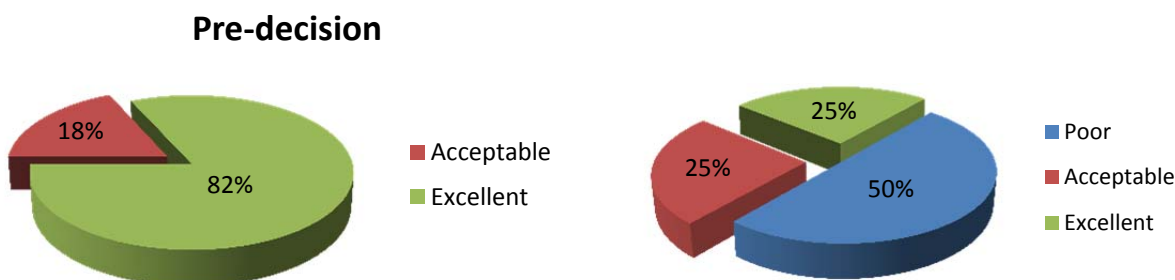
3. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



4. If you participated in a settlement or mediation process after applying for arbitration with the BBB AUTO LINE, were you informed that it was a voluntary process?



5. In terms of overall satisfaction, how would you rate your experience with the BBB AUTO LINE staff?



Consumers expressed greater satisfaction with their experience with the BBB AUTO LINE staff prior to receiving the decision by the arbitrator than after. The rating of excellent and acceptable declined significantly from 100% to 50%.

The following comments were provided on the pre-decision survey regarding the BBB AUTO LINE staff:

- Very responsive and courteous
- BBB staff member was very helpful and put me at ease in the whole process. I'm very thankful to all BBB staff that helped me through the process
- They have been informative and helpful
- Everyone there was pleasant and helped us relax

The following comments were provided on the post-decision survey regarding the BBB AUTO LINE staff:

- I bought a brand-new lemon Nissan Altima with severe safety concern on August 21st, 2015 and filed a case at BBB. After four repair attempts, which meet the

criterion of a lemon car of California, the car was not successfully repaired, we asked for a refund, but was rejected by BBB. We feel the BBB's decision is against the rule of California lemon laws, and the BBB's decision letter (including the details) is severely biased. We believe that the decision letter is severely biased on several grounds

We have made four repair attempts, which meet the criterion of California lemon law. According to Nissan's manual, if the airbag warning light is continuously on, it may cause injury to ourselves and others. "If the supplemental air bag warning light is on, it could mean that the front air bag, side air bag, curtain air bag systems and/or pre-tensioner systems will not operate in an accident. To help avoid injury to yourself or others, have your vehicle checked by a NISSAN dealer as soon as possible. (2015 Nissan Altima owner's manual, p.79 (pg.1-59) and p.96 (2-14)).

The manual of the car is available on <https://owners.nissanusa.com/content/techpub/ManualsAndGuides/Altima/2015/2015-Altima-owner-manual.pdf>

(2) It does not say what model and condition of car Nissan should loan to us. If we agree their decision, they can just offer an old, Nissan Sentra, which is much smaller than our car

(3) It is hard to believe that an experienced arbitrator would write such a decision letter so carelessly

- The arbitrator was clearly for the auto maker
- Everybody from the B.B.B. to the state were 5 stars
- Maury from the BBB was helpful, but the arbitrator had an opportunity to make good for me the consumer, but sided with Nissan

6. In terms of overall satisfaction, how would you rate your experience with:

A. the vehicle Manufacturer's Representative at the hearing?



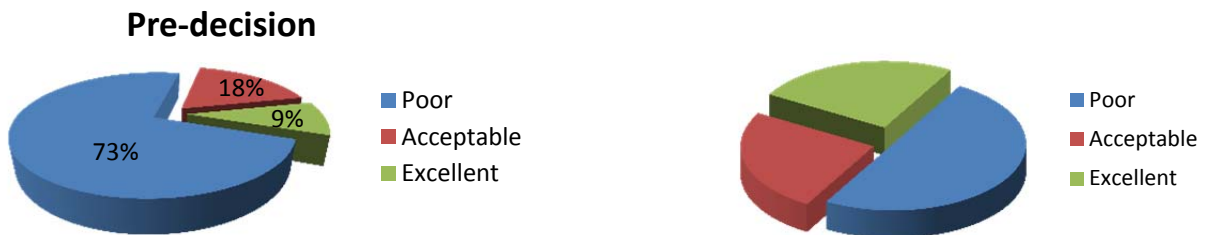
Prior to the arbitration decision, 45% of the consumers were overall satisfied with their experience with the Manufacturer's Representative. After the arbitration decision, the percentage of their overall satisfaction increased by 5%.

The following comments were provided on the pre-decision survey regarding the Manufacturer's Representative at the hearing:

- As expected

- The Representative was cordial, but lacked the Nissan Corporation motto—which is to make sure the customer is supported 100% in terms of the Dupont paint procedure and the responsibility that Nissan has to the customer satisfaction when purchasing additional products. I believe that Nissan should reimburse for the Dupont paint as we had no idea that the truck's metal frame and paint was defective. If we had known, we would have not purchased the Dupont Protection.
- Deceptive. Not honest with arbitrator
- Felt scripted
- Did not answer questions and gave oratoricals unrelated to questions posed
- He was not able to explain where the fluid could have been going. He seemed nervous

B. the Manufacturer's Representative(s) from the time you filed your arbitration case?



Consumers were overall satisfied with the Manufacturer's Representative after, rather than prior, to receiving the decision: 50% compared with 27% respectively.

The following comments were provided on the pre-decision survey regarding the Manufacturer's Representative(s) from the time the arbitration case was filed:

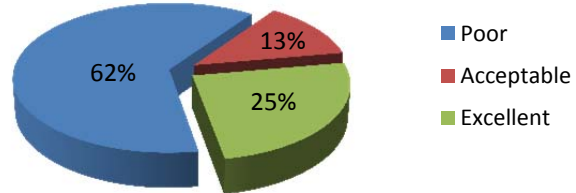
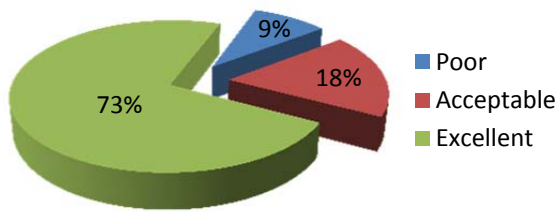
- As expected
- Very insensitive to the situation giving no flexibility to the customer
- Mixed up facts and misstated actual events
- No action was taken or acknowledged until case was filed with BBB. Attempted to dismiss claims
- He drove our Altima 169 miles when the problem is not related to drivability

The following comments were provided on the post-decision survey regarding the Manufacturer's Representative(s) from the time the arbitration case was filed:

- This man misrepresented the truth and was never asked to prove his statements by Arbitrator
- Everyone was at their best

7. In terms of overall satisfaction, how would you rate your experience with the Arbitrator?

Pre-decision



Consumers had a substantially more favorable view (91% excellent and acceptable) of the arbitrator prior to receiving a decision, compared with a 38% excellent and acceptable rating in the post decision.

The following comments were provided on the pre-decision survey regarding the Arbitrator:

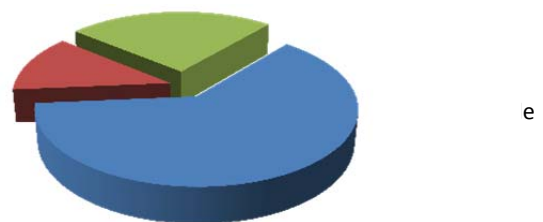
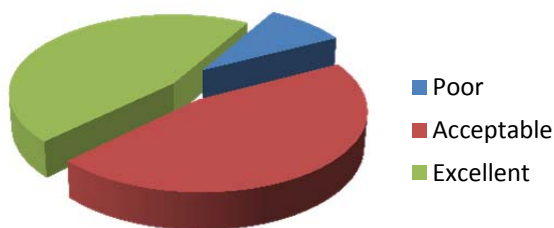
- Very courteous and professional
- Not interested in problem with car. Refused to test drive. Did not swear-in Manufacturer's Representative. I felt ignored
- Attempted to be even handed
- He was professional at all times. Taking the time to explain the process

The following comments were provided on the post-decision survey regarding the Arbitrator:

- He misstated the facts in his decision and he ignored guidelines and recommendations
- Did not like his decision and had more evidence to counter-act it
- The Arbitrator was very professional

8. In terms of overall satisfaction, how would you rate your experience with the entire arbitration process?

Pre-decision



Consumers' perception of the arbitration process prior to receiving an arbitration decision were highly favorable with a rating of 91% excellent and acceptable. Whereas after a decision was received, their view declined considerably to 38%.

The following comments were provided on the pre-decision survey regarding the entire arbitration process:

- Very expeditious
- Waste of time
- Thanks for the opportunity to share our experience

The following comments were provided on the post-decision survey regarding the entire arbitration process:

- Comments
 1. We asked for an audio record of the first arbitration hearing (around late January 2016), and the BBB agreed, but eventually failed to offer it, saying that the record was damaged. We suspect that they would like to cover the evidences

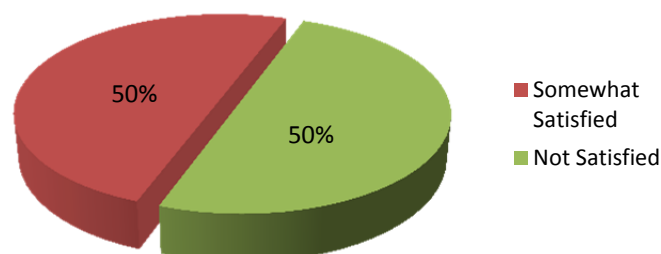
2. Other comments

Regarding the scope of BBB's dispute settlement: Our first contact with BBB (in late October 2015) is about the defect of the car as well as about Santa Cruz Nissan's reluctance to release the title to us. However, BBB maintained that they were unable to deal with the payment and title issue. It is quite strange to me that a Better Business Bureau can't help resolve the dispute on such an important part of the car purchase. We, therefore, turned to DMV for help, and we appreciate that DMV did help

3. Due to the space and the system limitation, I am unable to attach all documents we mailed to BBB during the first two arbitrations, but we believe that it will help DCA understand the whole procedure. I am happy to offer all the documents required

- It was calm & to the point
- It seemed like there were way too many hoops to jump through

9. In terms of distance and accommodations, were you satisfied with the location of your hearing?

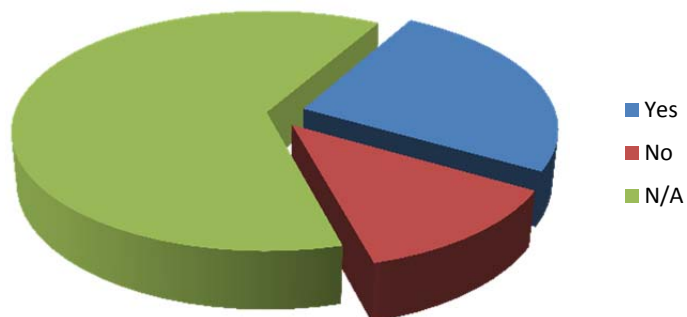


The following comments were provided on the post-decision survey regarding the location of the hearing:

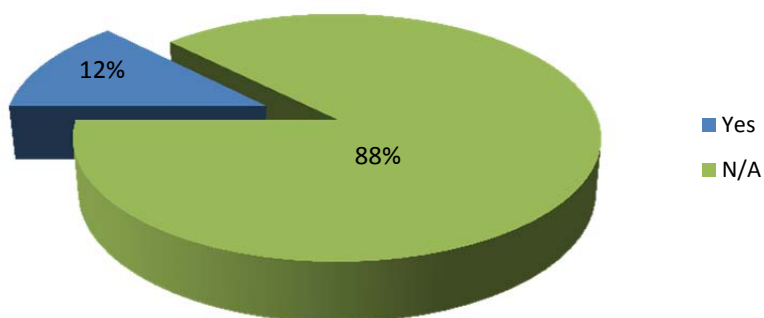
- No problem in distance
- All by mail

10. If you received an award,

A. Did the Manufacturer perform the award within the 30 days after you accepted the award?

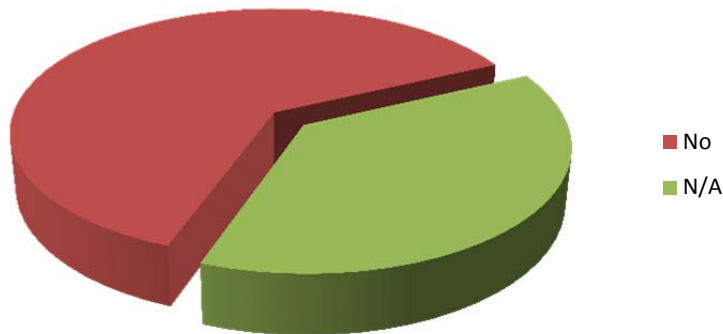


B. If the performance of the award was over 30 days, did you agree to the delay?

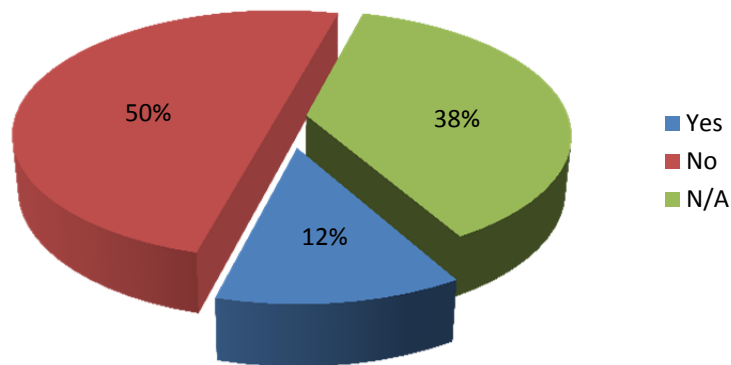


11. If your claim was denied,

A. Did you pursue legal action?



B. Did you know you could reapply for arbitration by getting an additional warranty repair?



12. If you could think of one major change to improve the arbitration process, what would that be? Please specify.

- The California government, DCA, should play a more aggressive role and enforce the manufacturer to return and refund when the criterion of a lemon car is met. Under the current rule, customers have to undergo a lengthy procedure to get a chance of refunds. There is no reason that we can get unconditional refund when buying anything else unsatisfactory, while we can't get refund even if the car is defective, which may cause a major threat to public safety. When BBB does not work out, the only place we can file our case is the court, while it costs general customers a lot of money and time for this procedure
- They should have strict guidelines not just suggestions. My car had been fixed 5 times was in the shop over 30 days and his suggestion was repair again and it is still not fixed
- Nothing
- A chance for a rebuttal after the decision
- No changes at all. It was all on the up & up. 5 stars to all

- Hold the dealers/manufacturers more accountable. It seems they have a lot of ways out while the consumer is trapped

Results of Respondents Completing Both the Pre- & Post-Decision Surveys

Two consumers answered both the pre-decision and post-decision surveys. Both Consumers A and B did not receive an award.

The following bullet points indicate consumers' answers on the pre- and post-decision surveys for their experience with the BBB AUTO LINE staff (pre-decision listed first):

- Consumer A: acceptable ; poor
- Consumer B: acceptable ; poor

The following bullet points indicate consumers' answers on the pre- and post-decision surveys for the satisfaction with the Manufacturer's Representative at the hearing (pre-decision listed first):

- Consumer A: poor ; poor
- Consumer B: poor ; poor

The following bullet points indicate consumers' answers on the pre- and post-decision surveys for the satisfaction with the Manufacturer's Representative from the time the consumer filed for arbitration (pre-decision listed first):

- Consumer A: poor ; poor
- Consumer B: poor ; poor

The following bullet points indicate consumers' answers on the pre- and post-decision surveys for the satisfaction with the Arbitrator (pre-decision listed first):

- Consumer A: excellent ; poor
- Consumer B: poor ; poor

The following bullet points indicate consumers' answers on the pre- and post-decision surveys for their experience with the entire arbitration process (pre-decision listed first):

- Consumer A: acceptable ; poor
- Consumer B: poor ; poor

Comparison to 2014 Consumer Satisfaction Survey

A comparison between the results of the 2015 and 2014 Consumer Satisfaction Surveys, based on the post-decision surveys, revealed:

- There is a decrease in the response rate in 2015. In 2014, 22% of consumers responded to the survey, while 19% responded in 2015

- The BBB AUTO LINE staff received a slight decrease in the overall rating of consumer satisfaction. In 2014, 54% of respondents indicated excellent or acceptable satisfaction. While in 2015, 50% of respondents rated the BBB AUTO LINE staff as excellent or acceptable
- In 2014, consumers rated 45% acceptable and excellent of their overall satisfaction of the arbitrators. Whereas, the rating declined to 38% in 2015.

In 2014, consumers were asked to rate, in general, their satisfaction with the Manufacturer Representative. Forty five percent of the consumers rated their satisfaction of the Manufacturer Representative as acceptable or excellent. In 2015, this question expanded to a two-part inquiry, asking consumers to rate their overall satisfaction of the Manufacturer(s) Representative: 1) who appeared at the hearing and 2) at the time they filed for arbitration. The following are the response results:

- Consumers rated 50% overall acceptable or excellent satisfaction with the Manufacturer's Representative at the time of their hearing.
- Consumers also rated 50% acceptable or excellent satisfaction of the Manufacturer's Representative(s) from the time of their arbitration filing

It appears that the consumers' overall satisfaction with the entire arbitration varied as shown by the results of the pre- and post-decision surveys.

- In 2014, 86% of pre-decision respondents indicated excellent or acceptable satisfaction with the entire arbitration process. While in 2015 the percentage increased to 91%
- In 2014, 54% of post-decision respondents indicated excellent or acceptable satisfaction with the entire arbitration process. While in 2015, a significant decrease to 38% of respondents indicated excellent or acceptable

There is a significant increase of 30% of consumers who were aware that the settlement process is voluntary compared to the previous year. In 2014, 45% of respondents indicated that they were informed the mediation process was voluntary, compared to 75% in 2015.

In 2015, there is a considerable decrease (11%) in the manufacturer's performance of an award within the mandated 30-day timeline. In 2014, 36% of consumers indicated the manufacturer performed the award within 30 days, while the percent dropped to 25% in 2015.

In 2015, there were slightly more consumers that were aware of their right to reapply for arbitration by obtaining an additional repair attempt. In 2014, 9% of respondents indicated that they were aware of this right, compared with 12% in 2015.

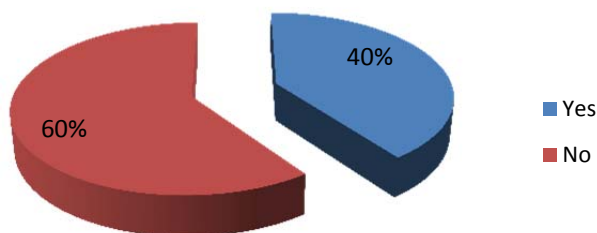
BBB AUTO LINE
VOLKSWAGEN OF
AMERICA, INC.
(INCLUDES AUDI)

Volkswagen of America, Inc. (Volkswagen and Audi)

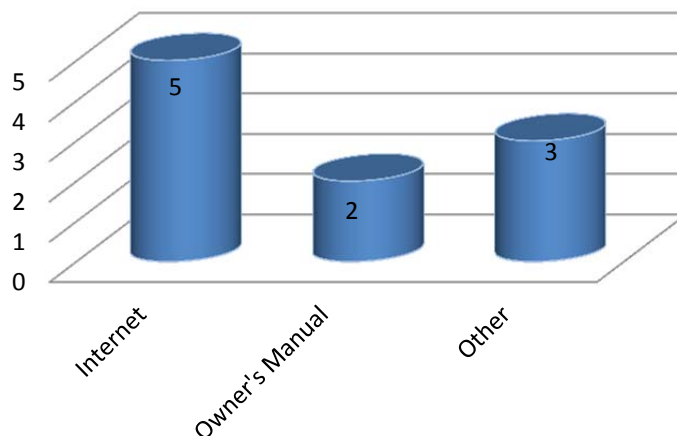
In 2015, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received seven responses to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program staff, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 31 consumers. Of these 31 consumers, 10 (32%) responded to the survey. The post-decision survey consisted of 11 questions designed to ascertain consumers' awareness of the Lemon Law, as well as the same questions asked on the pre-decision survey.

Each illustration represented below is characterized by the survey questions. In addition, three consumers completed both pre and post-decision surveys. A narrative is included to represent the results of these consumers.

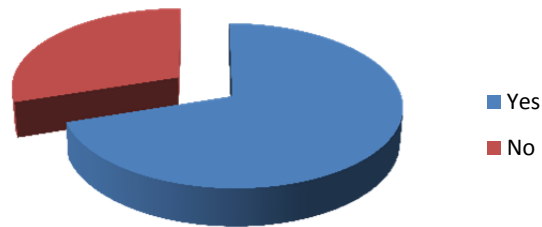
2. Before you purchased your vehicle, did you know about the California's Lemon Law?



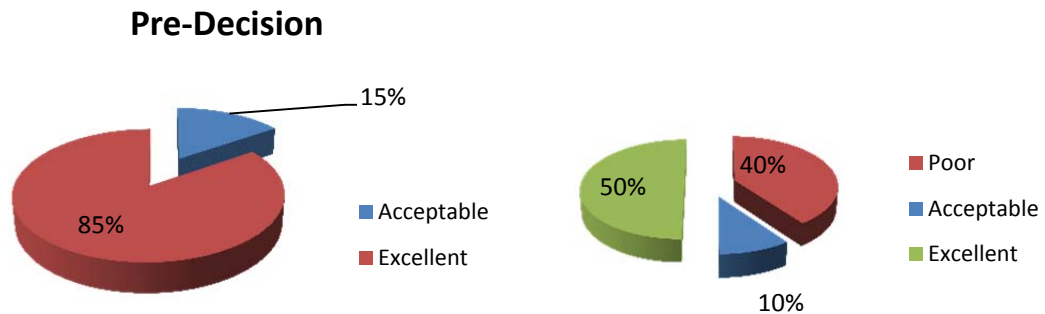
3. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



4. If you participated in a settlement or mediation process after applying for arbitration with the BBB AUTO LINE, were you informed that it was a voluntary process?



5. In terms of overall satisfaction, how would you rate your experience with the BBB AUTO LINE staff?



Consumers expressed satisfaction with BBB AUTO LINE staff, in both the pre and post-decision surveys.

The following comments were provided on the pre-decision survey regarding BBB AUTO LINE staff:

- My first and hopefully last visit to BBB Auto, very good experience, impartial and fair.
- Case manager never returned my calls or emails, did not inform me that I could follow my case online.

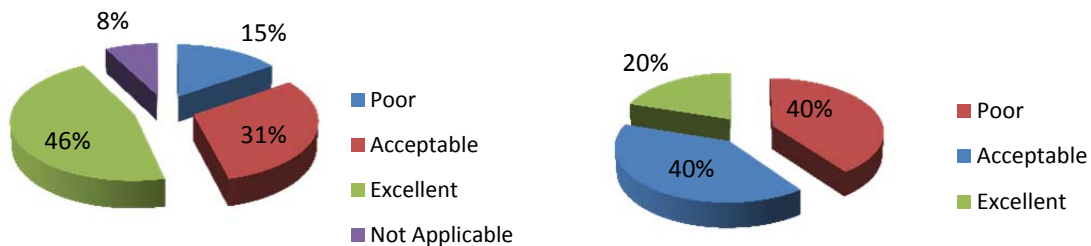
In the post-decision survey, consumers made the following comments:

- Complete incompetence.
- Everyone was very informative and polite.
- Very non-responsive, not helpful, did not provide necessary info/resources.
- I was very unhappy with the BBB as my mediator never returned my calls was not very helpful and didn't seem to care about solving the problem.

- The BBB AUTO LINE is unfair, doesn't know how to handle cases, problems on my car still occur and is dangerous and BBB didn't do anything about it.
- The arbitrator was lacking in automotive knowledge and seemed easily swayed by technical jargon from the manufacturer.
- Seemed hard to get in touch with my rep. I felt he should have informed me of the process more.

6. A. In terms of overall satisfaction, how would you rate your experience with the vehicle Manufacturer's Representative at the hearing?

Pre-Decision



Consumers expressed satisfaction with the Manufacturer's Representative in the pre-survey however indicated dissatisfaction in the post-survey.

The following comment was provided on the pre-decision survey regarding the Manufacturer's Representative:

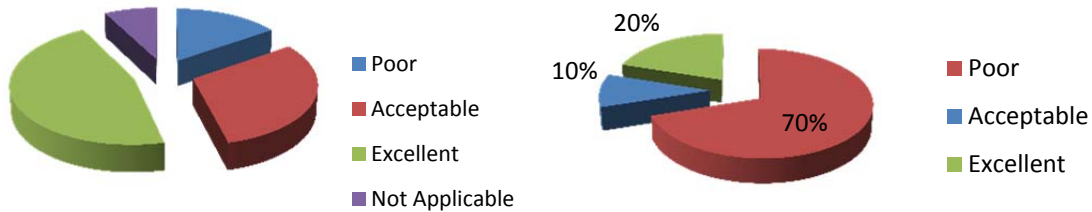
- The rep did not accept this car as a lemon, examples he gave for possible problem not helpful.
- Did not seem concern about the individual consumer but still polite.

In the post-decision survey, consumers made the following comment:

- Dishonest- to protect own interest.
- Manufacturer rep made up a solution to the issues presenting...when I brought to manufacturer's service department they had not heard of such issue and had no idea how to complete the supposed repair needed. I definitely needed a lawyer and got totally taken advantage of.
- They were very unhelpful and uninformed about the case, they felt they were there to just argue.
- Poor manufacturer's representative doesn't see the effect and harm how the vehicle could harm your and it's not safe. They think they have the right for everything.
- The manufacturer's representative made us feel as though the issues leading to arbitration were our doing and that they were doing us a favor by breathing.

B. In terms of overall satisfaction, how would you rate your experience with the vehicle Manufacturer's Representative(s) from the time you filed your arbitration case?

Pre-Decision



The following comment was provided on the pre-decision survey regarding the Manufacturer's Representative from the time the you filed your arbitration case:

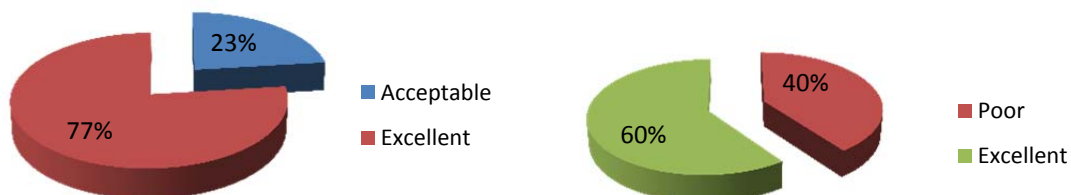
- No contact even when attempted.

In the post-decision survey, consumers made the following comment:

- Volkswagen was absolutely horrible to deal with. I have never own another VW based on the way the VW manufacturer treated me regarding this case.

7. In terms of overall satisfaction, how would you rate your experience with the Arbitrator?

Pre-Decision



Consumers expressed similar dissatisfaction with the Arbitrator in both pre and post surveys.

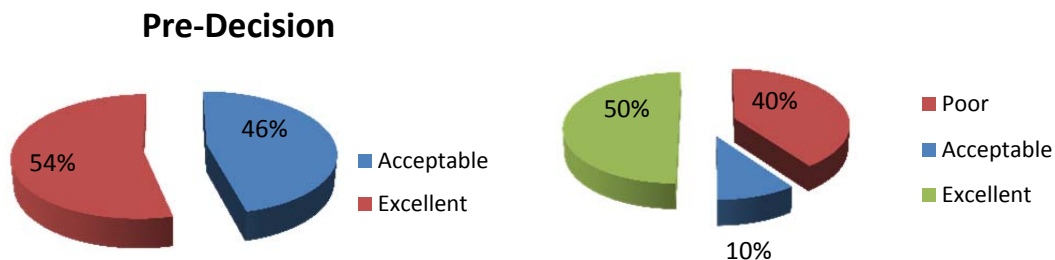
The following comments were provided on the pre-decision survey regarding the Arbitrator:

- Professional, seemed genuinely interested/concerned.

In the post-decision survey, consumers made the following comments:

- Was completely unprepared and found in VW's favor, applying her "feelings", not the law.
- Very knowledgeable.
- I can't believe he bought into the manufacturer's made up solution!
- He seemed as if he only took the word of the other side and didn't even listen to me.
- Horrible, the arbitrator didn't know what [he/she] was doing, just go on dealer's side and didn't see really how horrible experience my car is, dangerous doesn't work and I still have to keep it.
- Prompt, professional and courteous. Never making a commitment on anything that could not be immediately delivered.

8. In terms of overall satisfaction, how would you rate your experience with the entire arbitration process?



Consumers expressed a similar dissatisfaction with the entire arbitration process in both pre and post surveys.

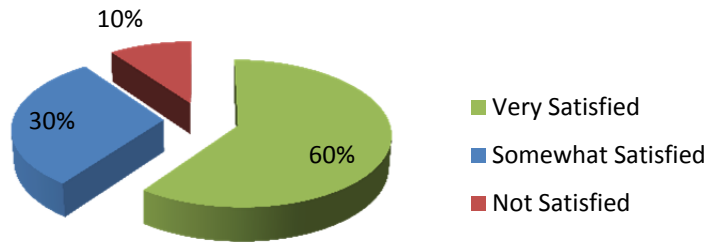
The following comments were provided on the pre-decision survey regarding the entire arbitration process:

- Took much longer than anticipated, opened case in November 2014

In the post-decision survey, consumer made the following comment:

- Complete incompetence and favor for the manufacturer.
- Terrible! Because my car was ticking time bomb I had to sell it!...engine started going out after 50,000 miles.
- It was all just ridiculous.
- Horrible not good business they go with dealer side and leave customer beside even if the customer has the case they give it to dealer.
- From the time the arbitration decision was made available the manufacturer did nothing to expedite a permanent resolution causing us to perform a great deal of the leg work and locate a replacement vehicle.

9. In terms of distance and accommodations, were you satisfied with the location of your hearing?

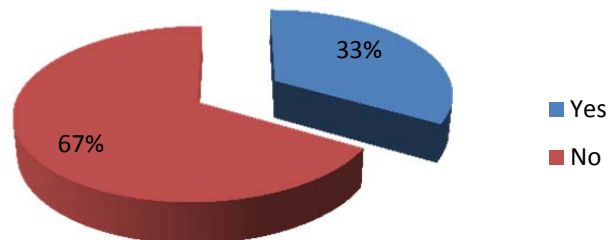


In the post-decision survey, consumer made the following comment:

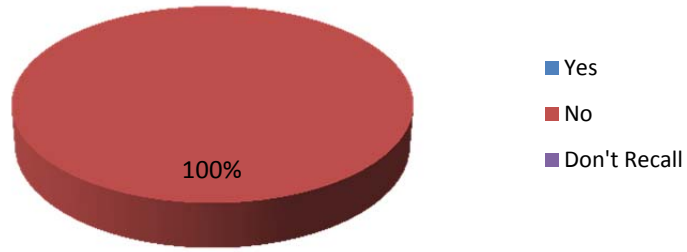
- I asked if I could reschedule and was told no.
- This does not really apply as the arbitration hearing was conducted by telephone. The arbitrator was in California, we were in Texas and the manufacturer rep was in Michigan

10. If you received an award,

A. Did the Manufacturer perform the award within the 30 days after you accepted the award?

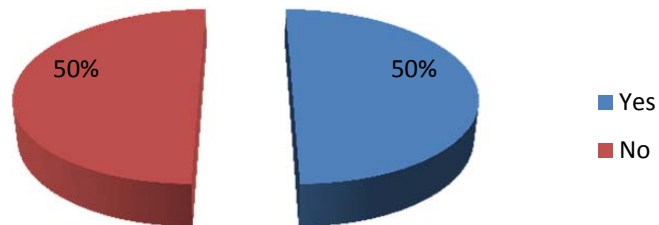


B. If the performance of the award was over 30 days, did you agree to the delay?

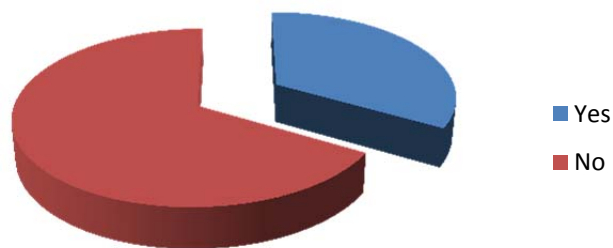


11. If your claim was denied,

A. Did you pursue legal action?



B. Did you know you could reapply for arbitration by getting an additional warranty repair?



12.If you could think of one major change to improve the arbitration process, what would that be? Please specify.

- Abide by your own Rules and the Law. I can't tell if your agency and its reps are corrupt or just incompetent.
- My experience was great. My concerns were heard without any issues.
- If you halt to postpone, you have to start the process over from the beginning.
- Citizens need legal representation, I was very unfairly treated.
- Have a person who is prompt on returning calls and making appointments.
- In everything the arbitrator needs to listen to the consumer better and see that it's not right having to take a vehicle more than 20 times and still giving me problems when it was new. I have a lemon and you guys couldn't do anything, very disappointing.
- Arbitrators with proper automotive knowledge.
- I had to call multiple times and they kept pushing me off and making excuses. It wasn't until 45 days later I threatened to call BBB AUTO LINE then magically everything was finally complete.

Results of Consumers Completing Both Pre & Post Surveys

Three consumers completed both the pre and post-decision surveys. One consumer received an award.

The following bullet points indicate consumer's answers on the pre and post-decision surveys for the satisfaction with BBB AUTO LINE STAFF (Pre-decision listed first):

- Consumer A: acceptable ; poor
- Consumer B: excellent ; poor
- Consumer C: excellent ; poor

The following bullet points indicate consumer's answers on the pre and post-decision surveys for the satisfaction with the Manufacturer Representative at the hearing (Pre-decision listed first):

- Consumer A: acceptable ; poor
- Consumer B: excellent ; excellent
- Consumer C: excellent ; poor

The following bullet points indicate consumer's answers on the pre and post-decision surveys for the satisfaction with the Manufacturer Representative from the time you filed your arbitration case (Pre-decision listed first):

- Consumer A: poor ; poor
- Consumer B: excellent ; excellent
- Consumer C: poor ; poor

The following bullet points indicate consumer's answers on the pre and post-decision surveys for the satisfaction with the Arbitrator (Pre-decision listed first):

- Consumer A: acceptable ; poor
- Consumer B: excellent ; excellent
- Consumer C: excellent ; poor

The following bullet points indicate consumer's answers on the pre and post-decision surveys for the satisfaction with the entire arbitration process (Pre-decision listed first):

- Consumer A: acceptable ; poor
- Consumer B: excellent ; excellent
- Consumer C: excellent ; poor

Comparison to 2014 Consumer Satisfaction Survey

A comparison between the results of the 2015 and 2014 Consumer Satisfaction Surveys reveals some interesting information:

- The ACP saw an increase response rate in 2015. In 2014, 18% of consumers responded to the survey, while 45% responded in 2015
- The BBB AUTO LINE staff received a slight increase in “excellent” or “acceptable” remarks for consumer satisfaction. In 2014, 33% of post-survey consumers indicated “excellent” or “acceptable” satisfaction with BBB AUTO LINE staff, while, in 2015, 60% of consumers reported this level of satisfaction
- It appears that satisfaction with the arbitrator decreased in 2015. In 2014, 66% of post-survey respondents indicated “acceptable” or “excellent” satisfaction with the arbitrator, while, in 2015, 60% of respondents reported this level of satisfaction.

It appears that overall satisfaction with the entire arbitration process increased in 2015:

- In 2015, 100% of pre-decision respondents indicated “acceptable” or “excellent” satisfaction with the entire arbitration process, while, in 2014, 100% of respondents reported this level of satisfaction
- In 2015, 60% of post-decision respondents indicated “acceptable” or “excellent” satisfaction with the entire arbitration process, while, in 2014, 50% of respondents reported this level of satisfaction

**California Dispute Settlement Program
(CDSP)**

**TOYOTA MOTOR SALES
USA, INC.**

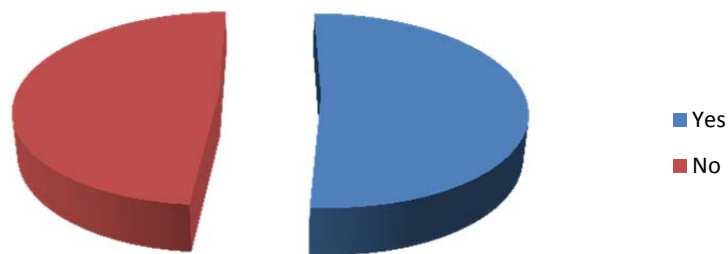
(INCLUDES SCION)

Toyota Motor Sales USA, Inc. (Toyota and Scion)

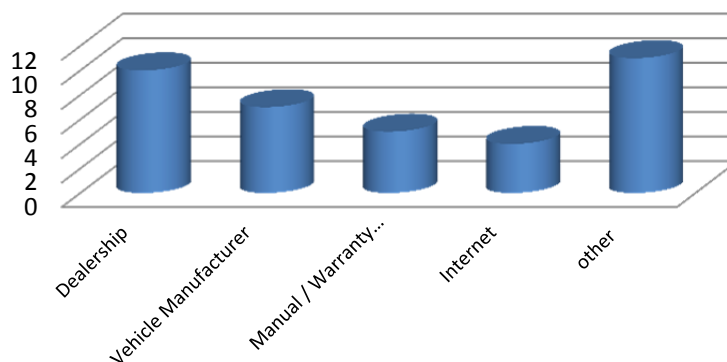
In 2014, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received 43 responses to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 188 consumers. Of these 188 consumers, 37 (19%) responded to the survey. The post-decision survey consisted of 11 questions designed to ascertain consumers' awareness of the Lemon Law, as well as the same questions asked on the pre-decision survey. Each illustration represented below is characterized by the survey questions.

In addition, seven consumers completed both pre and post-decision surveys. A narrative is included to represent the results of these consumers.

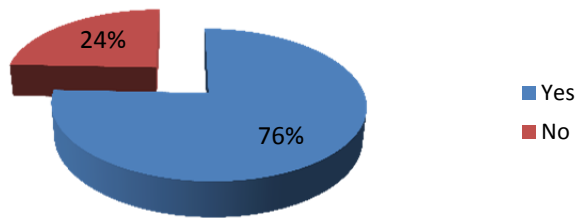
2. Before you purchased your vehicle, did you know about the California's Lemon Law?



3. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?

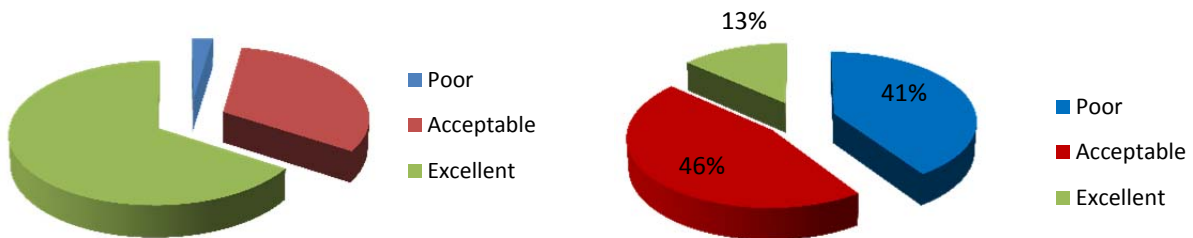


4. If you participated in a settlement or mediation process after applying for arbitration with the CDSP, were you informed that it was a voluntary process?



5. In terms of overall satisfaction, how would you rate your experience with the CDSP staff?

Pre-Decision



The following comments were provided on the pre-decision survey regarding the CDSP staff:

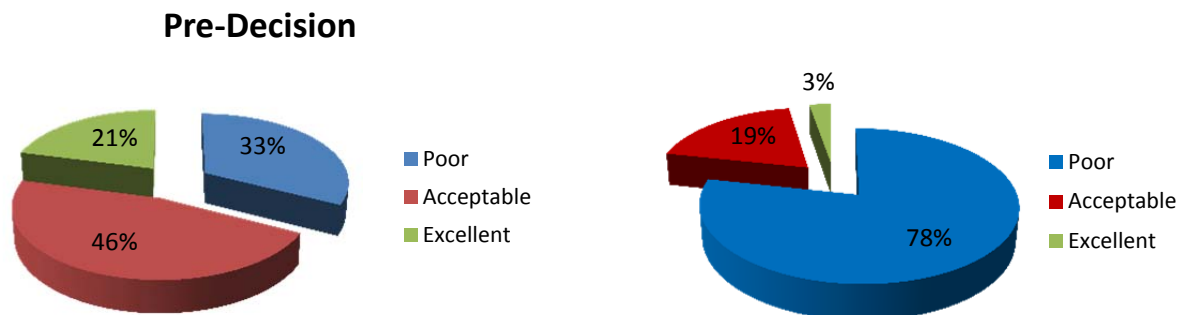
- I am very happy with the prompt response
- Staff was very nice and friendly
- The CDSP staff was very nice, polite and helpful
- Really nice and good support
- They were very timely with information and details
- Staff was very nice to talk with and welcomed all my questions
- very professional, and prompt with email responses
- Interactions with staff were rude and abrupt. Staff refused to forward videos as instructed per arbitrator

- Communication was not established, solely through mail
- There was not enough time to address all my concerns

The following comments were provided on the post-decision survey regarding the CDSP staff:

- Case administrator was excellent, provided all the information I needed, promptly returned all my phone calls and answered the many questions I had.
- Staff was very professional
- Case administrator was polite, patient and helpful.
- Excellent Communication
- Sometimes very difficult to reach via phone
- Staff failed to acknowledge the problem and considered it a minimal nuisance. They favored Toyota more and sent emails past due dates.
- Calls were not returned in a timely manner
- Prompt and professional but they don't help you understand the process or the differences between a dealer and a manufacturer liability.
- Satisfied with the staff overall attitude
- They are very unprofessional

6. In terms of overall satisfaction, how would you rate your experience with the vehicle Manufacturer's Representative?



Consumers had a lower level of satisfaction with the Manufacturer's Representative in the pre-decision survey compared to the post-decision survey.

The following comments were provided on the pre-decision survey regarding the Manufacturer's Representative:

- Only clarify case information, representative could not respond to my questions.
- Gave wrong information on the operation of the car
- They don't have any understanding or feelings
- Representative refused to answer questions and started to get flustered
- Representative provided signature that was not mine and refused to address the matter
- Representative was very dishonest. Made numerous misrepresentations to the arbitrator in verbal comments and obviously did not even understand the case
- Representative was respectful and maintained a professional demeanor, however, was unable to answer my direct questions about the vehicle
- Representative was in contact with me prior to hearing and very aggressive on the phone telling me to go and pick up my car. Very unprofessional
- Manufacturer representatives rudely made fun of the video evidence I provided. Not very receptive to my comments and concerns. Very rude when I tried to explain my concerns. Tries to make me feel like I did not know what I was talking about

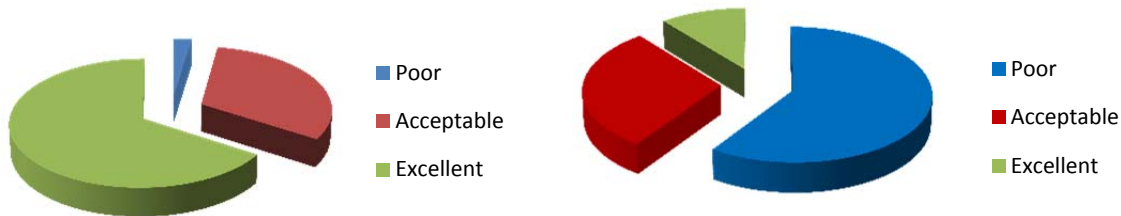
The following comments were provided on the post-decision survey regarding the Manufacturer Representative:

- Quick to say vehicle is operating as design but could not explain how the vehicle was designed to operate. Tried to make me feel like I don't know how to operate my vehicle
- Totally not acceptable- impolite and very rude
- They lied that the problem was fixed and did not check the facts on the repair orders
- They are not honest
- Toyota's rep was obnoxious and dismissive. Never gave me a chance to explain then diverge from the issue
- Representative was unpleasantly rude. Rolled her eyes and answered my questions with sarcasm
- Had no knowledge about the issue or the vehicle

- Provided false information
- They had no interest in resolving the issue
- Very poor; obnoxious and disgusting
- No one ever contacted me
- Representative received all required documents within 1 day and would wait a week to request additional information that was not required
- They don't care about consumer
- Representative tried to help me
- Obviously were friends with the arbitrator, seems very bias
- Lies about fixing the car

7. In terms of overall satisfaction, how would you rate your experience with the Arbitrator?

Pre-Decision



Consumers had a substantially more favorable view (90% excellent/acceptable pre versus 40% excellent/acceptable post) of the arbitrator prior to receiving their decision.

The following comments were provided on the pre-decision survey regarding the Arbitrator:

- Very fair and impartial
- Clearly explained the arbitration process

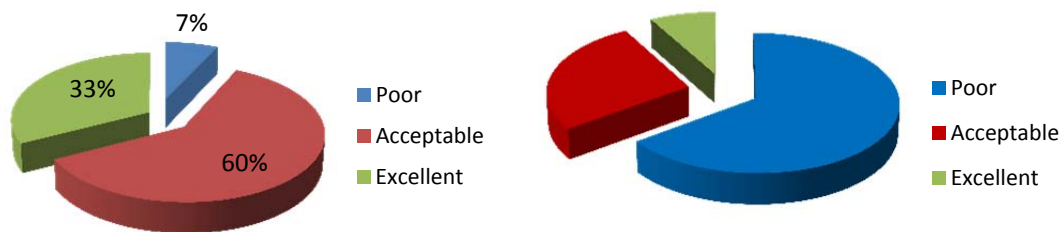
- Did not have any concern that Toyota was using a fake receipt I did not sign for evidence, but paid more attention to representative. Very bias
- Arbitrator was very prepared; he knew the files and gave both sides all the time they needed to present their case
- Arbitrator was very respectful and listened to both sides testimony
- Arbitrator was very professional and gave enough time to parties to present our case
- He does well to substantiate his position of being impartial
- He was way too familiar with the Manufacturer representative
- Arbitrator was very professional and listened to my case

The following comments were provided on the post-decision survey regarding the Arbitrator:

- Arbitrators on the panel did not review any evidence and never inspected my car
- Did not rule in my favor which makes it difficult to give a great rating
- Arbitrator was neutral and fair
- Arbitrator had little interest in what I was presenting and was obviously friends with the Toyota representative
- Very rude, snapping and disrespectful
- Very poor automotive knowledge
- He listened to my concerns with the vehicle
- Arbitrator was not neutral was obviously on Toyota's side not mine
- It is unfair to have an arbitrator who knows nothing about vehicle. His decision was also bias and unfair
- Arbitrator's phone dropped call in the middle of arbitration and he did not have a clue about the case. Very unprofessional
- Did not know the law and sided with the manufacturer on every point
- Arbitrator was useless and clueless
- Did not care about my case

8. In terms of overall satisfaction, how would you rate your experience with the entire arbitration process?

Pre-Decision



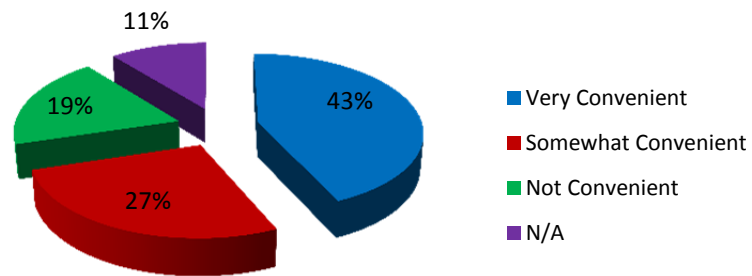
Consumers had a substantially more favorable view (67% excellent/acceptable pre versus 35% excellent/acceptable post) of the entire arbitration process prior to receiving their decision.

The following comments were provided on the pre-decision survey regarding the entire arbitration process:

- Scheduled hearing right away. I am glad someone from consumer affairs was present, made me feel like someone really cares
- Being oblivious to the situation we feel Toyota had the upper hand in this arbitration
- Definitely was not pleased with the process
- I am satisfied with the process and procedures
- It appears that all the evidence we provided was forwarded to Toyota, but none of Toyota's evidence was forward to us. Bias can't describe this process
- Did not know multiple representatives would be present at Arbitration and the process was long
- Manufacturer will always win, in reality they pay the arbitrator since arbitrator says he is paid by CDSP
- So far so good
- I was not prepared as I should but this process prepares me for the next one
- The arbitrator and Toyota were bias and I sense his decision was predetermined. Complete waste of time

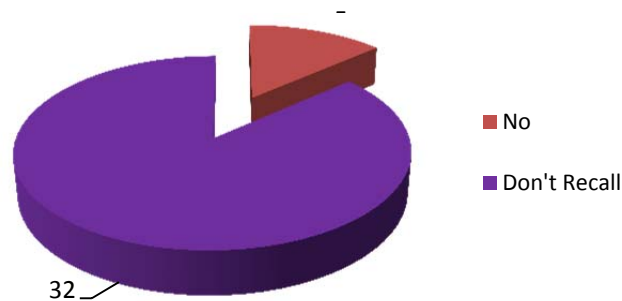
The following comments were provided on the post-decision survey regarding the entire arbitration process:

- Process was acceptable but since it did not rule in my favor I can't rate it as excellent
 - The process took too long to resolve
 - The CDSP completely favors Toyota the entire process is so bias. I would not recommend anyone wasting their time
 - Seemed predetermined that the outcome would favor Toyota
 - The process is ridiculous, consumers don't know what to do or ask for and manufacturer rep has the advantage to get what they want since they are more familiar with the process
 - Terrible! No one care about the problems I was explaining. Process was very poor
 - The arbitrator and manufacturer's representative obviously have relationship outside of the process
 - Ridiculous
 - Thank God for this process
 - Complete waste of time
 - The decision was unfair and bias
 - Representatives are more prepared and favored. Our evidence has to be sent to them but CDSP did not provide us their evidence. Bias in my opinion
 - Complete waste of time, Manufacturer will always win
 - Process was fine
 - Arbitrator had no knowledge of vehicle and was not prepared but wants to make decision. So much for being neutral
- 9. In terms of distance and accommodations, were you satisfied with the location of your hearing?**

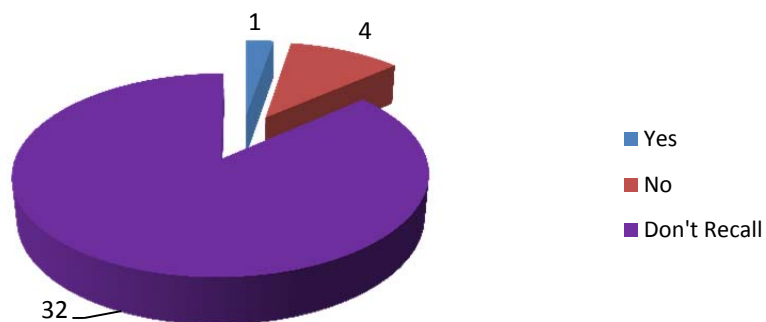


10.If you received an award,

A. Did the Manufacturer perform the award within the 30 days after you accepted the award?

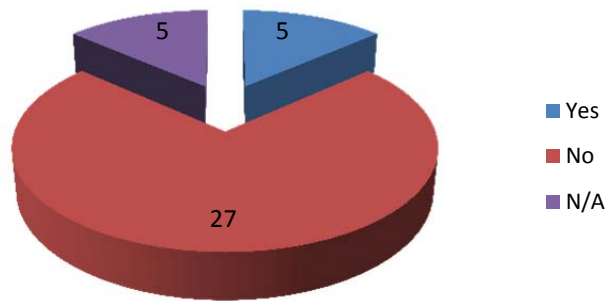


B. If the performance of the award was over 30 days, did you agree to the delay?

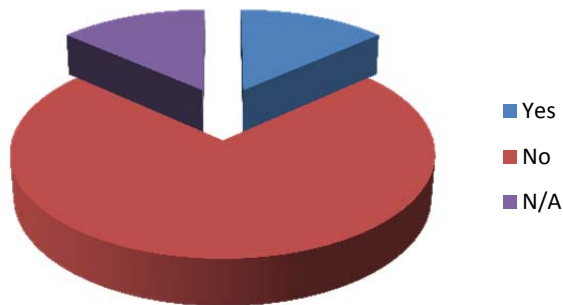


11.If your claim was denied,

A. Did you pursue legal action?



B. Did you know you could reapply for arbitration by getting an additional warranty repair?



12. If you could think of one major change to improve the arbitration process, what would that be? Please specify.

- In the document process, it is only fear to send someone out to inspect the vehicle
- Follow up with CDSP and manufacturer to make sure the process was complete within 30 days
- Get rid of the program and don't waste customers time
- There is no one who help us to understand the process and how to prepare
- Stop using arbitrators who are familiar with representatives
- Use arbitrators who are familiar with vehicle
- Have a neutral inspector with a good background in auto operation and repair

- It is great as is
- Stop being bias and stop fooling customers
- Video tape the arbitration process
- Process is bias, Toyota has trained representatives to represent them and customers come to the process clueless
- Arbitrator was afraid of manufacturer representative, no wonder my claim was denied
- The same thing that is required of customers should be required of Toyota

Analysis of Consumers Completing Both Pre & Post Surveys

Seven respondents completed both the pre and post-decision surveys. Consumers A, B, C, D, E, F and G did not receive an award.

The following bullet points indicate consumers' answers on the pre and post-decision surveys for the satisfaction with the CDSP Staff (Pre-decision listed first):

- Consumer A: excellent ; acceptable
- Consumer B: excellent ; acceptable
- Consumer C: excellent ; excellent
- Consumer D: acceptable; poor
- Consumer E: acceptable ; poor
- Consumer F: excellent ; acceptable
- Consumer G: excellent ; acceptable

The following bullet points indicate consumers' answers on the pre and post-decision surveys for the satisfaction with the Manufacturer Representative (Pre-decision listed first):

- Consumer A: excellent; excellent
- Consumer B: acceptable ; poor
- Consumer C: poor; poor
- Consumer D: poor ; poor
- Consumer E: acceptable ; poor
- Consumer F: excellent ; poor
- Consumer G: excellent ; acceptable

The following bullet points indicate consumers' answers on the pre and post-decision surveys for the satisfaction with the Arbitrator (Pre-decision listed first):

- Consumer A: excellent; acceptable
- Consumer B: excellent ; acceptable
- Consumer C: acceptable ; poor
- Consumer D: excellent; poor
- Consumer E: excellent ; poor

- Consumer F: excellent ; acceptable
- Consumer G: excellent ; acceptable

The following bullet points indicate consumers' answers on the pre and post-decision surveys for the satisfaction with the entire arbitration process (Pre-decision listed first):

- Consumer A: excellent; excellent
- Consumer B: excellent ; acceptable
- Consumer C: excellent ; poor
- Consumer D: poor; poor
- Consumer E: acceptable ; poor
- Consumer F: excellent ; acceptable
- Consumer G: acceptable ; poor

FCA US, LLC

**(INCLUDES Chrysler, Dodge and
Fiat)**

FCA US LLC
(Chrysler, Dodge, Fiat,)

In 2015, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received two responses to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program staff, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 30 consumers. Of these 30 consumers, 9 (30%) responded to the survey. The post-decision survey consisted of 11 questions designed to ascertain consumers' awareness of the Lemon Law, as well as the same questions asked on the pre-decision survey.

In addition, one consumer completed both pre and post-decision surveys. A narrative is included to represent the results of these consumers.

24. Before you purchased your vehicle, did you know about the California's Lemon Law?

Five consumers consumer responded yes, while four responded no.

25. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?

One consumer responded with internet, three with manufacturer, two with dealership and three responded with owner's manual.

26. If you participated in a settlement or mediation process after applying for arbitration with the BBB AUTO LINE, were you informed that it was a voluntary process?

Five consumers stated they were informed it was a voluntary process, while four consumers stated they were not.

27. In terms of overall satisfaction, how would you rate your experience with the CDSP staff?

One consumer to the pre-decision survey indicated that the CDSP staff was excellent while one consumer indicated acceptable.

Two consumers to the post-decision survey indicated that the CDSP staff was excellent, two indicated acceptable while five consumers' indicated poor.

The following comment was provided on the pre-decision survey regarding CDSP staff:

- The staff at CDSP does not answer phone calls

The following comments were provided on the post-decision survey regarding CDSP LINE staff:

- I hate that they don't answer their phones
- CDSP did not provide all the documents I submitted to the arbitrator. They also close document date before I could provide a response
- CDSP was clearly for the manufacturer; they did not accept my video evidences
- I have no problems with the staff but cannot give them good ratings because they provide little contact. They don't return phone calls.
- Excellent communication and process

28. In terms of overall satisfaction, how would you rate your experience with the vehicle Manufacturer's Representative?

One consumer to the pre-decision survey indicated that the Manufacturer's Representative was excellent and one consumer indicated excellent.

Two consumers to the post-decision survey indicated that the Manufacturer's Representative was excellent while seven indicated poor.

The following comments were provided on the pre-decision survey regarding the Manufacturer's Representative:

- Manufacturer rep sounded like a robot. No sympathy or remorse

The following comments were provided on the post-decision survey regarding the Manufacturer's Representative:

- Her job is to represent the manufacturer but she totally misrepresented the record during the hearing. She was dishonest, arrogant and unprofessional
- It was hard to tell if she was a machine or a live representative. It would be better if she was in person

29. In terms of overall satisfaction, how would you rate your experience with the Arbitrator?

One consumer to the pre-decision survey indicated that the Arbitrator was excellent and one indicated acceptable

Three consumers to the post-decision survey indicated that the Arbitrator was excellent; one indicated the Arbitrator was acceptable and five consumers indicated poor

The following comments were provided on the post-decision survey regarding the Arbitrator:

- The Arbitrator was Clueless
- Arbitrator was very professional, thorough and neutral. We honestly had no idea how he would rule after the hearing
- Very poor with only minimal communication and assistance available

30. In terms of overall satisfaction, how would you rate your experience with the entire arbitration process?

One consumer to the pre-decision survey indicated that the entire arbitration process was excellent while one consumer indicated acceptable

One consumer to the post-decision survey indicated that the arbitration process was excellent, one indicated acceptable while six consumers indicated poor.

The following comments were provided on the post-decision survey regarding the entire arbitration process:

- Dissatisfied with the overall process
- The process seems unfair. CDSP sides with manufacturer
- This process is paid by the automaker can't be fair
- The written decision to deny the claim did not reflect the arguments I made during the arbitration process nor within the paperwork submitted. It insinuates that the points I made were ignored or overlooked in this process.

31. In terms of distance and accommodations, were you satisfied with the location of your hearing?

Three consumers responded very satisfied, two responded somewhat satisfied while four responded not satisfied.

32. If you received an award,

A. Did the Manufacturer perform the award within the 30 days after you accepted the award?

One consumer reported the award was performed within 30 days, two indicated 30 days noncompliance and six indicated not applicable.

B. If the performance of the award was over 30 days, did you agree to the delay?

One consumer responded no, one consumer responded yes and seven responded not applicable.

33. If your claim was denied,

A. Did you pursue legal action?

Three consumers stated they pursued legal action, while two consumers did not and four responded not applicable

B. Did you know you could reapply for arbitration by getting an additional warranty repair?

Seven consumers stated they did not know they could reapply for arbitration after an additional warranty repair, while two consumers responded not applicable.

34. If you could think of one major change to improve the arbitration process, what would that be? Please specify.

- Ensure that honest arbitrators are hearing cases
- Have a more fair process
- Focus on the facts presented not the lies been told
- I think Chrysler buyback company is dishonest, they repeatedly provide false information.

Results of Consumers Completing Both Pre & Post Surveys

One consumer completed both the pre and post-decision surveys. Consumer A received an award.

The following bullet points indicate the consumer answers on the pre and post-decision surveys for the satisfaction with CDSP STAFF (Pre-decision listed first):

- Consumer A: acceptable ; acceptable

The following bullet points indicate consumer answers on the pre and post-decision surveys for the satisfaction with the Manufacturer Representative (Pre-decision listed first):

- Consumer A: acceptable ; poor

The following bullet points indicate consumers' answers on the pre and post-decision surveys for the satisfaction with the Arbitrator (Pre-decision listed first):

- Consumer A: acceptable ; excellent

The following bullet points indicate consumer answers on the pre and post-decision surveys for the satisfaction with the entire arbitration process (Pre-decision listed first):

Consumer A: acceptable ; acceptable

**Consumer Arbitration Program for
Motor Vehicles
(CAP-Motors)**

PORSCHE CARS
NORTH AMERICA, INC.

Porsche Cars North America, Inc

In 2015, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received four responses to the pre-decision survey. The pre-decision survey consisted of five questions designed to gauge consumer satisfaction with the arbitration program, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted ten consumers. Of these 10 consumers, 3 (30%) responded. The post-decision survey consisted of 10 questions designed to ascertain consumer's awareness of the Lemon Law, as well as the same questions asked on the pre-decision survey.

3. Before you purchased your vehicle, did you know about the California's Lemon Law?

Two consumers responded that they were aware of the Lemon Law while one did not.

4. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?

Two consumers responded that they learned about the Lemon Law from an attorney while one learned from their owner's manual.

5. If you participated in a settlement or mediation process after applying for arbitration with the CAP-Motors, were you informed that it was a voluntary process?

All three consumers were aware that it was a voluntary process.

6. In terms of overall satisfaction, how would you rate your experience with the CAP-Motors staff?

In the pre-decision survey, one consumer rated their experience with the CAP-Motors staff as poor, two as acceptable and one as excellent.

In the post-decision survey, two consumers rated their experience with the CAP-Motors staff as poor while one rated it acceptable.

The following comments were provided on the pre-decision survey regarding CAP-Motors staff:

- Whoever chose the location, be aware of the \$42 garage fee with no validation or parking option in reasonable distance to this building
- Should have had more knowledge about cars
- Professional and knowledgeable
- Did not provide and receive no attachments 5 days before

The following comments were provided on the post-decision survey regarding CAP-Motors staff:

- Waste of time and \$42 for parking?

7. In terms of overall satisfaction, how would you rate your experience with:

A. the vehicle Manufacturer's Representative at the hearing?

In the pre-decision survey, one consumer rated their experience with the Manufacturer's Representative at the hearing as poor while three rated as acceptable.

In the post-decision survey, one consumer rated their experience with the Manufacturer's Representative at the hearing as poor while two rated it acceptable.

The following comments were provided on the pre-decision survey regarding Manufacturer's Representative:

- They explained the issues the wrong way to benefit their case
- Kept making multiple attempts even arbitration to settle
- They failed to acknowledge last service for failure

The following comments were provided on the post-decision survey regarding the Manufacturer's Representative:

- They represented their story in a way that everything was my fault.

B. the vehicle Manufacturer's Representative(s) from the time you filed your arbitration case?

In the pre-decision survey, two consumers rated their experience with the Manufacturer's Representative from the time the arbitration case was filed as poor while two rated as acceptable.

In the post-decision survey, one consumer rated their experience with the Manufacturer's Representative from the time the arbitration case was filed as poor while two rated it acceptable.

8. In terms of overall satisfaction, how would you rate your experience with the Arbitrator?

In the pre-decision survey, two consumers rated their experience with the Arbitrator as poor while two rated as acceptable.

In the post-decision survey, all three consumers rated their experience with the Arbitrator as poor.

The following comments were provided on the pre-decision survey regarding the Arbitrator:

- Enjoyed the arbitration process
- Could have been better

The following comments were provided on the post-decision survey regarding the Arbitrator:

- Arbitrator did not follow the law

9. In terms of overall satisfaction, how would you rate your experience with the entire arbitration process?

In the pre-decision survey, two consumers rated their experience with the entire arbitration process as excellent while two rated as acceptable.

In the post-decision survey, all three consumers rated their experience as poor.

The following comments were provided on the pre-decision survey regarding the entire arbitration process:

- Great, but hope I don't have to do another one in my lifetime

9. In terms of distance and accommodations, were you satisfied with the location of your hearing?

One consumer responded very satisfied, one responded somewhat satisfied and one responded not satisfied.

10. If you received an award,

A. Did the Manufacturer perform the award within the 30 days after you accepted the award?

One consumer reported the award being performed within 30 days while three responded not applicable.

B. If the performance of the award was over 30 days, did you agree to the delay?

All three consumers responded not applicable.

11. If your claim was denied,

A. Did you pursue legal action?

Two consumers stated they did not pursue legal action while one responded not applicable

B. Did you know you could reapply for arbitration by getting an additional warranty repair?

One consumer stated they knew they could reapply for arbitration after an additional warranty repair, one consumer responded they were not aware and one was not applicable.

12.If you could think of one major change to improve the arbitration process, what would that be? Please specify.

- Hire competent, local to California people

CONCLUSION

This year's survey shows an increase in responses received: 21% in 2015 and 18% in 2014.

With a slight decrease of negative responses from 24% in 2014 to 23% in 2015, consumers continue to not be informed that the settlement or mediation process was a voluntary process; the programs should strive in notifying consumers of this procedure.

When asked if the manufacturer performed the award within the 30 days required, an improvement from 13% in 2014 to 24% in 2015 of consumers that responded stated that the award was not performed in the required time. As a follow up, consumers were also asked if they had agreed to the delay, while 81% stated it did not apply to them, a remaining 12% stated they did not agree to the delay, compared to 10% in 2014.

The programs should continue to ensure consumers are aware that they could reapply for arbitration by getting an additional warranty repair. In 2015, 43% of consumers were not aware of this, compared to 57% in 2014.

The responses received from consumers suggest needed improvements in various important areas. A significant increase in percentage occurred from 2014 to 2015 in regards to excellent ratings of the program staff (22% excellent in 2014 and 40% excellent in 2015). Both the programs and manufacturers should consider increased training of staff in order to better handle consumers' questions and complaints.

A slight increase in excellent and acceptable rating of consumers' experiences with arbitrators could suggest arbitrators should continue to be trained in proper procedures of arbitration. The percentage of excellent and acceptable ratings rose from 46% in 2014 to 52% in 2015.

In regards to the overall satisfaction of the entire arbitration process, noted 51% poor ratings in 2015, down from 56% in 2014. Arbitration programs should continue to strive to obtain positive ratings from consumers who have used their arbitration process.

The responses show consumers were very satisfied with the distance and accommodations of the hearing site with a positive 49% and only 15% not being satisfied.