



2016 CONSUMER SATISFACTION SURVEY RESULTS

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Prepared by:
Arbitration Certification Program

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

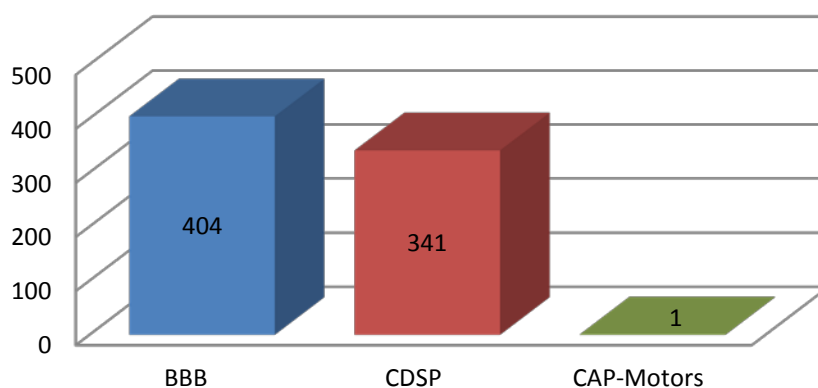
The ACP utilized two methods for polling consumers: postal service and on-line. The polling was conducted in English and Spanish. The names and contact information, of those who filed and had their case file closed within the 2016 calendar year, were provided by each of the manufacturer's state-certified 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, captured 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.

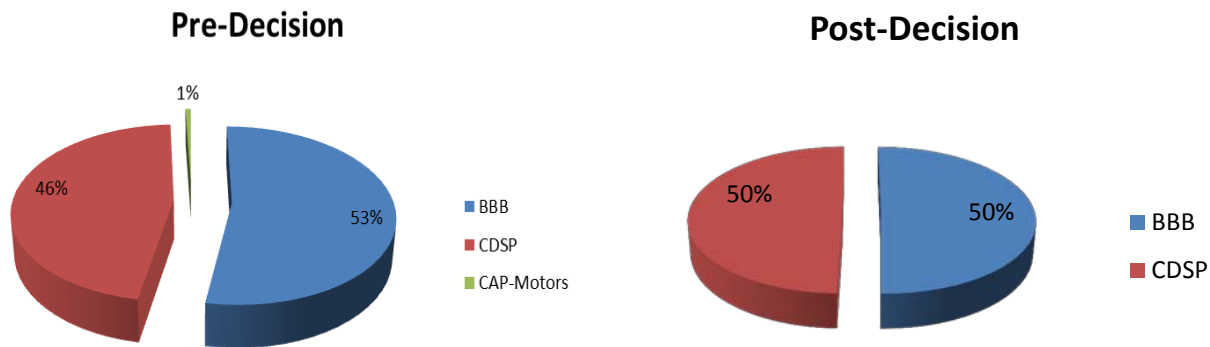
Cumulative 2016 Survey Overview

Contacted Consumers by Arbitration Programs



The ACP contacted 746 consumers who participated in the arbitration process between January and December of 2016. Of the 746 consumers contacted, 404 utilized the BBB AUTO LINE, 341 participated in arbitration through the CDSP, and 1 consumer used CAP-Motors.

Consumers by Arbitration Program



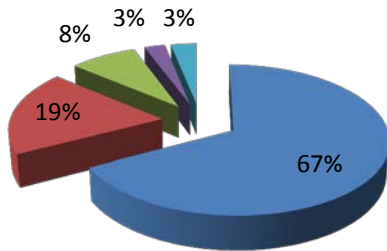
The ACP received responses from 151 of the 746 consumers contacted for a response rate of 20%. This is a slight decrease from 2015’s response rate of 21%. The 2016 total responses included: 76 or 50% from consumers who utilized BBB AUTO LINE and 75 or 50% from consumers who utilized CDSP. The consumer who utilized CAP-Motors did not respond.

The ACP also received 84 pre-decision responses from consumers who utilized BBB AUTO LINE, 74 pre-decision responses from consumers who utilized CDSP, and one pre-decision response from the consumer who utilized CAP-Motors, for a total of 159 responses.

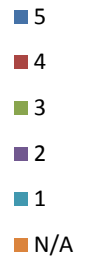
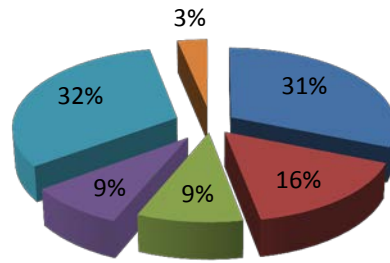
The following graphs represent the consumers’ ratings of their experience with the arbitration program staff, manufacturer representatives, the arbitrator and the entire arbitration process. They are illustrated by only BBB Auto Line and CDSP. Since CAP-Motors only received one pre-decision survey, this response is provided as a narrative in the Porsche Cars North America section. A rating of 5 represents an excellent experience while a rating of 1 represents a poor experience.

Experience with Arbitration Program Staff, All Programs

Pre-Decision

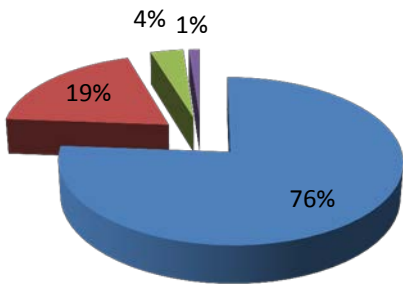


Post-Decision

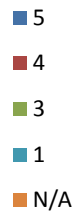
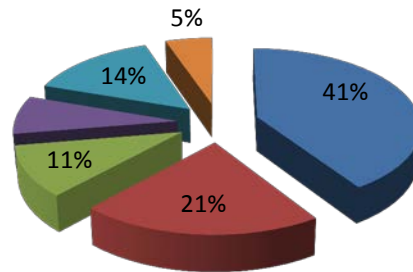


Experience with Arbitration Program Staff, BBB AUTO LINE

Pre-Decision

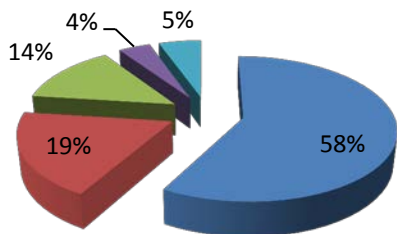


Post-Decision

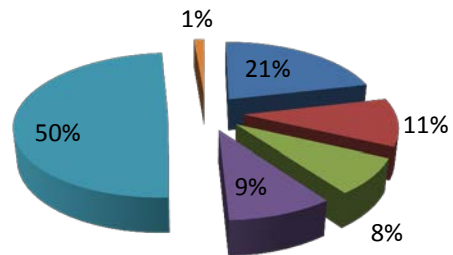


Experience with Arbitration Program Staff, CDSP

Pre-Decision



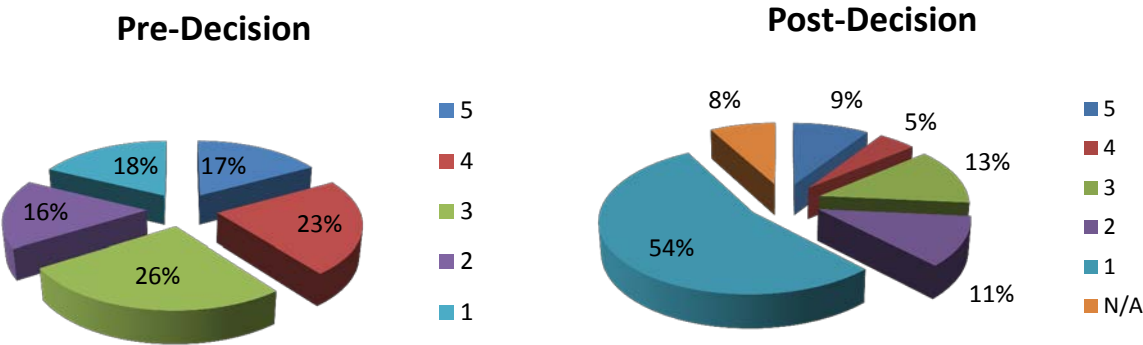
Post-Decision



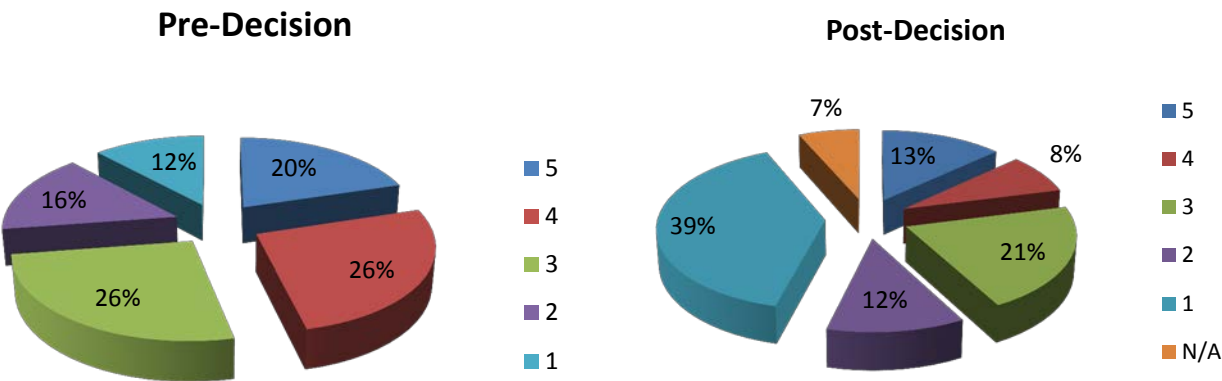
Consumers were asked to rate their experience with the arbitration program staff on a scale of 1 to 5 in the post-decision survey. Forty-seven (47) or 31% of the consumers rated their experience as a 5 while 48 (32%) rated their experience as a 1.

The same question was asked prior to a decision being rendered. One hundred seven (107) or 67% of the consumers rated their experience as a 5 while five (3%) rated it as a 1.

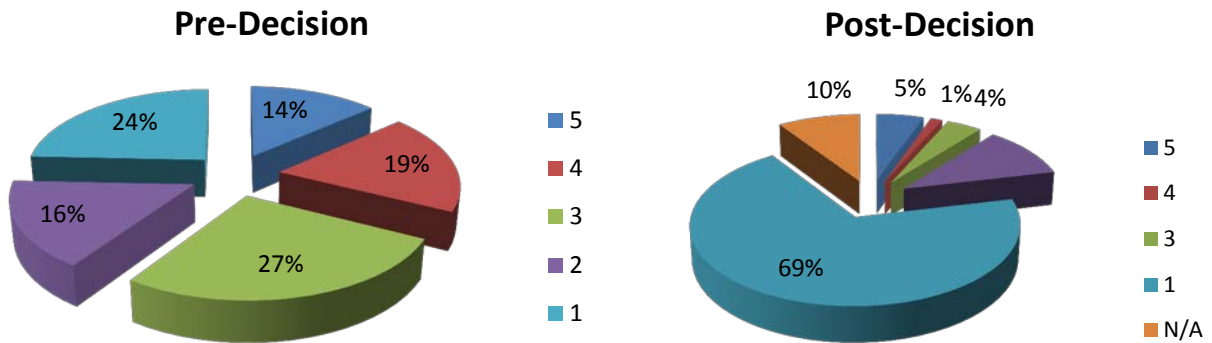
Experience with Vehicle Manufacturer’s Representative at the Hearing, All Programs



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



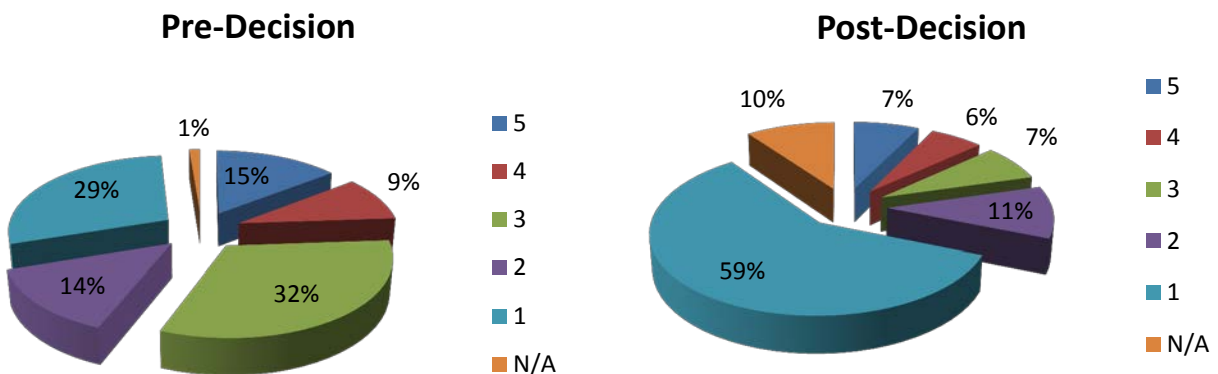
Experience with Vehicle Manufacturer's Representative at the Hearing, CDSP



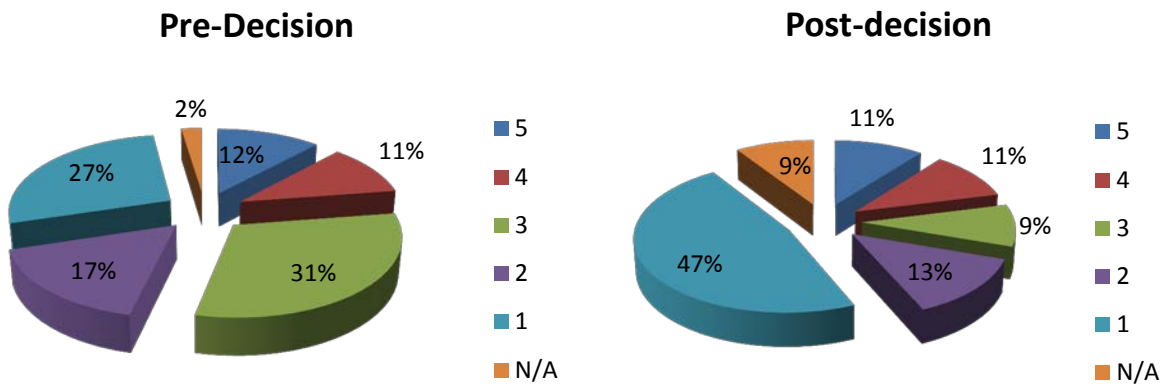
Consumers were asked to rate their experience with the vehicle manufacturer's representative at the hearing. Fourteen (14) or 9% of consumers rated their experience as a 5 while 82 (54%) indicated a poor experience of 1.

The same question was asked prior to a decision being rendered. Twenty-seven or 17% of consumers rated their experience as a 5 while 28 (18%) rated it as a 1.

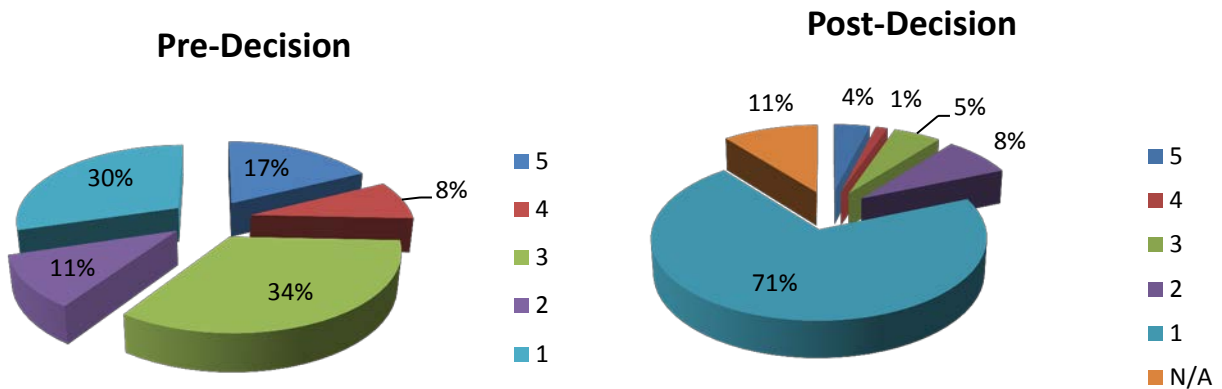
Experience with Vehicle Manufacturer's Representative from the Time Arbitration Case Filed, All Programs



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



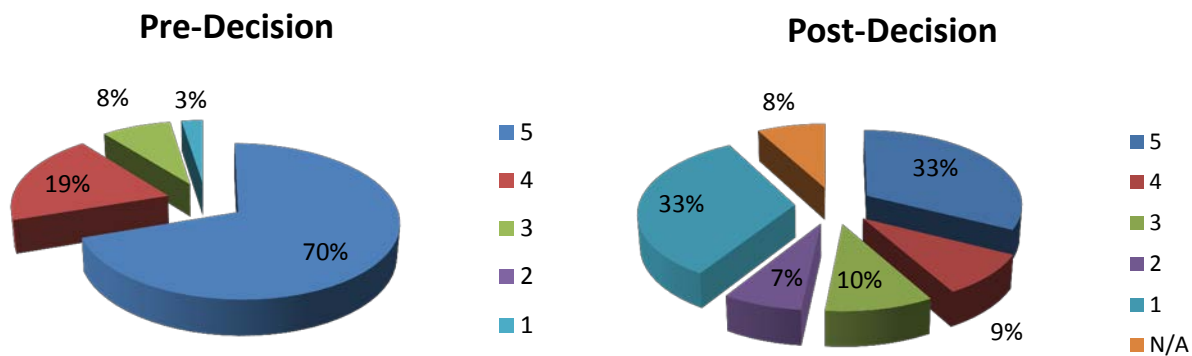
Experience with Vehicle Manufacturer's Representative from the Time Arbitration Case Filed, CDSP



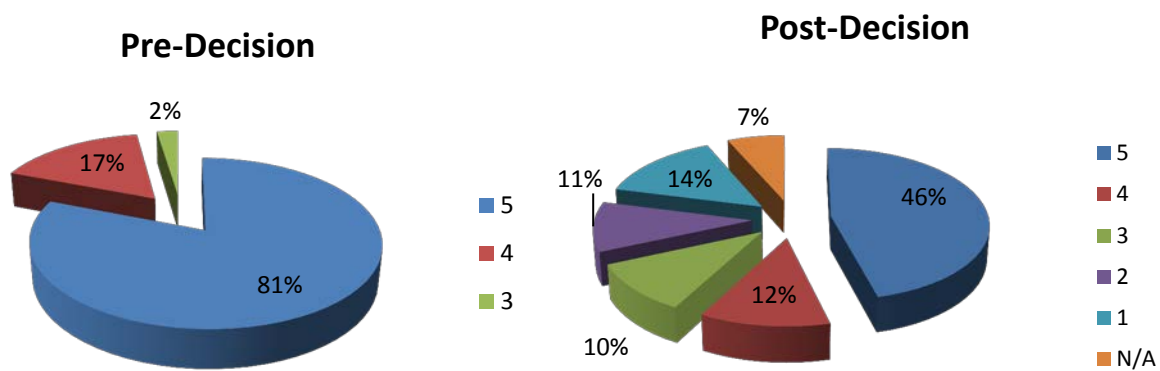
Consumers were also asked to rate their experience with the vehicle manufacturer's representative from the time case was filed. Eleven or 7% of consumers indicated that the experience was a 5 while 89 (59%) indicated their experience was poor.

The same question was asked prior to a decision being rendered. Twenty-three (23) or 15% of consumers rated their experience a 5 while 46 (29%) rated it as a 1

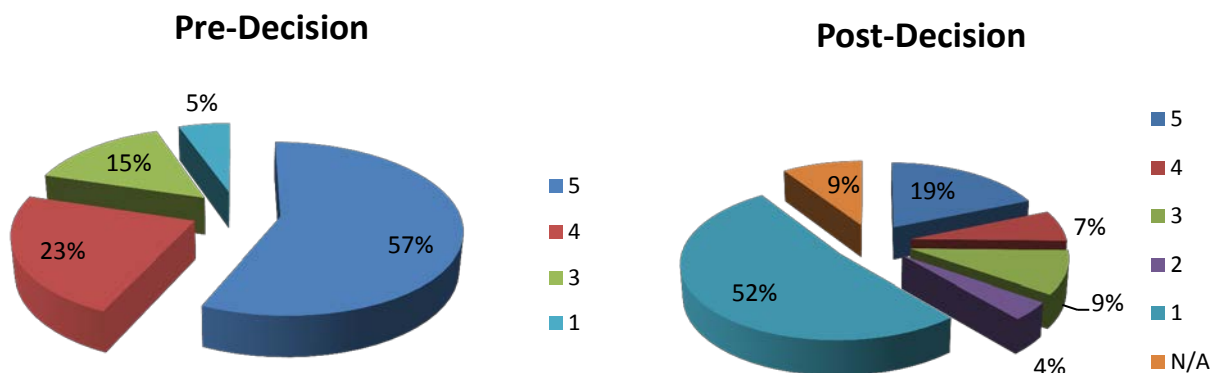
Experience with Arbitrator, All Programs



Experience with Arbitrator, BBB AUTO LINE



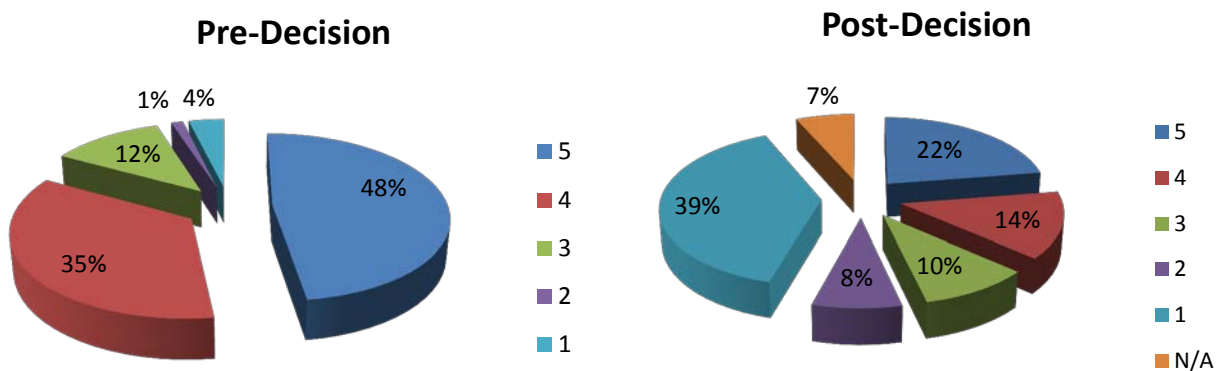
Experience with Arbitrator, CDSP



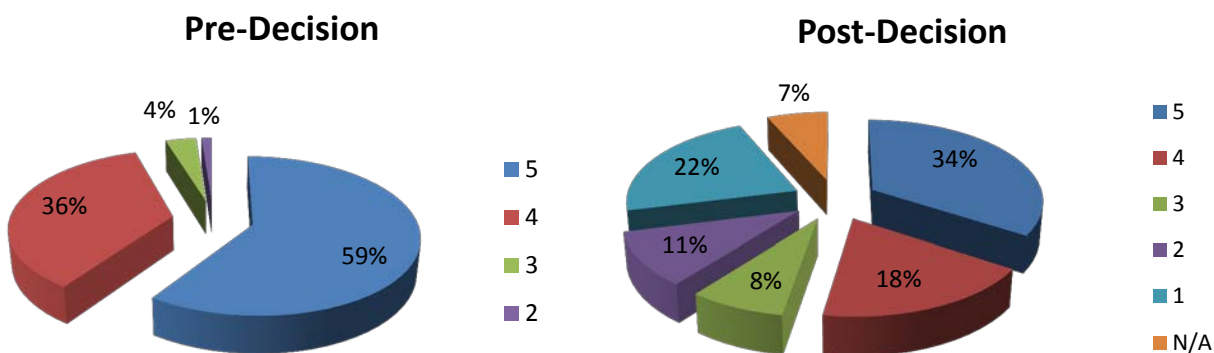
Consumers were then asked to rate their experience with the arbitrator. Forty-nine or 33% of the consumers indicated that the experience was as a 5 while 50 (33%) indicated it was a 1.

The same question was asked prior to a decision being rendered. One hundred eleven or 70% of the consumers rated their experience as a 5 while four (3%) rated it as a 1.

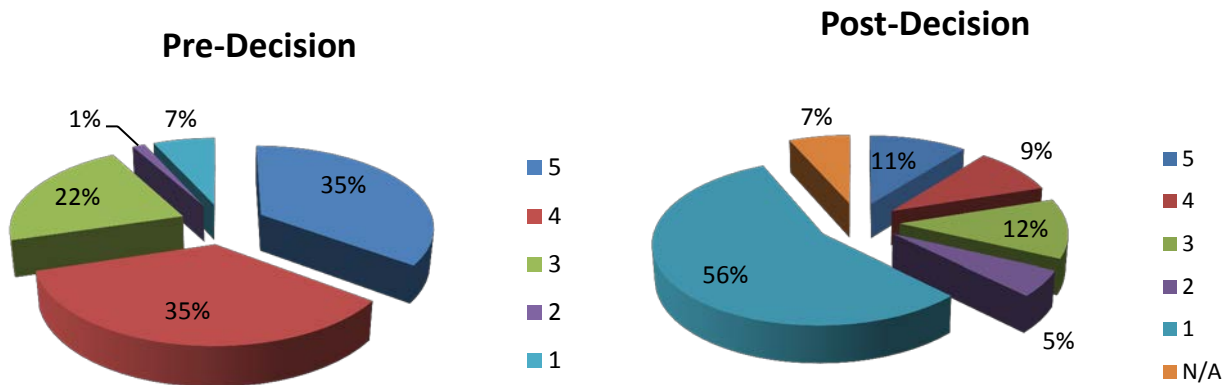
Experience with Entire Arbitration Process, All Programs



Experience with Entire Arbitration Process, BBB AUTO LINE



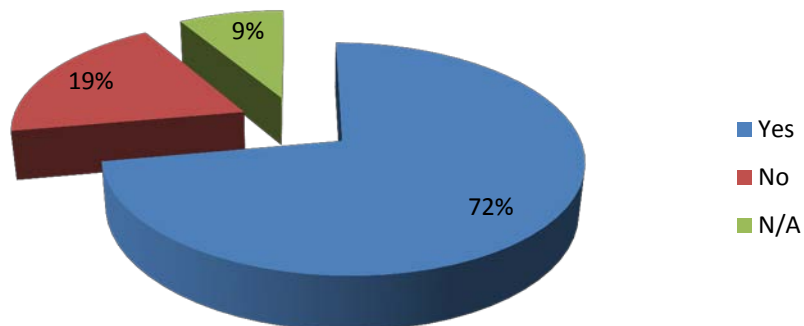
Experience with Entire Arbitration Process, CDSP



Finally, consumers were asked to rate their experience with the entire arbitration process. Thirty-four or 22% of the consumers indicated that their experience was a 5 while 59 (39%) indicated their experience was a 1.

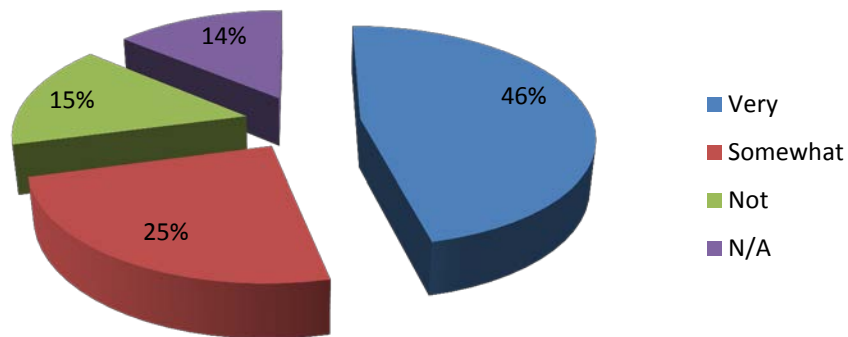
The same question was asked prior to a decision being rendered. Seventy-six or 48% of consumers rated their experience as a 5 while 6 (4%) rated it as a 1.

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



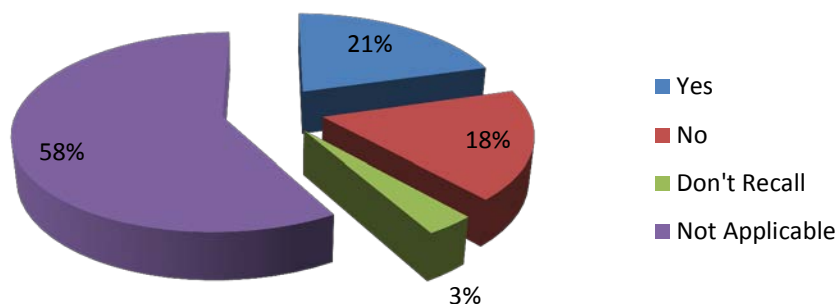
In addition to asking consumers about their experience with various parties in the process, ACP also asked consumers whether they were informed of certain procedures. Consumers were asked that if they participated in a settlement or mediation process after applying for arbitration, were they informed that it was a voluntary process. Of the 151 responses, 109 (72%) indicated they were informed while 29 (19%) stated they were not informed. This shows a slight decrease from 77% in 2015 of consumers being notified of the voluntary settlement process.

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



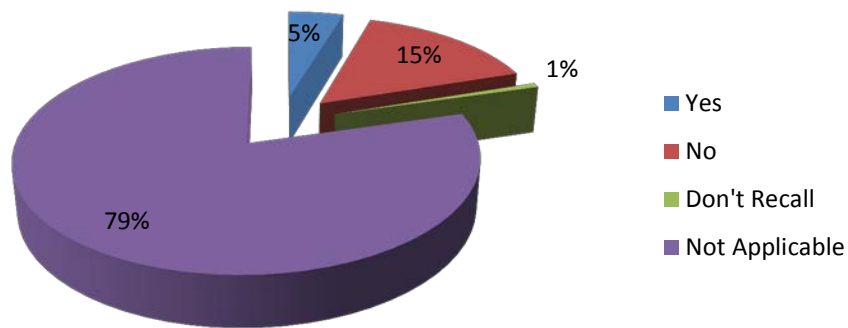
Consumers were asked if they were satisfied with the location of their hearing. Nearly half of the consumers (46%) stated they were very satisfied with the location while only 15% were not satisfied.

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



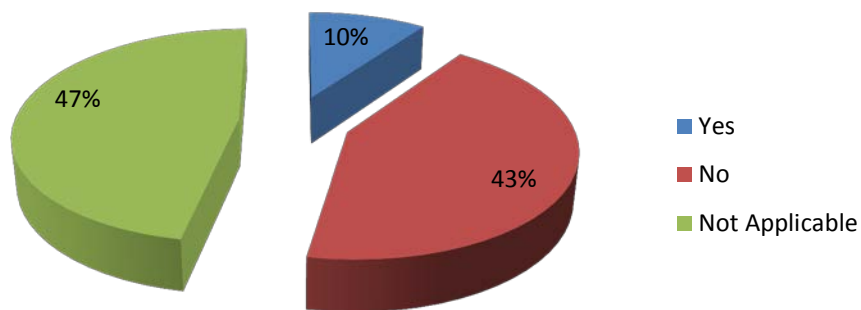
Consumers were asked if the manufacturer performed the award within the 30 days after the award was accepted. Thirty-one (21%) consumers stated the award was performed within 30 days while 27 (18%) answered it was not. The remaining 93 consumers don't recall or answered not applicable.

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



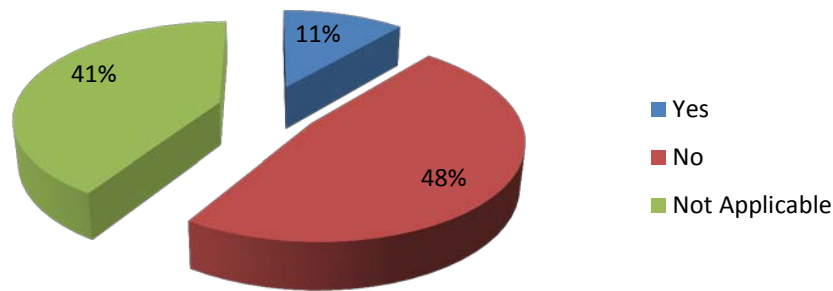
As a follow up to the previous question, ACP asked consumers if they had agreed to the delay if the performance of the award was over 30 days. Only 7 (5%) consumers agreed while 23 (15%) did not agree to the delay. The remaining 121 consumers don't recall or answered not applicable

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



Consumers were asked if they pursued legal action if they received a denial decision. Fifteen (10%) consumers indicated they pursued legal action while 65 (43%) did not. The remaining 71 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 151 responses, only 17 (11%) indicated they were aware while 72 (48%) were not aware they could reapply with an additional warranty repair. The question was not applicable to 62 (41%) of consumers who completed the survey.

DATA BY MANUFACTURERS

The questionnaire data in the 2016 Consumer Satisfaction Survey has been arranged by each manufacturer's state-certified arbitration program. The survey illustrations include those manufacturers with 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
Aston Martin North America	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
Maserati North America, Inc.	BBB AUTO LINE	3
Mazda North American Operations	BBB AUTO LINE	3
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

BENTLEY MOTORS, INC

Bentley Motors, Inc.

In 2016, 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. A rating of 5 represents an excellent experience while a rating of 1 represents a poor experience

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

The consumer rated their experience as a five.

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 a one.

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

The consumer rated their experience as a one.

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

The consumer rated their experience as a five.

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 a five.

BBB AUTO LINE

BMW OF NORTH
AMERICA, LLC

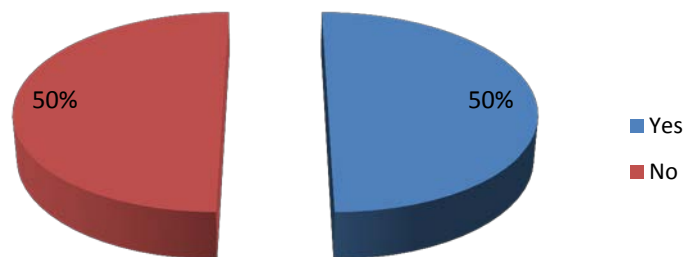
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BMW of North America

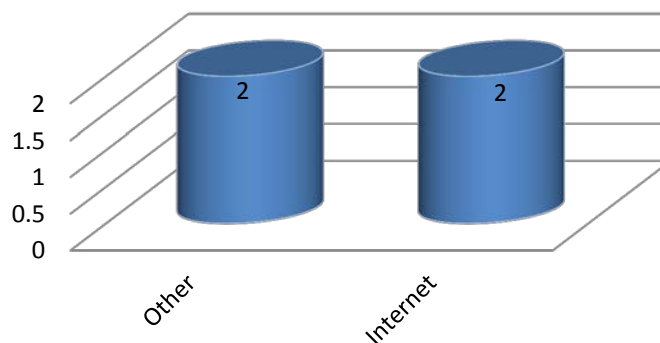
In 2016, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received two responses to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program staff, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 34 consumers. Of these 34 consumers, 4 (12%) 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. A rating of 5 represents an excellent experience while a rating of 1 represents a poor experience.

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

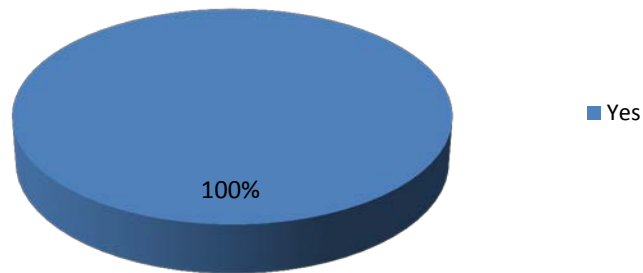
2. Before you purchased your vehicle, did you know about the California's Lemon Law?



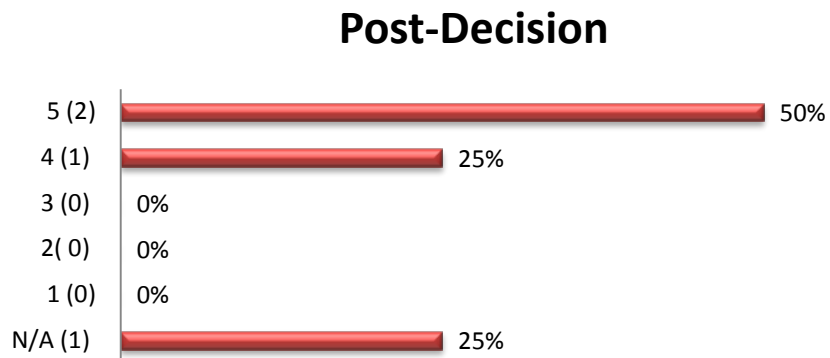
3. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



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 the BBB AUTO LINE staff prior to receiving their decision.

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

- The arbitration itself was quite good. The process leading up to it was poor. The phone application had many misspellings and issues.
- Handled by attorney however we disagree completely with decision
- Happy BBB followed the DCA's guidance regarding negative equity

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

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

Pre-Decision



Post-Decision



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

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

- Never showed due to claimed personal issues

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

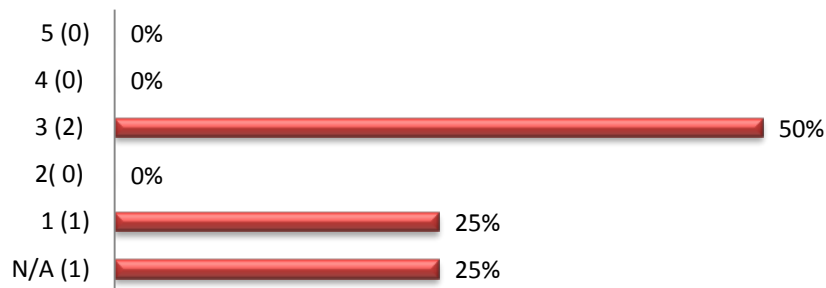
- BMW tried to avoid its obligations within the law

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

Pre-Decision



Post-Decision



Consumers had similar views of the Manufacturer's Representative prior to receiving their decision and after receiving a decision.

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

- Misrepresented and covered with continued tests and so called protocol

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

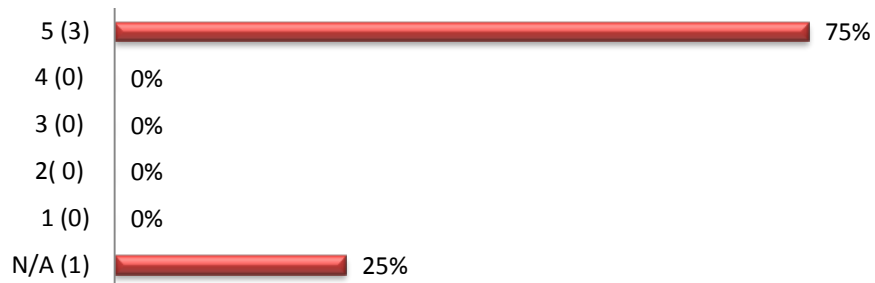
- They were helpful until I gave them my payoff information

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

Pre-Decision



Post-Decision



Consumers had a substantially favorable views of the Arbitrator.

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

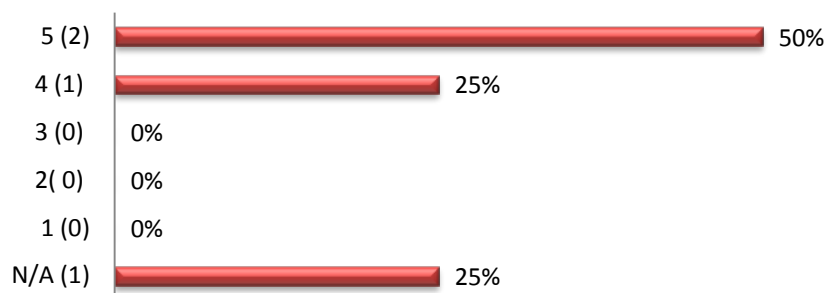
- Very professional and took the emotion out of the issue, focused on facts at hand.

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

Pre-Decision

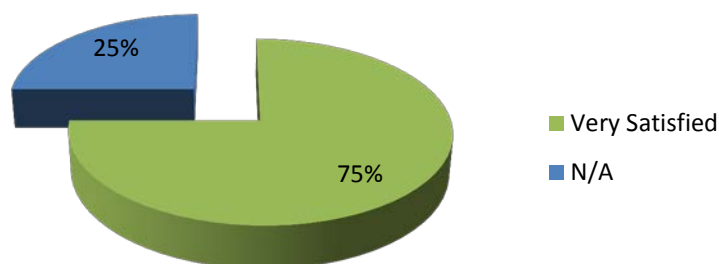


Post-Decision



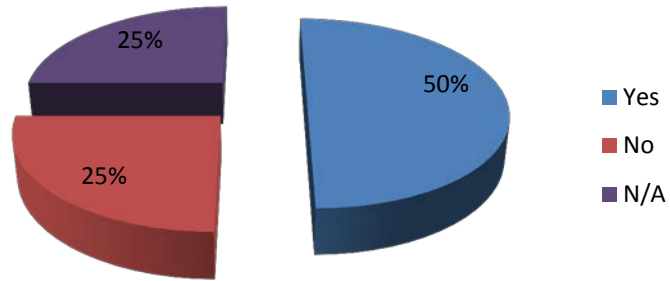
Consumers had a substantially favorable view of the entire arbitration process.

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

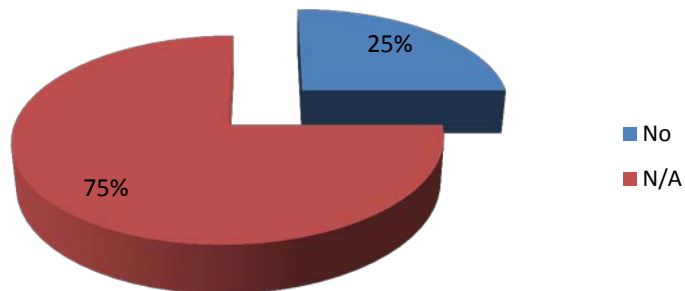


10. If you received an award,

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

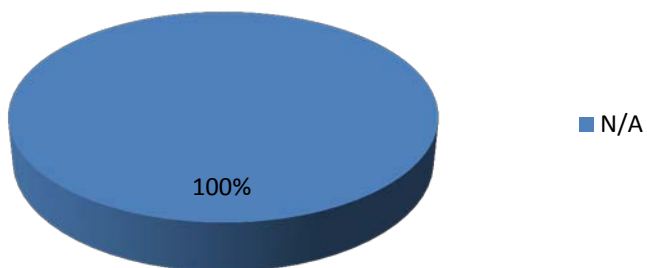


B. If the performance of the award was over 30 days, did you agree to the delay?

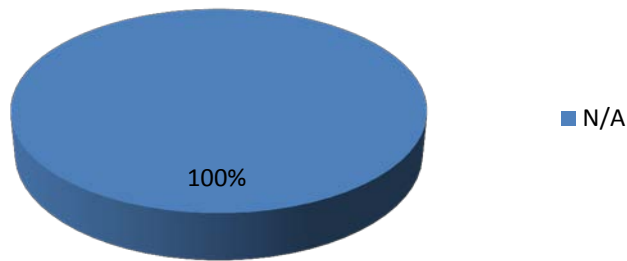


11. If your claim was denied,

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.

- Make sure manufacturers know they are not entitled to take offsets for negative equity

Results of Consumers Completing Both Pre & Post Surveys

One consumer completed both the pre and post-decision surveys. Consumer A received a Repurchase.

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Repurchase	5	5

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Repurchase	1	1

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Repurchase	1	1

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Repurchase	4	5

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Repurchase	4	5

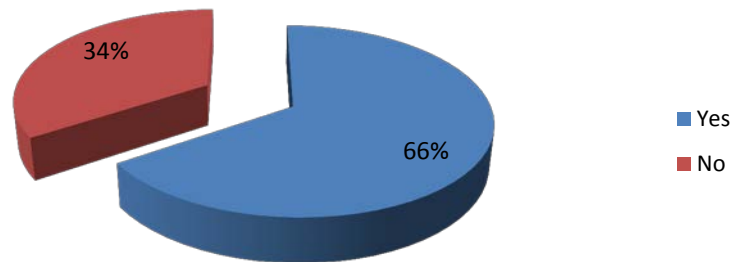
BBB AUTO LINE

FORD MOTOR COMPANY

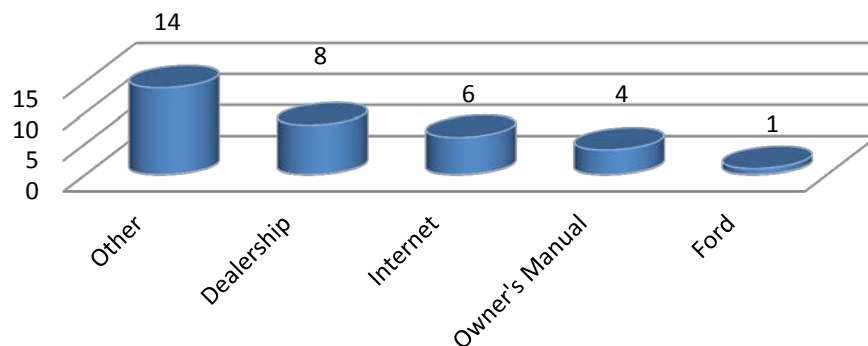
Ford Motor Company

In 2016, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received 28 responses to the pre-decision survey. For the post-decision survey the ACP contacted 182 consumers. Of these 182 consumers, 33 (18%) responded to the 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 the same questions asked on the pre-decision survey. Each illustration represented below is characterized by the survey questions. A rating of 5 represents an excellent experience while a rating of 1 represents a poor experience

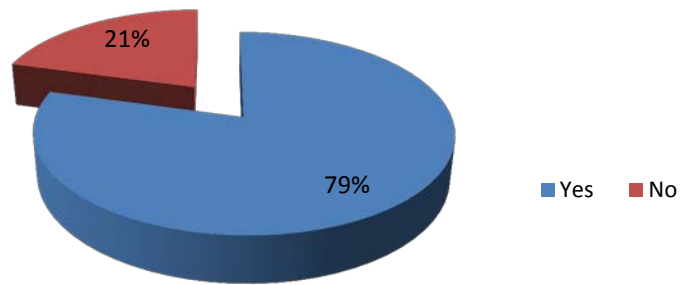
Question 2: Before you purchased your vehicle, did you know about California's Lemon Law?



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

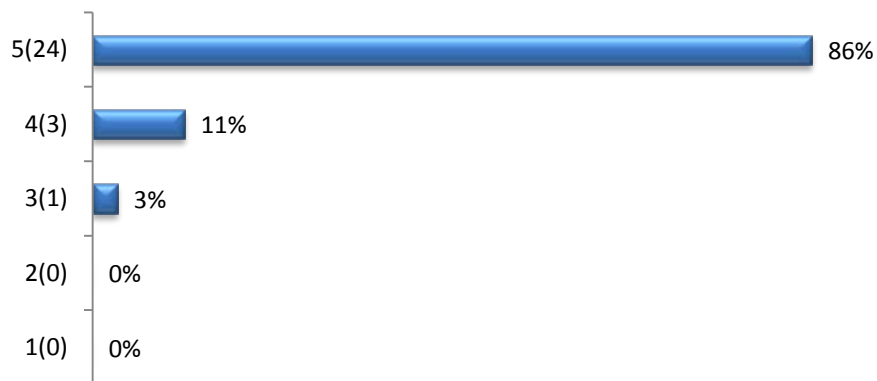


Question 4: If you participated in a settlement or mediation process after applying for arbitration with the BBB AUTO LINE, were you informed that it was voluntary process?

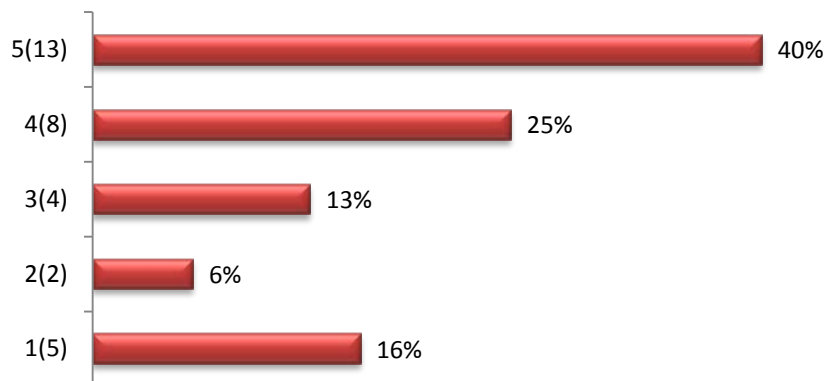


Question 5: In terms of overall satisfaction, how would you rate your experience with the BBB AUTO LINE staff? (1 being poor and 5 being excellent)

Pre-decision



Post-decision



Consumers had a substantially more favorable view 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:

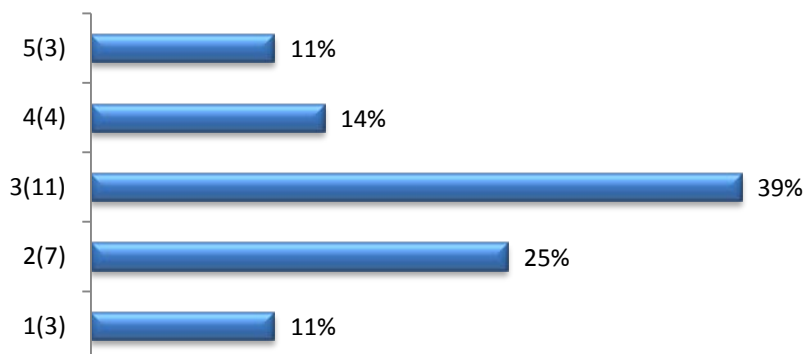
- Staff was very nice and helpful
- I could not get a hold of someone on the phone
- It was better than expected. They did not delay the process more
- Everyone is genuinely nice and there to help
- I gave a specific address for where I wanted the hearing (Orange County) and instead I was forced to come here (San Diego)

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

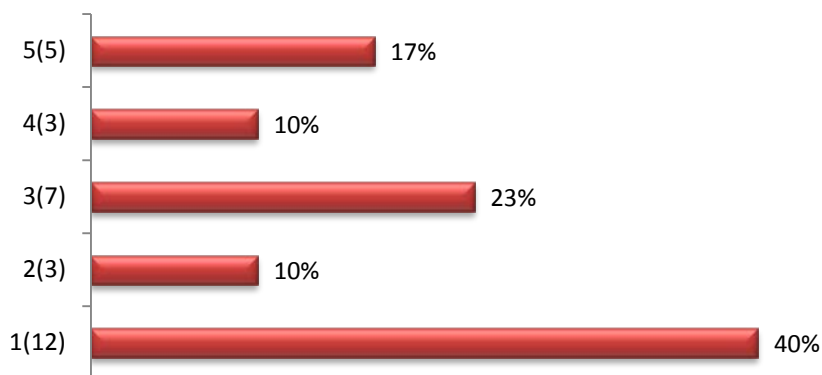
- DRS at the BBB was very thorough and detailed and responded to emails and phone calls promptly
- Arbitration staff, including BBB AUTO LINE, the arbitrator and their assistant were skilled and professional
- It was such an easy and straight forward process. The staff was very helpful
- Specifically, the person assigned to my case was rude, unaware of all details of my case and treated me like I was a child
- Excellent staff
- Everyone was very helpful and patient
- They didn't follow through with help
- Not very friendly or personable
- Responsive but not overly helpful
- San Diego was good. Washington DC representative was average
- No ability to enforce. No protection for the consumer

Question 6A: In terms of overall satisfaction, how would you rate your experience with the Manufacturer's Representative at the hearing? (1 being poor and 5 being excellent)

Pre-decision



Post-decision



Consumers had a similar level of satisfaction in the pre and post-decision surveys with the Manufacturer's Representative at the hearing.

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

- I felt Ford did not show any empathy even though it was not my fault
- Some of the terms Ford used were not very clear
- Am I supposed to like a guy trying to prevent my repurchase?
- Ford representative had attitude. Also, they did not take me seriously. They did not provide accurate information either
- Ford did not come to the hearing to discuss. They state facts that were not true
- Ford was repetitious

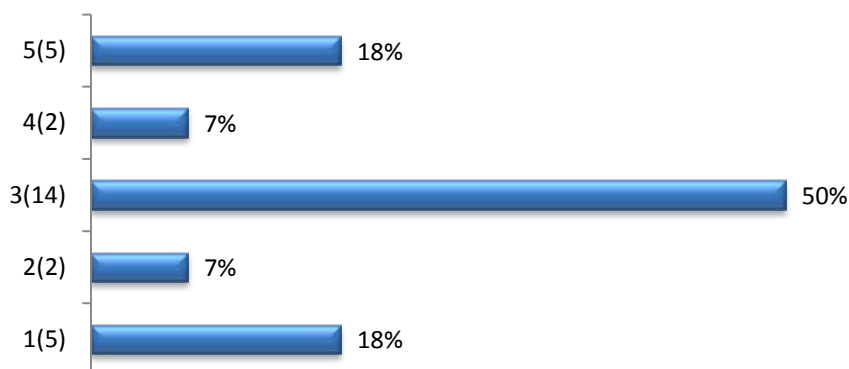
- Ford provided misinformation
- Ford was reading of a script

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

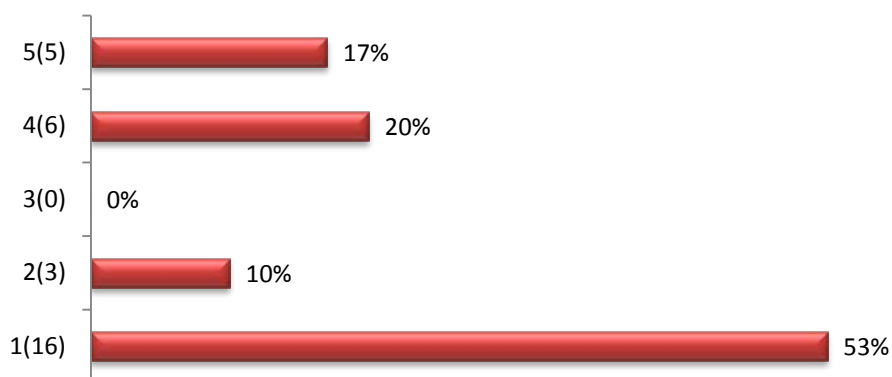
- It was clear their intent was to dismiss my concerns as bogus
- Ford lied under oath
- No customer satisfaction attitude. Ford claimed that I had not notified Ford company of my dissatisfaction, after me telling them I went to the dealer four times
- Ford was rude, belligerent and absolutely not helpful in any way
- Ford representative was indifferent and showed no empathy
- Horrible rote nonsense in an obvious case. Shameful misconduct
- Ford was completely unresponsive and defensive
- Ford failed to respond to any of my inquiries
- Ford's case was very weak and the only argument was repeating a "code" in the manual and no further arguments
- Ford's representative was non-responsive and made hurtful unnecessary comments regarding my situation
- Ford representative was a no-show. Shameful
- All Ford representative did was repeat himself via a conference call over and over again from what sounded like a prewritten statement that is used all the time
- Ford representative was very adversarial and rude. Representative was never really interested in acting in good faith

Question 6B: 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



Post-decision



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

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

- I did not like that things were posted online before I knew and before I was notified
- They were all great
- They all have been courteous
- Ford ignored me and would not return my calls

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

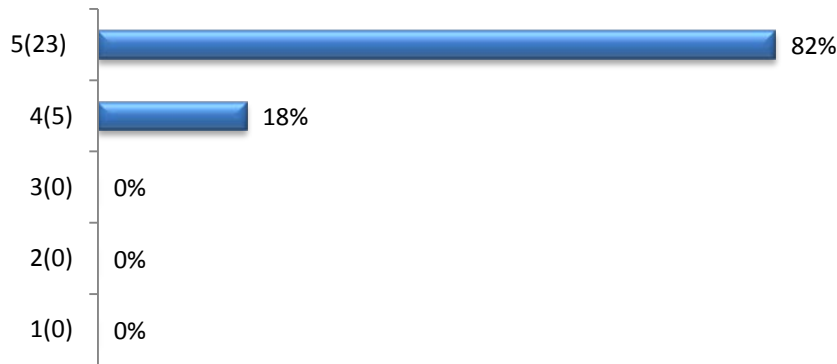
- Multiple issues with claims processor. Inefficient staff requiring additional emails and phone calls. I was required to go to a dealership 50 miles from my home and required to return there three times for various issues. Also, I was required to pay

for repairs on the vehicle after it had been inspected and returned. I was not given the opportunity to complete repairs and was told I would have to reclaim the vehicle and return to the arbitration process even though the vehicle had already been signed over to Ford and that this was my only option. I also felt pressured by compliance dates, as the Ford representative kept stating that everything had to be completed by a certain compliance date, but then Ford moved the compliance date when they were unable to accommodate a vehicle inspection date

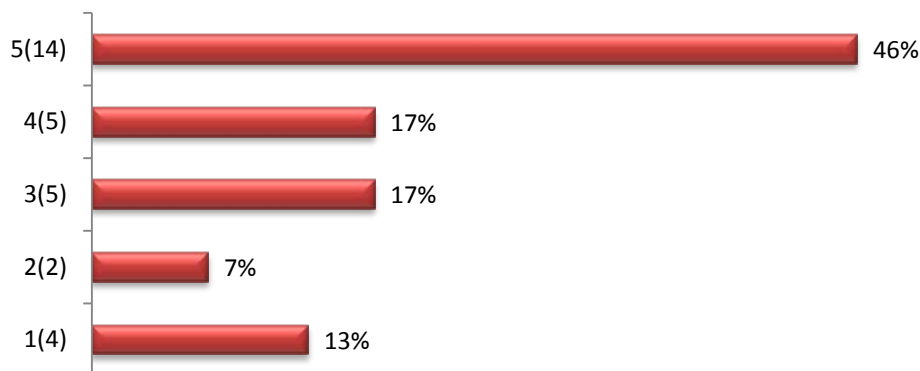
- Ford representatives were non-responsive after I received notice of their name and number. Very unprofessional and extremely frustrating
- The Ford representatives were unprofessional, caused unnecessary delays and forced me to vow I would never buy a Ford product again.

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

Pre-decision



Post-decision



Consumers had a substantially more favorable view 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
- They were great and nice
- The arbitrator was great at explaining how the situation works and being understanding
- The arbitrator was fair and thorough
- The arbitrator did not know how to properly administer the test drive. The arbitrator did not allow me to make comments and show issues
- The arbitrator asked pertinent questions and treated everyone fairly

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

- Awful! My problems were ignored
- They were kind but not very communicative
- I do not feel the arbitrator is non-bias. They barely looked over the documents I had and the staggering evidence of all the repairs I had done on my vehicle
- The arbitrator was very thorough, direct and kept their promise of judgement in three days. They were precise, detailed and fair
- Arbitrator was very professional
- Arbitrator was fair
- The arbitrator had zero personality and a bit shabby in their attire which made it seem like they were going through the motions
- Communication with the arbitrator was very formal and they felt unreceptive
- Arbitrator was not well certified to work on autos. It was akin to taking a divorce attorney to a murder trial. They took the hearing for the money
- Arbitrator provided clear direction and asked good questions of both parties
- I feel that the arbitrator and the BBB staff at Oakland were the only positive aspects of my case, other than the eventual outcome. They were professional on every level
- The arbitrator was very professional and knew their stuff

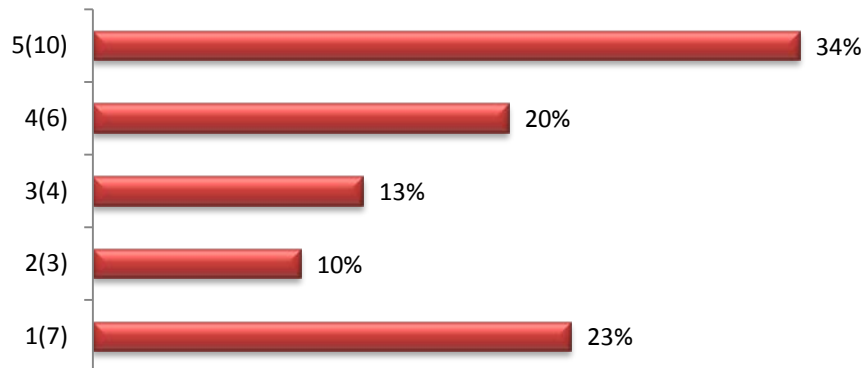
- Arbitrator was patient, professional, well-briefed and in control of the arbitration process
- The arbitrator seemed knowledgeable and fair in their questions and judgement

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

Pre-decision



Post-decision



Consumers had a substantially more favorable view 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:

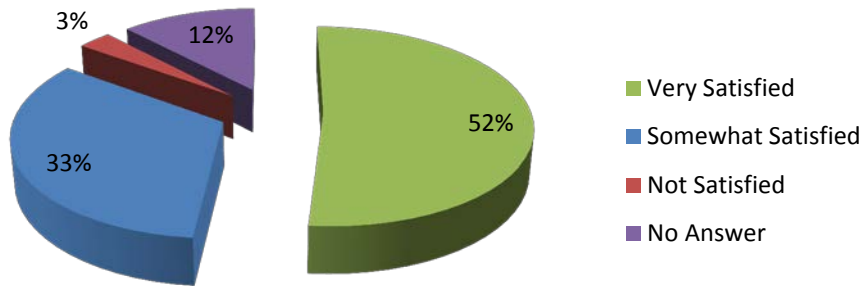
- Good today, but Ford has stretched this since January which has put my life in jeopardy
- Stressful. I just want my issue resolved. A new car shouldn't have these issues
- Overall, I am very happy

- Process was much quicker than I thought it would be
- The ability to prove my stance with a non-bias representative is important
- The issue is still not resolved
- East coast time makes things difficult, but BBB has been great
- Everything seemed fair
- I feel that I was pushed to settle. Process needs better written procedures, better explanations and clearer rules and procedures

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

- Awful! Dealer lied to me and nothing was done
- Unfortunate to go through arbitration but so appreciate their understanding of our concerns
- The hearing and setup/paperwork transmission process was fairly straight forward
- I was able to achieve a buyback but only due to extremely thorough preparation and argument. Whole process was like pulling teeth
- If I wasn't an attorney, the process would have overwhelmed me as I am sure it would do to a layperson
- While the actual arbitration and eventual decision were positive, the majority of the process was frustrating and nerve racking and needs improvement on the process leading up to arbitration and after the decision was handed down
- The hearings got rescheduled and that extended the time for a resolution. I would have preferred an earlier trial
- There was very little information about how to help me
- The Ford dealer did not tell me I had to first contact the manufacturer
- The process was very simple and easy. It was much better than going to court
- I believe the process is skewed towards the manufacturer. I felt there was no concern with client safety but with following the precise law.

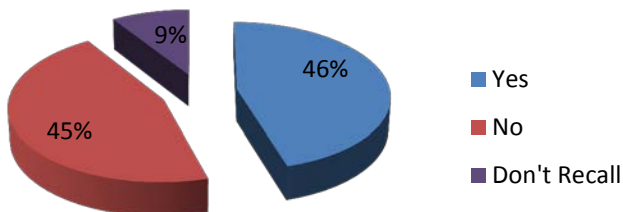
Question 9: In terms of distance and accommodations, were you satisfied with the location of your hearing



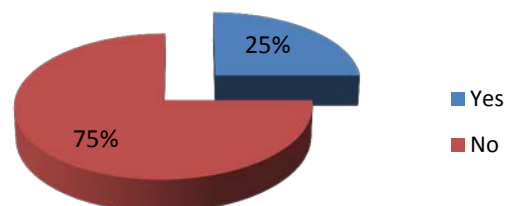
The following comments were provided to question 9:

- San Jose was somewhat far for me
- A location in San Francisco or North Peninsula would have been helpful. It would have allowed me to not have to take a half day of work off to get there and back
- I did have to drive an hour to downtown Oakland where I was unfamiliar with the streets but I recognize that BBB can't have an office in every city
- Hearing was done via telephone as no local site was available
- I had to drive 45 miles to meet with arbitrator and BBB office personnel

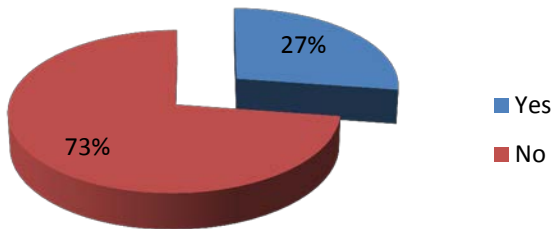
Question 10A: Did the Manufacturer perform the award within 30 days after you accepted the award?



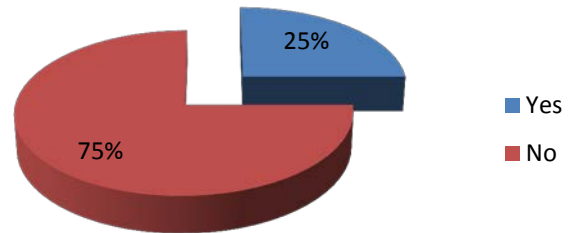
Question 10B: If the performance of the award was over 30 days, did you agree to the delay?



Question 11A: If your claim was denied, did you pursue legal action?



Question 11B: If your claim was denied, did you know you could reapply for arbitration by getting an additional warranty repair?



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

- Arbitrator and manufacturer should not be so familiar with each other. Someone should be available to advise and listen to the consumer who is on their own against these huge companies
- There should be better information on how to win a case against big auto manufacturers
- BBB should get better arbitrators
- BBB should notify the consumer that the process can take up to six months to complete. I began this process in December and it did not get resolved until June. However, BBB materials state *Our goal is to resolve all disputes within 40 days from the date the case is opened in the BBB AUTO LINE program*. This disparity creates a lot of confusion and frustration that is not necessary if folks know that this process can take a long time.
- BBB should ensure that assigned case workers know all aspects of the case and not just tell the consumer what they want the person to know and to treat the consumer with the respect they deserve. Additionally, work specifically with Ford to improve their end of the process implementing the decision
- It would be nice if there were West Coast representatives available for phone calls and assistance
- The arbitration process, as a process, is good

- Enforce the manufacturer deadlines. Answer questions. Levy daily penalties for missed deadlines
- Once the case was approved for buyback, I was corresponding only with Ford and BBB was not involved in this portion of the arbitration. This process seemed highly disorganized, inefficient and seemed to benefit the manufacturer. It seems it would better serve the consumer if the correspondence included the BBB
- Don't let the manufacturer claim we consumers were not in contact with them when we have been to their dealers numerous times with a problem
- No major changes required
- I don't feel arbitration is in the best interest of the consumer, but rather in favor of the manufactures who fund this process. I would never use it again with the experience I had
- The dealer should clearly tell the claimant they must notify the manufacturer before filing a complaint
- Just keep up the good work. For the general public I hope they don't have to travel that far for arbitration. Thank you for your help

Analysis of Respondents Completing Both Pre & Post Surveys

Six respondents completed both the pre and post-decision surveys. Consumers A, B, C and D received a remedy. Consumers E and F received a denial.

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	R/R	5	5
B	R/R	5	1
C	R/R	5	5
D	R/R	5	5
E	Denial	5	1
F	Denial	5	3

- Both respondents who received a denial downgraded their satisfaction 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	R/R	2	5
B	R/R	3	1
C	R/R	5	5
D	R/R	5	5
E	Denial	1	1
F	Denial	4	3

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	R/R	3	5
B	R/R	3	1
C	R/R	5	5
D	R/R	5	5
E	Denial	1	1
F	Denial	1	1

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	R/R	5	5
B	R/R	5	5
C	R/R	5	5
D	R/R	5	5
E	Denial	4	no answer
F	Denial	5	3

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	R/R	4	5
B	R/R	5	1
C	R/R	5	5
D	R/R	5	5
E	Denial	4	no answer
F	Denial	5	3

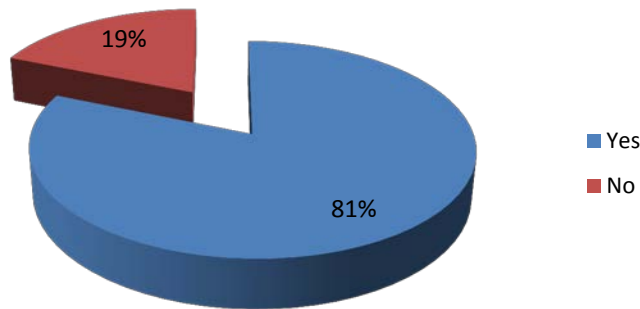
BBB AUTO LINE
GENERAL MOTORS
CORPORATION

General Motors Corporation

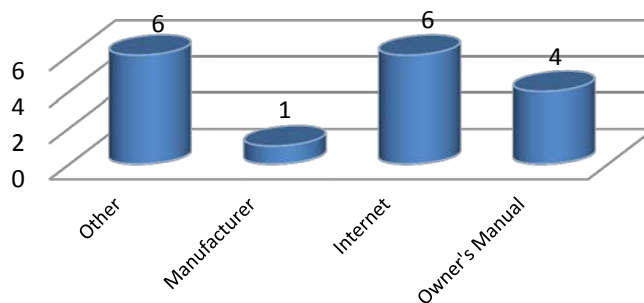
In 2016, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received 12 responses to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program staff, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 67 consumers. Of these 67 consumers, 17 (25%) 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. A rating of 5 represents an excellent experience while a rating of 1 represents a poor experience

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

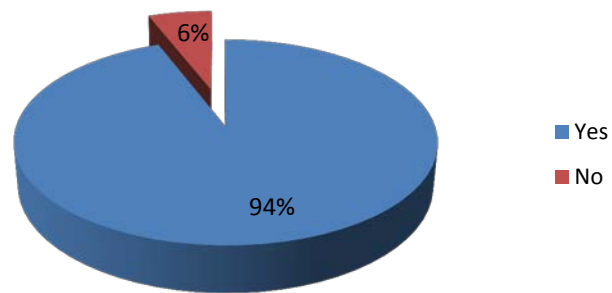
2. Before you purchased your vehicle, did you know about the California's Lemon Law?



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

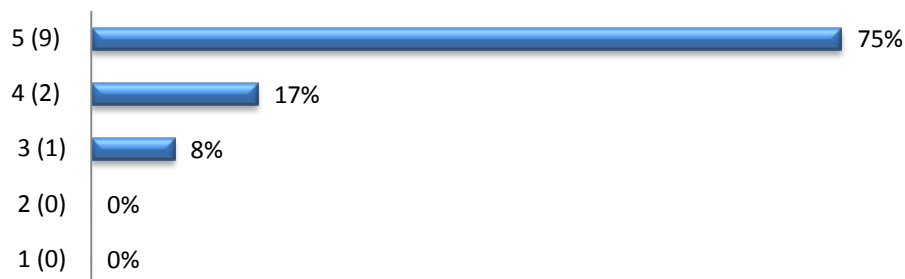


4. If you participated in a settlement or mediation process after applying for arbitration with the BBB AUTO LINE, were you informed that it was a voluntary process?

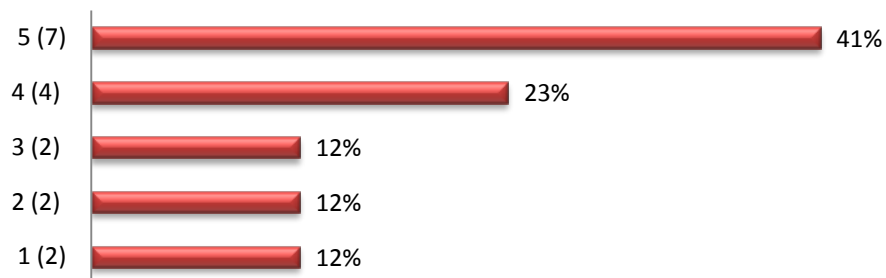


5. In terms of overall satisfaction, how would you rate your experience with the BBB AUTO LINE staff?

Pre-Decision



Post-Decision



Consumers had a substantially more favorable view (75% five rating pre versus 41% post) of the BBB AUTO LINE staff prior to receiving their decision.

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

- Very professional

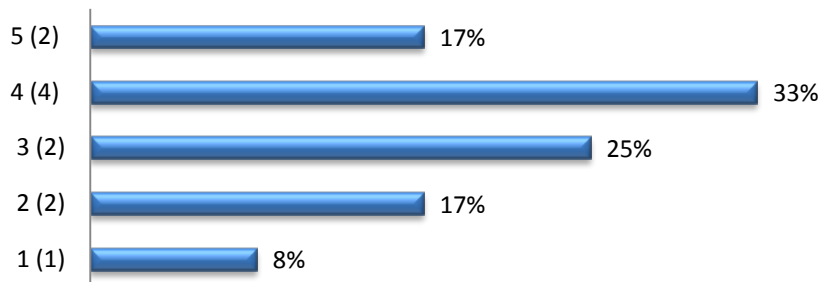
The following comments were provided on the post-decision survey:

- We thought everyone was professional and kind
- Unsatisfied with technician, did not check vehicle's problems to our satisfaction
- I kept sending emails and information through the system and the person in charge would not contact me
- Very helpful and timely in responding back to my emails

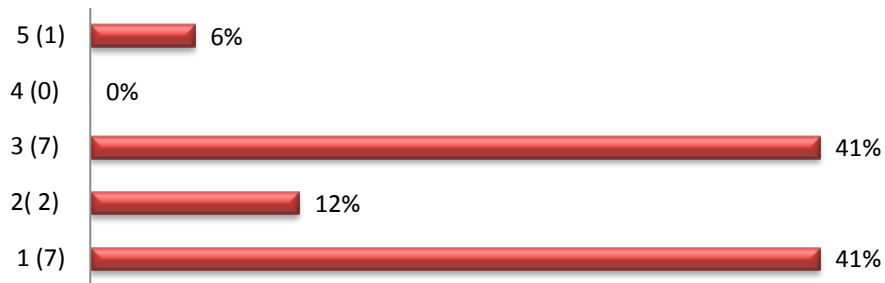
6. In terms of overall satisfaction, how would you rate your experience with:

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

Pre-Decision



Post-Decision



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

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

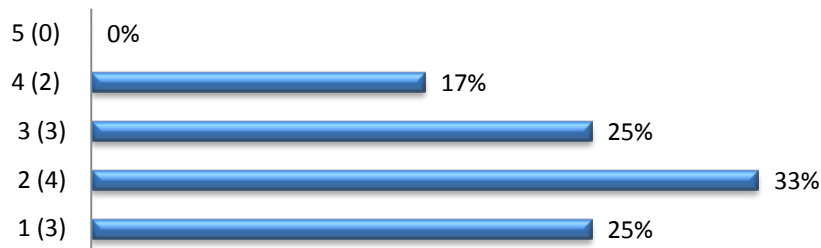
- He didn't want to accept any responsibility trying to blame everything on the dealership

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

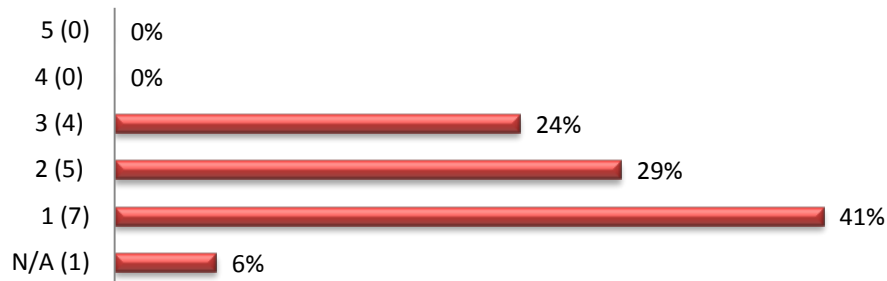
- Hearing was to have been over phone with manufacturer rep; however they sent over a rep without notification so there were two
- The rep that attended the hearing was a standup guy. Very professional and knowledgeable. And he cared about my issue.
- Kept acting like I was lying, own 5 diesels trucks
- GM has always had horrible customer services and during the call it was clear that GM does not care nor does GM want to say anything honest and incriminating

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

Pre-Decision



Post-Decision



Consumers had similar views of the Manufacturer's Representative prior to receiving their decision and after receiving a decision.

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

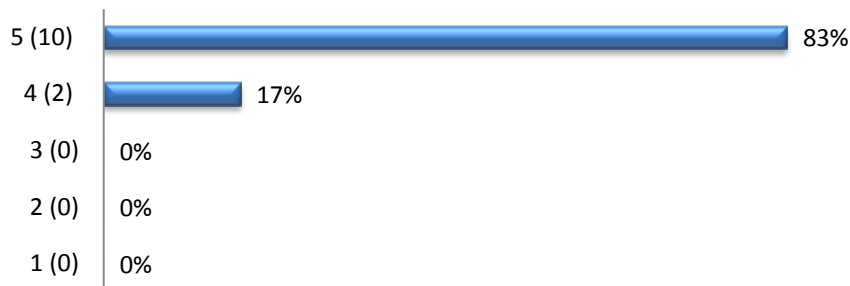
- We did not receive calls when promised and on several occasion received no call back after posing questions
- They were harassing me over the phone prior to hearing to get information before the hearing happened

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

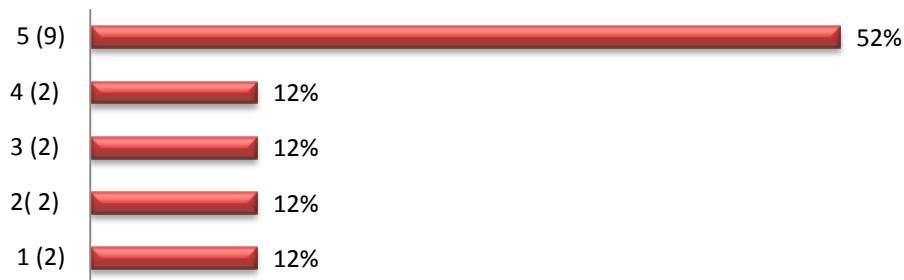
- The reps prior to arbitration were a waste of time. They could of cared less that I was a long time GM customer that had a legitimate problem.
- They were very unwilling to assist and help when my vehicle clearly qualified to be repurchased under California Lemon Law's criteria
- Manufacturer's representatives became hostile when they learned we requested arbitration
- No contact prior to arbitration

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

Pre-Decision



Post-Decision



Consumers had a substantially more favorable view (86% five rating pre versus 52% post) of the Arbitrator prior to receiving their decision.

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

- Very professional and explained everything
- She was great

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

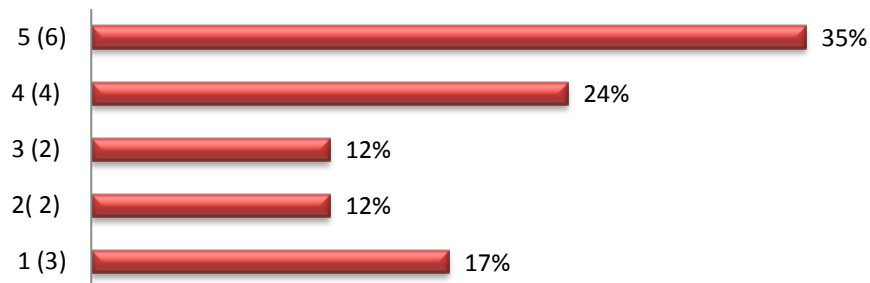
- The outcome seemed to not take into consideration all factors
- The arbitrator was outstanding and did not allow any of the irrelevant information into the hearing.
- Arbitrator was incompetent, incapable of understanding written sentences
- We felt arbitrator was not inclined to help and was more interest to put case to rest
- Thought he was great and could only do the best within the guidelines of the law

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

Pre-Decision



Post-Decision

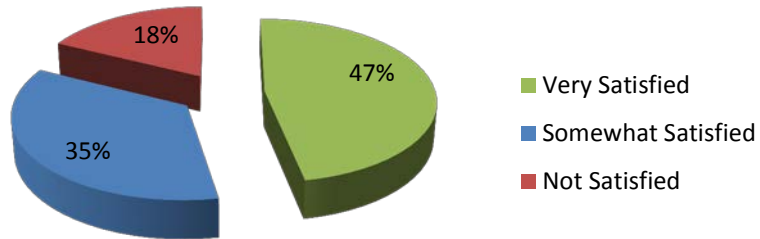


Consumers had a substantially more favorable view (100% four and five ratings pre versus 59% post) of the entire arbitration process prior to receiving their decision.

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

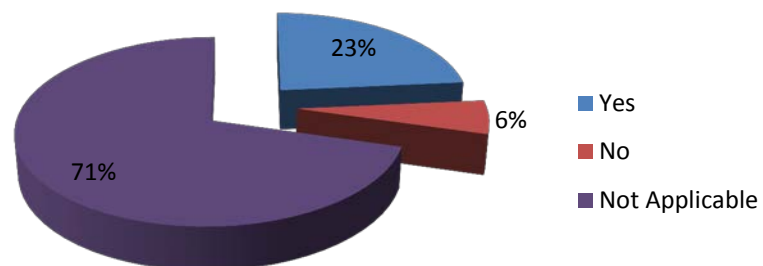
- I asked the GM reps if they were confident that they could repair my vehicle and they would not commit that they could. At that point I would think the arbitrator would rule in my favor. It makes me think that this was one sided situation.
- I was very disappointed. All of my concerns were aired during the process and before any decision had been rendered but ACP said they had no authority to correct or deal with deficiencies.
- From the start we felt our comments/problems with vehicle were not fully considered
- Opportunity to display car issues in 30 minutes of driving is not reasonable.

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

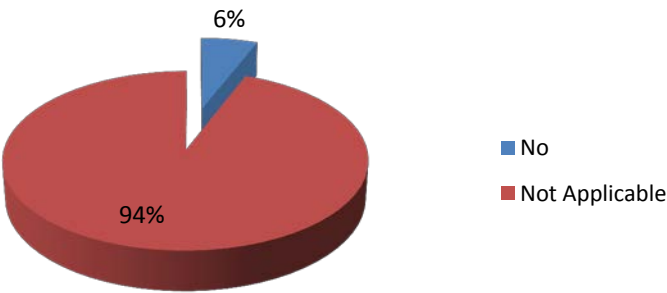


10. If you received an award,

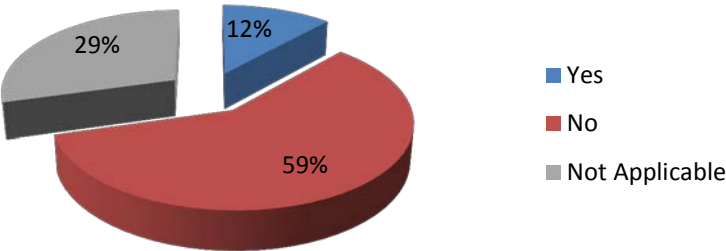
A. Did the Manufacturer perform the award within the 30 days after you accepted the award?



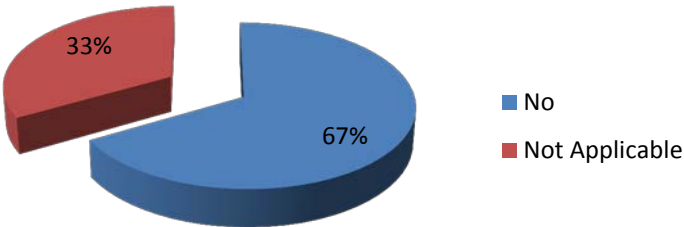
B. If the performance of the award was over 30 days, did you agree to the delay?



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.

- If I would have known I could reapply I would have done that instead of trading my truck in for a new one at a very big lose
- More organization. Could never login online
- More communication. Also they didn't give me a chance to submit new documentation after the arbitration process
- I was not aware I could obtain an attorney
- Give ACP some teeth so they can make the BBB abide by their own rules
- Talk to the arbitrator after the decision was made

Results of Consumers Completing Both Pre & Post Surveys

Five consumers completed both the pre and post-decision surveys. Consumers A, B, C and D received Denial decisions while consumer E received a Repurchase.

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Denial	5	4
B	Denial	5	3
C	Denial	5	5
D	Denial	5	2
E	Repurchase	5	5

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Denial	3	1
B	Denial	2	3
C	Denial	5	3
D	Denial	4	2
E	Repurchase	3	3

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Denial	1	1
B	Denial	2	3
C	Denial	1	N/A
D	Denial	2	2
E	Repurchase	3	3

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Denial	5	5
B	Denial	4	2
C	Denial	5	5
D	Denial	5	3
E	Repurchase	5	5

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Denial	4	3
B	Denial	5	2
C	Denial	5	4
D	Denial	5	3
E	Repurchase	5	5

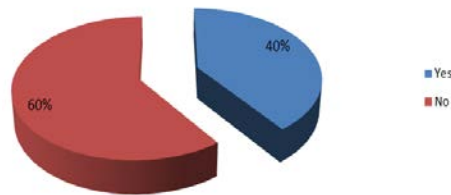
BBB AUTO LINE
HYUNDAI MOTOR
AMERICA

Hyundai Motor America (Hyundai and Genesis)

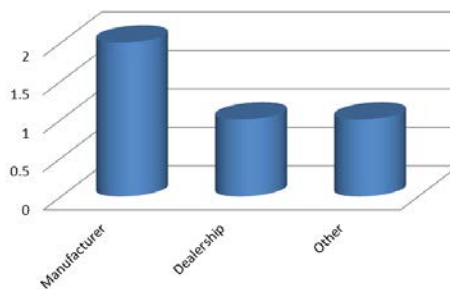
In 2016, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received 11 responses to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 19 consumers. Of these 19 consumers, four (21%) 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. A rating of 5 represents an excellent experience while a rating of 1 represents a poor experience

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

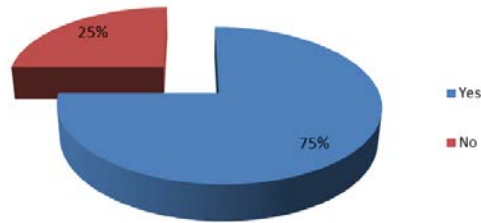
2. Before you purchased your vehicle, did you know about the California's Lemon Law?



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

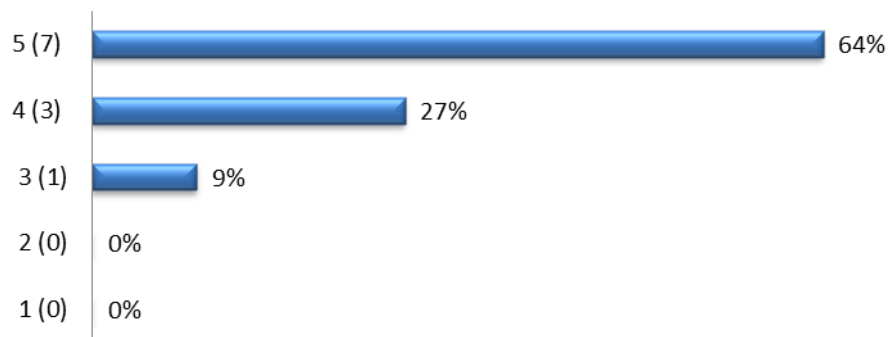


4. If you participated in a settlement or mediation process after applying for arbitration with the BBB AUTO LINE, were you informed that it was a voluntary process?



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

Pre-Decision



Post-Decision



Consumers had a substantially more favorable view (64% with a 5 rating pre versus 20% with a rating of 5 post)

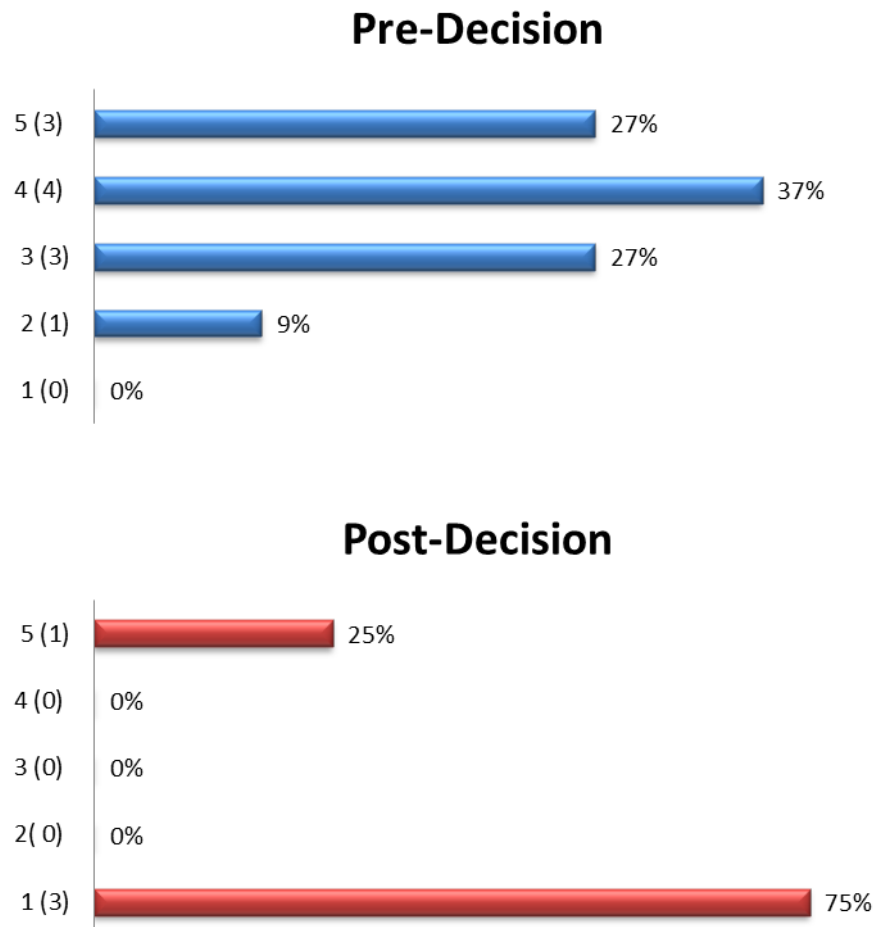
The following comment was provided on the pre-decision survey:

- Communication prior to arbitration was disorganized and incomplete.

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

- Wolves in sheep clothing.
- I believe the process is biased against consumers. I have since worked with the California Bureau of Automotive Repair. The representative defined the problem and is facilitating communication for the dealership to remove overspray from my vehicle. He was knowledgeable enough to define the problem and the remedy.
- Lack of informing me on rules, what and what not to do, kept telling me to find a lawyer but had no referral.

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



Consumers had almost an equal favorable view (27% with a 5 rating pre versus 25% with a rating of 5 post)

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

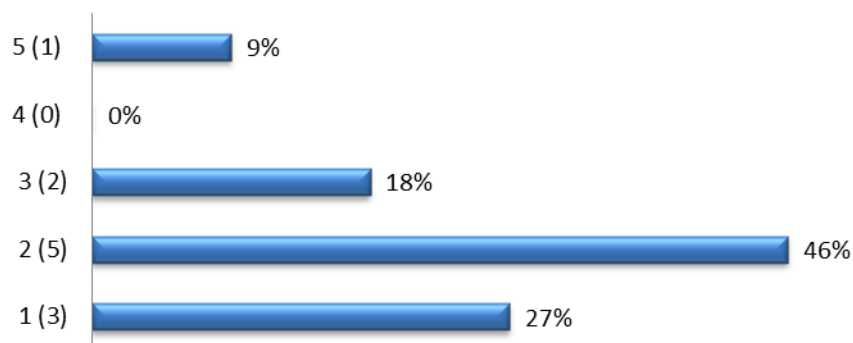
- Did not take the time to arrive at the hearing.

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

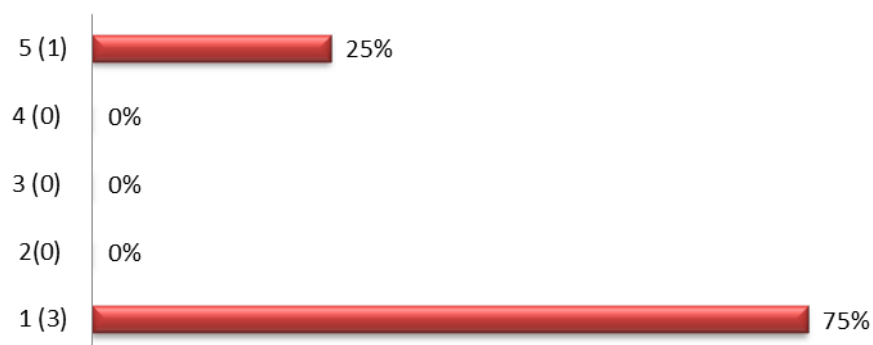
- He came in saying he knew nothing of Hyundai products yet he had plenty to say about it.
- They were lack, lack of what was going on, and I still lost because the arbitrator knew the Hyundai rep.

6B. In terms of overall satisfaction, how would you rate your experience with the Manufacturer Representative(s) from the time you filed your arbitration case?

Pre-Decision



Post-Decision



Consumers had a substantially less favorable view (46% with a 2 rating pre versus 75% with a rating of 1 post)

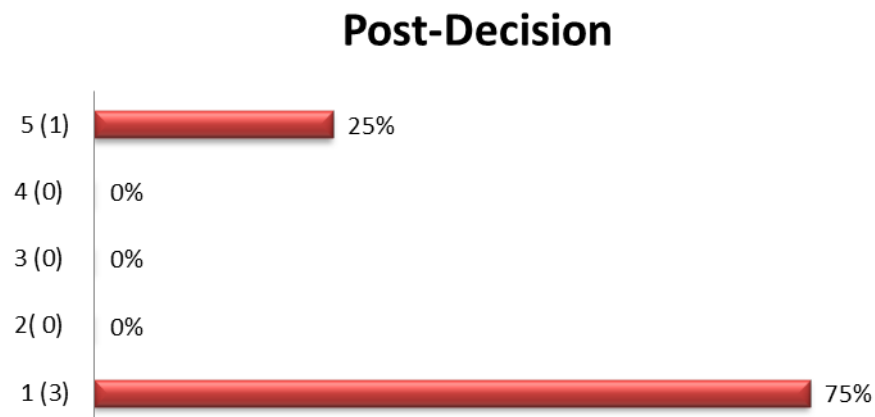
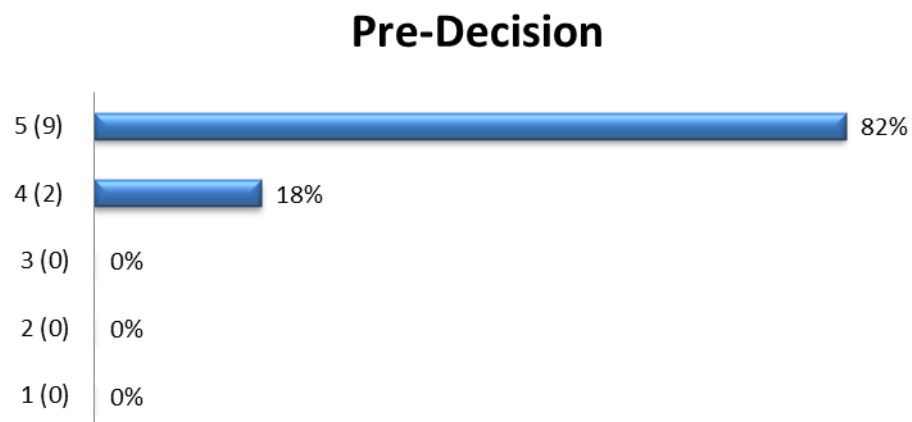
The following comments were provided in the pre-decision survey:

- Disconnect between corporate & regional (western) offices; regional was not aware of BBB complaint.
- Lack of communication. Disorganized. Rude conduct.

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

- There was no communication until arbitration from the manufacturer.

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



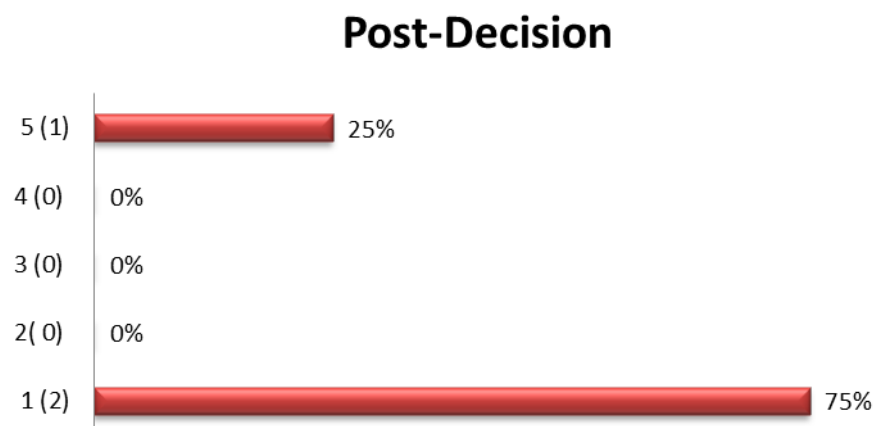
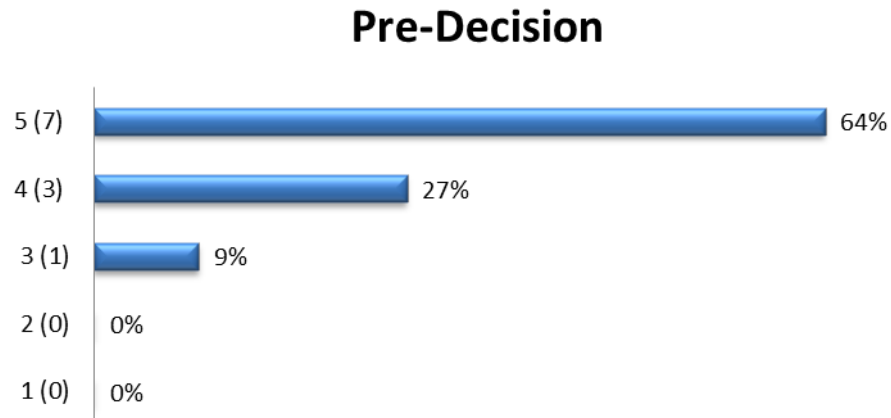
Consumers had a substantially more favorable view (82% with a 5 rating pre versus 25% with a rating of 5 post)

No comments were provided in the pre-decision survey.

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

- He was bias, and didn't care what I was going to say the demeanor he gave me, was he had his decision beforehand.
- The arbitrator believed I had sap on my vehicle.
- Lulls you into a false sense of security.

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



Consumers had a substantially more favorable view (64% with a 5 rating pre versus 25% with a rating of 5 post)

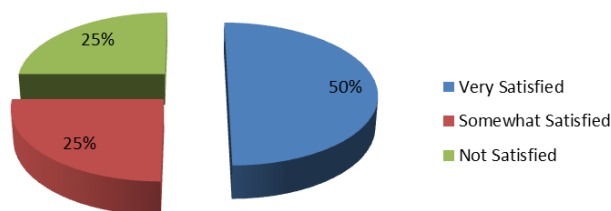
The following comments were provided in the pre-decision survey:

- Manufacturer provided no defense.
- So far- so good
- Not to the [arbitrator's] conduct. He was excellent, just the process itself

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

- I feel like I did all this work and nothing came from it, they were late on my info so it got appealed and the arbitrator made me the winner but that didn't count because it was late because of (BBB) not me.
- Arbitrator concluded yes there are indeed many things wrong with the car but we are only going to require the manufacturer to fix one of them. W.T.F. really your kidding really.

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

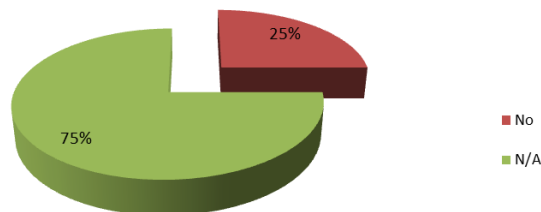


The following comment was provided on the post-decision survey:

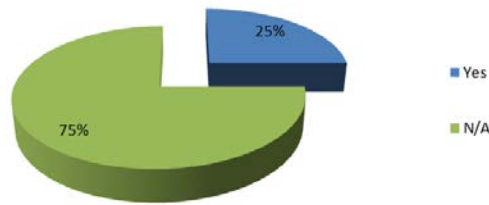
- It was far, waste of gas for a loss and I guess we tried.

10. If you received an award,

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

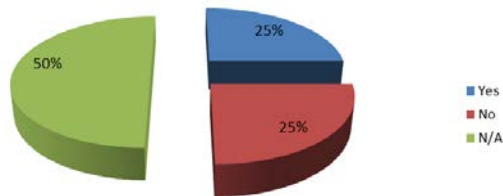


B. If the performance of the award was over 30 days, did you agree to the delay?

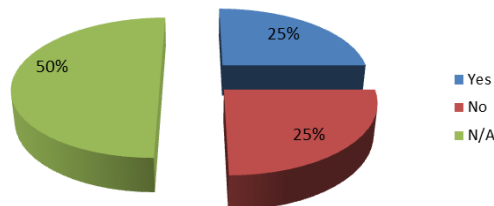


11. If your claim was denied,

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?

The following comments were provided:

- It was useless.
- I didn't know the BBB was to protect the manufacturer. I thought it was for consumers. Getting screwed by manufacturer guess I'm just another dumb a## that believes he can get a fair deal. Don't know how you can sleep at night. Should be ashamed of yourselves!
- Fine service, thank you.

Results of Consumers Completing Both Pre & Post Surveys

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

The table below indicates consumer's answers on the pre and post-decision surveys for the satisfaction with BBB AUTO LINE STAFF (Pre-decision listed first):

Consumer	Decision	Pre-Decision	Post-Decision
A	Repurchase	5	5
B	Repair	4	3
C	Denial	2	1

The table below indicates 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	Decision	Pre-Decision	Post-Decision
A	Repurchase	3	5
B	Repair	4	1
C	Denial	4	1

The table below indicates 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	Decision	Pre-Decision	Post-Decision
A	Repurchase	3	5
B	Repair	1	1
C	Denial	3	1

The table below indicates consumer's answers on the pre and post-decision surveys for the satisfaction with the Arbitrator (Pre-decision listed first):

Consumer	Decision	Pre-Decision	Post-Decision
A	Repurchase	5	5
B	Repair	5	1
C	Denial	4	1

The table below indicates consumer's answers on the pre and post-decision surveys for the satisfaction with the entire arbitration process (Pre-decision listed first):

Consumer	Decision	Pre-Decision	Post-Decision
A	Repurchase	5	5
B	Repair	4	1
C	Denial	3	1

BBB AUTO LINE

JAGUAR LAND ROVER
NORTH AMERICA, LLC

Jaguar Land Rover North America, LLC

In 2016, 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. For the post-decision survey the ACP contacted 8 consumers. One consumer responded to the 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. A rating of 5 represents an excellent experience while a rating of 1 represents a poor experience

The first question is redacted for consumer privacy.

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

The consumer responded yes.

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

The consumer learned about arbitration from their *father* and *news radio*.

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 yes.

5. In terms of overall satisfaction, how would you rate your experience with the BBB AUTO LINE staff? (1 being poor and 5 being excellent)

- Pre-decision: The consumer rated 5
- Post-decision: The consumer rated 2

The following comment was made for this question on the post-decision survey:

- BBB wanted information immediately or overnight

6. A. In terms of overall satisfaction, how would you rate your experience with the Manufacturer's Representative at the hearing? (1 being poor and 5 being excellent)

- Pre-decision: The consumer rated 5
- Post-decision: The consumer rated 2

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? (1 being poor and 5 being excellent)

- Pre-decision: The consumer rated 4
- Post-decision: The consumer rated 2

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

- The representatives were good listeners, but their response was not so good like they already had the answer before hearing me

7. In terms of overall satisfaction, how would you rate your experience with the Arbitrator? (1 being poor and 5 being excellent)

- Pre-decision: The consumer rated 5
- Post-decision: The consumer rated 2

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

- They kept to one wording in everything that was being said. What I said or my son said did not seem to mean anything

8. In terms of overall satisfaction, how would you rate your experience with the entire arbitration process? (1 being poor and 5 being excellent)

- Pre-decision: The consumer rated 5
- Post-decision: The consumer rated 2

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

- It kind of started out good but when the dealer came into it, what I or my son said had no meaning.

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

The consumer indicated *somewhat satisfied*. The consumer stated *with the price of gas it is. We had to go back and forth a few times.*

10. If you received an award,

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

Not applicable

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

Not applicable

11. If your claim was denied,

A. Did you pursue legal action?

The consumer indicated that they *did* pursue legal action.

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

The consumer indicated *yes* but stated *what good would it have done*.

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

The consumer responded *since the arbitration hearing the Jaguar stopped running in stop and go travel on the freeway and at other times the car would not start right away*.

BBB AUTO LINE

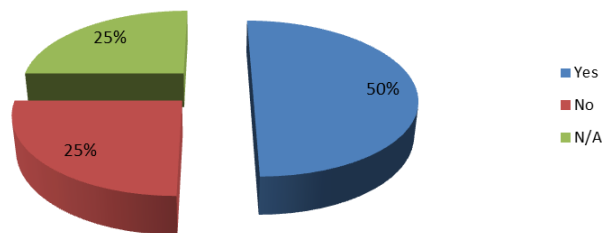
KIA MOTORS AMERICA

Kia Motors America

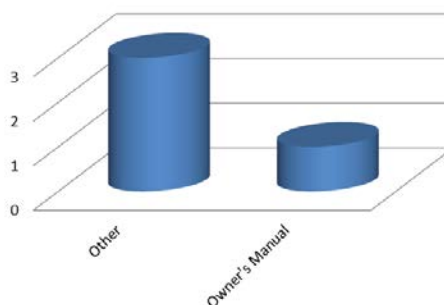
In 2016, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received four responses to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 13 consumers. Of these 13 consumers, four (31%) consumers 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. A rating of 5 represents an excellent experience while a rating of 1 represents a poor experience

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

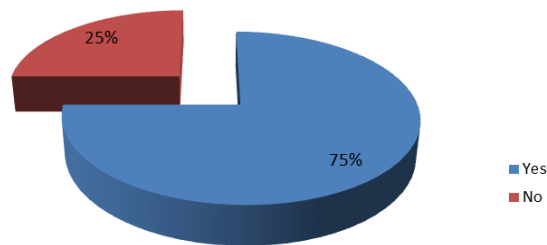
2. Before you purchased your vehicle, did you know about the California's Lemon Law?



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?

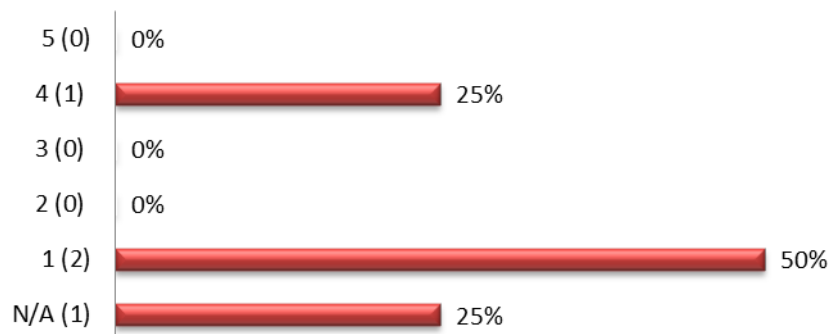


5. In terms of overall satisfaction, how would you rate your experience with the BBB AUTO LINE Staff?

Pre-Decision



Post-Decision



Consumers had a substantially more favorable view (100% with a of 5 and 4 rating pre versus 25% with a rating of 5 and 4 post)

No comments were provided on the pre-decision survey.

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

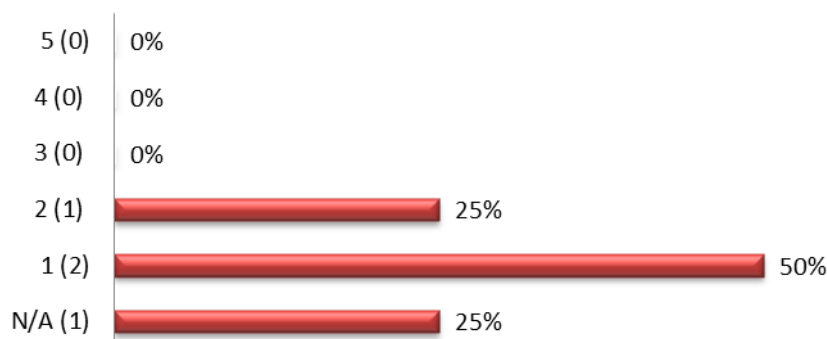
- The arbitrator refused to even look at car!
- This place didn't help us at all.
- Difficult to get in touch with but good once contact made.
- Completely untransparent. I won the arbitration but the arbitrator's decision was not clear. BBB requested I accept the decision before they could clarify it.

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

Pre-Decision



Post-Decision



Consumers had a more favorable view (50% with a 5 and 4 rating pre versus 0% with a rating of 5 and 4 post)

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

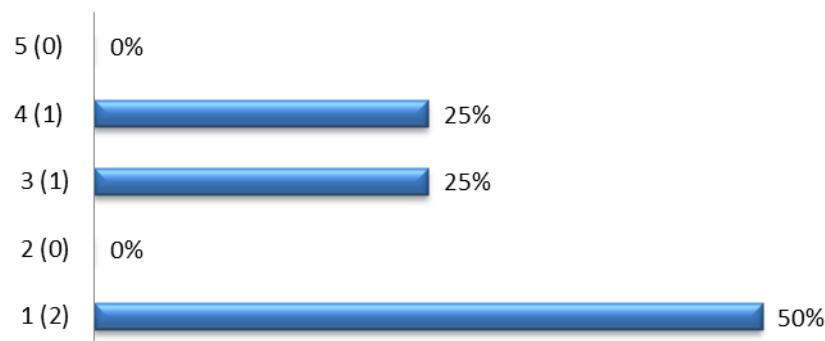
- Failure to address serious issues in hearing.

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

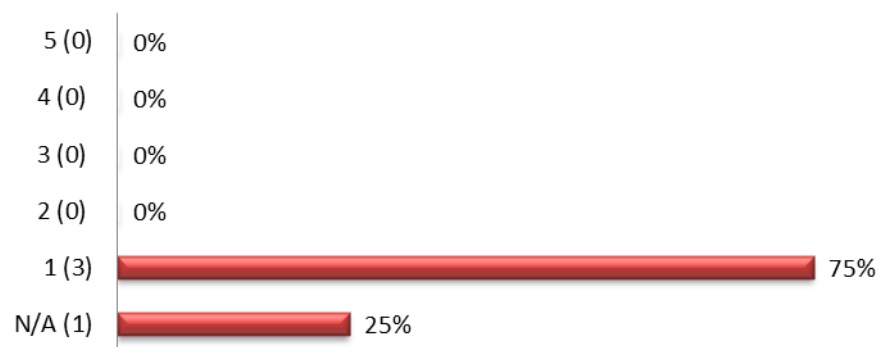
- Did not show- all on phone.
- Bad, bad, bad.
- Rep did not show up for the hearing, called in.

6B. In terms of overall satisfaction, how would you rate your experience with the Manufacturer Representative(s) from the time you filed your arbitration case?

Pre-Decision



Post-Decision



Consumers had a more favorable view (50% with a 4 and 3 rating pre versus 75% with a rating of 1 post)

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

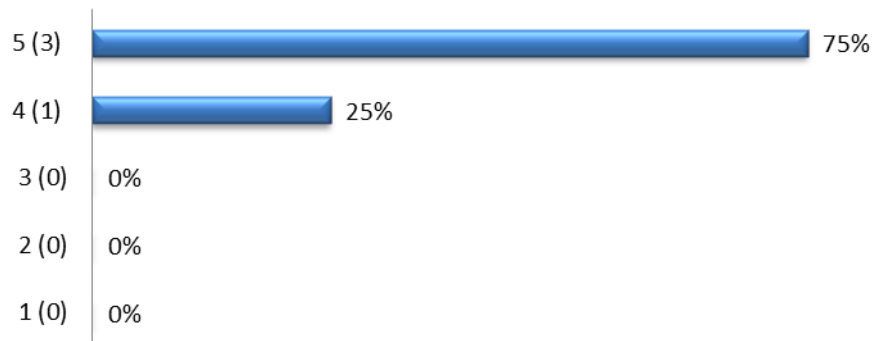
- Failure to return calls or address serious concerns over dangerous vehicles.
- They do not respond ever when I have tried to call in and explain the situation of the car

No comments were provided on the post-decision survey.

- Bad, bad, bad.
- Kia representatives were unresponsive. Accused me of lying. Also hung up on me- completely unprofessional.
- Manufacturer's rep did not respond to phone calls or emails until BBB accepted the case. Then they tried to settle by offering one, then three car payments for my trouble.

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

Pre-Decision



Post-Decision



Consumers had a substantially more favorable view (75% with a 5 rating pre versus 25% with a rating of 5 post)

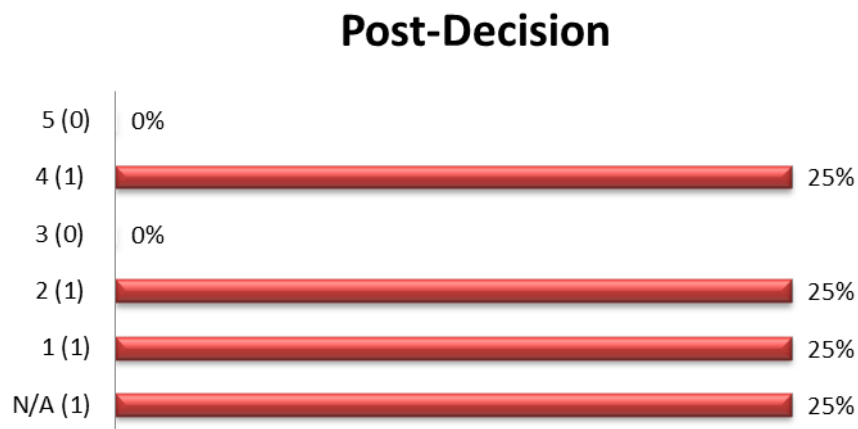
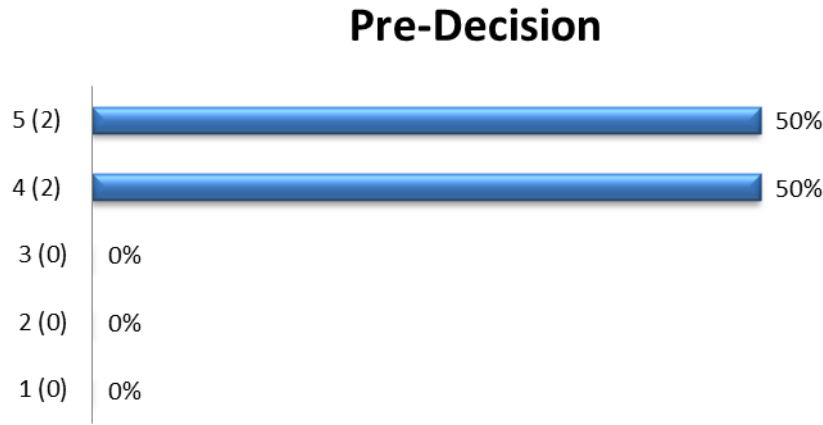
No comments were provided to the pre-decision survey.

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

- Kia never followed through.
- This person did not help us at all. Just a waste of time.
- She listened, was engaged, and made a thoughtful ruling.

- Lazy, wrinkled clothes. Decision was vague. Dismissed most of the 50 page binder I put together for him to review.

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



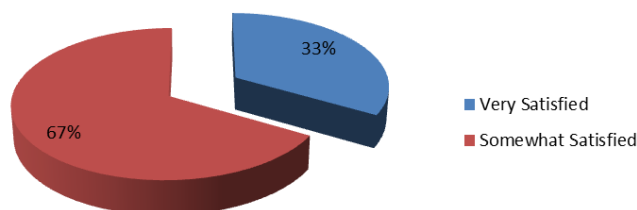
Consumers had a substantially more favorable view (100% with a 5 and 4 rating pre versus 25% with a rating of 5 and 4 post)

No comments were provided to the pre-decision survey.

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

- Nothing happened- I am driving a very dangerous car!
- Not good at all. They are for the companies not us. The company must have paid them off.
- It was one of the most stressful things I've ever dealt with. The arbitrator's decision was vague, yet according to the arbitration rules I could not contact him for clarity. BBB would not clarify either.

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

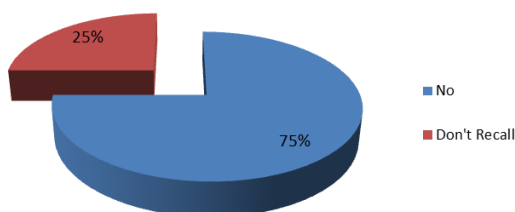


The following comment was provided to the post-decision survey:

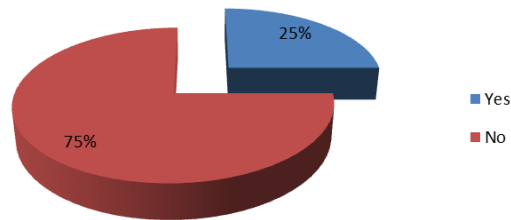
- Middle of downtown LA, parking is difficult and expensive.

10.If you received an award,

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

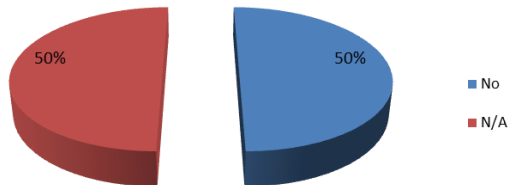


B. If the performance of the award was over 30 days, did you agree to the delay?



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?

The following comments were provided:

- At least the arbitrator could have looked at the car!
- The award was delayed but I was never told I could decline the delay, so I'm not sure that me "accepting it" means I was happy with it or understood why they were slow!

- There needs to be clear decisions. Win, lose, or other. If you win, the manufacturer must pay x, y, and z. Lose, self-explanatory. Other, car will not be repurchased but manufacturer owes x.

Results of Consumers Completing Both Pre & Post Surveys

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

The table below indicates consumer's answers on the pre and post-decision surveys for the satisfaction with BBB AUTO LINE STAFF (Pre-decision listed first):

Consumer	Decision	Pre-Decision	Post-Decision
A	Repurchase	5	4
B	Repurchase	4	1
C	Repair	4	1

The table below indicates 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	Decision	Pre-Decision	Post-Decision
A	Repurchase	5	2
B	Repurchase	1	1
C	Repair	2	1

The table below indicates 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	Decision	Pre-Decision	Post-Decision
A	Repurchase	3	1
B	Repurchase	1	1
C	Repair	1	1

The table below indicates consumer's answers on the pre and post-decision surveys for the satisfaction with the Arbitrator (Pre-decision listed first):

Consumer	Decision	Pre-Decision	Post-Decision
A	Repurchase	5	5
B	Repurchase	5	2
C	Repair	4	1

The table below indicates consumer's answers on the pre and post-decision surveys for the satisfaction with the entire arbitration process (Pre-decision listed first):

Consumer	Decision	Pre-Decision	Post-Decision
A	Repurchase	5	4
B	Repurchase	4	2
C	Repair	4	1

BBB AUTO LINE

NISSAN NORTH
AMERICA, INC.

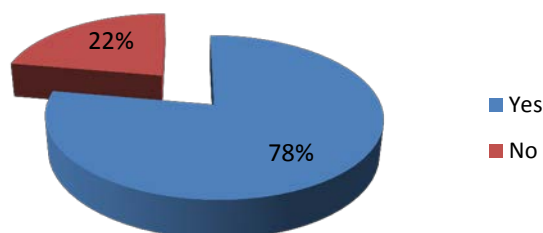
(INCLUDES INFINITI)

Nissan North America, Inc. (Nissan and Infiniti)

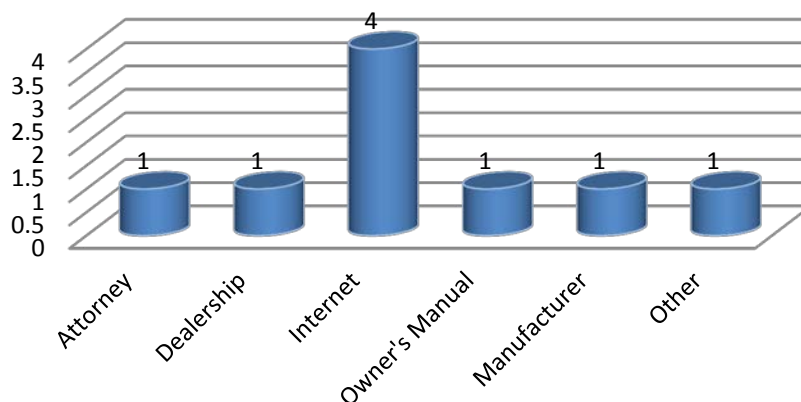
In 2016, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received 12 responses to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program staff, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 43 consumers. Of these 43 consumers, 9 (21%) 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. A rating of 5 represents an excellent experience while a rating of 1 represents a poor experience

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

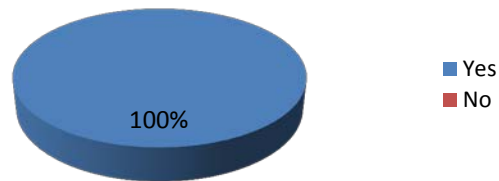
2. Before you purchased your vehicle, did you know about the California's Lemon Law?



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

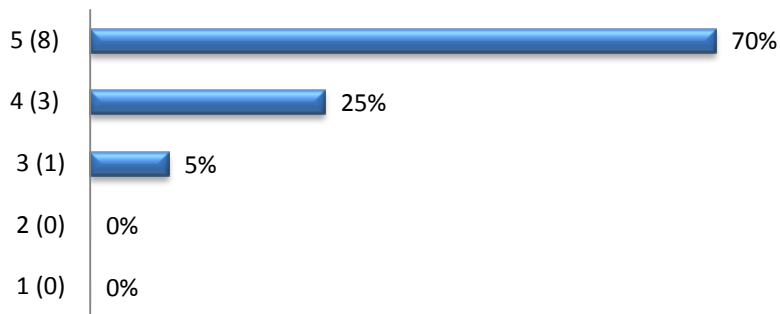


4. If you participated in a settlement or mediation process after applying for arbitration with the BBB AUTO LINE, were you informed that it was a voluntary process?

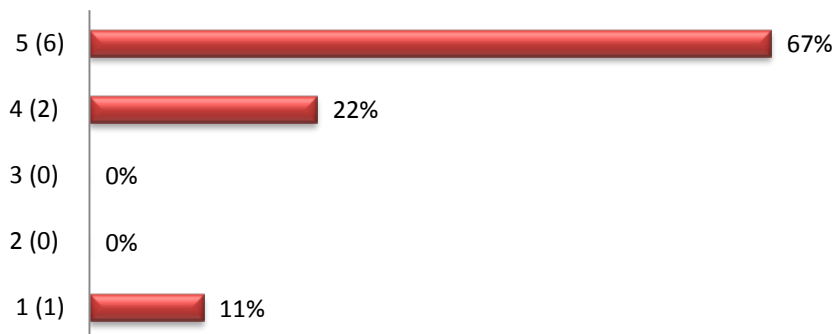


5. In terms of overall satisfaction, how would you rate your experience with the BBB AUTO LINE staff?

Pre-Decision



Post-Decision



Consumers had a slightly more favorable view of the BBB AUTO LINE staff prior to receiving their decision.

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

- Very organized
- We never thought buying a new vehicle we would have to go through this process
- They had direct contact at all times with me Maury was outstanding
- Pleased with the staff, especially with the translation assistance
- Maury (BBB) is very helpful and responsive

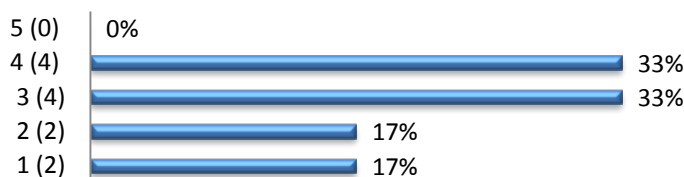
The following comments were provided on the post-decision surveys:

- Very helpful. I did have an issue with incorrect paperwork being given to arbitrator & Nissan but I had copies from them of correct paperwork so it was all okay
- Great experience, great communication
- They did what was fair
- My representative has excellent customer service and always informed me what the next step was
- The representative from the state was o.k. – I thought the Arbitrator and the Nissan representative were one sided and Bros.

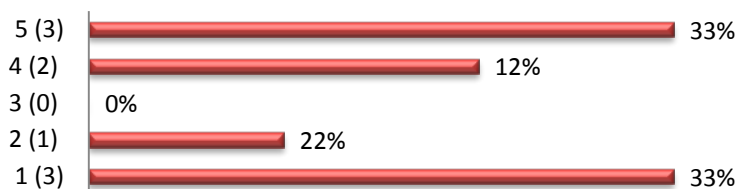
6. In terms of overall satisfaction, how would you rate your experience with:

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

Pre-Decision



Post-Decision



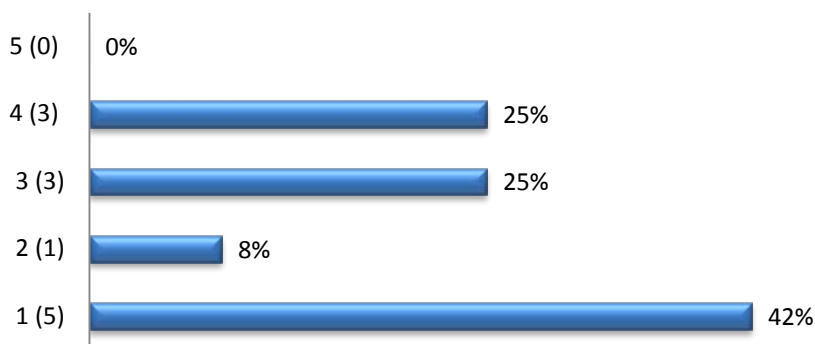
Consumers had a more favorable view of the Manufacturer's Representative after receiving their decision.

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

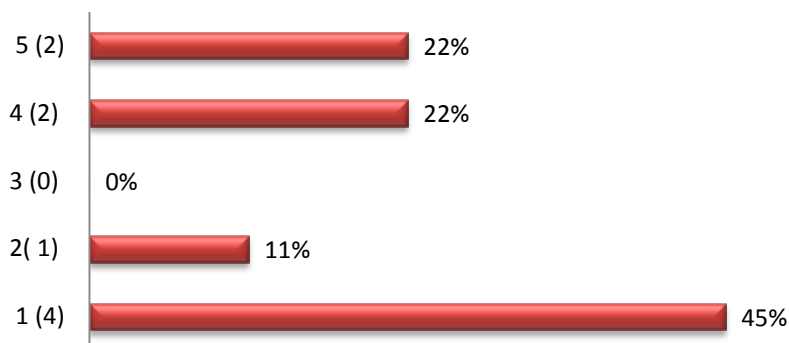
- He was very informative and knowledgeable – He stated the facts and felt that the dealer was responsible rather than manufacturer
- Tried to claim that multiple repairs were in fact the same repair
- He was not honest in the hearing. I was not going to argue I simply stayed quiet
- The representative was not helpful during the hearing or at the time of the initial vehicle inspection/repair
- Not helpful. Requested that I continue taking car to dealership

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

Pre-Decision



Post-Decision



Consumers had a more favorable view of the Manufacturer's Representative after receiving their decision.

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

- Review process was unnecessary – outcome for exchange of vehicle at the beginning would have been beneficial

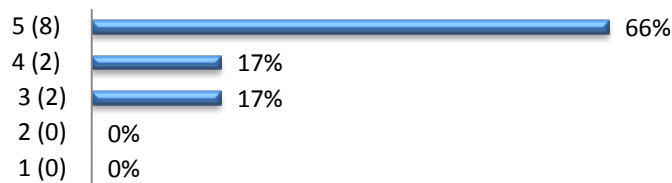
- Immediately denied my claim without trying to resolve the issue
- Corporate called me once to simply say we are not at this time replacing your vehicle even though the criteria was met under state of CA Lemon Law
- The representative was not very helpful in getting vehicle problems resolved and did not provide right information
- Didn't understand my car concerns
- Gave me the run around

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

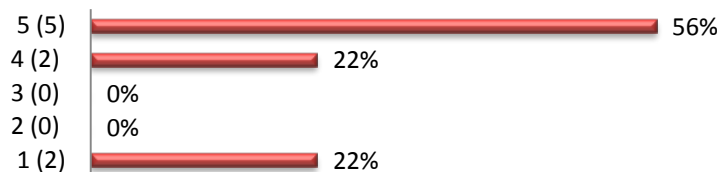
- They were both non-communicative jerks
- I don't understand the question 6 but the manufacturer only repaired my vehicle for not having problems and not because he had too
- Felt we were treated with no respect and unfair, it was not our fault we purchased a new vehicle and the dealer service department broke it

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

Pre-Decision



Post-Decision



Consumers had a more favorable view of the Arbitrator prior to receiving their decision.

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

- Very clear and to the point
- Not knowing how the system worked we assume all went well
- He was awesome, he was very approachable and was open to see all evidence and video

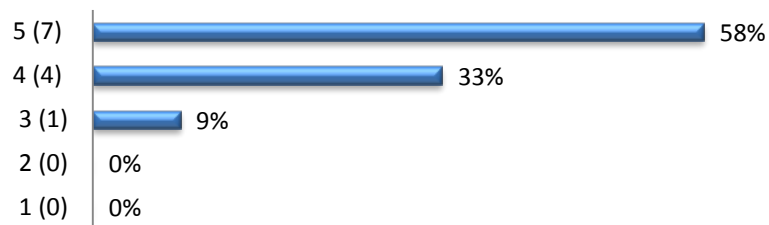
- Felt he was neutral
- Fair. However during the test drive, the arbitrator didn't drive the car as commented in efforts to duplicate problem

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

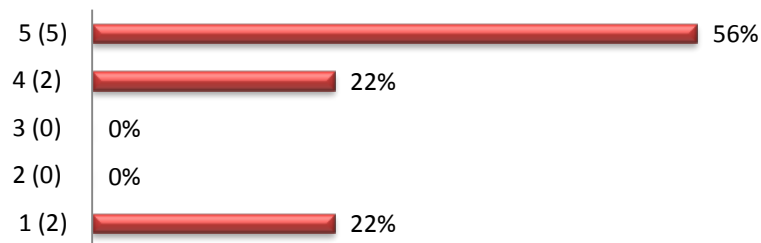
- The problem was that my brakes were noisy from almost day one of purchase and they missed the entire point by saying it's my responsibility (Not if they were bad brakes from day one)
- Very through and fair
- It seems arbitrator has a lot of experience and it is based on what is fair and not by preferences
- Bias - unfair

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

Pre-Decision



Post-Decision



Consumers had a slightly more favorable view of the entire arbitration process prior to receiving their decision.

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

- First time experiencing this process, thank you for our time
- On the side of the law stating the Lemon Law criteria is there I don't think someone should still be driving an unsafe vehicle/otherwise the CA side was very good to me the dealership representative was on the other hand very

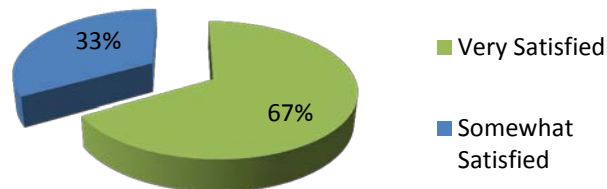
uncomfortable and had much better words to give than me but Nissan has lost me and every consumer I know.

- BBB staff was very helpful
- Process time frame of process went according to expectations

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

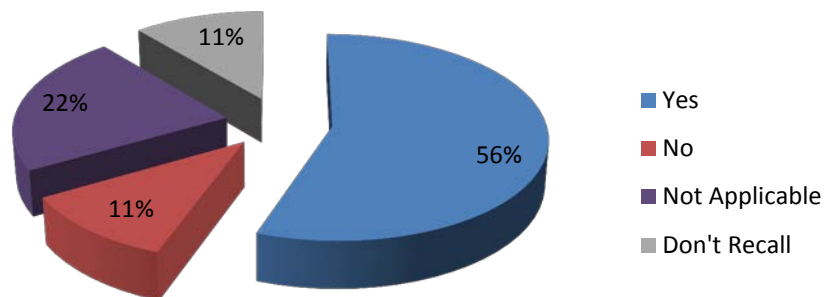
- Inevitably time consuming but well-worth the effort to rid us of an extremely dangerous vehicle
- We were the loser's here
- The arbitrator asked for the necessary for the process. The history of the problem and the decision was fair

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

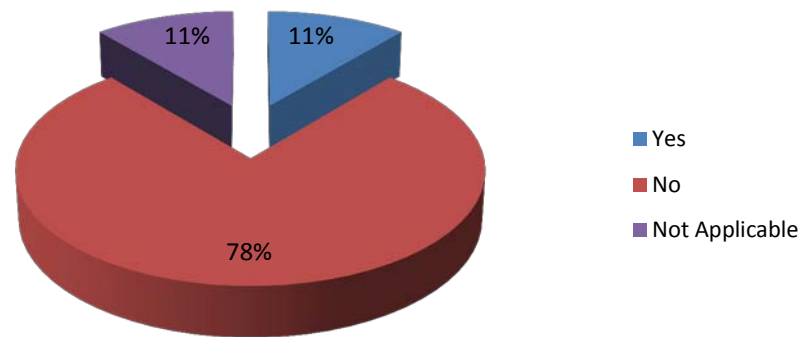


10. If you received an award,

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

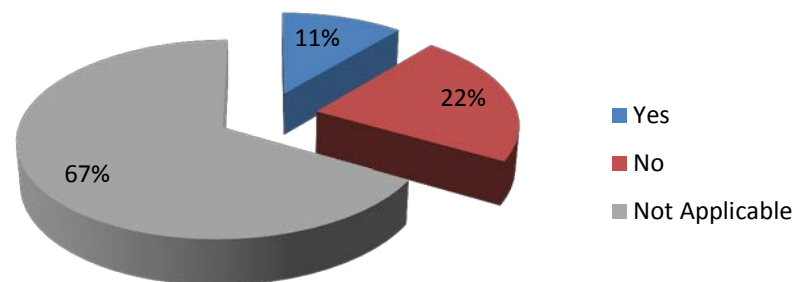


B. If the performance of the award was over 30 days, did you agree to the delay?

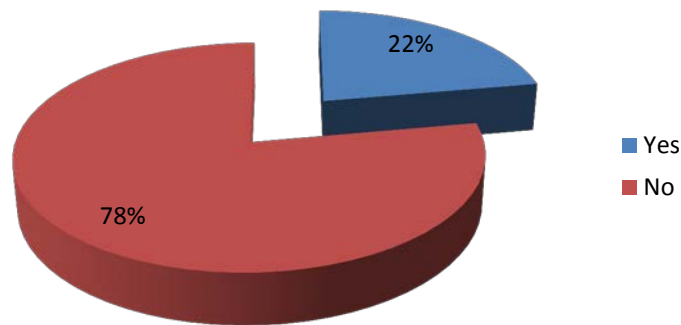


11. If your claim was denied,

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.

- Think twice before buying a new vehicle from this dealer
- Require mandatory communication standards between manufacturer and customer. They basically fell off the face of the earth and I had to initiate all follow up contact. Was like pulling teeth.
- Everyone at BBB was awesome and guided me throughout the whole process. Excellent customer service.

Results of Consumers Completing Both Pre & Post Surveys

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

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Repair	5	5
B	Denial	5	1
C	Repair	4	4
D	Repair	5	5

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Repair	4	4
B	Denial	4	2
C	Repair	4	1
D	Repair	4	1

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Repair	4	4
B	Denial	4	2
C	Repair	1	1
D	Repair	3	1

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Repair	5	5
B	Denial	5	2
C	Repair	4	4
D	Repair	5	2

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Repair	5	5
B	Denial	5	1
C	Repair	4	4
D	Repair	5	1

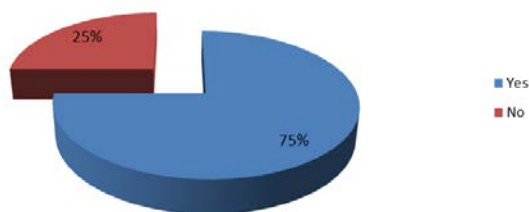
BBB AUTO LINE
VOLKSWAGEN OF
AMERICA, INC.
(INCLUDES AUDI)

Volkswagen of America, Inc. (Volkswagen and Audi)

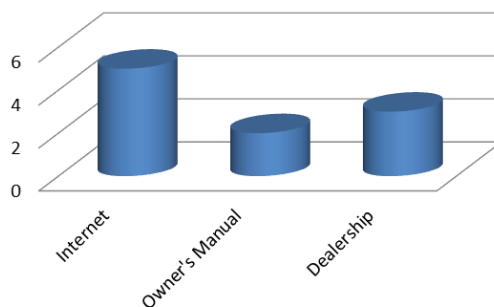
In 2016, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received 13 responses to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program staff, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 31 consumers. Of these 31 consumers, four (13%) 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. A rating of 5 represents an excellent experience while a rating of 1 represents a poor experience

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

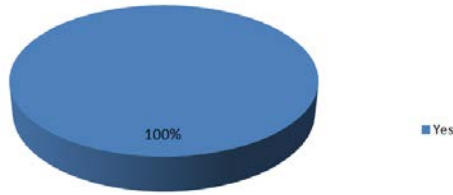
2. Before you purchased your vehicle, did you know about the California's Lemon Law?



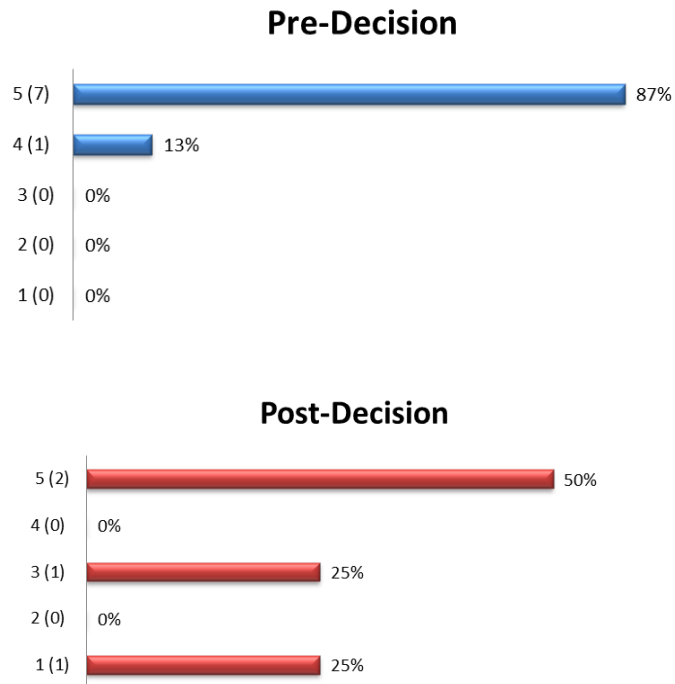
3. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



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 (87% with a 5 rating pre versus 50% with a rating of 5 post)

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

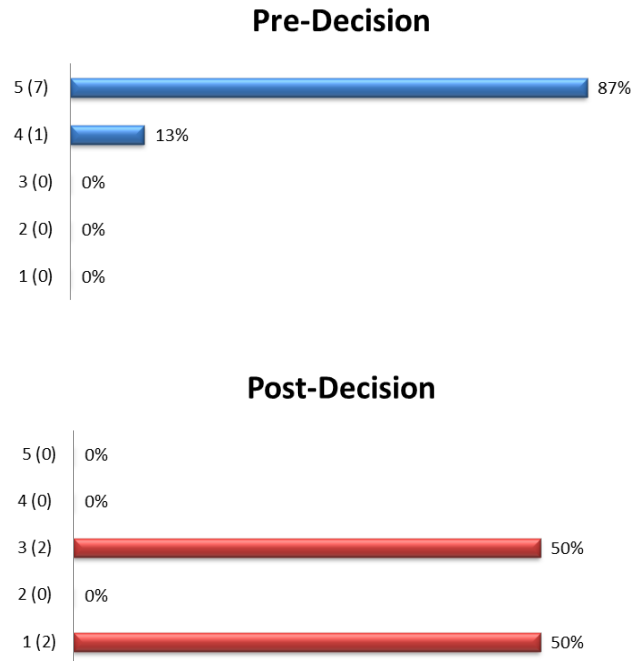
- My first and hopefully last visit to BBB Auto, very good experience, impartial and fair.
- Case manager never returned my calls or emails, did not inform me that I could follow my case online.

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?



Consumers had a substantially more favorable view (87% with a 5 rating pre versus 50% with a rating of 1 post)

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

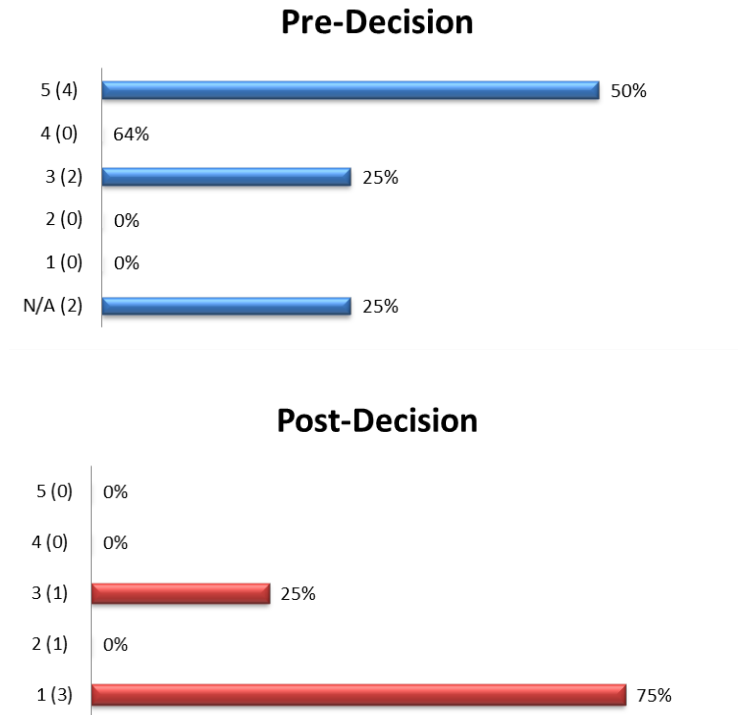
- The rep did not accept this car as a lemon, examples he gave for possible problem not helpful.
- Did not seem concern about the individual consumer but still polite.

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?



Consumers had a substantially more favorable view (50% with a 5 rating pre versus 75% with a rating of 1 post)

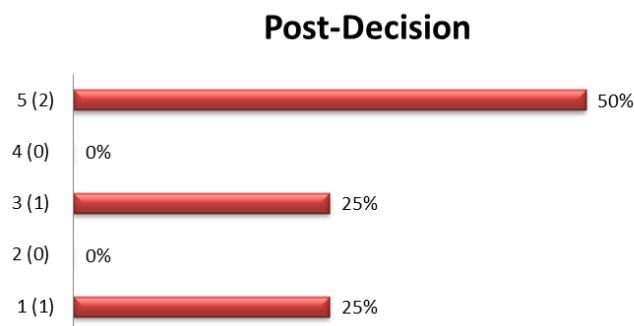
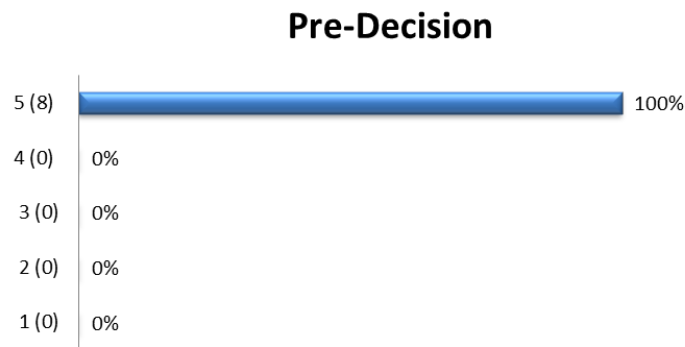
The following comment was provided on the pre-decision survey:

- 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?



Consumers had a substantially more favorable view (100% with a 5 rating pre versus 50% with a rating of 5 post)

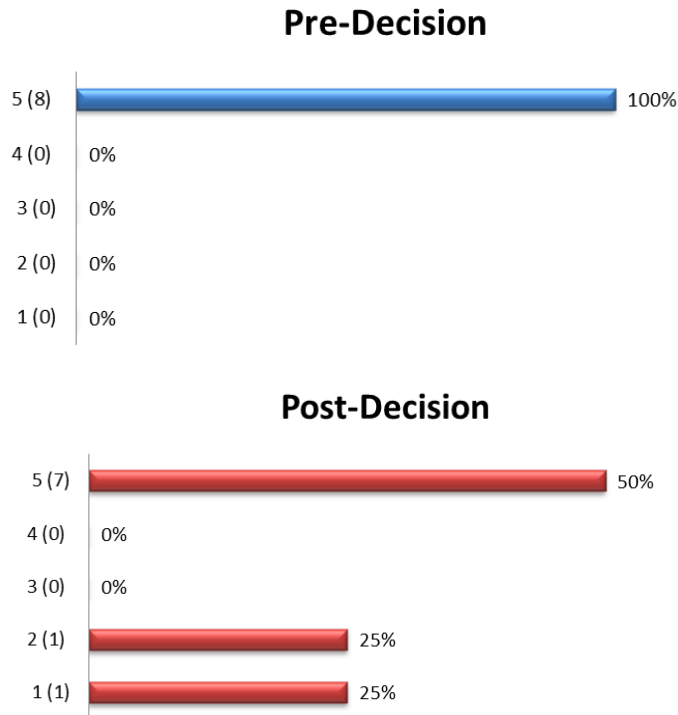
The following comments were provided on the pre-decision survey:

- 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 had a substantially more favorable view (100% with a 5 rating pre versus 50% with a rating of 5 post)

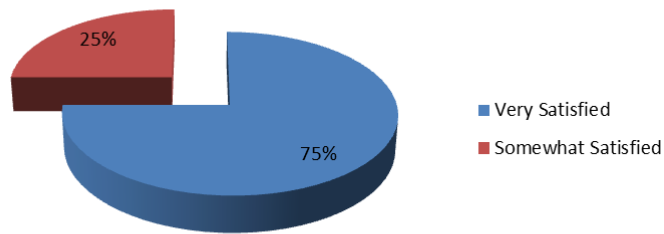
The following comments were provided on the pre-decision survey:

- 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?

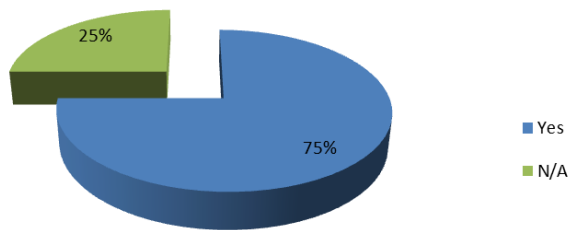


In the post-decision survey, consumer made the following comment:

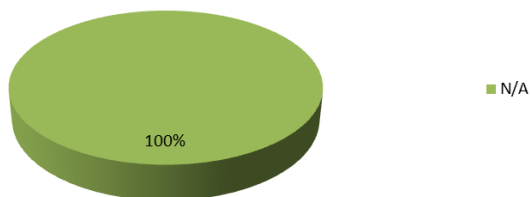
- I asked if I could reschedule and was told no.
- This does not really apply as the arbitration hearing was conducted by telephone. The arbitrator was in California, we were in Texas and the manufacturer rep was in Michigan

10. If you received an award,

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

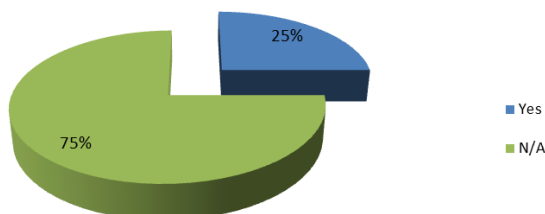


B. If the performance of the award was over 30 days, did you agree to the delay?

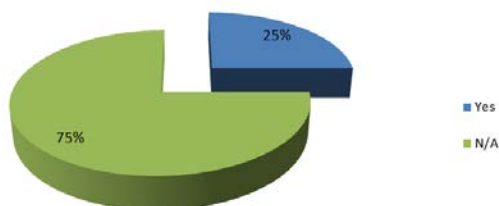


11. If your claim was denied,

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

Two consumers completed both the pre and post-decision surveys. Both consumers received an award.

The table below indicates consumer's answers on the pre and post-decision surveys for the satisfaction with BBB AUTO LINE STAFF (Pre-decision listed first):

Consumer	Decision	Pre-Decision	Post-Decision
A	Replacement/Repurchase	5	5
B	Repair	4	1

The table below indicates 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	Decision	Pre-Decision	Post-Decision
A	Replacement/Repurchase	5	3
B	Repair	5	1

The table below indicates 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	Decision	Pre-Decision	Post-Decision
A	Replacement/Repurchase	3	1
B	Repair	3	1

The table below indicates consumer's answers on the pre and post-decision surveys for the satisfaction with the Arbitrator (Pre-decision listed first):

Consumer	Decision	Pre-Decision	Post-Decision
A	Replacement/Repurchase	5	5
B	Repair	5	3

The table below indicates consumer's answers on the pre and post-decision surveys for the satisfaction with the entire arbitration process (Pre-decision listed first):

Consumer	Decision	Pre-Decision	Post-Decision
A	Replacement/Repurchase	5	5
B	Repair	5	1

**California Dispute Settlement Program
(CDSP)**

TOYOTA MOTOR SALES
USA, INC.

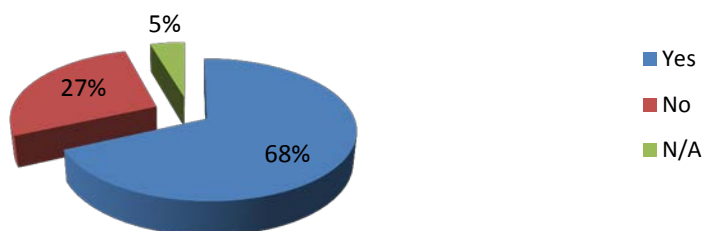
(INCLUDES SCION)

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

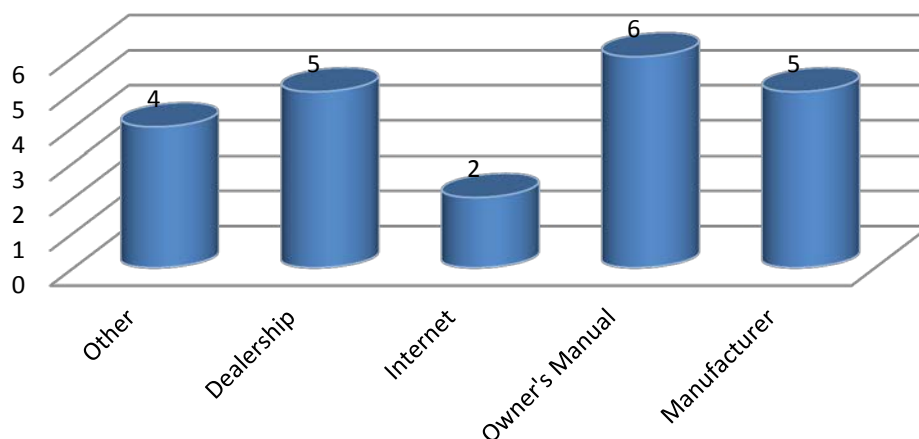
In 2016, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received 19 responses to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 77 consumers. Of these 77 consumers, 22 (28%) 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. A rating of 5 represents an excellent experience while a rating of 1 represents a poor experience.

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

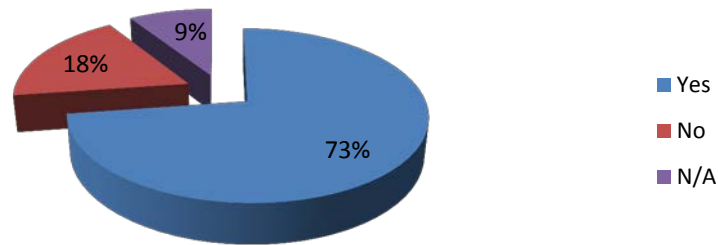
2. Before you purchased your vehicle, did you know about the California's Lemon Law?



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

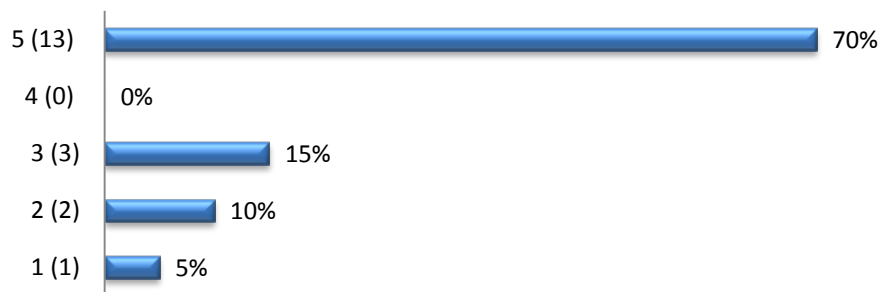


4. If you participated in a settlement or mediation process after applying for arbitration with the CDSP, were you informed that it was a voluntary process?

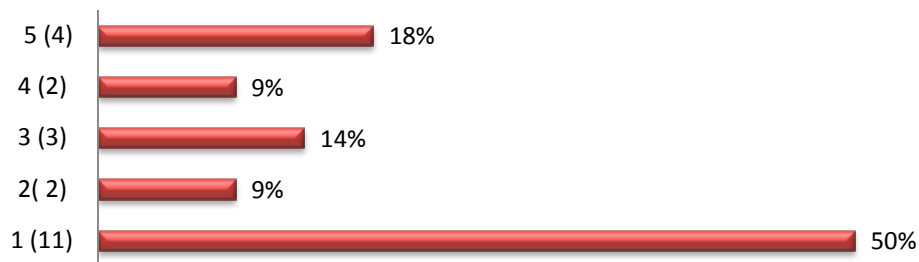


5. In terms of overall satisfaction, how would you rate your experience with the CDSP staff?

Pre-Decision



Post-Decision



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

- They were very responsive and professional
- Staff consistently contacted me. There was no log in her responses
- They are very hard to reach but they manage everything on time
- They followed through consistently
- Kept me up to date with emails and sent info via mail as well.

- Very persistent and thorough
- Staff did an awesome job keeping track of everything
- Very friendly and professional
- Information was sent on time; outstanding
- There was no contact except by mail with case administrator. The staff was extremely difficult to get a hold of
- It was frustrating that the CDSP staff never answer their phones

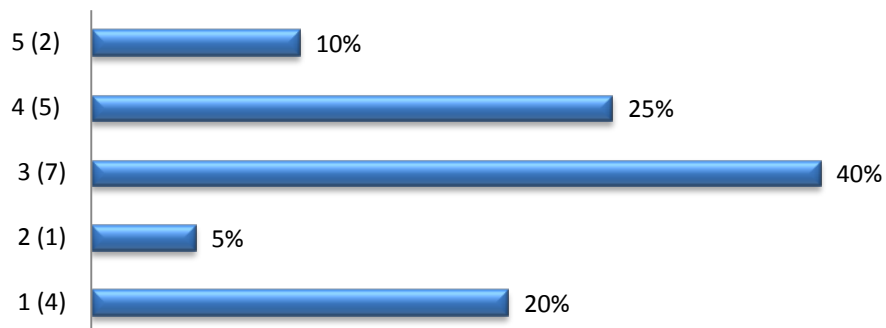
The following comments were provided on the post-decision survey regarding the CDSP staff:

- They were very bad, they gave preference to Toyota and my car has many bad things
- They offer little help to customer
- A very bias system. The manufacturer's subsidies are blatantly skewed
- Case manager never returned any of my phone calls
- Case manager was great to work with. She was very quick to respond to my emails and was on top of everything. I was pleased with her but not with the outcome
- Their staff never contacted me. I had no hearing, no discussion, just a decision made by arbitrator out of state
- Their entire staff is bias including the arbitrator. Panel knew nothing about vehicle and did not review the documents I submitted. Sham experience
- She was business like and thoroughly informative but now I realize it was a set-up
- Very professional
- It is obvious the interests being served are for the dealerships and Toyota. Very little concern for the consumer

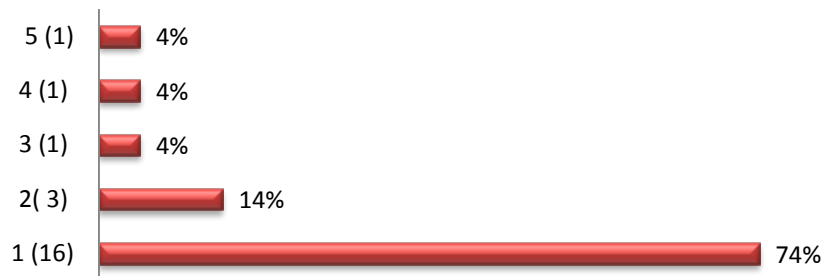
6. In terms of overall satisfaction, how would you rate your experience:

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

Pre-Decision



Post-Decision



Both pre and post decision, consumers overall did not have a favorable view of the Manufacturer's Representative at the hearing.

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

- I don't get why Toyota's representative don't have a clue about vehicle.
- Manufacturer's rep was not prepared and not helpful
- He only had knowledge of what was written on paper
- She was doing her job in protecting her interest
- She was professional I just didn't like her position
- It saddened me that she did not seem to care at all about me as a customer. It hurt when she tried to make me feel like I did something wrong when it is the vehicle
- She could not provide a response to any of my questions

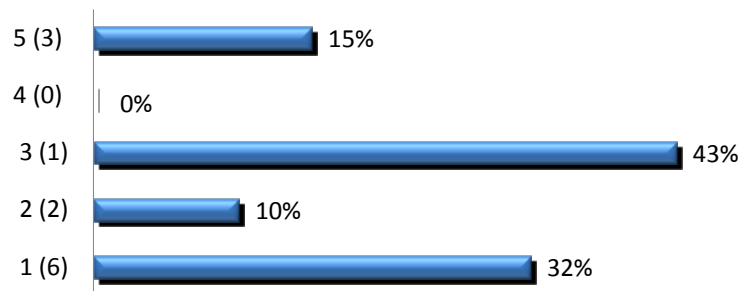
- Representative was doing her job, she was very polite
- Although we were on opposite sides I respect his professionalism. He was very pleasant
- Representative made up excuses but was very respectful
- Representative was disrespectful and had a terrible attitude
- Representative was uninformed

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

- Representative was very bad. They gave preference to Toyota
- Representative would not even try to have a conversation with me
- Found Toyota's representative to be rude, absent minded and poor communication skills. Gets her feeling hurt easily
- Very careless and arrogant; they don't listen to customer complaints
- Representative was impolite and very rude
- Why didn't the manufacturer prove to me that the noise is normal? Where were the facts? It's easy to say something is normal, but what do you have to support that? I'm very unsatisfied with the manufacturer response to my case.
- Representative sent response the last day documents were due so I could not provide a rebuttal. Very unfair process
- Manufacturer representative defended the dealer and the company and had little to no concern for me as consumer or what I experienced
- Representative had no knowledge about the vehicle
- They are not honest, provided false and misleading statements to the arbitrator
- Representative answered my questions with sarcasm
- Toyota representative does not care about customers will never buy another Toyota vehicle
- Manufacturer representative was friendly and sympathetic but not helpful

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

Pre-Decision



Post-Decision



Consumers had a substantially unfavorable view of the Manufacturer's Representative in both pre and post decision (15% assessed a four (4) or five (5) ratings in the pre decision versus 4% post decision).

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

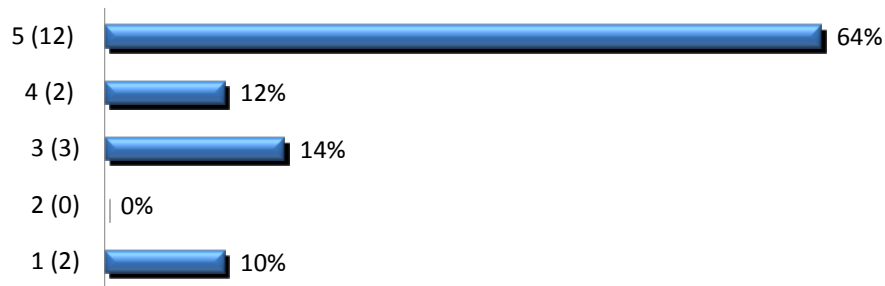
- The customer service experience was horrible
- Manufacturer representative was hard to reach and not helpful
- They were helpful at first but I terrible in the end
- Horrible experience they never follow up
- Representative was very patient and sincere
- They were clueless, very uninformed and unhelpful

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

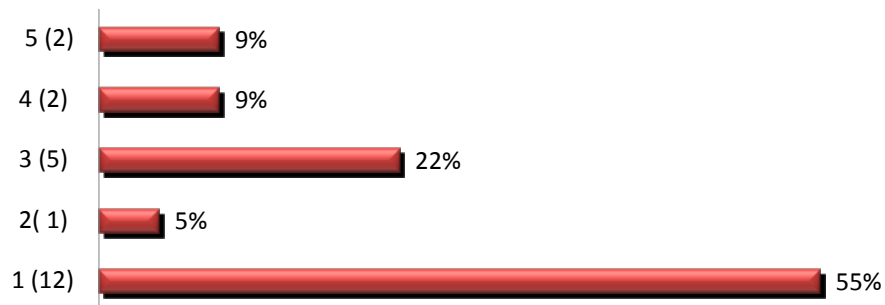
- Worst customer service I've experience
- Failed to show objectivity
- I felt so lost and left out. Very unfriendly
- Absolutely no concern or sympathy for the customer
- Very misleading, she didn't have a clue
- They were friendly throughout the process but not very helpful
- Manufacturer rep admit to having the same concern with his vehicle and told me it was a problem nationwide

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

Pre-Decision



Post-Decision



Consumers had a substantially more favorable view of the arbitrator prior to receiving their decision (73% assessed a four (4) or five (5) ratings pre versus 18% post).

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

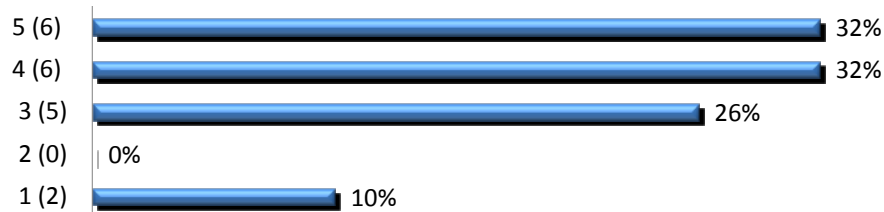
- Arbitrator would not allow appointment for hearing at a time or location I could attend
- He knows his job well I just wish he didn't know the manufacturer representative
- He was very professional
- He was fair. He pushed me to present all evidence
- Very engaged and attentive
- She was very good and also thorough in informing me of the procedures. Extremely helpful
- Professional. I really felt she was fair
- He was very clear and sincere
- Arbitrator was fine but I'm disappointment she didn't do the test drive
- Very disappointed. He made judgment based on transmission not surging even though it was on my claim form

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

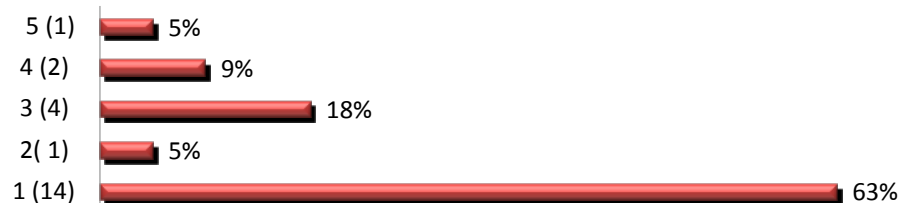
- Arbitrator was rude and absent minded
- I personally felt the arbitrator decision was not reasonable as I had many supporting facts and evidence to support my case. The arbitrator was very one sided and was obviously in favor of the manufacturer.
- Arbitrator was extremely bias
- Professional, she was willing to drive the car to experience what happened
- I will never participate in arbitration again. It is stacked against the customer. Very bias process
- The arbitrator failed to summarize what transpired during arbitration in his summary and decision. It was as if it was a form letter provided by someone who wasn't present during arbitration
- He was polite but obviously knew the manufacturer rep pretty well

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

Pre-Decision



Post-Decision



Consumers had a substantially more favorable view of the entire arbitration process prior to receiving their decision (63% assessed a four (4) or five (5) ratings in the pre decision versus 13% post decision)

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

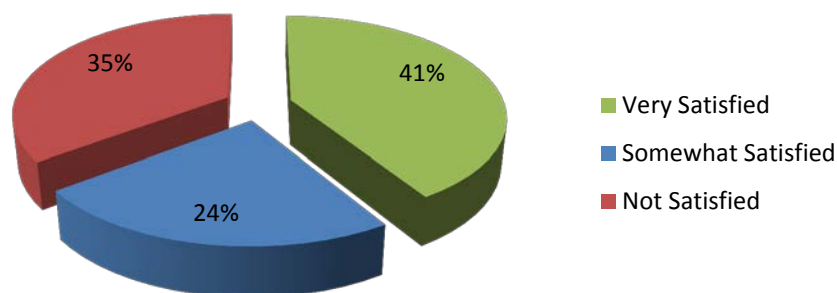
- Professional and efficient
- The arbitration process is practically useless. It should be scrapped. The entire process is awful for consumers
- Process was horrible no one cares
- Process was very fast and fair
- It was my first experience and it opened my eyes to a lot of information. I felt my position was heard
- The Arbitration process was very frightening
- Shell shocked and overwhelmed
- Very pleased with the process. My first time in arbitration but it was very productive

- We came in very nervous not knowing what to expect but it was a pleasant and easy process
- It was very good. Better than expected
- The process is intimidating and bias to a large extent. It was rigged to support the manufacturer
- It was ok just does not provide a platform to better understand the process
- We were fooled into what we thought was going to be a fair process. Instead we were clobbered by a lawyer

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

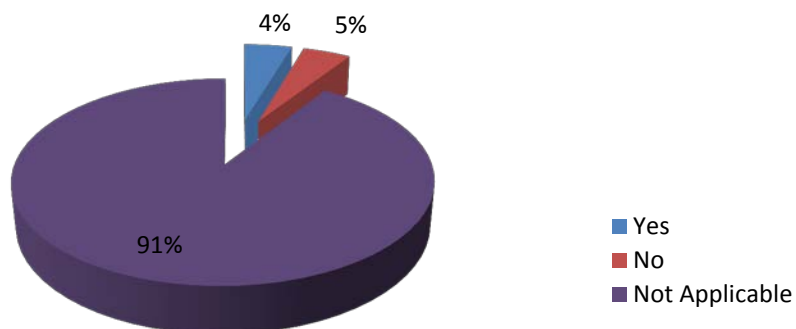
- The entire arbitration process was a waste of time
- I felt as if I gave facts, expressed my experience and it seemed that it was a waste of time since I had the feeling of a no win situation
- Never again, very unfair
- This was a joke. No resolution reached and they failed to address the issues at hand
- Ridiculous. Incompetent and complete fraud. Arbitrator rendered a ridiculous judgment

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

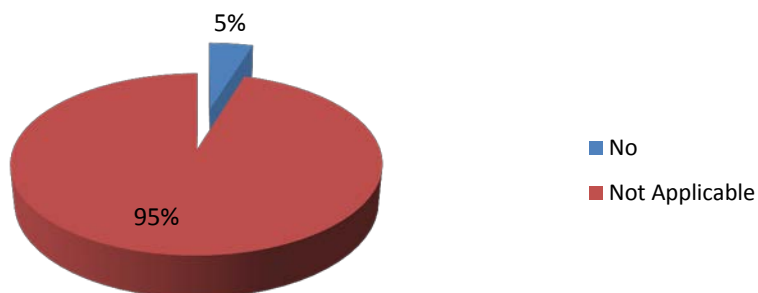


10.If you received an award,

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

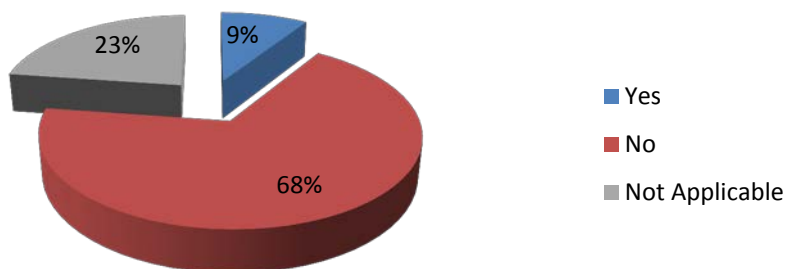


B. If the performance of the award was over 30 days, did you agree to the delay?

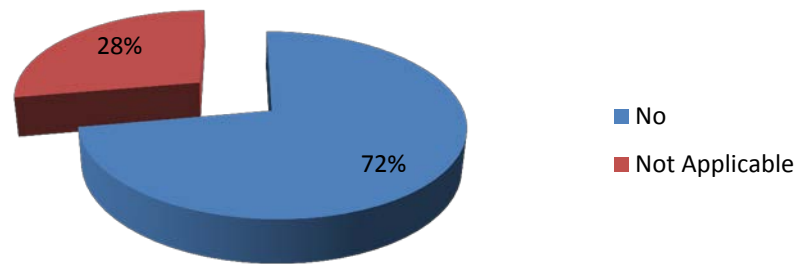


11.If your claim was denied,

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.

- The customer's interests needs to be protected, the other side knows the process and customers are at a disadvantage
- The process is not helpful customers are at a loss
- The arbitrators need to work for both parties not just the manufacturer
- Decision was already decided before I went through arbitration. The process was a total waste of time
- Process is very bias and useless. Complete waste of time due to the conflicts of interest throughout the entire process
- If the State of California don't hold Toyota accountable our lives will be in danger
- It was apparent the manufacturer representative had prior relationship with the arbitrator. They were on a first name basis. This was complete bogus and totally defeats the purpose of a fair arbitration process.
- Seemed as if decision was made prior to the meeting. Very disappointing process
- After receiving an award I was pleased with the process
- Neutral arbitrators should not be hired by the manufacturer's third party company
- The State should scrap the entire system and replace it with a state run system that is fair and consumer focused

Analysis of Respondents Completing Both Pre & Post Surveys

Eight respondents completed both the pre and post-decision surveys. Consumers A, B, C, D, E, F, G and H received denials.

The Table below indicates consumers' answers on the pre and post-decision surveys for the satisfaction with the CDSP Staff:

A rating of 5 represents an excellent experience while a rating of 1 represents a poor experience.

Consumer	Decision	Pre-Decision	Post-Decision
A	Denial	5	5
B	Denial	5	1
C	Denial	5	2
D	Denial	5	1
E	Denial	5	4
F	Denial	3	1
G	Denial	3	3
H	Denial	5	1

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Denial	3	1
B	Denial	2	1
C	Denial	3	2
D	Denial	5	1
E	Denial	3	1
F	Denial	4	1
G	Denial	1	1
H	Denial	1	1

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Denial	5	3
B	Denial	5	1
C	Denial	5	1
D	Denial	5	1
E	Denial	5	4
F	Denial	4	1
G	Denial	3	3
H	Denial	2	2

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Denial	5	4
B	Denial	5	1
C	Denial	4	1
D	Denial	5	1
E	Denial	4	3
F	Denial	3	1
G	Denial	3	1
H	Denial	2	2

FCA US, LLC

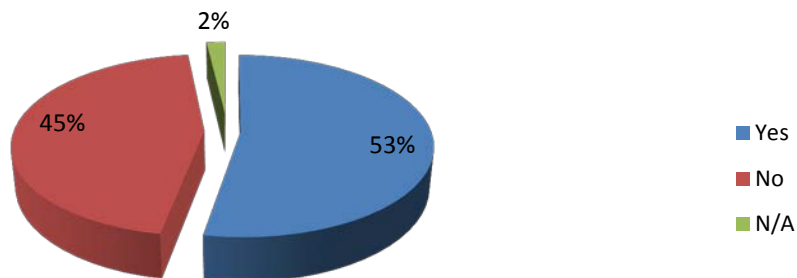
**(INCLUDES Chrysler, Dodge and
Fiat)**

FCA US LLC, (Fiat Chrysler Automobiles)

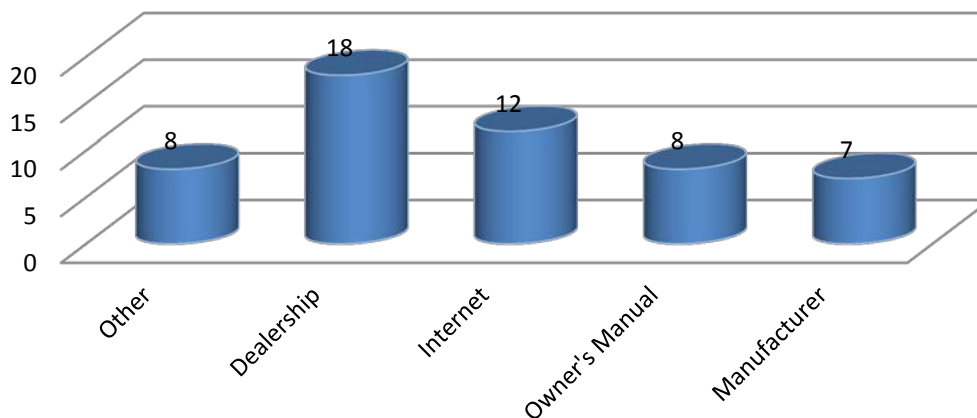
In 2016, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received 55 responses to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 263 consumers. Of these 263 consumers, 53 (20%) 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. A rating of 5 represents an excellent experience while a rating of 1 represents a poor experience.

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

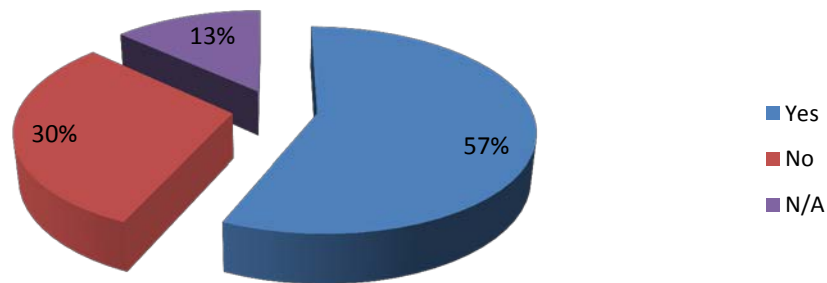
2. Before you purchased your vehicle, did you know about the California's Lemon Law?



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

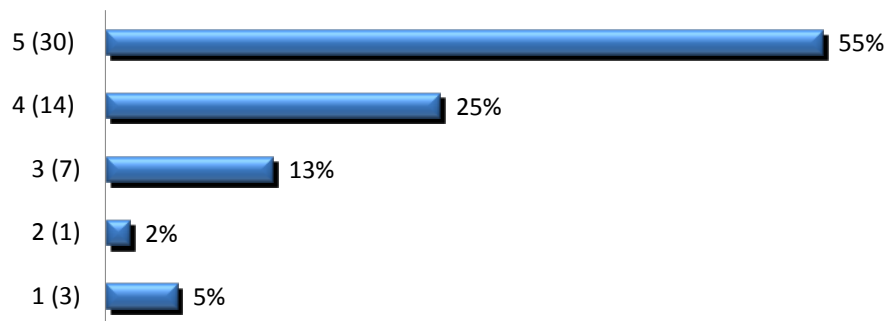


4. If you participated in a settlement or mediation process after applying for arbitration with the CDSP, were you informed that it was a voluntary process?

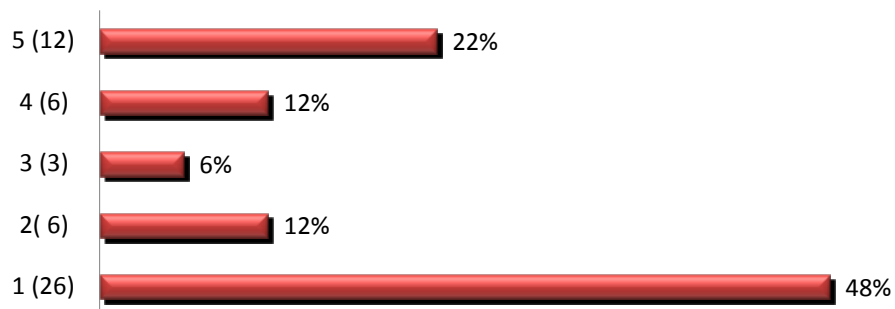


5. In terms of overall satisfaction, how would you rate your experience with the CDSP staff?

Pre-Decision



Post-Decision



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

- They did not send any confirmation or reminder but was prompt in email responses
- Staff was organized, detail oriented and responsive
- They were terrible. Never answer phone calls and answer questions with questions. It was impossible to reach them

- They were kind. Provided plenty of advance notices and all documents were received on time
- Very prompt and worry free process from submission of claim to the hearing
- Horrible. Keep confusing me with a different customer with the same last name
- They were very responsive
- I got so frustrated trying to reach someone on the phone. Even after leaving voice messages no one had the courtesy to call back
- Very detail oriented and polite
- Fast responses. They need to be more organized though because they made serious errors sending me the wrong information with incorrect options
- It was frustrating the CDSP staff never answers their phones. What is the point of this process if you can't speak to a representative on the phone? Insane
- They did not provide enough information. Email did not contain contact information for day of arbitration and I did not receive the Manufacturer response packet even though it was sent.
- The staff was very helpful and informative
- I was so disappointed the process is over and I still have not reached someone on the phone. I had so many questions but no one to communicate with
- Very responsive and thorough
- They send you information but they don't care to explain anything, you just have to figure it out on your own

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

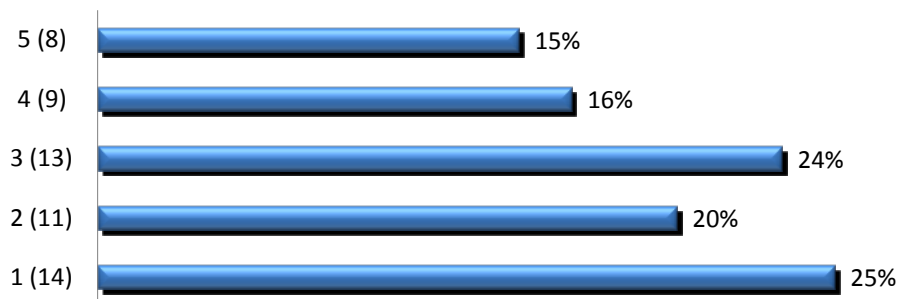
- They didn't even ensure that the documents submitted were copied properly
- The CDSP staff was very unhelpful
- It took three attempts to get a fair hearing. CDSP's process allowed FCA US to file late paperwork so customers can't provide a response. Very unfair
- Everything was nice, just hate that it was all done through email. I had so many questions and could not reach anyone on the phone

- The staff was not flexible on setting the time with teleconference hearing. I was literally sitting on a street corner in Washington D.C. doing my hearing
- I got so frustrated trying to reach them on the phone. I'm sure the manufacturer representative had no problem reaching them on the phone
- They were very communicative and prompt
- We were not informed by the CDSP that we could be present at the hearing we were just forced into document only. They are very bias
- The CDSP, DCA and the manufacturer are very manipulative. There has to be cases where somebody dies for all departments to assist a consumer.
- CDSP did not send FCA's comments until days after the deadline. I was not allowed to provide a response
- They were horrible they did not contact us until three months after contact
- Very responsive, very neutral, very fair
- Courteous, but not very responsive or well organized
- A very bias system. They were really short with me and they screwed my whole case up
- They were really biased; they sided with the manufacturer. Very one sided
- Case manager never returned any of my phone calls

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

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

Pre-Decision



Post-Decision



Both pre and post decision, consumers overall did not have a favorable view of the Manufacturer's Representative at the hearing.

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

- He was respectful but so scripted
- He was informed and reviewed the case. He represented FCA US very well
- Does FCA US really pay a representative to come and read? She sounded so robotic and silly
- FCA US representative is above all instructions. We had to wait fifteen minutes for them to call in
- She was so rude and impolite. Would not acknowledge the facts presented even on written RO's

- She was so obnoxious and rude. She even left the hearing before closing statements were completed. Some customer service
- She was memorized. She sounds scripted and rehearsed. It was comical and sad at the same time
- I swear it was a robot participating in the hearing. All she did was repeat herself
- No sympathy or concern for the customer. I was so frustrated listening to her reading. Obviously wasn't prepared and don't know anything about the case
- Chrysler was late to the call, was clearly distracted and as soon as they presented they said they had to go because they have another call
- I could not stand him, he tried to blame everything on me without facts
- I was so disappointed Chrysler rep came to the hearing reading. Quiet shameful for an attorney
- Could not stand her but she was just doing her job
- I wish they were more customer focused. If they don't care someone should train them to pretend to care
- Very cordial
- She was nice and professional
- Representative was uninformed and could not answer my questions
- The representative was clear and concise
- She lies about everything, no compassion
- They were very late and disinterested in my case. Their obnoxious attitude was a huge turnoff
- So harsh and rehearsed
- Not fair they have an attorney representing them without proper disclosure. She allowed another rep to do the hearing after I complain but they are very unreasonable

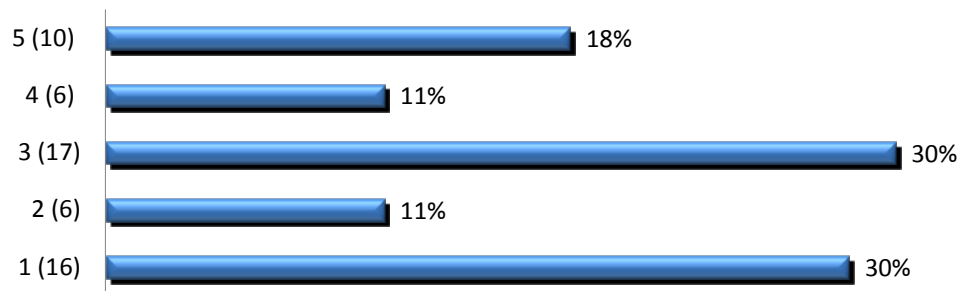
The following comments were provided on the post-decision survey regarding the Manufacturer Representative:

- Representative could care less about my safety. She was terrible

- Representative was such a liar. They admitted to me telephonically that they could not repair my vehicle then argue in the hearing that the vehicle was repair.
- Very argumentative and asked bizarre questions
- Found Chrysler's rep to be lazy and insensitive. They didn't take time to understand my concern and the rep didn't even have time to present via phone for the full duration of the hearing.
- Manufacturer's rep presented false statements
- Representative was extremely rude, dismissive and aggressive
- Chrysler's communication was anything but prompt. Their representative did not have a true understanding of the issue nor a great response
- Representative sent response the day of the hearing. Last minute response from manufacturer intended to preclude rebuttal
- Manufacturer representative defended the dealer and the company and had little to no concern for me as consumer or what I experienced
- Representative had no knowledge about the vehicle
- They are not honest, provided false and misleading statements to the arbitrator
- The manufacturer representative was rude and very uncooperative. He tried to make me out to be crazy. Very unpleasant to deal with
- FCA representative was obviously reading from a script and was a little condescending

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

Pre-Decision



Post-Decision



Consumers had a substantially unfavorable view of the Manufacturer's Representative in both pre and post decision (29% assessed a four (4) or five (5) ratings in the pre decision versus 7% post).

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

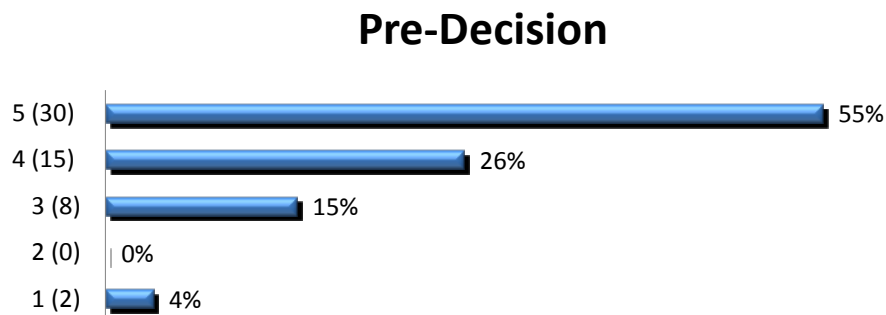
- Customer service rep I dealt with was very nice and sincere
- They were not able to assist to recommend me to do arbitration through CDSP
- Representative on the phone was very condescending and unhelpful
- Awful experience I could not get a hold of anyone at Chrysler
- Manufacturer representative was hard to reach and not helpful
- They were very helpful
- Paid little attention to my concern

- The rep I had was ok. She was always sick which made it hard to reach her but she was nice
- They never call back when they're supposed to. It was so frustrating dealing with Chrysler's representatives
- The process was delayed because the representative I was working with failed to follow up with me
- Showed no interest whatsoever in my concern. Horrible customer service

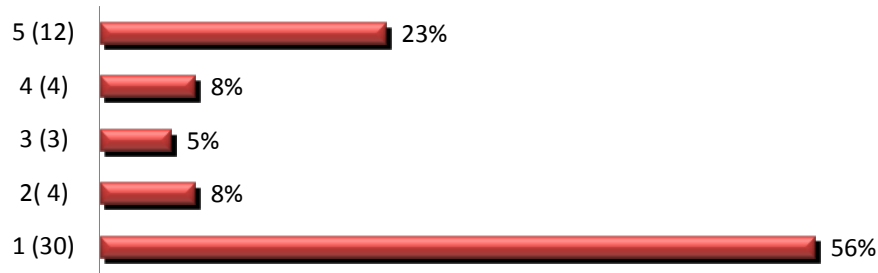
The following comments were provided on the post-decision survey:

- Horrible customer service, they were so unprofessional and uninformed
- What customer service representative argues with a customer? I had a headache dealing with Chrysler's representatives
- Offered little to no help to the consumer
- Chrysler rep was not helpful at all. I asked them about arbitration and they were clueless

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



Post-Decision



Consumers had a substantially more favorable view of the arbitrator prior to receiving their decision (81% assessed a four (4) or five (5) ratings in the pre decision versus 29% post decision).

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

- Arbitrator was calm and easy to talk to
- Arbitrator seemed very unorganized and clueless. He was writing notes on the back of an envelope which made me really nervous
- He was very clear and kept the meeting well organized and on task
- He was very professional; He took notes and did not show bias
- He was a little annoying. He kept interrupting me when I was stating my case
- Took the stress away by being relaxed and open about the process
- He seemed so confused and clueless. Very unorganized and sloppy
- Arbitrator was here to do his job. He do seem familiar with the representative
- Very organized and seemed fair at initial hearing
- Very thorough and organized. He did not deviate
- Arbitrator was biased, He out rightly told me I was in the wrong forum and I should go to small claims court
- The arbitration was very dismissive and condescending
- He seemed very objective. I expect him to follow the rules and make a fair decision
- Very engaged and attentive
- She was very good and thorough

- He was very nice and clear; seems fair
- Very surprise he came to the hearing and did not bring my written testimony. It is very troubling
- Arbitrator was not fair, how can he experience what I'm saying if he does not do the test drive?

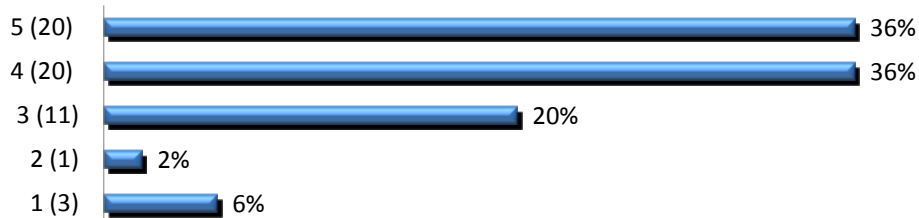
The following comments were provided on the post-decision survey regarding the Arbitrator:

- Arbitrator was very professional, concise and explained everything
- Arbitrator found in my favor, but misapplied law regarding mileage calculation, which forced me to reject the decision. I had to file in civil court.
- The arbitrator was poorly prepared. He was late, He did not know the phone number to call the manufacturer rep and He was taking notes on the back of an envelope. Very unprofessional.
- Very poor
- Meeting was calm and handled well
- Arbitrator was very professional and fair
- He failed to notice or care about the malfunctions and overwhelming repair orders I submit. He would not even look at my video and photo evidences.
- He failed to listen to or evaluate all the evidence provided
- I found no fault with the arbitrator just a little disappointed about the timing and mailing of the information and no avenue for grievance
- It was very heavily suggested that we were going to get the settlement requested. The issue was demonstrated directly to the arbitrator, and he very clearly explained to the manufacturer that he saw the issue demonstrated and that the manufacturer's reasoning for why they were not liable was not substantiated in the documents they submitted. He told the manufacturer rep their argument logic was faulty and yet he still denied our claim. I can't get over how bias this guy is
- Extremely biased. All in favor of the manufacturer
- Very professional and unbiased
- He was very dismissive with my concerns very condescending

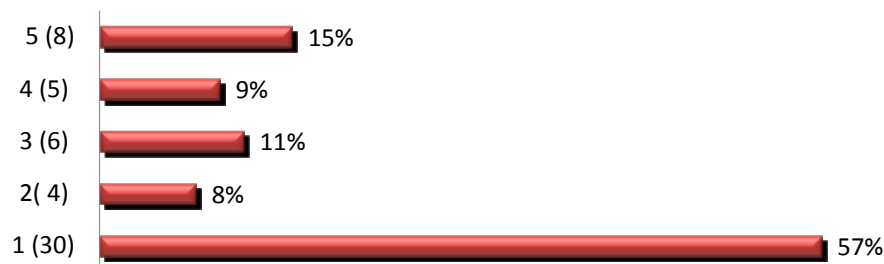
- Not professional when it comes to testing vehicles

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

Pre-Decision



Post-Decision



Consumers had a substantially more favorable view of the entire arbitration process prior to receiving their decision (72% assessed a four (4) or five (5) ratings in the pre decision versus 22% post).

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

- Very proficient, easy and fair
- The process was well structured and fair
- Arbitrator, State rep and the manufacturer rep were all professional. It was good overall
- I was really satisfied the State sent out a representative to my hearing. She brought a calming assurance and it was really nice I could ask her questions. She made the process less stressing for me
- The process was good and fair. I did not know the service manager would be involved

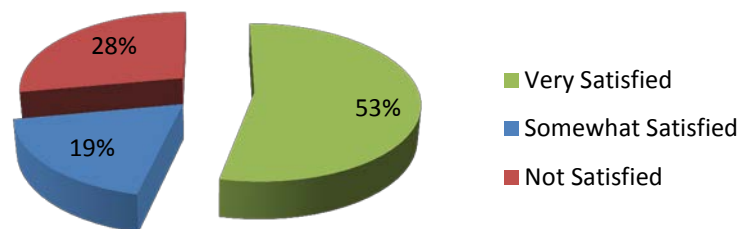
- Easy to file and stress free. Very easy process
- Was very frightening at first because I did not know what to expect
- I felt I was not listened to. Everyone seemed to show so little interest in my case
- I'm puzzled why Chrysler's rep didn't show up to the hearing. The process would probably be better if they were there in person
- Easy process and at the same time difficult to handle
- The process was acceptable, the overall process was formal
- Lots of paper work and stress; very nerve rocking
- So far the process seems to have been conducted in a fair manner with the exception of not being able to discuss the defects in the transmission
- A lot more formal than I thought
- It was intimidating at first but fair and process oriented. Very efficient
- Very disappointing and shameful
- I am really impress with the process, very swift and fair
- It was not what I was expecting but I'm content. I thought there would have been more arbitrators and an actual representative present
- The entire process seems like an unfair process I don't feel good about it
- Process was very fast

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

- The entire arbitration process was a joke. Even if I don't get my money back I should have at least gotten a new transmission. Bias process
- The process was a waste of my time
- I felt I was forced in document only hearing because document only process is weighed against the consumer. We had to go to an in person arbitration to be heard. Disappointing process.

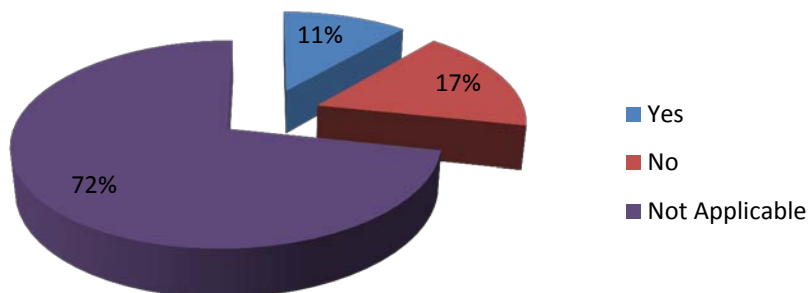
- The process was easy to follow; however, it did feel like the process was stacked in favor of the manufacturer as they are paying the arbitrator to decide what will happen with a potential buy back.
- I lost faith in the entire system, as it felt like there was no way one person would win against a large automotive company, even when my case was very clearly presented and theirs did not have full documentation. Given the amount of issues Fiat-Chrysler is having with their cars lately, it feels like the deck is stacked against consumers.
- This was a joke and a complete waste of time as the entire process is rigged in favor of the manufacturer. In hindsight, should have gone straight to an attorney.
- It was not very accommodating to either party
- It's a joke. I could tell the decision was already made before I even presented my case. Very unfair process
- The manufacturer did not adhere to the buy back time frame and tried to deduct more mileage than allowed and not pay taxes and registration as per arbitrator's decision. Even if a customer gets a good decision they can be at a disadvantage.

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

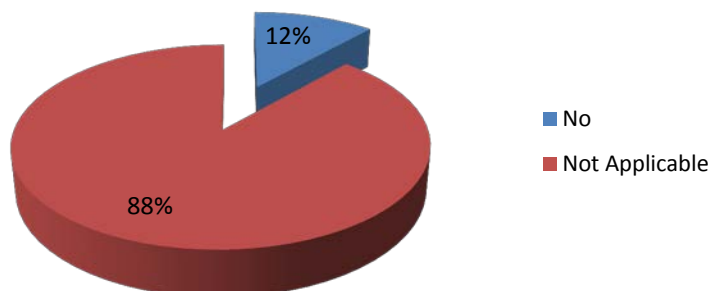


10.If you received an award,

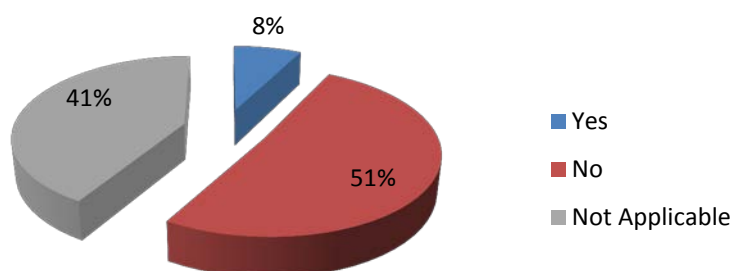
A. Did the Manufacturer perform the award within the 30 days after you accepted the award?



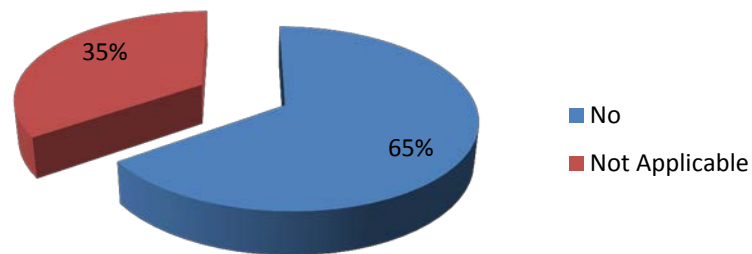
B. If the performance of the award was over 30 days, did you agree to the delay?



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.

- Arbitrators should at least have a mechanical background
- Keep attorneys out of the arbitration process since customer's most time can't afford to hire an attorney. This would make it more fair
- Do not force customers to document only process. It currently allows the manufacturer to file a response at the deadline, which precludes the customer from responding to it.
- Since I assume most manufacturers designate their lawyers as representative it would be beneficial to provide vehicle owners with at least an advisor or coach to assist and encourage during the arbitration process.
- The CDSP needs to answer their phones. It is really not fair that we can't get to speak to someone on the phone.
- It is over 60 days and I still have not received a replacement. The process would be more smooth if everyone keeps up with the customer until closure
- It's over a month and we still have not received a replacement. The buy back process needs significant improvement
- The arbitrator could hardly hear the party's testimony let alone the noise concern I was experiencing. Should consider getting younger arbitrators
- Arbitrators need to be trained on the law. They don't have a clue
- Have arbitrators that have never worked with the manufacturer before.

- Manufacturer representatives are more at an advantage because they know what to do but customers have no one to speak to or ask questions. CDSP don't even answer their phones so customers are at a big disadvantage
- Deadline for document submission should allow both parties to provide a response. It is not fair the manufacturer gets to respond to consumer but consumers can't provide a response.
- The State of California should collect and pool all funds from the manufacturer and act as payment clearing house to the arbitrators. With the manufacturer paying for its own program, there is a clear conflict of interest and inherent bias against the consumer
- The process does not hold manufacturer to time frames. Waiting for a buy back for over 45 days and they still have not comply with the timeline
- Arbitrators should be performing test drive
- After receiving an award I was pleased with the process
- Have a process that is fair and balance

Analysis of Respondents Completing Both Pre & Post Surveys

Fourteen respondents completed both the pre and post-decision surveys. Consumers A, B, C, D, E, F, G, H and I received denials and consumer J,K, L, M, N received Repurchase or Replacement.

The Table below indicates consumers' answers on the pre and post-decision surveys for the satisfaction with the CDSP Staff:

A rating of 5 represents an excellent experience while a rating of 1 represents a poor experience.

Consumer	Decision	Pre-Decision	Post-Decision
A	Denial	4	4
B	Denial	4	5
C	Denial	4	1
D	Denial	5	5
E	Denial	1	1
F	Denial	5	4
G	Denial	5	1
H	Denial	5	1
I	Denial	4	1

J	Repurchase	5	3
K	Replacement	5	5
L	Repurchase	4	4
M	Repurchase	5	5
N	Replacement	4	4

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Denial	3	3
B	Denial	4	1
C	Denial	4	1
D	Denial	4	2
E	Denial	1	1
F	Denial	2	1
G	Denial	3	1
H	Denial	1	1
I	Denial	4	1
J	Repurchase	5	2
K	Replacement	1	1
L	Repurchase	2	1
M	Repurchase	2	2
N	Replacement	1	1

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Denial	4	3
B	Denial	5	3
C	Denial	5	1
D	Denial	5	4
E	Denial	2	2

F	Denial	4	2
G	Denial	5	1
H	Denial	5	1
I	Denial	4	1
J	Repurchase	5	4
K	Replacement	3	5
L	Repurchase	4	5
M	Repurchase	4	4
N	Replacement	5	5

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Denial	4	3
B	Denial	5	3
C	Denial	5	1
D	Denial	5	3
E	Denial	3	3
F	Denial	4	2
G	Denial	5	1
H	Denial	5	1
I	Denial	4	1
J	Repurchase	2	1
K	Replacement	3	4
L	Repurchase	4	4
M	Repurchase	4	5
N	Replacement	4	4

TESLA, INC

Tesla, Inc.

In 2016, 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 one consumer and received one response.

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

The respondent stated Yes.

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

The respondent indicated from the Owner's manual or warranty booklet.

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?

The respondent indicated No.

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

- The respondent to the post-decision survey assessed the CDSP staff five (5) points rating.

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

- The respondent to the post-decision survey assessed the Manufacturer Representative one (1) point rating.

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

- The respondent to the post-decision survey assessed the Manufacturer Representative one (1) point rating.

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

- The manufacturer rep never responded to my concerns and never contacted me

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

- The respondent to the post-decision survey assessed the Arbitrator five (5) points rating.

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

- The arbitrator did not seem to have enough enforcement power over the manufacturer

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

- The respondent to the post-decision survey assessed the entire arbitration process four (4) points rating.

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

- The arbitrator needs to have more enforcement power in this process

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

The respondent 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?

The responded indicated No

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

The responded indicated No

11. If your claim was denied,

A. Did you pursue legal action?

The respondent indicated N/A.

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?

The respondent provided no comment

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

PORSCHE CARS
NORTH AMERICA, INC.

Porsche Cars North America

In 2016, 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. A rating of 5 represents an excellent experience while a rating of 1 represents a poor experience

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

The consumer rated their experience as a one.

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 a two.

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

The consumer rated their experience as a one.

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

The consumer rated their experience as a five.

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 a one.

CONCLUSION

This year's survey shows similar percentage in responses received as in 2015: 20% in 2016 and 21% in 2015.

With a decrease of negative responses from 23% in 2015 to 19% in 2016, consumers continue to not be informed that the settlement or mediation process was a voluntary process; the programs should strive to notify consumers of this procedure.

When asked if the manufacturer performed the award within the 30 days required, a slight decrease from 24% in 2015 to 21% in 2016 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 79% stated it did not apply to them, a remaining 15% stated they did not agree to the delay, compared to 12% in 2015.

The programs should continue to ensure consumers are aware that they could reapply for arbitration by getting an additional warranty repair. In 2016, 41% of consumers were not aware of this, compared to 43% in 2015.

The responses show consumers were very satisfied with the distance and accommodations of the hearing site with a positive 46% and only 15% not being satisfied.

The responses received from consumers suggest needed improvements in various important areas. Although 47% of consumers in 2016 rated their experience with the program staff with 4 and 5 ratings, 33% gave a 1 rating. Both the programs and manufacturers should consider increased training of staff in order to better handle consumers' questions and complaints.

In regards to the arbitrator, 42% rated their experience as a 4 and 5 rating with 33% giving a 1 rating.

And finally, with the overall satisfaction of the entire arbitration process, 36% rated a 4 or 5 while 39% rated a 1. Arbitration programs should continue to strive to obtain positive ratings from consumers who have used their arbitration process.