



2017 CONSUMER SATISFACTION SURVEY RESULTS

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INTRODUCTION

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

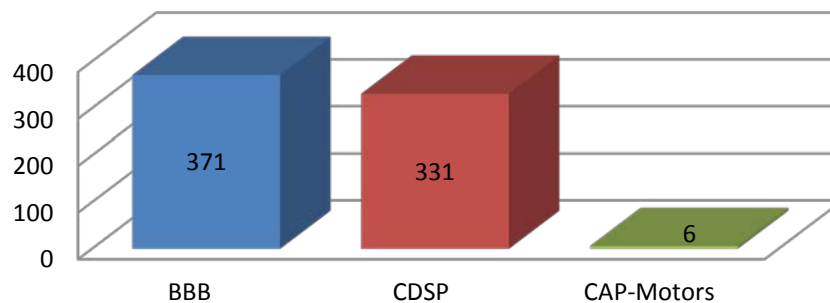
Methodology

The ACP utilized two methods for polling consumers: postal service and on-line. The polling was conducted in English and Spanish. The names and contact information, of those who filed and had their case file closed within the 2017 calendar year, were provided by each of the manufacturer's state-certified arbitration program administrators: Better Business Bureau AUTO LINE (BBB), 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.

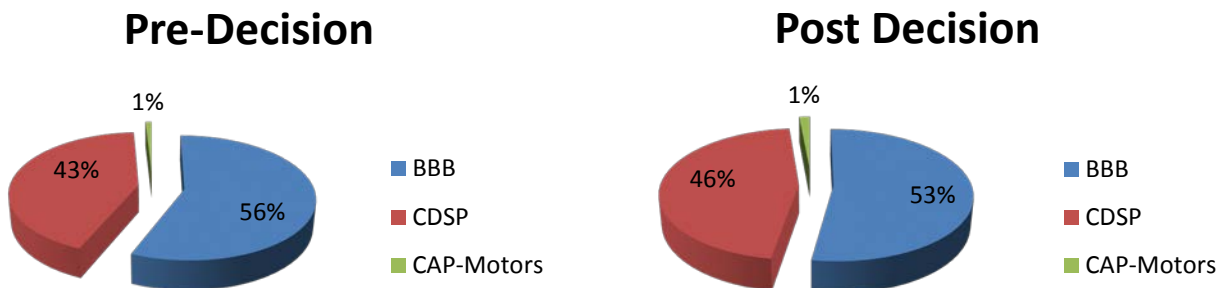
The ACP also conducted a survey which was provided by the program in the hearing packet or disbursed by the hearing coordinator at the end of the hearing. If an ACP representative was in attendance at the hearing, the representative would then present the survey to the consumer. The survey, consisting 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.

Contacted Consumers by Arbitration Programs



The ACP contacted 708 consumers who participated in the arbitration process between January and December of 2017. Of the 708 consumers contacted, 371 utilized the BBB, 331 participated in arbitration through the CDSP, and 6 consumers used CAP-Motors.

Consumers by Arbitration Program



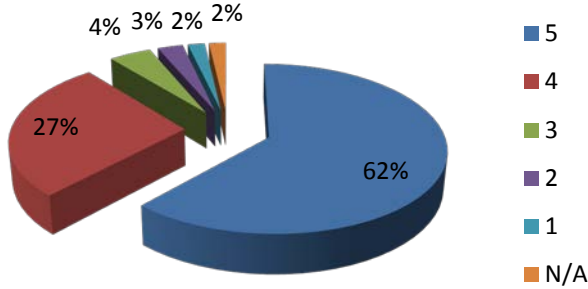
The ACP received responses from 137 of the 708 consumers contacted for a response rate of 19%. This is a slight decrease from 2016's response rate of 20%. The 2017 total responses included: 72 or 53% from consumers who utilized BBB, 63 or 46% from consumers who utilized CDSP, and 2 or 1% from consumers who utilized CAP-Motors.

The ACP also received 62 pre-decision responses from consumers who utilized BBB, 47 pre-decision responses from consumers who utilized CDSP, and one pre-decision response from the consumer who utilized CAP-Motors, for a total of 110 responses.

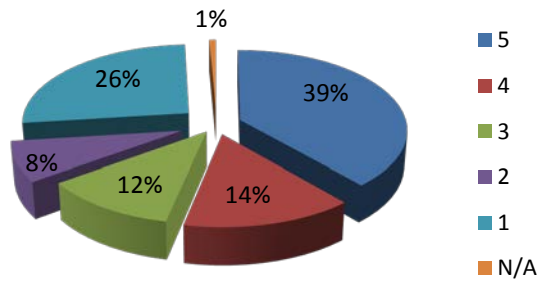
The following graphs represent the consumers' ratings of their experience with the arbitration program staff, manufacturer representatives, the arbitrator and the entire arbitration process. They are illustrated by only BBB and CDSP. Since CAP-Motors only received one pre-decision survey, this response 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

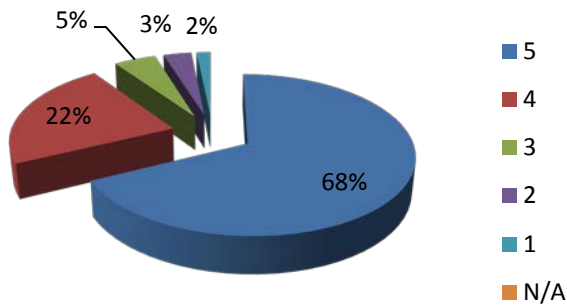


Post-Decision

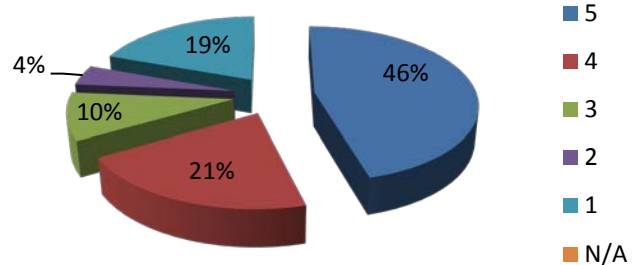


Experience with Arbitration Program Staff, BBB AUTO LINE

Pre-Decision

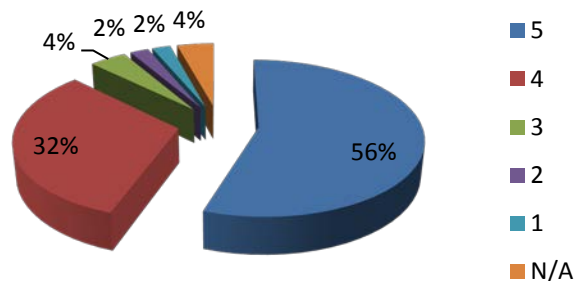


Post-Decision

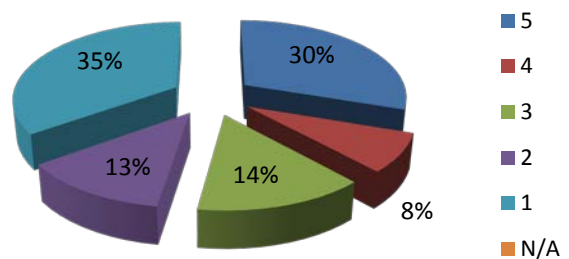


Experience with Arbitration Program Staff, CDSP

Pre-Decision



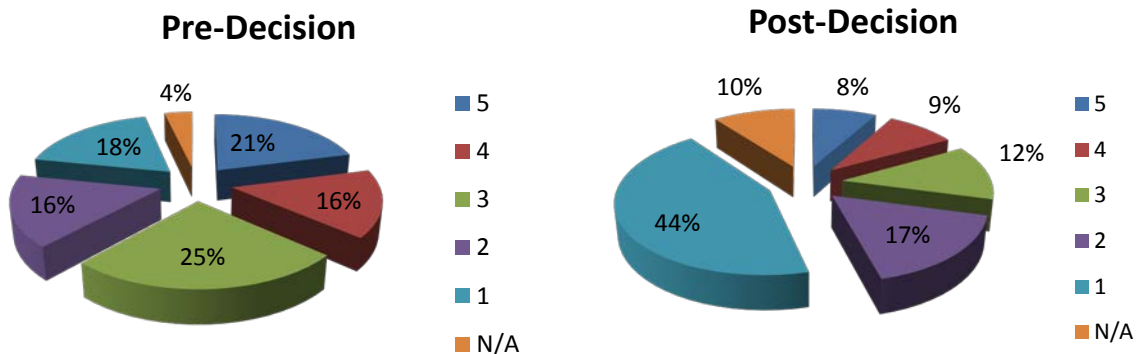
Post-Decision



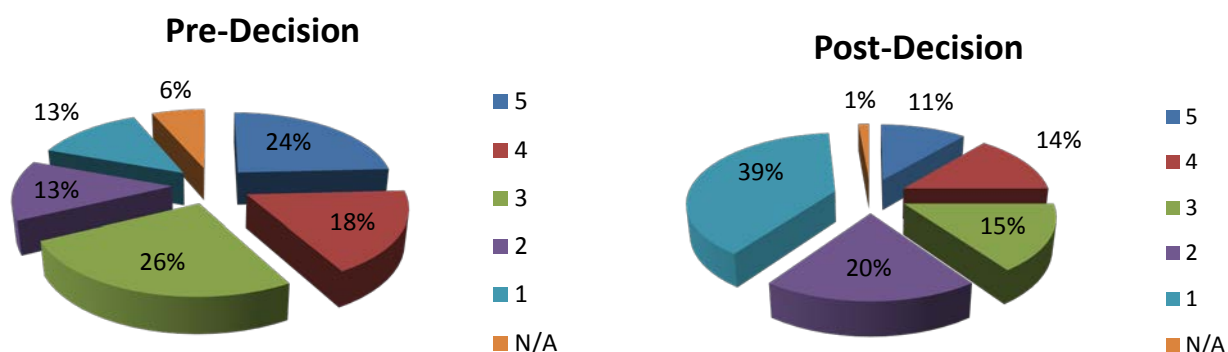
Consumers were asked to rate their experience with the arbitration program staff on a scale of 1 to 5 in the post-decision survey. Fifty-three (53) or 39% of the consumers rated their experience as a 5 while thirty-six (36) or 26% rated their experience as a 1.

The same question was asked prior to a decision being rendered. Sixty-eight (68) or 62% of the consumers rated their experience as a 5 while two (2) or 2% rated it as a 1.

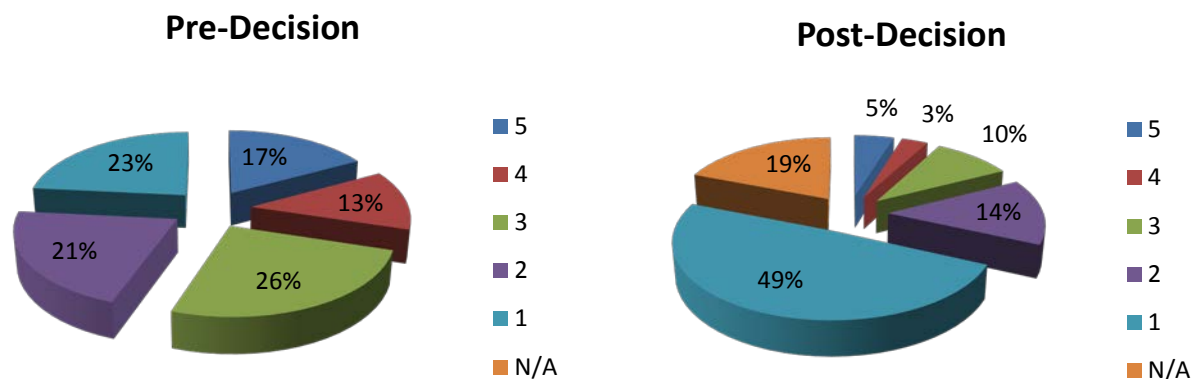
Experience with Vehicle Manufacturer's Representative at the Hearing, All Programs



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



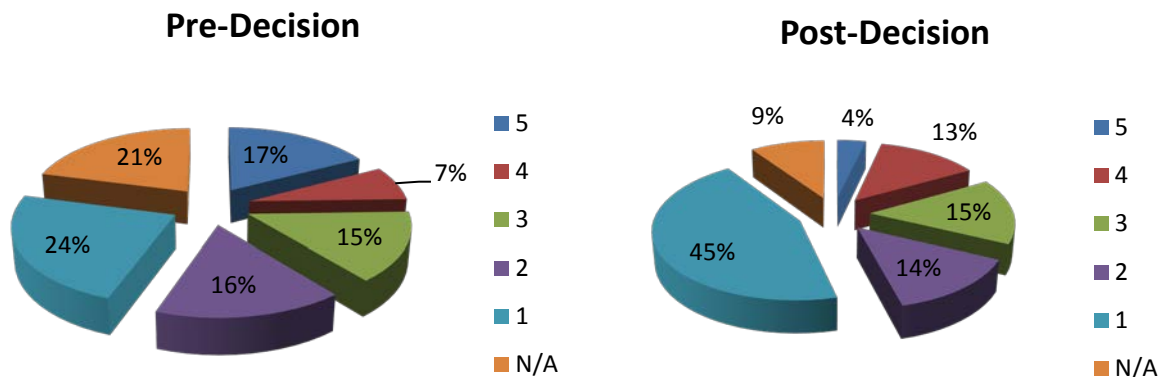
Experience with Vehicle Manufacturer's Representative at the Hearing, CDSP



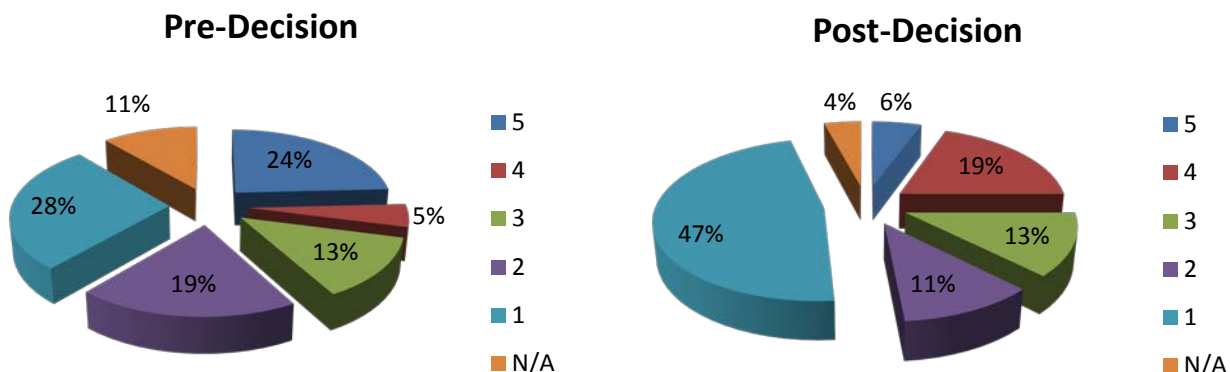
Consumers were asked to rate their experience with the vehicle manufacturer's representative at the hearing. Twenty-three (23) or 21% of consumers rated their experience as a 5 while twenty (20) or 18% indicated a poor experience of 1.

The same question was asked prior to a decision being rendered. Eleven (11) or 8% of consumers rated their experience as a 5 while sixty (60) or 44% rated it as a 1.

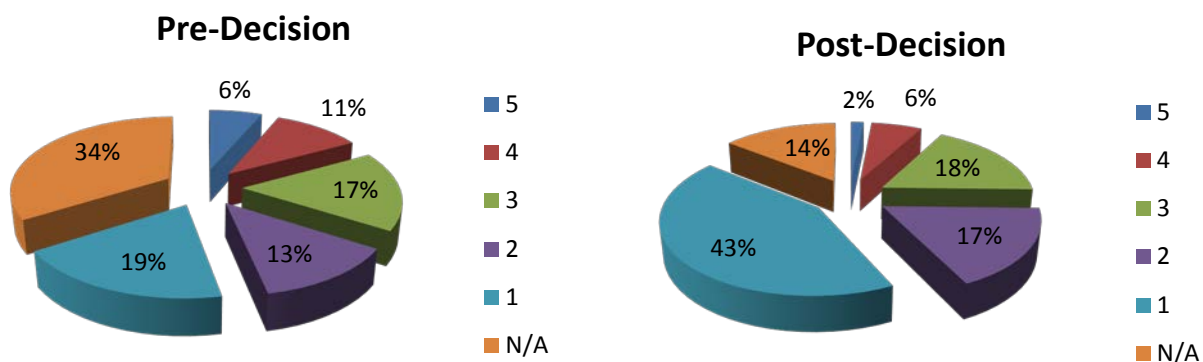
Experience with Vehicle Manufacturer's Representative from the Time Arbitration Case Filed, All Programs



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

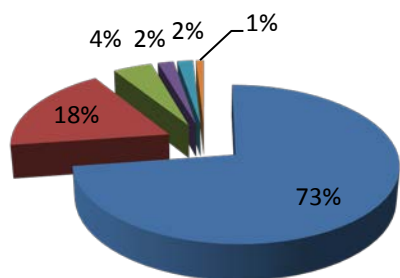


Consumers were also asked to rate their experience with the vehicle manufacturer's representative from the time case was filed. Five (5) or 4% of consumers indicated that the experience was a 5 while sixty-one (61) or 45% rated their experience as a 1.

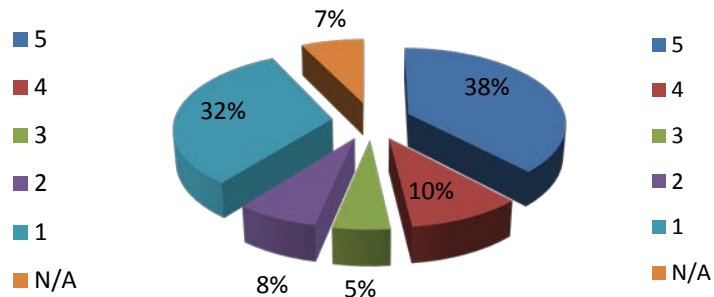
The same question was asked prior to a decision being rendered. Nineteen (19) or 17% of consumers rated their experience a 5 while twenty-six (26) or 24% rated it as a 1.

Experience with Arbitrator, All Programs

Pre-Decision

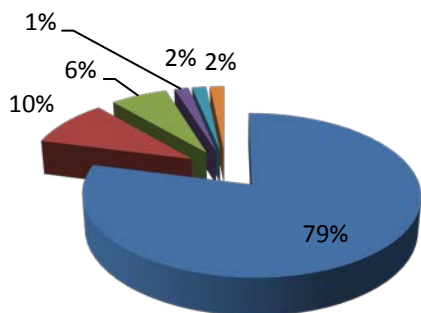


Post-Decision

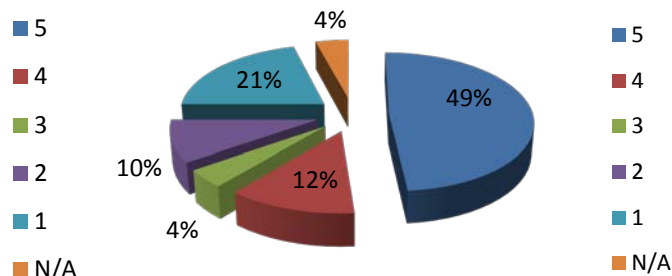


Experience with Arbitrator, BBB AUTO LINE

Pre-Decision

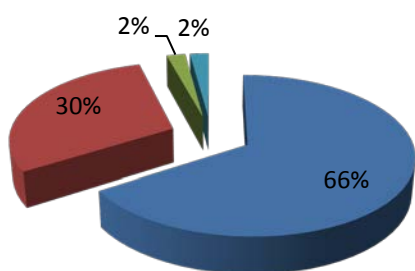


Post-Decision

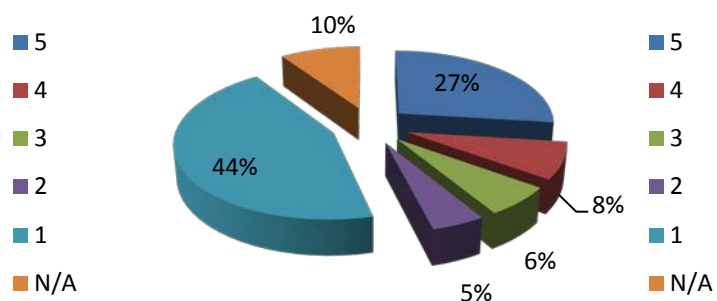


Experience with Arbitrator, CDSP

Pre-Decision



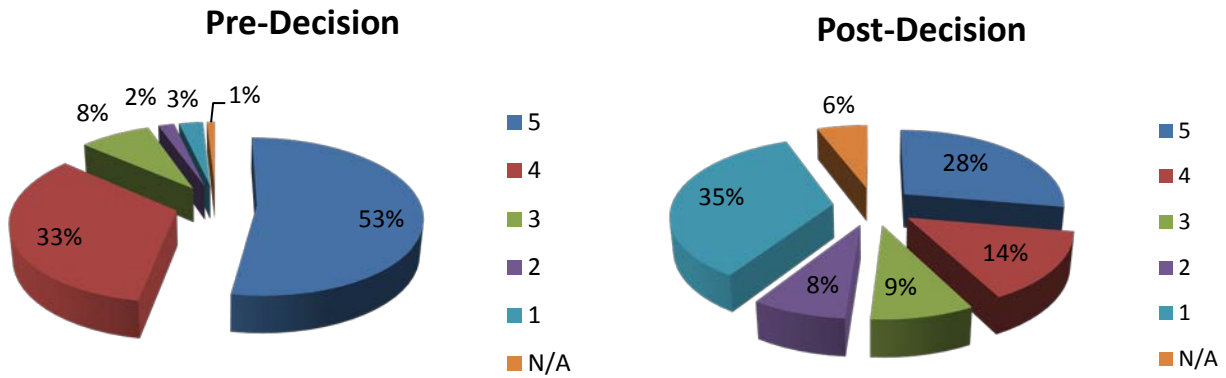
Post-Decision



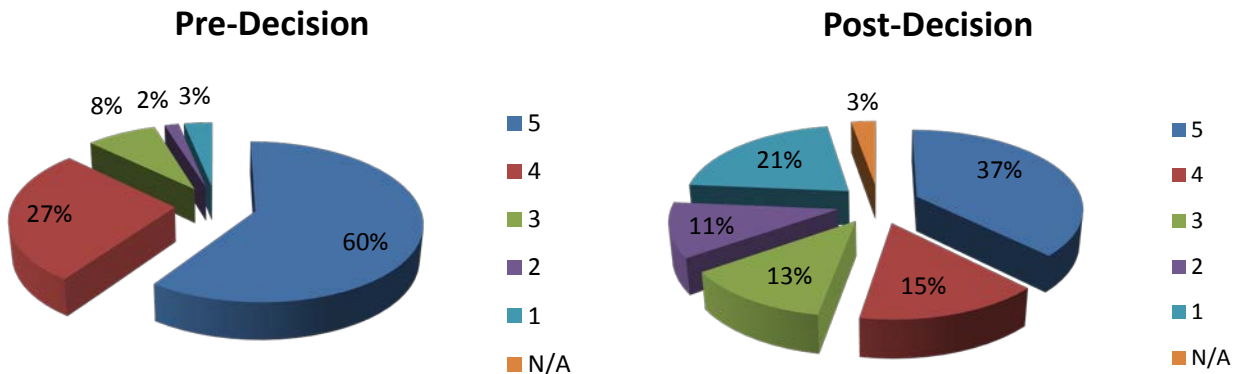
Consumers were then asked to rate their experience with the arbitrator. Fifty-two (52) or 38% of the consumers indicated that the experience was as a 5 while forty-four (44) or 32% indicated it was a 1.

The same question was asked prior to a decision being rendered. Eighty (80) or 73% of the consumers rated their experience as a 5 while two (2) or 2% rated it as a 1.

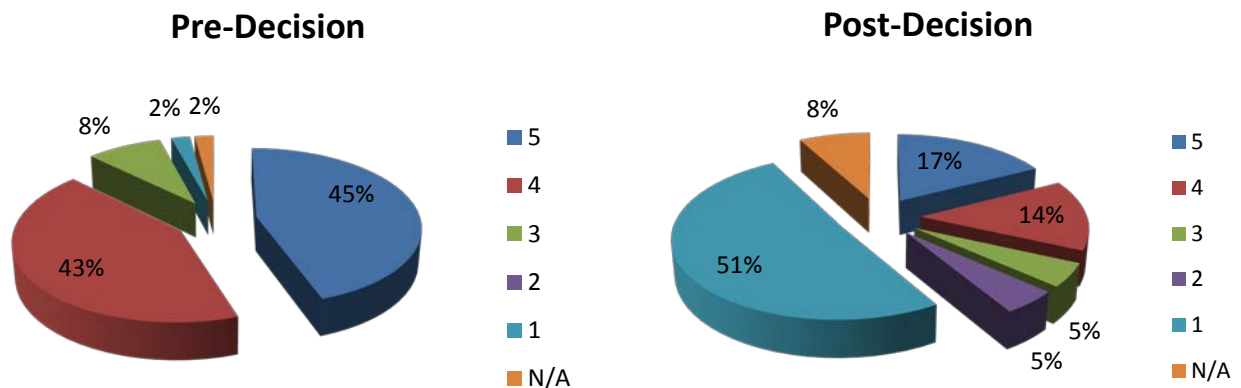
Experience with Entire Arbitration Process, All Programs



Experience with Entire Arbitration Process, BBB AUTO LINE



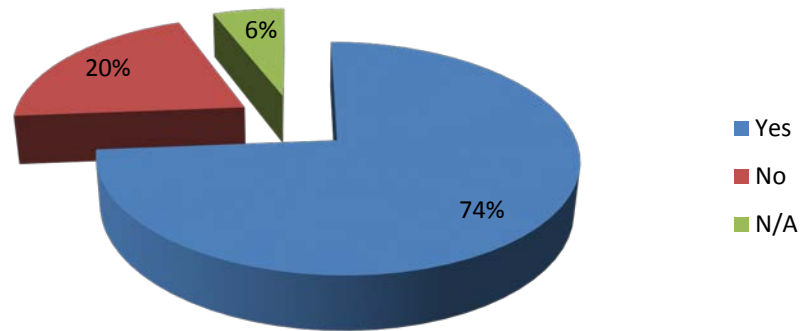
Experience with Entire Arbitration Process, CDSP



Finally, consumers were asked to rate their experience with the entire arbitration process. Thirty-eight (38) or 28% of the consumers indicated that their experience was a 5 while forty-eight (48) or 35% indicated their experience was a 1.

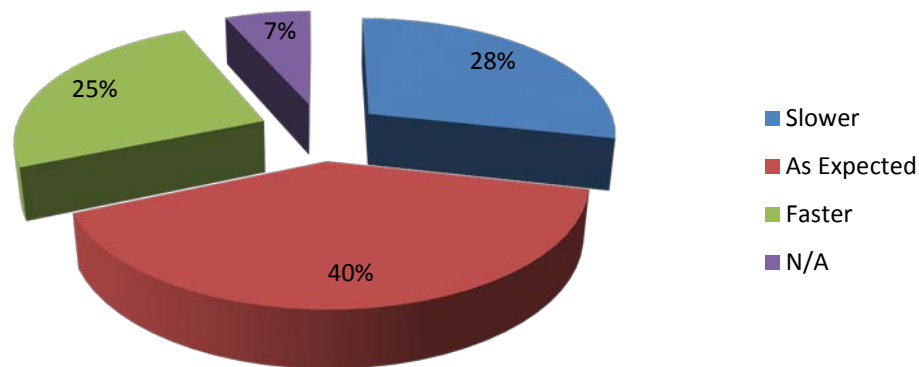
The same question was asked prior to a decision being rendered. Fifty-eight (58) or 53% of consumers rated their experience as a 5 while three (3) or 3% rated it as a 1.

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



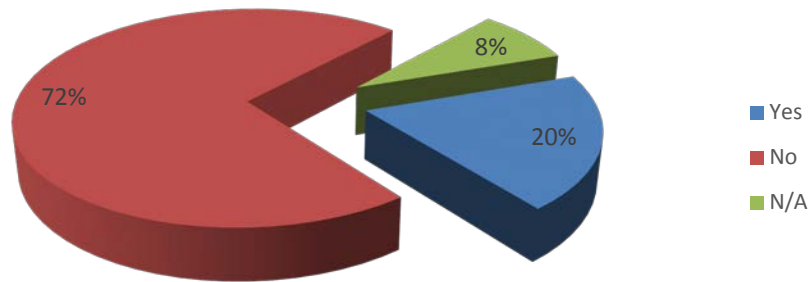
In addition to asking consumers about their experience with various parties in the process, ACP also asked consumers whether they were informed of certain procedures. Consumers were asked that if they participated in a settlement or mediation process after applying for arbitration and if they were informed that it was a voluntary process. Of the 137 responses, one hundred one (101) or 74% indicated they were informed while twenty-eight (28) or 20% stated they were not informed. This shows a slight increase from 72% in 2016 of consumers being notified of the voluntary settlement process.

How would you rate the speed of the arbitration process relative to your expectations?



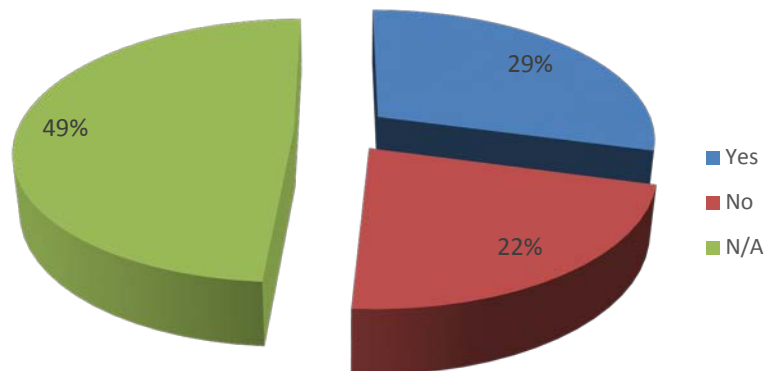
Consumers were asked to rate the speed of the arbitration process relative to their expectations. Nearly two-thirds, 65%, of the consumers stated the process meet or exceeded their expectations while only 28% stated it was slower than their expectations.

Were you ever denied the ability to present evidence?



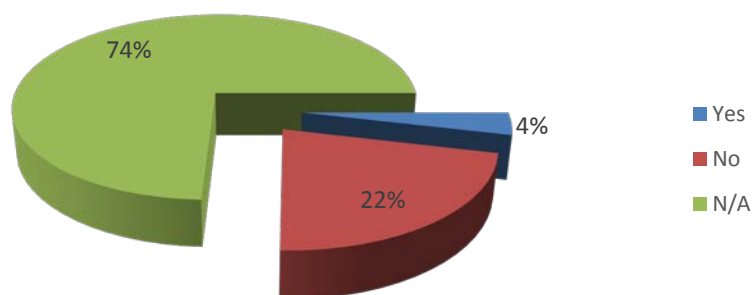
Consumers were asked if they were ever denied the ability to present evidence. Ninety-nine (99) or 72% of consumers stated that they were not denied the ability to present evidence while twenty-seven (27) or 20% stated yes. The remaining eleven (11) or 8% did not recall or did not answer.

If you accepted the decision of the arbitrator, did the Manufacturer perform the decision within 30 days after you accepted the decision?



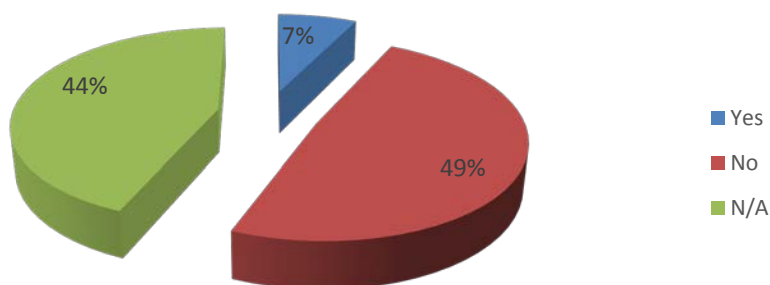
Consumers were asked if the manufacturer performed the award within the 30 days after the decision was accepted. Forty (40) or 29% consumers stated the award was performed within 30 days while thirty (30) or 22% answered it was not. The remaining sixty-seven (67) or 49% consumers did not recall or answered not applicable.

**If you accepted the decision of the arbitrator,
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 decision was over 30 days. Only five (5) or 4% of the consumers agreed while thirty (30) or 22% did not agree to the delay. The remaining one hundred and two (102) or 74% of consumers did not recall or 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 137 responses, only ten (10) or 7% indicated they were aware while sixty-seven (67) or 49% were not aware they could reapply with an additional warranty repair. The question was not applicable to sixty (60) or 44% of consumers who completed the survey.

DATA BY MANUFACTURERS

The questionnaire data in the 2017 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	1
Bentley Motors, Inc.	BBB AUTO LINE	0
Ferrari North America, Inc.	BBB AUTO LINE	0
Jaguar/Land Rover North America, LLC	BBB AUTO LINE	3
Lamborghini America, LLC	BBB AUTO LINE	0
Lotus Cars	BBB AUTO LINE	0

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 11 and 12 pertain to consumers who have received an arbitration award or did not receive an award.

BBB AUTO LINE

BMW OF NORTH
AMERICA, LLC

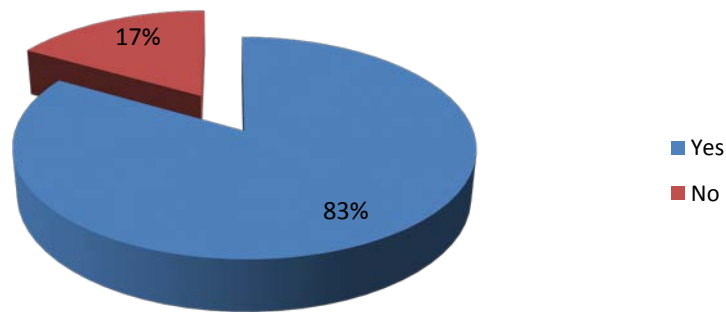
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BMW of North America

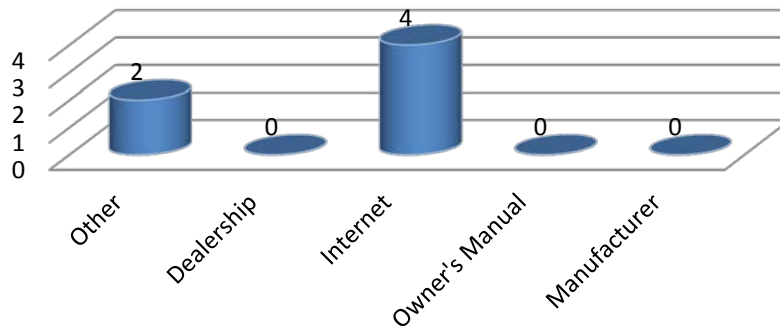
In 2017, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received one response to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program staff, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 30 consumers. Of these 30 consumers, 6 (20%) responded to the survey. The post-decision survey consisted of 13 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 narrative is included to represent the result of the consumers.

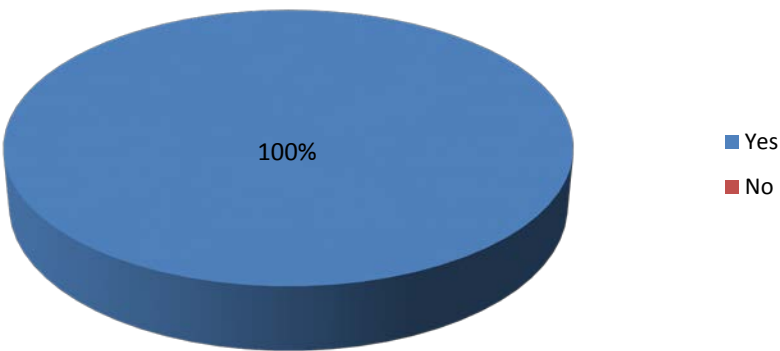
2. Before you purchased your vehicle, did you know about the California's Lemon Law?



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



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

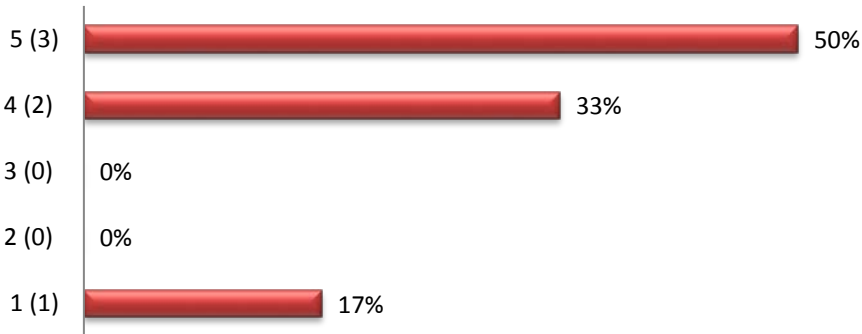


5. In terms of overall satisfaction, how would you rate your experience so far with the entire arbitration process?

Pre-Decision



Post-Decision



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 arbitrator is not qualified to perform road test.
- BBB AUTO LINE helped me all the way.
- BBB AUTO LINE Specialist was very responsive in the beginning, but in the end, she became un-responsive and I had to follow up with a different manager.

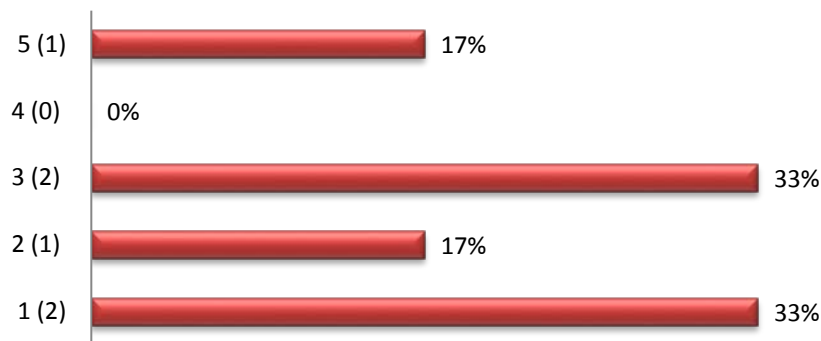
6. In terms of overall satisfaction, how would you rate your experience with:

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

Pre-Decision



Post-Decision



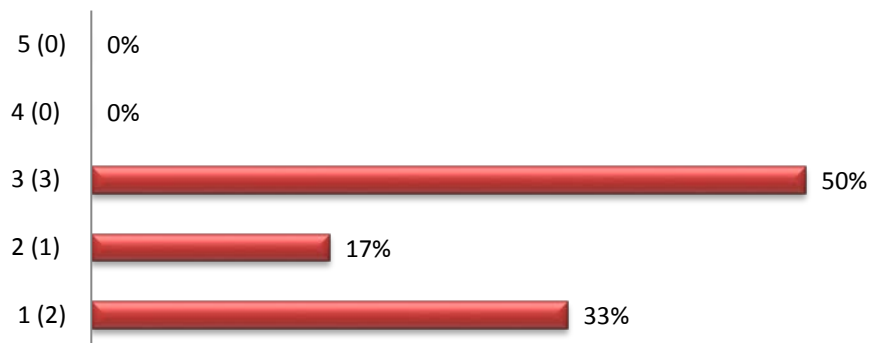
Consumers overall did not have a favorable view of the Manufacturer's Representative at the hearing according to post surveys.

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:

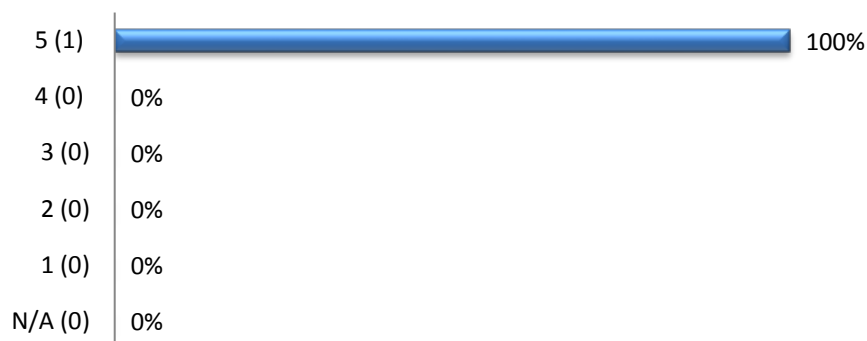
- He/She failed to appear in person or via phone.

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

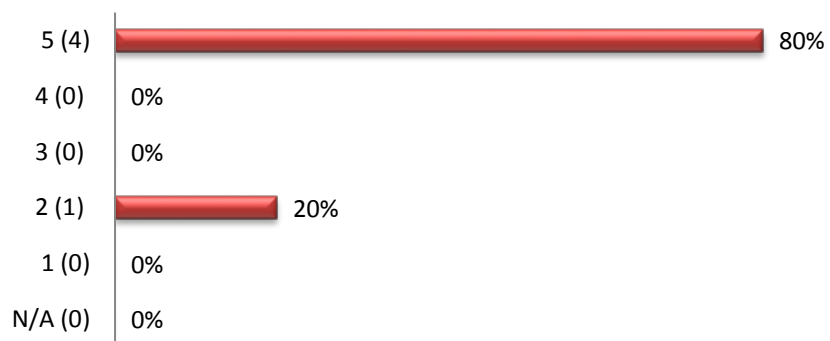
- They could've prevented the arbitration by fixing the issue.
- The manufacturer's rep was saying things that are not relevant to my case. He acted more like lawyer than a technical expert.

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

Pre-Decision



Post-Decision



Consumers had substantially favorable views of the Arbitrator.

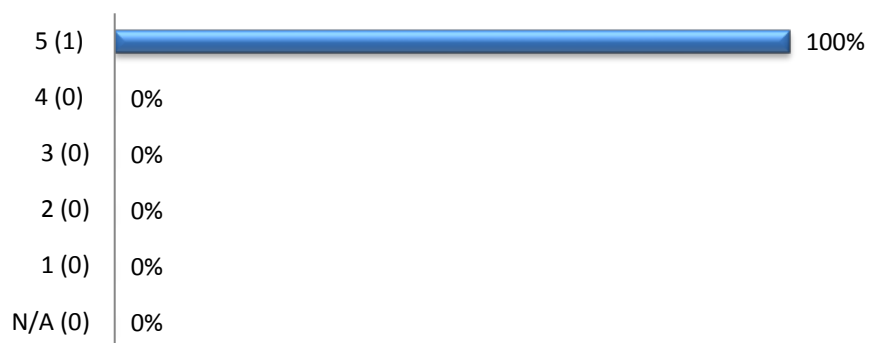
No comments were reported on the pre-decision survey.

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

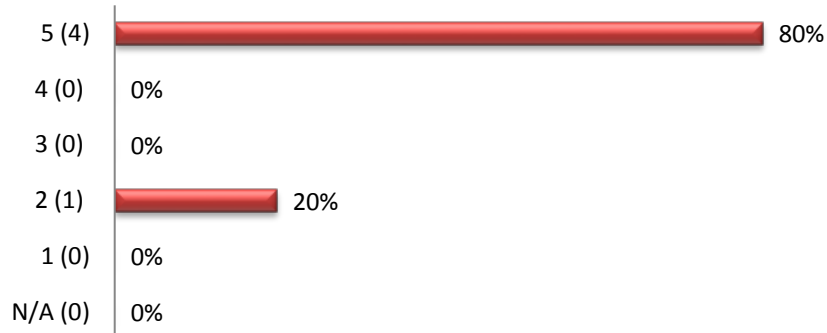
- He was very fair – listened to both sides and asked us both follow up questions.
- The arbitrator was not qualified to perform a correct road test for my case but he still did it.

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

Pre-Decision



Post-Decision

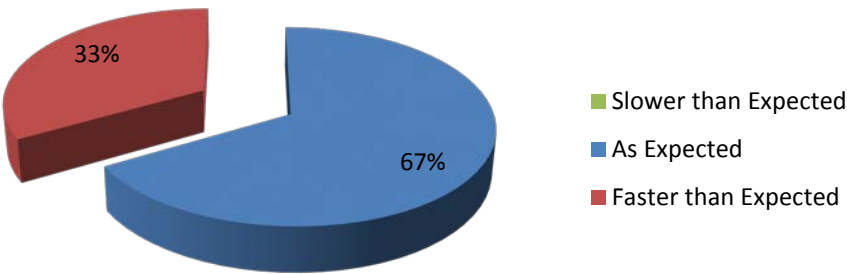


Consumers had a substantially favorable view of the entire arbitration process.

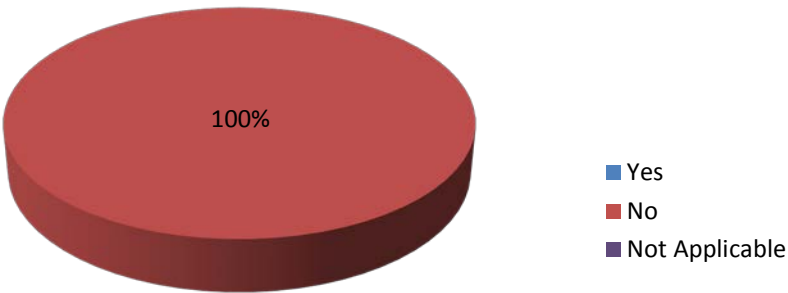
The following comments were provided on the post-decision survey:

- Waste of time.
- Quick process.

9. How would you rate the speed of the arbitration process relative to your expectations?

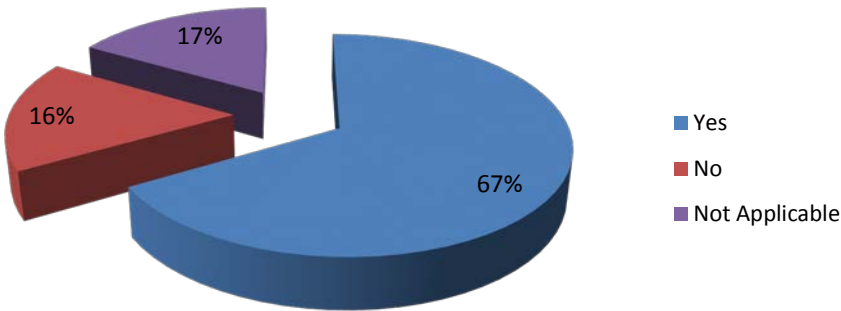


10. Were you ever denied the ability to present evidence?

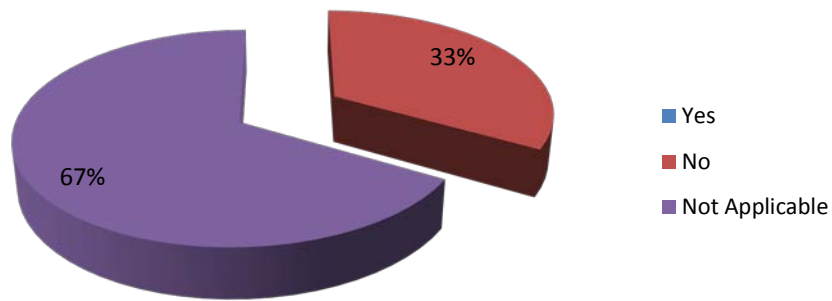


11. If you accepted the decision of the arbitrator:

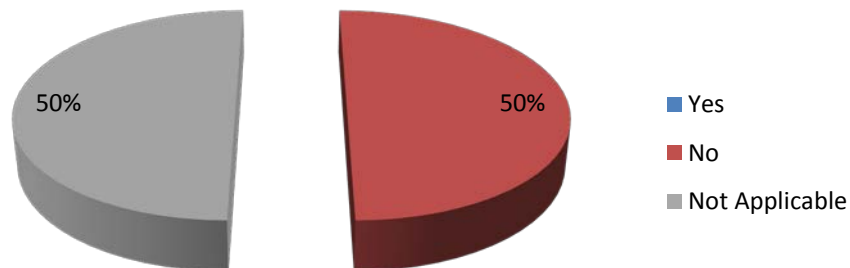
A: Did the Manufacturer perform the decision within 30 days after you accepted the decision?



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



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



13. If you could think of any major changes to improve the arbitration process, what would that be?

- Nothing, did very good job and listened to all problems.
- Request both parties to arbitrate in person.
- Use independent technical experts.

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 Staff:

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

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	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	Repurchase	5	5

BBB AUTO LINE

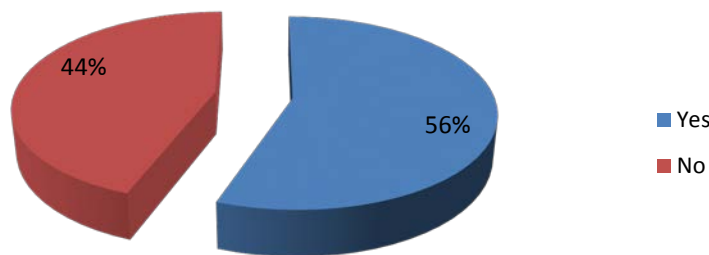
FORD MOTOR COMPANY

Ford Motor Company

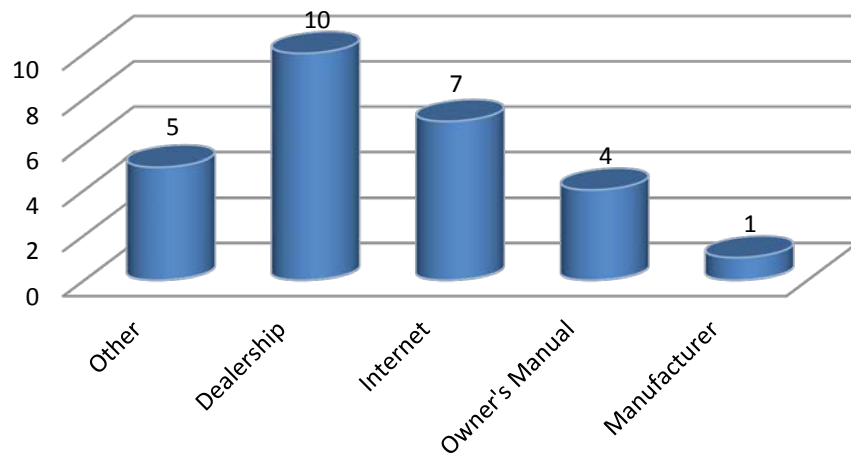
In 2017, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received 13 responses to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program staff, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 126 consumers. Of these 126 consumers, 27 (21%) responded to the survey. The post-decision survey consisted of 13 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 narrative is included to represent the result of the consumers.

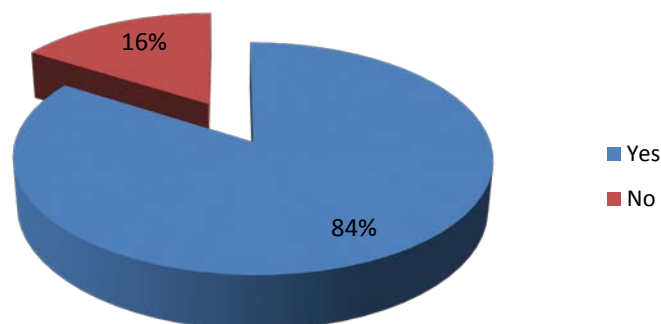
2. Before you purchased your vehicle, did you know about the California's Lemon Law?



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

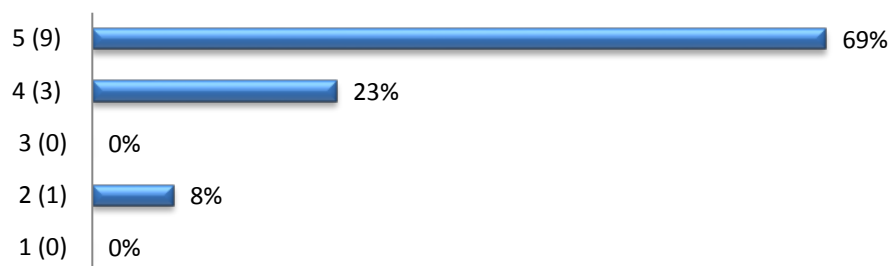


4. If you participated in a settlement or mediation process after applying for arbitration with the BBB AUTO LINE, were you informed that it was a voluntary process?

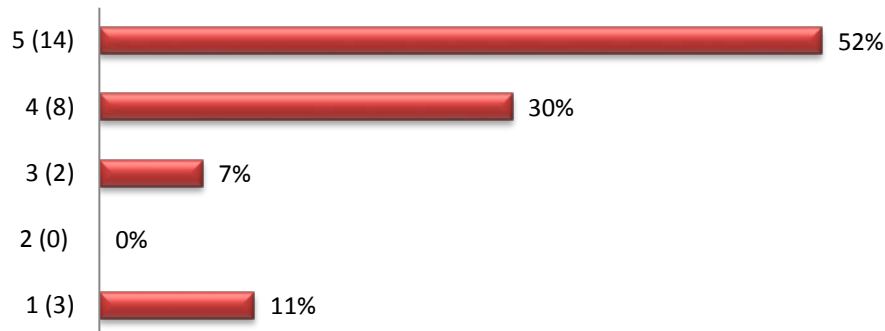


5. In terms of overall satisfaction, how would you rate your experience so far with the entire arbitration process?

Pre-Decision



Post-Decision



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

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

- First case filed, was not clear that documents could only be opened on laptop (not phone) as a result case was closed because I did not fill out form.
- The process was smooth.
- Ran into a little trouble when signing up but they helped us out. Everyone has been helpful and informative.
- Great communication.
- BBB AUTO LINE Specialist was condescending/seemed put out by dealing with us!
- Cordial, efficient and accommodating.

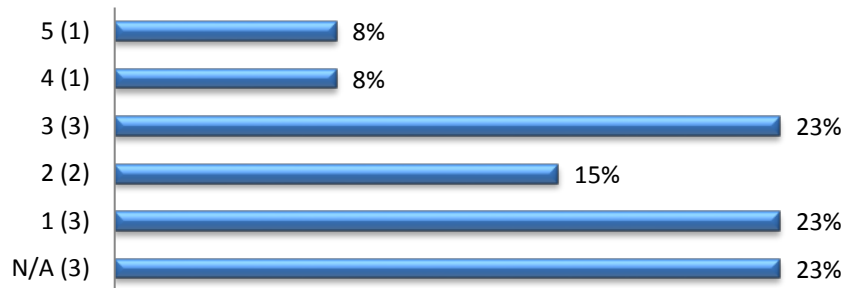
The following comments were provided on the post-decision survey:

- The BBB was cumbersome in the process.
- The process worked very well. Unfortunately, I did not agree with the decision for MORE time in the shop.
- Process took an extended amount of time.
- Although the experience with BBB AUTO LINE Specialist was efficient – he doesn't have very good customer service skills.
- Excellent.
- The only issue was waiting long for returned calls.
- Once I spoke with Manager at Council of Better Business Bureau, all went very well.
- Professional staff.
- Arbitration staff was very polite but would only repeat the same scripted answers. They are prompt and polite but could never answer my questions.

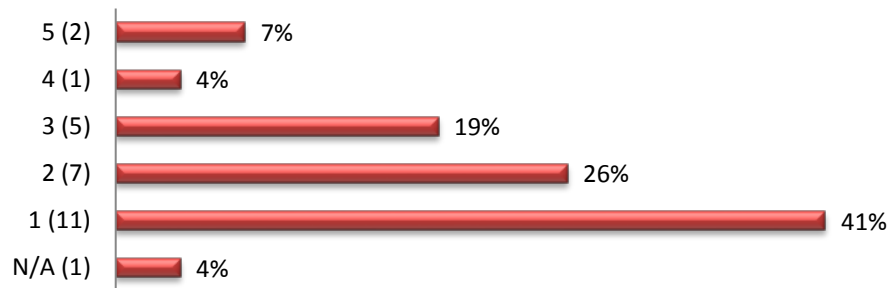
In terms of overall satisfaction, how would you rate your experience with:

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 according to pre-and post-decision surveys.

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

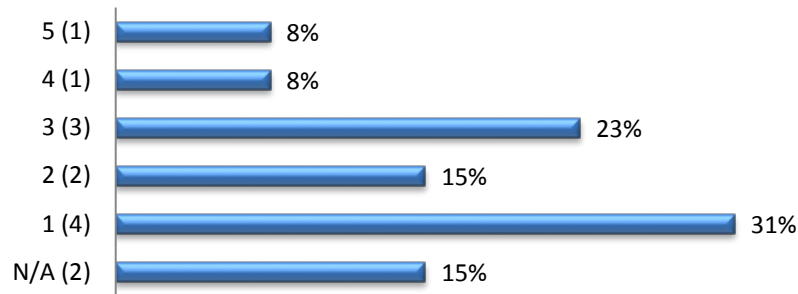
- No personal contact, repeated Corp. decision. Could have been a recording.
- Zero for hearing. Not one time felt apologetic to their customer.
- The representative would not answer direct questions. He did not contact the dealership. Would not answer questing regarding safety.
- He was arrogant.
- I was told that the process required four visits to service department. I had four visits – Ford seemed to cloud this.

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

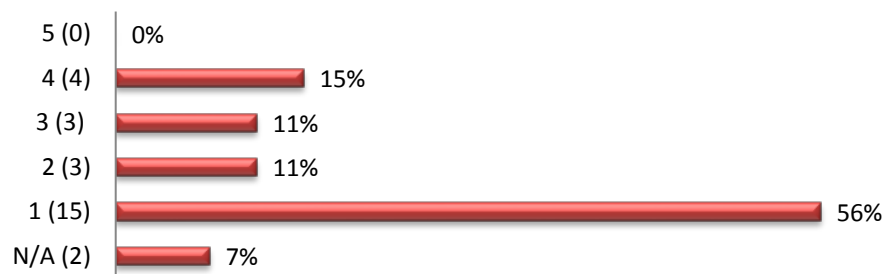
- No contact, no offer. Could have been settled. Now in Sacramento Court because arbitration failed, \$20,000 cost to Ford.
- It was by telephone. It would have been nice to see a real person.

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

Pre-Decision



Post-Decision



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

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

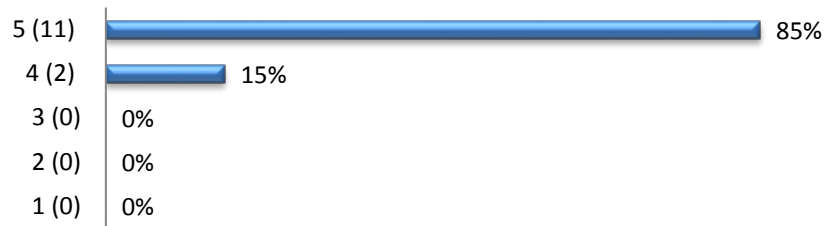
- They seemed to feel that I had asked Ford for some purchase back – I never asked for this.
- Manufacturer made this difficult, one representative was very helpful.
- The manufacturer did not contact me during the negotiation phase.
- Verbalized zero responsibility or concern for our problem.
- No contact.

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

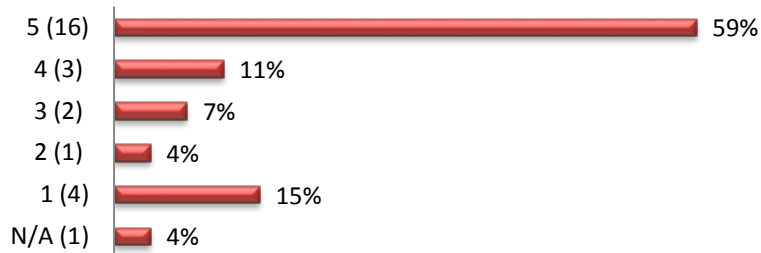
- Ford's auto buyback people did not follow up. I had to call daily to get any response.
- The representatives were different at hearing that the one before the hearing. At the hearing, the representative did not answer what a "reasonable" number of attempts was for getting a problem fixed. He had stated that a reasonable number of attempts for repair was not met. But, it was more than California Lemon Law allowed (30 days minimum, mine was ~58).
- I was very disappointed with Ford. They accepted no responsibility for the vehicle defect and their responses were very scripted and brief. It was adversarial from the start. They had no interest in listening to the case or resolving the problem.
- Ford was never remorseful about what we went through.
- At the outset they did not furnish a document we asked for until the arbitrator instructed them to.
- Manufacturer's Rep. wasn't at the hearing.
- I was not impressed with Ford in any way.
- I did not agree with the manufacturer's statements. I felt they invalidated my experience and denied the problem. But, overall everyone in the hearing acted professionally.
- Didn't have any contact before the arbitration other than denying my e-mail request for buy back.
- Speak over the phone with conference call.
- Terrible. The manufacturer only repeated the scripted answers from all the pamphlets. They barely addressed any of my points or concerns and were unwilling to provide any satisfactory response.
- I had no contact with the manufacturer's representative until the hearing.

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

Pre-Decision



Post-Decision



Consumers favorable views of the Arbitrator declined substantially in the post-decision survey.

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

- Thorough, asked questions to both parties.
- Felt rushed to hear our side but not sure why.
- Good, she was professional as expected.

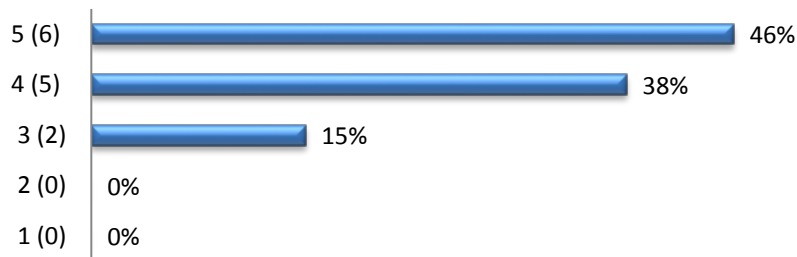
The following comments were provided on the post-decision survey:

- Arbitrator was professional, easy to understand, spoke clearly and gave each side a fair opportunity to speak.
- The arbitrator would not test drive the vehicle. That was the whole point for me going in person.
- They did their job, they are only there to listen.
- The gentleman on arbitration day was great.
- He seemed fair.
- She was a day late with the decision, or I was uninformed on how the decision would come to me.
- Seems Ford knows arbitrator will favor Ford. Please check number of Ford Pre-Arbitration Settlements vs. GMC or VW Settlements before arbitration.
- He was helpful yet took manufacturer's word on length of time car was in the shop even though I had work orders with more time.

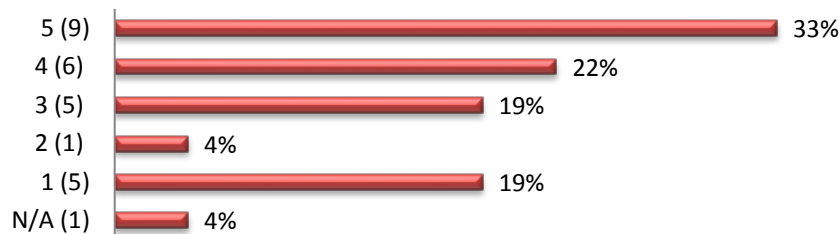
- The arbitrator would at least repeat my points and comments but would never draw conclusions on my statements. The arbitrator would not even restate how many total my car was out of service.
- He was clearly biased toward the manufacturer and in his decision he referred to issues that weren't mentioned anywhere in the case: not in the testimony or in any of the evidence. "...captured by a dash camera"?! He made it up on his own. He was also simply wrong in his conclusions and clearly didn't listen to my testimony, read the evidence provided, or consider my arguments. The decision was probably written by Ford. He didn't even follow the law as written in the Song-Beverly Act. He disregarded the last repair attempt because the odometer was over 18k – but the act specifies that the only odometer reading that matters in the first repair attempt. And that's just one example. The guy was incompetent.

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

Pre-Decision



Post-Decision



Consumers had a more favorable view of the entire arbitration process before the decision was awarded.

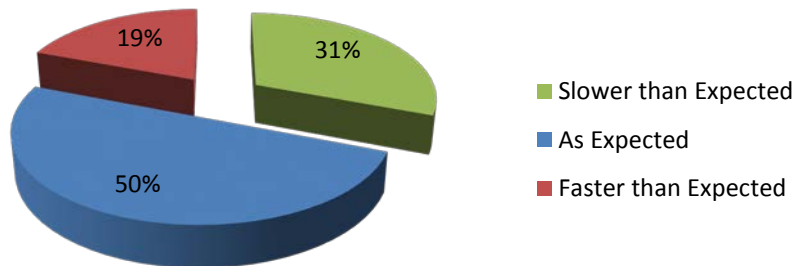
The following comments were provided on the pre-decision survey:

- Ford makes it difficult and has only slowed down the process.
- Doesn't feel too good but might be worth it if the outcome is positive – unable to say at this time.
- Works for business, need attorney for consumer.

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

- Ford phoned it in whilst I should have attended.
- From beginning to end, the process was document well and followed.
- 5 except the one in Virginia.
- It was a stressful process.
- The car issue is intermittent and when he went for a ride it did not act up. Which I think was a major factor in his denial decision. It currently is back in the shop for the past 30 days while they try and figure out what's wrong.
- The entire process is a scripted farce to destroy the consumers hopes of mediation. It does a great job at tricking the consumer into thinking this is a fair process in the hopes that they will give up.
- Biased toward the manufacturer and a complete waste of time and energy. I'll never do it again and I've advised others of my experience. A friend at work is in the middle of an issue with his Ford truck and I told him not to bother with the Lemon Law arbitration process because it's not impartial. The consumer has no chance. My case was lost before it started and Ford knew it. The Ford Rep said almost nothing at the hearing because he knew he didn't have to. It was a complete joke and I feel like a fool to have believed it was going to be fair.

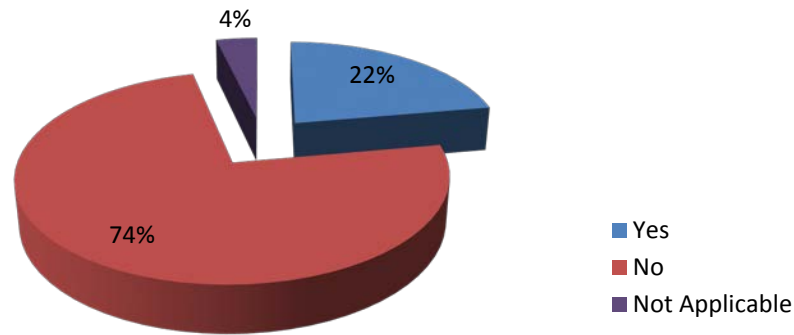
8. How would you rate the speed of the arbitration process relative to your expectations?



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

- Not sure how long process as this should take.
- Amazed after what we had been through with Ford.
- Per the guidelines.
- I expected Ford to close out in 30 days and it took longer than 90.
- The arbitration is a scripted process to waste the consumers time. But because it is scripted the speed of the process is as expected.
- Faster than expected.

9. Were you ever denied the ability to present evidence?

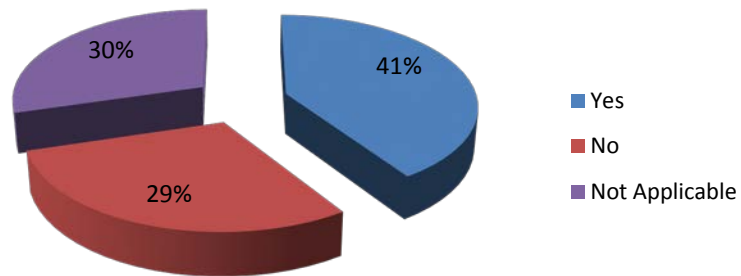


The following comments were provided on the post-decision survey:

- I was not given directly the arbitrators questions of me. Just a summation by BBB therefore I never was able to tell arbitrator how 30 days in the shop is an inconvenience.
- It was evidence not turned in by the manufacturer.
- I had 40 service tickets on this car and reports from independent assessments of the vehicle. The manufacturer did not allow all my evidence.
- The vehicle needed to be test driven they refused to do so.
- The dealership would not accept countless videos I had taken of the problem.
- Due to Ford not showing up I wasn't able to show my videos.
- I was allowed to present as much evidence as possible. But my evidence was never given a clear response or acknowledgement.
- No, but if I'd know he was going to take the manufacturer's verbal word, which he mentioned in his written reply to me, I would have provided more written information disputing what he said.
- But I clearly don't think I was heard. And I spent a lot of time and energy gathering evidence and proving my case. But it wasn't considered.

10. If you accepted the decision of the arbitrator:

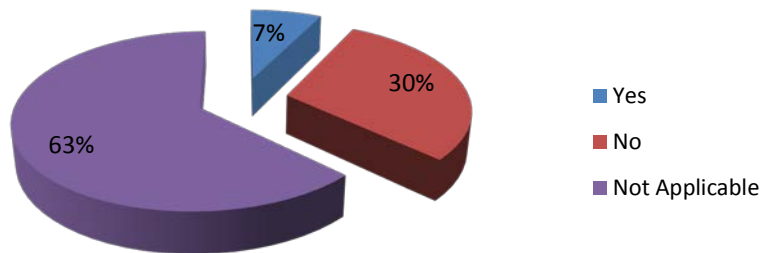
A. Did the Manufacturer perform the decision within 30 days after you accepted the decision?



The following comment(s) were provided on the post-decision survey:

- Pre-arbitration, a 30-day window was provided for repair. The part was never delivered to repair the vehicle.

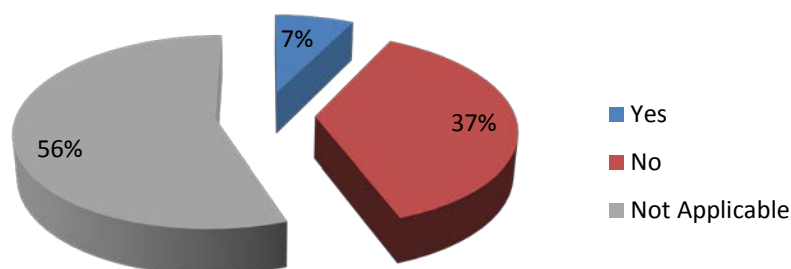
B. If the performance of the decision was over 30 days, did you agree to the delay?



The following comment(s) were provided on the post-decision survey:

- Pre-arbitration, yes. Post- arbitration – I wasn't interested in another 30+ days of a rental. I rejected the arbitrator's decision.

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



The following comment(s) were provided on the post-decision survey:

- That's all I was asking for due to water damage on a 2017.

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

- We had difficulty opening necessary sites on webpage. Had to be sent by mail. Could have been our problem, however.
- Check the arbitrator's record compared to others, then check Ford's win vs. loss with BBB compared to other manufacturers. Kick Ford out of the arbitration process, as they need to be dealt with in the court of law.
- Ford has a subcontractor closing out BBB decisions but they have no authority. From what I have read online most buyback actions take longer than 30 days with Ford.
- I can think of nothing to improve the process.
- I am not so happy with Ford - \$35,000 and Ford said Oh Well. Bad business. Ford said customer satisfaction is dealer campaign not the maker.
- The process was great nothing further.
- Timeliness.
- There needs to be more accountability on the manufacturer and penalties for not complying with the decision in the 30-day period. They continued to drag their feet and didn't care.
- I could not open the link that described the arbitration and what to expect.
- TEST DRIVE THE VEHICLE!
- Make it faster. The care should not have been on the road.
- Have a way to submit more evidence after the hearing and a way to force the dealer to provide you with case file on my auto.
- Stop providing this as a "consumer service" it is not. The BBB is as much a consumer service as yelp, or google reviews. You should all feel terrible for being a tool.
- It's a corrupt system and should just be scrapped. It doesn't work and my case was pretty cut and dried. I sold my truck the day after my claim was denied and I'll never buy a Ford again. They should have supported their product and they refused. The dealer was great and to their credit they didn't understand why Ford didn't buy back

the truck after the first repair attempt failed. But Ford got their money and just wanted me to go away. In that – they definitely succeeded. Ford and I are divorced for good. And the Lemon Law thing was a joke – which is why Ford wasn't worried at all about my claim. They had it won from the beginning.

Results of Consumers Completing Both Pre-& Post Surveys

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

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

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

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	2
B	Replacement	3	3
C	Repurchase	5	1
D	Repurchase	3	3
E	Repurchase	1	3

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
B	Replacement	3	1
C	Repurchase	5	3
D	Repurchase	4	3
E	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	5	5
B	Replacement	5	5
C	Repurchase	5	Blank
D	Repurchase	5	5
E	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
B	Replacement	4	5
C	Repurchase	5	Blank
D	Repurchase	5	5
E	Repurchase	3	4

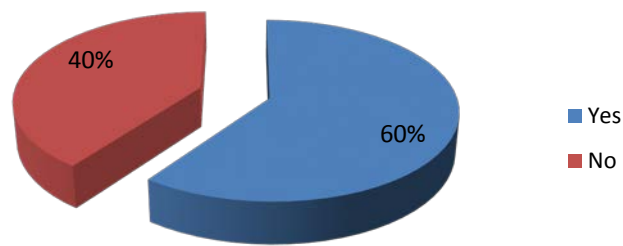
BBB AUTO LINE
GENERAL MOTORS
CORPORATION

General Motors Corporation

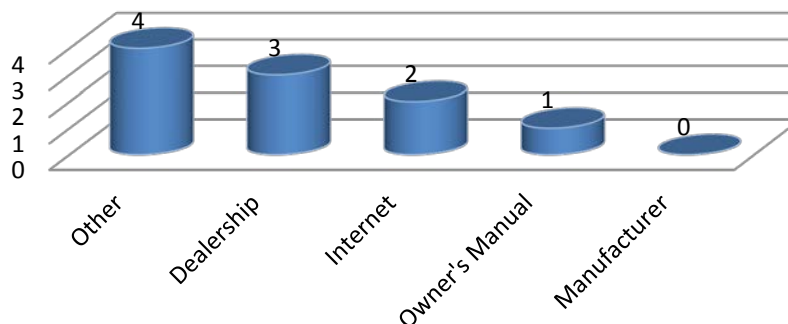
In 2017, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received 8 responses to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program staff, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 84 consumers. Of these 84 consumers, 10 (12%) responded to the survey. The post-decision survey consisted of 13 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 the pre- and post-decision surveys. A narrative is included to represent the result of the consumers.

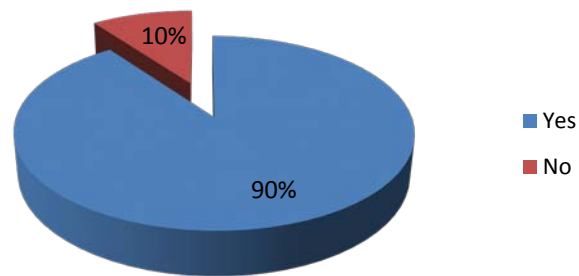
2. Before you purchased your vehicle, did you know about the California's Lemon Law?



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

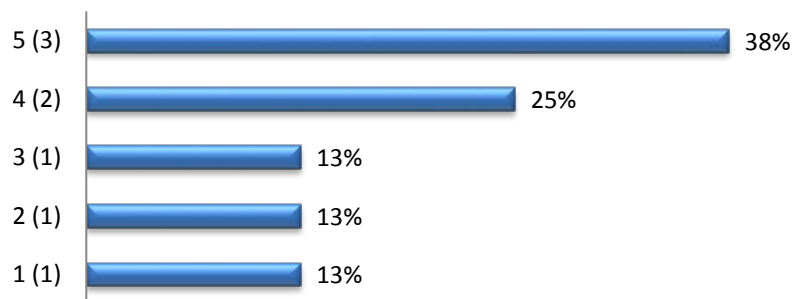


4. If you participated in a settlement or mediation process after applying for arbitration with the BBB AUTO LINE, were you informed that it was a voluntary process?

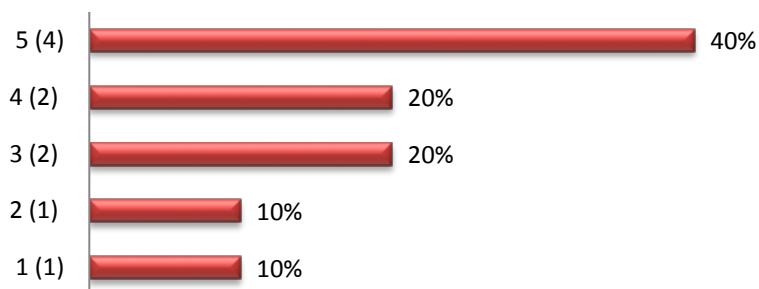


5. In terms of overall satisfaction, how would you rate your experience with the BBB AUTO LINE staff?

Pre-Decision



Post-Decision



Consumers had a consistent view (38% excellent rating pre-versus 40% post) of the BBB AUTO LINE staff prior to receiving their decision.

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

- Rep did not contact me for 2 weeks.
- Called BBB – never responded with confirmation of receipt of complaint – closed case – reopened with another case #. Sent complaint again – still no confirmation.

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

- The staff or arbitrator did not provide a reason why he decided to rule in favor of the manufacturer while there was overwhelming evidence that it was there fault.
- Because I really didn't know anything about it they said what they needed to explain, but I didn't know anything I am not a mechanic.
- Very little communication on the process. Links to paperwork didn't work. Overall, disappointing experience.
- Very slow to respond, arbitrator seemed to be unresponsive.

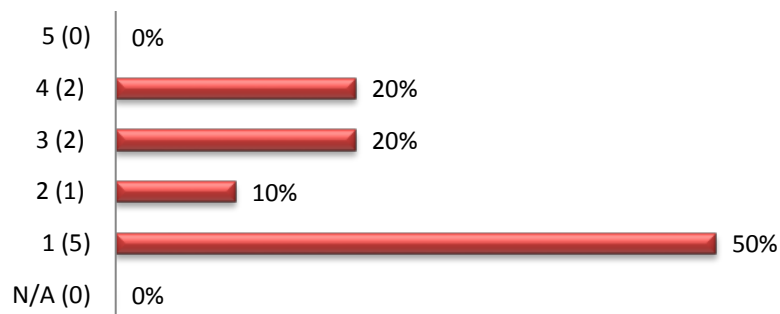
6. In terms of overall satisfaction, how would you rate your experience with:

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

Pre-Decision



Post-Decision



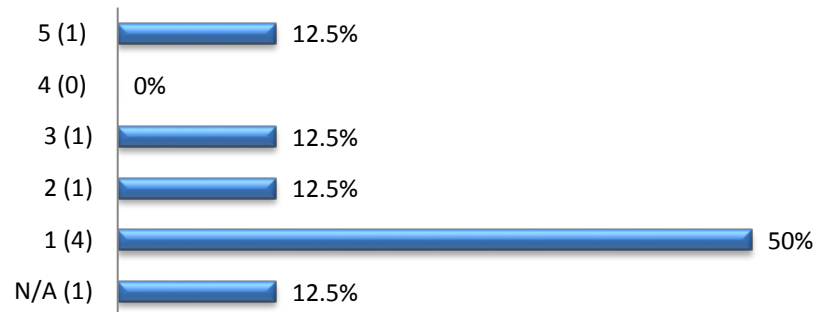
Consumers overall did not have a favorable view of the Manufacturer's Representative at the hearing post surveys.

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

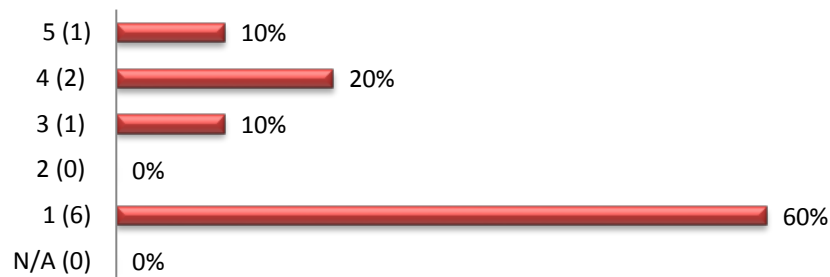
- The person at hearing was good – On phone – no comment.

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:

- The representative never provide a straight definitive answer to any questions I asked.
- Didn't talk to anyone once I filed arbitration case.

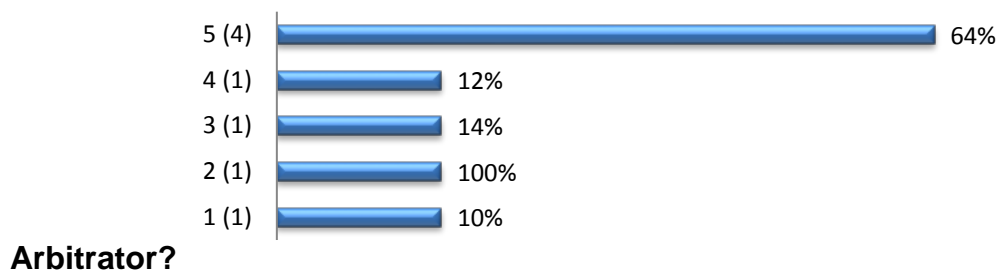
The following comments were provided on the post-decision survey:

- The manufacturer representative wouldn't provide the evidence of these finding or fully answer any of our questions regarding the issues with the engine. They did not conducted an investigation and only denied the liability from Chevy or GM.

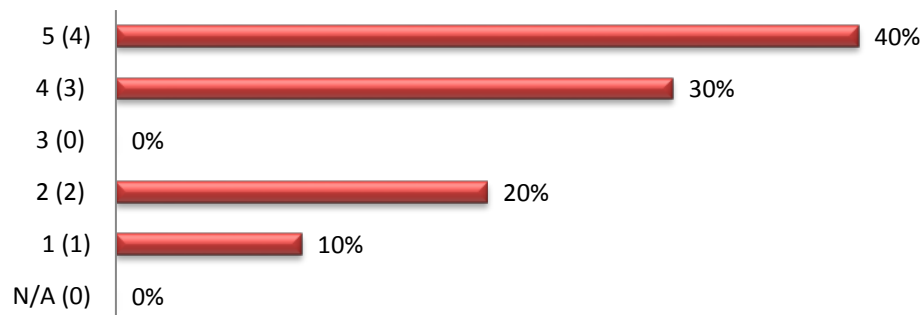
- They never tried to satisfy my concern about the safety of driving this car. There is a transmission problem they replace several things in that car it was a new car 10 miles when I bought it and had to keep taking it back for problems 4 times.
- “Kimberly” never returned phone calls. Calls always went to voicemail. When she called to check the status of the car I told her the car wasn’t fixed. She said, “Let me see what I can do.” I never heard from her again. Spoke with her supervisor and he was useless. Very disappointed in Chevrolet & GM.
- Chevy gave me the run around for six months. I consider them very unethical in the way I was treated.
GM rep was less than helpful and honestly helps may decision to not buy another GMC.

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

Pre-Decision



Post-Decision



Consumers had a substantially more favorable view (64% excellent rating pre-versus 40% post) of the Arbitrator prior to receiving their decision.

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

- Still have not gotten the decision, (8 days after hearing).

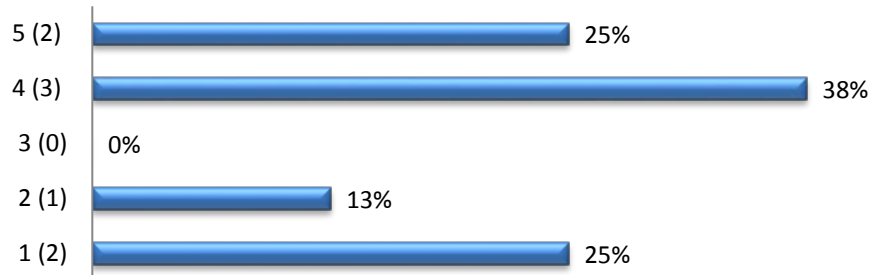
The following comments were provided on the post-decision survey:

- He did not give us a detail report as to what led him to favor the manufacturer.
- I felt that he was leaning toward the representative, because he brought information from the manufacturer. So, I’m taking it court.

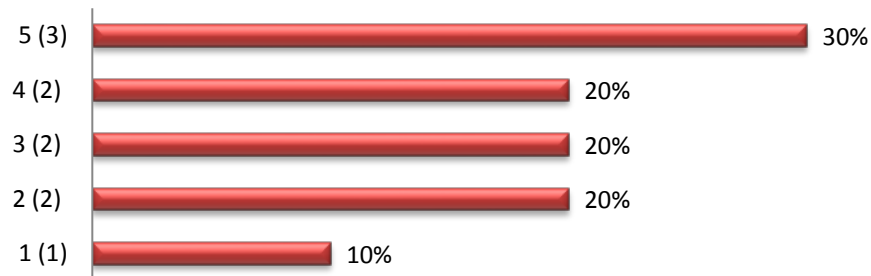
- Nice man, but I didn't agree with his decision.
- Very slow, seemed to miss NHTSA announcements.

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

Pre-Decision



Post-Decision



Consumers had a more favorable view (63% excellent/acceptable ratings pre-versus 50% post) of the entire arbitration process prior to receiving their decision.

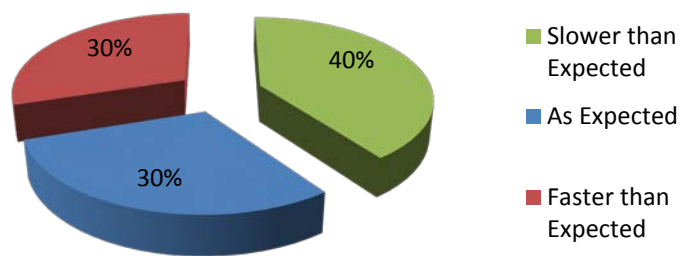
The following comments were provided on the pre-decision survey:

- I disagree with their decision.

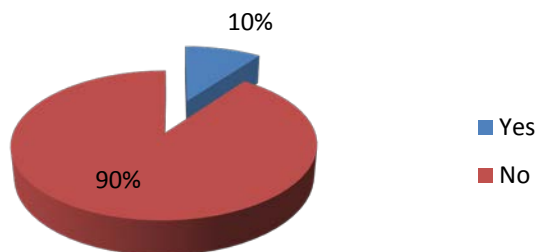
The following comments were provided on the post-decision survey:

- I felt like nothing I said made a difference because the representative kept stating the car drives like it was built to drive which is horrible even the arbitrator said there is a small clunk in changing gear but nothing to be concerned about. Really?
- Disappointing, Lack of information on the process, links to info didn't work.

9. How would you rate the speed of the arbitration process relative to your expectations?

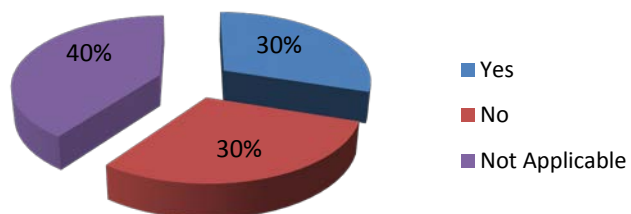


10. Were you ever denied the ability to present evidence?

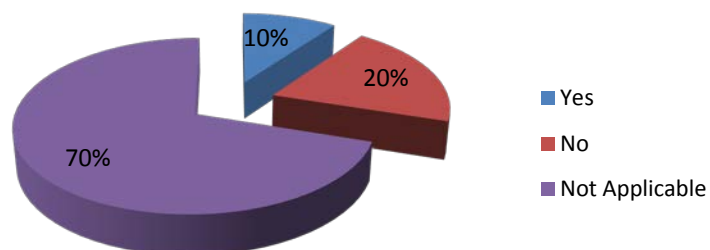


11. If you received an award,

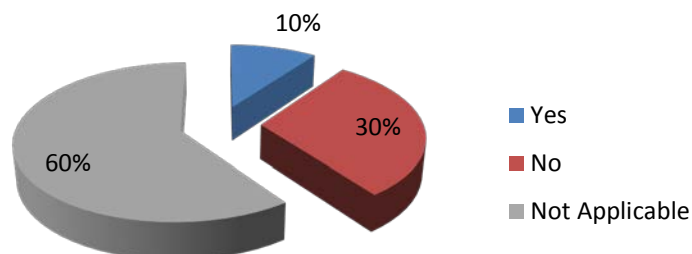
A. Did the Manufacturer perform the award within the 30 days after you accepted the award?



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



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



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

- Have my counsel or attorney available during the arbitration. I did not know that the arbitrator is the middle man to rule for or against me. All along I assume that the BBB Representative is helping us making the case clearer to the manufacturer.
- No, it was a very easy process overall.
- Nothing comes to mind.
- That they not drive the car for 10 minutes and make a determination that it is not having the problem that the customer is reporting not true, first of all you driving it for 10 minutes the client has driven it for months.
- Walk people through the process because we don't do this on a daily basis.
- GMC is a bad company.

Results of Consumers Completing Both Pre & Post Surveys

Two consumers completed both the pre-and post-decision surveys. Consumers A received a repair decision while consumer B received a denial.

The following bullet points indicate the consumers' answers on the pre-and post-decision surveys for the satisfaction with BBB Staff:

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

The following bullet points indicate 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	3
B	Denial	4	2

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

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

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

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

The following bullet points indicate 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	4	4
B	Denial	4	2

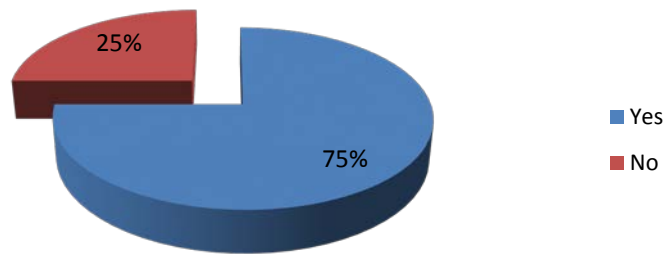
BBB AUTO LINE
HYUNDAI MOTOR
AMERICA

Hyundai Motor America (Hyundai and Genesis)

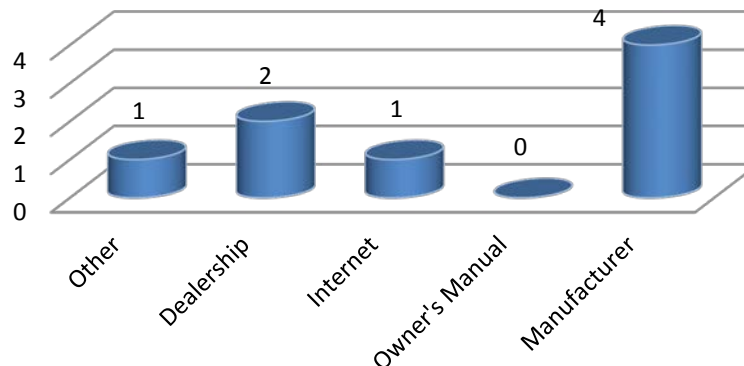
In 2017, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received seven responses to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 30 consumers. Of these 30 consumers, eight (26%) responded to the survey. 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. In addition, three consumers completed both pre-decision and post-decision surveys. A table is included to represent the results of these three respondents.

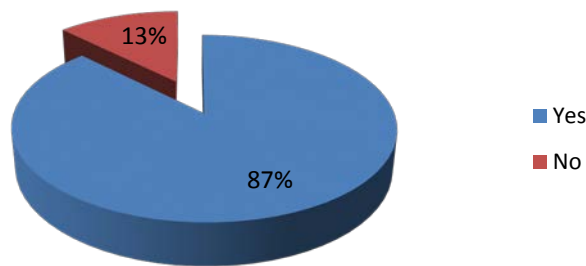
2. Before you purchased your vehicle, did you know about the California's Lemon Law?



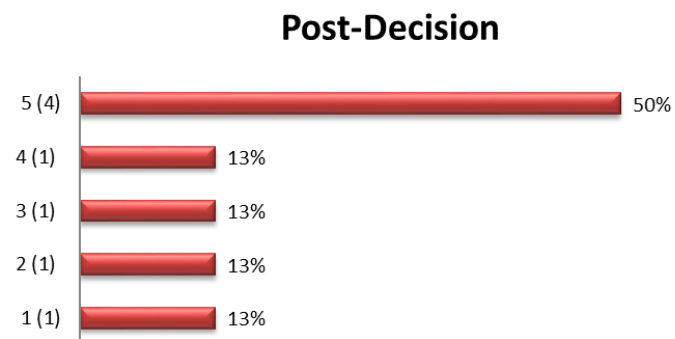
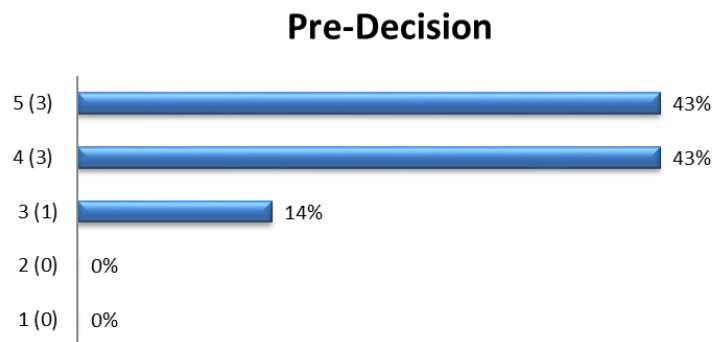
3. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



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?



Consumers had a substantially more favorable view (86% with a 5 and 4 rating pre versus 63% with a 5 and 4 rating post)

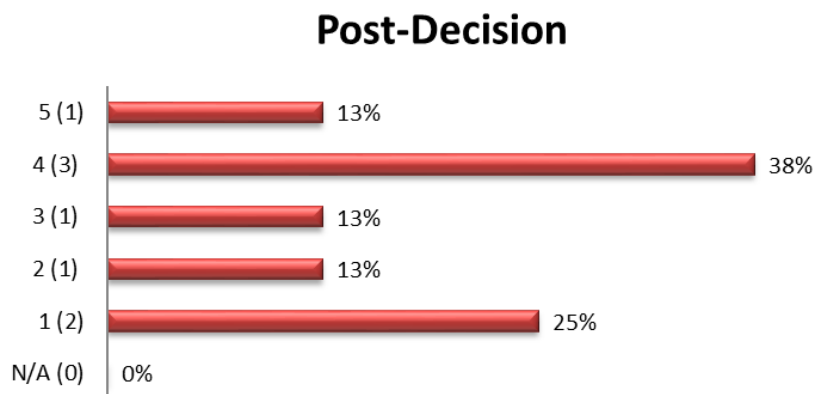
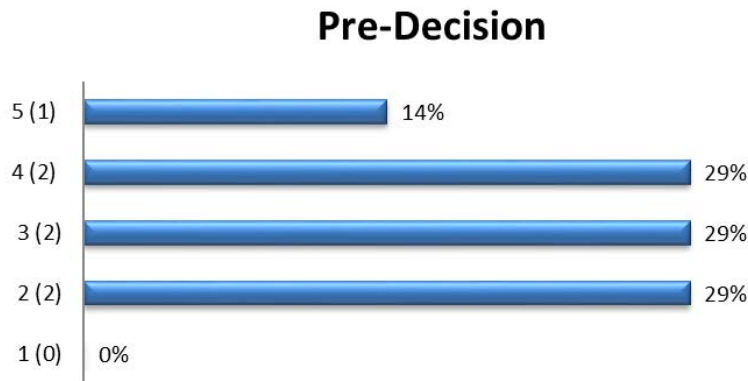
The following comment was provided on the pre-decision survey:

- Staff have been courteous, friendly and explained the process and I appreciate that.

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

- Average service.
- Not very attentive.
- Hassled from the very start by Hyundai and BBB

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 (14% with a 5 rating pre versus 13% with a rating of 5 post)

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

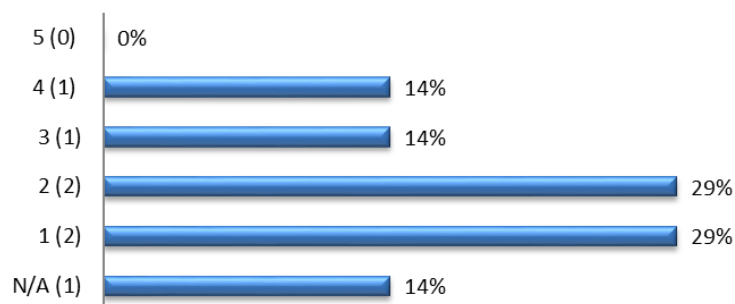
- The rep while courteous and friendly represented a position of bias, that miscast facts, and attempted to characterize opinions as objective facts.
- He was knowledgeable and friendly, but I thought the car needed more testing to determine problem.
-

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

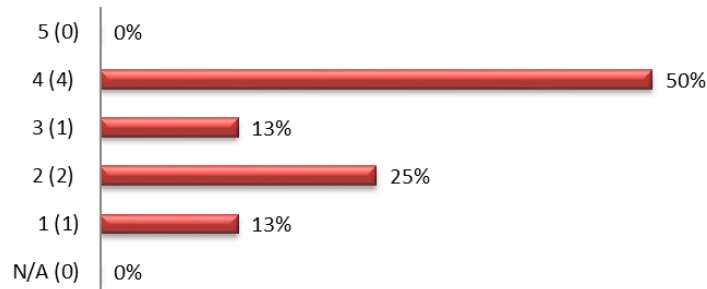
- These people know how to play the game to minimize the financial impact on their backs. Very frustrating.
- Only concerned about their jobs.

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 (14% with a 4 rating pre versus 50% with a rating of 4 post)

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

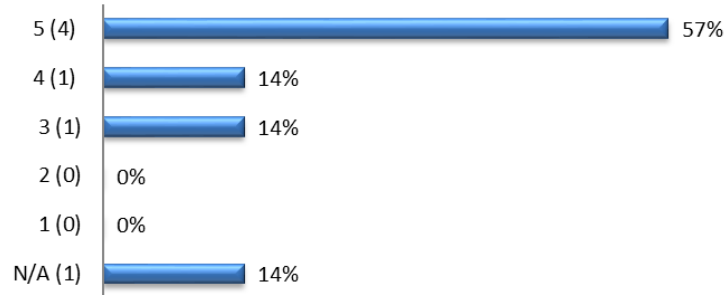
- I've had no other contact with manufacturer's representative.
- Horrible.
- They simply waited for the meeting without any other input or testing or remedy.

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

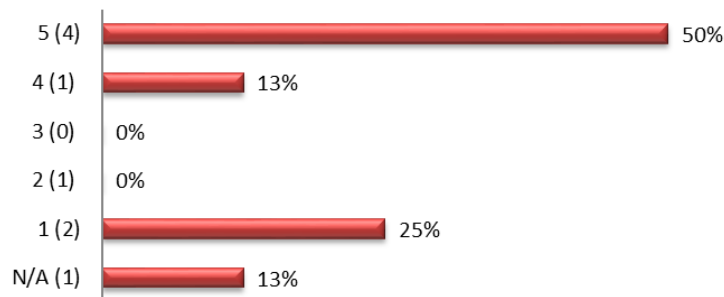
- Put off multiple times or outright ignored with zero responses.

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 (57% with a 5 rating pre versus 50% with a rating of 5 post)

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

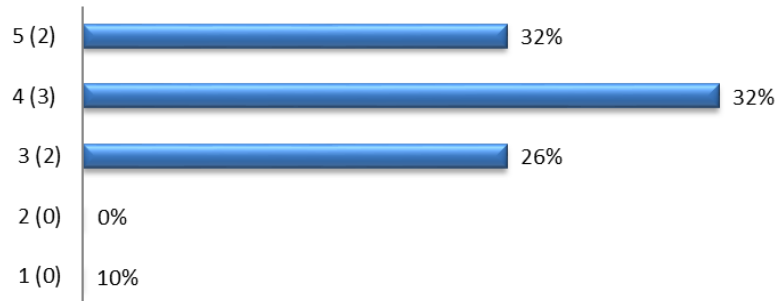
- This is difficult for me to assess in that I don't yet know the hearing officer's findings and rationale. That said, all were professional in demeanor.
- Excellent.

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

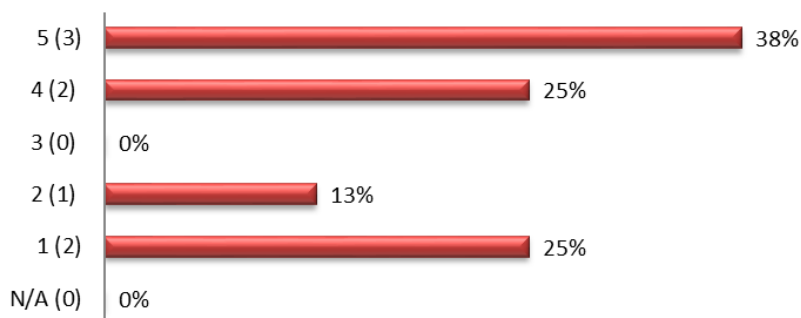
- Very frustrating. Did not consider too many of the evidence in hearing. Mfr. Rep. appeared to be in cahoots with arbitrator.
- Not qualified to arbitrate this case. Didn't understand the problem, appointed an "expert" not qualified for this case.
- He was preset to create a no win case.

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

Pre-Decision



Post-Decision



Consumers had a less favorable view (32% with a 5 rating pre versus 38% with a 5 rating of post)

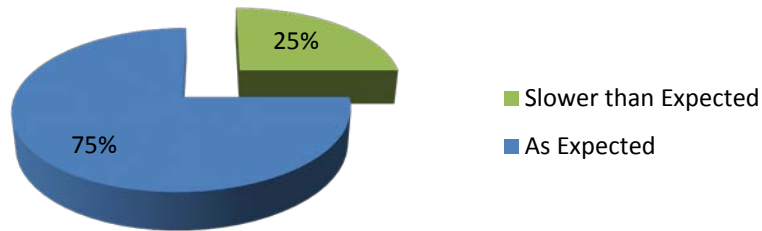
The following comments were provided in the pre-decision survey:

- I'm glad a process exists, however materials I should have received prior to the hearing from BBB weren't.
- Good.
- I felt like the manufacturer did not try hard enough to test the car.
- Everyone was very professional, hearing went according to outline. Communication was open.

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

- Very frustrating. The arbitrator met separately with mfr. Rep. during hearing/test drive which destroyed his independence. Very unfair.
- It was unbelievably unfair. BBB was nothing more than a shell.

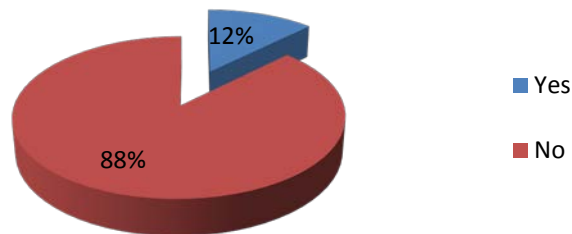
9. How would you rate the speed of the arbitration process relative to your expectations?



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

- It took months on purpose by them all.

10. Were ever denied the ability to present evidence?

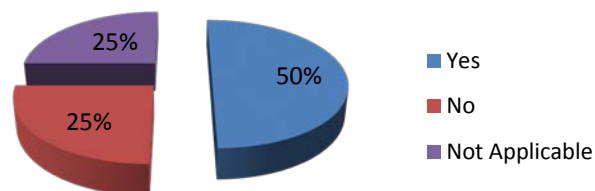


The following comment was provided on the post-decision survey:

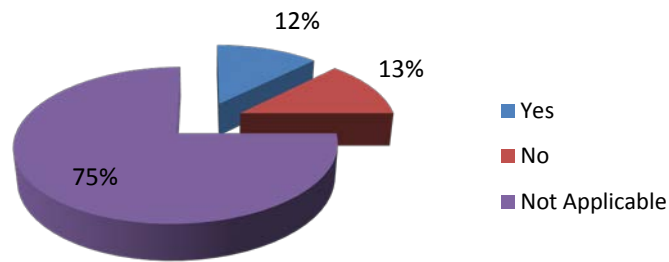
- Didn't get to present all facts. Seemed to be in a hurry to get done.
- My evidence was moot to them from the very beginning.

11.

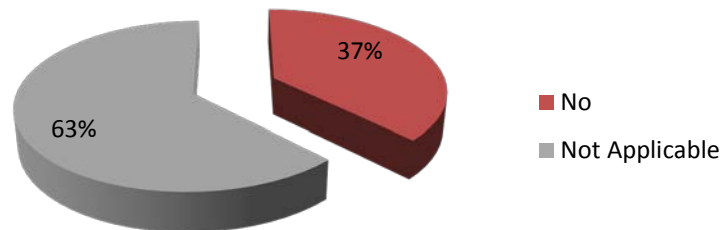
A. Did the Manufacturer perform the award within the 30 days after you accepted the award?



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



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



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

The following comments were provided:

- Hyundai rep and arbitrator were in cahoots. This was a routine. I bought a brand new defective car and if their friends or family was involved it would have been over and exchanged in a day!
- Qualified personnel to understand the hi tech operation of new cars.
- Speed up the process a bit. Since arbitration is only an hour, it should be easy to schedule something within a week.
- Raise funding for this process independent of the manufacturers. This will restore independence to the process. Otherwise it's a waste of time for consumers.

Results of Consumers Completing Both Pre & Post Surveys

Two 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 staff:

Consumer	Decision	Pre-Decision	Post-Decision
A	Denial	3	2
B	Denial	5	3

The table below 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	Denial	2	1
B	Denial	5	2

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:

Consumer	Decision	Pre-Decision	Post-Decision
A	Denial	1	1
B	Denial	4	2

The table below 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	3	1
B	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:

Consumer	Decision	Pre-Decision	Post-Decision
A	Denial	3	2
B	Denial	5	1

BBB AUTO LINE

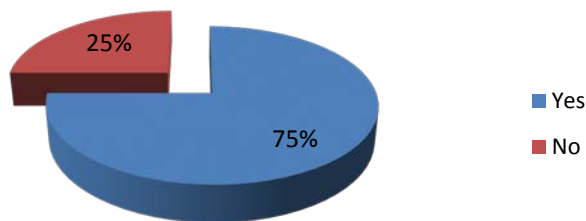
KIA MOTORS AMERICA

Kia Motors America

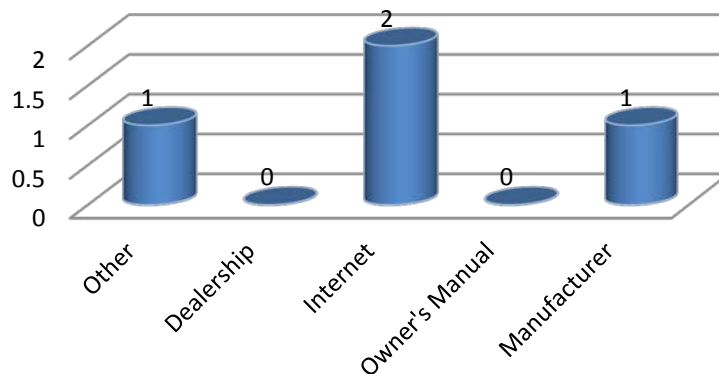
In 2017, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received no responses to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 8 consumers. Of these 8 consumers, four (50%) consumers responded to the survey. 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. In addition, three consumers completed both the pre- and post-decision surveys. A table is included to represent the result of the consumers.

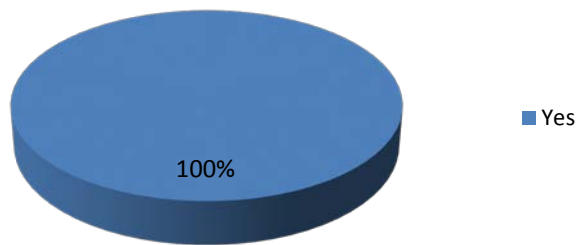
2. Before you purchased your vehicle, did you know about the California's Lemon Law?



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



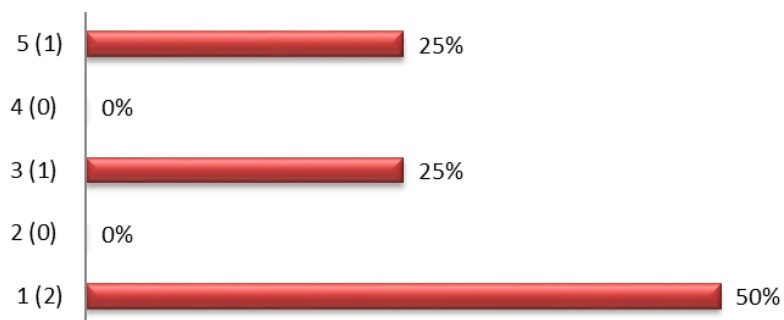
4. If you participated in a settlement or mediation process after applying for arbitration with the BBB AUTO LINE, were you informed that it was a voluntary process?



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

No Pre-Decision responses provided.

Post-Decision



Consumers had a less favorable view (50% with a 1 rating post)

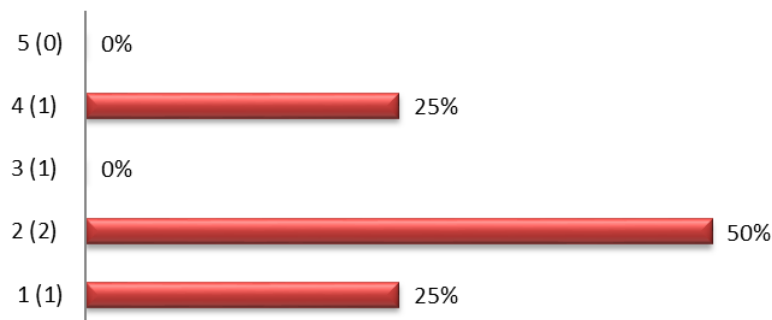
The following comments were provided on the post-decision survey:

- Did not test drive to see all the problems I have been for 2 years with this vehicle- I am/have had several problems with this vehicle that has limited the ability to drive this car.
- My phone calls were answered. Follow-up was terrific I received all the information needed to make an informed decision on how to proceed.
- They did not listen, just went with Kia story which meant I should have read 600 pages of the owner's manual to know the defects of a dual clutch transmission. The arbitrator was a joke. His biggest concern was when they would bring him a Ferrari case so he could drive one.

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

No Pre-Decision responses provided.

Post-Decision



Consumers had a more unfavorable view (75% with a 2 and 1 rating versus 25% with a 4 rating post)

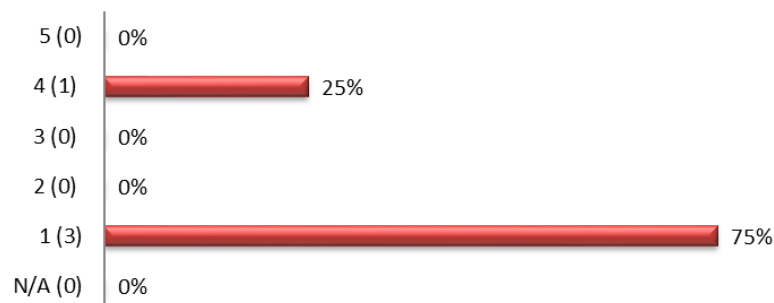
The following comments were provided on the post-decision survey.

- Very poor- I put a lot of time, effort and long hours in preparing for this arbitration and even took the time to put videos on a flash drive like asked by BBB and they weren't even look at as evidence.
- Claimed he had no technical knowledge. Could only state company policy.

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?

No Pre-Decision responses provided.

Post-Decision



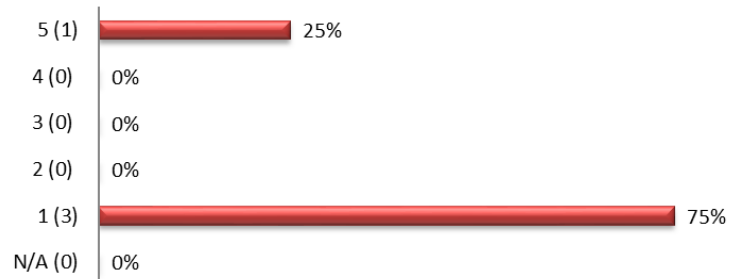
Consumers had a more unfavorable view (75% with a 1 rating versus 25% with a 4 rating post)

No comments were provided on the post-decision survey.

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

No Pre-Decision responses provided.

Post-Decision



Consumers had a substantially unfavorable view (75% with a 1 rating versus 25% with a 5 rating post)

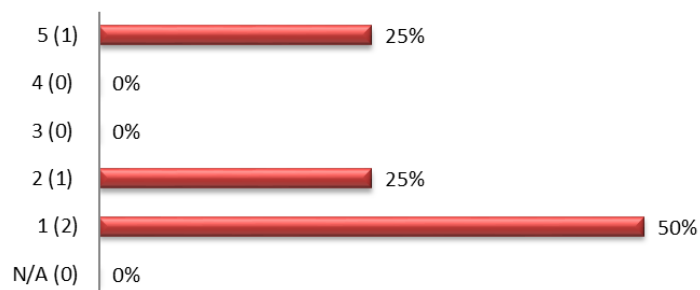
The following comments were provided to the post-decision survey:

- Very poor- did not view evidence or look at my videos on flash drive of all the continuous problems I have had with this vehicle for 2 years.
- He was thoughtful. Allowed enough time for each party to state their case.
- Waste of time. I brought good research, he did not look at it.
- 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?

No Pre-Decision responses provided.

Post-Decision

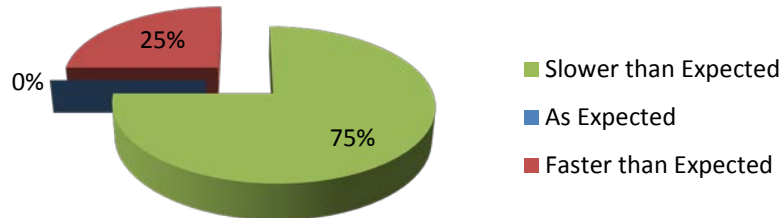


Consumers had a substantially unfavorable view (75% with a 2 and 1 rating versus 25% with a 5 rating post)

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

- The whole process caused me physical stress on my overall health. It was a joke in my opinion. Someone had to of made money off of it!
- It's the best thing out there for consumer protection.
- Never again.

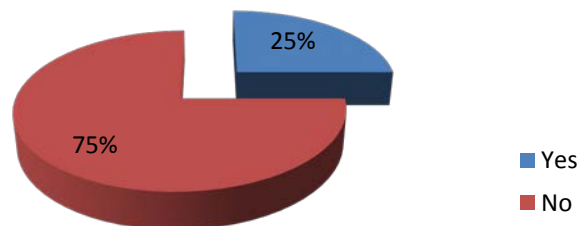
9. How would you rate the speed of the arbitration process relative to your expectations?



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

- Slow, slow, slow- time consuming and a big waste of my time!

10. Were you ever denied the ability to present evidence?

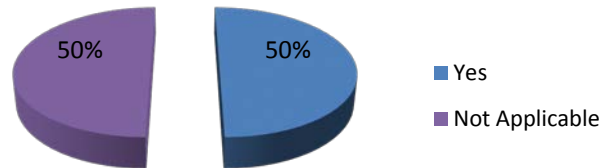


The following comment was provided to the post-decision survey:

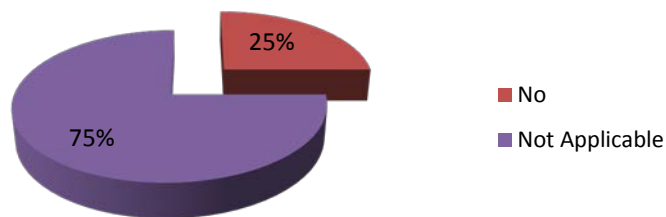
- That's what was upsetting the most! I have hated this car since day one ad no one at the dealership would help me.
- It was not denied, it was not considered.

11. If you accepted the decision of the arbitrator:

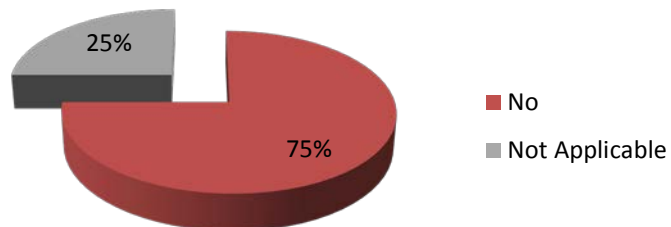
A. Did the Manufacturer perform the award within the 30 days after you accepted the award?



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



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



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

The following comments were provided:

- Take into consideration of the effort the person (me) has taken to prepare for this case. And take all evidence into consideration. This car will go on my debt. For the record, they aren't getting another penny from me- Kia sucks!!
- Get an arbitrator that cares. BBB was terrible.

Results of Consumers Completing Both Pre & Post Surveys

None of the consumers completed both the pre and post-decision surveys.

BBB AUTO LINE

MAZADA NORTH
AMERICA OPERATIONS

Mazda North American Operations

In 2017, 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 three consumers. None of the three consumers responded to the survey. The post-decision survey consisted of 13 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.

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

No response received

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

No response received

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?

No response received

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

In the pre-decision survey, both consumers indicated excellent.

In the post-decision survey, no response received.

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

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

In the pre-decision survey, one consumer indicated less than satisfactory, and one consumer indicated satisfactory.

In the post-decision survey, no response received.

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

- Did not attend. Phone call.

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

In the pre-decision survey, one consumer indicated less than satisfactory, and one consumer indicated satisfactory.

In the post-decision survey, no response received.

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

- Not very accommodating. Only responded when I contacted BBB.

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

In the pre-decision survey, both consumers indicated excellent.

In the post-decision survey, no response received.

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

- It went well. Arbitrator was clear on every step of the process. Everyone was very polite.

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

In the pre-decision survey, both consumers responded with excellent.

In the post-decision survey, no response received.

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

- It was good. Not something I would suggest to do often, but good if something you need to resolve an issue.

9. How would you rate the speed of the arbitration process relative to your expectations?

No response received.

10. Were you ever denied the ability to present evidence?

No response received.

11. If you received an award,

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

No response received.

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

No response received.

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

No response received.

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

No response received.

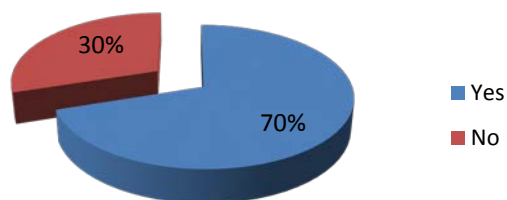
BBB AUTO LINE
NISSAN NORTH
AMERICA, INC.
(INCLUDES INFINITI)

Nissan North America, Inc. (Nissan and Infiniti)

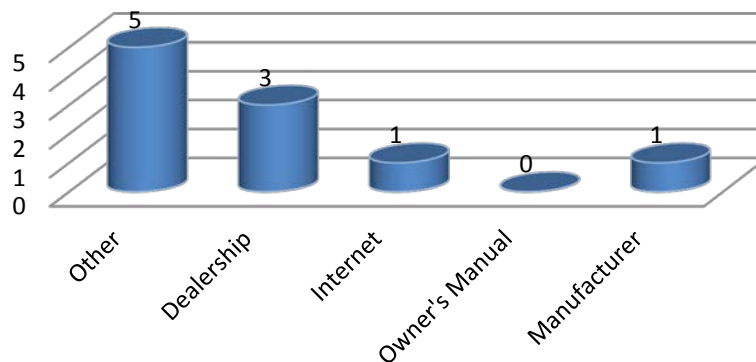
In 2017, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received 19 responses to the pre-decision survey. The pre-decision survey consisted of five questions designed to gauge consumer satisfaction with the arbitration program staff, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 54 consumers. Of these 54 consumers, 10 (19%) responded to the survey. The post-decision survey consisted of 13 questions designed to ascertain consumers' awareness of the Lemon Law, as well as the same questions asked on the pre-decision survey.

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

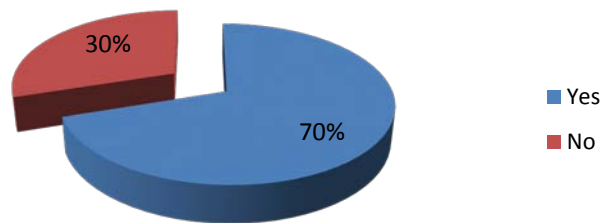
2. Before you purchased your vehicle, did you know about the California's Lemon Law?



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

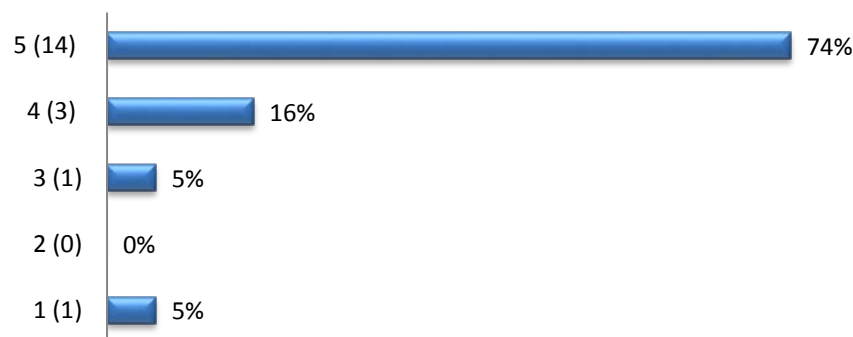


4. If you participated in a settlement or mediation process after applying for arbitration with the BBB AUTO LINE, were you informed that it was a voluntary process?

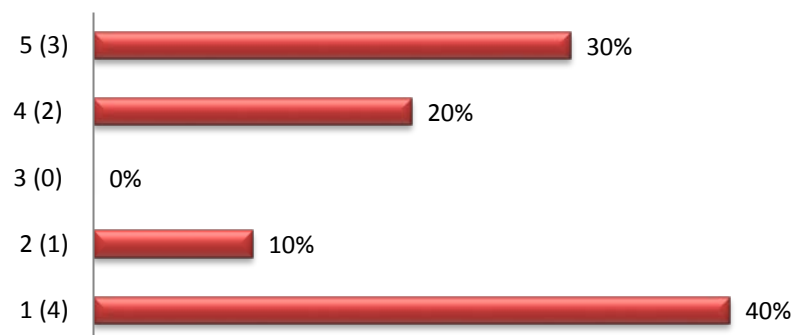


5. In terms of overall satisfaction, how would you rate your experience with the BBB AUTO LINE staff?

Pre-Decision



Post-Decision



Consumers had a more favorable view (74% excellent rating pre-versus 30% excellent post) of the BBB AUTO LINE staff prior to receiving their decision.

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

- Very friendly staff.
- Really professional.
- Experience was pleasant and organized.

- They were courteous and professional.
- They were very helpful and tried to make me feel at ease.

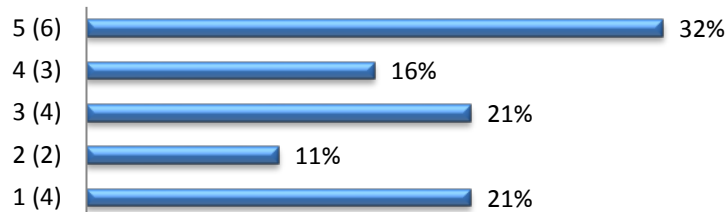
The following comments were provided on the post-decision surveys:

- They made their decision with false reports from the dealer.
- Disorganized. We had to switch rooms, it was unclear what was going on.
- They never wanted to help me in anything. One is supposed to have guarantees; my car came out very bad. I return it and even then, they want to charge me \$14,300.
- I felt I lost the case before I was able to present.

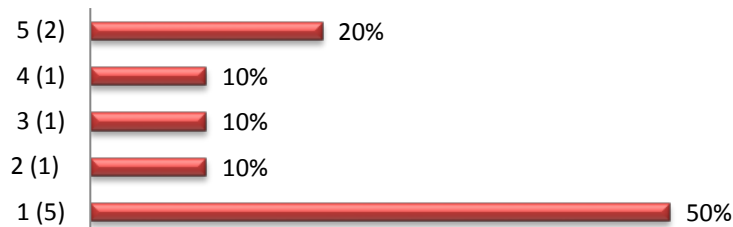
6. In terms of overall satisfaction, how would you rate your experience with:

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

Pre-Decision



Post-Decision



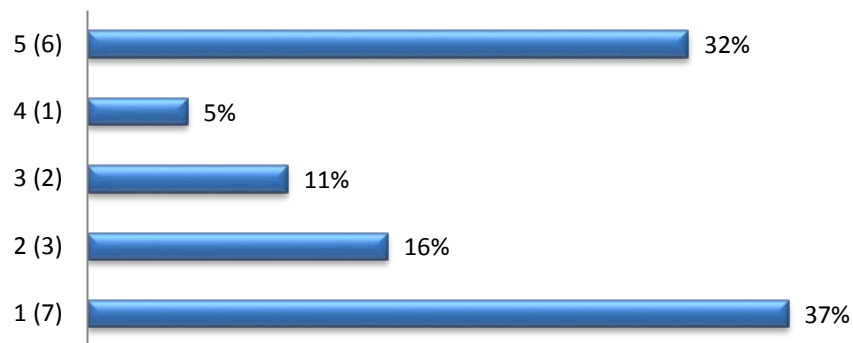
Consumers had a slightly more favorable view (32% excellent rating pre-versus 20% excellent post) of the Manufacturer's Representative prior to receiving their decision.

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

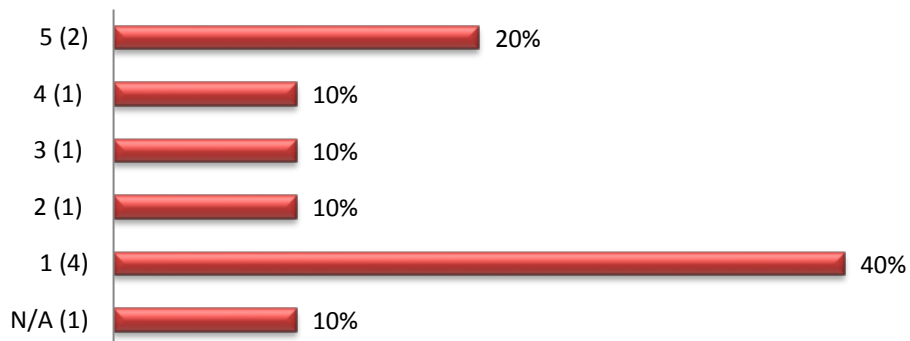
- Explain the CVT which is up to the customer to get use to the car, which is unsafe.
- Trustful and very good experience, very professional.
- Didn't really bring any substantial facts to the case.
- The rep could only assess the situation with paperwork – instead of in-person.
- I felt that he was rude, misrepresented the facts and put the company in poor light.

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

Pre-Decision



Post-Decision



Consumers had a slightly more favorable view (32% excellent rating pre-versus 20% excellent post) of the Manufacturer's Representative prior to receiving their decision.

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

- All clear talk or conversation.
- Not only are they incapable of solving issues but are only for the company.
- They have never considered my side of the issues.
- Slow to respond/unorganized.

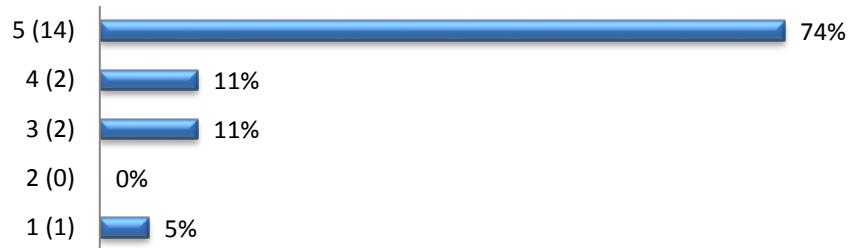
The following comments were provided on the post-decision survey:

- The rep was an employee of the dealer therefore he represented a conflict of interest (Bias). I returned the car with a 2-month penalty plus dis'p fee. Leased 2018 Lexus with no airbag problem also tested Acura, no problems. Infiniti insists AXI is safest car on the road. They claim nothing can be done. Not true they are the only ones to claim this. I also leased a Honda it had the problem, they fixed it, it works fine.

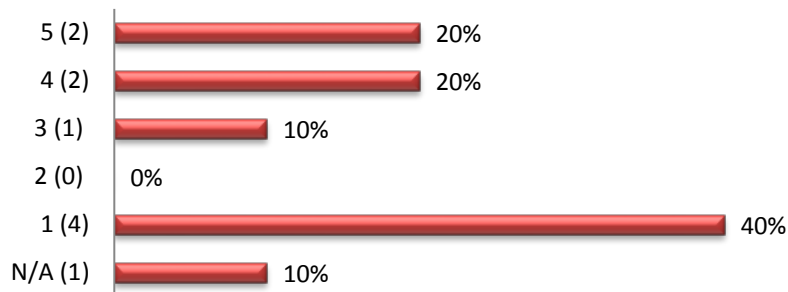
- They got false info from the Dealer. My car still has problems.
- He flat out lied and then refused to answer a simple question about my discussion with him prior to the arbitration.
- I paid the car for more than one year at a time that is unsafe. I have videos where the car was shaking at 40 miles, they never fixed it and didn't wanted to help me in anything.

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

Pre-Decision



Post-Decision



Consumers had a much more favorable view (74% excellent rating pre-versus 20% excellent post) of the Arbitrator prior to receiving their decision.

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

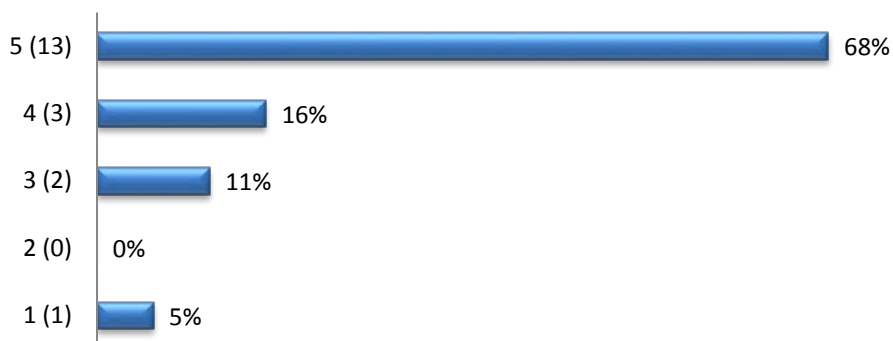
- Very polite and helpful.
- My first experience.
- Loved the process.
- He tried his best to listen to everything and take it in.

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

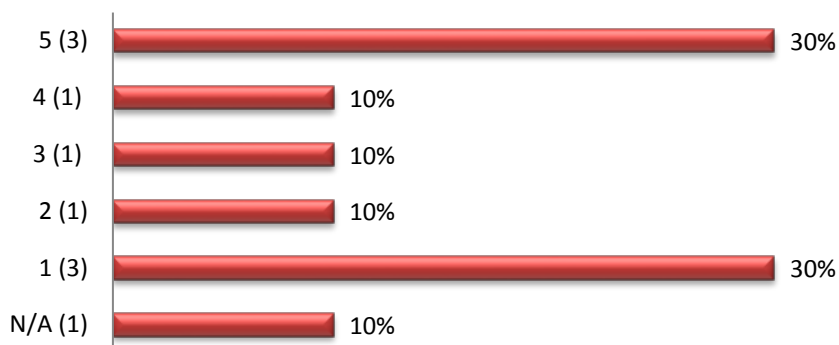
- This guy was a joke. He doesn't even know what Bluetooth is. Does he drive a Studebaker?
- They never help me.

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

Pre-Decision



Post-Decision



Consumers had a more favorable view (68% excellent rating pre-versus 30% excellent post) of the entire arbitration process prior to receiving their decision.

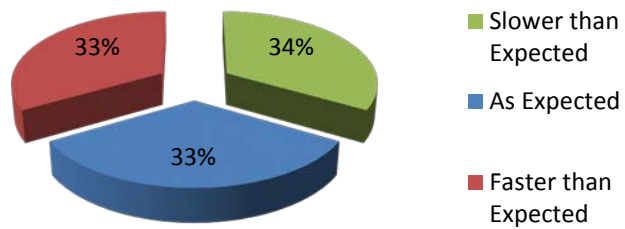
The following comments were provided on the pre-decision surveys:

- They the expert. Thank you.
- I hope I don't have to use BBB again, but if I do, I will. Experience was pleasant.
- I will await the outcome of the process.

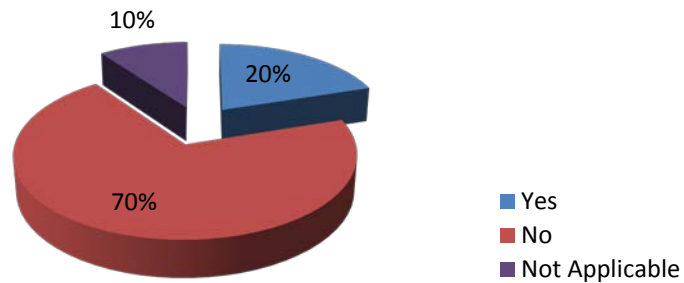
The following comments were provided on the post-decision surveys:

- This is not just sour grapes. There is absolutely no way to prepare for this: no videos online, no hints on how to present your case. The MFG rep is ultra-prepared and you simply don't stand a chance.
- It's awful instead of helping the consumer, they helped Nissan.

9. How would you rate the speed of the arbitration process relative to your expectations?

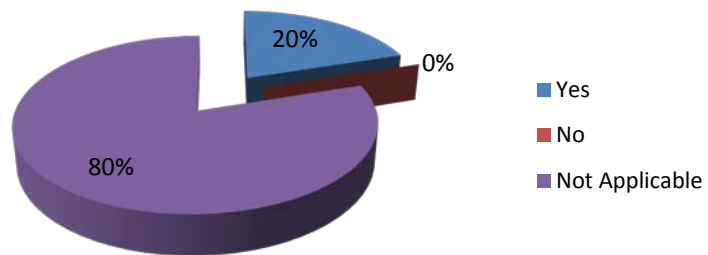


10. Were you ever denied the ability to present evidence?

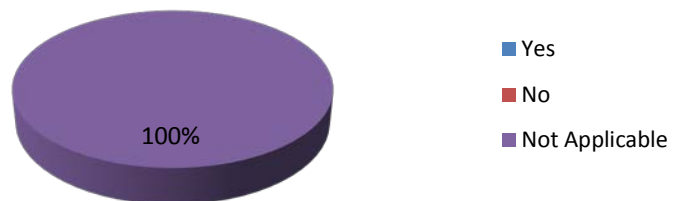


11. If you accepted the decision of the arbitrator:

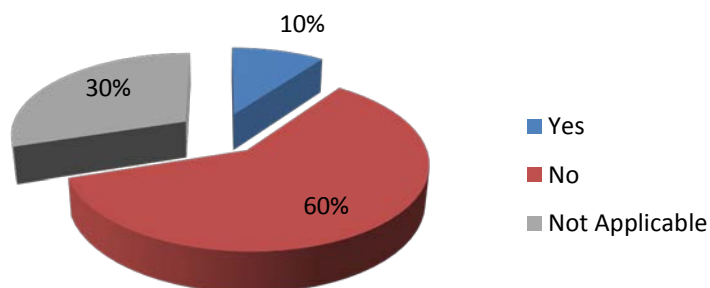
A. Did the Manufacturer perform the decision within the 30 days after you accepted the decision?



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



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



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

- If I could drive my vehicle during the test drive process.
- Stop favoring the MFG and provide ACTUAL help to the CUSTOMER.
- They should help the consumer. It is horrible to pay for a car that does not work.
- How they recorded the session. For my hearing the tape recorder ran out of battery power, and we don't know where it cut off, so my audio record has a large hole in it.

Results of Consumers Completing Both Pre & Post Surveys

Two consumers completed both the pre-and post-decision surveys. Consumer A received a denial while consumer B received a replacement/repurchase decision.

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Denial	5	4
B	Replacement/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	Replacement/Repurchase	2	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	2	1
B	Replacement/Repurchase	1	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	3
B	Replacement/Repurchase	3	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	5	2
B	Replacement/Repurchase	3	5

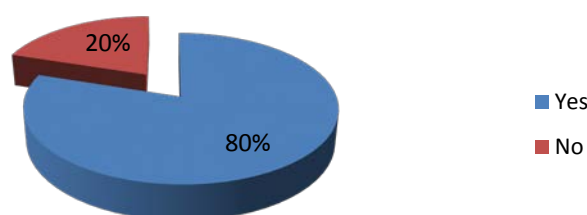
BBB AUTO LINE
VOLKSWAGEN OF
AMERICA, INC.
(INCLUDES AUDI)

Volkswagen of America, Inc. (Volkswagen and Audi)

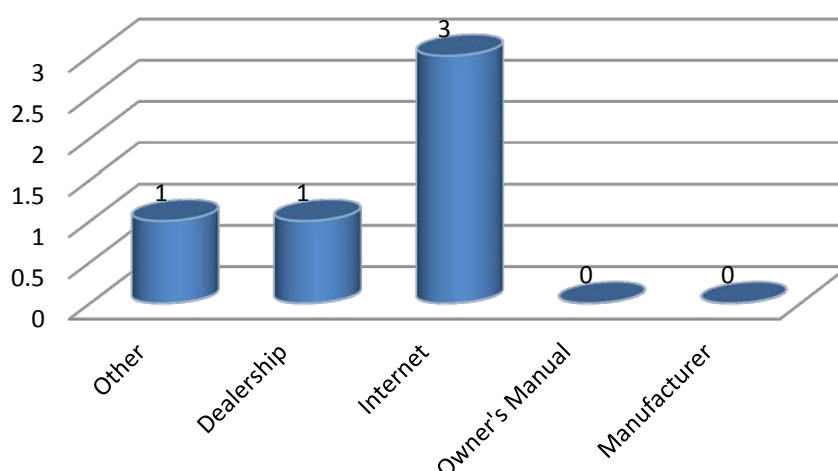
In 2017, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received 14 responses to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program staff, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 26 consumers. Of these 26 consumers, five (19%) responded to the survey. 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. In addition, two consumers completed both pre and post-decision surveys. A table is included to represent the results of these consumers.

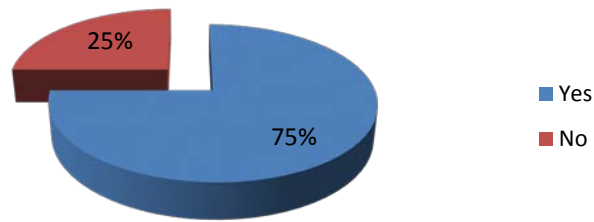
2. Before you purchased your vehicle, did you know about the California's Lemon Law?



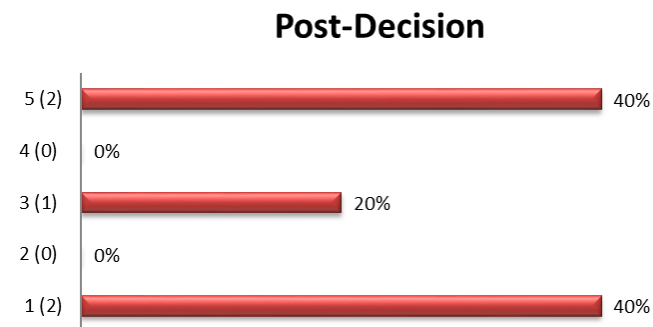
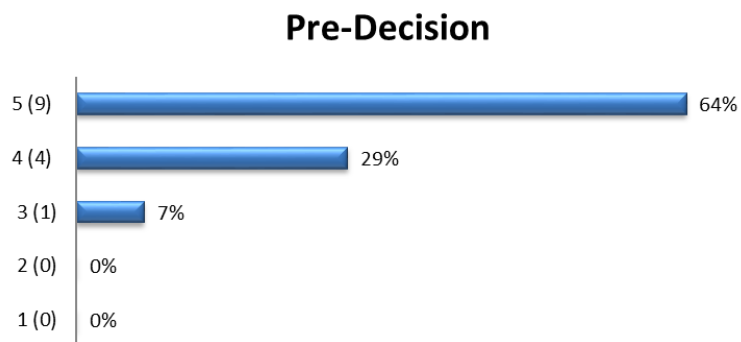
3. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



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 (64% with a 5 rating pre versus 40% with a rating of 5 post)

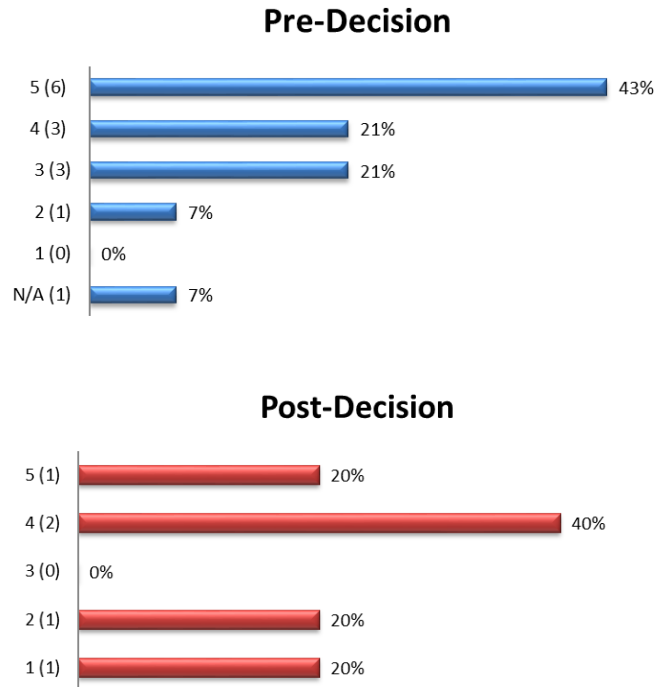
The following comments were provided on the pre-decision survey:

- Scheduled hearing for San Diego vs. LA/OC.
- Very knowledgeable people. Myself had never had experienced with arbitration (sorry).
- Responsive and courteous.
- Proceeding went as mentioned and satisfied all questions and concerns.

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

- No flexibility! Very limited review.
- If there is a Zero, will be better.

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 (43% with a 5 rating pre versus 20% with a 5 rating post)

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

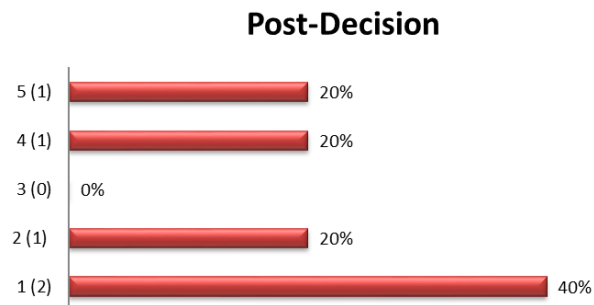
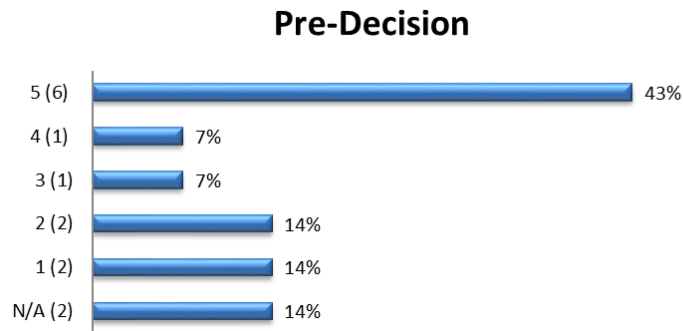
- He was very nice, polite- I did not agree with his responses.
- He did not have all the information available.
- Knowledgeable attorney.
- Fantastic.
- Discussed issues not relevant to case.

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 (43% with a 5 rating pre versus 20% with a 5 rating post)

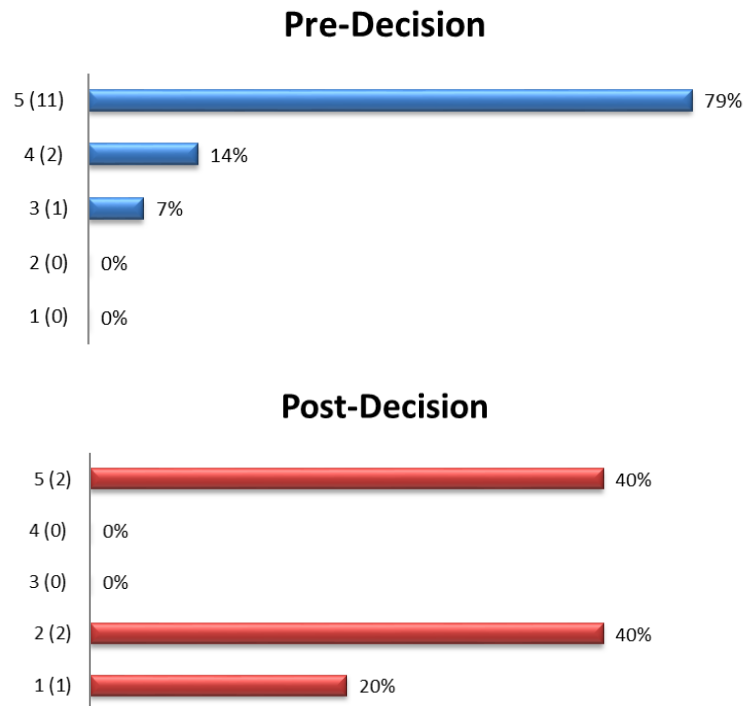
The following comment was provided on the pre-decision survey:

- I did not have contact with Audi Rep until today.
- Nonexistent.
- Told me they couldn't speak with me after it was filed.
- Hardly had any contact with representatives.
- VW must buy car for diesel settlement, so VW refused to fix. VW made offer to buy under lemon law, but I want a fix. VW trying to save their money not fix my car.
- Did not speak with anyone from their corporation prior to hearing.
- Representative was working on a resolution until he was ordered by VWA to cease.

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

- VW tried to impose additional terms on me after the arbitration award, saying it was required that I sign a release and waiver of all claims, agree to a confidentiality agreement, acknowledge that my rights under the diesel settlement were waived. These were NOT part of the arbitration award. VW's representative tried to bully me after I won, and I had to write a letter to BBB and demand another hearing with the arbitrator before VW would relent on these NOT required terms. I had to take the confidentiality term just to get the award money. VW was acting like a bully.

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



Consumers had a substantially more favorable view (79% with a 5 rating pre versus 40% with a rating of 5 post)

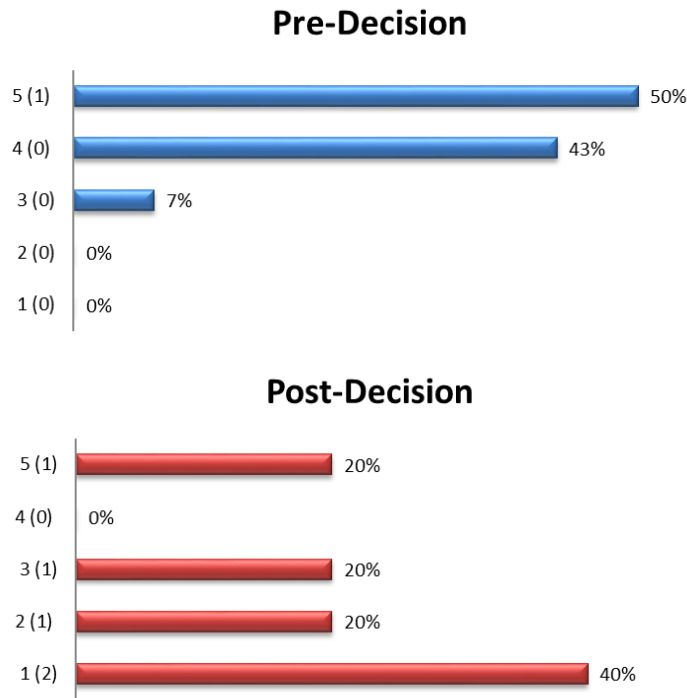
The following comments were provided on the pre-decision survey:

- Very careful and good listener.
- All specifications of proceeding were clear and to the point.
- Kept both parties focused on opening and closing statements.

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

- Worse situation.
- Friendly enough, however not thorough. There was evidence contrary to her decision that seemed to have been ignored.

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



Consumers had a substantially more favorable view (50% with a 5 rating pre versus 20% with a 5 rating post)

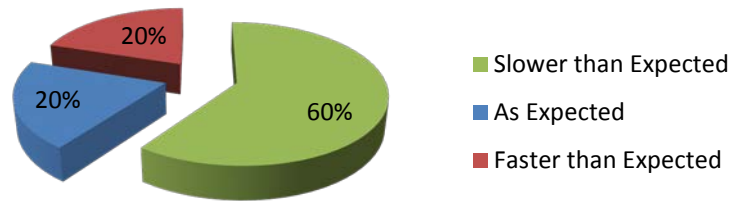
The following comments were provided on the pre-decision survey:

- I may lose, but not due to an unfair process. VW is being difficult and won't fix my car.
- Great experience no matter the outcome.
- I would like my car to be inspected by a 3rd party. This right was made clear to me.

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

- Loss of time.
- VW did not act appropriate and delayed payment because I refused to sign an agreement after I won the arbitration.

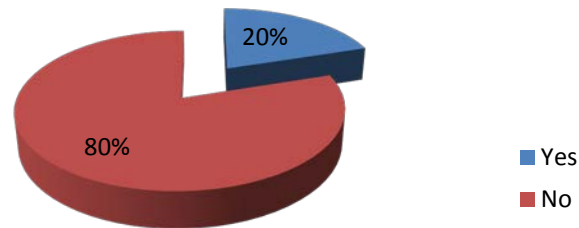
9. How would you rate the speed of the arbitration process relative to your expectations?



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

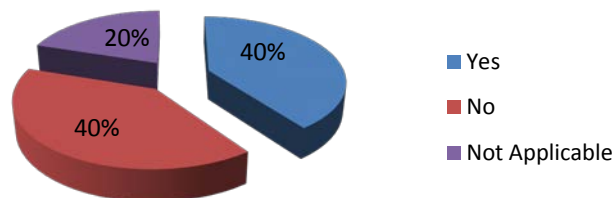
- I asked if I could reschedule and was told no.
- This does not really apply as the arbitration hearing was conducted by telephone. The arbitrator was in California, we were in Texas and the manufacturer rep was in Michigan.

10. Were you ever denied the ability to present evidence?

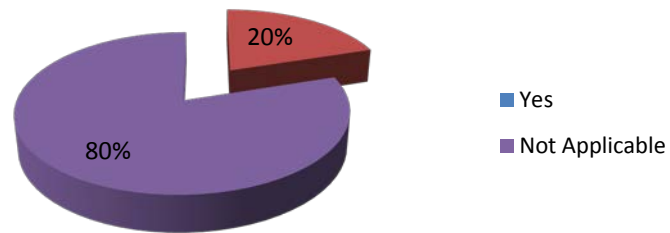


11.

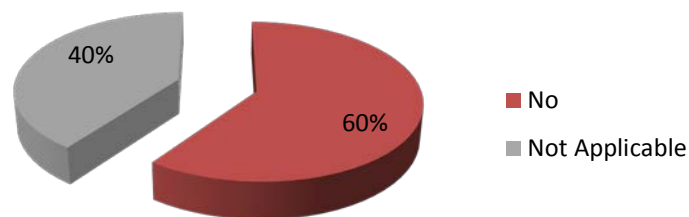
A. Did the Manufacturer perform the award within the 30 days after you accepted the award?



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



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



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

- Keep an Open Mind.
- Best change is to close the ACP completely. It's a joke and it harms the consumer.
- Ability to contact representatives to address concerns and/or evidence.
- Teach VW that if VW loses the arbitration that VW must pay and NOT try to bully the winner into accepting settlement terms unrelated or unnecessary to the award.

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 Staff:

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

The table below 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	4	4
B	Reimbursement	5	5

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:

Consumer	Decision	Pre-Decision	Post-Decision
A	Repurchase	N/A	1
B	Reimbursement	5	5

The table below 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	5	5
B	Reimbursement	5	5

The table below 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	3
B	Reimbursement	5	5

**California Dispute Settlement Program
(CDSP)**

**TOYOTA MOTOR SALES
USA, INC.**

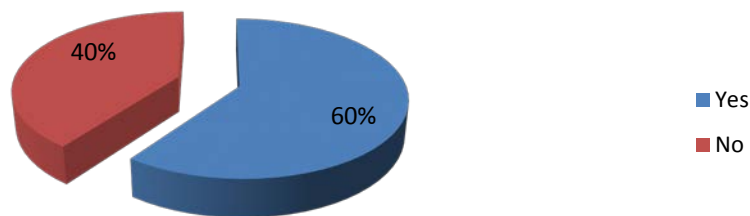
(INCLUDES SCION)

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

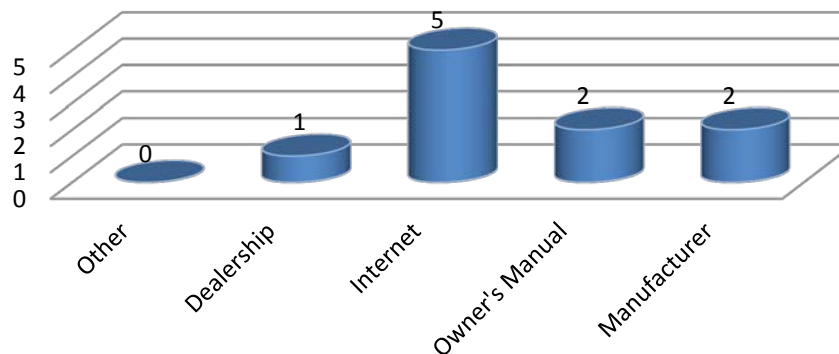
In 2017, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received 11 responses to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 55 consumers. Of these 55 consumers, 10 (18%) 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 narrative is included to represent the results of these consumers.

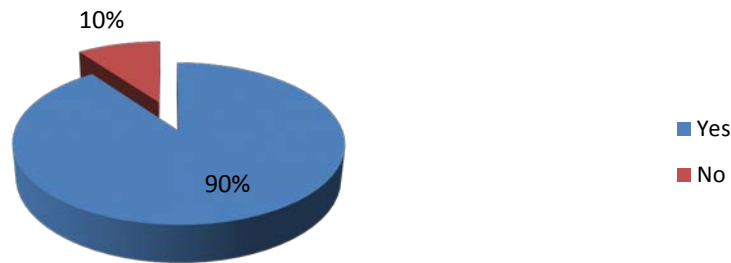
2. Before you purchased your vehicle, did you know about the California's Lemon Law?



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

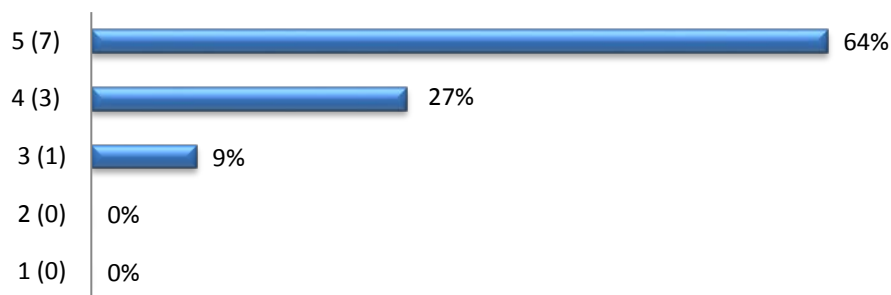


4. If you participated in a settlement or mediation process after applying for arbitration with the CDSP, were you informed that it was a voluntary process?

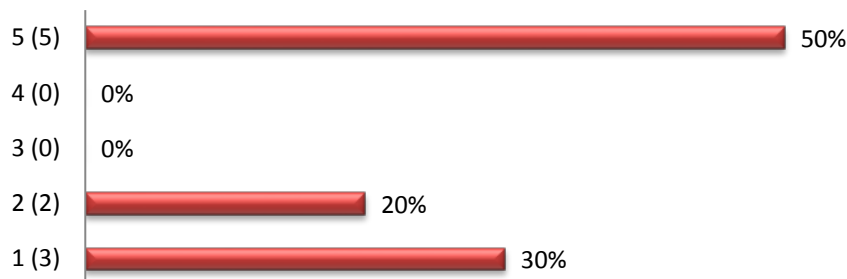


5. In terms of overall satisfaction, how would you rate your experience with the CDSP staff?

Pre-Decision



Post-Decision



The consumers had a considerably less favorable view of CDSP staff on the post decision survey.

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

- Responded quickly. Could not reach on the phone but when I leave a voice message they responded quickly.
- Fantastic.
- Ruled me out of jurisdiction even though I was within the 60 days grace period. The communicate well.

- Would prefer a phone call follow up but they were very clear in explaining the process.
- They emailed me all information.
- They sent a lot on information and guided me along.

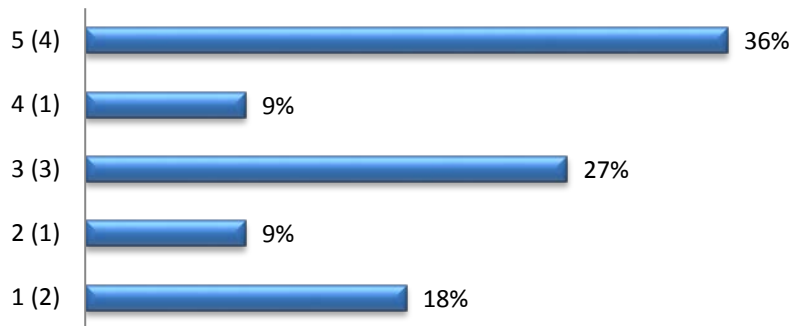
The following comments were provided on the post-decision survey regarding the CDSP staff:

- Going to the arbitration with a lawyer or someone that coaches you on what to say would have been great advise from the arbitration staff. Entering into this with no prior knowledge of the laws is very much a waste of time.
- This program is a farce!
- Slow and difficult. Out of state hours, etc. and difficulty working with arbitrator, schedule, etc.
- They always good for dealership.
- Very courteous, helpful, and professional.
- Did not believe me as I was telling the truth.
- Arbitrator was extremely professional. He clearly explained the prescribed hearing procedures and followed them with exactness.
- My vehicle has a dangerous defect that is illegal under CA law and reduces the value of my vehicle. Despite this, the arbitrator ruled against me.

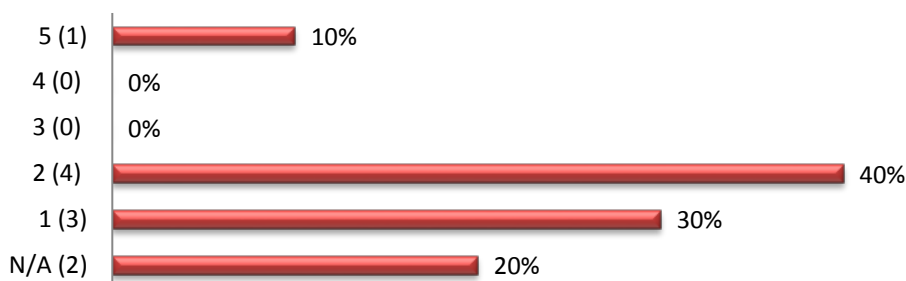
6. In terms of overall satisfaction, how would you rate your experience:

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

Pre-Decision



Post-Decision



The pre-decision survey shows consumers had a mixed view on the manufacturer representative. While the post decision survey shows that consumer's view became significantly less favorable.

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

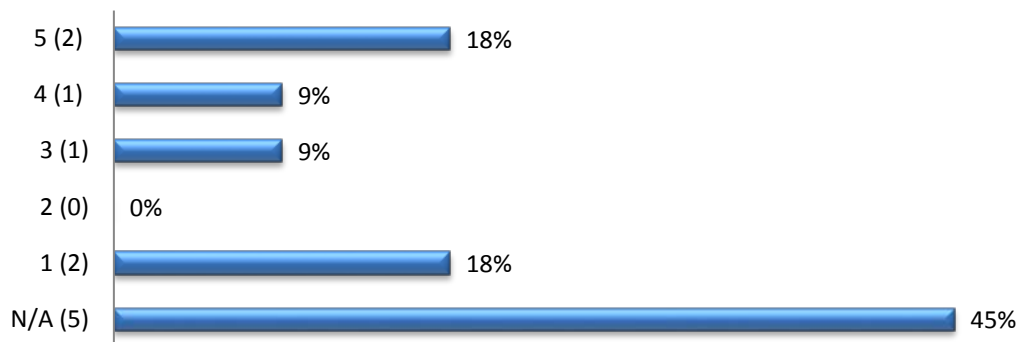
- Keep telling she is not a technical expert yet giving technical advice. I was annoyed.
- He did what he's supposed to. He was nice.
- Wants to cancel the hearing even though he was notified an attorney would be present. Very unreasonable.
- Did not receive any apology or sympathy, they are committed to safety but they don't care about customer satisfaction.
- He had no sympathy and very rude.
- She was very respectful.

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

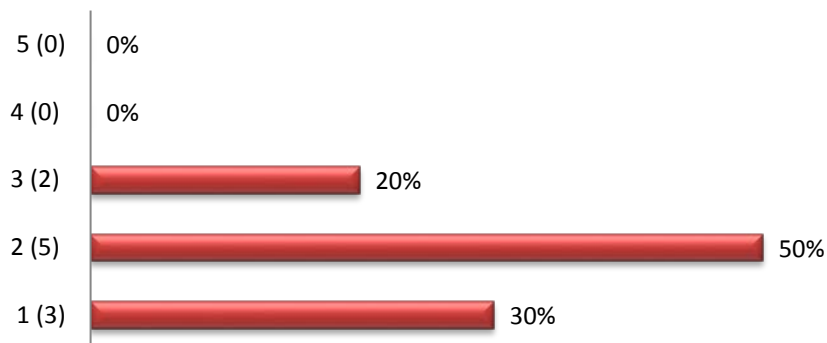
- The manufacturer's representative was a very begrudging and belittle man. I submitted written facts for my arbitration meeting and they were blown off by the Manufacturer rep. The arbitrator seemed to only listen to the Manufacturer's Rep.
- They are not interested in the problems of customers vehicles.
- They are not sincerely interested in solving the problem if they can get away with it. They know they can use the process to their advantage, skill, and experience. The manufacturer gas an unfair advantage.
- I did not attend hearing I just received a letter that indicated their position did not change.
- Toyota's Rep was totally uninterested, not helpful, repeatedly pleaded ignorance rather than contribute anything.

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.

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

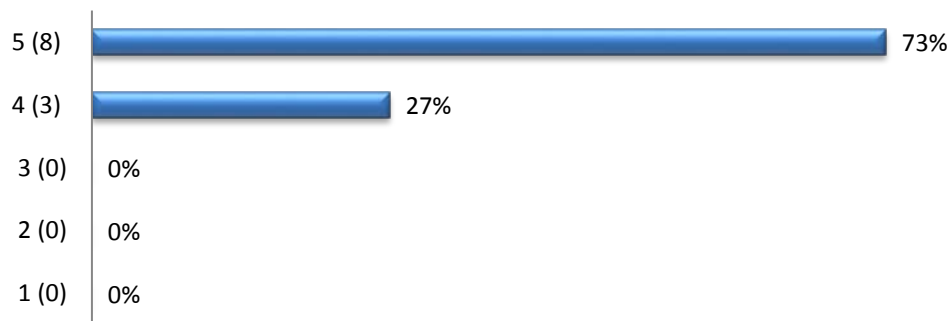
- Don't think they value customers.
- They were not very helpful.

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

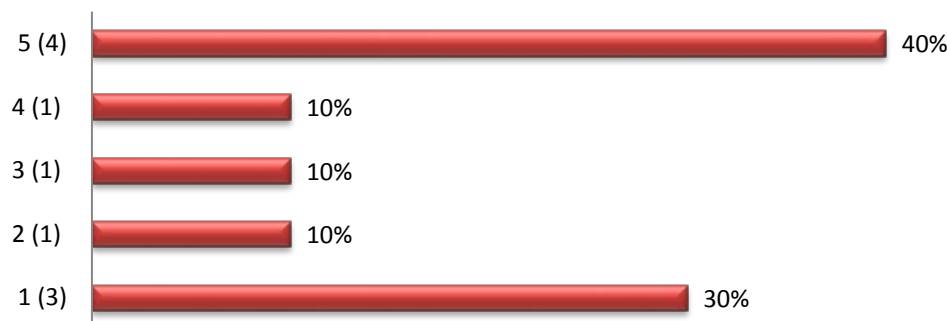
- There was nothing received or heard from them.
- Toyota field engineer totally ignored, did not respond to the last two electrical failures that I personally described. That indicated that their response to my problem was that vehicle was not driven enough. Their lack of response indicated to me I must be lying.
- The customer is defenseless against large corporations no matter how unfair.
- Up until the hearing, the manufacturer tried to deny responsibility.

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:

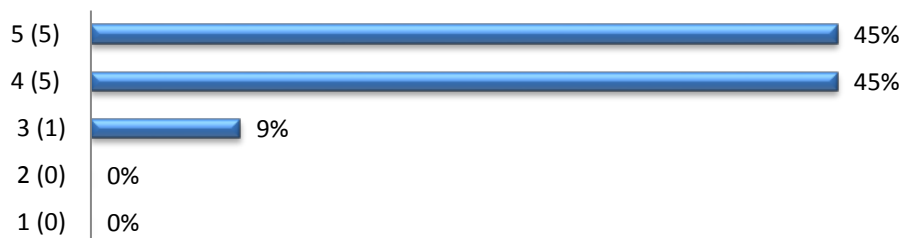
- Hate that the arbitrator is familiar with the manufacturer rep. I fell like I'm at a disadvantage they are like co-workers realistically.
- He was fair.
- She was very neutral.
- He was open and welcoming to both sides.

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

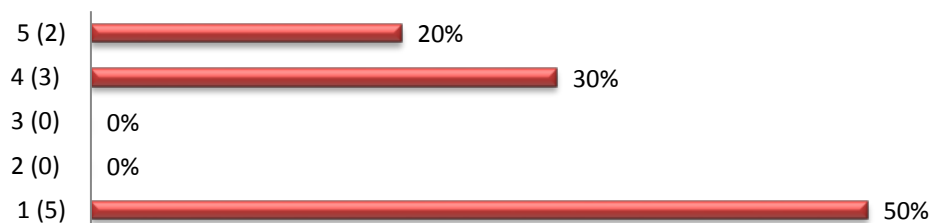
- Arbitrator took the manufacturer's rep hearsay of fact, not requiring any written evidence and ignored my written documented evidence.
- 1st meeting was scheduled far away from work or home. 2nd meeting the arbitrator did not even show up or call. 3rd meeting same no show arbitrator lied about his test derive instructions.
- The arbitrator evaluated all the information correctly and precisely.
- The arbitrator ignored much of my evidence, among that the fact that my vehicle does not conform to California Vehicle Code.

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.

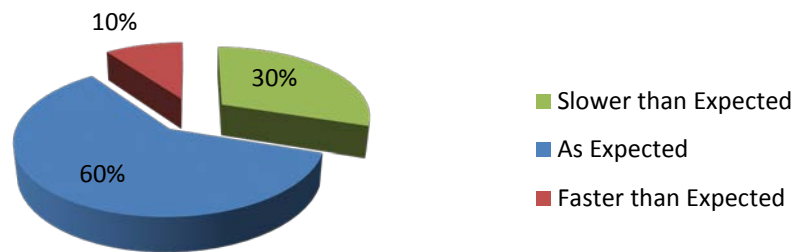
The following comments were provided on the pre-decision survey regarding the entire arbitration process:

- I am not feeling confident in all honesty. I was told the manufacturer rep will be participating via phone and therefore did not print evidence for her only to show up. I was misled.
- He was more formal than expected. Appreciate formality.
- A three person panel in-person hearing would be a fair process for both parties. Otherwise it was ok.

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

- I've never been through such a one sided process. It's insulting that this is called an Arbitration.
- Lower than pitiful! Should be investigated internally! It has shown itself to be practically useless to consumers!
- Program is useless for California Consumers stuck with a lemon vehicle when the manufacturer thinks they can skate by.
- A great process that seeks out the facts and backs up the consumer when one is having to deal with a lemon of a car.
- Stacked in favor of the car manufacturer.
- I think he could have asked me more questions about my case. He knows cars more than I do.
- I am so frustrated because I am stuck with a vehicle that is defective.

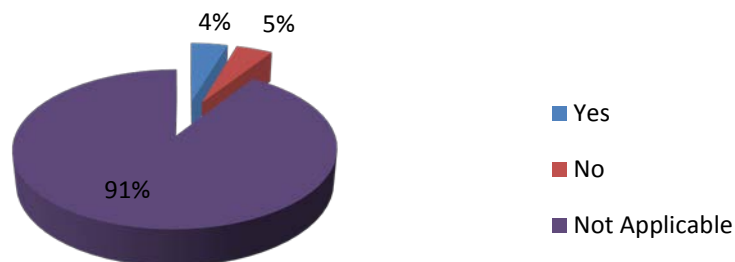
9. How would you rate the speed of the arbitration process relative to your expectations?



The following comments were provided on the post-decision survey regarding the speed of arbitration:

- For everything required of the consumer looking for a helping solution, this program is a great disappointment.
- A lot is required of the consumer. Not much is required of the staff, scheduling, exchanging copies, etc. communication was okay, not great
- Very impressed.
- Excellent.

10. Were you ever denied the ability to present evidence?

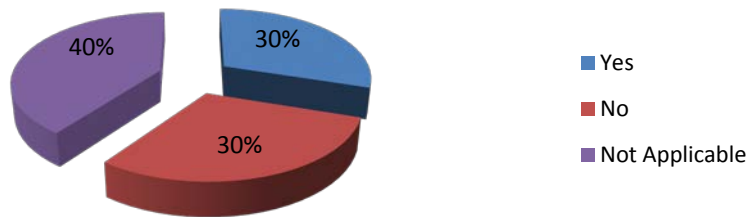


The following comments were provided on the post-decision survey regarding if they denied the ability to present evidence:

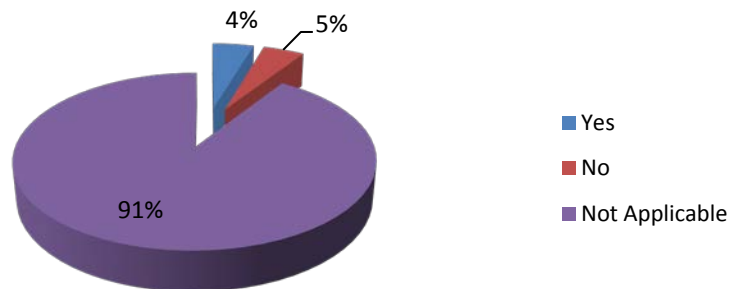
- Never denied the ability, it was just ignored.
- During the test drive arbitrator instructed not to point anything out and then denied saying that.
- The arbitrator did not acknowledge the test from California Vehicle Code proving that my vehicle does not conform.

11.If you received a decision from the arbitrator:

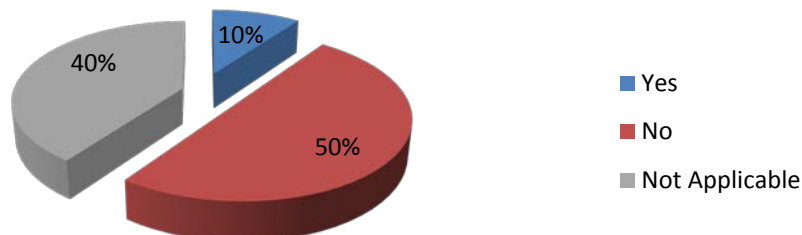
A. Did the Manufacturer perform the award within the 30 days after you accepted the award?



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



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



13. If you could think of any major changes to improve the arbitration process, what would that be?

- Add honesty and integrity to the process.
- Scrap it! Start a program that actually helps consumers stuck with a lemon and maker that doesn't care.
- Investigate what is going on. Why it helps so very few with a solution. Scrap the program for something that favors California Consumers over a powerful manufacturer that is unwilling to make things right.
- They have to be fair with customers not for dealership.
- In my opinion the arbitration process worked perfectly and fairly.

- Arbitrator should have the power to rule in favor of the customer even when the “problem(s)” apply/exist for more than one car model, especially when the case involves “prototype” product. If not, the case is stacked against the consumer.
- Make the arbitrator impartial and neutral.

Analysis of Respondents Completing Both Pre & Post Surveys

One respondent completed both the pre and post-decision surveys. Consumer A received a denial.

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

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Denial	5	2

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	Denial	3	2

The following table 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:

Consumer	Decision	Pre-Decision	Post-Decision
A	Denial	N/A	2

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	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	5	4

**California Dispute Settlement Program
(CDSP)**

FCA US, LLC

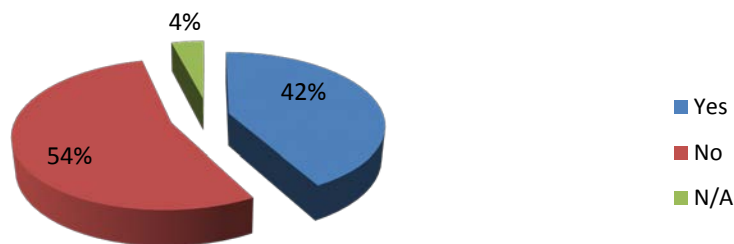
**(INCLUDES Chrysler, Dodge and
Fiat)**

FCA US LLC, (Fiat Chrysler Automobiles)

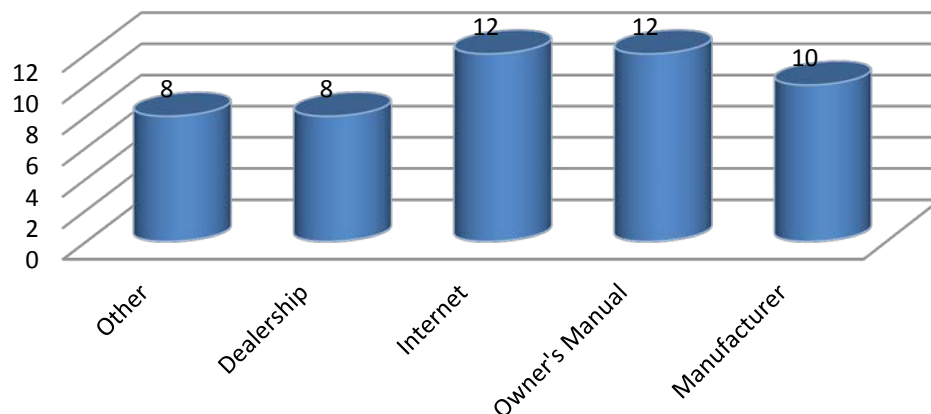
In 2017, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received 27 responses to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 267 consumers. Of these 267 consumers, 37 (13%) responded to the survey. The post-decision survey consisted of 13 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 pre and post-decision surveys. A narrative is included to represent the results of these consumers.

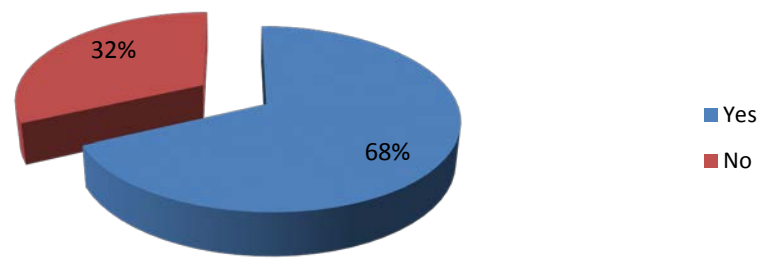
2. Before you purchased your vehicle, did you know about the California's Lemon Law?



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

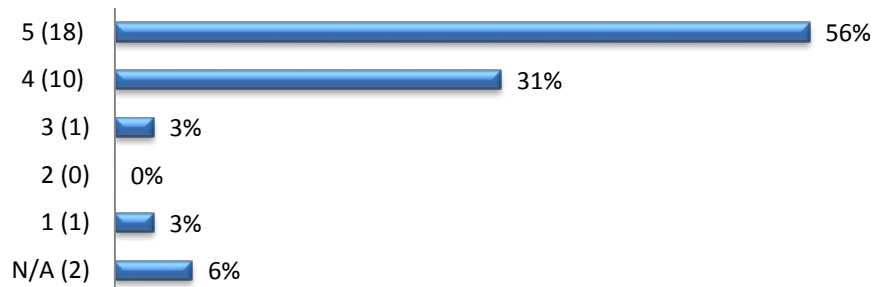


4. If you participated in a settlement or mediation process after applying for arbitration with the CDSP, were you informed that it was a voluntary process?

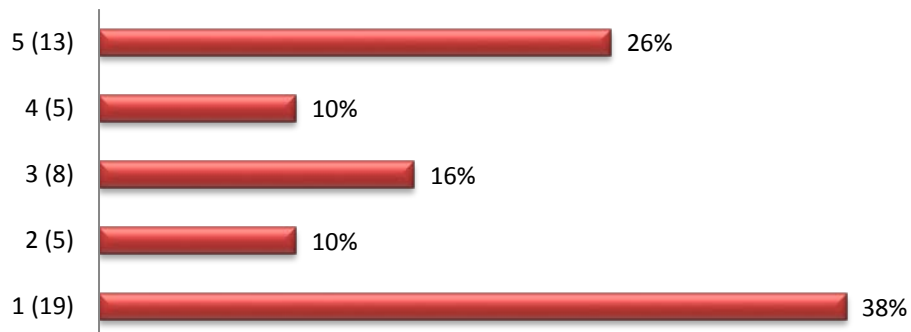


5. In terms of overall satisfaction, how would you rate your experience with the CDSP staff?

Pre-Decision



Post-Decision



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

- They were very informative. Fast email responses. Very well overall.
- Very professional, just not flexible to work with my schedule. I requested two specific days and was told I had to choose from the dates available or I must do documents only.

- I did not clearly understand the explanation of documents, process, and information provided. No one was available to explain my questions verbally
- Very prompt with their responses.
- They were very efficient.
- The CDSP was initially "reluctant" to accept case.
- The staff was quick in their responses. They did very well.
- Very prompt with a hearing date and responded back to my emails quickly.
- Staff was great. Always prompt in sending out emails.
- It got frustratingly overwhelming trying to reach someone on the phone. Very hard to reach on the phone.
- Got blank emails from CDSP. There were attachments at the bottom and no text. Shows like an intended email. Nonetheless, they were very responsive.
- Did not expect to get information so quickly. Very excellent in email correspondence and getting information.
- Phone number, correspondence, everything must be electronic. Also, insane how impossible it is to reach someone on the phone.
- Explained information well.
- She was quick. It took her longer to respond to email. They took long during the initial conduct.
- Late but professional.

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

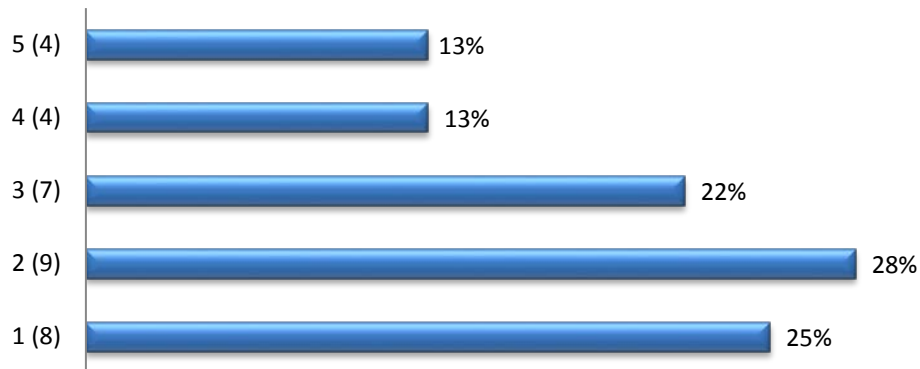
- Staff was very responsive, thorough and timely.
- Timeline followed was in benefit to the manufacturer.
- The Arbitrator was late, and the other party did not show up; they had to pay extra for a phone to get them on the line. They were very unprofessional.
- I found their email responses to be rude. They did not have the customer's best interest at heart.
- Lack of communication and the timeline was excessive.

- I was very satisfied with CDSP's staff.
- The staff person was late in emailing me the FCA response, so I was not allowed to respond to their documentation. I expressed concern, but they didn't care.
- Just a little late to the appointment but very professional.
- The paperwork staff was very responsive and timely.
- The worst staff ever. There was never a willingness to explain the process and I felt ignored. Complete waste of time.
- They were just bias toward the manufacturer.
- CDSP favored the manufacturer by controlling the response times allowed.
- Responded but were told our documents were too late even though we got the info after the deadline. They should have a better means of communicating with consumers.
- The Arbitrator was late, and the other party didn't show up; they had to pay extra for a phone after to get them on the line. They were very unprofessional.

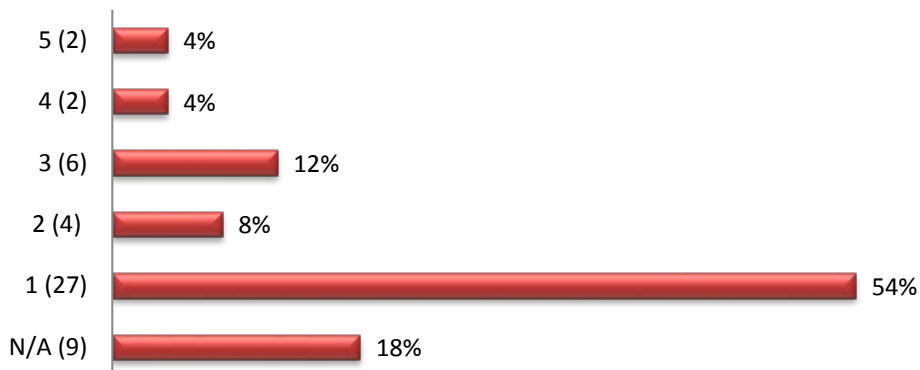
6. In terms of overall satisfaction, how would you rate your experience:

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

Pre-Decision



Post-Decision



In the pre-decision, consumers had 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 very professional.
- Very robotic and uninformed.
- The uncertainty and safety concern I have were not in any way addressed or relieved. Their lack of knowledge was unprofessional.
- She got me flustered. Came off very condescending and rude.
- She was fair. I understand she has a duty to do her job.

- Only reading what's on the paperwork. Very scripted.
- They clearly weren't prepared and don't understand a lot of things.
- Just came to the hearing to lie. Did not care about my safety, just protecting his company.
- He was respectful, but interpretation of the facts is skewed. They are looking out for themselves, not the customer.
- The representative was not prepared.
- The issue still exists, and they refuse to admit it that there is a problem.
- Really did not take my safety into account.
- She was only doing her job.
- She is paid to defend her side.
- She did her job. I didn't expect her to admit to the problems.
- Did not care about customer satisfaction.
- The representative was not engaged.
- Slightly pushy during the hearing.

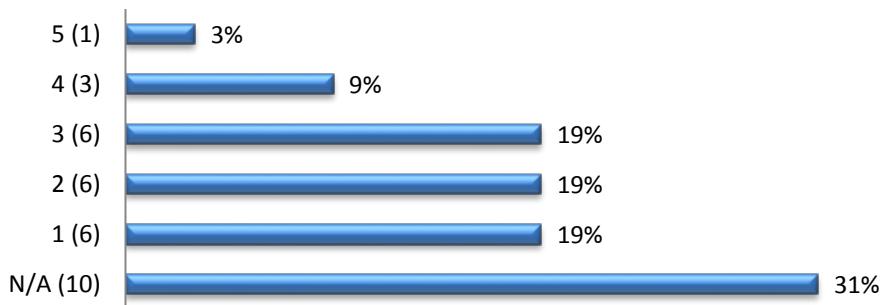
The following comments were provided on the post-decision survey regarding the Manufacturer Representative:

- Their response to the complaint was completely false.
- They offer us a month payment to keep silent, but the problem is ongoing.
- They are still three major issues with my truck and no one gave a crap.
- I understand that she disagreed with me. What I did not like was her attempts to personally belittle and demean me. I was amateur and unprofessional at best.
- I had a great experience.
- They have not been truthful or responsive. Rigged System.
- The process was clear and easy. My claim was denied but I did not have a problem with the manufacturer representative.

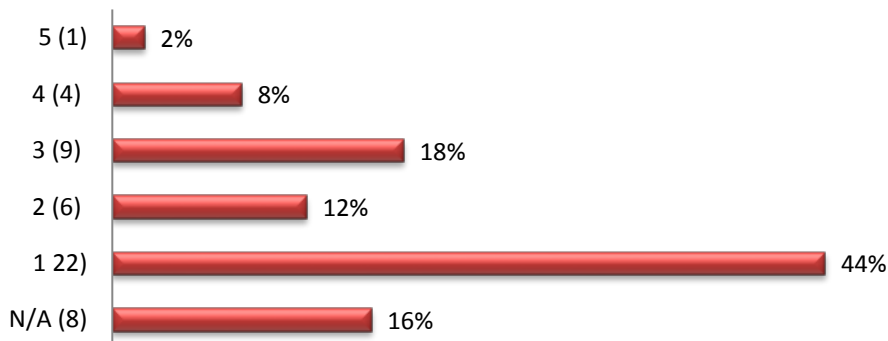
- They were horrible
- I believe the manufacturer knows what is causing the problem but refuses to acknowledge because the fix will involve too many vehicles.
- I never got the opportunity to participate, only the manufacturer rep did and I think they used it as an excuse to silence the consumers. Arbitration only works for the big companies. I feel that this was a joke that they made me loose trust in justice and that they only support the dealers to take advantage of the people without experience and can't defend their selves. This is a fraud that I'm paying dearly.
- Representative was useless. She was reading from a script.

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 (12% assessed a four (4) or five (5) ratings in the pre decision versus 10% post decision).

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

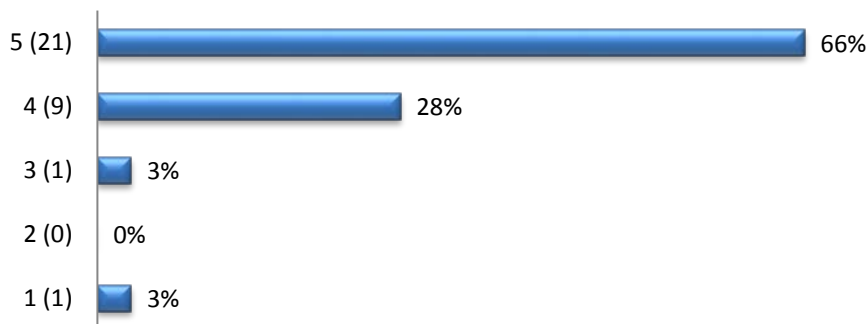
- Customer service rep I dealt with was very unhelpful.
- They were not able to assist. They kept giving me the run around.
- Nothing has been done as a paying customer from the moment I contacted customer service. Their behavior was just unacceptable.
- I could not get a hold of any representatives at Chrysler.
- They were persistent. Followed up with me and wanted me to trade in my car.
- They were not willing to work with me. Very dismissive.
- She was a little awkward and helpless. Kept cutting me off.
- The representative was just doing what they told him to. Nonetheless, he was useless.
- They were hard to reach and never return phone calls for weeks, sometimes months. They were very disrespectful and unpleasant.
- They were not compassionate and keep ending my call when they don't want to assist.
- I was satisfied with the representatives I spoke with. I am alarmed that they offered settlement but don't want to honor the offer.

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

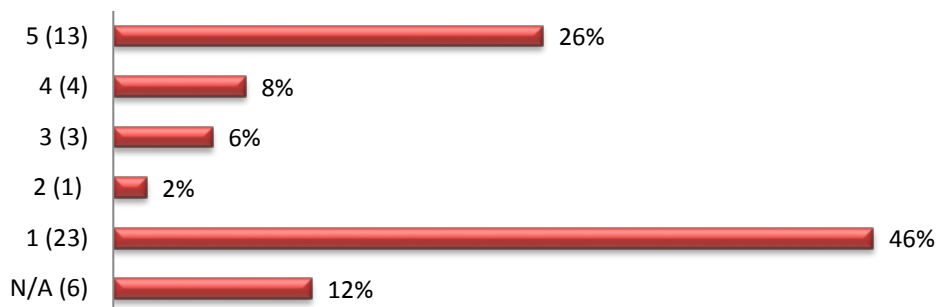
- They offered a one month payment to silence me. I am still having the problems, but they were nice.
- There are still major issues with my vehicle and they could care less.
- Very poor. Offered no help to the consumer.

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 (94% assessed a four (4) or five (5) ratings in the pre decision versus 34% post decision).

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

- The Arbitrator did her job well.
- The Arbitrator was fair.
- It totally depends on the way she decides. She seems fair though.
- Respectful, professional and concise.
- I felt he was neutral. Whatever he decides he seems like a very fair person.
- He was good and listened to my concerns.

- He was great and fair.
- She was good. She did a great job.
- He seems rigid but tried his best to remain unbiased. He did a great job.
- Very fair and asked questions pertaining only to the matter at hand.
- He was fair, just doing his job.
- He paid attention and asked follow up questions.
- He was ok but I'm not sure if he reviewed the documents I submitted.
- He was very fair and gave all parties a chance to present their side
- Open and honest.
- Well spoken.
- He was great and fair. Very personable.

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

- Still like the arbitrator who decided on my case, but it seems as there were favor in dealership.
- She was like a robot.
- The arbitrators are on the manufacturers side and bias toward consumers.
- Was always very attentive and always heard me.
- The arbitration was generally unsatisfactory, and self-serving on the part of the manufacturer. Having a manufacturer handle their own arbitration is tantamount to them grading their own report card. Even though the dealer admitted to the arbitrator at the hearing that should he purchase a similar auto, several months after our purchase, he would experience the same problem as nothing had been done to correct the problem. Once the arbitrator promulgated his decision, he phrased his findings more like a lawyer for the manufacturer than a neutral arbitrator.
- On the side of FCA not on the side of fairness.
- I'm sure arbitrators are somehow getting compensation from manufacturers.
- He stated he witnessed the problem but declared the pulling of the steering to be safe.

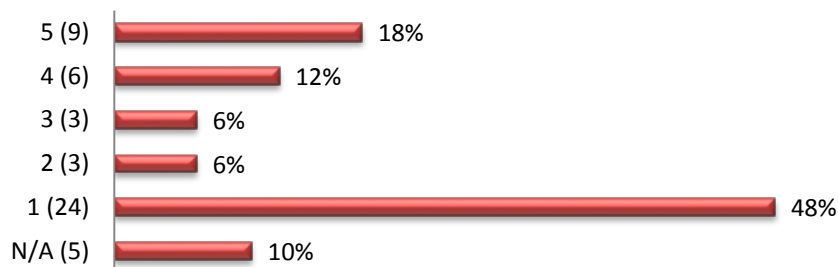
- I never had the opportunity to speak with him about my case.
- He didn't do anything for me.
- Very poor.
- If I had given more evidence I would have won my case..

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 (88% assessed a four (4) or five (5) ratings in the pre decision versus 30% post).

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

- Well-orchestrated.
- The overall process was frightening. Not knowing what to expect does not help.
- The entire process was somewhat awkward. Very intimidating as well.

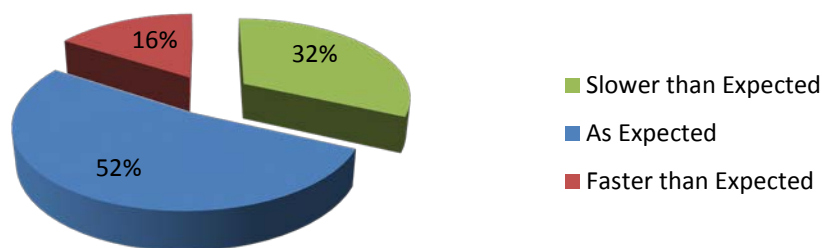
- Wasn't half as frightening as I imagined.
- It was pretty good and easy.
- It was smooth and easy.
- Wasn't hard.
- It seems to be a good process.
- Nothing was settled, we had to wait for the manufacturer response.
- Seems' to be a straight forward process.
- If I was by myself I would give the process a one (1), but the state was there so that helped.
- Very forward moving and well structured.
- It was a good process. It just seems long.
- It went ok the process just takes too long.
- Very intimidating.
- Communication was not the greatest. It was difficult getting responses from the program. Not knowing what to expect was frightening.
- Did not know we would do a test drive.
- It was scary at first, but I like it.
- There should be a time limit of completion.

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

- It was long and a lot of work but seemed thorough.
- The process favored the manufacturer by controlling the response time allowed.
- Horrible. They overlooked that one person already died because of the transmission problem.
- The word of the manufacturer was taken at face value without any investigations at all.

- No one cared.
- Information should be provided up to the day before the hearing.
- I was without use of my truck – which was in the shop for the 5th time and the dealership would not get me a rental during the 40th day of arbitration.
- The fact that the manufacturer was still able to find loop holes to keep all my money was disgusting.
- Basically, all we experienced was an arbitrator representing the interests of the manufacturer, and a lawyer representing the position of the manufacturer, but virtually no interest in addressing the specific problem in a technical forum. So, as it stands, we still have a defective accessory in our new vehicle, and the manufacturer is still selling vehicles with the same defect.
- Complete waste of time. Should have gone right to a Lawyer from the start. Now I am still stuck with a Jeep that doesn't work.
- The arbitrations work for the big corporations not for us.
- It would be nice to know that the manufacturer had a time limit on following through.
- Not happy with outcome because the decision of the arbitrator was not complied by the manufacturer.
- Disappointed, totally lost faith in justice. My case had to be corrected and they only silence me by saying nothing else could be done. I had to sign an agreement accepting what they decided, and I had to pay the mistakes of the manufacturer.
- It was a complete waste of my valuable time.
- Very poor.

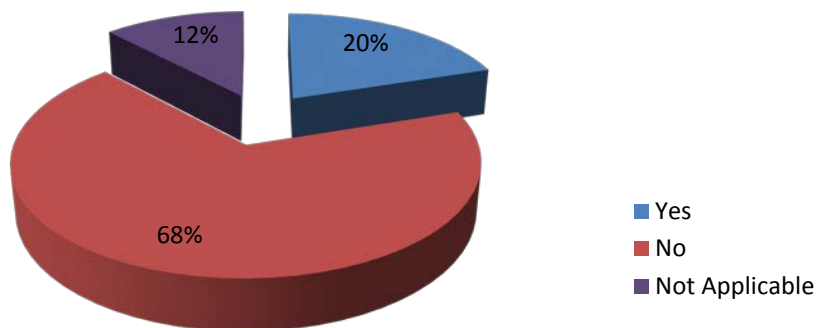
9. How would you rate the speed of the arbitration process relative to your expectations?



The following comments were provided regarding the speed of arbitration:

- Time between document submission and decision review could be shorten.
- Very slow.
- I was impressed with the time.
- If getting an exchange in vehicles is part of the arbitration process the rate of the speed was very poor. I still have not gotten an exchange vehicle.
- Went over the allowed time frame. Again, wasted over a month of my time.

10. Were you ever denied the ability to present evidence?



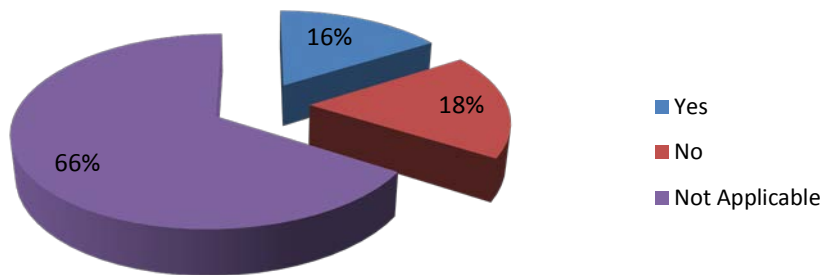
The following comments were provided regarding the ability to present evidence:

- They responded but I was told my documents were late even though we got the information after the deadline.
- My evidence was collected but completely overlooked.
- Vehicle was in shop before my hearing and I could not submit additional evidence. The CDSP would not accept it.
- Was given FCA documents after the cutoff date to submit arguments so I was not given the opportunity to respond to FCA ridiculous lies.
- I was told that I was too early in the process and needed to continue working with dealers.
- Showed him pictures, videos and he still denied my case. Evidence was not taken into consideration.

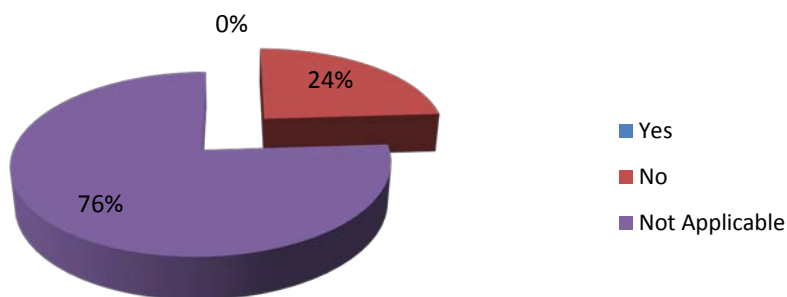
- My car was only seen by the people at the dealership and even they made fun of my defective vehicle and they had me back and forth wasting my time, so I did not get nothing positive from this nonsense.
- No one ever physically looked at the best evidence I presented. Amazing how these people can make a decision, when not one of them tested the vehicle themselves. Well done FCA. You won, your evidence was taken into consideration.
- We were denied ability to submit evidence because unexpectedly half of the representation was done by phone and it was impossible to understand the lady speaking.
- Only in the beginning I was asked to give evidence. I brought photos to show the water inside my car and no one asked to see them even though I mentioned it.

11. If you received a decision from the arbitrator:

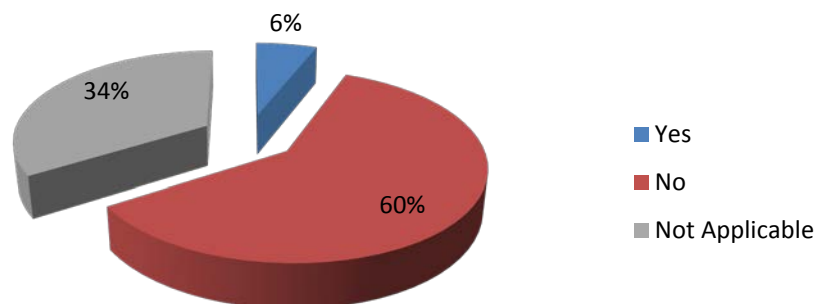
A. Did the Manufacturer perform the award within the 30 days after you accepted the award?



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



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



13. If you could think of any major changes to improve the arbitration process, what would that be?

- Make it fair. Once denied, I hired an attorney and the case was settled in my favor. Vehicle was bought back. Review looked like they were encouraged to prove me wrong. The arbitration process felt like it was trying to wear me down and give up. Sort of ridiculous because water still pooled inside the vehicle and the decision state that there was no problem.
- Better time control and fair business practices. Felt defensive all the way through. No options; sold my car for a big loss. Terrible experience. Not a fair process.
- Consider investigate the major problems that the vehicle is having. Not just push it aside.
- My case was denied so soon. The case should not have been accepted to begin with. I still have no car after 5 months in repair.
- They should inform the consumer that both parties will be present and on time. Not showing favor one over the other.
- Should consider accepting evidences the day of the hearing in board hearings. I had additional repairs that they would not accept. Arbitrators in my opinion are on the manufacturer's side and bias towards the consumer.
- Consider making the process more user friendly. I had difficulty finding the right website to start the process.
- The State should do a better job informing consumers about the process before the actual hearing.
- Even though I prevailed, the fact that the manufacturer was able to keep my trade, down payment and monthly payments is inexcusable.

- The CDSP cannot assist consumers if they don't answer their phones. It is not a fair process if they aren't available to respond to consumer complaints or issues prior to the actual hearing.
- After both parties have responded initially with all documents then allow me to have an opportunity to review them and respond back. Do not close the time to submit arguments on just one date, because FCA plays the game to submit near the last day and the arbitrator knows to not send it out to the consumer with enough time to respond. The CDSP did not let me know that I could have opened another complaint with the next work order. That would have been nice to know since it was in the repair shop while they were deciding in FCA's favor, but you wouldn't know that because I couldn't report that to you after your document submission deadline.
- After I accepted the decision it took Stericycle 60 days to complete the process. The replacement vehicle was ready for pickup after 30 days, but Stericycle would not return calls to me or the dealership that was handling the replacement nor would they forward the necessary paperwork. I finally had to contact the Dispute Settlement Board for help in getting the paperwork from Stericycle. The process went very smoothly until Stericycle got involved. The process would be smoother if everyone keeps up with the customer until closure.
- I thought CDSP would still be involved until the entire process was done on the manufacturer's end. But it's been 3 months now and still nothing has been done by the manufacturer side to comply. I followed up with the CDSP and they emailed me back saying it is in the hands of the manufacturer and CDSP can't do anything about it. Which means up to now there is really no resolution done. Follow-ups have been done through emails and phone calls, but nothing happened. The process needs significant improvement.
- Have parties swear under oath to speak the truth. The representative did not tell the truth in the hearing.
- The members of the board hearings should be people that really get involved in the case, are fair and understand the case because mine was totally ignored and that makes me think until this day that justice doesn't exist. I paid thinking I would be able to buy the car of my dreams, but the car has been my worst nightmare.
- All manufacturer representatives should have an understanding about vehicle. All the questions I asked her in the hearing she could not provide an answer. It was frustrating.
- It should be mandatory to have an expert do inspections of the car. Arbitrators are clueless, and representatives are on the phone.

Analysis of Respondents Completing Both Pre-& Post Surveys

Five respondents completed both the pre and post-decision surveys. Consumers A, B and C received denials and consumer D and E received Repurchase.

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	3	1
B	Denial	5	1
C	Denial	3	1
D	Repurchase	5	5
E	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	1	3
B	Denial	3	1
C	Denial	2	1
D	Repurchase	4	5
E	Replacement	4	3

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	1
B	Denial	5	1
C	Denial	5	2
D	Repurchase	5	5
E	Replacement	4	4

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	1
B	Denial	5	1
C	Denial	4	1
D	Repurchase	5	5
E	Replacement	4	3

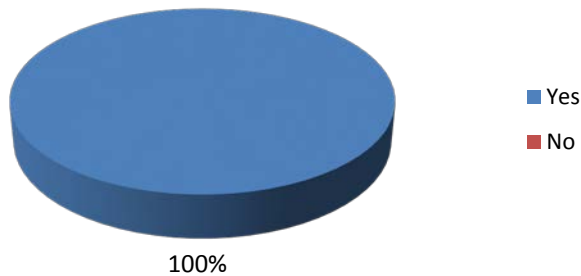
**California Dispute Settlement Program
(CDSP)**

TESLA, INC

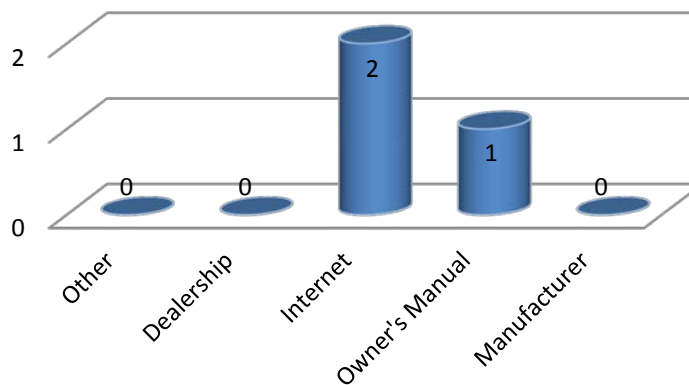
Tesla, Inc.

In 2017, 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.

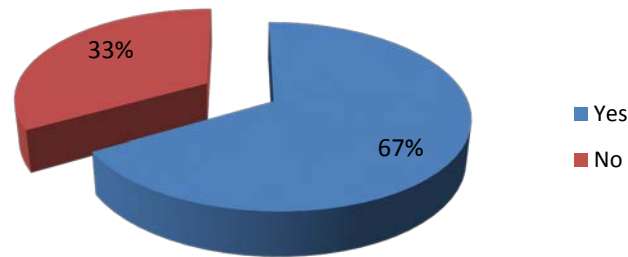
2. Before you purchased your vehicle, did you know about the California's Lemon Law?



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

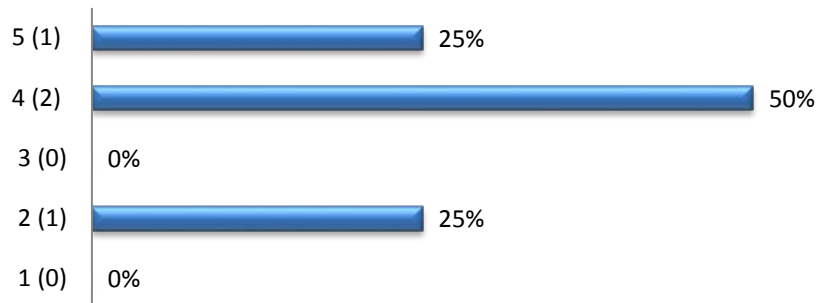


4. If you participated in a settlement or mediation process after applying for arbitration with the CDSP, were you informed that it was a voluntary process?



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

Pre-Decision



Post-Decision



Consumers had a more favorable view of CDSP staff prior to receiving the decision.

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

- Had to ask repeatedly for information. Ask for rules to hearing process. Request form information was unclear.
- They were very clear and kind.

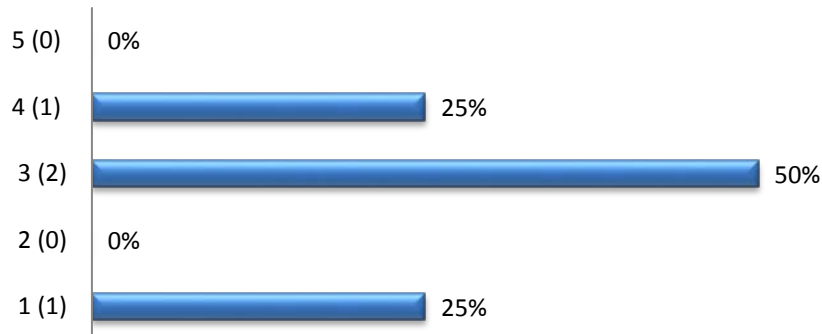
The following comments were provided on the post-decision survey:

- Arbitration staff was reluctant to answer specific questions and implied that doing so may show a bias. Also gave no criteria for submitting video evidence.

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

A. the Manufacturer Representative at the hearing?

Pre-Decision



Post-Decision



Consumers had a less favorable view of the Manufacturer Representative after the decision.

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

- He wasn't here.
- Customer did not know he was attorney.
- He did his job but he wouldn't allow me explain my point.

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

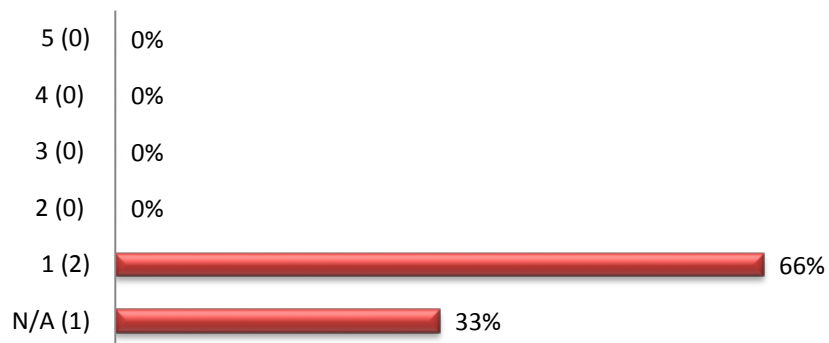
- Manufacturers rep was cordial but not very knowledgeable.
- Paper filled arbitration which was a mistake.

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

Pre-Decision



Post-Decision



Consumers had a less favorable view of the Manufacturer Representative after the decision.

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

- No contact with him.
- Unreachable.
- They were very helpful.

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

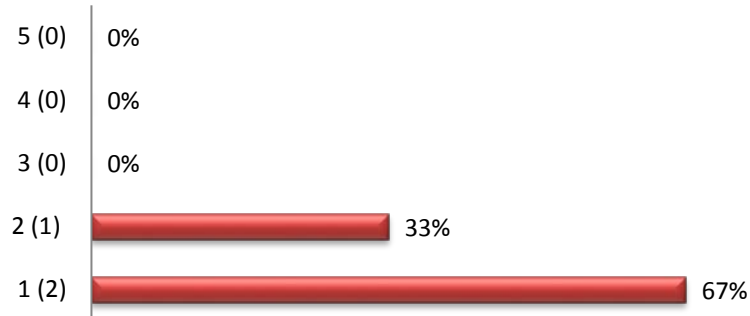
- There was no contact from the manufacturers rep before the hearing and no follow-up after the hearing.

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

Pre-Decision



Post-Decision



Consumers had a considerably less favorable view of the Arbitrator after the decision.

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

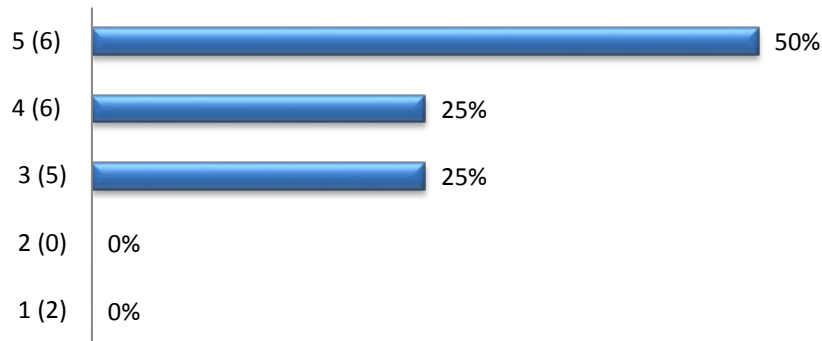
- He helped to control and he seemed impartial. He did a great job.

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

- The hearing conducted by telephone and seemed businesslike.
- No at all.
- He did not factor in a huge piece of evidence that our car was in the shop 50+ days.

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

Pre-Decision



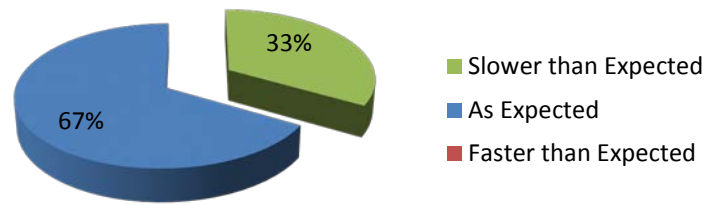
Post-Decision



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

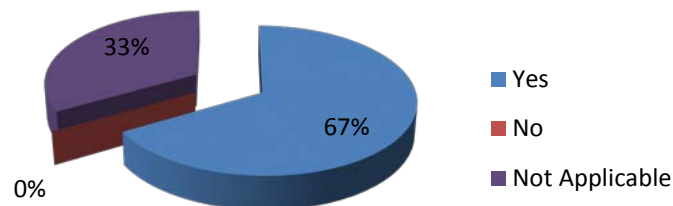
- The entire process accomplished nothing. The manufacturer never followed up on corrective actions. When I pointed this out to the arbitrator in a follow-up request directed through the arbitration staff, he suggested that I needed to pursue remedy with the manufacturer. The manufacturer's non-response was the reason for arbitration in the first place.
- It was a complete waste of time because the manufacturer knows the system better so they can say the "right" thing to the arbitrator and get a favorable ruling.

9. How would you rate the speed of the arbitration process relative to your expectations?



No comments were made by the consumers on the post-decision survey.

10. Were you ever denied the ability to present evidence?

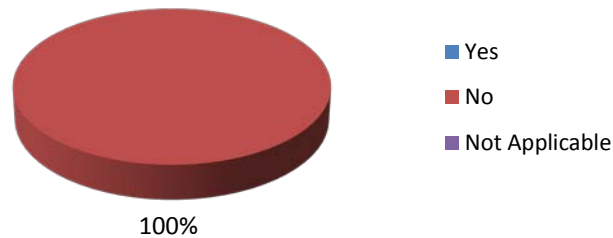


The following comments were provided in the post-decision survey:

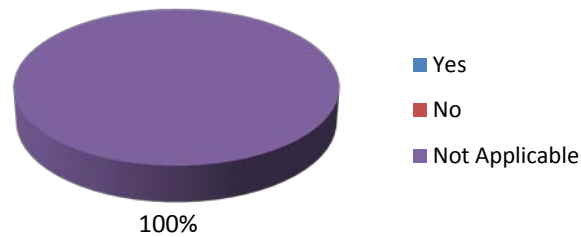
- Yes I was denied the ability to present critical evidence. I had posted a YouTube video online to show my vehicle malfunctioning and provided a link in the documentation I submitted. The arbitrator would not open the link claiming a concern about potential computer viruses. He told me I should have submitted the video by providing flash drives to all parties. (This is false reasoning as a flash drive could have easily contain a virus whereas a secure website such as YouTube would not carry a virus).
- Yes because paper filed.

11.If you received an award,

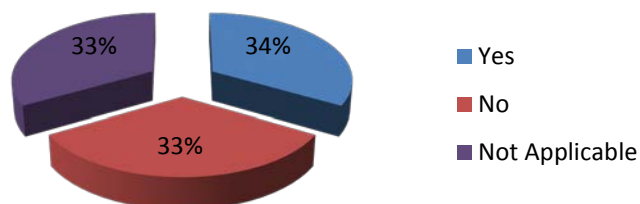
A. Did the Manufacturer perform the award within the 30 days after you accepted the award?



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



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



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

- Clarify how video evidence gets submitted. Hold the manufacturer accountable for follow-up action.
- Have qualified individuals on board – took the case to an attorney who informed me the arbitration process doesn't work which was obvious.

Results of Consumers Completing Both Pre-& Post Surveys

No consumers completed both surveys

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

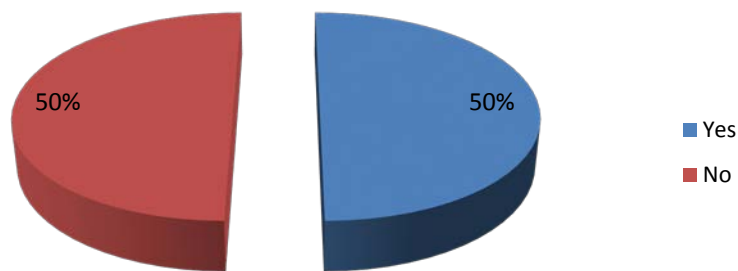
PORSCHE CARS
NORTH AMERICA, INC.

Porsche Cars North America

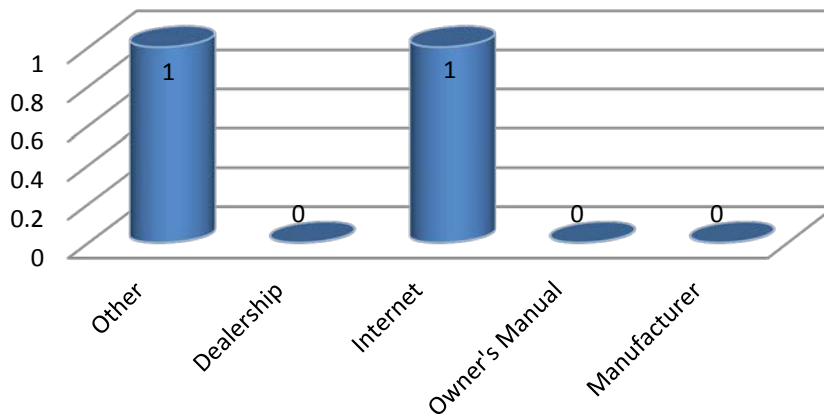
In 2017, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received one response to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program staff, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 6 consumers. Of these 6 consumers, 2 (33%) responded to the survey. The post-decision survey consisted of 13 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 narrative is included to represent the result of the consumers.

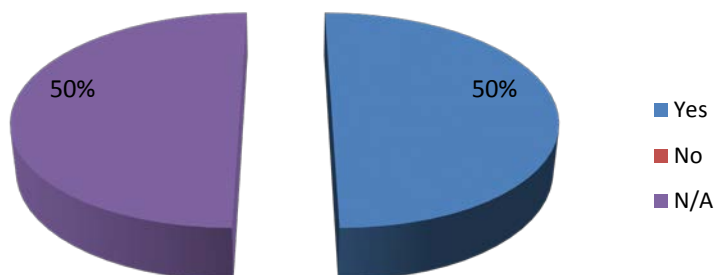
2. Before you purchased your vehicle, did you know about the California's Lemon Law?



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



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



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

Pre-Decision



Post-Decision



Consumers had a slightly more favorable view of the CAP Motors staff after receiving their decision.

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

- Not as streamlined as the BBB AUTO LINE Program.

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 according to pre and post surveys.

The following comments were provided on the pre decision survey:

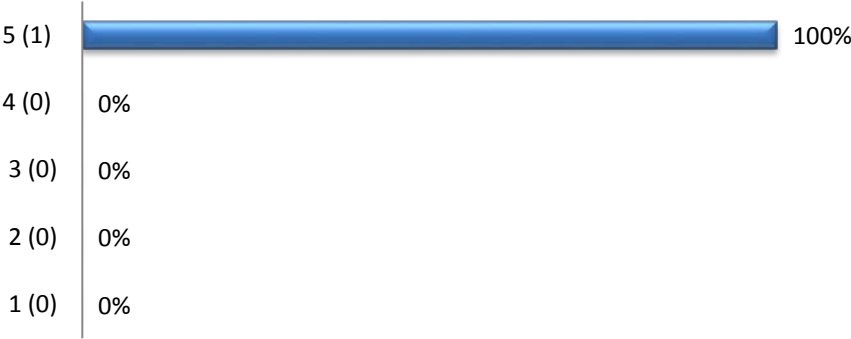
- Porsche did not have an employee at the hearing. The representative that appeared was not listed on pre-hearing forms as required.

The following comments were provided on the post decision survey:

- Manufacturer changed the representative from the ones listed on the CAP Motors paperwork. No one from the ORM showed up.

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

Pre-Decision



Post-Decision



Consumers had a less favorable view of the Manufacturer’s Representative on the post decision survey.

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

Pre-Decision



Post-Decision



Consumers had a less favorable views of the Arbitrator on the post decision survey.

The following comment was provided on the pre decision survey:

- The arbitrator should have better addressed the prior non-disclosure of Porsche's undisclosed representative.

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

- Porsche admitted it had a reasonable number of attempts to repair, yet despite this admission, arbitrator determined Porsche didn't have a reasonable number of attempts.

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

Pre-Decision



Post-Decision



Consumers had a less favorable view of the entire arbitration process on the post decision survey.

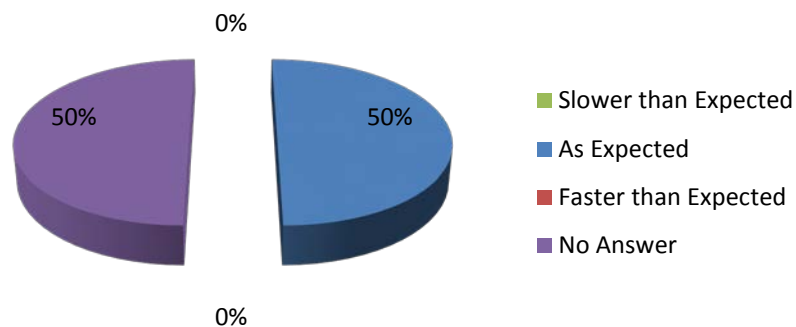
The following comments were provided on the pre-decision survey:

- The arbitrator should have better addressed the prior non-disclosure of Porsche's undisclosed representative.

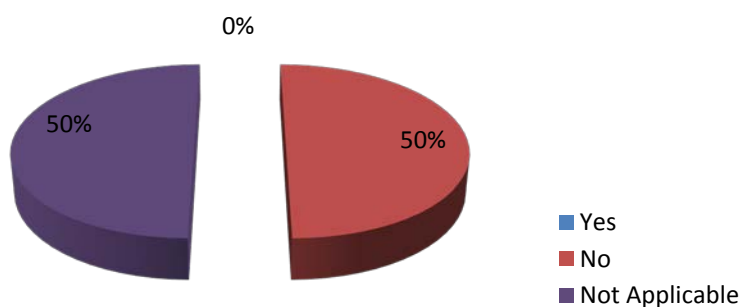
The following comments were provided on the post decision survey:

- Arbitrator got it wrong.

9. How would you rate the speed of the arbitration process relative to your expectations?

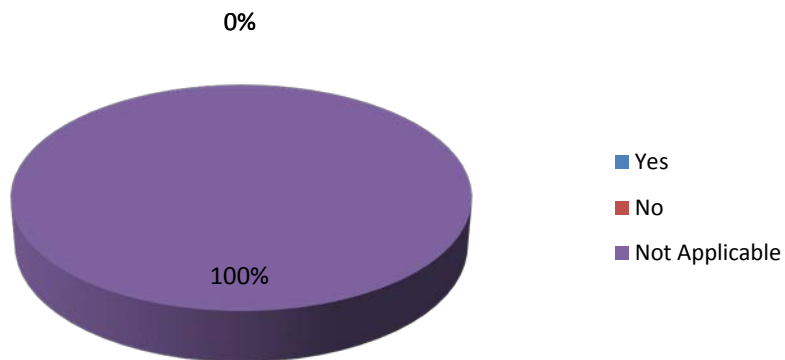


10. Were you ever denied the ability to present evidence?

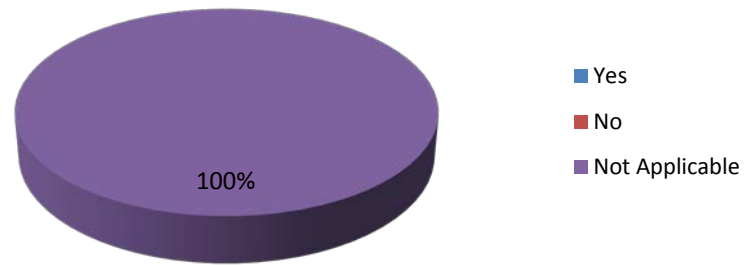


11. If you accepted the decision of the arbitrator:

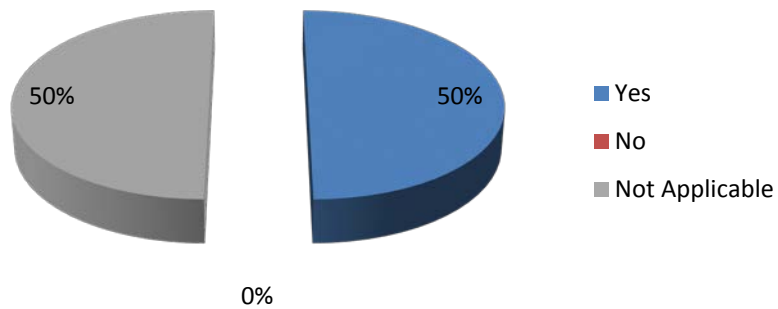
A. Did the Manufacturer perform the decision within 30 days after you accepted the decision?



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



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



13. If you could think of any major changes to improve the arbitration process, what would that be?

No comments were provided.

Results of Consumers Completing Both Pre-& Post Surveys

One consumer completed both the pre-and post-decision surveys. Consumer A received was Denied.

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Denial	4	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	Denial	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	Denial	5	3

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	2	1

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	2	1

CONCLUSION

This year's survey shows similar percentage in responses received as in 2016: 20% in 2016 and 19% in 2017.

With a slight increase of negative responses from 19% in 2016 to 20% in 2017, 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 increase from 21% in 2016 to 22% in 2017 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 74% stated it did not apply to them, a remaining 22% stated they did not agree to the delay, compared to 15% in 2016.

The programs should continue to ensure consumers are aware that they could reapply for arbitration by getting an additional warranty repair. In 2017, 49% of consumers were not aware of this, compared to 41% in 2016.

The responses show consumers were very satisfied with the speed of the arbitration process with 65% having expectations met or exceeded and only 28% seeing the process as slower than expected.

The responses received from consumers suggest needed improvements in various important areas. Although 53% of consumers in 2017 rated their experience with the program staff with 4 and 5 ratings, 26% 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 regard to the arbitrators, 48% rated their experience as a 4 and 5 rating with 32% giving a 1 rating.

And finally, with the overall satisfaction of the entire arbitration process, 42% rated a 4 or 5 while 35% rated a 1. Arbitration programs should continue to strive to obtain positive ratings from consumers who have used their arbitration process.