



## **2019 CONSUMER SATISFACTION SURVEY RESULTS**

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## **INTRODUCTION**

Pursuant to Business and Professions Code Section 472.4 and Title 16, California Code of Regulations Section 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.

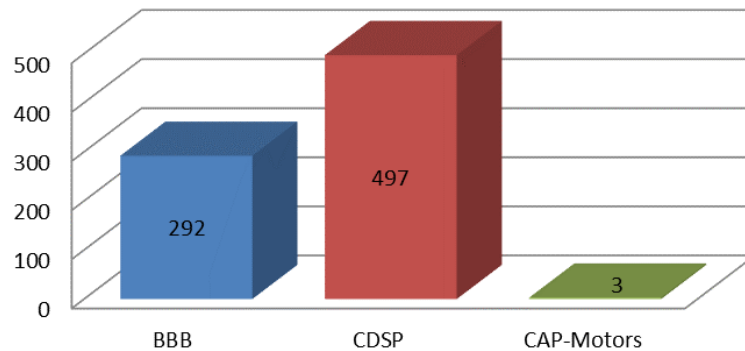
## **Methodology**

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 2019 calendar year, were provided by each of the manufacturer's state-certified arbitration program administrators: Better Business Bureau (BBB) AUTO LINE, California Dispute Settlement Program (CDSP), and Consumer Arbitration Program for Motor Vehicles (CAP-Motors).

Consumers were polled via a mailed questionnaire, which also included a website for on-line submission. This gave consumers multiple avenues for completing the questionnaire. 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 arbitration program staff, the vehicle manufacturer's representative, the arbitrator and the entire arbitration process.

## Cumulative 2019 Survey Overview

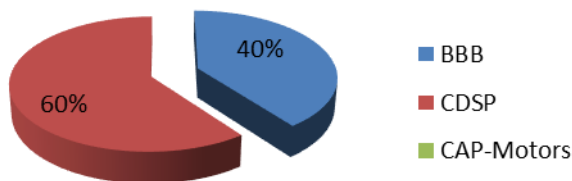
### Contacted Consumers by Arbitration Programs



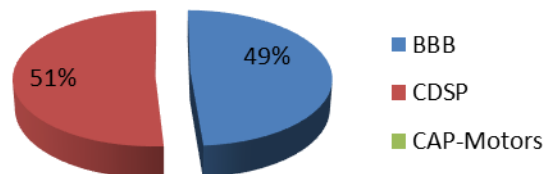
The ACP contacted 792 consumers who participated in the arbitration process between January and December of 2019. Of the 792 consumers contacted, 292 utilized the BBB AUTO LINE, 497 utilized the CDSP, and 3 utilized CAP-Motors.

### Consumers by Arbitration Program

#### Pre-Decision



#### Post-Decision

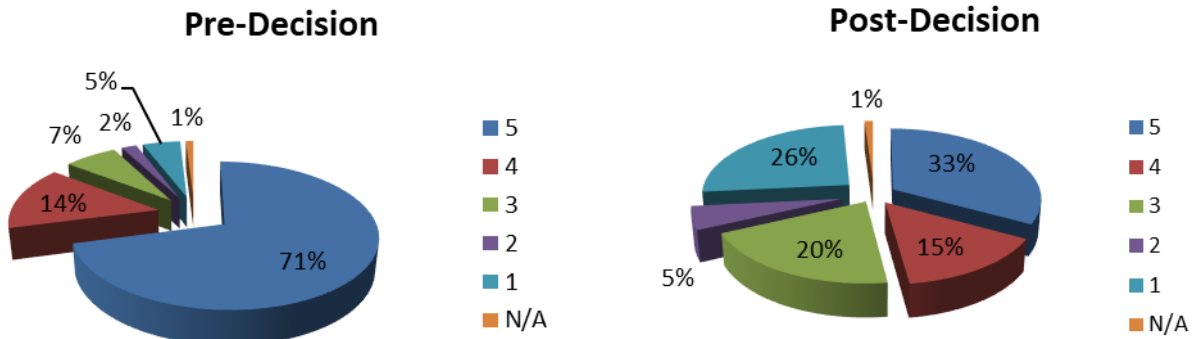


The ACP received 41 Pre-Decision responses from consumers who utilized BBB AUTO LINE, 62 Pre-Decision responses from consumers who utilized CDSP, and zero Pre-Decision responses from the consumer who utilized CAP-Motors, for a total of 103 responses.

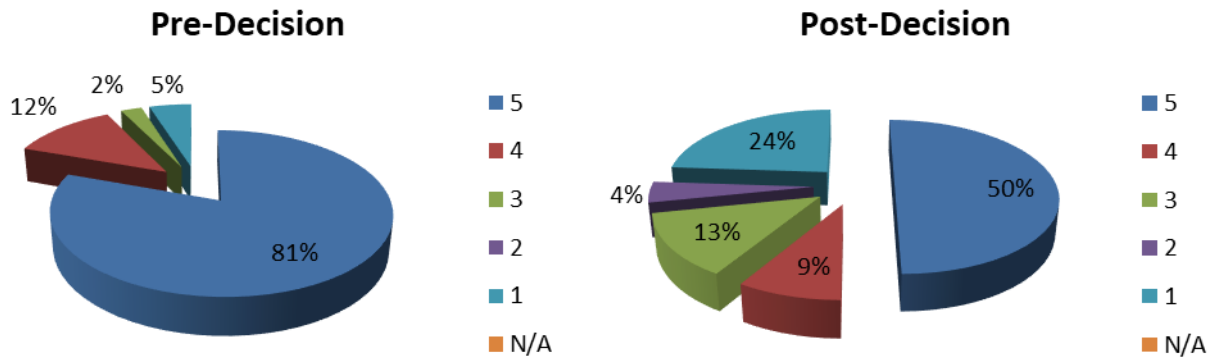
The ACP received Post-Decision responses from 94 of the 792 consumers contacted for a response rate of 11.8%, showing a decrease from 2018's response rate of 19%. The 2019 total responses included: 46 responses from consumers who utilized BBB AUTO LINE (49%), 48 responses from consumers who utilized CDSP (51%), and zero response from consumers who utilized CAP-Motors.

The following graphs represent the consumers' ratings of their experience with the arbitration program staff, manufacturer representatives, the arbitrator and the entire arbitration process. They are illustrated by only BBB AUTO LINE and CDSP. Since CAP-Motors consumers did not respond to our survey there are no responses to provide. A rating of 5 represents an excellent experience while a rating of 1 represents a poor experience.

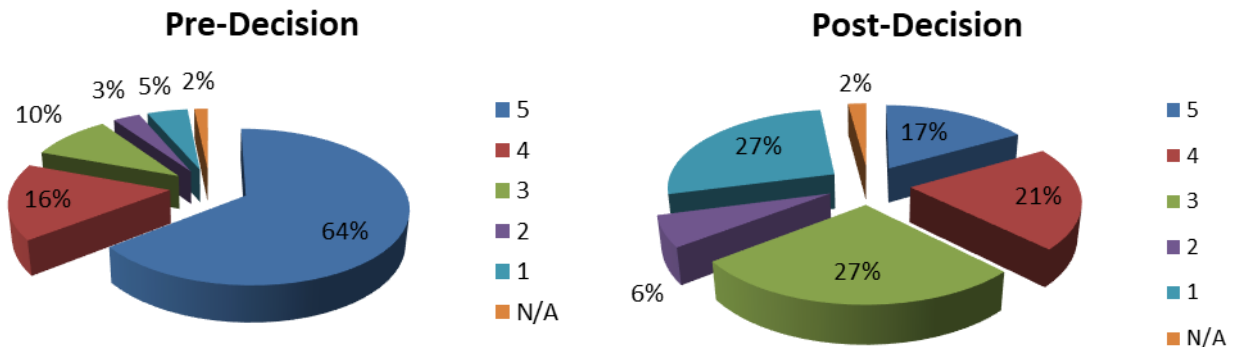
## Experience with Arbitration Program Staff, All Programs



## Experience with Arbitration Program Staff, BBB AUTO LINE



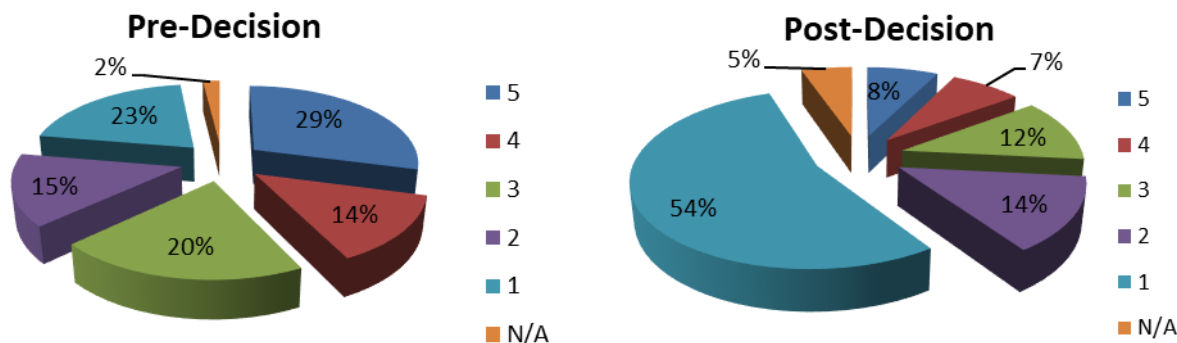
## Experience with Arbitration Program Staff, CDSP



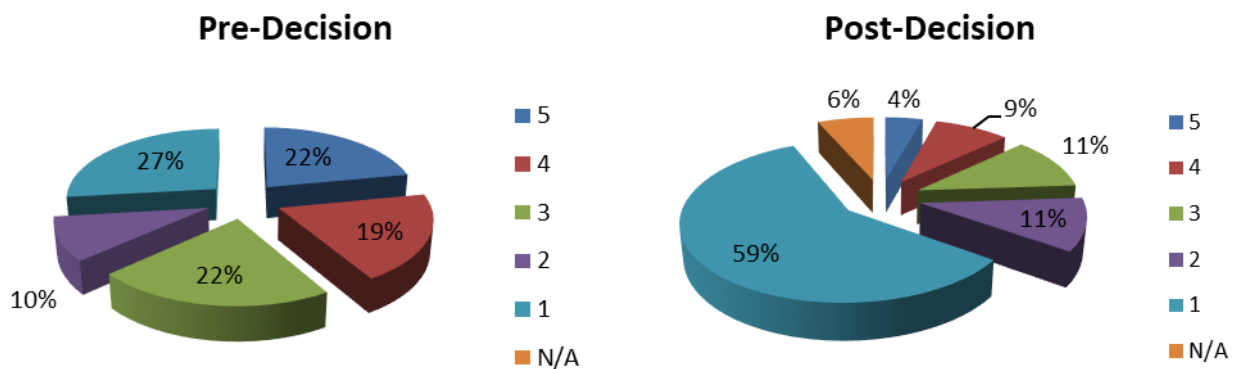
Consumers were asked to rate their experience with the arbitration program staff on a scale of 1 to 5 in the Pre-Decision survey. On the All Programs Pre-Decision chart, 73 of the consumers (71%) rated their experience as a 5 while five consumers (5%) rated their experience as a 1.

The same question was asked on the Post-Decision survey after the decision was rendered. On the All Programs chart, 31 of the consumers (33%) rated their experience as a 5 while 24 consumers (26%) rated their experience as a 1.

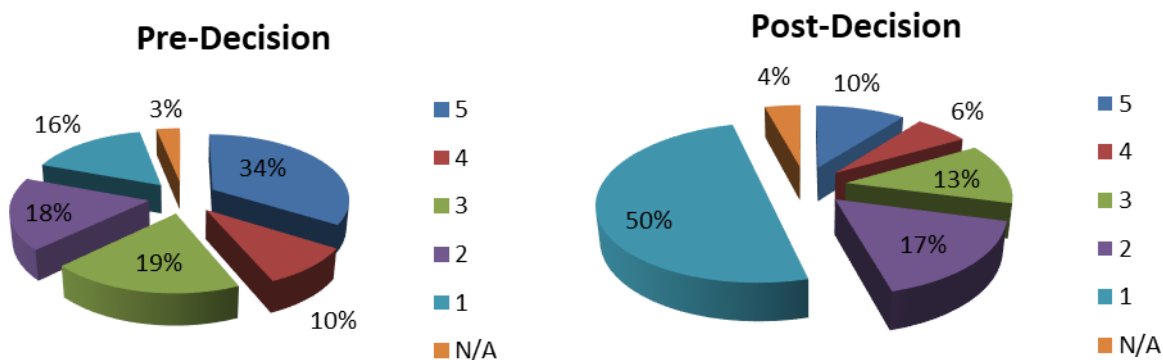
## Experience with Vehicle Manufacturer's Representative at the Hearing, All Programs



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



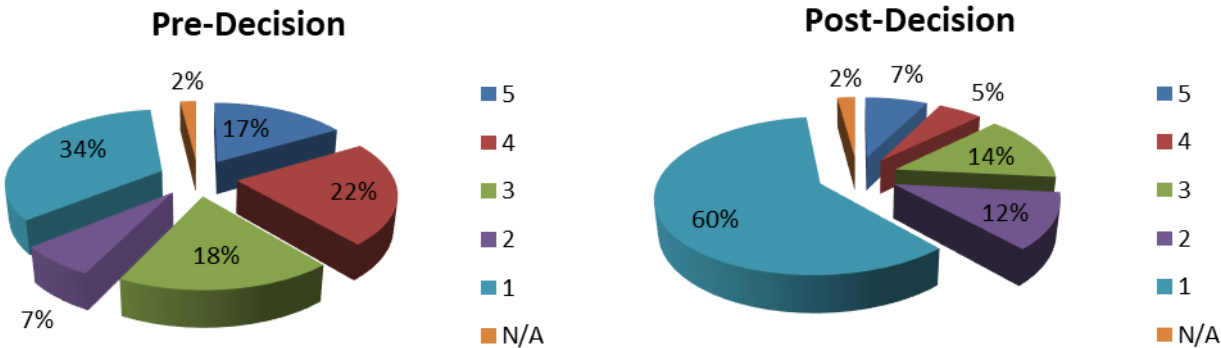
## Experience with Vehicle Manufacturer's Representative at the Hearing, CDSP



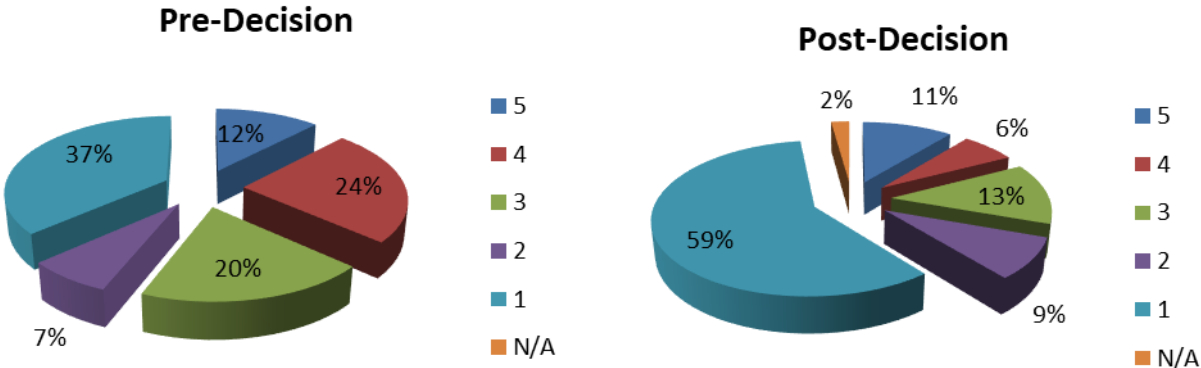
Consumers were asked to rate their experience with the vehicle manufacturer's representative at the hearing on the Pre-Decision survey. On the All Programs Pre-Decision chart, 30 of the consumers (29%) rated their experience as a 5 while 21 consumers (23%) indicated a poor experience of 1.

The same question was asked on the Post-Decision survey after the decision was rendered. On the All Programs chart, seven of the consumers (8%) rated their experience as a 5 while 51 consumers (54%) rated it as a 1.

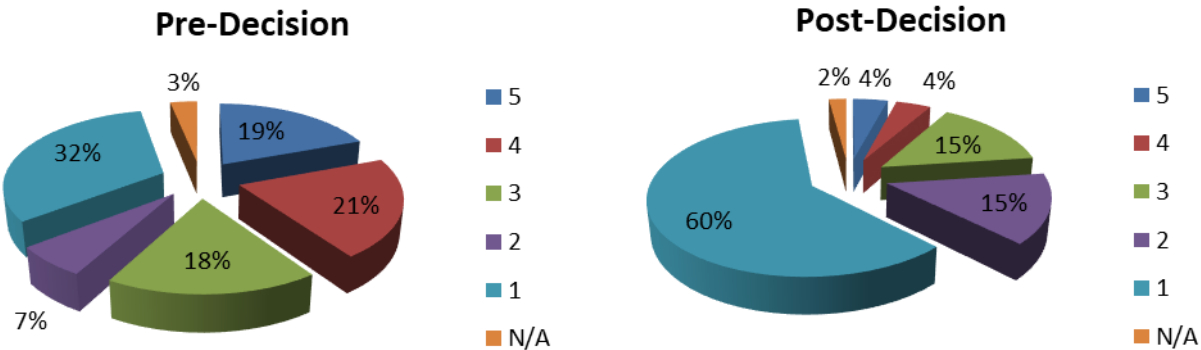
**Experience with Vehicle Manufacturer’s Representative from the Time Arbitration Case Filed, All Programs**



**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**

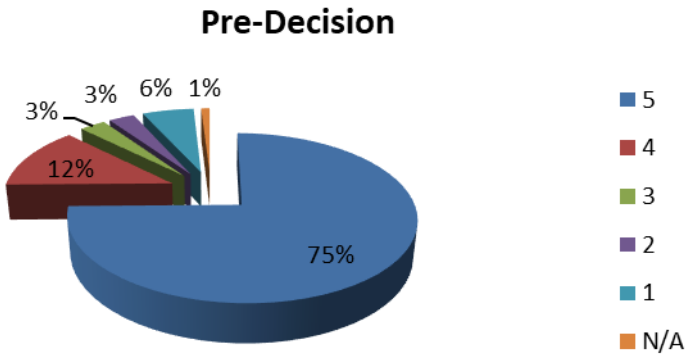


Consumers were also asked to rate their experience with the vehicle manufacturer’s representative from the time case was filed on the Pre-Decision survey. On the All Programs

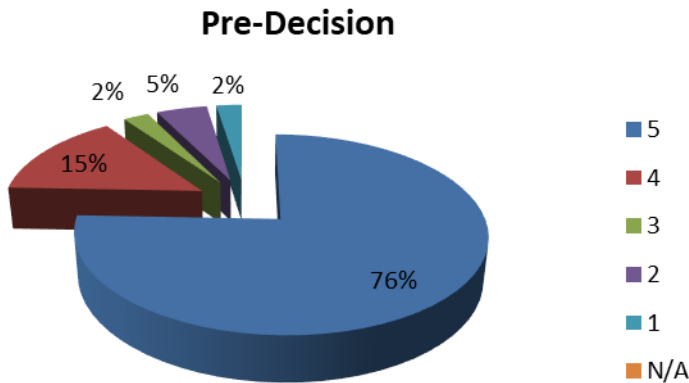
Pre-Decision chart, 17 of the consumers (17%) indicated that the experience was a 5 while 35 consumers (34%) rated their experience as a 1.

The same question was asked on the Post-Decision survey after the decision was rendered. On the All Programs chart, seven of consumers (7%) rated their experience a 5 while 56 consumers (60%) rated it as a 1.

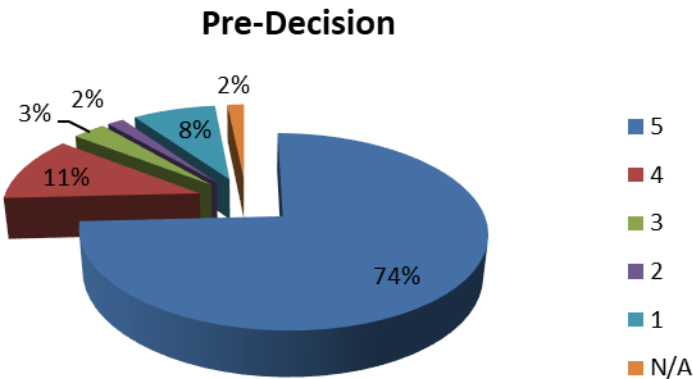
**Experience with Arbitrator Fairness, All Programs**



**Experience with Arbitrator Fairness, BBB AUTO LINE**



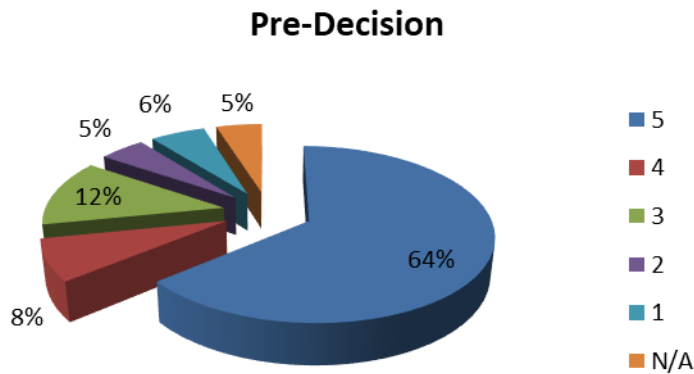
**Experience with Arbitrator Fairness, CDSP**



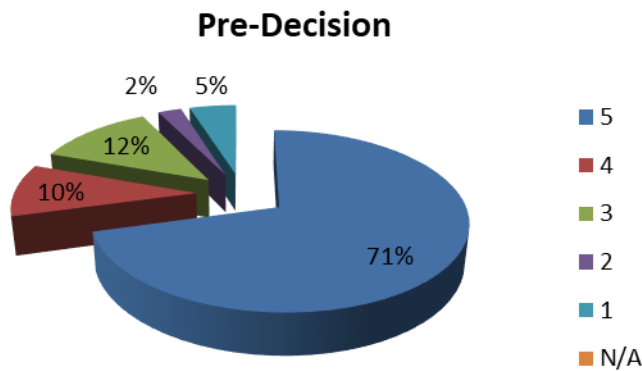


Consumers were then asked to rate their experience with the arbitrator’s fairness on the Pre-Decision survey. On the All Programs chart, 77 of the consumers (75%) indicated that the experience was as a 5 while six consumers (6%) indicated it was a 1.

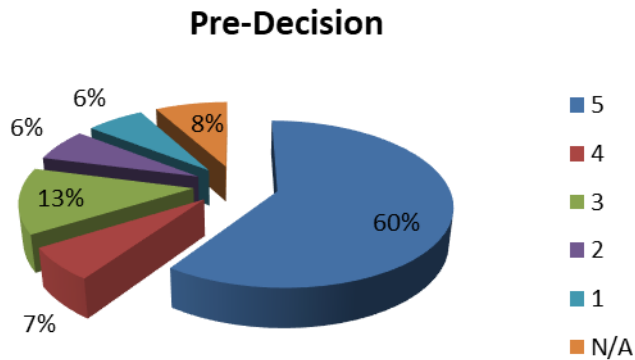
**Experience with Arbitrator’s Understanding of Key Issues and Concerns,  
All Programs**



**Experience with Arbitrator’s Understanding of Key Issues and Concerns,  
BBB AUTO LINE**

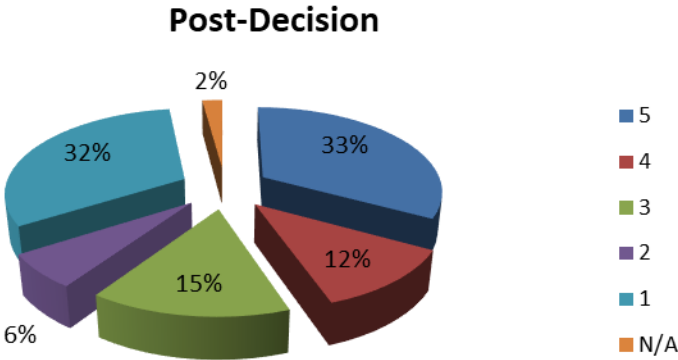


**Experience with Arbitrator’s Understanding of Key Issues and Concerns,  
CDSP**

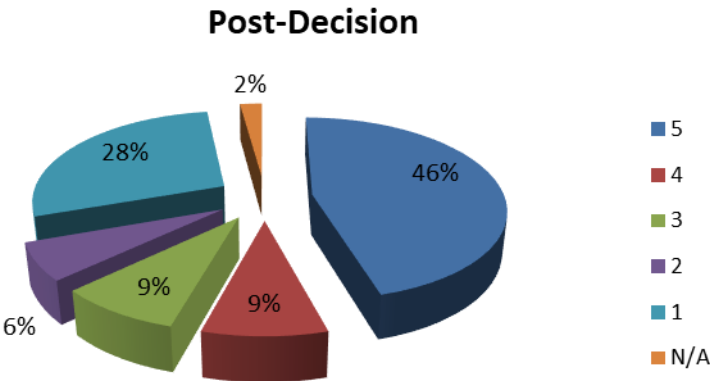


Consumers were asked to rate their experience with the arbitrator's understanding of key issues and concerns on the Pre-Decision survey. On the All Programs chart, 66 of the consumers (64%) indicated that their experience was a 5 while six consumers (6%) indicated their experience was a 1.

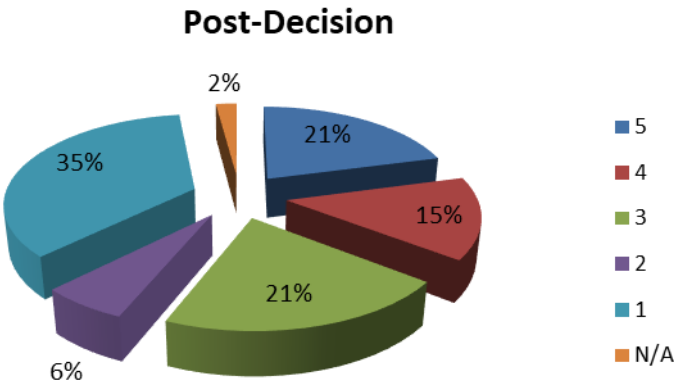
**Experience with Arbitrator, All Programs**



**Experience with Arbitrator, BBB AUTO LINE**

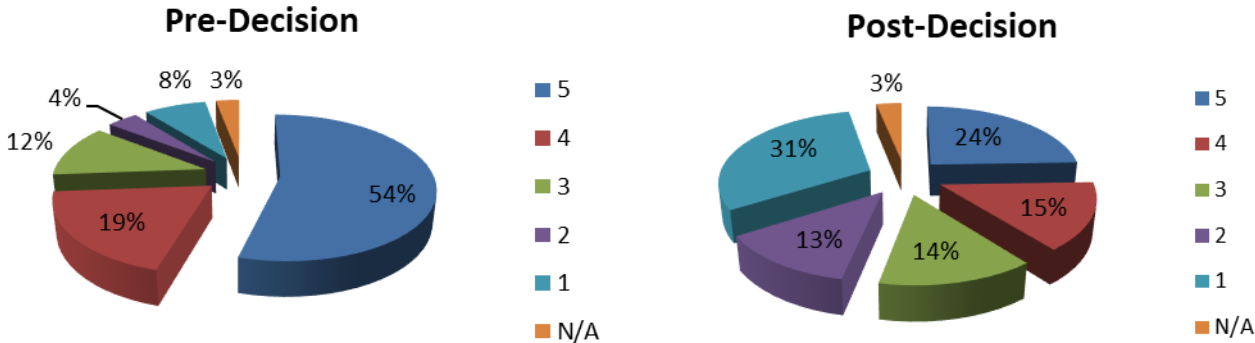


**Experience with Arbitrator, CDSP**

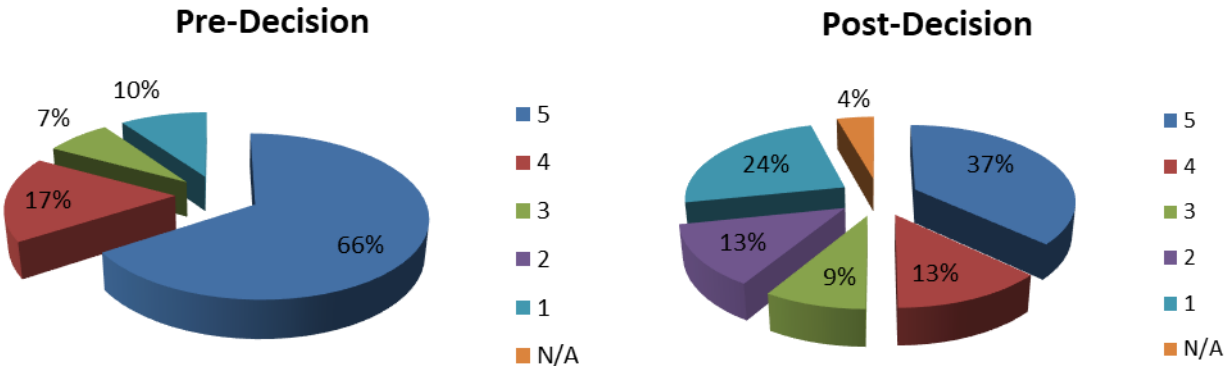


Consumers were asked to rate their experience with the arbitrator on the Post-Decision survey. On the All Programs chart, 31 of the consumers (33%) indicated that their experience was a 5 while 30 consumers (32%) indicated their experience was a 1.

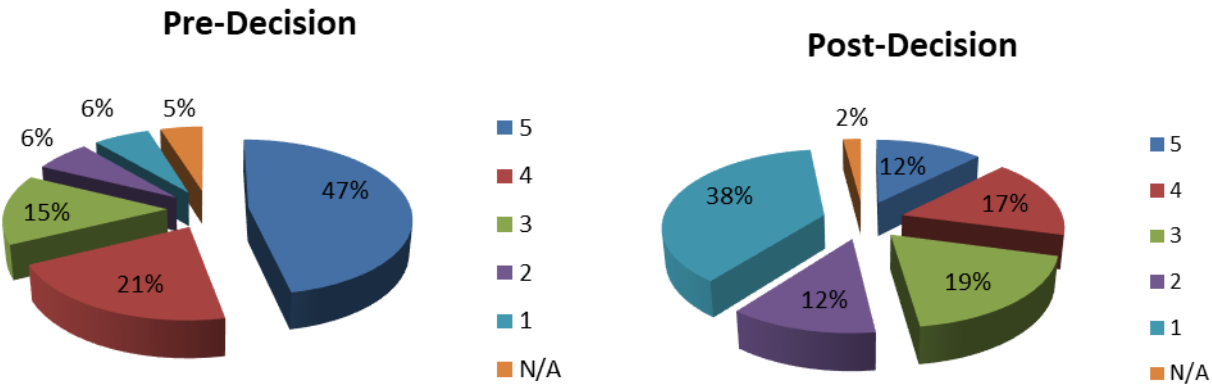
**Experience with Entire Arbitration Process, All Programs**



**Experience with Entire Arbitration Process, BBB AUTO LINE**



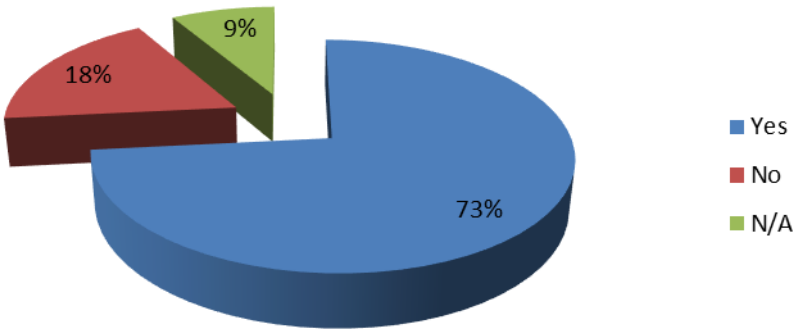
**Experience with Entire Arbitration Process, CDSP**



Finally, consumers were asked to rate their experience with the entire arbitration process on the Pre-Decision survey. On the All Programs charts, 56 of the consumers (54%) indicated that their experience was a 5 while eight consumers (8%) indicated their experience was a 1.

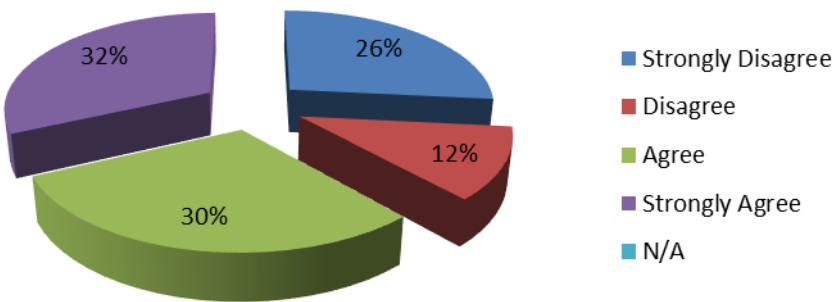
The same question was asked on the Post-Decision survey after the decision was rendered. On the All Programs charts, 23 of consumers (24%) rated their experience as a 5 while 29 consumers (31%) rated it as a 1.

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



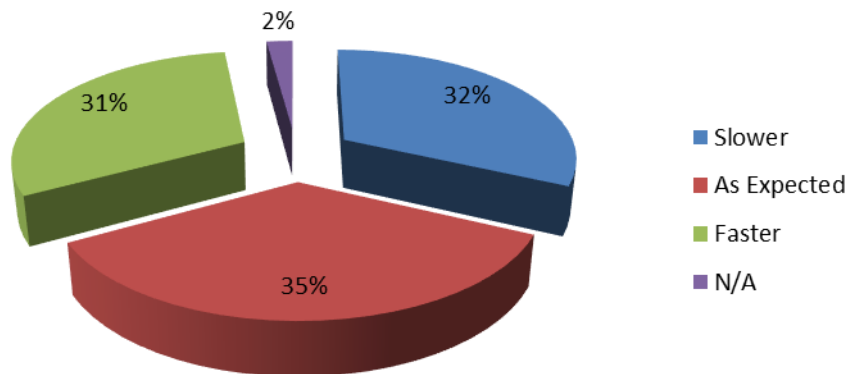
In addition to asking consumers about their experience with various parties in the process, ACP also asked consumers whether they were informed of certain procedures. Consumers were asked that if they participated in a settlement or mediation process after applying for arbitration and if they were informed that it was a voluntary process. Of the 94 responses, 69 consumers (73%) indicated they were informed, while 17 consumers (18%) stated they were not informed, and eight consumers (9%) did not reply. There was a slight increase of consumers being notified of the voluntary settlement process from 71% in 2018 to 73% in 2019.

**The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns?**



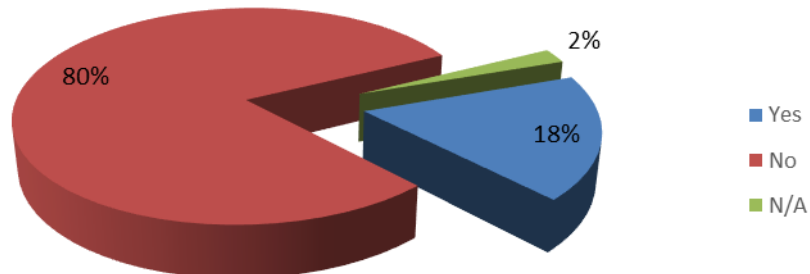
Consumers were asked if the arbitration staff provided service in a timely manner and demonstrated a willingness to address questions and concerns. Sixty-two percent either agree or strongly agree that arbitration staff provided service in a timely manner and demonstrated a willingness to address questions and concerns.

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



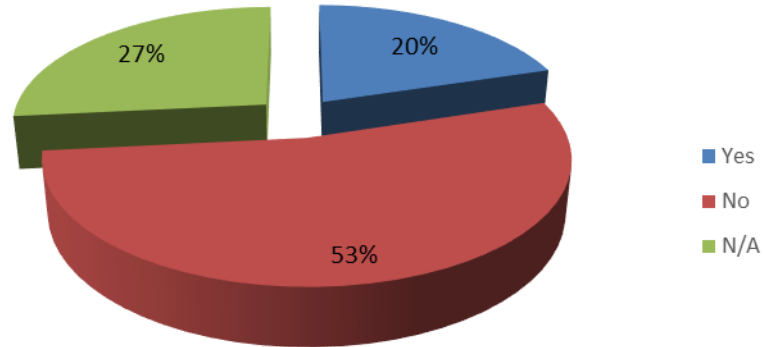
Consumers were asked to rate the speed of the arbitration process relative to their expectations. Two-thirds of the consumers (66%) stated the process was “As Expected” or exceeded their expectations while 32% stated it was slower than their expectations.

**Were you ever denied the ability to present evidence?**



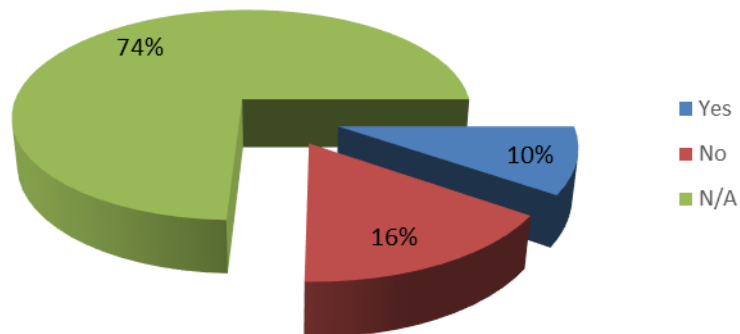
Consumers were asked if they were ever denied the ability to present evidence. Seventy-five of consumers (80%) stated that they were not denied the ability to present evidence while 17 consumers (18%) stated yes. The remaining two consumers (2%) did not recall or did not answer.

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



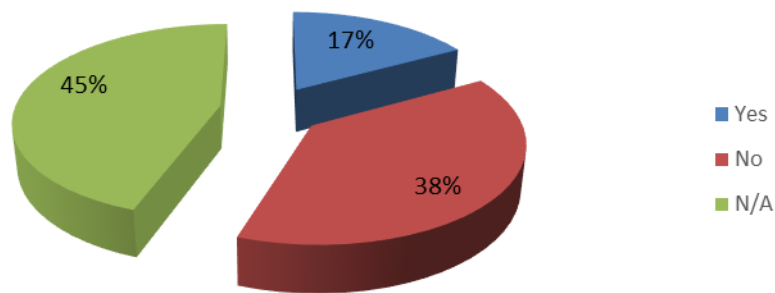
Consumers were asked if the manufacturer performed the award within the 30 days after the decision was accepted. Nineteen consumers (20%) stated the award was performed within 30 days while 50 consumers (53%) answered it was not. The remaining 25 consumers (27%) consumers did not recall or answered not 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 of the performance of the decision was over 30 days. Only nine consumers (10%) agreed while 15 consumers (16%) did not agree to the delay. The remaining 70 consumers (74%) 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 94 responses, only 16 consumers (17%) indicated they were aware while 36 consumers (38%) were not aware they could reapply with an additional warranty repair. The question was not applicable to 42 consumers (45%) who completed the survey.

## DATA BY MANUFACTURERS

The questionnaire data in the 2019 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 U.S. Postal Service were attributed to the survey response rate. Consequently, there is no questionnaire data for the following manufacturers:

Manufacturer	Program Administrator	Number of Consumers
Aston Martin North America	BBB AUTO LINE	0
Bentley Motors, Inc.	BBB AUTO LINE	1
Ferrari North America, Inc.	BBB AUTO LINE	0
Automobili Lamborghini America	BBB AUTO LINE	0
Lotus Cars USA, Inc.	BBB AUTO LINE	0
Porsche Cars North America	CAP-Motors	3

Moreover, in both surveys the consumers' case file number 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**  
**(INCLUDES MINI COOPER)**

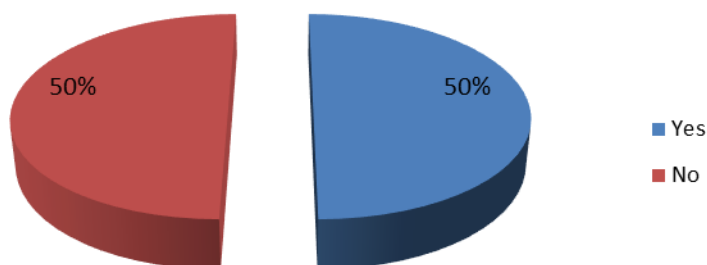


## BMW of North America, LLC

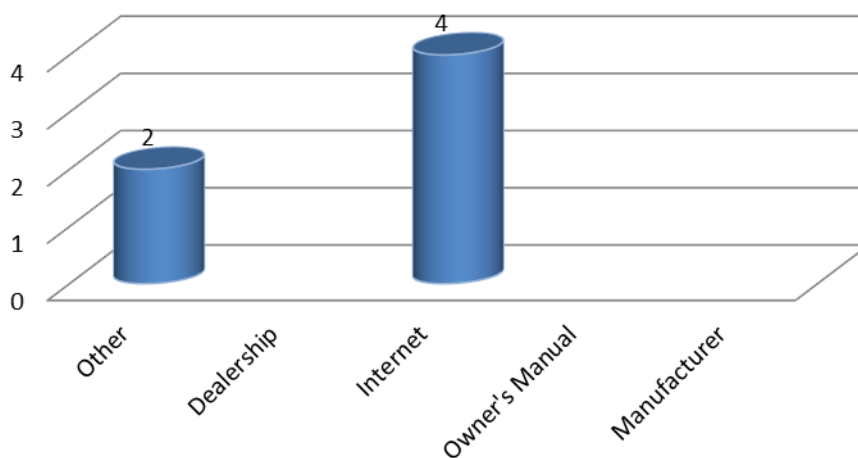
In 2019, the ACP administered both a Pre-Decision survey (conducted directly after the arbitration hearing or mailed out days prior to the hearing) and a Post-Decision survey. The ACP did not receive any responses to the Pre-Decision survey. The Pre-Decision survey consisted of seven questions designed 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 21 consumers, 6 consumers (28%) responded to the survey. The Post-Decision survey consisted of 14 questions designed to ascertain consumers' awareness of the Lemon Law, as well as most 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, no consumers completed both the Pre- and Post-Decision surveys.

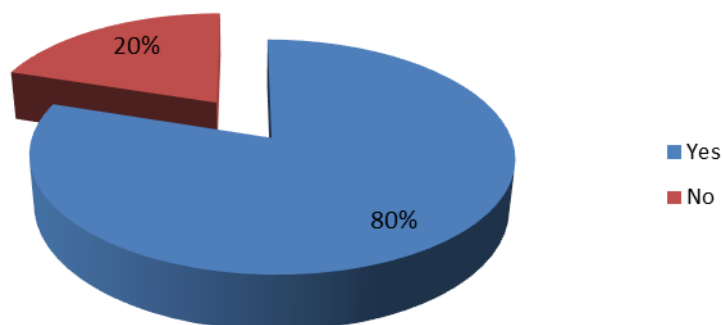
### 1. Before you purchased your vehicle, did you know about the California's Lemon Law?



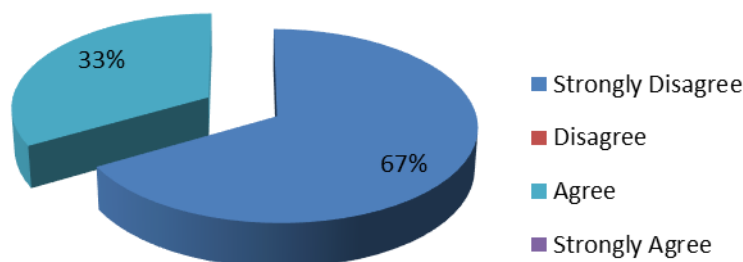
### 2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



3. 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?



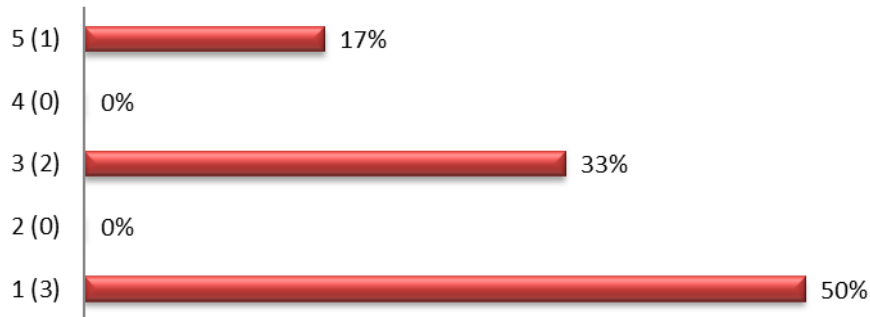
4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns?



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

- No Pre-Decision responses received.

## Post-Decision



Half the consumers had a less than favorable view the BBB AUTO LINE staff after receiving their decision.

The following comment was provided on the Pre-Decision survey:

- No Pre-Decision survey comments received.

The following comment was provided on the Post-Decision survey:

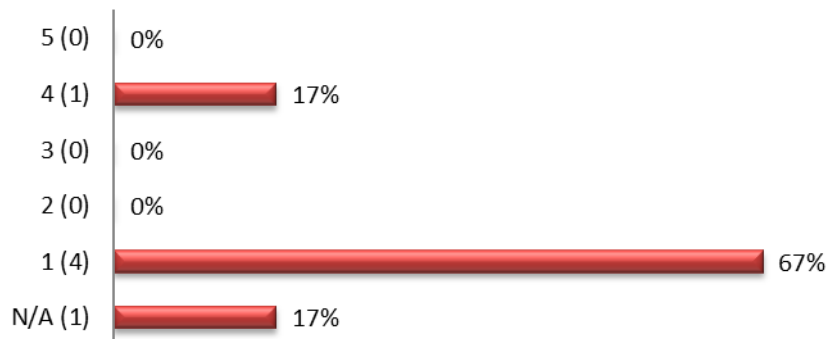
- Very responsive & professional.

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

#### a. The vehicle manufacturer's representative at the hearing?

- No Pre-Decision survey responses received.

## Post-Decision



Consumers had a less than favorable view of the manufacturer's representative at the hearing after receiving their decision.

The following comment was provided on the Pre-Decision survey:

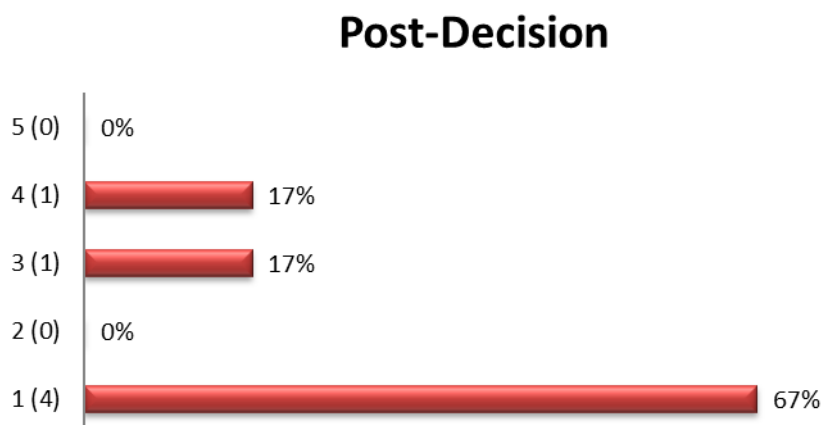
- No Pre-Decision survey comments received.

The following comment were provided on the Post-Decision survey:

- They could use their own offices/conference room instead of a “communal” conference area.
- The person who set up the arbitration was good. The arbitrator was not.
- Arbitrator made many errors including mixing up the parties. BBB AUTO LINE asked to reconduct the hearing.
- BBB AUTO LINE closed this case without sending me arbitration decision. Then the management specialist wants me to accept half of the amount of Arbitration decision otherwise my case will be closed as reject.
- The arbitrator was biased and was against consumers. He is unfair, does not follow the law, I want an appeal.

**b. The vehicle manufacturer’s representative(s) from the time you filed your arbitration case?**

- No Pre-Decision survey responses received.



Consumers had a less than favorable view of the manufacturer’s representative after receiving their decision.

The following comment were provided on the Pre-Decision survey:

- No Pre-Decision survey comments received.

The following comment were provided on the Post-Decision survey:

- Only experience with manufacturer was after arbitration was filed at hearing.

- The BMW rep. had little knowledge/seemed unfamiliar with the Lemon Law. He also lacked technical knowledge about the vehicle itself. It was obvious he did little, if any, preparation before the arbitration.
- Manufacturer's people did not call-in on the hearing call. But BMW only wants to pay ½ of the arbitration decision. I am fighting for it.
- The representative from BMW promises a few things during arbitration but he never followed through. He also changed some of his action items after arbitration.

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

**a. The arbitrator's fairness to all parties involved and maintaining neutrality throughout the hearing? (Pre-Decision Only)**

- No Pre-Decision survey responses received.

The following comments was provided on the Pre-Decision survey:

- No Pre-Decision survey comments received.

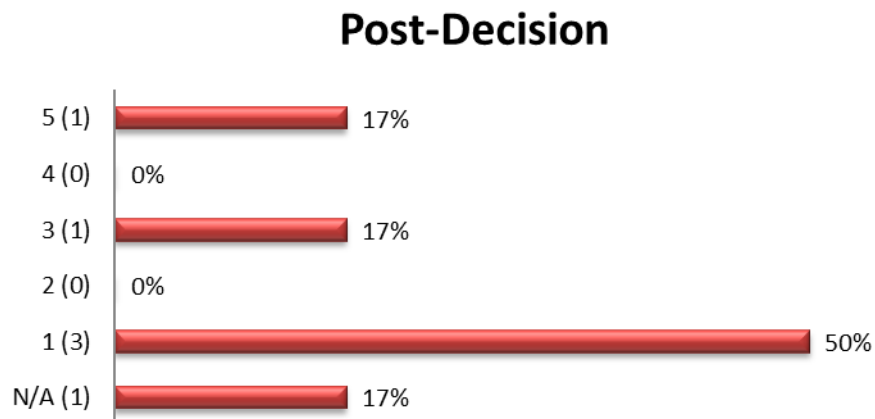
**b. The arbitrator's understanding of key issues and concerns? (Pre-Decision only)**

- No Pre-Decision survey responses received.

The following comments was provided on the Pre-Decision survey.

- No Pre-Decision survey comments received.

**c. The arbitrator? (Post-Decision only)**



Consumers had a less than favorable views of the arbitrator after receiving their decision.

The following comment was provided on the Pre-Decision survey:

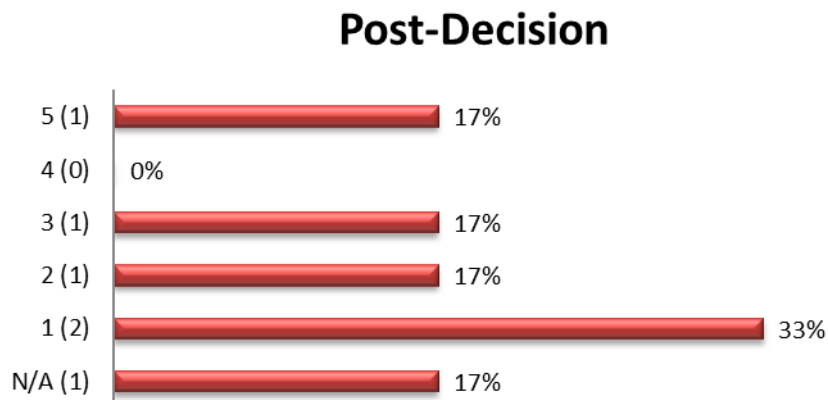
- No Pre-Decision survey responses received

The following comment was provided on the Post-Decision survey:

- I presented a clear cut and dry case about why this car is a lemon with much technical info to back it up. The arbitrator made it clear he was not a “car guy”. He stated in his ruling that I was a “BMW connoisseur” (not sure what he means). To me that means I understand BMWs and what’s a problem, what’s not acceptable, and what’s a lemon. Absurd decision only explained by his allegiance to manufacturer.

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

- No Pre-Decision survey responses received.



Consumers had a less than favorable view of the entire arbitration process after receiving their decision.

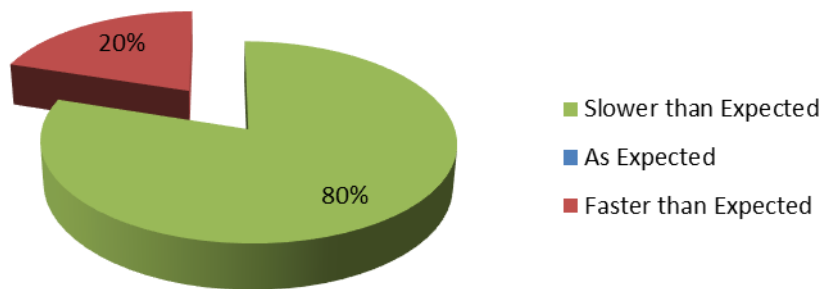
The following comment was provided on the Pre-Decision survey:

- No Pre-Decision survey comments received.

The following comment was provided on the Post-Decision survey:

- Very unhappy with the arbitrator’s decision. The staff who set it up was good.

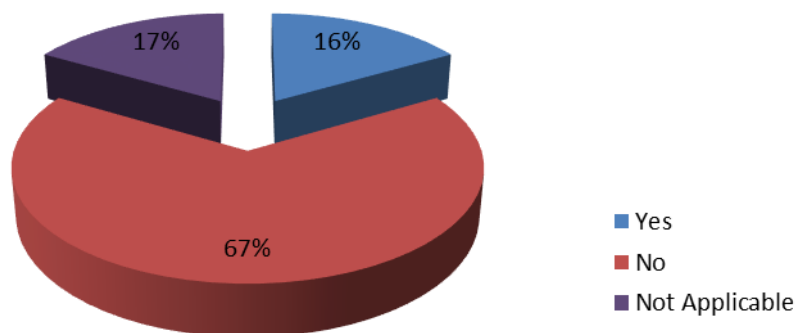
**9. How would you rate the speed of the arbitration process relative to your expectations?**



The following comment was provided on the Post-Decision survey:

- No Post-Decision survey comments received.

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

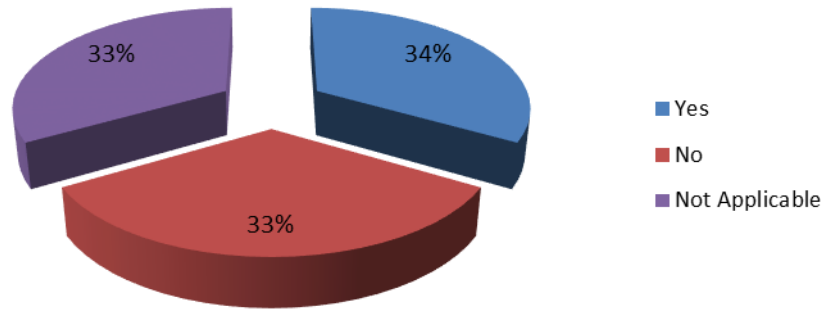


The following comment was provided on the Post-Decision survey:

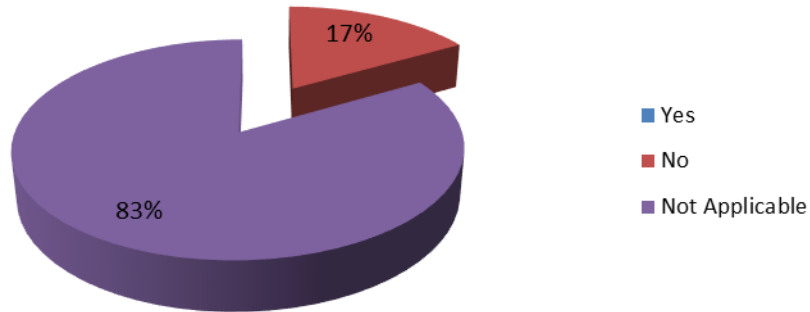
- No Post-Decision survey comments received.

**11.If you accepted the decision of the arbitrator:**

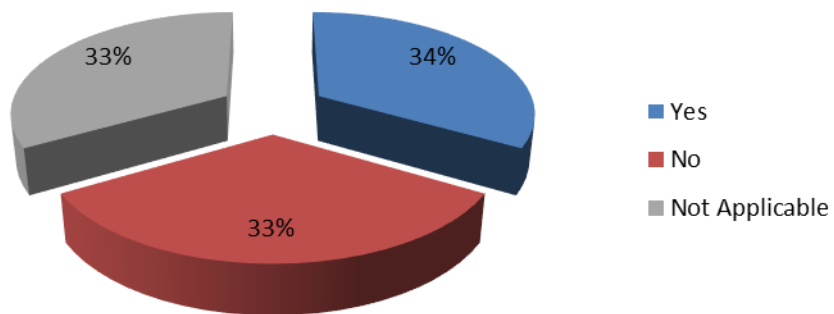
- a. Did the manufacturer perform the decision within 30 days after you accepted the decision?**



- 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?**

- Select better arbitrators
- None, I am amazed how simple and quick the process was.
- Organization, BBB AUTO LINE is completely disorganized.

**14.What, if any, difficulties or challenges did you experience during the filing process?**

- No comments received.

**Results of Consumers Completing Both Pre & Post Surveys**

No consumers completed both the Pre- and Post-Decision surveys.

**BBB AUTO LINE**

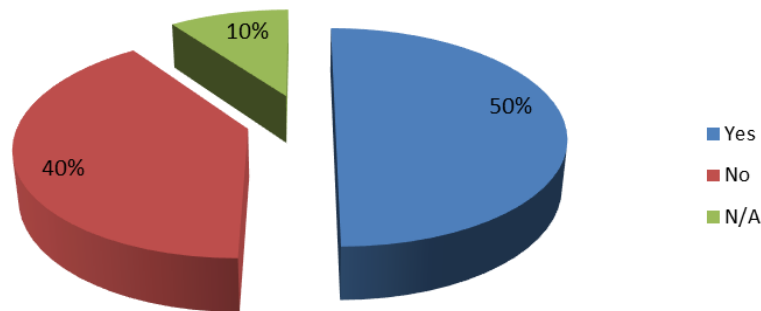
**FORD MOTOR COMPANY**

## Ford Motor Company

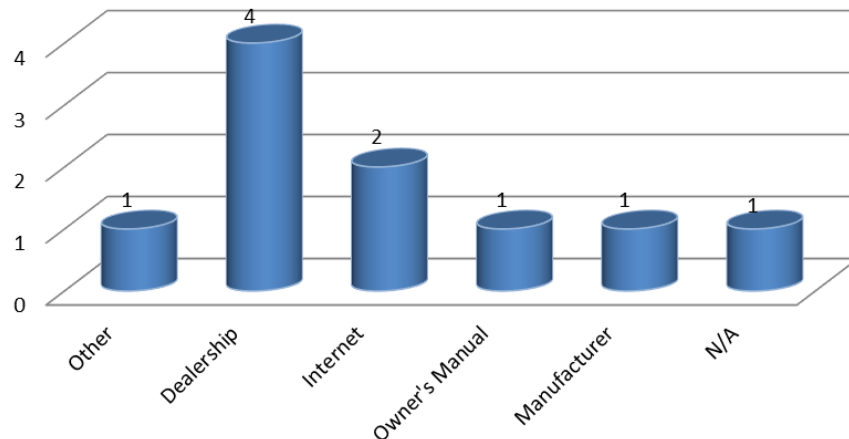
In 2019, the ACP administered both a Pre-Decision survey (conducted directly after the arbitration hearing or mailed out days prior to the hearing) and a Post-Decision survey. The ACP received seven responses to the Pre-Decision survey. The Pre-Decision survey consisted of seven questions designed to 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 60 consumers. Of these 60 consumers, 10 consumers (17%) responded to the survey. The Post-Decision survey consisted of 14 questions designed to ascertain consumers' awareness of the Lemon Law, as well as most 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.

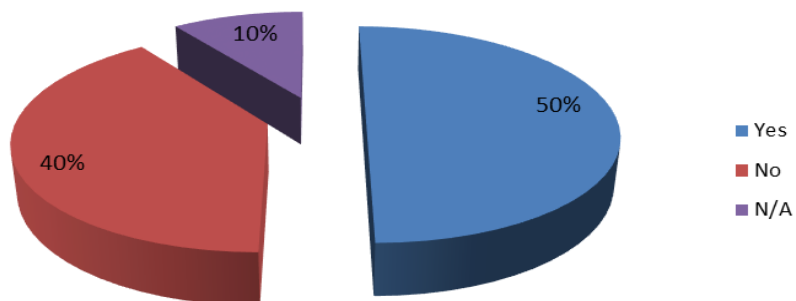
### 1. Before you purchased your vehicle, did you know about the California's Lemon Law?



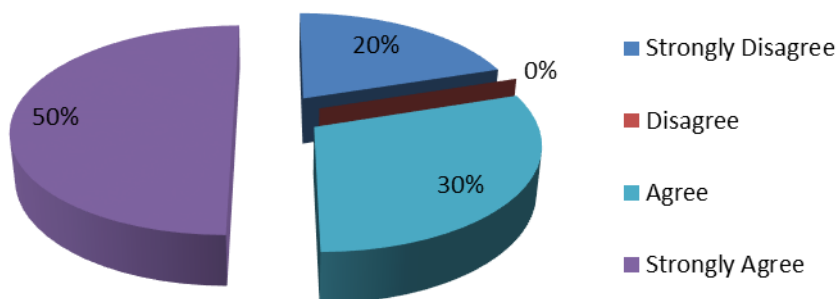
### 2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



3. 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?

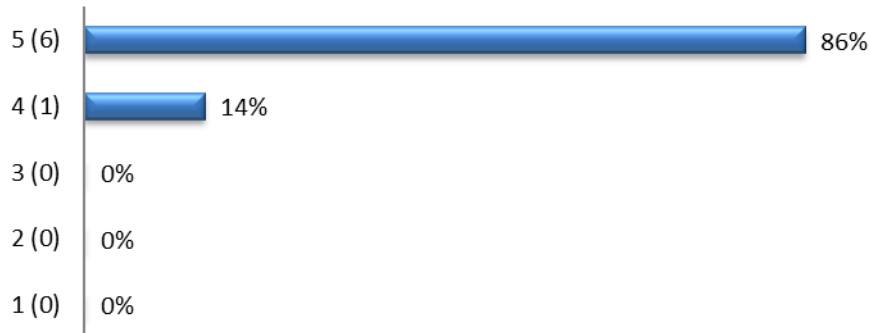


4. The arbitration staff provides services in a timely manner and demonstrates a willingness to address questions and concerns?

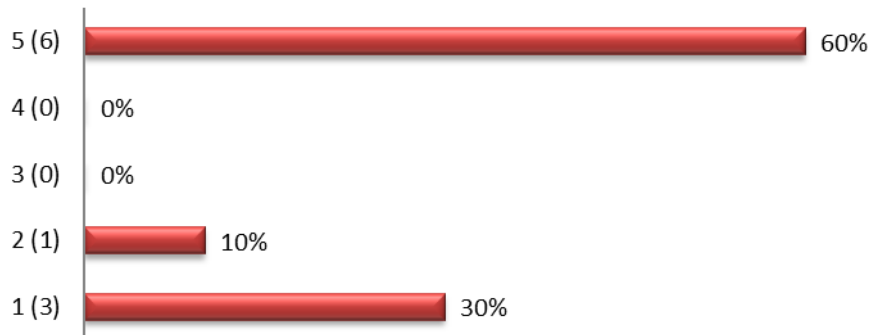


**5. In terms of overall satisfaction, how would you rate your experience so far with the BBB AUTO LINE staff?**

**Pre-Decision**



**Post-Decision**



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

The following comments was provided on the Pre-Decision survey:

- Was very satisfied.
- Worthless program. It's clear that manufacturers pay/fund the program as they deny clear cut cases that qualify under California Law.

The following comments was provided on the Post-Decision survey:

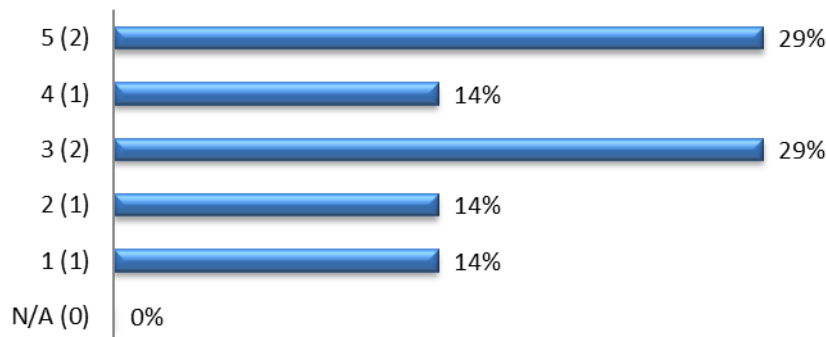
- Arbitrator was always on top of things and answered all questions professionally.
- The people in charge wrote my name wrong and did not include important information.

- Manufacturer representative made some erroneous statements that was corrected by the arbitrator, but I would have agreed with if I had done this process without assistance.
- BBB AUTO LINE Case specialist helped me out a lot, I wish Ford had people like them to deal with.
- They were quick to respond and were helpful.

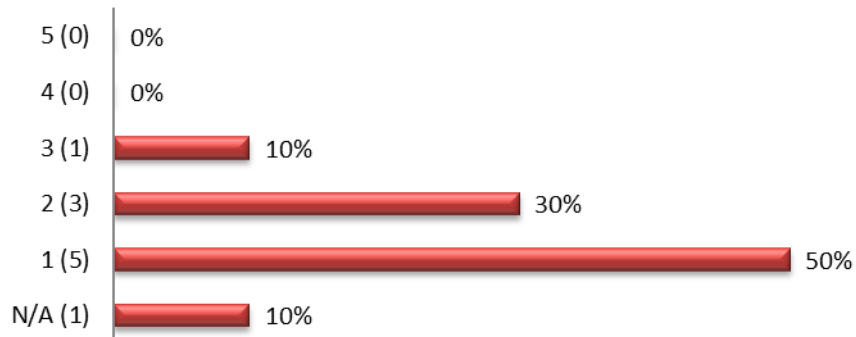
**6. In terms of overall satisfaction, how would you rate your experience with:**

**a. The vehicle manufacturer's representative at the hearing?**

**Pre-Decision**



**Post-Decision**



Consumers had more favorable views of the manufacturer representative staff prior to receiving their decision.

The following comments was provided on the Pre-Decision survey:

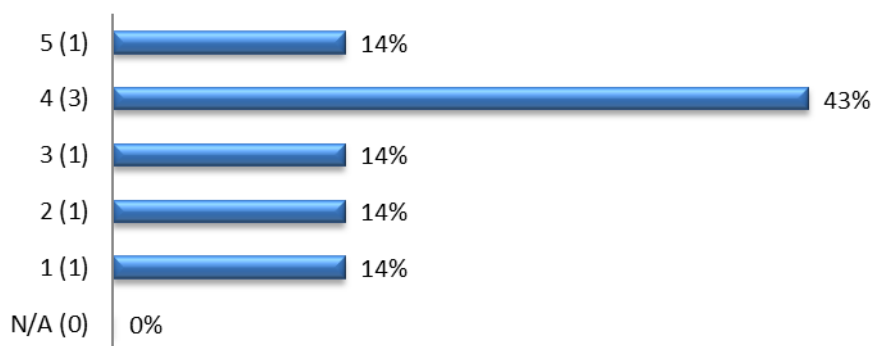
- Manufacturer representative was on the phone, not in person.
- Manufacturer reps were rude and very accusatory. All they did was attack my character.

The following comments was provided on the Post-Decision survey:

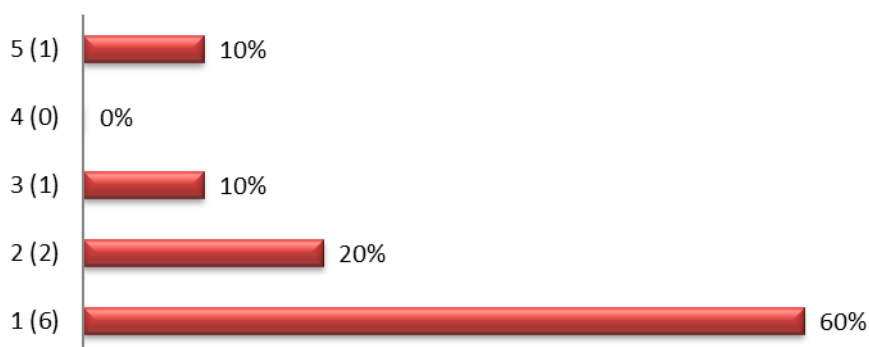
- The manufacture representative knew my car showed problems at 9,009 miles and I was charged mileage at 23,000 plus.
- After decision, the manufacturer's repurchase coordinator was deceitful in his description of me as we tried to locate a dealership who would take the surrendered vehicle.
- I filed in 2017 and my arbitration did not happen until 2019.

**b. The vehicle manufacturer's representative(s) from the time you filed your arbitration case?**

### Pre-Decision



### Post-Decision



Consumers had more favorable views of the manufacturer representative staff prior to receiving their decision.

The following comments was provided on the Pre-Decision survey:

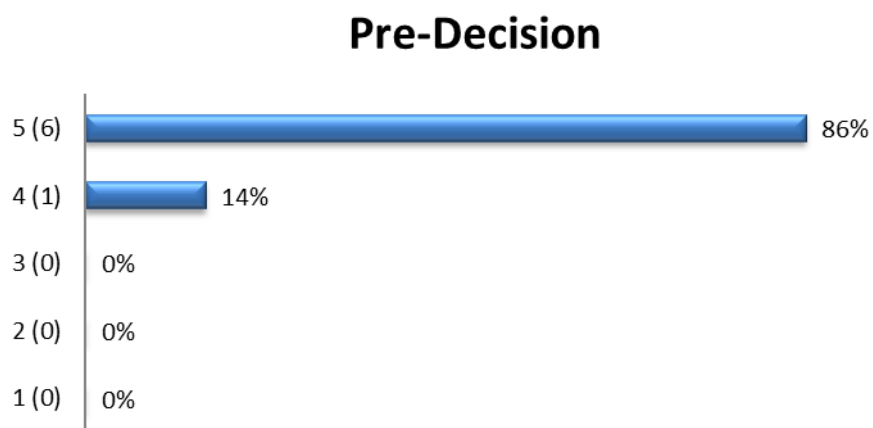
- Never contacted myself.
- They did not care about the safety of my family at all, simply awful.

The following comments was provided on the Post-Decision survey:

- The manufacture representative knew my car showed problems at 9009 miles and I was charged mileage at 23,000 plus.
- After decision, the manufacturer's repurchase coordinator was deceitful in his description of me as we tried to locate a dealership who would take the surrendered vehicle.
- I filed in 2017 and my arbitration did not happen until 2019.

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

**a. The arbitrator's fairness to all parties involved and maintaining neutrality throughout the hearing? (Pre-Decision Only)**



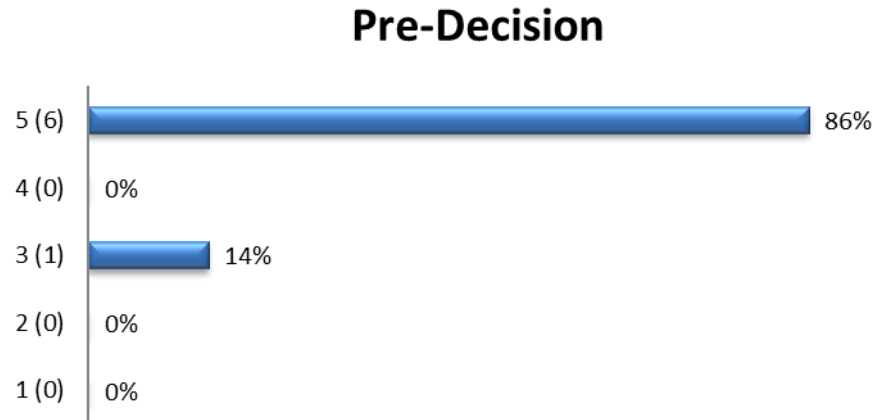
Consumers had substantially more favorable views of the arbitrator's fairness and maintaining neutrality prior to receiving their decision.

The following comments was provided on the Pre-Decision survey:

- Arbitrator was very fair.
- Arbitrator did not listen to my testimony or read my long service history. He didn't apply the law to my case.



**b. The arbitrator's understanding of key issues and concerns? (Pre-Decision only)**

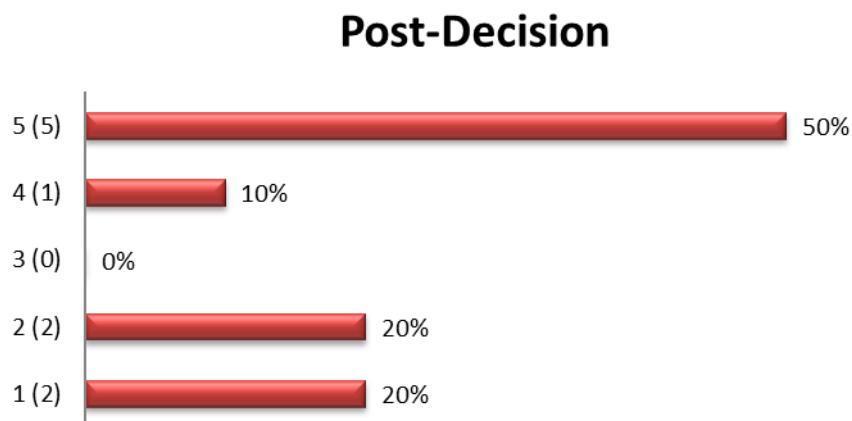


Consumers had substantially more favorable views of the arbitrator's understanding of key issues and concerns prior to receiving their decision.

The following comments was provided on the Pre-Decision survey:

- Arbitrators understood key issues and concerns.
- He clearly didn't understand the concerns and issues. I had 10 transmission repairs! He shouldn't be allowed to oversee any more cases.

**c. The arbitrator? (Post-Decision Only)**

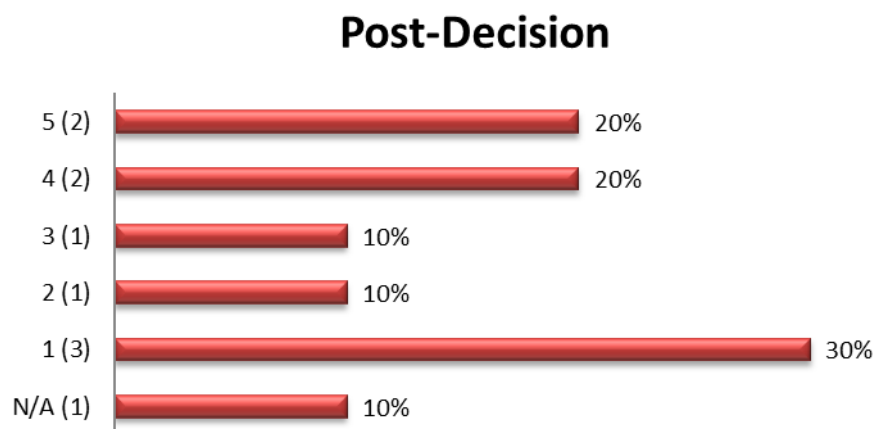
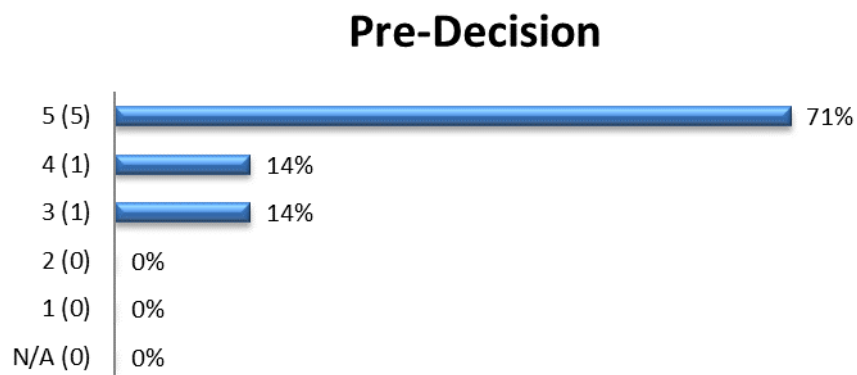


Consumers had more favorable views of the arbitrators prior to receiving their decisions.

The following comments was provided on the Post-Decision survey:

- Unbiased, matter of fact, knowledgeable.
- The BBB AUTO LINE staff were all very nice people. I just wish we would have met more face to face.

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



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

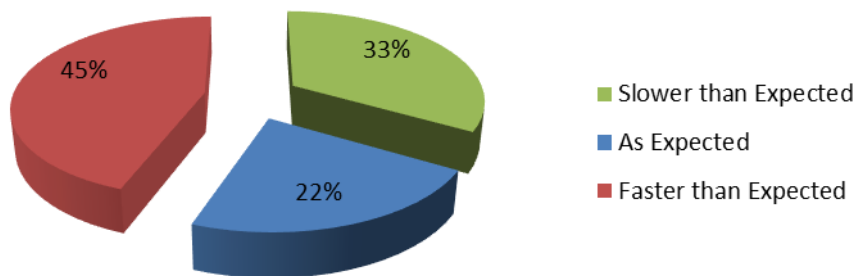
The following comments was provided on the Pre-Decision survey:

- Process was fair.
- The process simply failed me as a consumer. This case, if reviewed by another arbitrator who actually listened to my testimony and read my service records would apply the law appropriately. I am very disappointed.

The following comment was provided on the Post-Decision survey:

- I am still dealing with ford not handling it like the arbitrator told them.

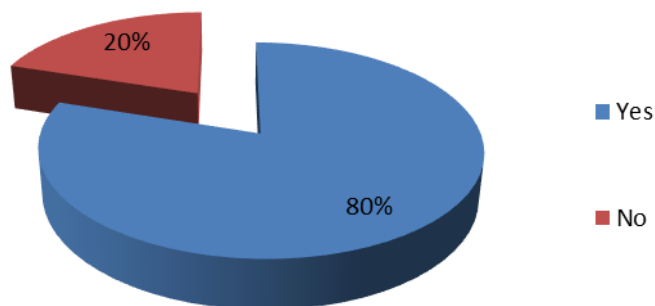
**9. How would you rate the speed of the arbitration process relative to your expectations?**



The following comment was provided on the Post-Decision survey:

- No Post-Decision survey comments received.

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

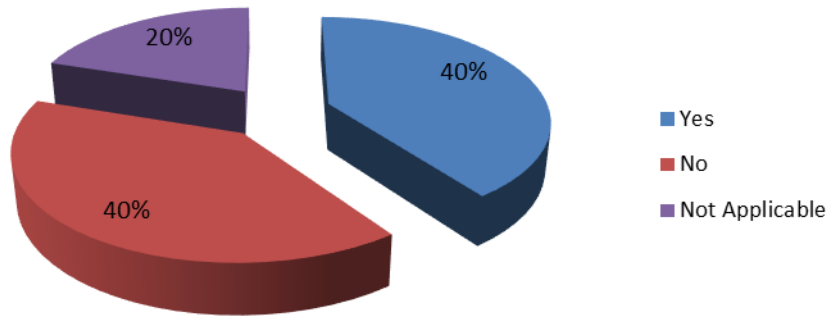


The following comments was provided on the Post-Decision survey:

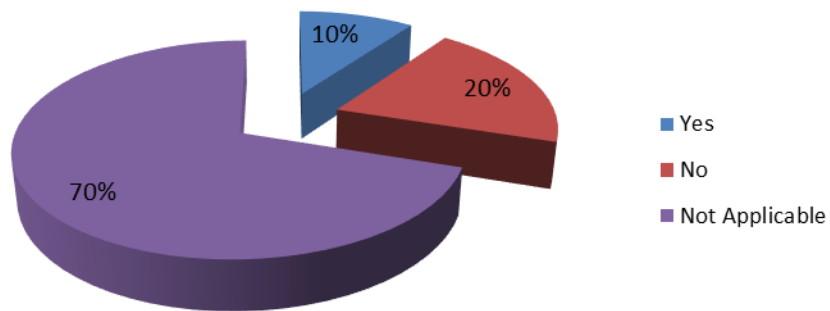
- Due to the manufacture not able to open videos at the hearing, I could not show and explain. However, 7 days later, they viewed them on their own.
- I was denied ability to present evidence only to ford, by Ford.

**11.If you accepted the decision of the arbitrator:**

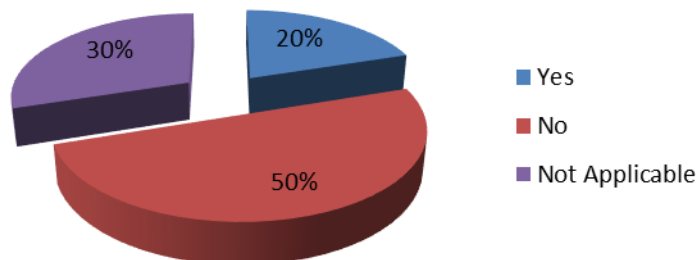
- a. Did the manufacturer perform the decision within 30 days after you accepted the decision?**



- 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?**



The following comment was provided on the Post-Decision survey:

- No Post-Decision survey comments received.

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

- Being fair to consumers.
- Have translators for different languages or bilingual personnel.
- The arbitrator wanted to inspect my vehicle but the facility parking structure was not high enough so my truck could fit. Need to make sure facilities can accommodate customers vehicles.
- Fair Trial.
- To let me know I had to be present for the hearing. I was out of the country when it took place so there was nothing I could do.

**14.What, if any, difficulties or challenges did you experience during the filing process?**

- I did not have my dates of services in order. Arbitrator was patient with me.
- Needed more documentation. Didn't have time to gather critical witness.
- Ford being difficult to communicate with.

**Results of Consumer(s) Completing Both Pre & Post Surveys**

Two consumers completed both the Pre- and Post-Decision surveys.

The following table indicates the consumers' answers on the Pre- and Post-Decision surveys for the satisfaction with BBB AUTO LINE STAFF:

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

The following table indicates consumers' answers on the Pre- and Post-Decision surveys for the satisfaction with the manufacturer representative from the time arbitration case was filed:

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
<b>A</b>	Denial	5	1
<b>B</b>	Repurchase	4	1

The following table indicates consumers' answers on the two Pre- and one Post-Decision survey questions regarding the arbitrator:

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
<b>A</b>	Denial	5	5	2
<b>B</b>	Repurchase	5	5	4

The following table indicates consumers' answers on the Pre- and Post-Decision surveys for the satisfaction with the entire arbitration process:

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
<b>A</b>	Denial	5	2
<b>B</b>	Repurchase	5	N/A

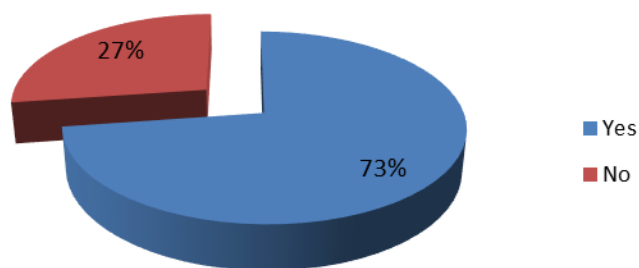
**BBB AUTO LINE**  
**GENERAL MOTORS, LLC.**

## General Motors, LLC.

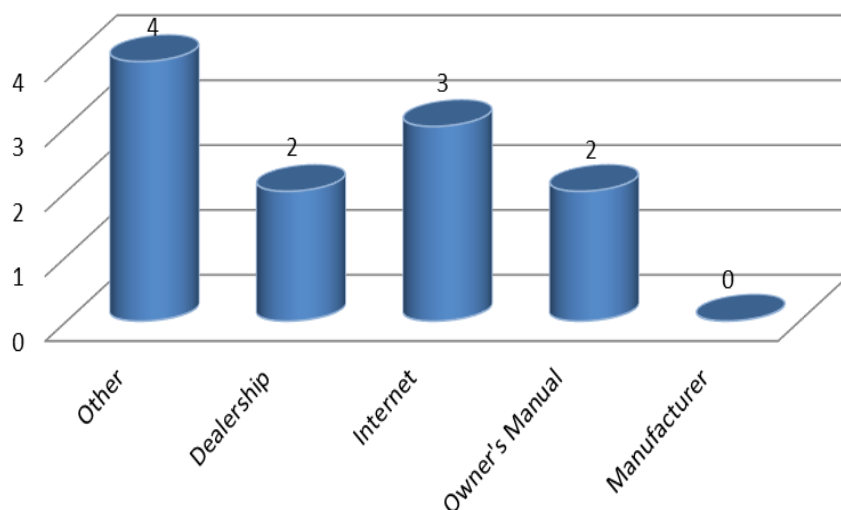
In 2019, the ACP administered both a Pre-Decision survey (conducted directly after the arbitration hearing or mailed out days prior to the hearing) and a Post-Decision survey. The ACP received 15 responses to the Pre-Decision survey. The Pre-Decision survey consisted of seven questions designed to gauge 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 65 consumers. Of these 65 consumers, 11 consumers (17%) responded to the survey. The Post-Decision survey consisted of 14 questions designed to ascertain consumers' awareness of the Lemon Law, as well as most 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, seven consumers completed both the Pre- and Post-Decision surveys. A narrative is included to represent the result of the consumers.

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

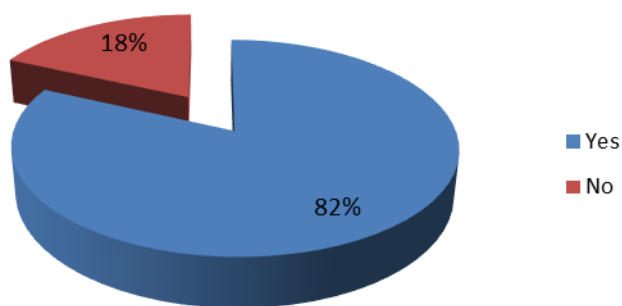


### 2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?

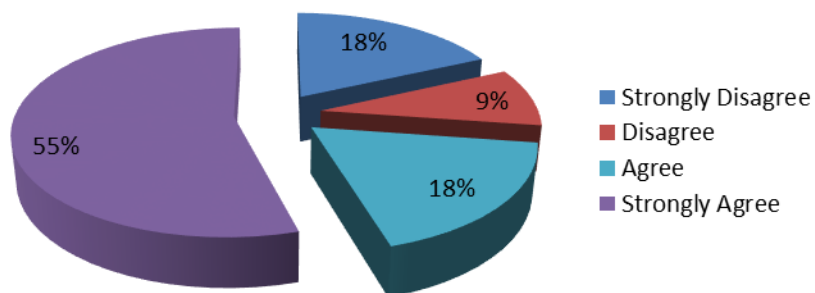




3. If you participated in a settlement or mediation process after applying for arbitration with the BBB AUTO LINE, were you informed that it was a voluntary process?

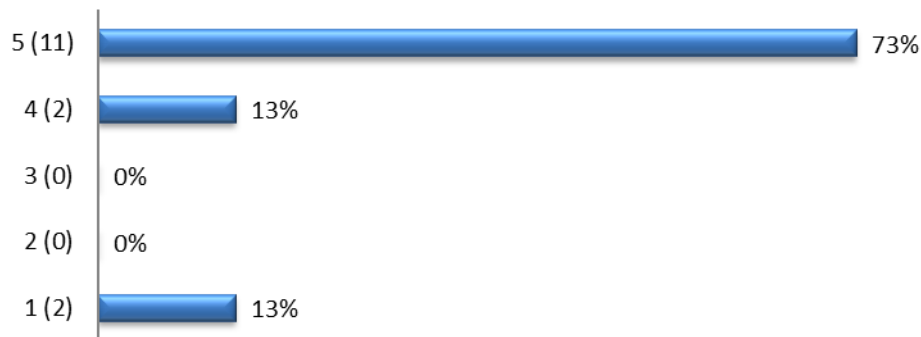


4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns

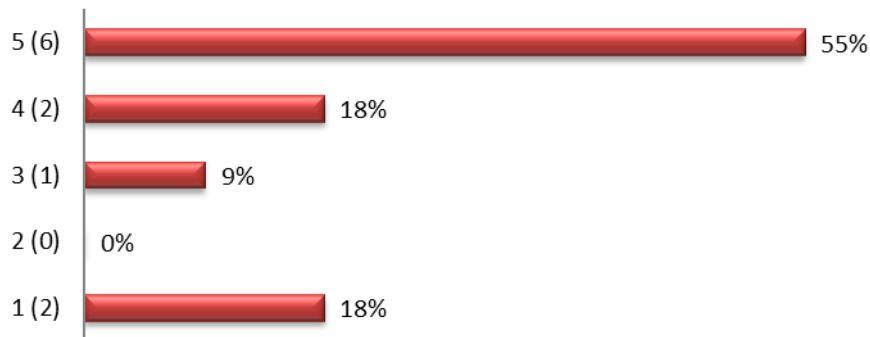


**5. In terms of overall satisfaction, how would you rate your experience with the BBB AUTO LINE staff?**

**Pre-Decision**



**Post-Decision**



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

The following comments was provided on the Pre-Decision survey:

- Staff was very helpful.
- The prep videos were great.
- Very well speaker.
- Very helpful and easy to deal with. They went out of their way to help us.
- Good response time.

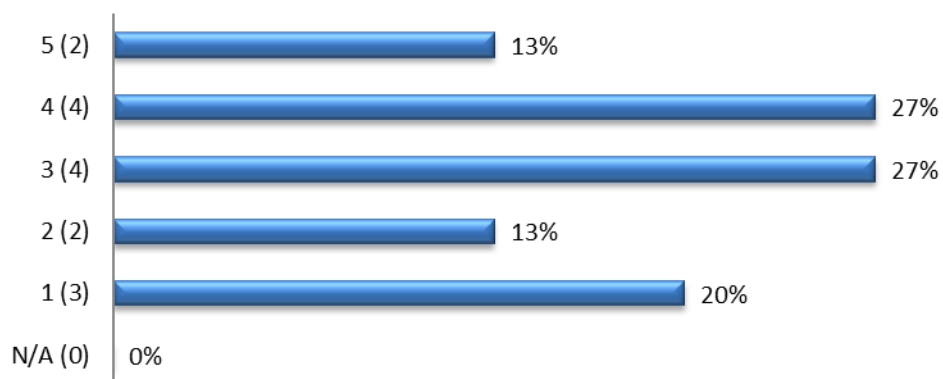
The following comments was provided on the Post-Decision survey:

- Overall, a poor experience. I would have rather hired a lemon law attorney than waste the time dealing with the worthless arbitration process.
- I don't feel that they really listened to my concerns perhaps because I am a woman, they dismissed me. My car is still unsafe to drive and has had to be towed 2 more times.
- After Arbitration I thought I would have a quicker resolution.
- Very professional, on time and ready to go.
- I watched the preparation videos before the hearing, and it helped ensure I brought the evidence I needed to the hearing and had my prepared bullet points to discuss.

**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 had a less favorable view of the manufacturer's representative at the hearing after receiving their decision.

The following comments was provided on the Pre-Decision survey:

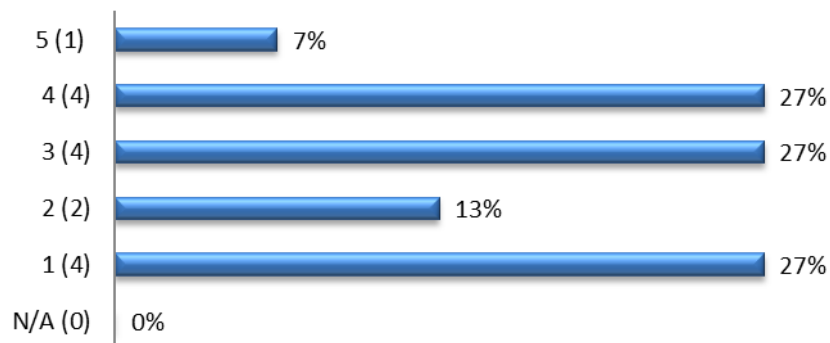
- Claimed ignorance to ACP's position on negative equity.
- Acted more like a lawyer than a problem solver for the manufacturer and customer.
- They omitted information that could be beneficial to my claim.
- Kept avoiding the issue.
- They read from a script and never asked any questions.

The following comment was provided on the Post-Decision survey:

- They offered no help.

**b. The vehicle manufacturer's representative(s) from the time you filed your arbitration case?**

### Pre-Decision



### Post-Decision



Consumers overall had a less favorable view of the manufacturer's representative at the hearing after receiving their decision.

The following comments was provided on the Pre-Decision survey:

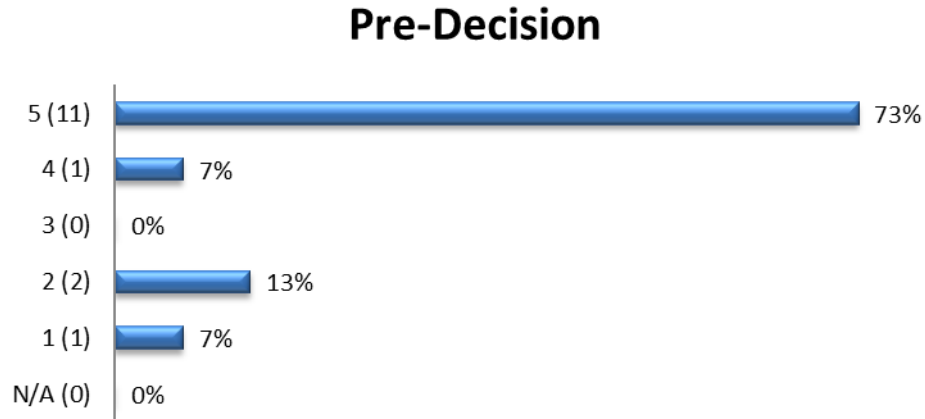
- GM failed to submit a timely response form.
- Early complaint filed staff was very helpful.
- They were non-responsive to the process and transferred my claim to multiple representatives.
- Did not feel I was provided info on why GM denied our issue.
- Didn't care about my safety.
- Many phone calls and strung out several weeks.
- Was only contacted one time.

The following comments was provided on the Post-Decision survey:

- The manufacturer (General Motors) didn't care about me or my family's safety at all. I had a lemon under the California lemon law statute and the manufacturer didn't care at all.
- The whole issue was due to them not doing anything.
- GM called every week with the same answer "We are working on it." After the 4<sup>th</sup> week, we asked for arbitration.
- Before even filling with BBB AUTO LINE, I tried to amicably resolve the issue with GM. Their reps went out of their way to give me the run around with nonsensical delays and repeated false information. My hunch it was a tactic done hoping they could keep wasting time until my lemon law rights expired. At the hearing, they continued to lie even when their own internal documents directly contradicted their arguments.

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

**a. The arbitrator's fairness to all parties involved and maintaining neutrality throughout the hearing? (Pre-Decision Only)**

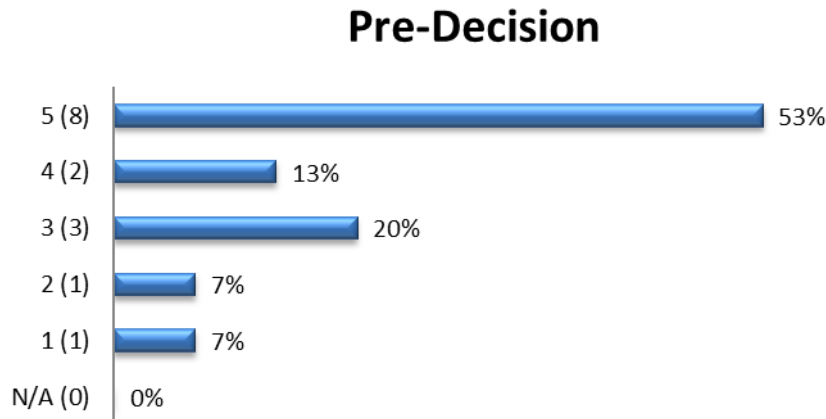


Consumers had a favorable view of the arbitrator's fairness and maintaining neutrality prior to receiving their decision.

The following comments was provided on the Pre-Decision survey:

- Arbitrator provided GM with additional time to provide legal authority for negative equity issue besides clear instruction from CAP on the issue.
- He asked questions, in depth, open minded.
- Very fair.

**b. The arbitrator's understanding of key issues and concerns? (Pre-Decision only)**

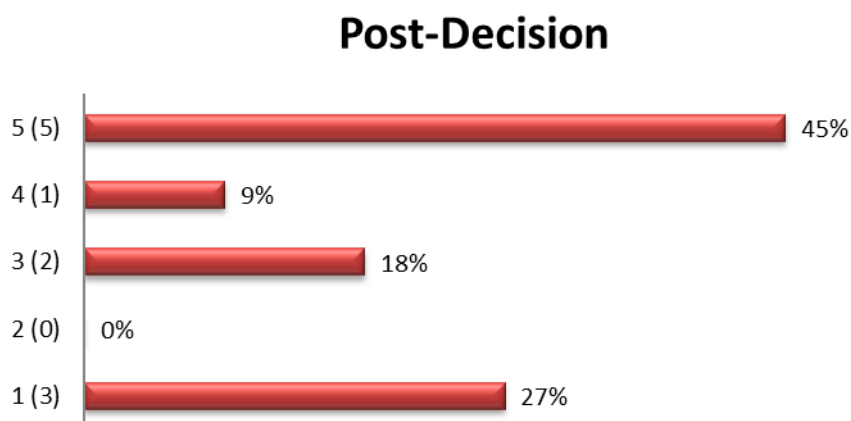


Consumers had a favorable view of the arbitrator's understanding of key issues and concerns prior to receiving their decision.

The following comments was provided on the Pre-Decision survey:

- Arbitrator did not have a clear understanding of the ACP's position on negative equity.
- He had someone else with more experience do the physical inspection.
- Knowledgeable, maintained neutrality throughout the hearing.
- They had detailed notes that proved their presentation of the case.
- The arbitrator was very knowledgeable about the law and quoted several parts of California commercial code Section 2314.
- Did not reiterate anything.

**c. The arbitrator? (Post-Decision Only)**

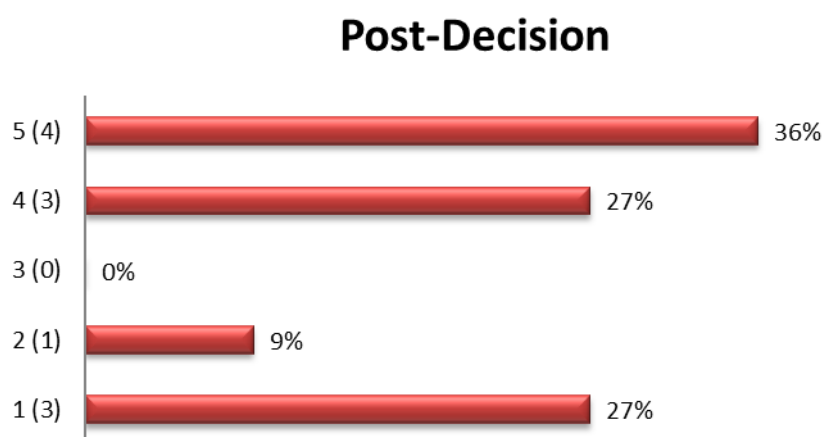
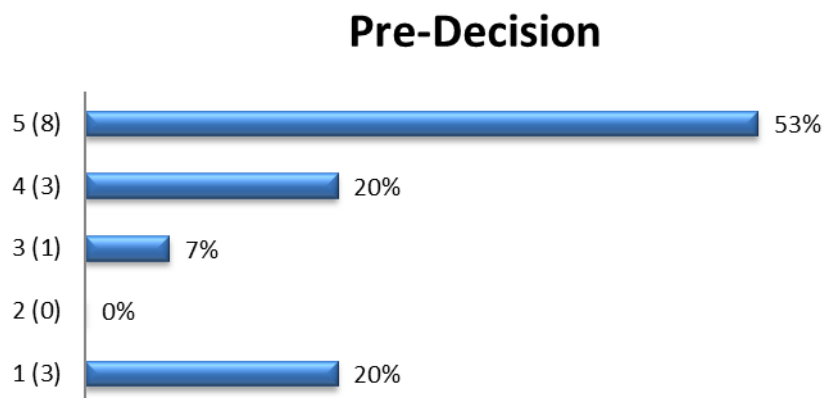


Consumers had favorable views of the arbitrators after receiving their decisions.

The following comments was provided on the Post-Decision survey:

- I felt totally dismissed.
- I tried to be quick and responsive and she seemed to take her time, while I had to rely on an unreliable car.
- Very professional and informed and she made sure all our concerns were answered and evidence was presented.
- The arbitrator made the rep produce GMs own internal documents which specifically states that the make/model of my car has a known transmission defect and should be recalled.

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



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

The following comments was provided on the Pre-Decision survey:

- Arbitrators decision is beyond time permitted. GM failed to timely submit a response form and its possibly letter on negative equity issue.
- A little drawn out but better to take time and make a good decision. Thanks for your time.
- Staff has been helpful, informative.
- It was stressful but worth going to arbitration.

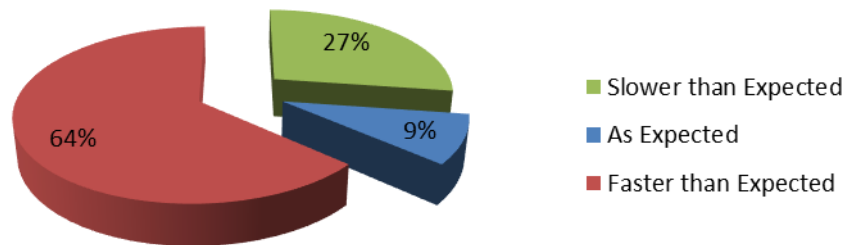
The following comments was provided on the Post-Decision survey:

- I knew they would side on the side of the dealership.



- “Your jerking, clunking transmission has not left you broke down on the side of the road, so it is performing as designed.”
- It took 2 months from arbitration to settlement.
- Smooth but scary.
- Glad that BBB AUTO LINE provided me access to justice against GMs shady tactics done to not honor their powertrain warranty.

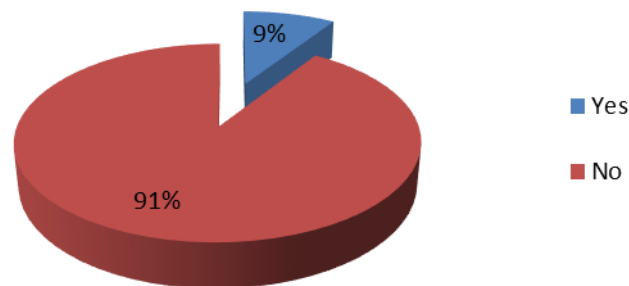
**9. How would you rate the speed of the arbitration process relative to your expectations?**



The following comments was provided on the Post-Decision survey:

- The entire process took way too long. My case should have been reviewed and completed much sooner.
- 2-week delay for unknown reasons.

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

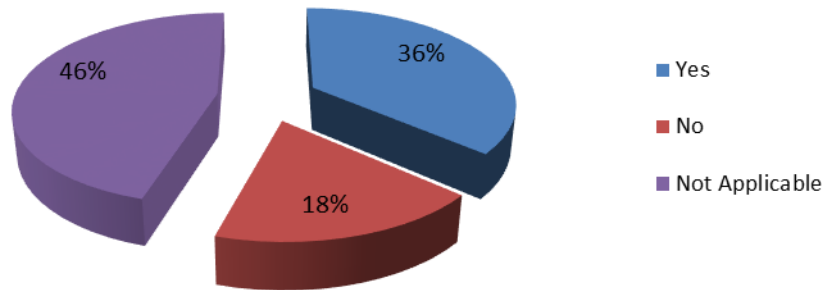


The following comment was provided on the Post-Decision survey:

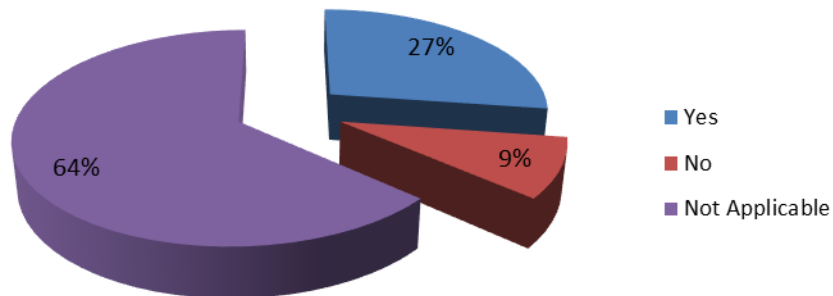
- No Post-Decision survey comments received.

**11.If you accepted the decision of the arbitrator:**

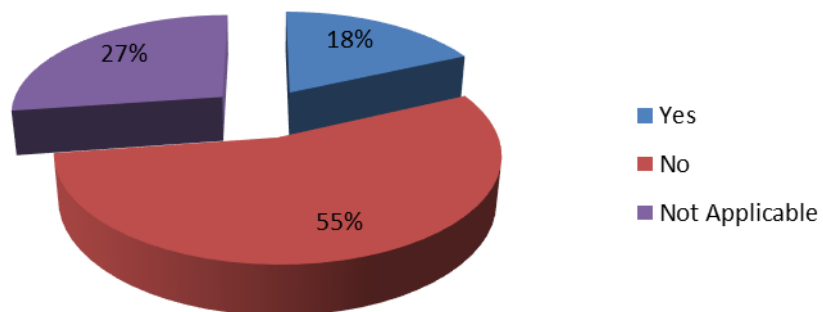
- a. Did the manufacturer perform the award within the 30 days after you accepted the award?**



- 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? Please specify.**

- To have better informed arbitrators that understand vehicles better and to understand the law better, so they can apply the law effectively. This was a big waste of time in my opinion.
- They were very helpful.
- Listen to the consumer. I have owned over 25 cars and I have never had to use this system. I always take care of my cars and was so disappointed with the lack of caring for my family's safety.
- Arbitrator should know history of vehicles for that year, model etc. Very disappointed that did not happen.
- Communication about delays.
- Shorter driving distance. We had to drive to Bakersfield, a 2 ½ hour drive from our home.
- It would be nice for the arbitrator to state the award deadline in the arbitration decision. It took almost 2 months for GM to mail me the check. If the decision had a stated payment deadline, I could have had something to cite when I called inquiring as to the status of my award check.
- I was never advised that I could reapply after an additional warranty repair. Vehicle has been in shop two additional times for same issues.

**14. What, if any, difficulties or challenges did you experience during the filing process?**

- The evidence delays in obtaining a decision. As of 2/10/19, there still has not been a decision.
- Returning the first papers to fill out. I did not realize there was papers, so I had to refile.
- The 10-day return. My case was closed 1<sup>st</sup> time due to slow mail delivery.
- Browser/ operating system report.
- It was very repetitive.

## Results of Consumers Completing Both Pre & Post Surveys

Seven consumers completed both the Pre- and Post-Decision surveys.

The following bullet points indicate the consumers' answers on the Pre- and Post-Decision surveys for the satisfaction with BBB AUTO LINE STAFF:

Consumer	Decision	Pre-Decision	Post-Decision
A	Denial	1	1
B	Denial	1	1
C	Repurchase/Replacement	5	5
D	Denial	5	4
E	Repurchase	5	5
F	Repurchase	5	5
G	Repurchase	5	5

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	Denial	1	1
B	Denial	1	1
C	Repurchase/Replacement	3	1
D	Denial	3	1
E	Repurchase	1	1
F	Repurchase	2	1
G	Repurchase	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	Denial	1	1
B	Denial	1	1
C	Repurchase/Replacement	3	1
D	Denial	3	1
E	Repurchase	1	1
F	Repurchase	4	4
G	Repurchase	3	1

The following table indicates consumers' answers on the two Pre- and one Post-Decision survey questions regarding the arbitrator:

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
<b>A</b>	Denial	2	3	1
<b>B</b>	Denial	1	1	1
<b>C</b>	Repurchase/Replacement	5	5	5
<b>D</b>	Denial	5	5	3
<b>E</b>	Repurchase	5	5	5
<b>F</b>	Repurchase	5	5	5
<b>G</b>	Repurchase	5	5	3

The following bullet points indicate consumers' answers on the Pre- and Post-Decision surveys for the satisfaction with the entire arbitration process:

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
<b>A</b>	Denial	5	1
<b>B</b>	Denial	1	1
<b>C</b>	Repurchase/Replacement	4	4
<b>D</b>	Denial	5	4
<b>E</b>	Repurchase	5	5
<b>F</b>	Repurchase	1	5
<b>G</b>	Repurchase	5	2

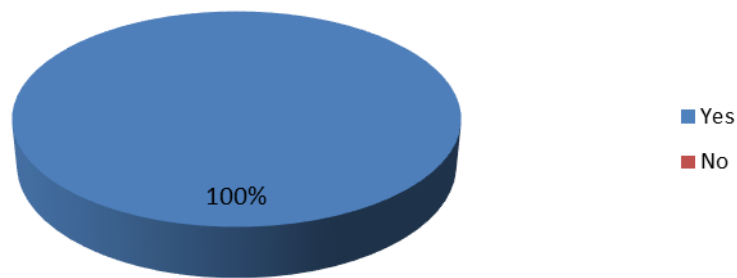
**BBB AUTO LINE**  
**HYUNDAI MOTOR**  
**AMERICA**

## Hyundai Motor America (Hyundai and Genesis)

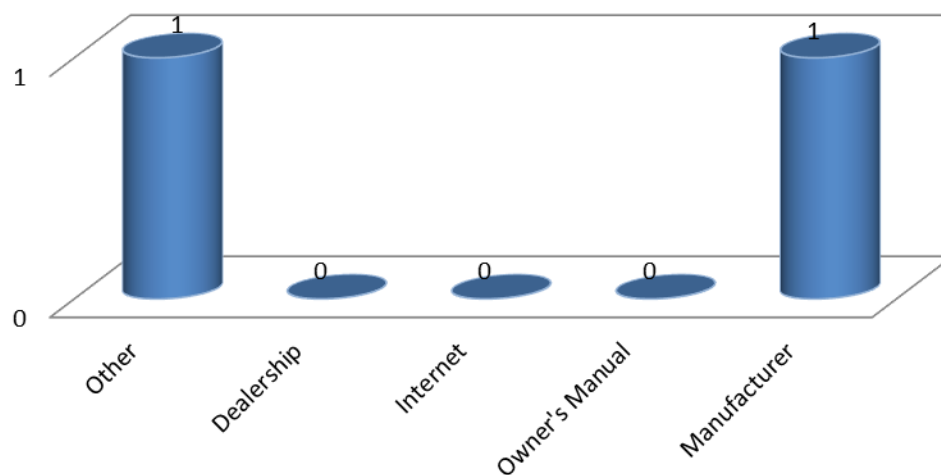
In 2019, the ACP administered both a Pre-Decision survey (conducted directly after the arbitration hearing or mailed out days prior to the hearing) and a Post-Decision survey. The ACP received three responses to the Pre-Decision survey. The Pre-Decision survey consisted of seven questions designed to 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 24 consumers. Of these 24 consumers, two consumers (8%) responded to the survey. The Post-Decision survey consisted of 14 questions designed to ascertain consumers' awareness of the Lemon Law, as well as most 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, no consumers completed both the Pre- and Post-Decision surveys

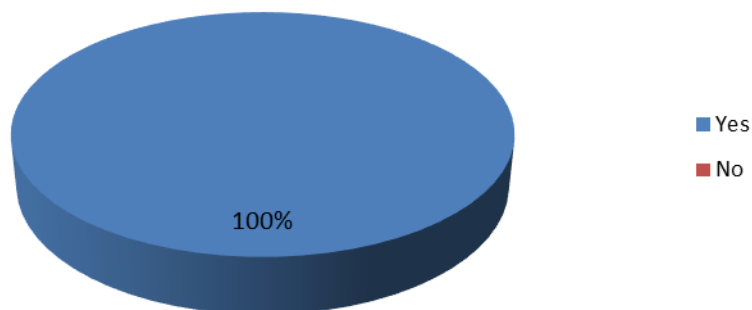
### 1. Before you purchased your vehicle, did you know about the California's Lemon Law?



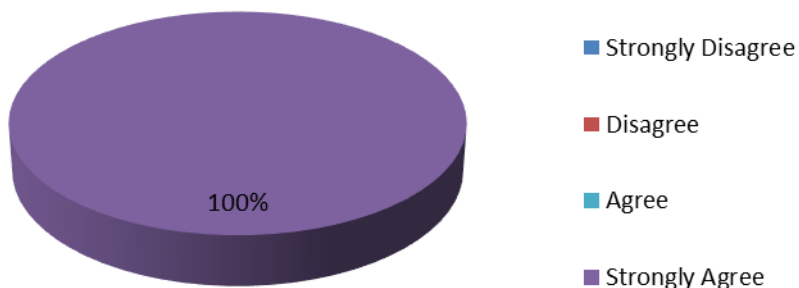
### 2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



3. 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?

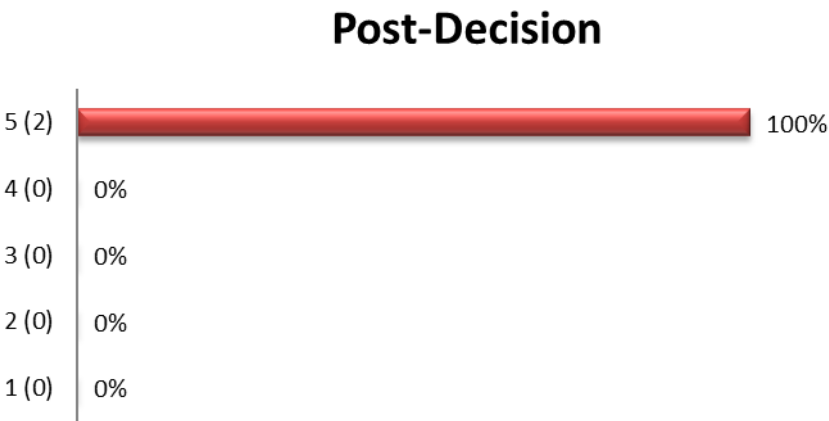
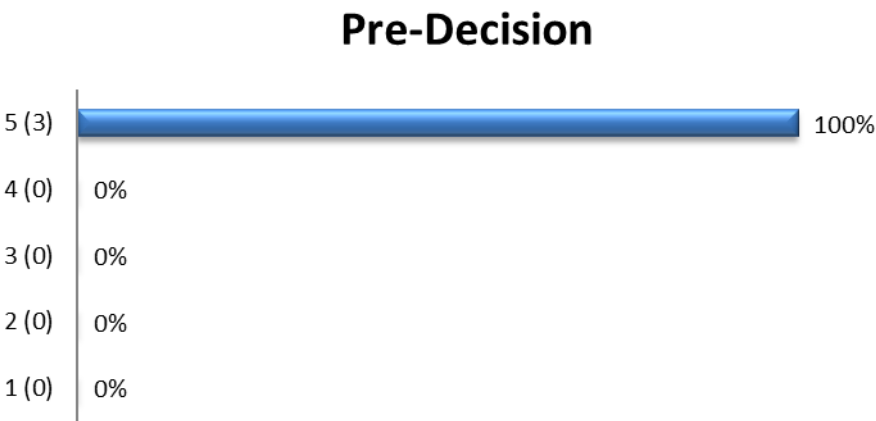


4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns.





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



Consumers had a favorable view of the BBB AUTO LINE Staff before and after receiving their decision.

The following comment was provided on the Pre-Decision survey:

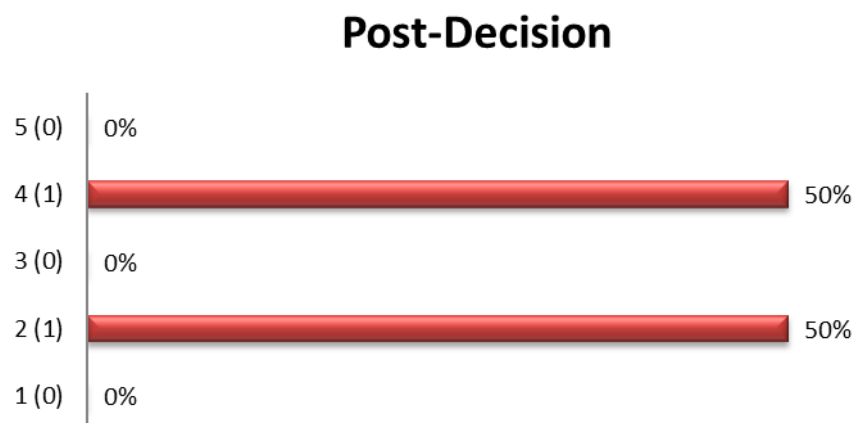
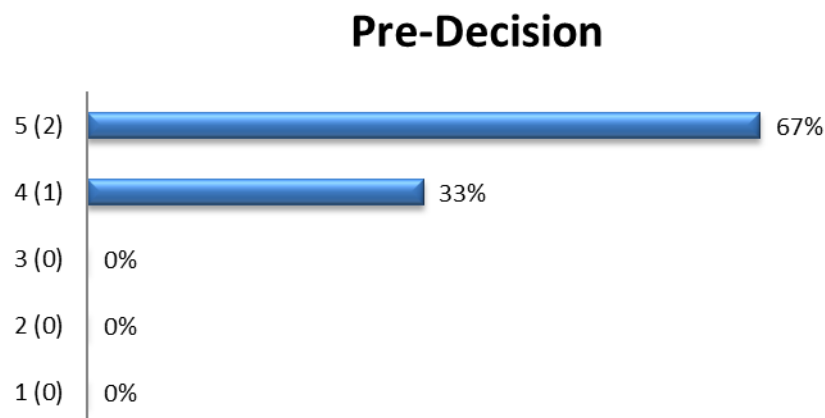
- Very helpful in every way. They were able to answer every question.

The following comment was provided on the Post-Decision survey:

- No Post-Decision survey comments received.

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

a. The manufacturer representative at the hearing?



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

The following comment was provided on the Pre-Decision survey:

- Seemed to be up to date on most of the case. Never interrupted.

The following comment was provided on the Post-Decision survey:

- No Post-Decision survey comments received.

**b. The manufacturer representative(s) from the time you filed your arbitration case?**

**Pre-Decision**



**Post-Decision**



Consumers had a more favorable view of the manufacturer representative at the hearing prior to receiving their decision.

The following comment was provided on the Pre-Decision survey:

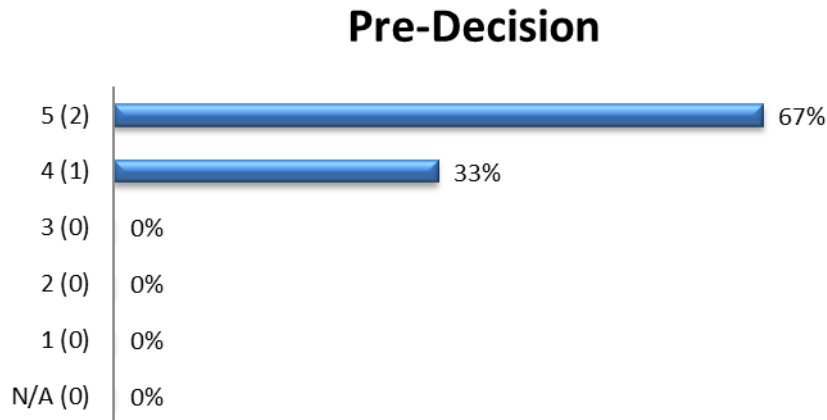
- I was never contacted until the arbitration hearing.

The following comment was provided on the Post-Decision survey:

- The manufacturer's representative did not show up.

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

**a. The arbitrator's fairness to all parties involved and maintaining neutrality throughout the hearing? (Pre-Decision Only)**

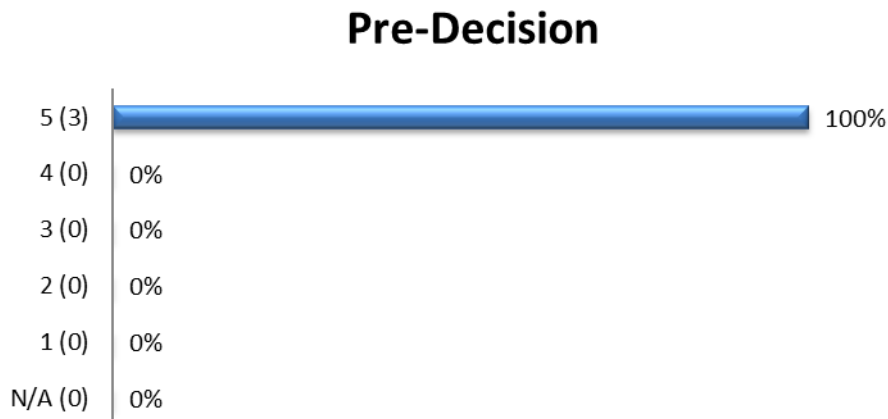


Consumers had a favorable view of the arbitrator's fairness and maintaining neutrality prior to receiving their decision.

The following comment was provided on the Pre-Decision survey:

- Very fair and straight to the point.

**b. The arbitrator's understanding of key issues and concerns? (Pre-Decision only)**

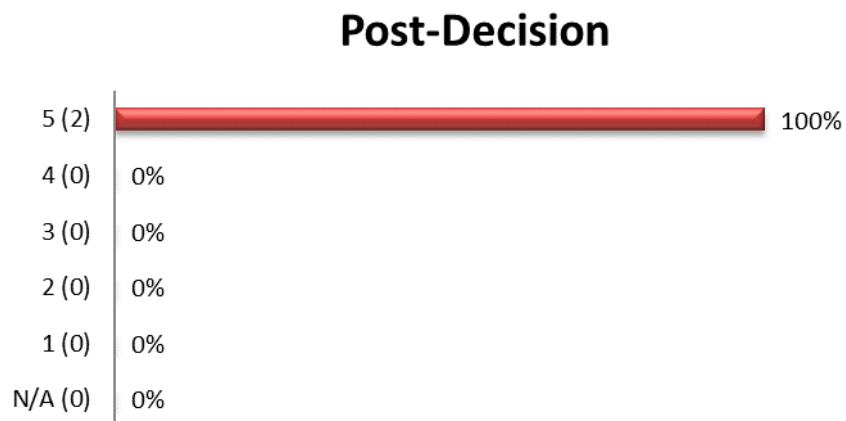


Consumers had a favorable view of the arbitrator's understanding of key issues and concerns prior to receiving their decision.

The following comment was provided on the Pre-Decision survey:

- Very understanding.

**c. The arbitrator? (Post-Decision Only)**



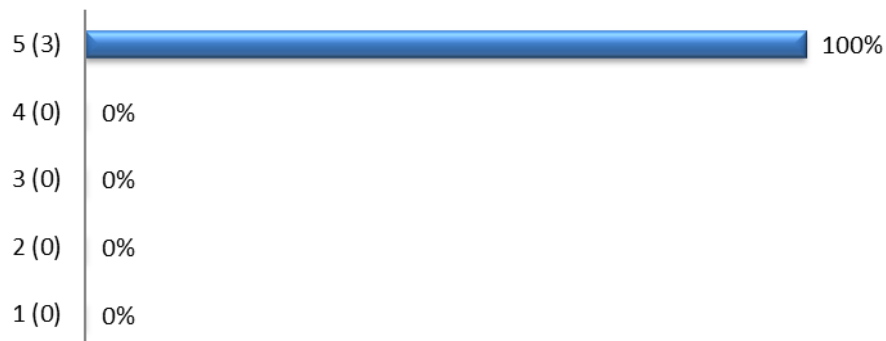
Consumers had a favorable view of the arbitrators after receiving their decisions.

The following comment was provided on the Post-Decision survey:

- No Post-Decision survey comments received.

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

**Pre-Decision**



**Post-Decision**



Consumers had a favorable view of the entire arbitration process prior and after receiving their decision.

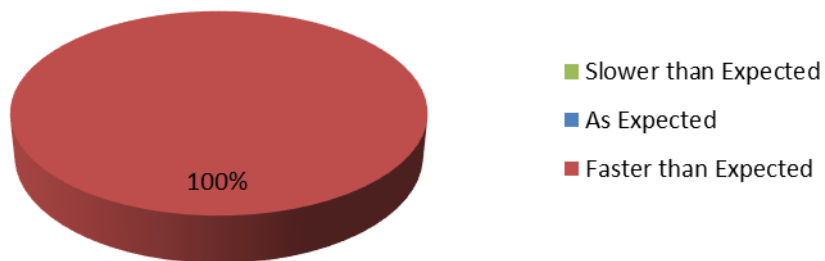
The following comment was provided on the Pre-Decision survey:

- Quick process.

The following comment was provided on the Post-Decision survey:

- No Post-Decision survey comments was received.

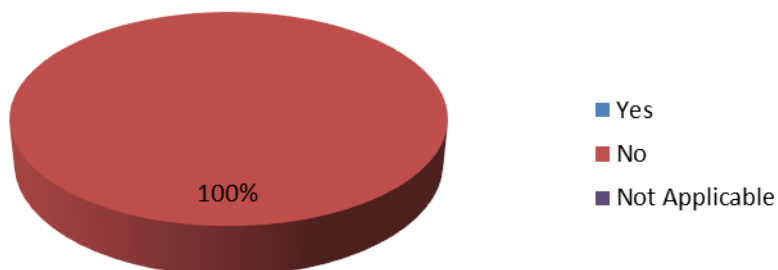
**9. How would you rate the speed of the arbitration process relative to your expectations?**



The following comment was provided on the Post-Decision survey:

- No Post-Decision survey comments received.

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

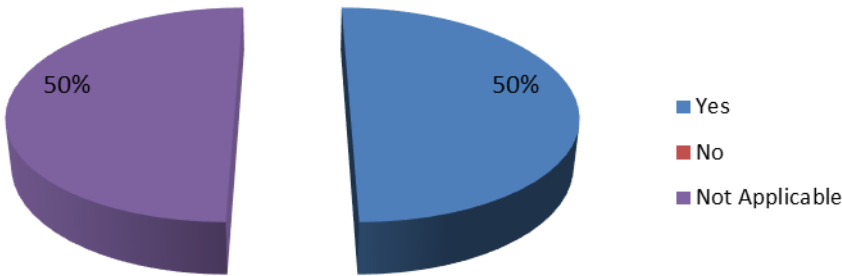


The following comment was provided on the Post-Decision survey:

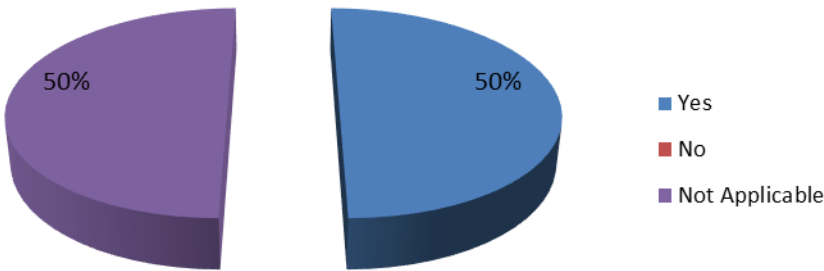
- No Post-Decision survey comments received.

**11. If you accepted the decision of the arbitrator:**

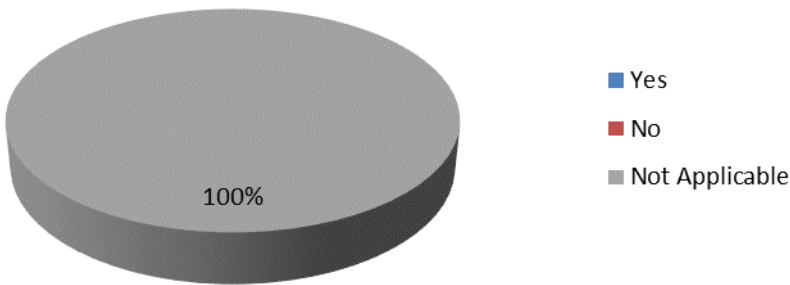
**a. Did the manufacturer perform the award within the 30 days after you accepted the award?**



**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 was provided:

- No Post-Decision survey comments received.

**14.What, if any, difficulties or challenges did you experience during the filing process?**

- No Pre-Decision survey comments received.

**Results of Consumers Completing Both Pre & Post Surveys**

No consumers completed both the Pre- and Post-Decision surveys.

**BBB AUTO LINE**

**JAGUAR LAND ROVER**

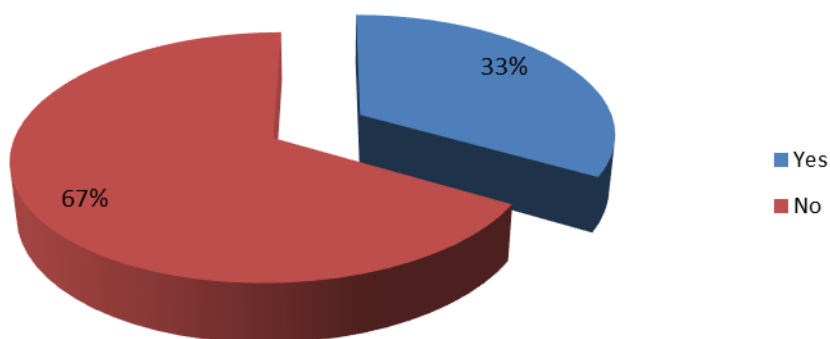
**NORTH AMERICA, LLC**

## Jaguar Land Rover North America

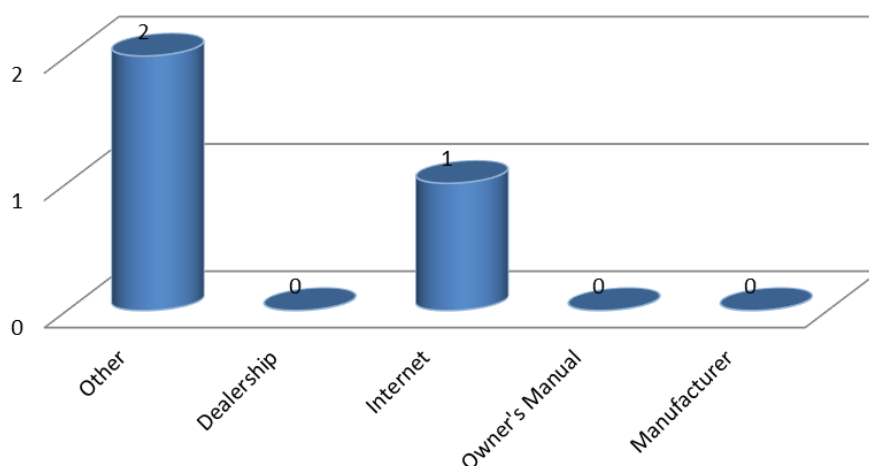
In 2019, the ACP administered both a Pre-Decision survey (conducted directly after the arbitration hearing or mailed out days prior to the hearing) and a Post-Decision survey. The ACP did not receive any responses to the Pre-Decision survey. The Pre-Decision survey consisted of seven questions designed 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 18 consumers. Of these 18 consumers, three consumers (17%) responded to the survey. The Post-Decision survey consisted of 14 questions designed to ascertain consumers' awareness of the Lemon Law, as well as most 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, no consumer completed both the Pre- and Post-Decision surveys.

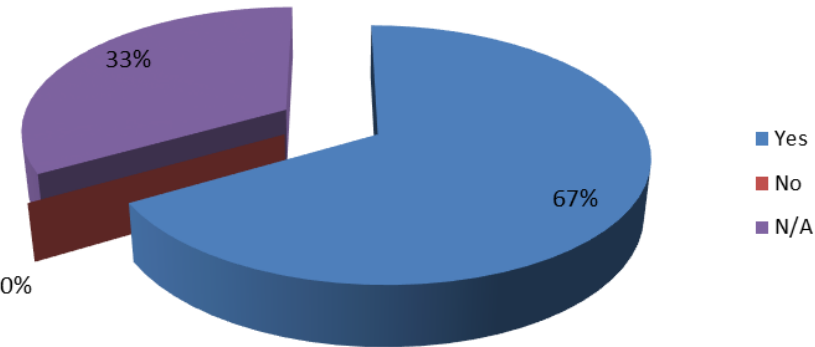
### 1. Before you purchased your vehicle, did you know about the California's Lemon Law?



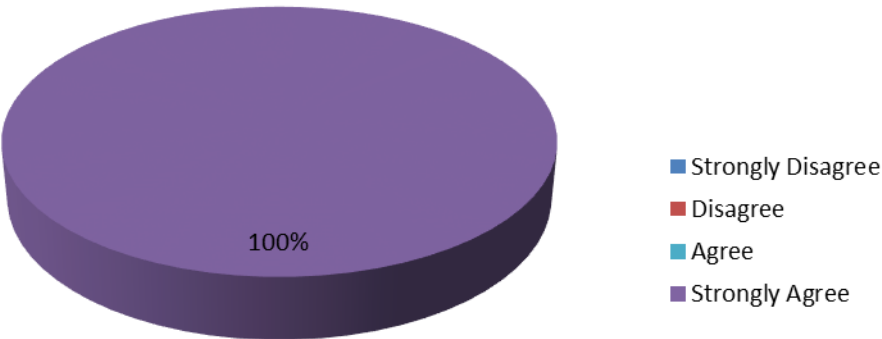
### 2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



3. 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?

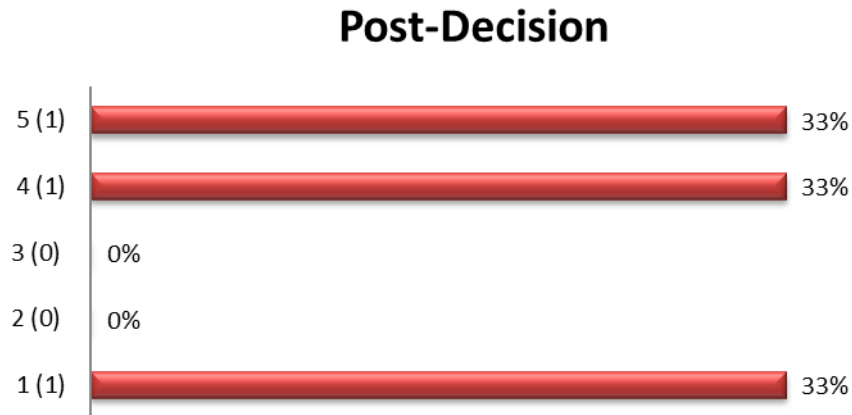


4. The arbitration staff provides services in a timely manner and demonstrates a willingness to address questions and concerns?



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

- No Pre-Decision survey responses received.



Consumers had a favorable view of the BBB AUTO LINE staff after receiving their decision.

The following comments were provided on the Pre-Decision survey.

- No Pre-Decision survey comments received.

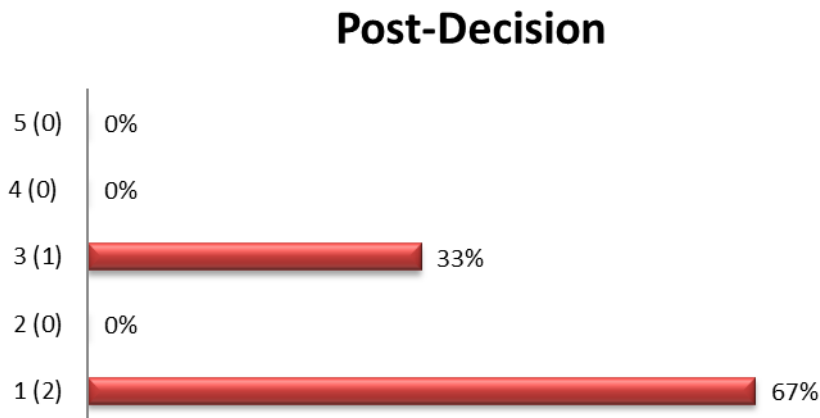
The following comment was provided on the Post-Decision survey:

- No Post-Decision survey comments received.

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

**a. The vehicle manufacturer's representative at the hearing?**

- No Pre-Decision survey comments received.



Consumers had less favorable views of the BBB AUTO LINE staff after receiving their decision.

The following comment was provided on the Pre-Decision survey:

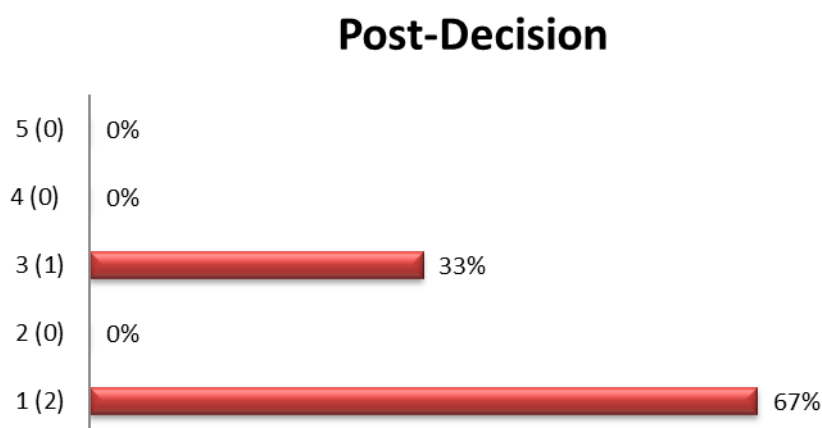
- No Pre-Decision survey responses received.

The following comment was provided on the Post-Decision survey:

- I felt that they were taking side of the manufacturer.

**b. The vehicle manufacturer's representative(s) from the time you filed your arbitration case?**

- No Pre-Decision survey responses received.



Consumers had less favorable views of the BBB AUTO LINE staff after receiving their decision.

The following comment was provided on the Pre-Decision survey:

- No Pre-Decision survey comments received.

The following comment was provided on the Post-Decision survey:

- The manufacturer's representative did not show up.

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

**a. The arbitrator's fairness to all parties involved and maintaining neutrality throughout the hearing? (Pre-Decision Only)**

- No Pre-Decision survey responses received.

The following comment was provided on the Pre-Decision survey:

- No Pre-Decision survey comments received.

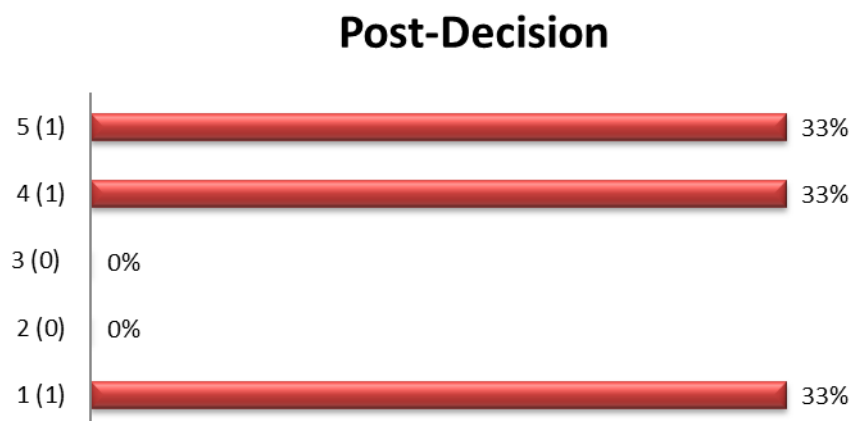
**b. The arbitrator's understanding of key issues and concerns? (Pre-Decision only)**

- No Pre-Decision survey responses received.

The following comment was provided on the Pre-Decision survey:

- No Pre-Decision survey comments received.

**c. The arbitrator? (Post-Decision Only)**



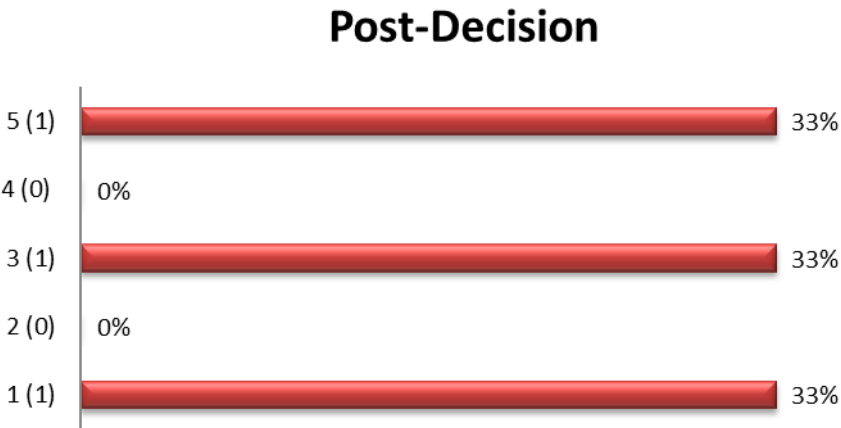
Consumers had a favorable view of the arbitrators after receiving their decisions.

The following comment was provided on the Post-Decision survey:

- It was fast. I could not ask any question from the other side.

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

- No Pre-Decision survey responses received.



Consumers had a diverse view of the entire arbitration process prior to receiving their decision.

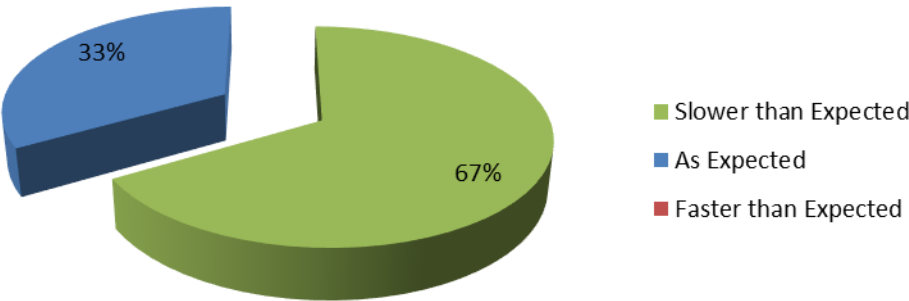
The following comment was provided on the Pre-Decision survey:

- No Pre-Decision survey comments received.

The following comment was provided on the Post-Decision survey:

- Not good.

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

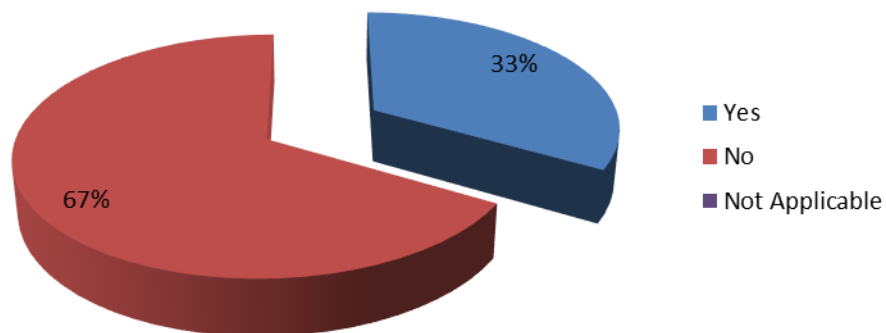




The following comment was provided on the Post-Decision survey:

- I received my arbitration decision in early February, but the manufacturer still hasn't performed the decision yet.

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

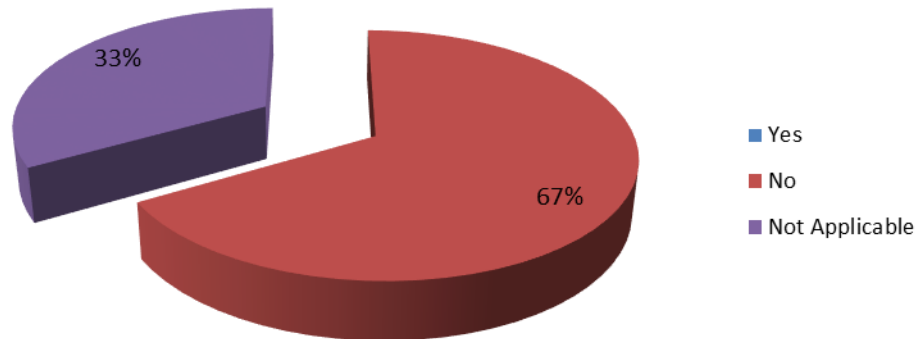


The following comments was provided on the Post-Decision survey:

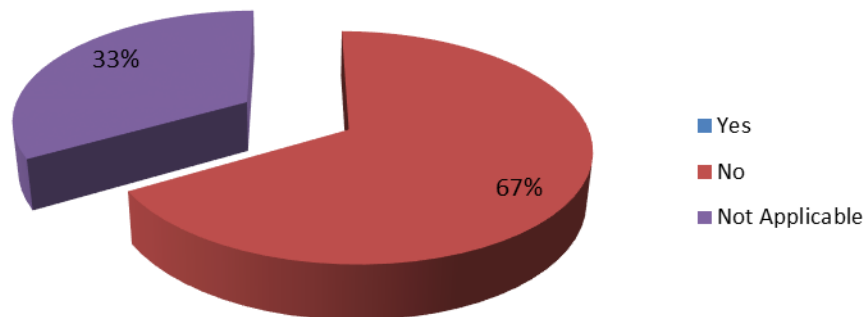
- No one looked at my evidence.
- I was denied the ability to present evidence after arbitration but before the decision was made.

**11.If you accepted the decision of the arbitrator:**

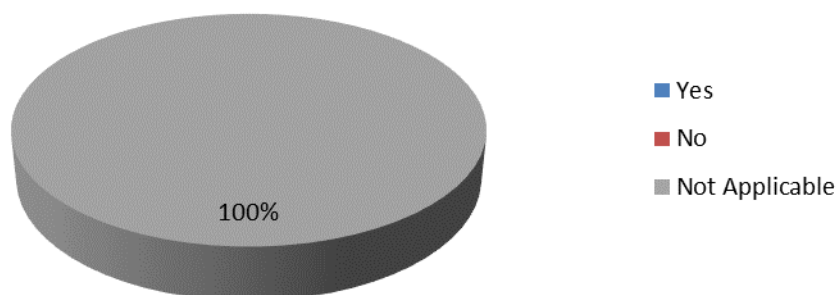
- a. Did the manufacturer perform the decision within 30 days after you accepted the decision?**



- 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 Post-Decision survey comments received.

**14.What, if any, difficulties or challenges did you experience during the filing process?**

- No Pre-Decision survey comments received.

**Results of Consumer(s) Completing Both Pre & Post Surveys**

No consumers completed both the Pre- and Post-Decision surveys.

**BBB AUTO LINE**  
**KIA MOTORS AMERICA**

## **Kia Motors America**

In 2019, the ACP administered both a Pre-Decision survey (conducted directly after the arbitration hearing or mailed out days prior to the hearing) and a Post-Decision survey. The ACP received one response to the Pre-Decision survey. The Pre-Decision survey consisted of seven 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 17 consumers. Of these 17 consumers, one consumer (6%) responded to the survey. The Post-Decision survey consisted of 14 questions designed to ascertain consumers' awareness of the Lemon Law, as well as most 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.

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

- The one response was "No"

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

- The one response was "Owner's Manual".

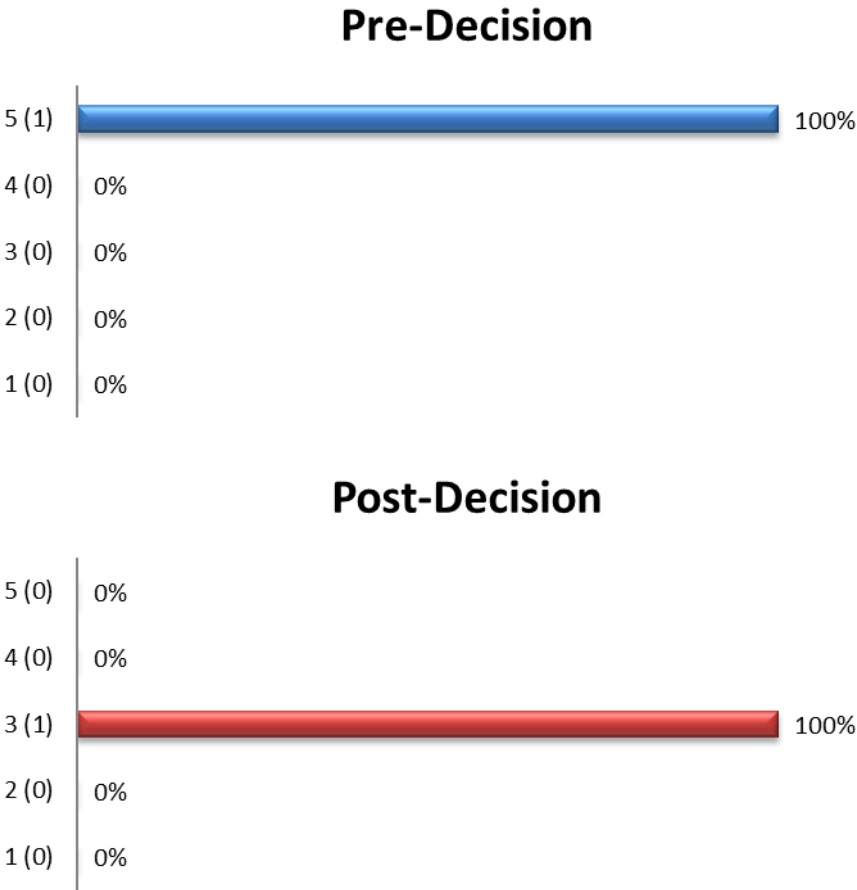
**3. If you participated in a settlement or mediation process after applying for arbitration with the BBB AUTO LINE, were you informed that it was a voluntary process?**

- The one response was "No".

**4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns.**

- The one response was "Disagree".

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



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

The following comment was provided on the Pre-Decision survey:

- BBB AUTO LINE staff are excellent. They were very helpful and caring throughout the process. We were never happy or safe with our Kia.

The following comment was provided on the Post-Decision survey:

- Poor arbitrator failed to see glitches in my Kia Sorento.

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 than favorable view of the manufacturer representative at the hearing prior to and after receiving the decision.

The following comment was provided on the Pre-Decision survey:

- They had their minds made up they were not buying back our defective Kia.

The following comment was provided on the Post-Decision survey:

- We wanted a buyback. They still did not find out why the vehicle stalls and hard time starting.

**b. The manufacturer representative(s) from the time you filed your arbitration case?**

**Pre-Decision**



**Post-Decision**



Consumers had a less than favorable view of the manufacturer representative after receiving the decision.

The following comment was provided on the Pre-Decision survey:

- Did not care of safety and trauma we received while nearly getting killed in traffic during stalling defect.

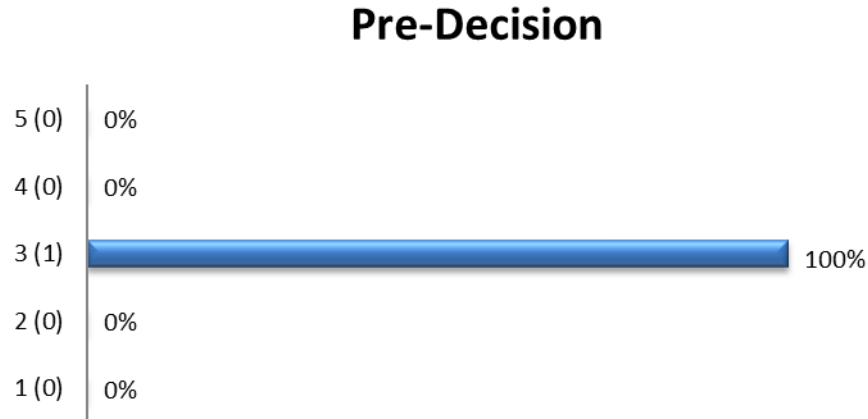
The following comment was provided on the Post-Decision survey:

- They were unsympathetic to us nearly getting killed in this defective Kia.



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

**a. The arbitrator's fairness to all parties involved and maintaining neutrality throughout the hearing? (Pre-Decision Only)**



Consumers had a neutral view of the arbitrator's fairness to all parties involved and maintaining neutrality.

The following comment was provided on the Pre-Decision survey:

- When the arbitrator went for a test drive, he failed to notice the defects as they occurred after the hearing on 2/15/19. The vehicle stalled out, did not start, and had to be towed to dealer.

**b. The arbitrator's understanding of key issues and concerns? (Pre-Decision only)**

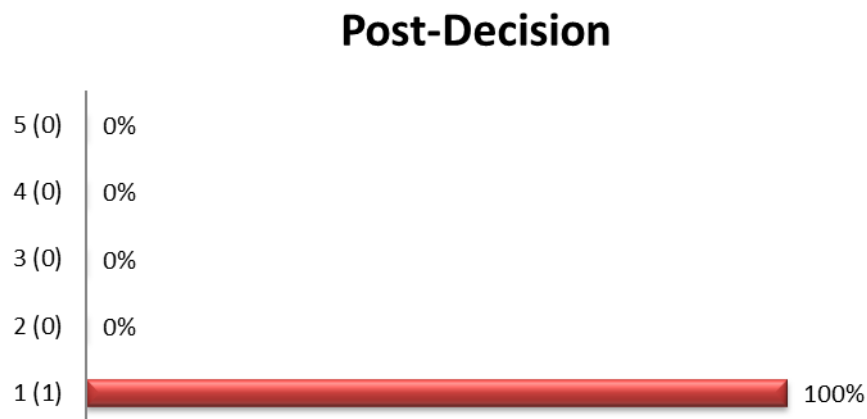


Consumers had a less than favorable view of the arbitrator's understanding of key issues and concerns prior to receiving the decision.

The following comment was provided on the Pre-Decision survey:

- Did not pay attention to details. We showed him a video of defect happening, he stated “What am I looking at”.

**c. The arbitrator? (Post-Decision Only)**



Consumers had a less than favorable view of the arbitrator after receiving the decision.

The following comment was provided on the Post-Decision survey:

- He did not feel transmission skip into gear or notice the glitch on video tape.

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

**Pre-Decision**



**Post-Decision**



Consumers had a slightly improved view of the entire arbitration process after receiving their decision.

The following comment was provided on the Pre-Decision survey:

- No one in Kia nor the arbitrator cared about me, my wife, and family experience driving Kia and nearly getting killed in traffic due to stalling and not starting after stalling.

The following comments were provided on Post-Decision survey:

- Did not care about our lives nearly getting killed in this Kia.

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

- The one response was “Slower than Expected”.

The following comment was made on the Post-Decision survey:

- After the hearing, the vehicle stalled and would not start. Had to be towed to dealer.

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

- The one response was “No”.

**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?**

- The one response was “Yes”.

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

- The one response was “N/A”.

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

- The one response was “N/A”.

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

- New arbitrator that cares about lives. After the vehicle was repaired, it was still not safe.

**14. What, if any, difficulties or challenges did you experience during the filing process?**

- The decision was poorly made, manufacturer should have bought back the defective Kia.

**BBB AUTO LINE**  
**MASERATI NORTH**  
**AMERICA, INC.**

## Maserati North America, Inc.

In 2019, the ACP administered both a Pre-Decision survey (conducted directly after the arbitration hearing or mailed out days prior to the hearing) and a Post-Decision survey. The ACP received one response to the Pre-Decision survey. The Pre-Decision survey consisted of seven 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 these three consumers responded to the Post-Decision survey. The Post-Decision survey consisted of 14 questions designed to ascertain consumers' awareness of the Lemon Law, as well as most questions asked on the Pre-Decision survey.

Each illustration represented below is characterized by the survey questions. In addition, no consumers completed both Pre- and Post-Decision surveys.

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

- No Post-Decision survey responses received.

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

- No Post-Decision survey responses received.

**3. 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 Post-Decision survey responses received.

**4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns.**

- No Post-Decision survey responses received.

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

### Pre-Decision



- No Post-Decision survey responses received.

Consumers had a neutral view regarding BBB AUTO LINE prior to receiving their decision.

The following comment was provided to the Pre-Decision survey:

- No Pre-Decision survey comments received.

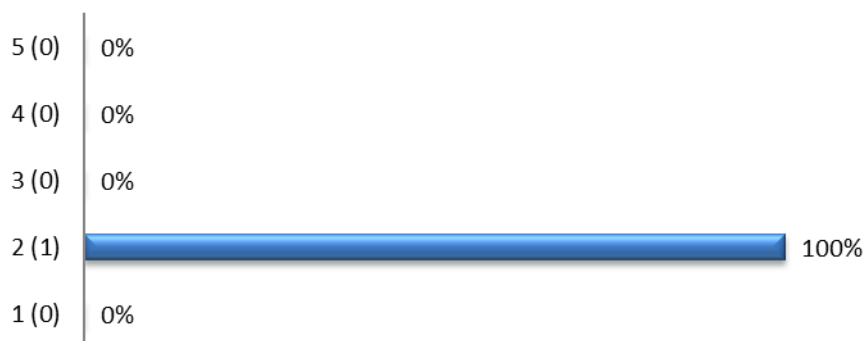
The following comment was provided to the Post-Decision survey:

- No Post-Decision survey comments received.

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

**a. The vehicle manufacturer's representative at the hearing?**

**Pre-Decision**



- No Post-Decision survey responses received.

Consumers had a less than unfavorable view of the manufacturer representative at the hearing.

The following comment was provided on the Pre-Decision survey:

- No Pre-Decision survey comment received.

The following comment was provided on the Post-Decision survey:

- No Post-Decision survey comments received.

**b. The vehicle manufacturer's representative(s) from the time you filed your arbitration case?**

**Pre-Decision**



- No Post-Decision survey responses received.

Consumers had a substantially unfavorable view of the manufacturer representative prior to receiving their decision.

The following comment was provided on the Pre-Decision survey:

- No Pre-Decision survey comments received.

The following comment was provided on the Post-Decision survey:

- No Post-Decision survey comments received.

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

**a. The arbitrator's fairness to all parties involved and maintaining neutrality throughout the hearing? (Pre-Decision Only)**

**Pre-Decision**





Consumers had a favorable view of the arbitrator's fairness to all parties involved and maintaining neutrality prior to receiving their decision.

The following comment was provided on the Pre-Decision survey:

- No Pre-Decision survey comments received.

**b. The arbitrator's understanding of key issues and concerns? (Pre-Decision only)**

**Pre-Decision**



Consumers had a favorable view of the arbitrator's understanding of key issues and concerns prior to receiving the decision.

The following comment was provided on the Pre-Decision survey:

- No Pre-Decision survey comments received.

**c. The arbitrator? (Post-Decision Only)**

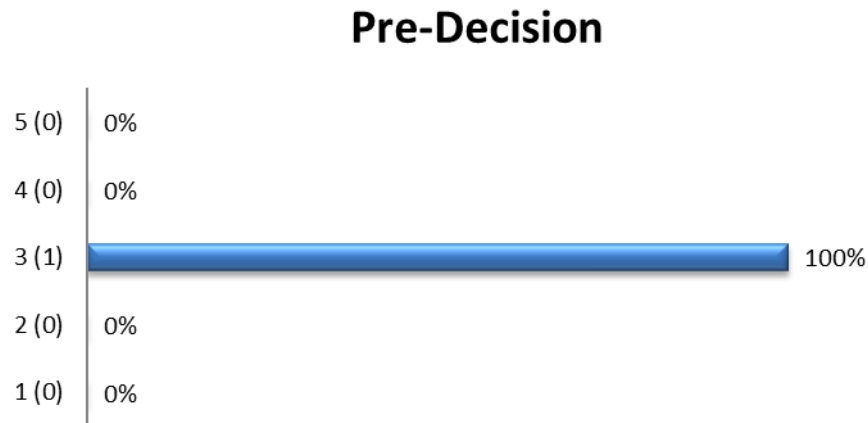
- No Post-Decision survey responses received.

Consumers had a less than favorable view of the arbitrator after receiving the decision.

The following comment was provided on the Post-Decision survey:

- No Post-Decision survey comments received.

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



- No Post-Decision survey responses received.

Consumers had a neutral view of the entire arbitration process prior to receiving the decision.

The following comment was provided on the Pre-Decision survey:

- No Pre-Decision survey comments received.

The following comment was provided on the Post-Decision survey:

- No Post-Decision survey comments received.

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

- No Post-Decision survey responses received.

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

- No Post-Decision survey responses received.

**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?**

- No Post-Decision survey responses received.

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

- No Post-Decision survey responses received.

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

- No Post-Decision survey responses received.

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

- No comments received.

**14.What, if any, difficulties or challenges did you experience during the filing process?**

- No comments received.

**Results of Consumers Completing Both Pre & Post Surveys.**

- No consumers completed both the Pre- and Post-Decision surveys.

**BBB AUTO LINE**

**MAZDA NORTH**

**AMERICAN OPERATIONS**

## Mazda North American Operations

In 2019, the ACP administered both a Pre-Decision survey (conducted directly after the arbitration hearing or mailed out days prior to the hearing) and a Post-Decision survey. The ACP received two responses to the Pre-Decision survey. The Pre-Decision survey consisted of seven 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 five consumers. None of these five consumers responded to the Post-Decision survey. The Post-Decision survey consisted of 14 questions designed to ascertain consumers' awareness of the Lemon Law, as well as most questions asked on the Pre-Decision survey.

Each illustration represented below is characterized by the survey questions. In addition, no consumers completed both Pre- and Post-Decision surveys.

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

- No Post-Decision survey responses received.

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

- No Post-Decision survey responses received.

**3. 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 Post-Decision survey responses received.

**4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns.**

- No Post-Decision survey responses received.

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

### Pre-Decision



- No Post-Decision survey responses received.

Consumers had a favorable view regarding BBB AUTO LINE prior to receiving the decision.

The following comment was provided on the Pre-Decision survey:

- No Pre-Decision survey comments received.

The following comment was provided on the Pre-Decision survey:

- No Post-Decision survey comments received.

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

**a. The vehicle manufacturer's representative at the hearing?**

**Pre-Decision**



- No Post-Decision survey responses received.

Consumers had a neutral to unfavorable view of the manufacturer representative at the hearing prior to receiving the decision.

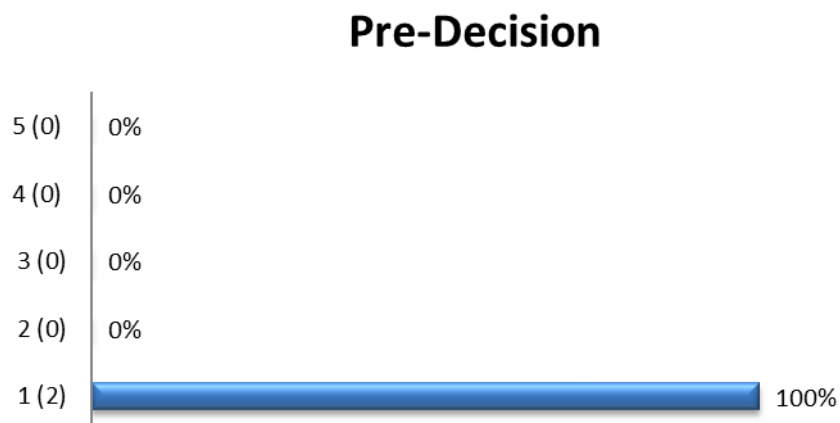
The following comment was provided on the Pre-Decision survey:

- They did not have a proper exit from the hearing. They hung up on my closing statement.

The following comment was provided on the Post-Decision survey:

- No Post-Decision survey comments received.

**b. The vehicle manufacturer's representative(s) from the time you filed your arbitration case?**



- No Post-Decision survey responses received.

Consumers had a substantially unfavorable view of the manufacturer representative prior to receiving the decision.

The following comment was provided on the Pre-Decision survey:

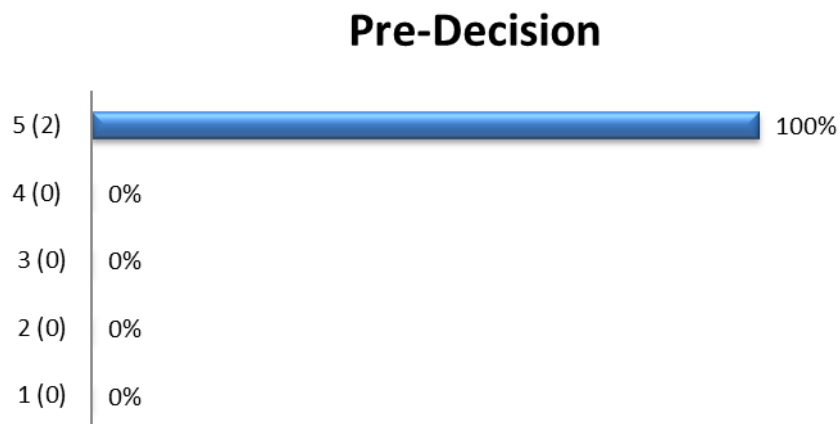
- They did not submit proper documentation on this case.

The following comment was provided on the Post-Decision survey:

- No Post-Decision survey comments received.

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

**a. The arbitrator's fairness to all parties involved and maintaining neutrality throughout the hearing? (Pre-Decision Only)**

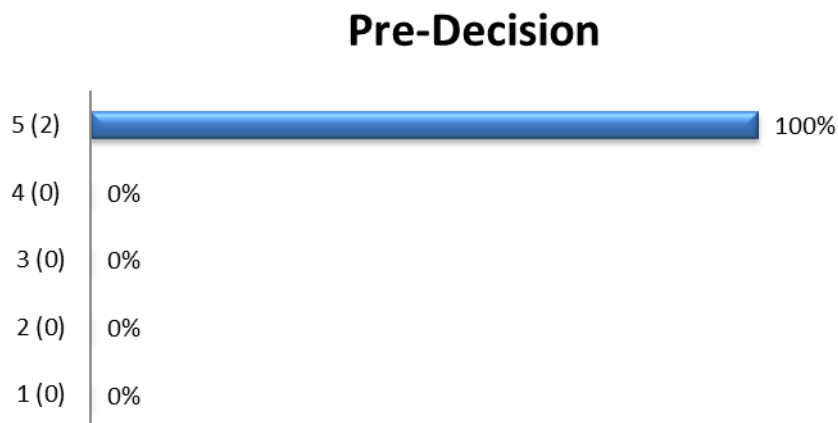


Consumers had a favorable view of the arbitrator's fairness to all parties involved and maintaining neutrality prior to receiving their decision.

The following comment was provided on the Pre-Decision survey:

- The part of settling with a neutral agreement because of the lack of effort the manufacturer put into the communication.

**b. The arbitrator's understanding of key issues and concerns? (Pre-Decision only)**



Consumers had a favorable view of the arbitrator's understanding of key issues and concerns prior to receiving the decision.

The following comment was provided on the Pre-Decision survey:

- No Pre-Decision survey comments received.

**c. The arbitrator? (Post-Decision Only)**

- No Post-Decision survey responses received.

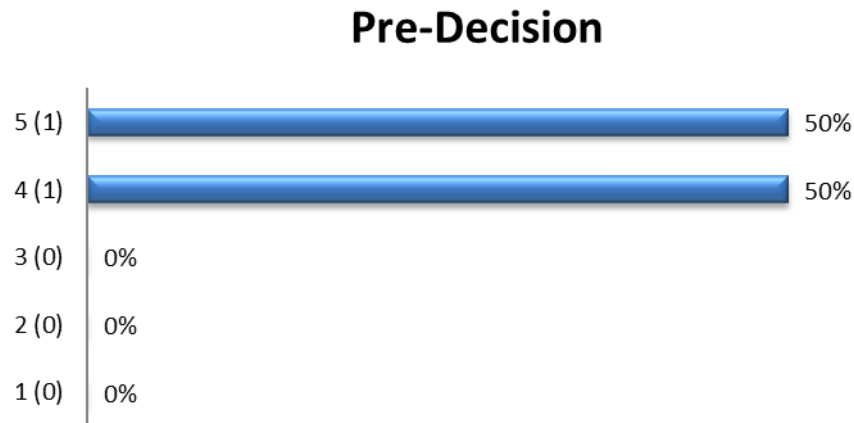
Consumers had a less than favorable view of the arbitrator after receiving the decision.

The following comment was provided on the Post-Decision survey:

- No Post-Decision survey comments received.



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



- No Post-Decision survey responses received.

Consumers had a neutral view of the entire arbitration process.

The following comment was provided on the Pre-Decision survey:

- I felt that the overall experience was just as I expected, speedy and professional.

The following comment was provided on the Post-Decision survey:

- No Post-Decision survey comments received.

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

- No Post-Decision survey responses received.

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

- No Post-Decision survey responses received.

**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?**

- No Post-Decision survey responses received.

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

- No Post-Decision survey responses received.

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

- No Post-Decision survey responses received.

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

- No Post-Decision survey responses received.

**14.What, if any, difficulties or challenges did you experience during the filing process?**

- The part of settling with a neutral agreement because of the lack of effort the manufacturer put into the communication.

**Results of Consumers Completing Both Pre & Post Surveys.**

No consumers completed both the Pre- and Post-Decision surveys.

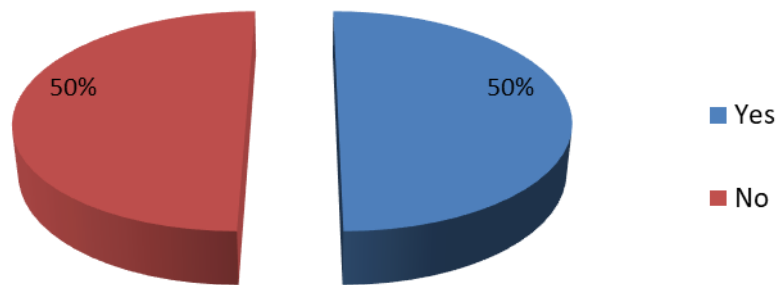
**BBB AUTO LINE**  
**MERCEDES-BENZ USA,**  
**LLC**

## Mercedes-Benz USA, LLC

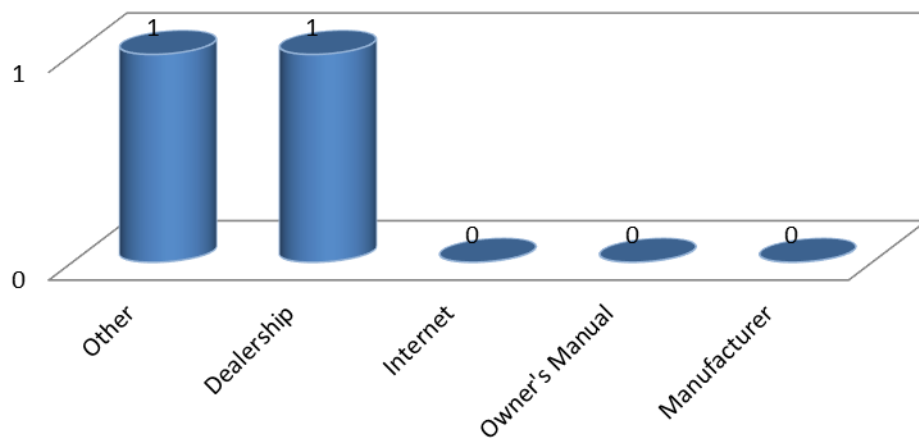
In 2019, the ACP administered both a Pre-Decision survey (conducted directly after the arbitration hearing or mailed out days prior to the hearing) and a Post-Decision survey. The ACP received four responses to the Pre-Decision survey. The Pre-Decision survey consisted of seven questions designed to 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 23 consumers. Of these 23 consumers, four consumers (17%) responded to the survey. The Post-Decision survey consisted of 14 questions designed to ascertain consumers' awareness of the Lemon Law, as well as most questions asked on the Pre-Decision survey.

Each illustration represented below is characterized by the survey questions. In addition, no consumers completed both Pre- and Post-Decision surveys.

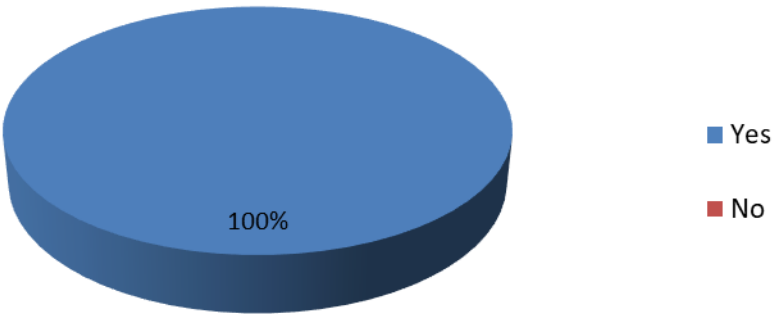
### 1. Before you purchased your vehicle, did you know about the California's Lemon Law?



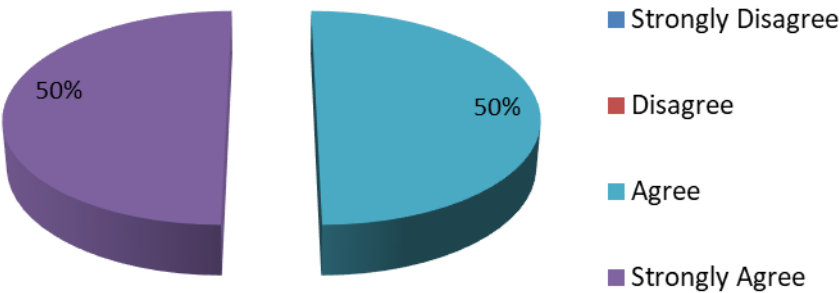
### 2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



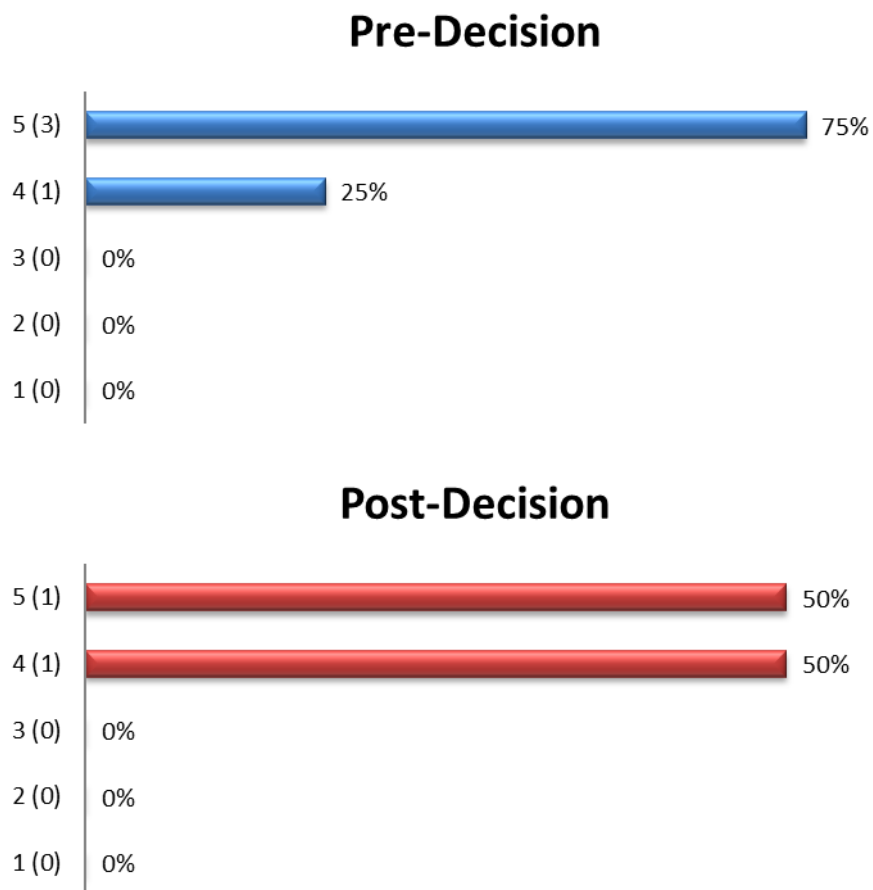
3. If you participated in a settlement or mediation process after applying for arbitration with the BBB AUTO LINE, were you informed that it was a voluntary process?



4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns.



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



Consumers had the same favorable view regarding BBB AUTO LINE staff on both the Pre and Post Consumers surveys.

The following comments was provided on the Pre-Decision survey:

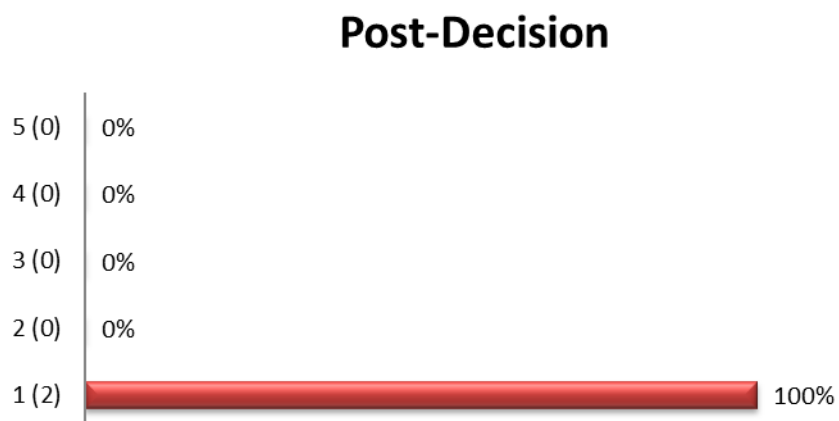
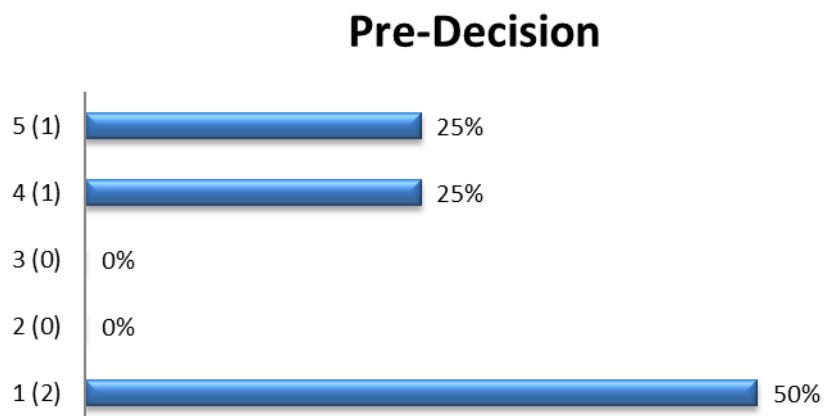
- I just wished BBB AUTO LINE Staff would answer calls and would respond.
- Difficult to reach someone during business hours.

The following comment was provided on the Post-Decision survey:

- No Post-Decision survey comments received.

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

**a. The vehicle manufacturer's representative at the hearing?**



Consumers had a less than unfavorable view of the manufacturer representative at the hearing after receiving their decisions.

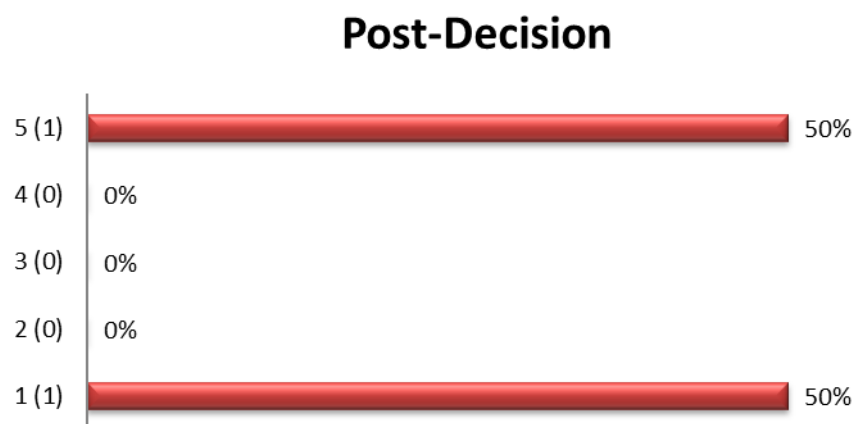
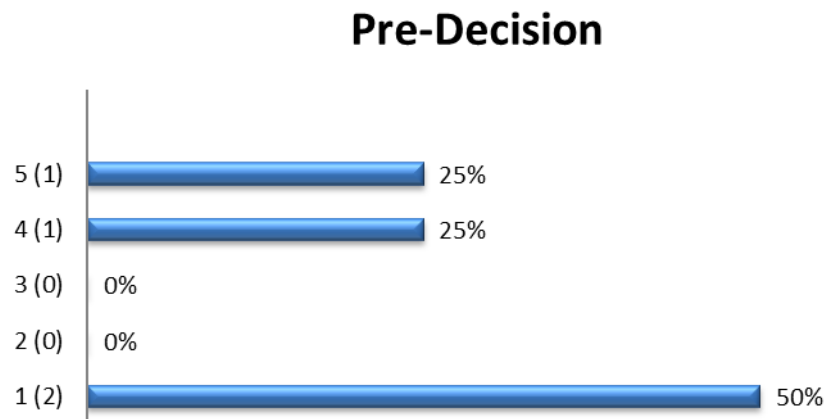
The following comment was provided on the Pre-Decision survey:

- They did not show up.

The following comment was provided on the Post-Decision survey:

- No Post-Decision survey comments received.

**b. The vehicle manufacturer's representative(s) from the time you filed your arbitration case?**



Consumers had a similar view of the manufacturer representative on both the Pre and Post surveys.

The following comment was provided on the Pre-Decision survey:

- Very dissatisfied-felt intimidated, and Mercedes did not make me aware of the BBB AUTO LINE Arbitration Process, like I had no options. Made me feel like I had to enter the same loophole with no choice.

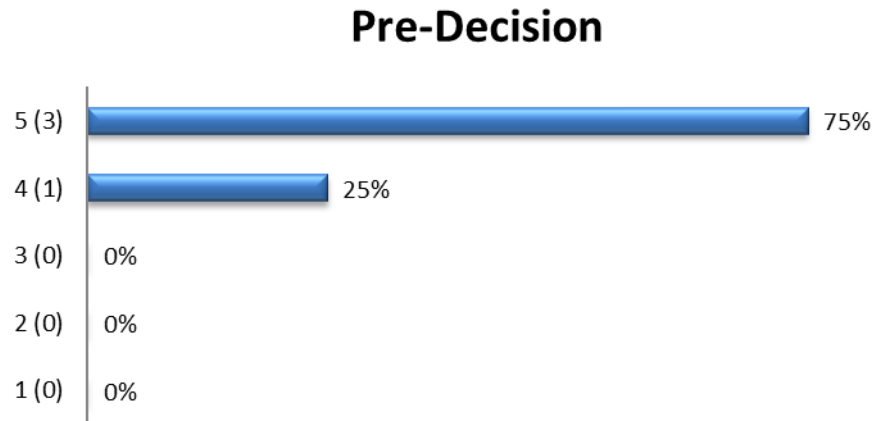
The following comment was provided on the Post-Decision survey:

- No Post-Decision survey comments received.



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

**a. The arbitrator's fairness to all parties involved and maintaining neutrality throughout the hearing? (Pre-Decision Only)**

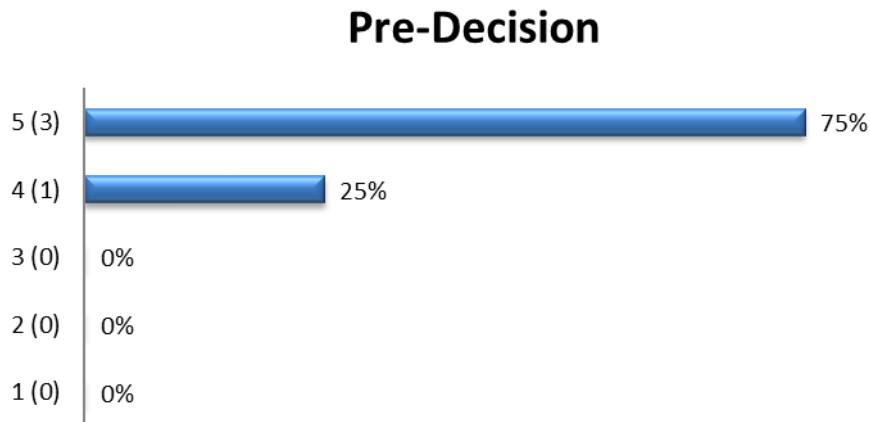


Consumers had a favorable view of the arbitrator's fairness to all parties involved and maintaining neutrality.

The following comment was provided on the Pre-Decision survey:

- 100% professional, did not feel like she was biased towards me or Mercedes in any way.

**b. The arbitrator's understanding of key issues and concerns? (Pre-Decision only)**



Consumers had a favorable view of the arbitrator's understanding of key issues and concerns prior to receiving the decision.

The following comment was provided on the Pre-Decision survey:

- Very confident in her understanding. Thank you for being so thorough.

**c. The arbitrator? (Post-Decision Only)**

**Post-Decision**



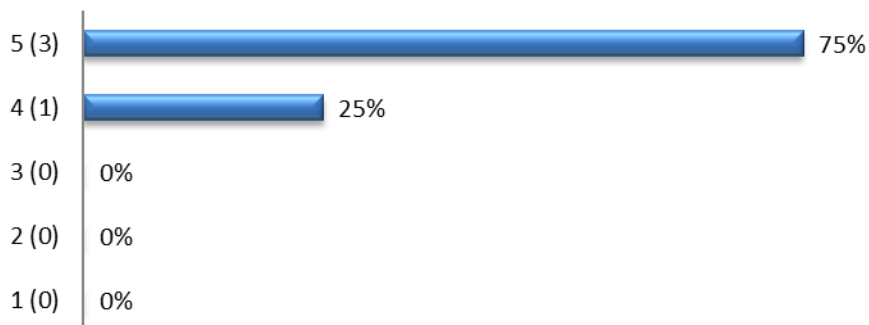
Consumers had a favorable view of the arbitrator after receiving the decision.

The following comment was provided on the Post-Decision survey:

- The manufacturer representative sent a 256-page document 30 minutes prior to the meeting. They didn't bother to show up or call in. Very disrespectful.

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

**Pre-Decision**



**Post-Decision**



Consumers had a similar view of the entire arbitration process before and after receiving their decisions.

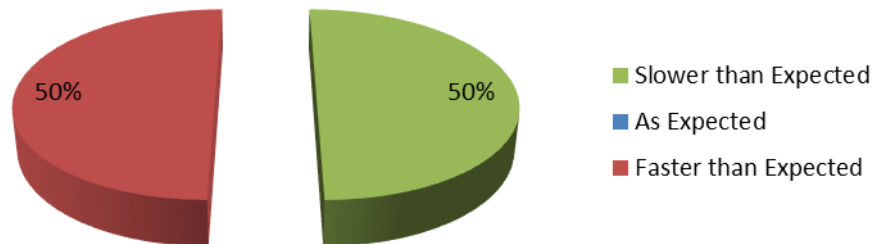
The following comment was provided on the Pre-Decision survey:

- I am very appreciative that this process exists for consumers like me who have no other option. I will say its very time consuming and takes considerable planning, so for every consumer like me, there are likely many more experiencing similar issues with manufacturers and not taking time to complete the process.

The following comment was provided on the Post-Decision survey:

- No Post-Decision survey comments received.

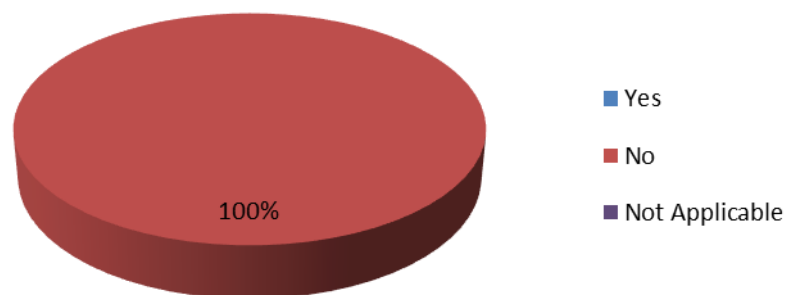
**9. How would you rate the speed of the arbitration process relative to your expectations?**



The following comment was provided on the Post-Decision survey:

- No Post-Decision survey comments received.

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

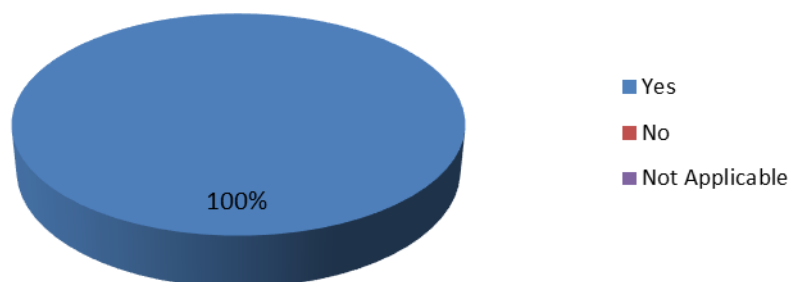


The following comment was provided on the Post-Decision survey:

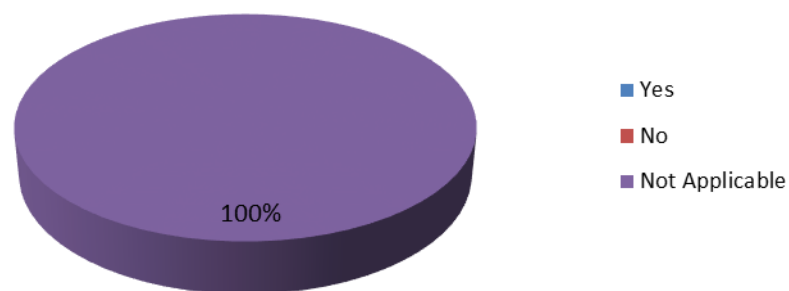
- No Post-Decision survey comments received.

**11.If you accepted the decision of the arbitrator:**

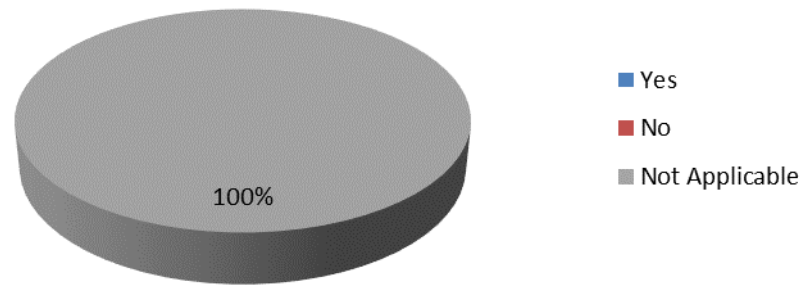
- a. Did the manufacturer perform the award within the 30 days after you accepted the award?**



- 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? Please specify.**

- I was quite surprised that the process was easy to understand and timely.

**14.What, if any, difficulties or challenges did you experience during the filing process?**

- Website login after case number changed.

**Results of Consumers Completing Both Pre & Post Surveys.**

- No consumers completed both the Pre- and Post-Decision surveys.

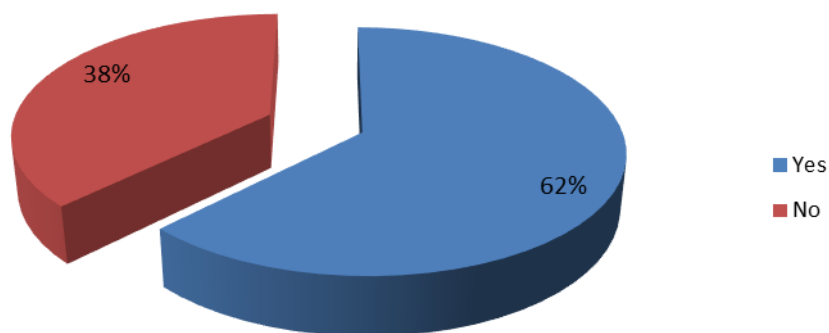
**BBB AUTO LINE**  
**NISSAN NORTH**  
**AMERICA, INC.**  
**(INCLUDES INFINITI)**

## Nissan North America, Inc. (Nissan and Infiniti)

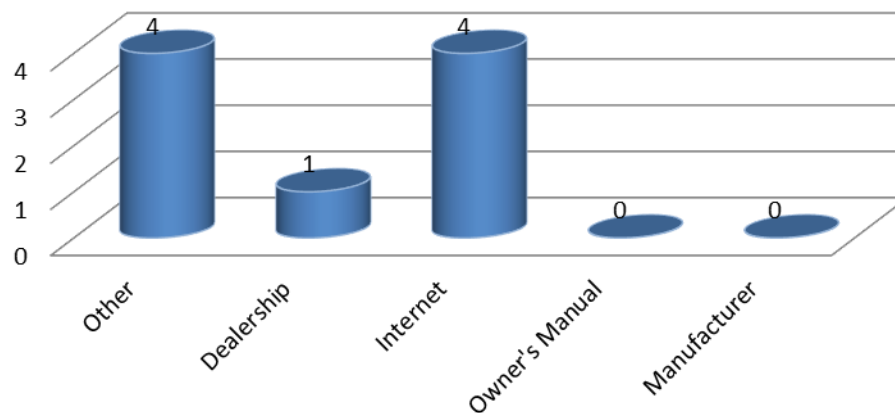
In 2019, the ACP administered both a Pre-Decision survey (conducted directly after the arbitration hearing or mailed out days prior to the hearing) and a Post-Decision survey. The ACP received seven responses to the Pre-Decision survey. The Pre-Decision survey consisted of seven questions designed to 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 42 consumers. Of these 42 consumers, nine consumers (21%) responded to the survey. The Post-Decision survey consisted of 14 questions designed to ascertain consumers' awareness of the Lemon Law, as well as most 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 narrative is included to represent the result of the consumers.

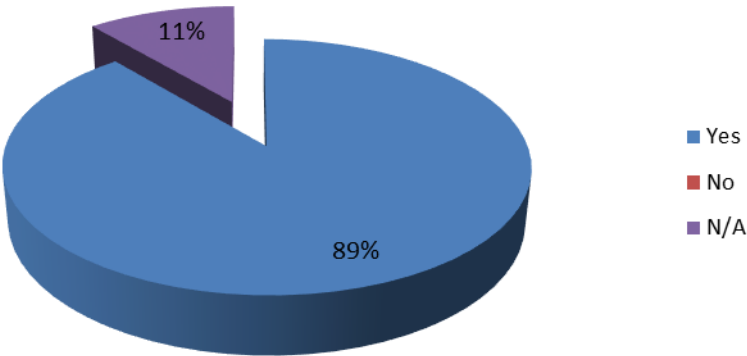
### 1. Before you purchased your vehicle, did you know about the California's Lemon Law?



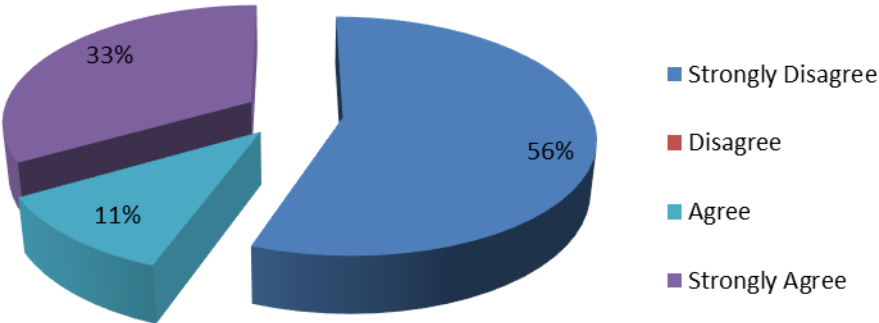
### 2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



3. 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?



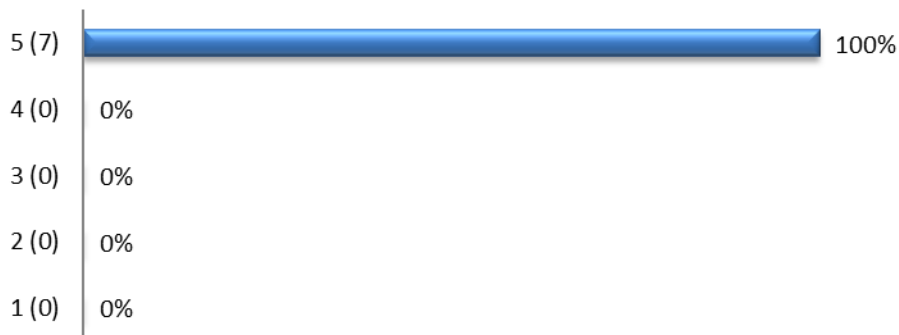
4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns.



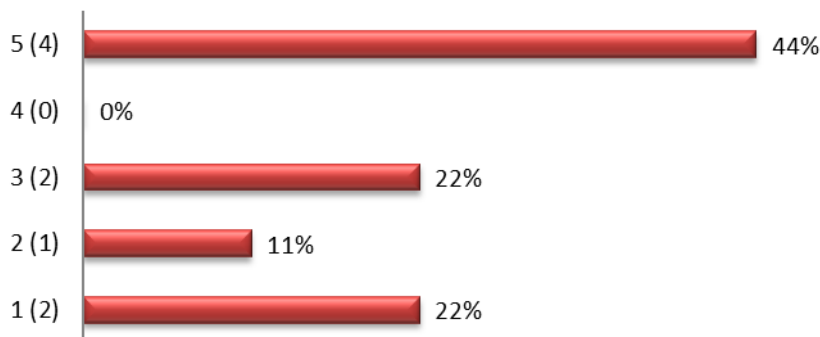


**5. In terms of overall satisfaction, how would you rate your experience with the BBB AUTO LINE staff?**

**Pre-Decision**



**Post-Decision**



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

The following comment was provided on the Pre-Decision surveys:

- They were very professional.

The following comments were provided on the Post-Decision surveys:

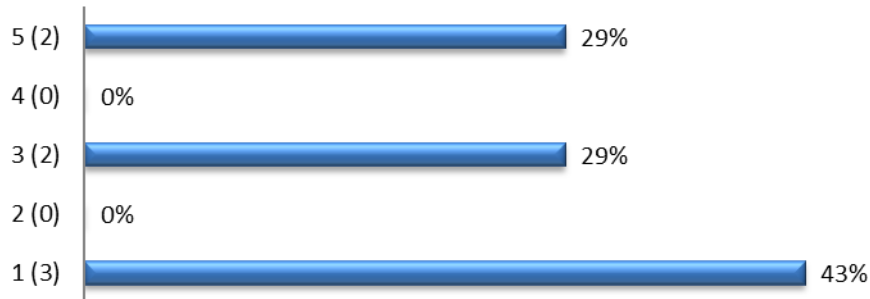
- I was offered and provided service right away.
- I reached out to the California BBB AUTO LINE who referred me to the arbitration. The arbitrator was very professional (neutral) and his facilitator was professional as well, a knowledgeable team.
- I felt as if I was a bit betrayed at the hearing. I felt as though he was on my side until I received the final decision.

- Because I was not an attorney, arbitrator was bias to Nissan. Did not ask them the relevant questions.

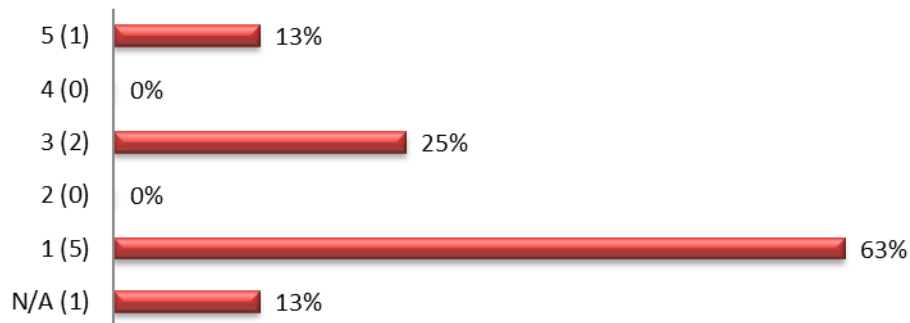
**6. In terms of overall satisfaction, how would you rate your experience with:**

**a. The vehicle manufacturer's representative at the hearing?**

**Pre-Decision**



**Post-Decision**



Consumers had a more favorable view of the manufacturer's representative prior to receiving their decision.

The following comments was provided on the Pre-Decision survey:

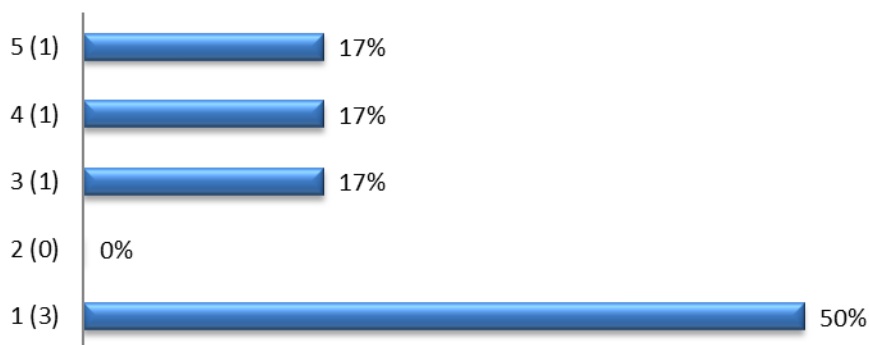
- There was an intentional unwillingness to understand key issues.
- She had not read the orders (repairs). She stated many things could cause a dead battery.
- The rep did not attend by phone or in person.

The following comments was provided on the Post-Decision survey:

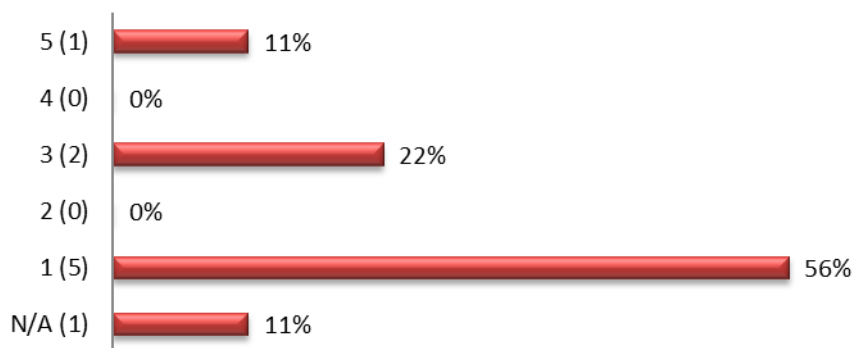
- No one from Nissan North America was present.
- The manufacturer made their decision within days of my filing and never planned on changing their decision, they did not show up at the arbitration, nor called, but sent a letter with their original decision to do nothing.
- They didn't care.
- Lied and has no credibility, when I showed him clip missing and markings on the parts.

**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 of the manufacturer's representative prior to receiving their decision.

The following comments was provided on the Pre-Decision survey:

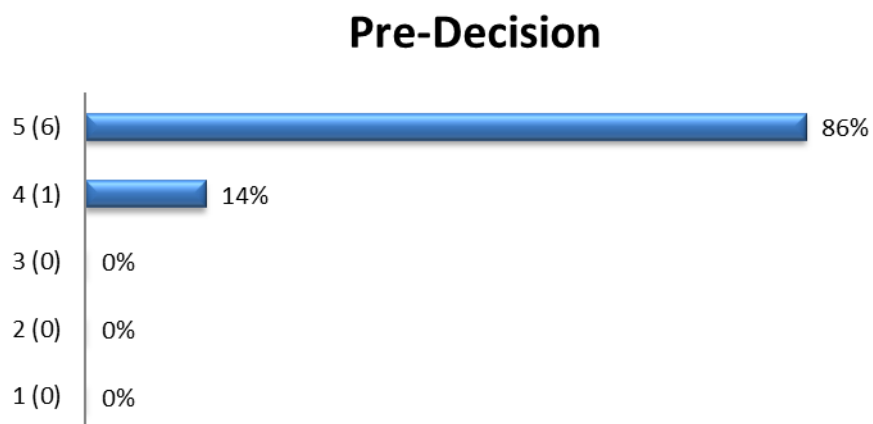
- The representative was intentionally ignoring prevalent issues that existed.
- No real contact with manufacturer’s rep- only cold letters.

The following comment was provided on the Post-Decision survey:

- No Post-Decision survey comments received.

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

**a. The arbitrator’s fairness to all parties involved and maintaining neutrality throughout the hearing? (Pre-Decision Only)**

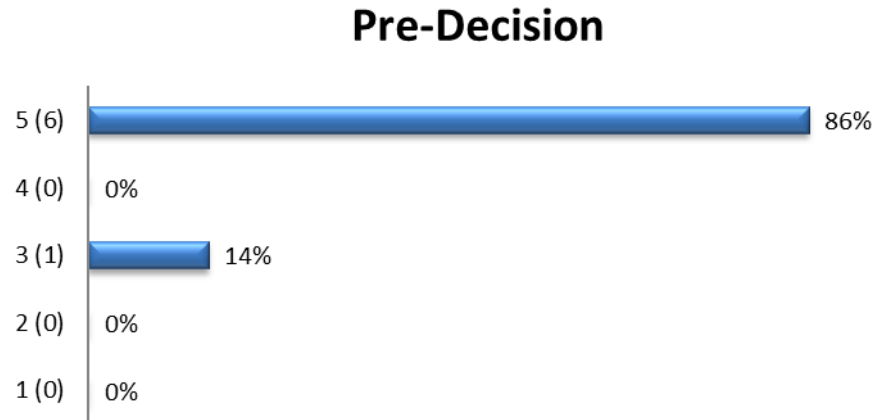


Consumers had a favorable view of the arbitrator’s fairness to all parties involved and maintaining neutrality.

The following comment was provided on the Pre-Decision survey:

- Very professional.

**b. The arbitrator's understanding of key issues and concerns? (Pre-Decision only)**

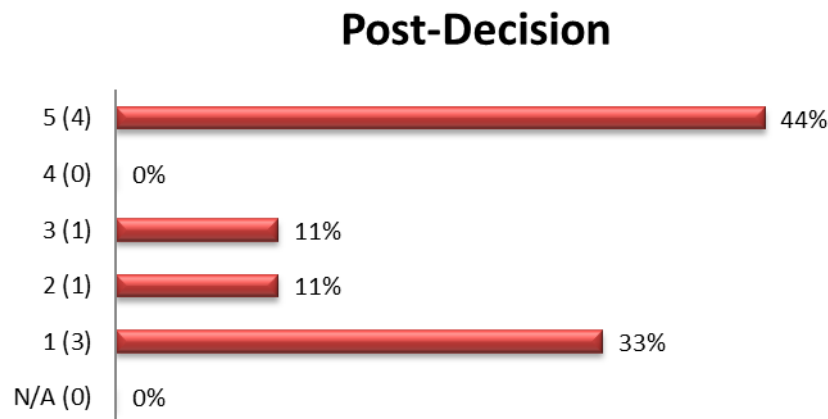


Consumers had a favorable view of the arbitrator's understanding of key issues and concerns prior to receiving the decision.

The following comment was provided on the Pre-Decision survey:

- The arbitrator would not address all issues at once, which would have been more effective.

**c. The arbitrator? (Post-Decision Only)**



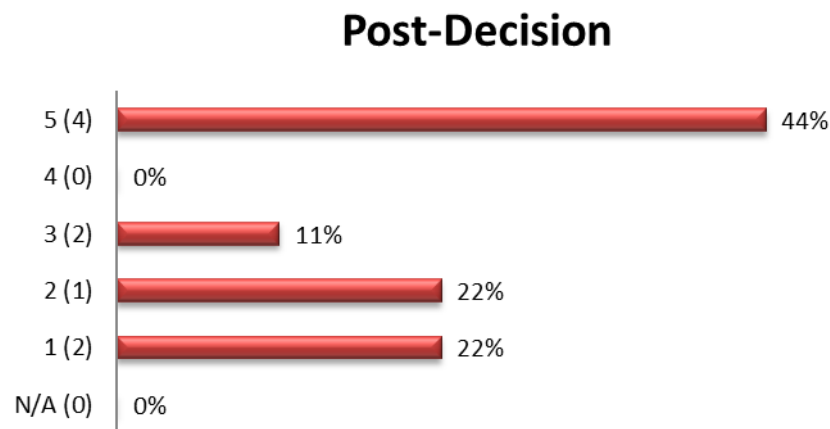
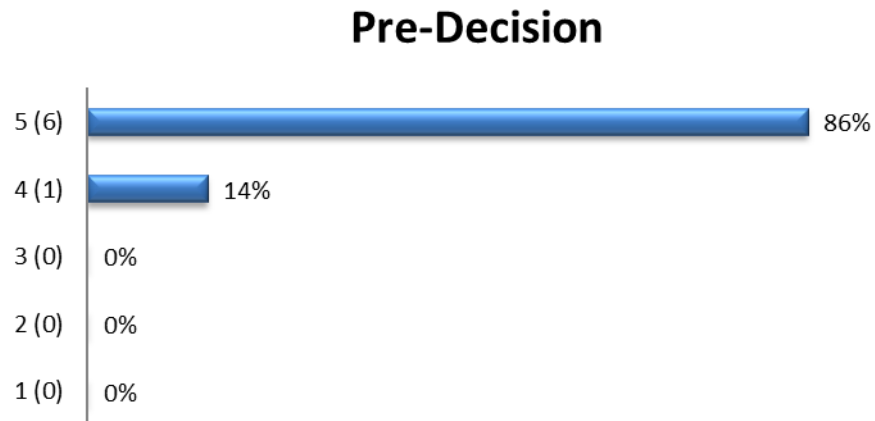
Consumers had a more unfavorable view of the arbitrator after receiving the decision.

The following comments was provided on the Post-Decision survey:

- He was professional and showed respect for Nisan North America (in their absence) and myself.

- I was not allowed to go on the drive with the arbitrator. How do I know if it was done correctly?
- He was sided with me but then went the other way.
- Bias.

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



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

The following comment was provided on the Pre-Decision surveys:

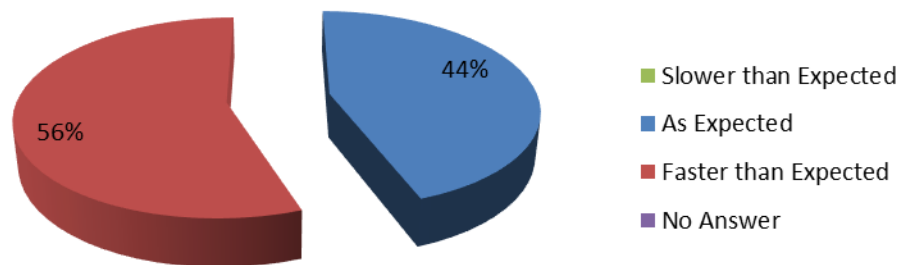
- I just wish I didn't have to drive so far.

The following comments were provided on the Post-Decision surveys:

- I pray that I never experience this again. However, if I do, I pray that I have the same arbitration team.

- I was not allowed to prove when I heard the brakes squeaking.
- Not what I had wanted.
- I felt the process was explained well and proceeded as expected. I felt valued as a participant because the arbitrator was prepared and gave me equal and fair opportunity to present my case/evidence.
- Did not consider all the evidence.

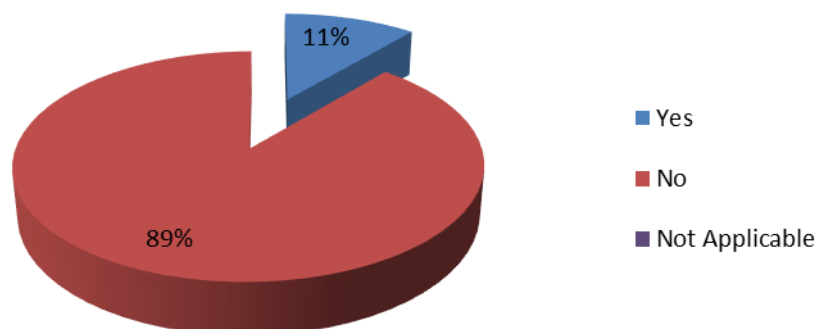
**9. How would you rate the speed of the arbitration process relative to your expectations?**



The following comments were provided on the Post-Decision surveys:

- Much faster than expected.
- She gave no thought to the documents provided.

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

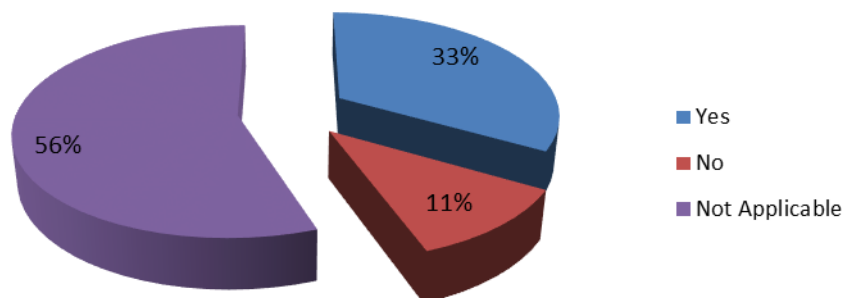


The following comments were provided on the Post-Decision surveys:

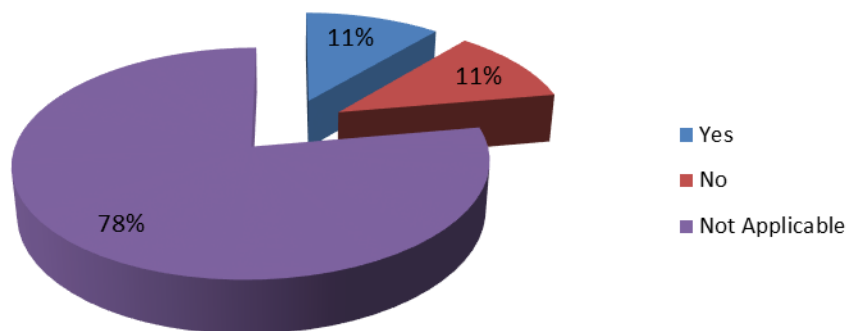
- I feel by not going on the drive, I was denied showing my proof.
- Was ignored by the arbitrator.

**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?**

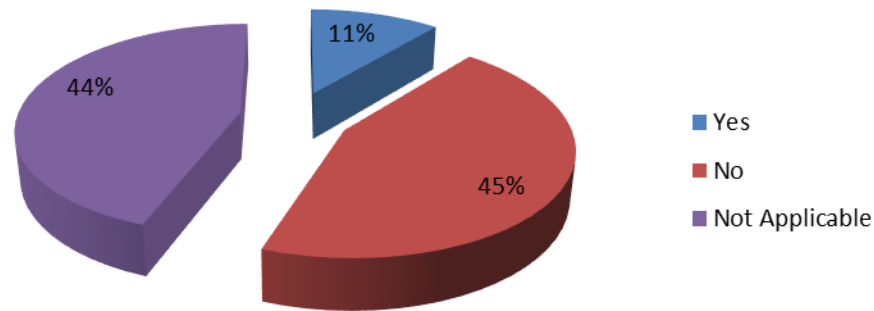


- b. If the performance of the decision was over 30 days, did you agree to the delay?**





**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.**

- I was satisfied with the arbitration. My only disagreement is the monetary penalty for the mileage on the vehicle.
- Clearly the arbitrator was in favor of the manufacturer.
- The process was a waste of my time.
- I think BBB Auto Line did their job over and above what any consumer would expect because I didn't think for a minute that BBB AUTO LINE would ever side on my behalf let alone right off the bat.
- Not sure at the moment but it would be helpful to give the client some type of decision before leaving or continuing with the meeting.
- I highly recommend the arbitration process for consumers who are not being treated fairly and whose needs are being unmet, despite manufacturer multiple opportunities to do the right thing and provide resolution.

**14.What, if any, difficulties or challenges did you experience during the filing process?**

- No difficulties when filing
- Arbitrator's guidelines

#### **Results of Consumers Completing Both Pre & Post Surveys**

- Three consumers completed both the Pre- and Post-Decision surveys.

The following table indicates the consumers' answers on the Pre- and Post-Decision surveys for the satisfaction with BBB AUTO LINE staff:

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
<b>A</b>	Denial	5	1
<b>B</b>	Denial	5	2
<b>C</b>	Denial	5	1

The following table indicates consumers' answers on the Pre- and Post-Decision surveys for the satisfaction with the manufacturer representative at the hearing:

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
<b>A</b>	Denial	3	1
<b>B</b>	Denial	1	1
<b>C</b>	Denial	1	1

The following table indicates consumers' answers on the Pre- and Post-Decision surveys for the satisfaction with the manufacturer representative from the time arbitration case was filed:

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
<b>A</b>	Denial	1	1
<b>B</b>	Denial	1	1
<b>C</b>	Denial	1	1

The following table indicates consumers' answers on the two Pre- and one Post-Decision survey questions regarding the arbitrator:

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
<b>A</b>	Denial	5	5	1
<b>B</b>	Denial	5	5	1
<b>C</b>	Denial	5	5	1

The following table indicates consumers' answers on the Pre- and Post-Decision surveys for the satisfaction with the entire arbitration process:

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
<b>A</b>	Denial	5	1
<b>B</b>	Denial	5	2
<b>C</b>	Denial	4	1

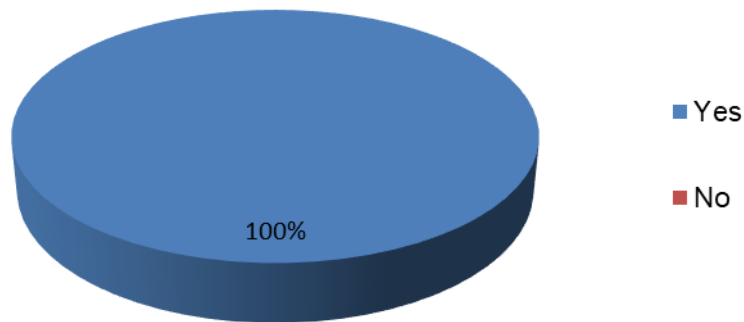
**BBB AUTO LINE**  
**VOLKSWAGEN OF**  
**AMERICA, INC.**  
**(INCLUDES AUDI)**

## Volkswagen of America, Inc. (Volkswagen and Audi)

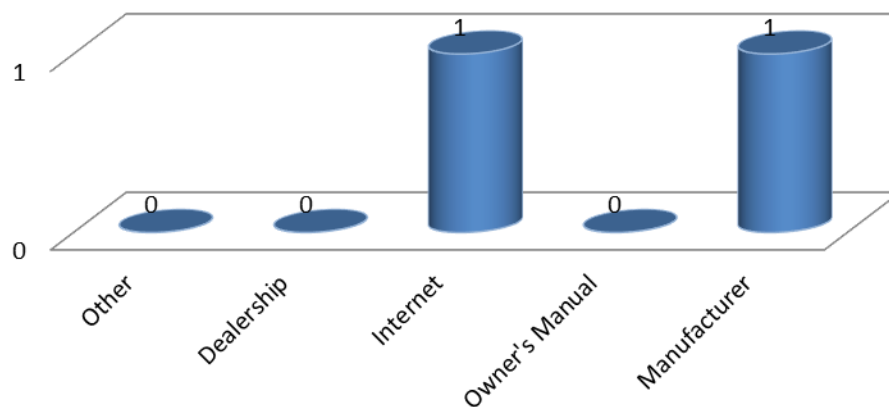
In 2019, the ACP administered both a Pre-Decision survey (conducted directly after the arbitration hearing or mailed out days prior to the hearing) and a Post-Decision survey. The ACP received one response to the Pre-Decision survey. The Pre-Decision survey consisted of seven questions designed to gauge 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 13 consumers. Of these 15 consumers, two consumes (15%) responded to the survey. The Post-Decision survey consisted of 14 questions designed to ascertain consumers' awareness of the Lemon Law, as well as most questions asked on the Pre-Decision survey.

Each illustration represented below is characterized by the survey questions. In addition, one consumer completed both Pre- and Post-Decision surveys. A table is included to represent the results of this consumer.

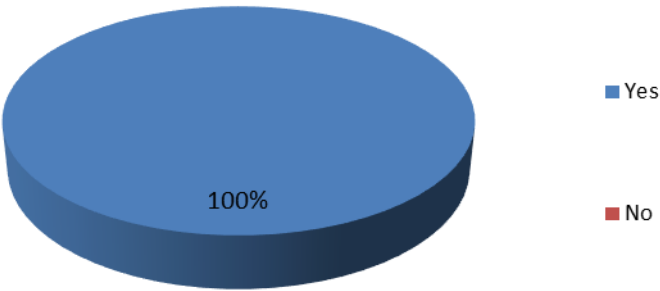
### 1. Before you purchased your vehicle, did you know about the California's Lemon Law?



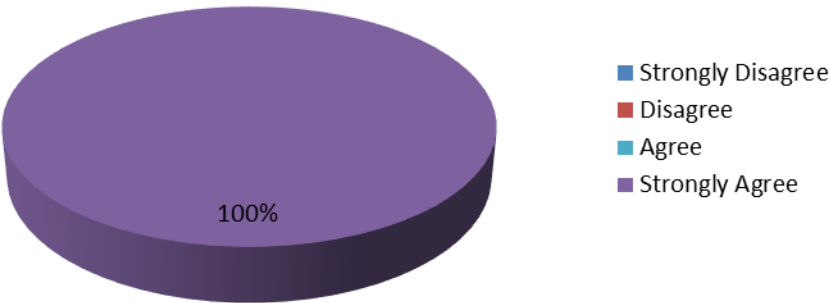
### 2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



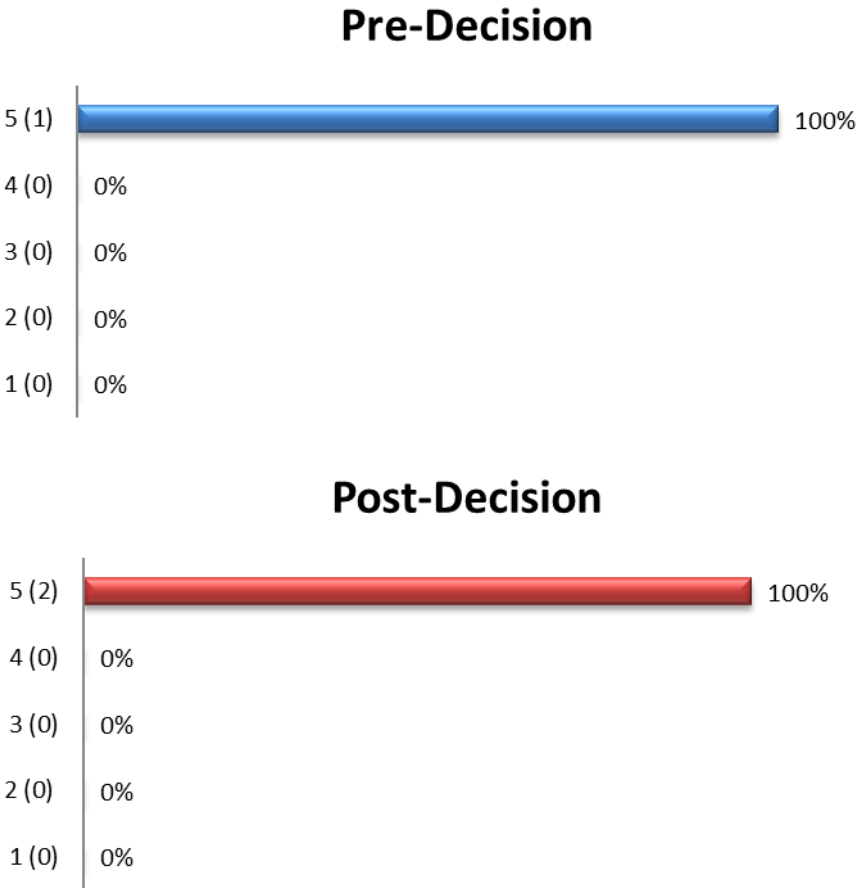
3. If you participated in a settlement or mediation process after applying for arbitration with the BBB AUTO LINE, were you informed that it was a voluntary process?



4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns.



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



Consumers had the same favorable view of the BBB AUTO LINE staff on both the Pre and Post surveys.

In the Pre-Decision survey, consumers made the following comments:

- No Pre-Decision survey comments received.

In the Post-Decision survey, consumers made the following comments:

- BBB AUTO LINE staff, the arbitrator, and Consumer Affairs were all very professional and empathetic to my situation. I really appreciate all the help.

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

a. The vehicle manufacturer's representative at the hearing?

### Pre-Decision



### Post-Decision



Consumers had a more unfavorable view of the manufacturer's representative at the hearing after receiving their decision.

The following comment was provided on the Post-Decision survey:

- No Pre-Decision survey comments received.

The following comment was provided on the Post-Decision survey:

- No Post-Decision survey comments received.

**b. The vehicle manufacturer's representative(s) from the time you filed your arbitration case?**

**Pre-Decision**



**Post-Decision**



Consumers had a more unfavorable view of the manufacturer's representatives after receiving their decisions.

The following comment was provided on the Pre-Decision survey:

- No Pre-Decision survey comments received.

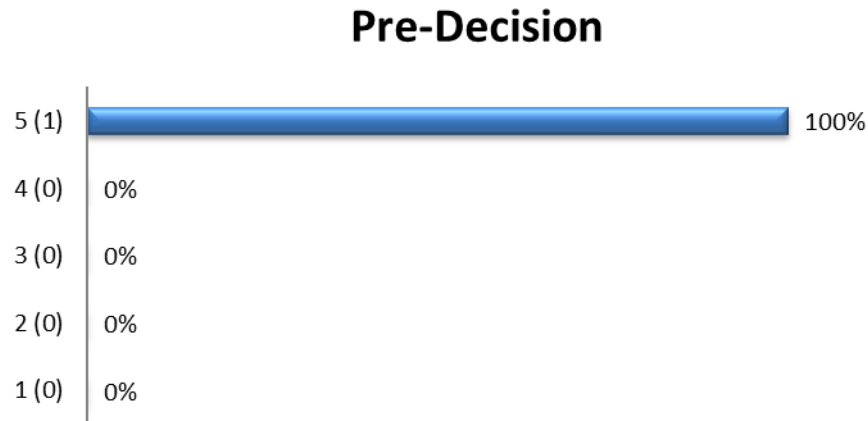
The following comment was provided on the Post-Decision survey:

- VW of America is complete trash. Even when I turned in the vehicle, they were till unprofessional and slimy. Never again buy VW.



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

- a. The arbitrator's fairness to all parties involved and maintaining neutrality throughout the hearing? (Pre-Decision Only)**

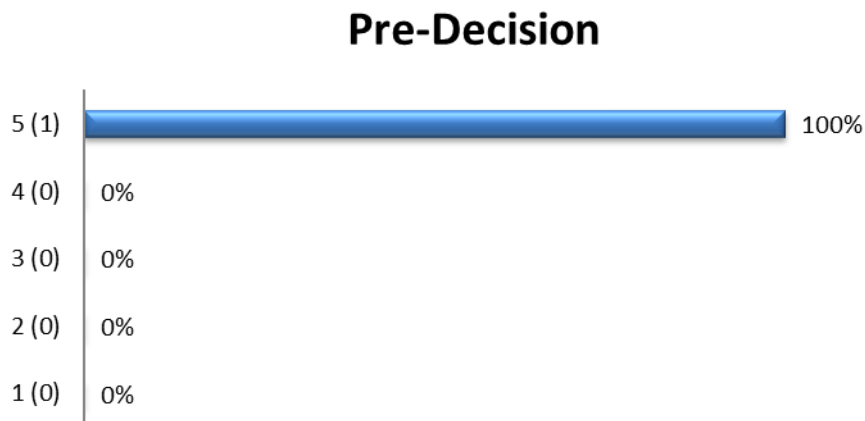


Consumers had a favorable view of the arbitrator's fairness to all parties involved and maintaining neutrality.

The following comment was provided on the Pre-Decision survey:

- No Pre-Decision survey comments received.

- b. The arbitrator's understanding of key issues and concerns? (Pre-Decision only)**

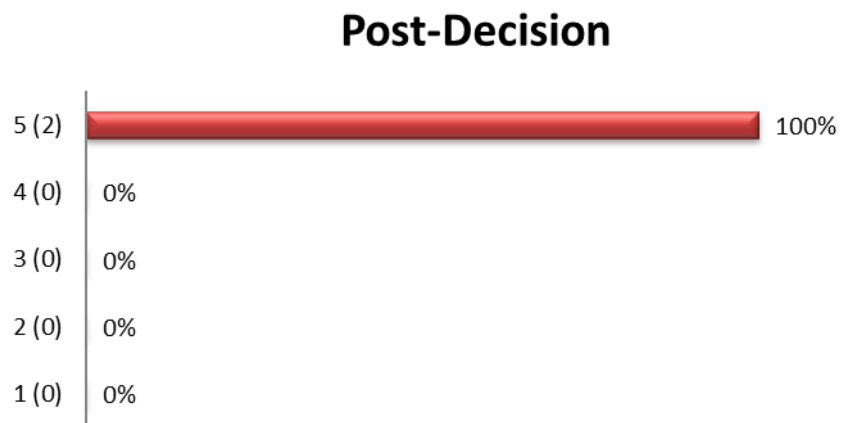


Consumers had a favorable view of the arbitrator's understanding of key issues and concerns prior to receiving the decision.

The following comment was provided on the Pre-Decision survey:

- No Pre-Decision survey comments received.

**c. The arbitrator? (Post-Decision Only)**



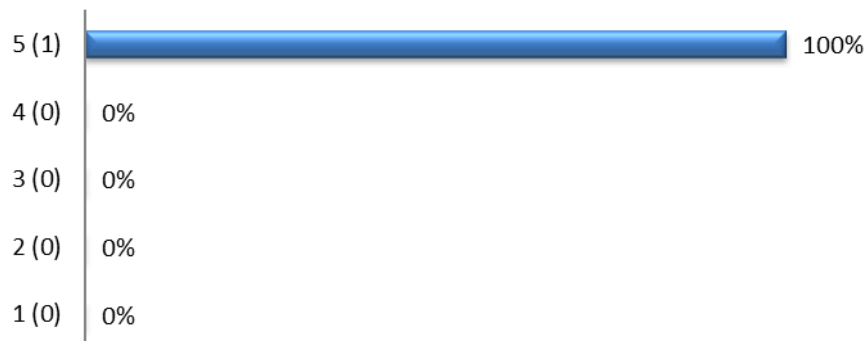
Consumers had a more unfavorable view of the arbitrator after receiving the decision.

The following comment was provided on the Post-Decision survey:

- The arbitrator was very helpful.

**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 on both the Pre- and Post-Decision surveys.

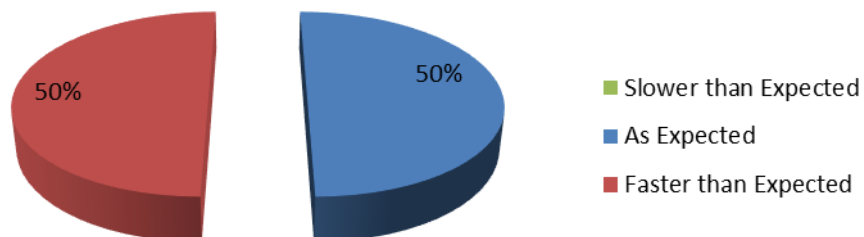
The following comment was provided on the Post-Decision survey:

- No Pre-Decision survey comments received.

The following comment was provided on the Post-Decision survey:

- It was very helpful.

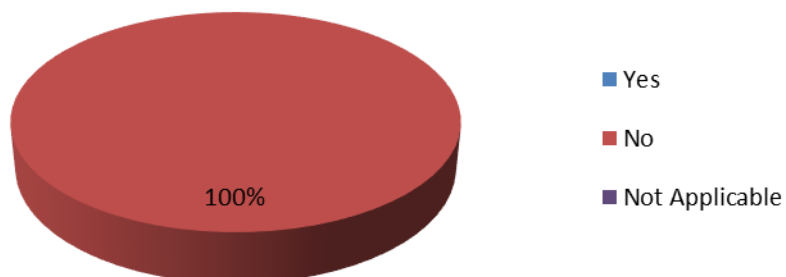
**9. How would you rate the speed of the arbitration process relative to your expectations?**



The following comment was provided on the Post-Decision survey:

- A lot of back and forth, could be streamlined.

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

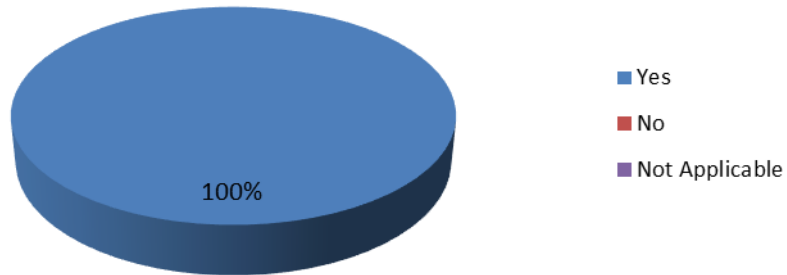


The following comment was provided on the Post-Decision survey:

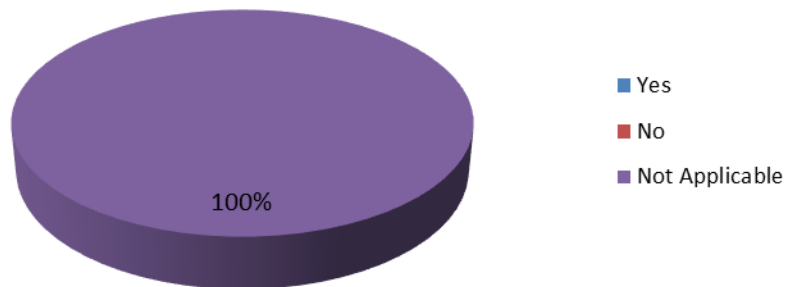
- I provided evidence.

**11. If you accepted the decision of the arbitrator:**

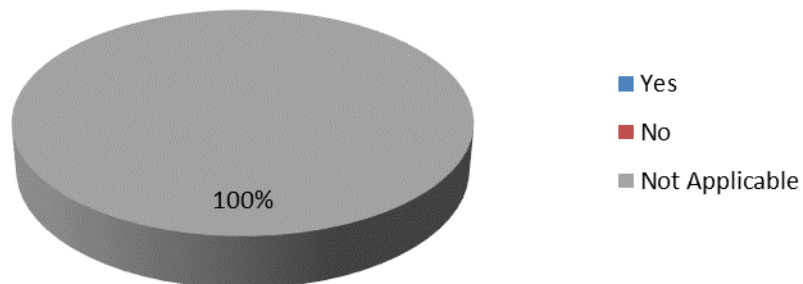
- a. Did the manufacturer perform the award within the 30 days after you accepted the award?**



- 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? Please specify.**

- There should be a law that if the vehicle was serviced twice for same issue (mechanical safety issue), the customer should be given a free rental from manufacturer to utilize until arbitration is finalized. Nobody should have to put their family in an unsafe vehicle, period! I had to and I could not afford the rental and my car payment. Very unfair. Should be a law. Safety is paramount.

**14.What, if any, difficulties or challenges did you experience during the filing process?**

- No comments received.

### **Results of Consumers Completing Both Pre & Post Surveys**

One consumer completed both the Pre- and Post-Decision surveys.

The table below indicates the consumer's answers on the Pre- and Post-Decision surveys for the satisfaction with BBB AUTO LINE STAFF:

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
<b>A</b>	Repurchase/Replacement	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:

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
<b>A</b>	Repurchase/Replacement	4	4

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:

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
<b>A</b>	Repurchase/Replacement	5	5

The following table indicates consumers' answers on the two Pre- and one Post-Decision survey questions regarding the arbitrator:

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
<b>A</b>	Repurchase/Replacement	5	5	5

The table below indicates consumer's answers on the Pre- and Post-Decision surveys for the satisfaction with the entire arbitration process:

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
<b>A</b>	Repurchase/Replacement	5	5

**California Dispute Settlement Program  
(CDSP)**

**FCA US LLC**  
**(INCLUDES Chrysler, Dodge and Fiat)**

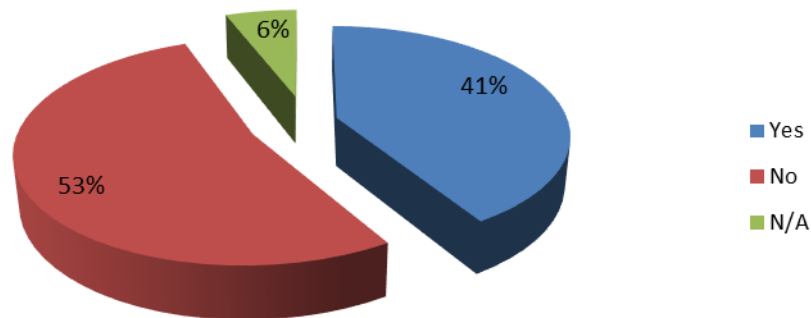


## FCA US LLC (Fiat Chrysler Automobiles)

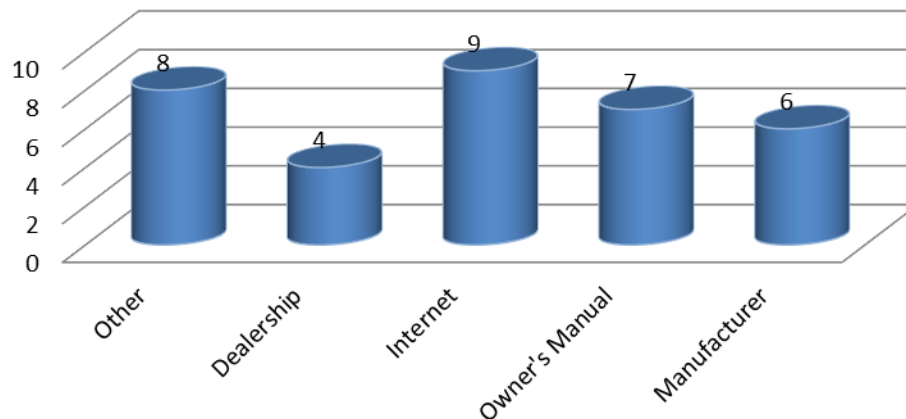
In 2019, the ACP administered both a Pre-Decision survey (conducted directly after the arbitration hearing) and a Post-Decision survey. The ACP received 40 responses to the Pre-Decision survey. The Pre-Decision survey consisted of seven questions designed to gauge consumer satisfaction with the arbitration program, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the Post-Decision survey, the ACP contacted 378 consumers. Of these 378 consumers, 34 consumers (9%) responded to the survey. The Post-Decision survey consisted of 14 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, ten consumers completed both Pre- and Post-Decision surveys. A narrative is included to represent the results of these consumers.

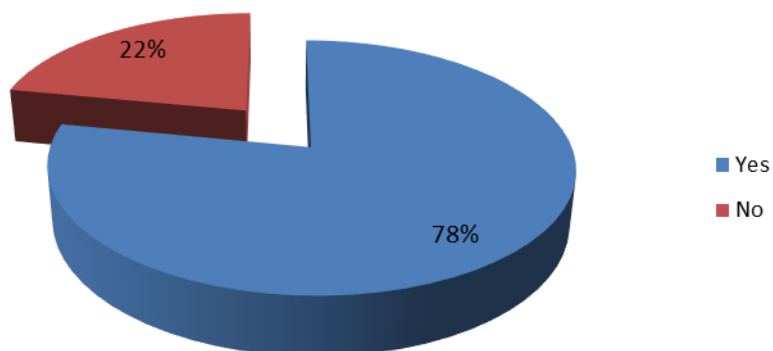
### 1. Before you purchased your vehicle, did you know about the California's Lemon Law?



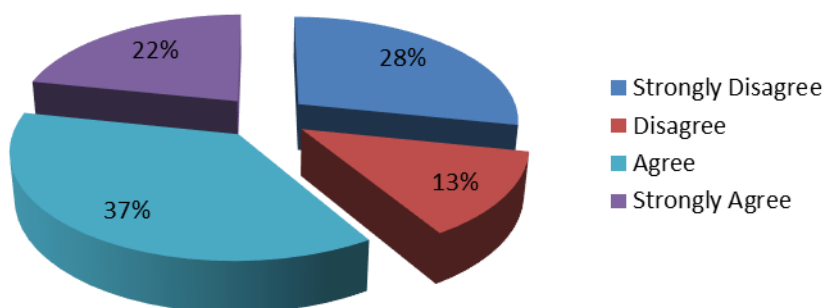
### 2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



3. 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?

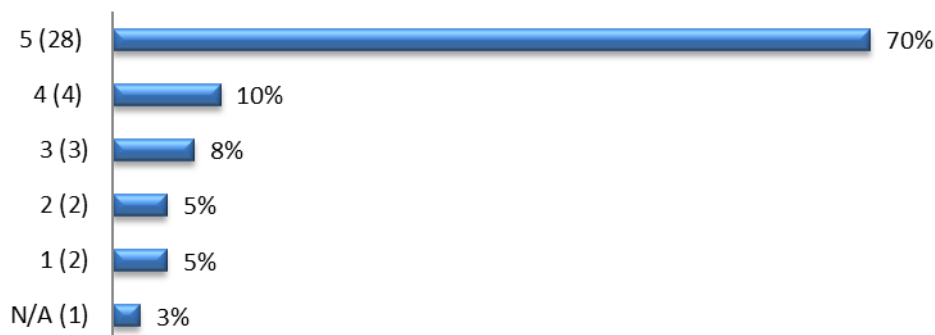


4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns?

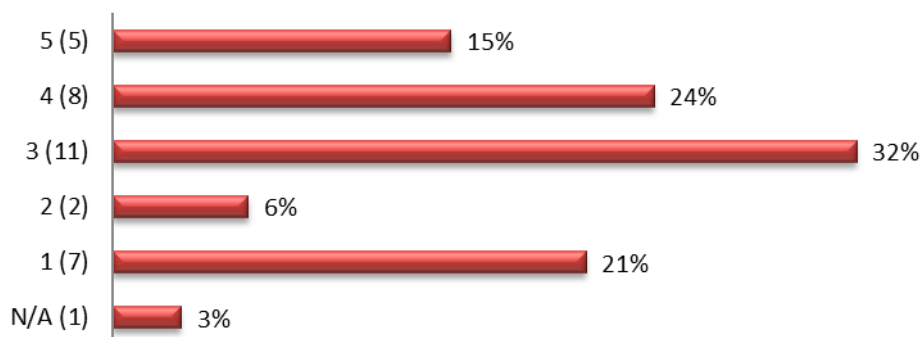


**5. In terms of overall satisfaction, how would you rate your experience with the CDSP staff?**

**Pre-Decision**



**Post-Decision**



Consumers had a more unfavorable view of the CDSP staff after receiving their decisions.

The following comments were provided on the Pre-Decision survey:

- The response time to inquiries are slow.
- Does not really know what to expect.
- I always felt like my questions were answered in a timely manner and any items I submitted were properly processed.
- Waste of my time.
- Everybody was kind and informative.
- Although courteous, I felt that the arbitrator did not allow me to question the manufacturer, fully made me feel inadequate as if it was my fault.
- Good email response, difficult to reach by phone.

- I do not think you should have hearings until you know if your car is fixable. Mine still isn't ready.
- Collected all information sent/also shared manufacturer comments.
- Not too helpful in direction or questions. As a 1<sup>st</sup> time going through the process, I felt a bit lost even though there was an assigned case manager.

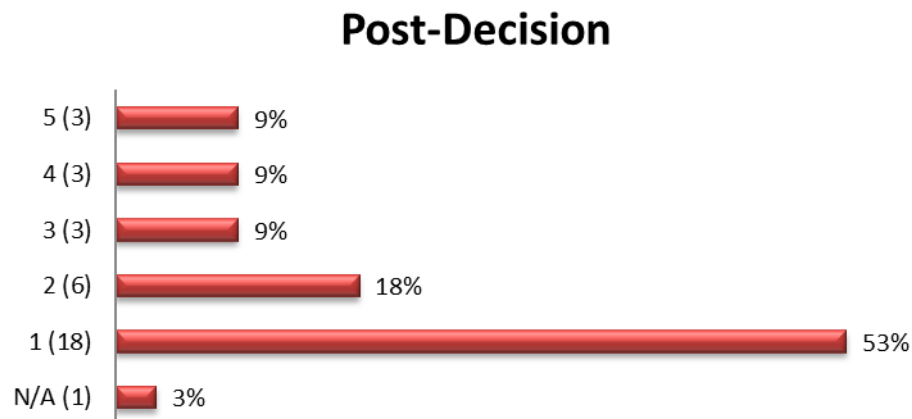
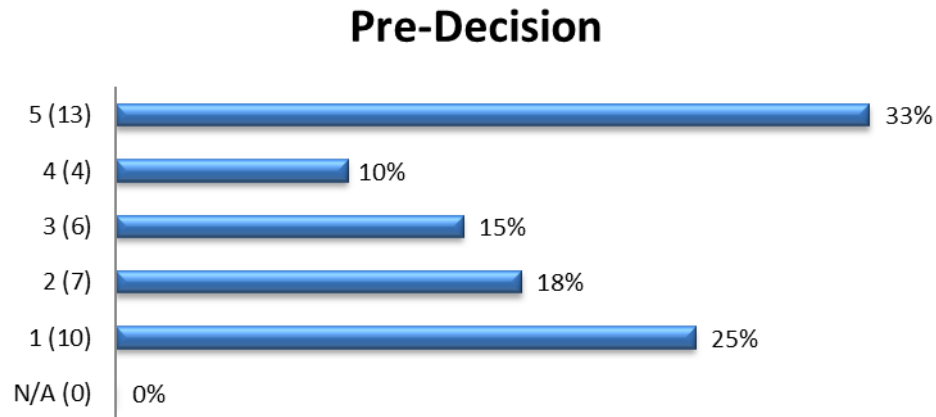
The following comments were provided on the Post-Decision survey:

- Overall, communication was good except after receiving the arbitrator's decision and then not given enough time to respond. The other party had requested clarification of the decision before the decision reached me.
- The responses are timely. However, I feel they were worded in a more favoring FCA. I assume the staff was/is rewarded for favoring FCA. I was explicitly told via email that I would be allowed to present any evidence at/during the hearing. However, the arbitrator said I could only present/discuss evidence at the hearing that was submitted in advance.
- The arbitrator's decision was in my favor. However, the stipulation of returning the vehicle to its original condition prior to upfitting to become RV and limiting the award to the cost of the chassis alone was a "non-award" as the stipulation was impossible to achieve.
- It was good except more information about the process would have been helpful.
- This arbitration process is a joke and favorable toward manufacturer. It is an unfair process.
- Minimum Communication.
- The responses were timely. However, I feel they worded.
- Was not helpful at all.
- Arbitrator seemed to favor the manufacturer's representative.
- It took days for them to respond to an email. Never did they answer/return a phone call.
- Communication was horrible. They never sent me the decision after hearing, had to call and ask for it.
- No guidance nor informative.

- Staff is professional.
- He cared about my concerns and he was unbiased. Smart individual.

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

**a. The vehicle manufacturer's representative at the hearing?**



Consumers had a more favorable view of the manufacturer's representative at the hearing before receiving their decisions.

The following comments were provided on the Pre-Decision survey:

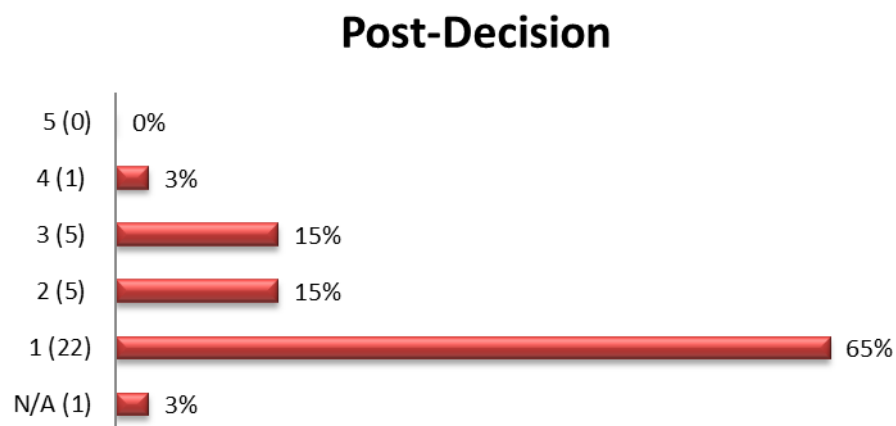
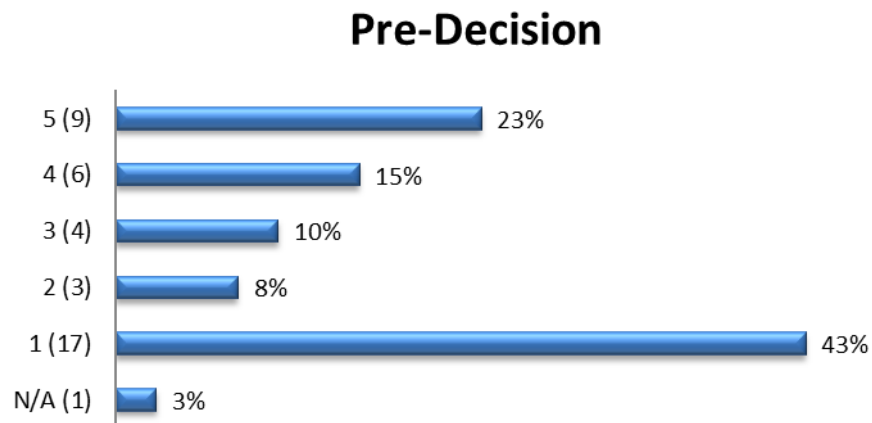
- Their rep was condescending, uninformed regarding my case.
- Manufacturer making excuses for my issues or accept responsibility for defective vehicle.
- Do not understand the warranty when the problem started from day 1 continued.
- They are being unfair.

- Pleasant but nothing awarded for complaint.
- manufacturer's representative was professional and kind.
- I felt that the manufacturer was not forthcoming with bias, no accountability and blamed me for driving the vehicle knowing that has it been recalled on my vehicle make, model and engine type 2.4 faulty fuel pump.
- Didn't have all info and work orders I had sent. They kept assuming since engine works all okay.
- Had no compassion.
- Manufacturer's rep attended via telephone.
- Response did not include all issues and seemed hurried.
- Very arrogant and refused to comprehend the scenario. Also asked questions that did not pertain to the repairs warranty and also stated wrong facts about my lease plan.
- This person on phone was rude and condescending. He insulted me and I was offended.

The following comments were provided on the Post-Decision survey:

- I had no direct communication with the manufacturer's representative and his argument was not compelling.
- Manufacturer's representative states untrue facts and untrue statements.
- Representative did not care about our case or to help resolve in any way.
- Not sympathetic at all to my situation. Thought it was acceptable to have car in shop for over 10 weeks, which is now been 6 months.
- Disregarded my concerns and questions.
- They want to wear you out. They deny, defame, and defraud.

**b. The manufacturer's representative(s) from the time you filed your arbitration case?**



Consumers had an unfavorable view of the manufacturer's before and after receiving their decisions.

The following comments was provided on the Pre-Decision survey:

- They are extremely slow to respond.
- Never again will I purchase Jeep/Chrysler.
- Failed to communicate on several occasions.
- No contact outside of the hearing.
- I thought helpful-but denied- misleading follow up documentation.
- This is the 1<sup>st</sup> time I have dealt with any parties involved.

- Response to claim of manufacturer took no responsibility for the defected part and blamed and or/ pointed fingers at the dealership for how vehicle was stored as a cause to why the vehicle lost fuel pressure.
- Start out good, had some great service took months to get initial paperwork to file. Other than that, arbitration was quick.
- Generally, pretty helpful.
- I never dealt with them until arbitration.
- Not helpful at all, didn't return calls.
- Non responsiveness from the beginning. I had to demand respect as a consumer and felt very unappreciative. It was a huge hassle to get the process started.

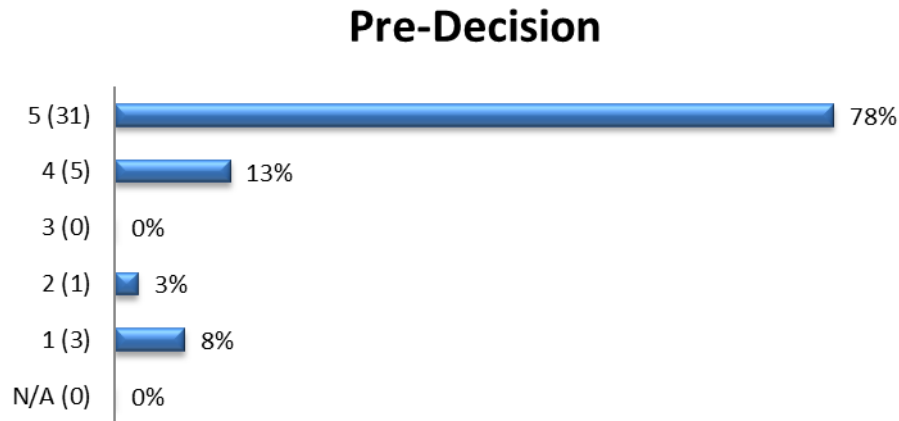
The following comments was provided on the Post-Decision survey:

- Overall, process seems like just another protocol to work against consumer. The rep I was working with was very passive also I felt like they didn't really care much.
- The first person seemed not interested. Didn't know she was calling the wrong number for dealership and couldn't understand why they weren't calling her back.
- Post-arbitration experience was terrible. We were passed off to Stericycle who did not want to follow the arbitrator's decision. It took over 2 months to receive payment and we still have not received over payments on our loan from our bank.
- The first representative who authorized the written response was very rude and demanding. The one at the hearing presented himself better. Both and FCA were completely unreasonable to their customers. So, they paid the price.
- The customer accepted the decision of CDSP on 8/14/19. The vehicle was not repurchased until 10/14/19. Further, the manufacturer tried to deduct negative equity.
- Mfr. rep is a smug person that just repeated himself and became unprofessional and s\*\*\*\*\* when asked questions.
- The manufacturer's representative failed to comply with the award.



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

**a. The arbitrator's fairness to all parties involved and maintaining neutrality throughout the hearing? (Pre-Decision Only)**



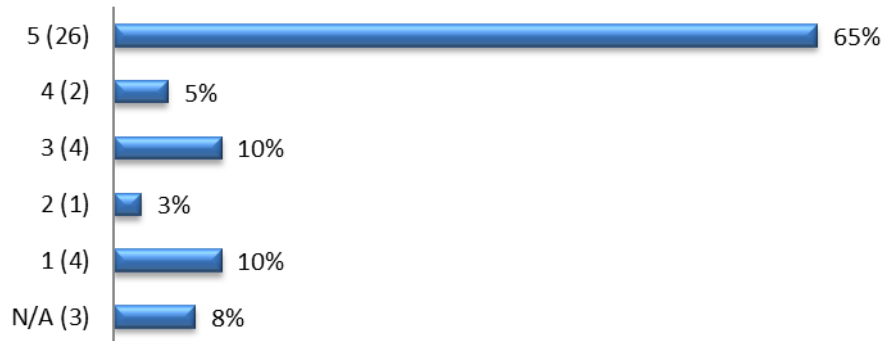
Consumers had a favorable view of the arbitrator's fairness to all parties involved and maintaining neutrality.

The following comments was provided on the Pre-Decision survey:

- Very good.
- Appeared neutral yet denied the consumer.
- The arbitrator is well versed and seems fair and wants to get all the information.
- I was under the impression that customer would be able to state or at least mention/ list an agreement/ terms of an agreement or what would be acceptable.
- Appearance of neutrality.
- Arbitrator was on the phone prior to me being in the office where hearing was held. Also, arbitrator asked the manufacturer representative a question and felt biased based on his prior cases with the rep.

**b. The arbitrator's understanding of key issues and concerns? (Pre-Decision only)**

**Pre-Decision**

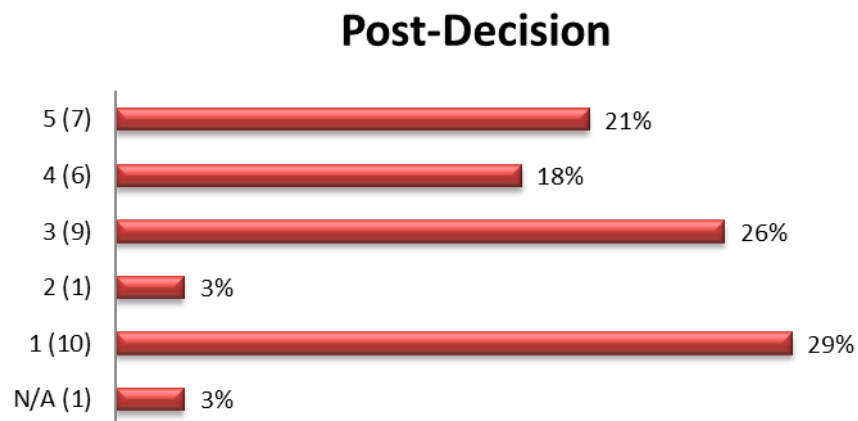


Consumers had a favorable view of the arbitrator's understanding of key issues and concerns prior to receiving the decision.

The following comments was provided on the Pre-Decision survey:

- He never spoke, except to tell me rules and procedures.
- 100%- he was very knowledgeable.
- During the test drive portion, he blamed the road for the rocking/ shakiness, and/ or unsteadiness of the vehicle.
- Not enough time given for test drive.
- Seemed to understand issues.
- Arbitrator seemed to take the word of the car being fixed and it wasn't. Still in shop.
- I felt undermined by the service manager who made false statements. Not sure why he was involved because that was never mentioned. The day of arbitration my jeep was still in service at the dealership where it was held.
- This arbitrator was obviously more competent and prepared. He understood and took notes which other one did not take any at all.

### c. The arbitrator? (Post-Decision Only)

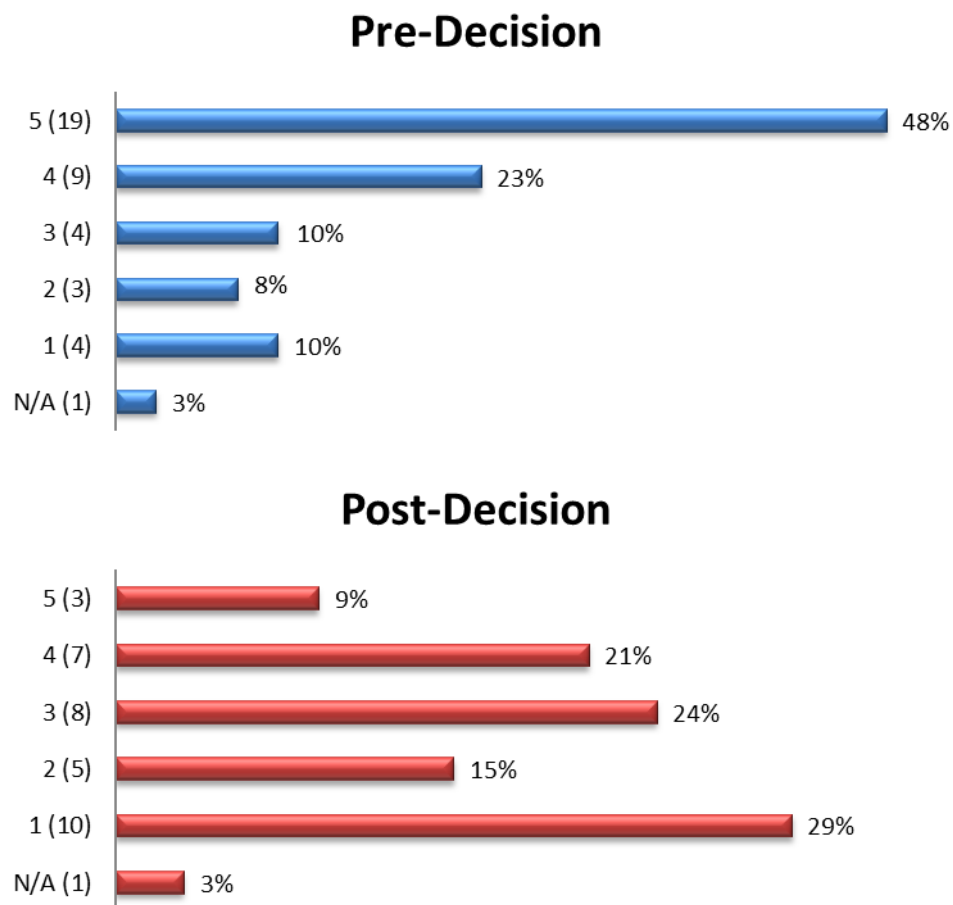


Consumers had a varied view of the arbitrator after receiving the decision.

The following comments was provided on the Post-Decision survey:

- The arbitrator did not respond to the responses I sent following receipt of the decision and stipulations he made.
- He was not prepared, never read my whole report, had facts wrong.
- Terrible, not prepared. Did not read my report.
- This process is a joke.
- Did not speak much and seemed to have his mind made before we even finished. Ignored proof of complaints.
- Arbitrator was extremely reasonable and seemingly fair and balanced.
- Still dealing with the process.
- He did not show up for the arbitration hearing, had to reschedule. It was as if he had no prior knowledge of the case.
- Arbitrator failed to take all testimony and all repairs into consideration-only one repair out of seven.
- He did not understand what was happening.
- Very professional, had empathy for my hardship.

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



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

The following comments were provided on the Pre-Decision survey:

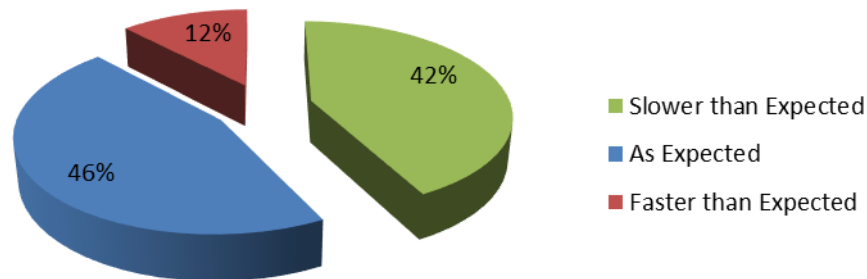
- I am very displeased with the arbitrator the calls of customer service. The communication with the arbitrator was horrible and a waste of my time.
- Hoping for good judgement and fairness.
- Overall not helpful, a big joke. I am more fair than this process.
- All parties involved were professional, kind, and informed.
- The entire ordeal has been deplorable experiences which has left me dismissed, more stressed, loss time from work, traumatizing to say the least.
- Waiting for decision, which is late.

- Extremely overwhelming. Lack of service. Felt taken advantage. Felt like my situation with the malfunctioning were being minimized by corp. and service manager.

The following comments were provided on the Post-Decision survey:

- Very disappointed, as the decision was ultimately in favor of the manufacturer even though the decision was indicated as favorable to my claim.
- Terrible, very unfair.
- Lack of communication.
- Uphill battle with arbitrator, manufacturers council, and dealer, all ganging up on me.
- I like the result and the knowledge and sense of empowerment I have gotten.
- FCA delayed repurchase and originally tried to deduct negative equity.
- Absolute waste of time. The arbitrator's decision was less than what FCA offered prior to arbitration. Had to hire an attorney after arbitration and FCA agreed it was a lemon.
- The arbitrator was unprepared to respond/ understand technical items.

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



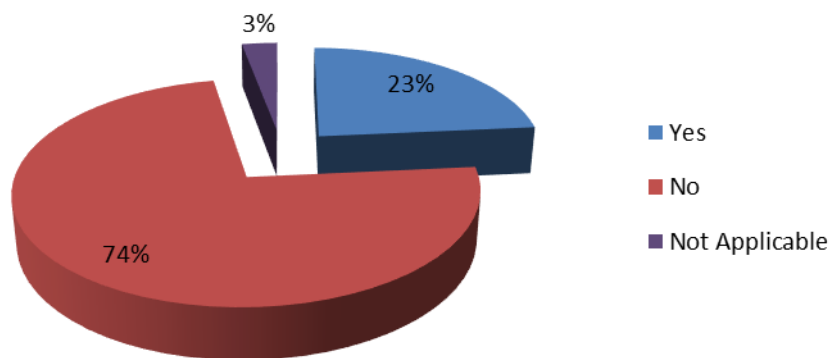
The following comments were provided regarding the speed of arbitration:

- I have yet to receive payment about 3 months later/past award. FCA continues to try to steal money from me (e.g. by intentionally miscalculating the total they owe

me). The arbitrator's award should provide a specific amount, not facilitate fraud by FCA via Stericycle.

- Arbitrator should not be working in this job with his level of knowledge. This arbitration process is engineers versus consumer and the lopsided nature requires a certain aptitude.
- FCA failed and refused to comply with the award in accordance to the Song-Beverly Act.

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



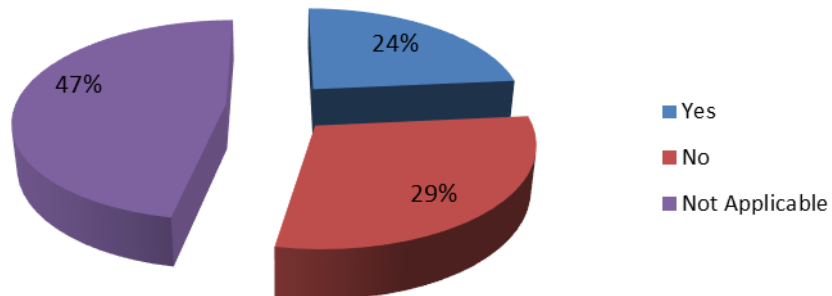
The following comments were provided regarding the ability to present evidence:

- Did not or was not allowed to present evidence. He said to test drive my truck. He was a scam, not fair.
- He did not want or was not legal or authorized.
- Denied the ability by manufacturer.
- My points about vehicle losing value were ignored and I was told to stop speaking.
- The arbitrator said I could only present evidence at the hearing that was submitted in advance. However, I was allowed to submit additional evidence within 24 hours after the hearing.
- The evidence didn't seem to matter.
- When I informed the arbitrator of evidence of misinformation by manufacturer representative, he was un-interrupted.

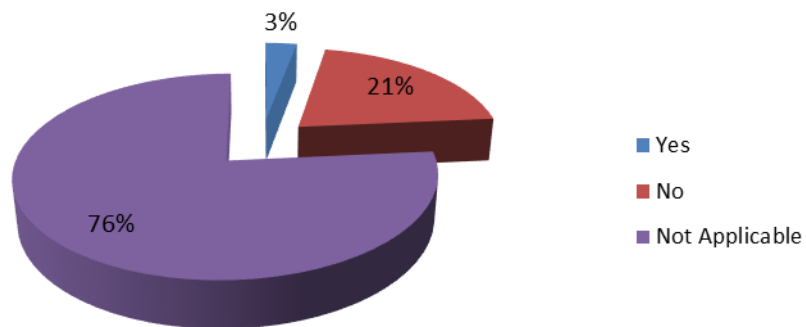
- I was not allowed to test drive another vehicle.

**11.If you received a decision from the arbitrator:**

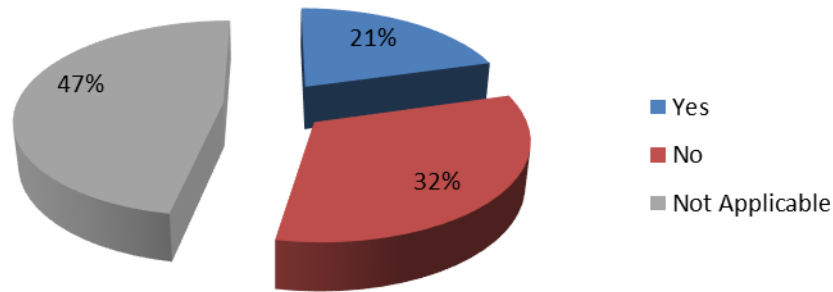
- a. Did the manufacturer perform the award within the 30 days after you accepted the award?**



- 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? (Post-Decision survey only)**

- My concerns were not taken seriously. It provided no resolution nor next step.
- The arbitrator seemed to be looking out for the interests of the manufacturer, as the settlement of decision he proposed was not an award because of the stipulations. I continue to seek a successful repair- to correct the problem. The process was time consuming and the result was ineffective- a total waste of time.
- This is a waste; the consumer is not treated fairly. I have to get an attorney now.
- Useless program.
- Provide some sort of legal evidence counsel to even the odds. I felt like it was 3 against 1.
- Majority of delay was caused by Stericycle intentionally miscalculating the total owed and essentially calling me stupid/ crazy and threatening me that I'D get nothing unless I accepted their demonstrably incorrect/ short total. Also, I should not have to pay for bumper scratches. The criteria is likely intentionally vague (i.e. minor bumper scratches are allowed without defining the acceptance criteria). I would eliminate the ability for manufacturers to outsource payback/vehicle returns, which allows them to hide and deny intentionally continuing to defraud customers.
- Our case may have been special, but we have all of the evidence that proves our case. No reason we should've went through this. We wanted to stick with the van, just have it swapped out for one that works. Now I will never support any of these cars under this line of cars.
- Seemed like a well-intended process.



- Was given time to send evidence. Decision of denial came before time given.
- Ensure 30-day compliance. Ensure manufacturers do not try to take improper deductions.
- I would recommend not using the arbitration process to anyone. Use a lemon law attorney, much faster, transparent, and nice.
- I would publish what percentage of cases were decided in consumer's favor vs. in manufacturer's favor. My experience is that it's pretty hopeless for a consumer, since entire process consists of manufacturer poisoning out to their warranty clauses and total disregard of the evidence brought up by the consumer. If I knew that the chances of success were low, I would have not even started this case.
- Get more detailed information and options.
- Be more fair. Take all testimony into consideration. I know now that this does not work.
- Arbitrators should have limited technical experience because vehicles are sophisticated.
- The arbitrator should see that settlement is followed through.
- Guidance and being helpful and efficient.
- FCA still to this day has failed to, and refuses to, comply with the award.
- It would be helpful if the CDSP were involved in the processing of the award itself.
- Tell the manufacturer's rep that fixing the problem quickly would eliminate the necessity of going through this process and would create goodwill.

**14. What, if any, difficulties or challenges did you experience during the filing process?**

- I do not like not being able to speak to a person.
- None-case administrator provided very detail instruction.
- Lack of communication by the manufacturer representatives.
- We would call the program constantly and leave voicemails, asked for help on how to go along with the process, they gave little to no information. We were asked to go forward with the case, but they did not start our case until April after our last issue. We felt helpless. Was very difficult working with them.

- Paperwork was not fully provided to arbitrator.
- Long time hassle and calling back and forth.
- Getting all the information to CDSP. Had trouble with the photos and videos.
- Unqualified arbitrator.
- The request of documentation/ out of pocket expenses.
- Didn't get a response to an inquiry from FCA.
- None, it was very self-explanatory and easy.
- I believe the manufacturer/ dealership manipulated the dates on service tags as well as tried to misstate or mischaracterize repairs they attempted.
- The representative of the manufacturer was not a big help. I've had problems with this truck since I got it from the lot.
- Locating which process to utilize.
- The initial process to even get started was beyond difficult. Very rude customer service.

### **Analysis of Respondents Completing Both Pre & Post Surveys**

Five respondents completed both the Pre- and Post-Decision surveys.

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.

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
A	Repurchase	5	5
B	Denial	4	3
C	Denial	5	3
D	Replacement	3	2
E	Repurchase/Replacement	5	4
F	Repurchase	5	5
G	Repurchase	5	4
H	Repurchase	5	5
I	Denial	4	4

J	Repurchase	2	2
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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	Repurchase	5	4
B	Denial	3	3
C	Denial	5	4
D	Replacement	1	1
E	Repurchase/Replacement	5	5
F	Repurchase	3	3
G	Repurchase	2	2
H	Repurchase	5	5
I	Denial	1	1
J	Repurchase	1	1

The following table indicates consumers' answers on the Pre- and Post-Decision surveys for the satisfaction with the manufacturer representative from the time they filed for arbitration:

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

The following table indicates consumers' answers on the two Pre- and one Post-Decision survey questions regarding the arbitrator:

Consumer	Decision	Pre-Decision	Pre-Decision	Post-Decision
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A	Repurchase	5	5	4
B	Denial	4	4	3
C	Denial	5	5	4
D	Replacement	4	3	5
E	Repurchase/Replacement	5	5	4
F	Repurchase	5	5	5
G	Repurchase	5	5	5
H	Repurchase	5	5	5
I	Denial	5	4	1
J	Repurchase	1	1	3

The following table indicates consumer's answers on the Pre- and Post-Decision surveys for the satisfaction with the entire arbitration process:

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
A	Repurchase	5	3
B	Denial	4	4
C	Denial	5	4
D	Replacement	3	3
E	Repurchase/Replacement	5	4
F	Repurchase	5	5
G	Repurchase	5	4
H	Repurchase	5	5
I	Denial	2	1
J	Repurchase	1	3

**California Dispute Settlement Program  
(CDSP)**

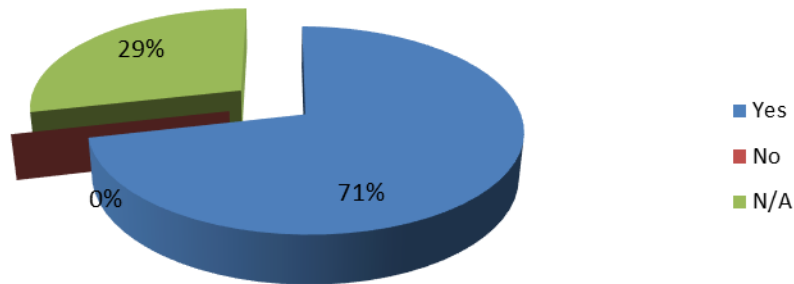
**TESLA, INC**

## Tesla, Inc.

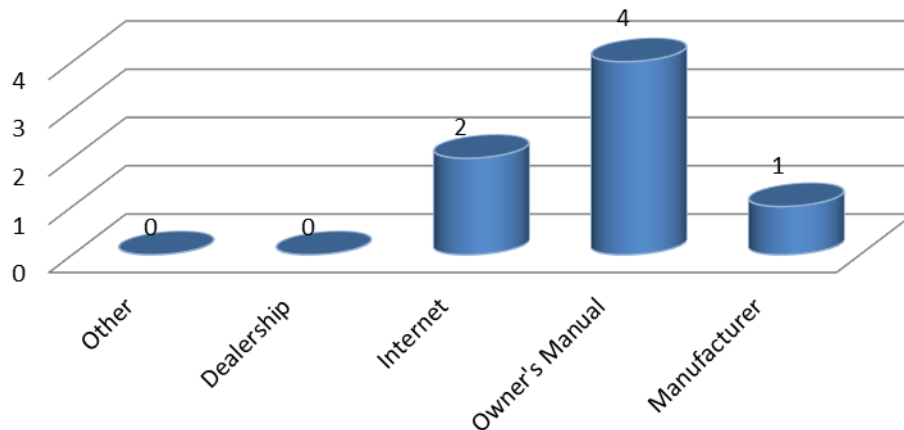
In 2019, the ACP administered both a Pre-Decision survey (conducted directly after the arbitration hearing) and a Post-Decision survey. The ACP received nine responses to the Pre-Decision survey. The Pre-Decision survey consisted of seven questions designed to gauge consumer satisfaction with the arbitration program, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the Post-Decision survey, the ACP contacted 53 consumers. Of these 53 consumers, seven consumers (13%) responded to the survey. The Post-Decision survey consisted of 14 questions designed to ascertain consumers' awareness of the Lemon Law, as well as the same questions asked on the Pre-Decision survey. A rating of 5 represents an excellent experience while a rating of 1 represents a poor experience.

Each illustration represented below is characterized by the survey questions. In addition, two consumers completed both Pre- and Post-Decision surveys. A narrative is included to represent the results of these consumers.

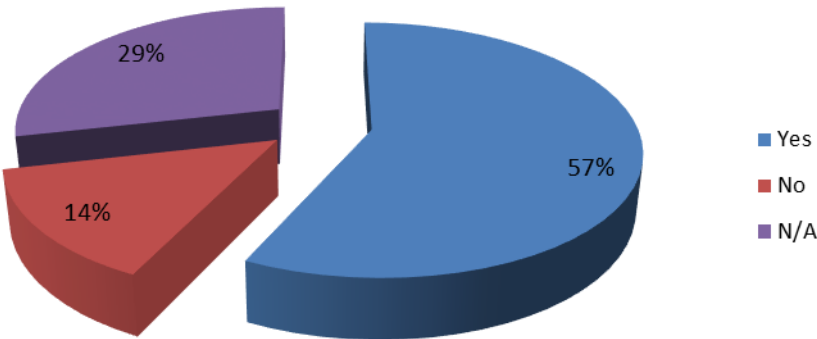
### 1. Before you purchased your vehicle, did you know about the California's Lemon Law?



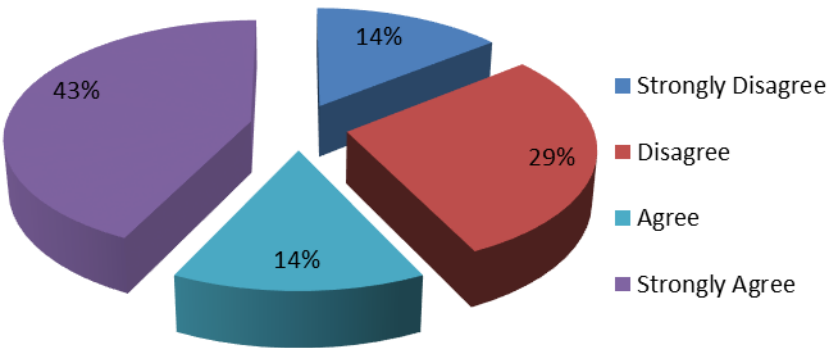
### 2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



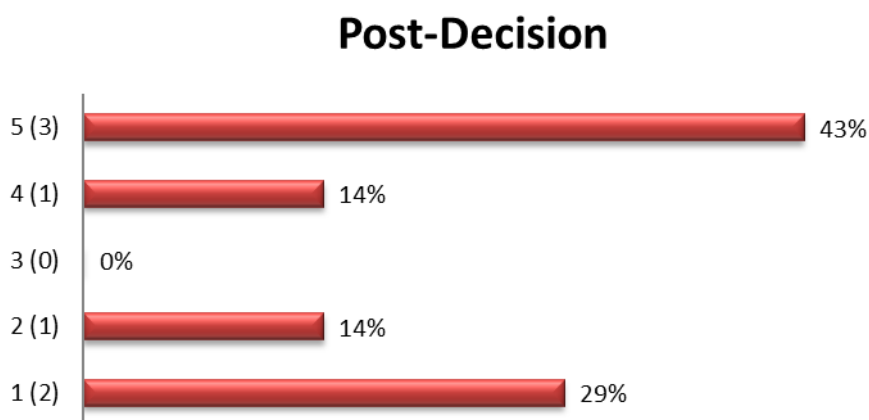
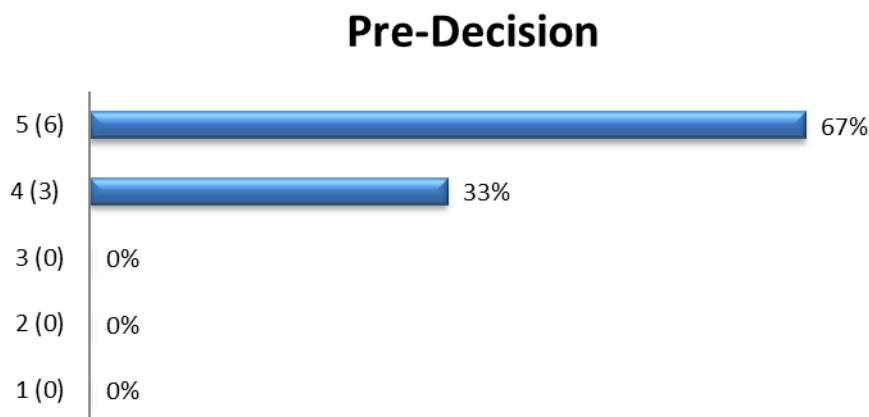
3. If you participated in a settlement or mediation process after applying for arbitration with the CDSP, were you informed that it was a voluntary process?



4. The Arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns?



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



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

The following comments was provided on the Pre-Decision survey:

- Excellent service, but there were some delays due to the mail.
- I had to submit the online form twice due to some clerical tech error on their side.
- Everyone in the process did a great job.

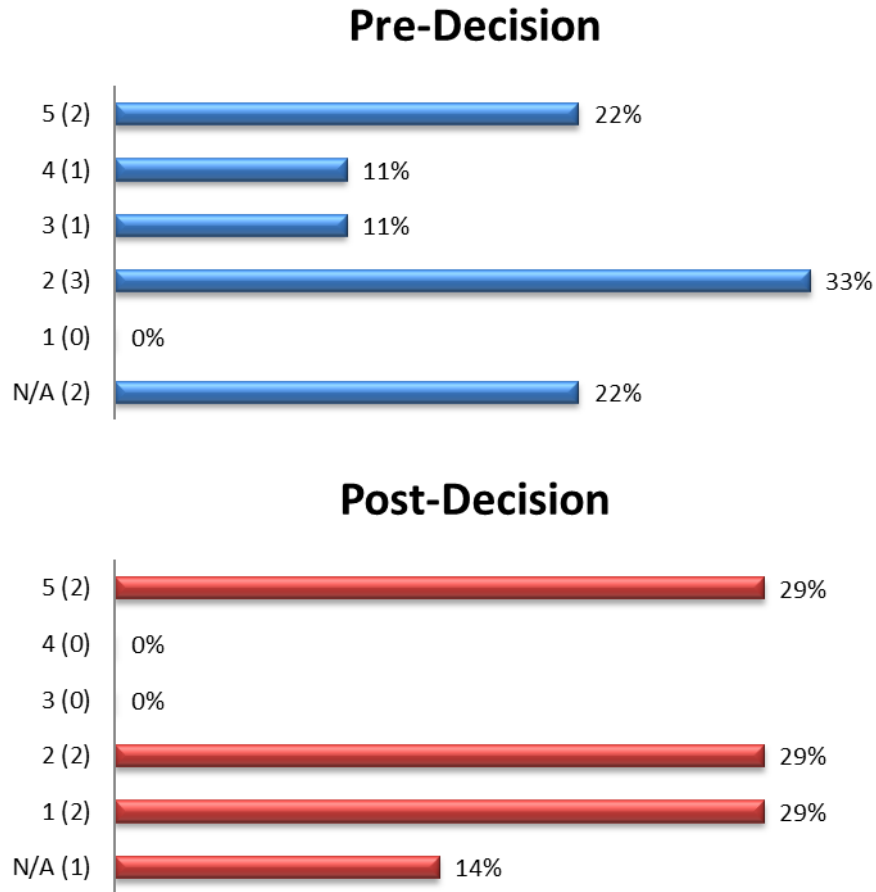
The following comments was provided on the Post-Decision survey:

- They were great



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

a. The manufacturer representative at the hearing?



Consumers had a less favorable view of the manufacturer representative after receiving their decision.

The following comments was provided on the Pre-Decision survey:

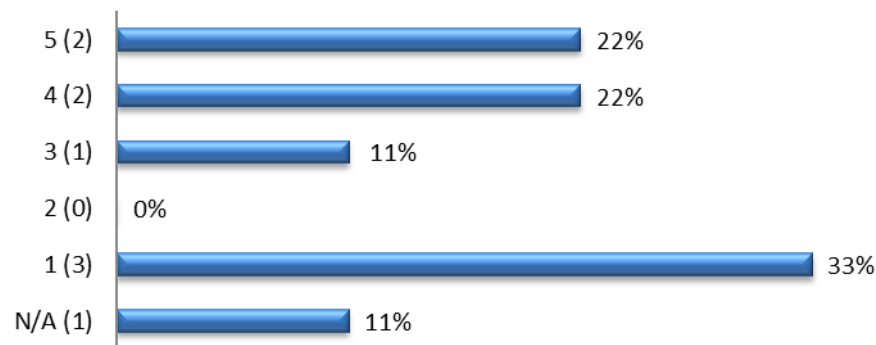
- Even though I may not agree with their position, they did a good job of providing explanations on the issues.
- Augmenting the actual issues and downplaying the actual problems.

The following comments was provided on the Post-Decision survey:

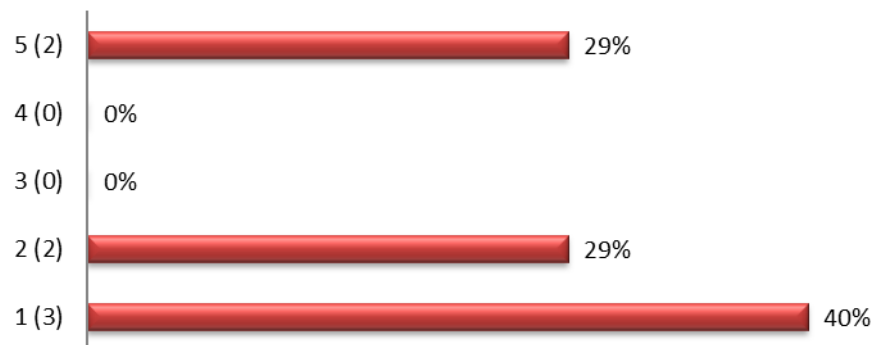
- They flatly denied my points.
- They were quick to respond to emails.

**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 was provided on the Pre-Decision survey:

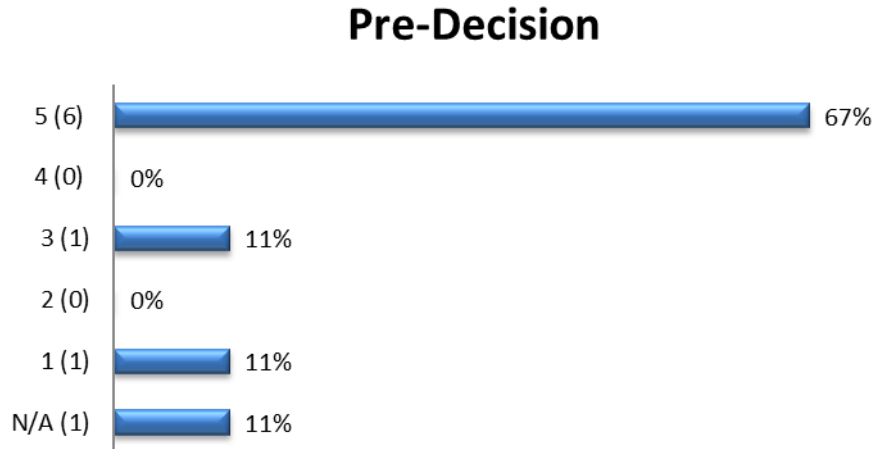
- Received response late.
- Tesla's response was cut and paste at best. Many factual errors which I proposed Rule 11 Sanctions.
- Tesla was very responsive once I filed for arbitration.

The following comments was provided on the Post-Decision survey:

- No one spoke with me.
- My communication with the manufacturer was limited. Tesla pushed all communication through a local person at my service center. That person did not have authority to negotiate.

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

**a. The arbitrator's fairness to all parties involved and maintaining neutrality throughout the hearing? (Pre-Decision Only)**

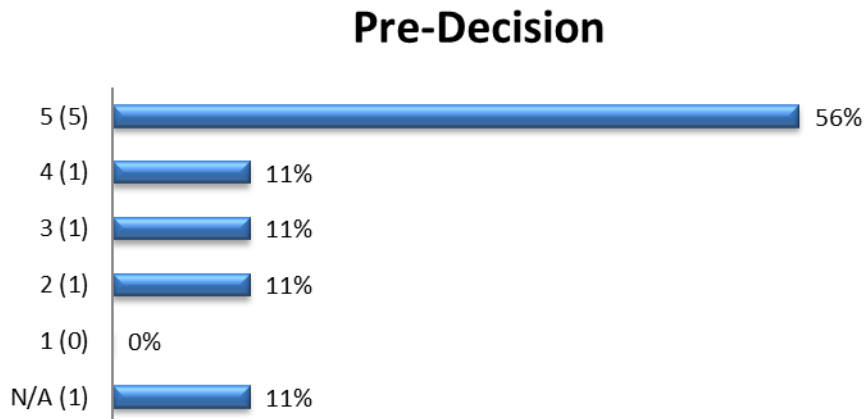


Consumers had a favorable view of the arbitrator's fairness to all parties involved and maintaining neutrality.

The following comment was provided on the Pre-Decision survey:

- No Pre-Decision survey comments received.

**b. The arbitrator's understanding of key issues and concerns? (Pre-Decision only)**

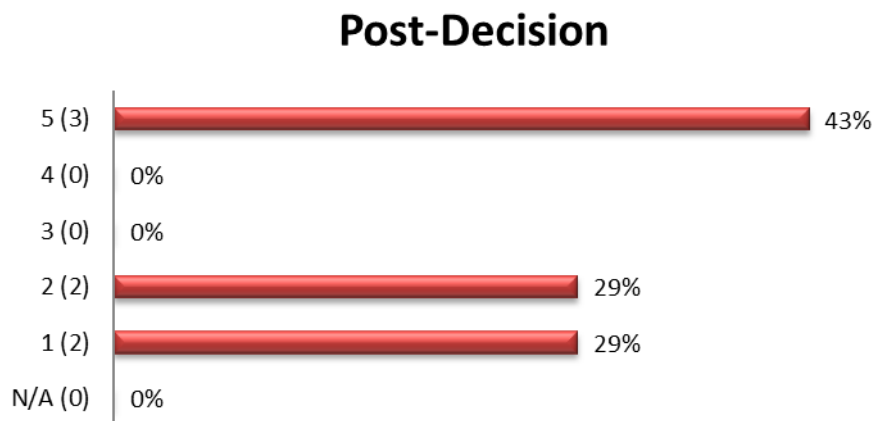


Consumers had a favorable view of the arbitrator's understanding of key issues and concerns prior to receiving the decision.

The following comments was provided on the Pre-Decision survey:

- No idea.
- Very informed, asked great questions.

**c. The arbitrator? (Post-Decision Only)**

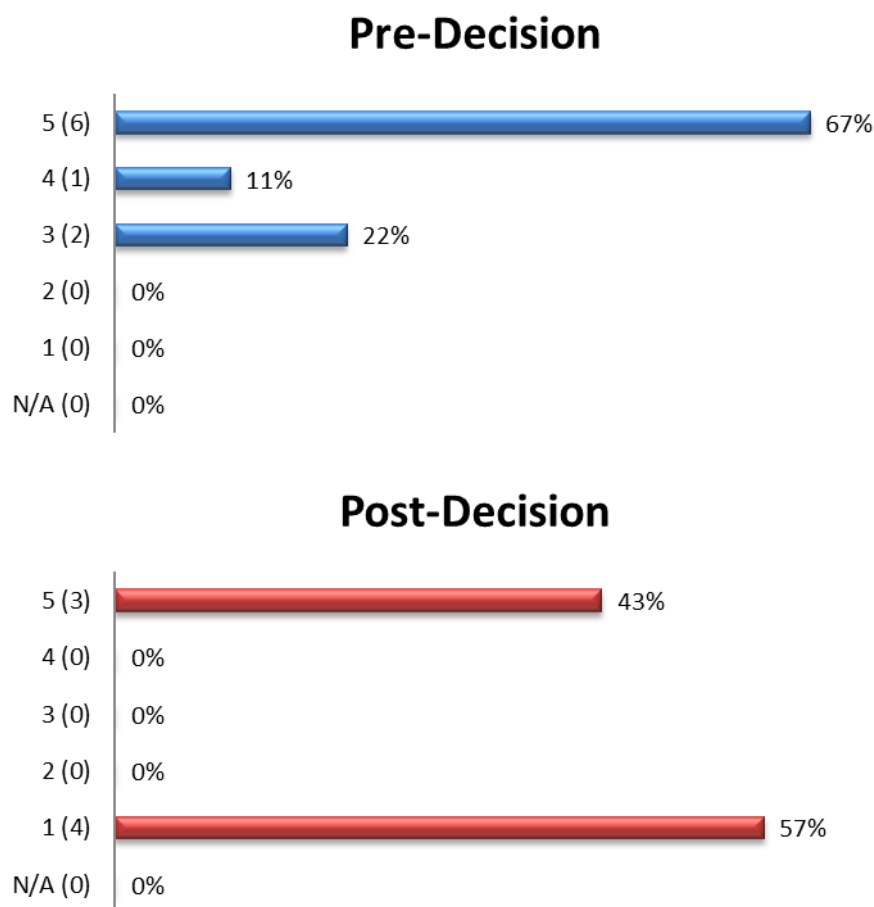


Consumers had a slightly more unfavorable view of the arbitrator after receiving the decision.

The following comments was provided on the Post-Decision survey:

- During the arbitration hearing, it was good. Upon hearing/ reading verdict/ decision, it was very bad.
- My arbitrator knew the Tesla attorney and had worked with him before. This did not give me confidence in the fairness of the process. The arbitrator did not ask me questions about my case, which gave the impression that he was not interested in understanding my case.

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



Consumers had a significantly more favorable view of the entire arbitration process before the decision than after the decision.

The following comment was provided on the Pre-Decision survey:

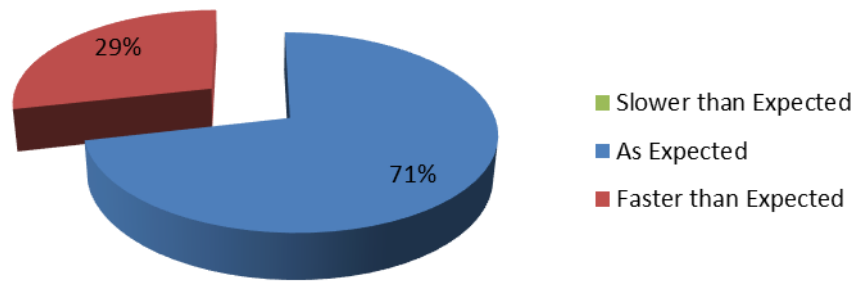
- No Pre-Decision comments received,

The following comments was provided on the Post-Decision survey:

- The only thing I did not like is that the rule seems to be too favorable to the manufacture. If there is a problem that can't be fixed, it should be classified as a lemon. It shouldn't matter if it is safety, convenience, or cosmetic. If it can't be fixed, the manufacturer should be responsible for it.
- Absolutely terrible. The decision which lacked for clarification on and dd not receive, made no sense whatsoever.

- The arbitration process felt rigged to the benefit of the manufacturer. I as the consumer, was up against an attorney from Tesla, and an arbitrator that had worked with that attorney on other Tesla cases. The arbitrator seemed uninterested in understanding my issues, and more interested in checking the boxes to get through the hearing so he could close the case in Tesla's favor.

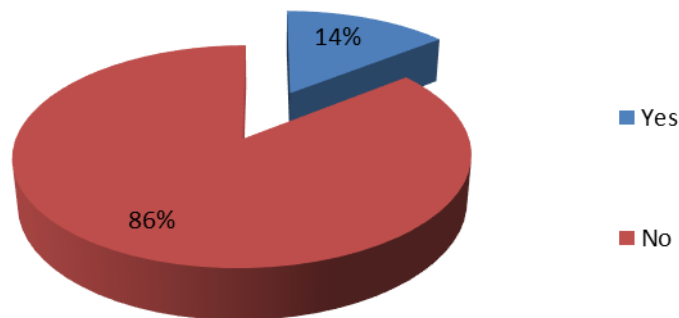
**9. How would you rate the speed of the arbitration process relative to your expectations?**



The following comment was provided on the Post-Decision survey:

- No Post-Decision survey comments received.

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

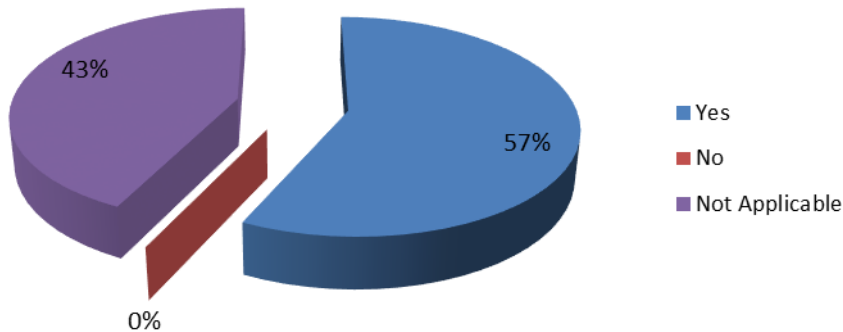


The following comment was provided on the Post-Decision survey:

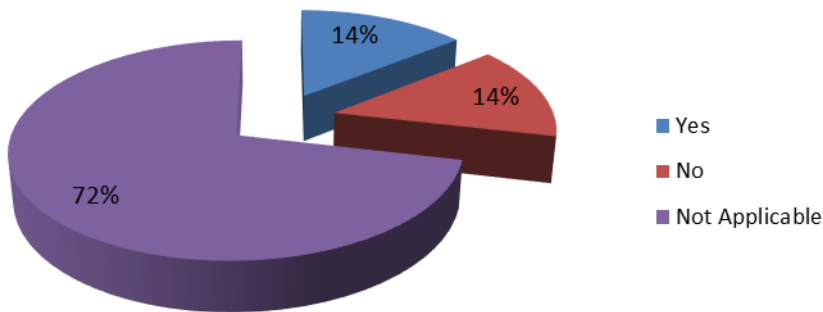
- Could not reproduce issue during vehicle test drive in the time allotted.

**11.If you accepted the decision of the arbitrator:**

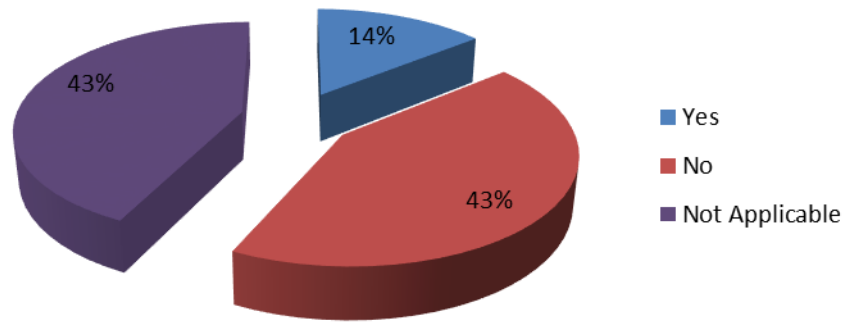
**a. Did the manufacturer perform the award within the 30 days after you accepted the award?**



**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?**

- Having someone to review the decision with.
- Provide more support to consumers, who are not professionals in this area.

**14.What, if any, difficulties or challenges did you experience during the filing process?**

- Slow delivery of mail.
- Scheduling.
- Everything was acknowledged, but I asked several questions and was given no response, such as power to subpoena.
- Had sent a certified letter to the manufacturer prior to figuring out how to file a claim under CDSP.



## Results of Consumers Completing Both Pre & Post Surveys

Two respondents completed both the Pre- and Post-Decision surveys.

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	Repurchase	5	5
B	Denial	4	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	5	5
B	Denial	2	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	Repurchase	1	5
B	Denial	3	1

The following table indicates consumers' answers on the two Pre- and one Post-Decision survey questions regarding the arbitrator:

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

**California Dispute Settlement Program  
(CDSP)**

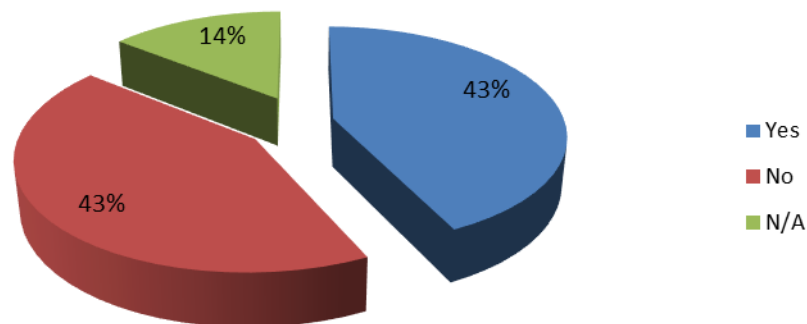
**TOYOTA MOTOR SALES  
USA, INC.  
(INCLUDES SCION)**

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

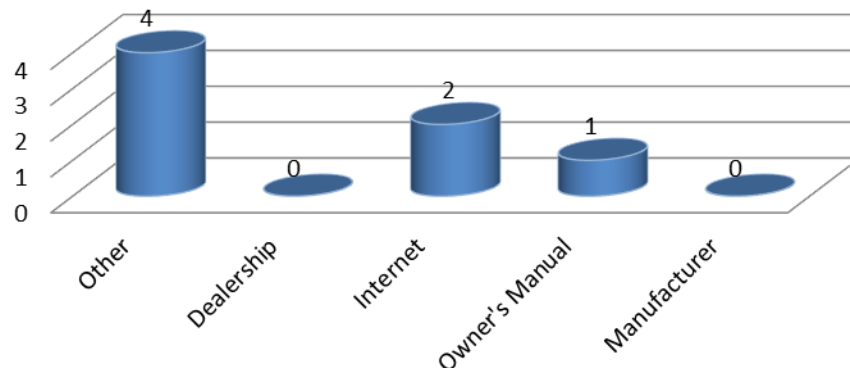
In 2019, the ACP administered both a Pre-Decision survey (conducted directly after the arbitration hearing) and a Post-Decision survey. The ACP received 13 responses to the Pre-Decision survey. The Pre-Decision survey consisted of seven questions designed to gauge consumer satisfaction with the arbitration program, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the Post-Decision survey, the ACP contacted 66 consumers. Of these 66 consumers, seven consumers (11%) responded to the survey. The Post-Decision survey consisted of 14 questions designed to ascertain consumers' awareness of the Lemon Law, as well as most questions asked on the Pre-Decision survey. A rating of 5 represents an excellent experience while a rating of 1 represents a poor experience.

Each illustration represented below is characterized by the survey questions. In addition, four consumers completed both Pre- and Post-Decision surveys. A narrative is included to represent the results of these consumers.

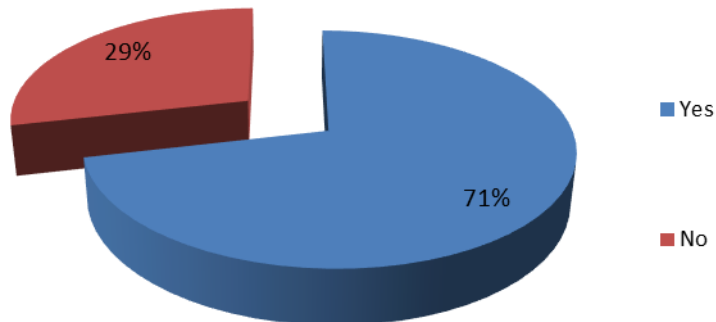
### 1. Before you purchased your vehicle, did you know about the California's Lemon Law?



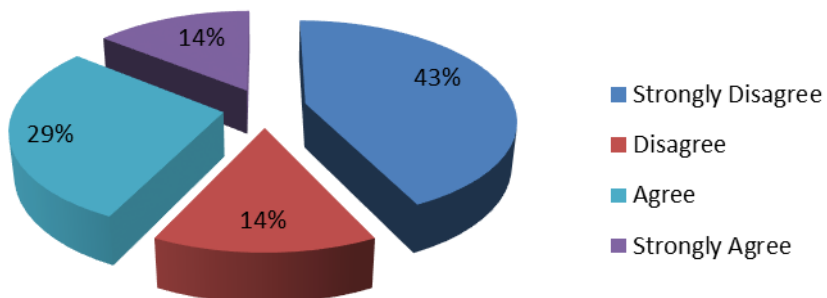
### 2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



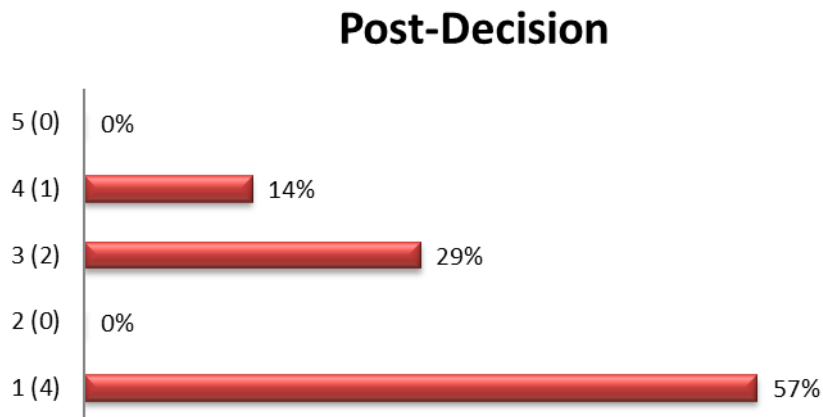
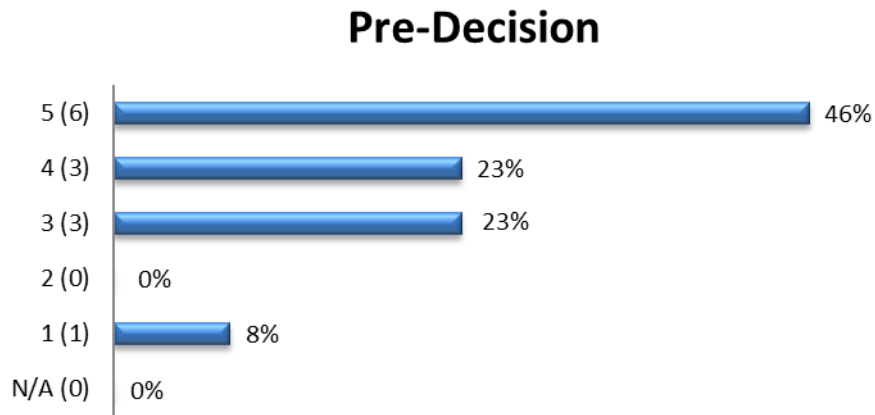
3. If you participated in a settlement or mediation process after applying for arbitration with the CDSP, were you informed that it was a voluntary process?



4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns?



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



More 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:

- Fast, reliable, and efficient.
- The arbitrator would not test drive my vehicle. It showed my proof of evidence.

The following comments was provided on the Post-Decision survey:

- Arbitrator did not address the issues with my vehicle. He did not follow directions in order to duplicate the issues with the vehicle in question that are still present.

**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**



More consumers had a more unfavorable view of the manufacturer representative at the hearing after receiving their decision.

The following comment was provided on the Pre-Decision survey:

- Late for meeting

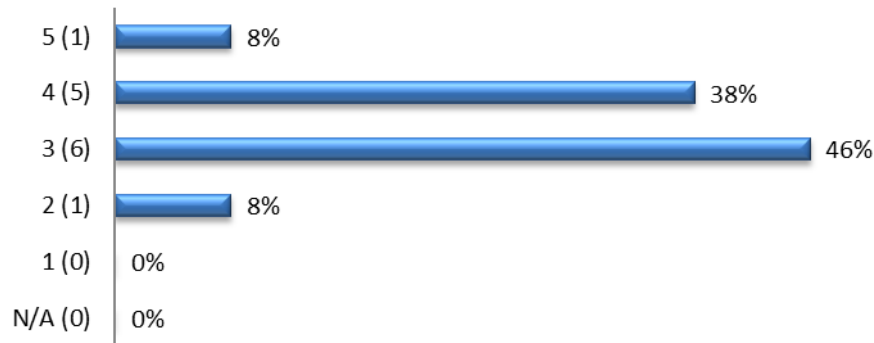
The following comments was provided on the Post-Decision survey:

- I noticed he did not care with what I had to say, and when I tried to show him documentation for the issues in question, he denied to see them. I did notice a good relation between the arbitrator and Toyota Representatives. The arbitrator told them "I will see you more often with other cases." The quote was stated in a positive note of being friendly with Toyota Reps. The arbitrator failed to listen to my concerns in duplicating the issues in question.
- It is shocking to me that the person who is supposed to be a neutral party saw a demonstration of the problem and completely ignored it.

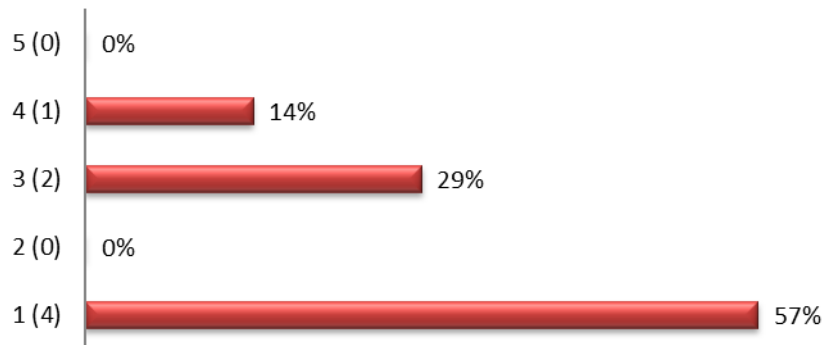
- The arbitration staff was friendly and courteous but only had the dealership side. Their intentions were to make me feel heard but they did not care about what they had or the facts.

**b. the manufacturer's representative(s) from the time you filed your arbitration case?**

### Pre-Decision



### Post-Decision



Consumers had a more unfavorable view of the manufacturer's representative after receiving their decision.

The following comment was provided on the Pre-Decision survey:

- No documents were provided or contact from manufacturer representative until day of hearing.

The following comments was provided on the Post-Decision survey:

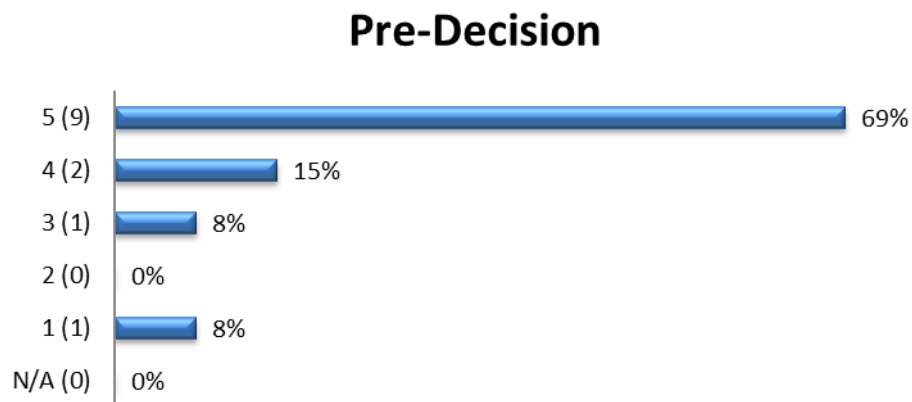
- Toyota has verified one of my issues, however, they advised me that there is no solution for the time being. Therefore, I must wait until Toyota finds a solution to my

vehicle's window issues rolling down and up when they are wet. I will have to wait for them to malfunction and break.

- Toyota's rep completely denied that there is an issue, despite an on-site demonstration, and in contradiction with their own service advisors at the dealership.
- The representative had no knowledge of my case or what had been happening. He did not know how much money was sent or what kind of car it was. He presented himself as if he was just briefed about the matter right before the car. I feel the dealership employees should have represented themselves.

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

**a. The arbitrator's fairness to all parties involved and maintaining neutrality throughout the hearing? (Pre-Decision Only)**



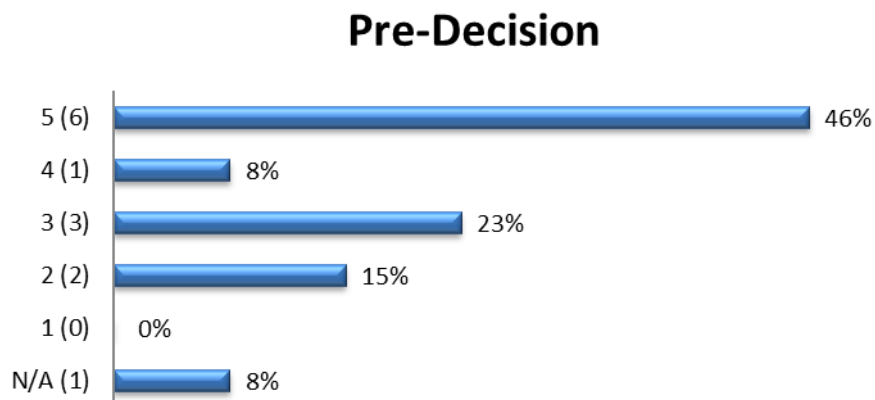
Consumers had a favorable view of the arbitrator's fairness to all parties involved and maintaining neutrality.

The following comment was provided on the Pre-Decision survey:

- No Pre-Decision survey comments received.



**b. The arbitrator's understanding of key issues and concerns? (Pre-Decision only)**

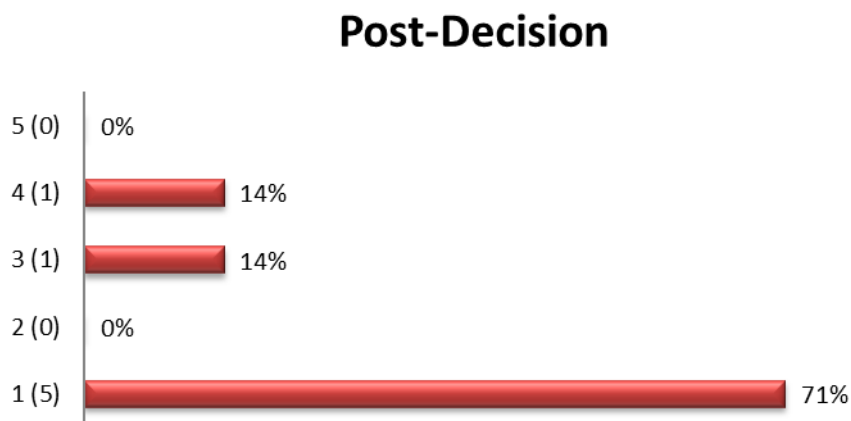


Consumers had a favorable view of the arbitrator's understanding of key issues and concerns prior to receiving the decision.

The following comment was provided on the Pre-Decision survey:

- My vehicle couldn't be properly evaluated without a test drive.

**c. The arbitrator? (Post-Decision Only)**



Consumers had a more unfavorable view of the arbitrator after receiving the decision.

The following comments was provided on the Post-Decision survey:

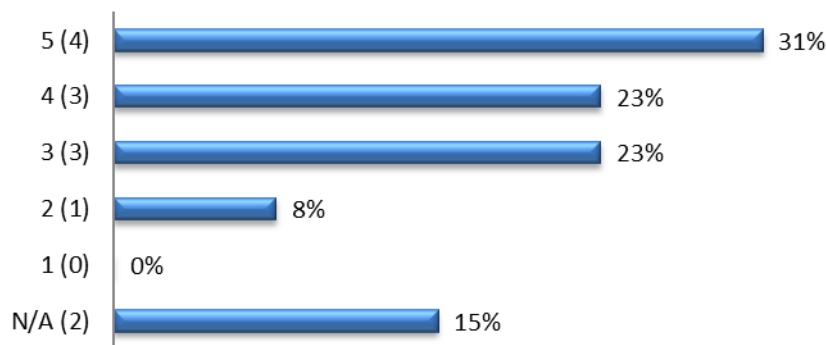
- The arbitrator should verify the information being provided by the consumer and verify the issues in question with the circumstances present. He wanted to duplicate the window issues with my vehicle by using a 16.9oz water bottle being poured on the window that was on the table we were sitting. I explained to him that he would need a water hose verify the issue in question. The issue occurs when

raining or when there is approximately one minute of water being poured on the vehicle.

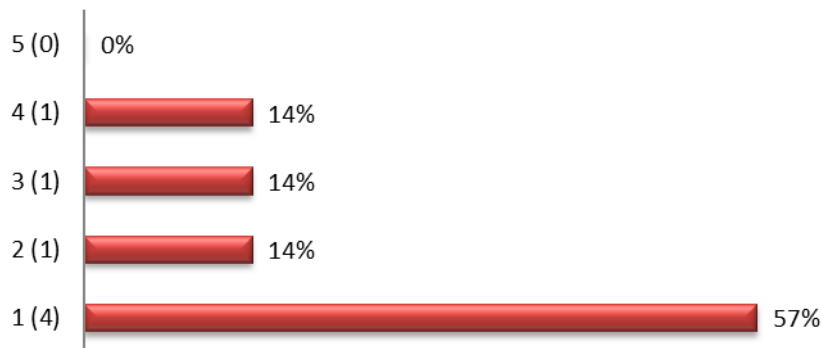
- The arbitrator could not do a better job for the manufacturer if she was paid by them.
- Not fair to the consumers. They are there for the company and are just trying to stall so the miles on your far go over warranty coverage before they have compromised the odometer.

**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 unfavorable view of the entire arbitration process after receiving their decisions.

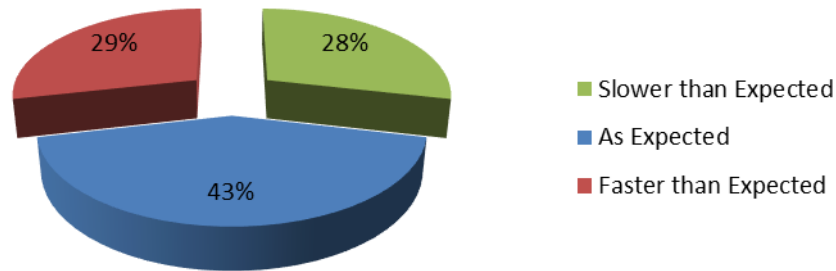
The following comment was provided on the Pre-Decision survey:

- No Pre-Decision survey comments received.

The following comments were provided on the Post-Decision survey:

- The program seems to be only a process that does nothing but waste time to the consumer and all parties. If the consumer is not permitted to prove the facts with evidence, the program is useless for the purposes it was designed.
- It was a pointless, waste of time, and was completely biased in favor of Toyota.
- I do not think they gave adequate time to investigate after the hearing.

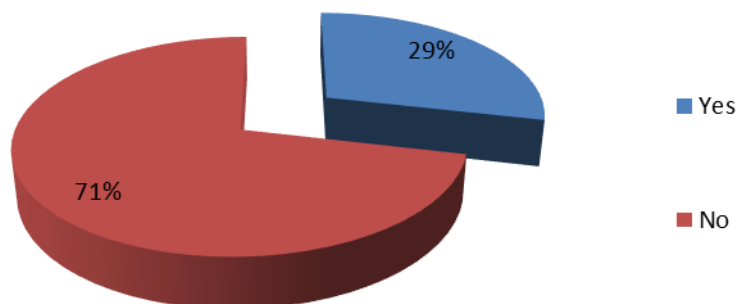
**9. How would you rate the speed of the arbitration process relative to your expectations?**



The following comments were provided on the Post-Decision survey:

- The process could have been completed faster based on the experience in question. The arbitrator does nothing to verify any issues in question even with documentation being present.
- It was quick because the issue was totally ignored.

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



The following comments were provided on the Post-Decision:

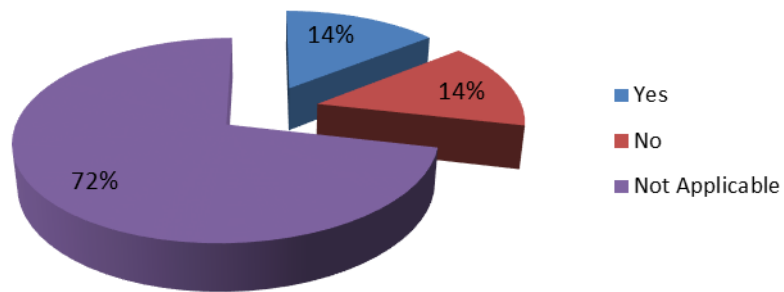
- Yes, I explained to the arbitrator how the issues are to be duplicated. He did not follow through with the problem being duplicated. Furthermore, I brought

documentation to prove the facts of the issues in question, and he denied seeing them. The radio system, Bluetooth, and steering wheel buttons are in-operable. Furthermore, a strong smell of radiator fluid is released from the vehicle's engine causing headaches after prolong use of the vehicle.

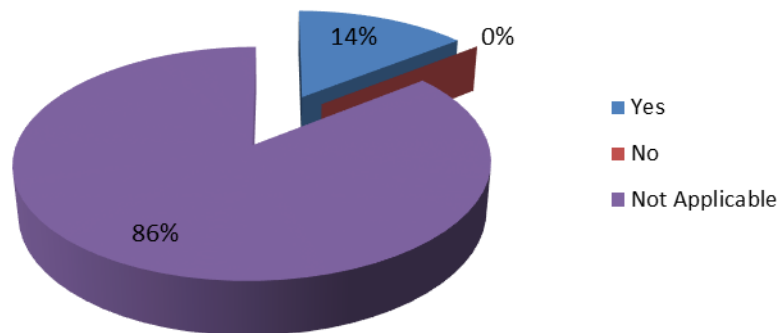
- The arbitrator should be able to test drive the vehicle. I was denied.
- Evidence, including a drive to the gas station to show the issue first hand, was completely ignored.

**11.If you received a decision from the arbitrator:**

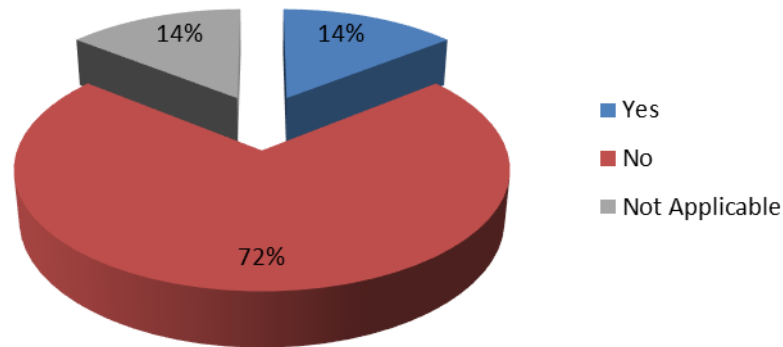
- a. Did the manufacturer perform the award within the 30 days after you accepted the award?**



- 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?**

- Apply early.
- The arbitrator was incompetent.
- I would suggest that you have two arbitrators present. One person with auto mechanic experience and a civilian that has no benefit or interest with either party. The experience I went through is not intended for the consumer to be heard all evidence to prove to the arbitrator in making a correct decision.
- I believe the whole system was set up by the manufacturers.
- It's hard for me to believe the arbitrator is a neutral party based on the experience detailed above.
- I was never able to accept or deny. To be there for the consumer, to be helpful so it is fair and to make sure you know everything that has gone no.

**14.What, if any, difficulties or challenges did you experience during the filing process?**

- Time.
- Yes, it was difficult to place the various repairs in the different categories.
- Initially unaware that the process was available to parties within 6 months of expiration of warranty.
- Understanding the process.

#### **Analysis of Respondents Completing Both Pre & Post Surveys**

Four respondents completed both the Pre- and Post-Decision surveys.

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:

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
A	Denial	1	3
B	Denial	3	3
C	Denial	3	3
D	Denial	5	1

The following table indicates consumer's answers on the Pre- and Post-Decision surveys for the satisfaction with the manufacturer representative at the hearing:

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
A	Denial	3	3
B	Denial	3	3
C	Denial	2	3
D	Denial	5	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 you filed your arbitration case:

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
A	Denial	3	3
B	Denial	3	3
C	Denial	2	3
D	Denial	3	1

The following table indicates consumers' answers on the two Pre- and one Post-Decision survey questions regarding the arbitrator:

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
A	Denial	1	N/A	1
B	Denial	4	3	3
C	Denial	3	3	3
D	Denial	5	5	1

The following table indicates consumer's answers on the Pre- and Post-Decision surveys for the satisfaction with the entire arbitration process:

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
A	Denial	2	2
B	Denial	3	3
C	Denial	3	3
D	Denial	4	1

## **CONCLUSION**

This year's survey shows a lower number of responses received compared to 2018. In 2019, 792 consumers participated in the state-certified arbitration process and 94 consumers participated in the survey. In 2018, 618 consumers participated in the state-certified arbitration process and 120 of those consumers participated in the survey.

With a slight decrease of negative responses, compared to 2018, all consumers are still not being informed that the settlement or mediation process was a voluntary process. The programs should strive to reduce the negative responses and continue notifying consumers of this procedure.

When consumers were asked if the manufacturer performed the award within the required 30 days, 50 of 94 consumers responded stating that the award was not performed in the required time in 2019. As a follow up question, 94 consumers were asked if they had agreed to the delay. Seventy consumers stated it did not apply to them and 15 consumers stated they did not agree to the delay.

The programs should continue to ensure consumers are aware that they could reapply for arbitration by getting an additional warranty repair as 36 of 94 consumers stated that they were not aware of this information.

The responses show consumers were very satisfied with the speed of the arbitration process. Responses received by 94 consumers reported that 62 had their expectations met or exceeded and only 30 consumers said the process was slower than expected.

The responses received from consumers in 2019 suggest needed improvements in various important areas. Although 88 of 103 consumers on the Pre-Decision Survey rated their experience with the program staff with 4 and 5 ratings; that dropped to 45 of 94 consumers on the Post-Decision Survey. While five of 103 consumers on the Pre-Decision Survey rated their experience as a 1, this increased to 24 of 94 on the Post-Decision Survey. Both the programs and manufacturers should consider increased training of staff in order to better handle consumers' questions and complaints.

Regarding the arbitrators, on the Pre-Decision Survey, 90 of 103 consumers rated the arbitrator's fairness as a 4 and 5, while only six of 103 consumers rated this as a 1. On the Pre-Decision Survey 74 of 103 consumers rated the Arbitrator's Understanding of the Key Issues and Concerns as a 4 and 5, while only six rated this as a 1. On the Post-Decision Survey 42 of 94 consumers rated their experience as a 4 and 5, while 30 rated a 1.

Consumers responded regarding the overall satisfaction of the entire arbitration process, with 76 of 103 consumers rating a 4 or 5 on the Pre-Decision Survey and eight rating a 1. On the Post-Decision Survey, 37 of 94 consumers rated 4 or 5, and 29 rated a 1. Arbitration programs should continue to strive to obtain positive ratings from consumers who have used their arbitration process.