



2020 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.

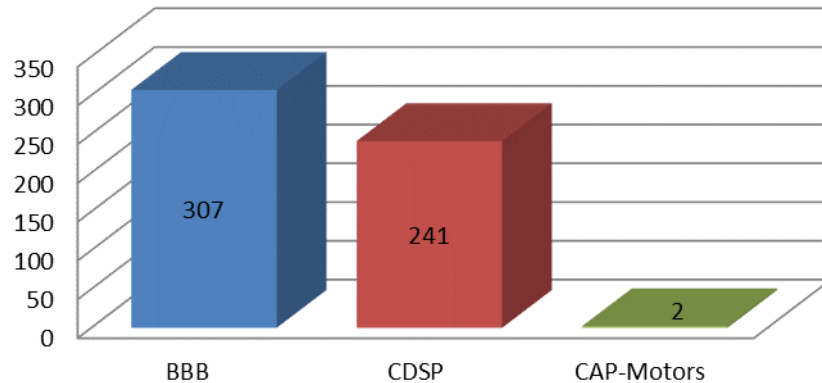
Methodology

The ACP utilized three methods for polling consumers: in-person, 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 2020 calendar year, were provided by each of the manufacturer's state-certified arbitration program administrators: BBB AUTO LINE, California Dispute Settlement Program (CDSP), and Consumer Arbitration Program for Motor Vehicles (CAP-Motors).

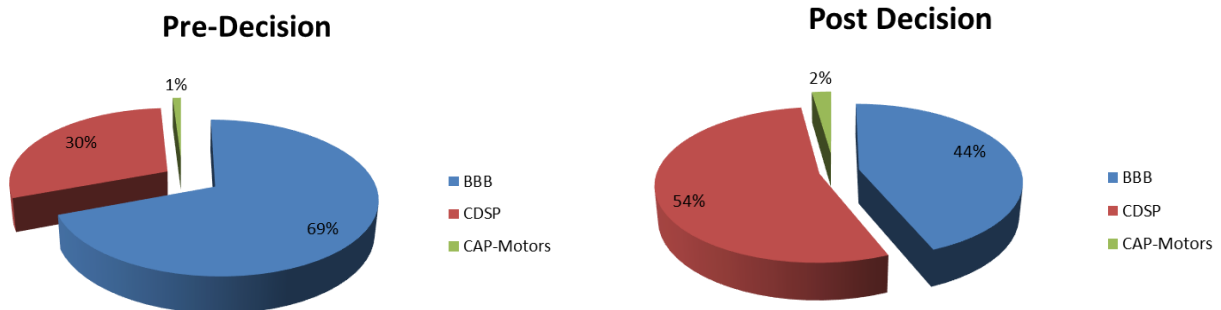
If an ACP representative physically attended the hearing, the ACP representative would then present the survey to the consumer. Regardless of ACP attendance, all consumers were mailed a questionnaire, which also included a website for on-line submission. This gave consumers multiple avenues for completing the questionnaire. 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 2020 Survey Overview

Contacted Consumers by Arbitration Programs



The ACP contacted 550 consumers who participated in the arbitration process between January and December of 2020. Of the 550 consumers contacted, 307 utilized the BBB AUTO LINE, 241 utilized the CDSP, and two utilized CAP-Motors.

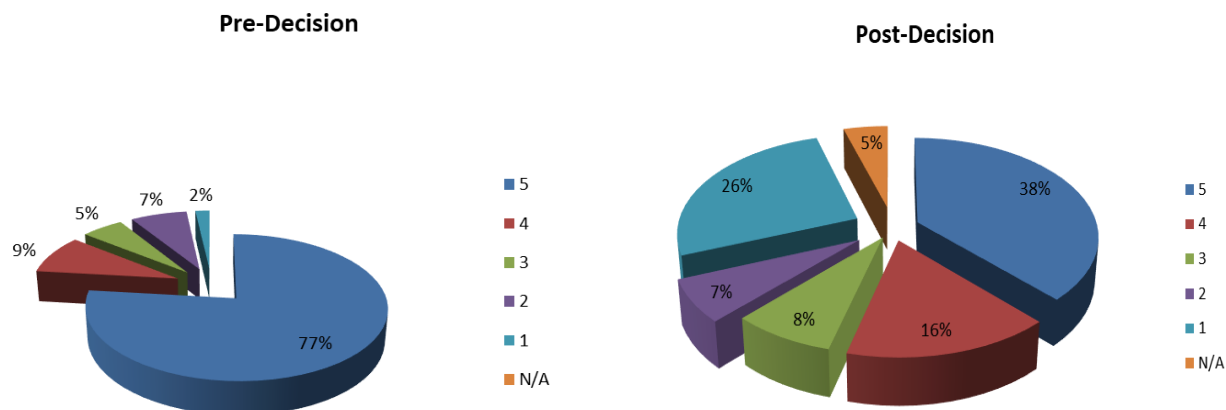


The ACP received 70 Pre-Decision responses from consumers who utilized BBB AUTO LINE, 30 Pre-Decision responses from consumers who utilized CDSP, and one Pre-Decision response from the consumer who utilized CAP-Motors, for a total of 101 responses.

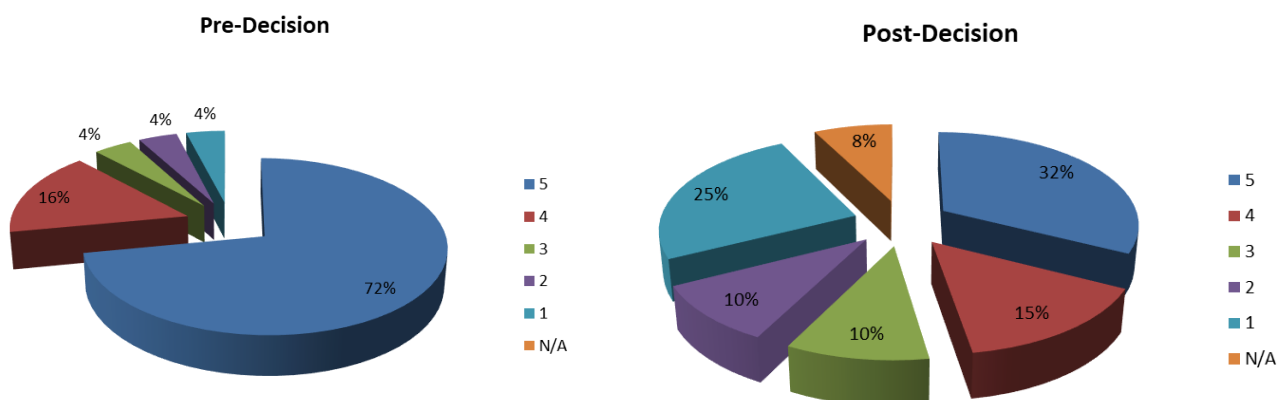
The ACP received Post-Decision responses from 89 of the 494 consumers contacted for a response rate of 18%, showing an increase from 2019's response rate of 11.8%. The 2020 total responses included: 39 responses from consumers who utilized BBB AUTO LINE, 48 responses from consumers who utilized CDSP, and two responses from consumers who utilized CAP-Motors.

The following graphs represent the consumers' rating 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.

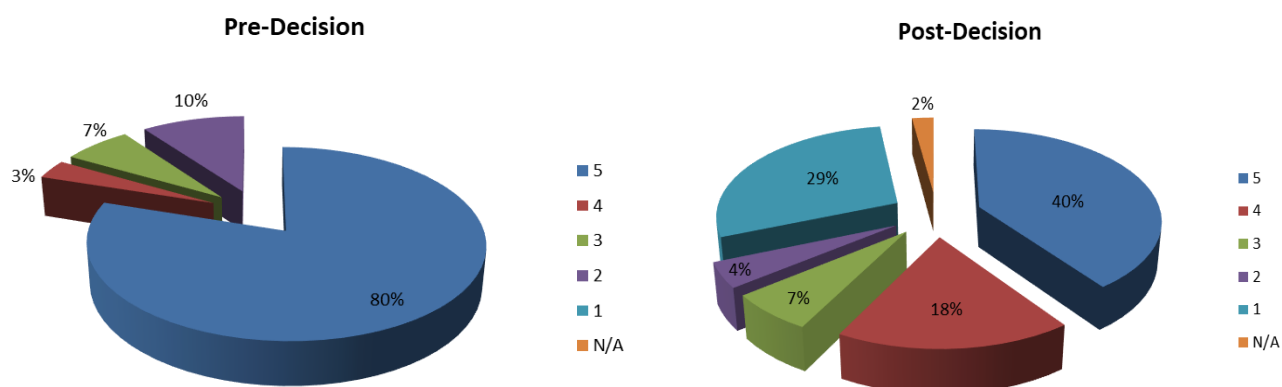
Experience with Arbitration Program Staff, All Programs



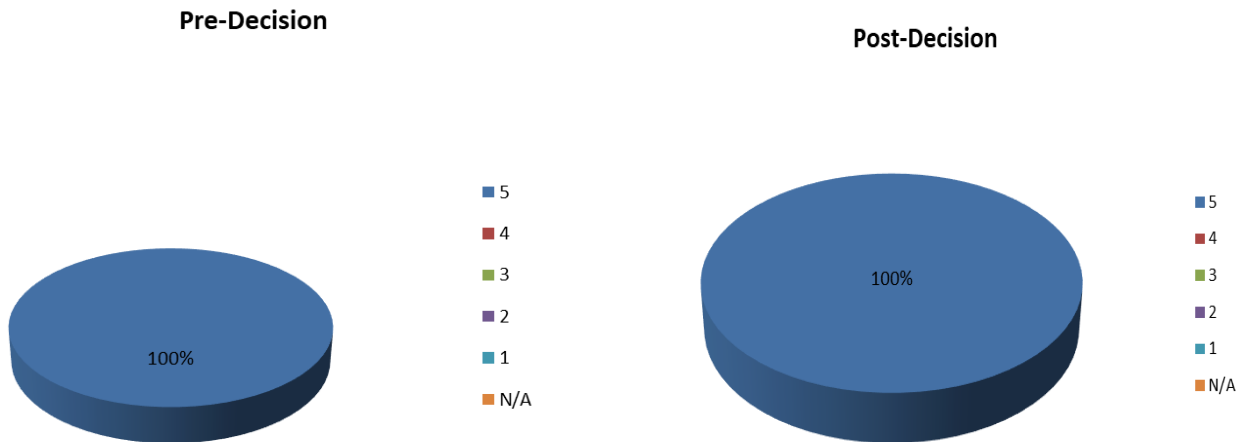
Experience with Arbitration Program Staff, BBB AUTO LINE



Experience with Arbitration Program Staff, CDSP



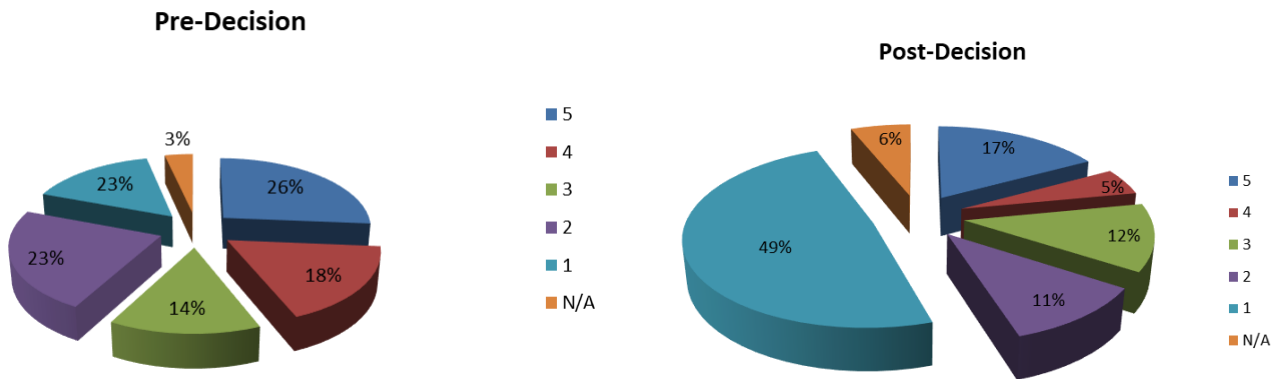
Experience with Arbitration Program Staff, CAP-Motors



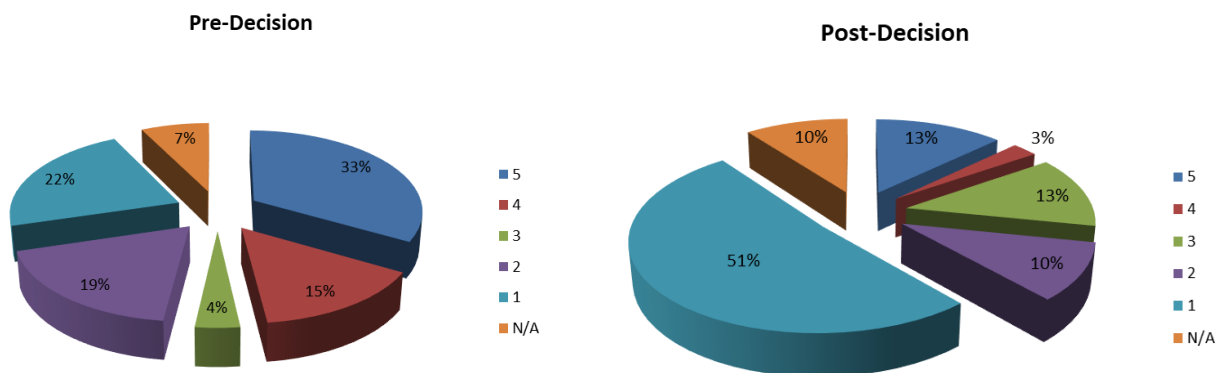
Consumers were asked to rate their experience with the arbitration program staff on a scale of 1 to 5 in the Pre-Decision survey. On the All Programs Pre-Decision chart, 43 of the consumers rated their experience as a 5 while one consumer rated their experience as a 1.

The same question was asked on the Post-Decision survey after the decision was rendered. On the All Programs chart, 33 of the consumers rated their experience as a 5 while 23 consumers rated their experience as a 1.

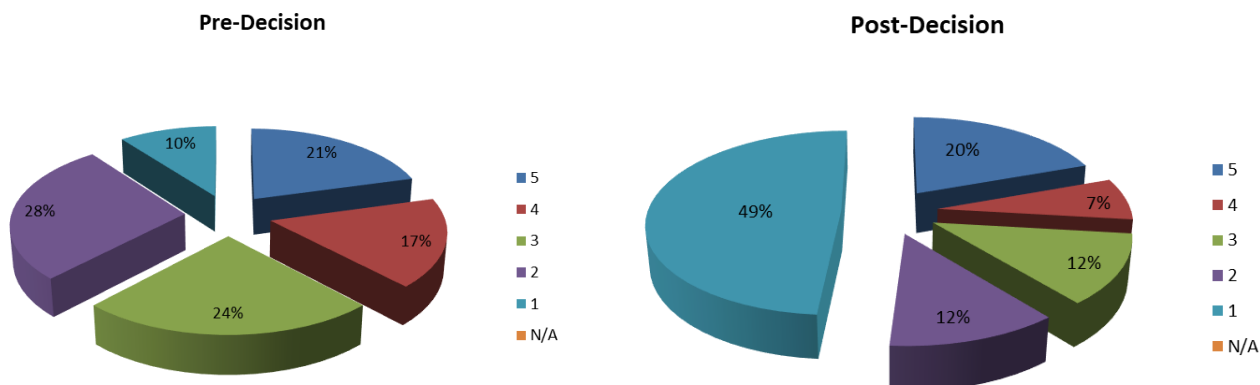
Experience with Vehicle Manufacturer’s Representative at the Hearing, All Programs



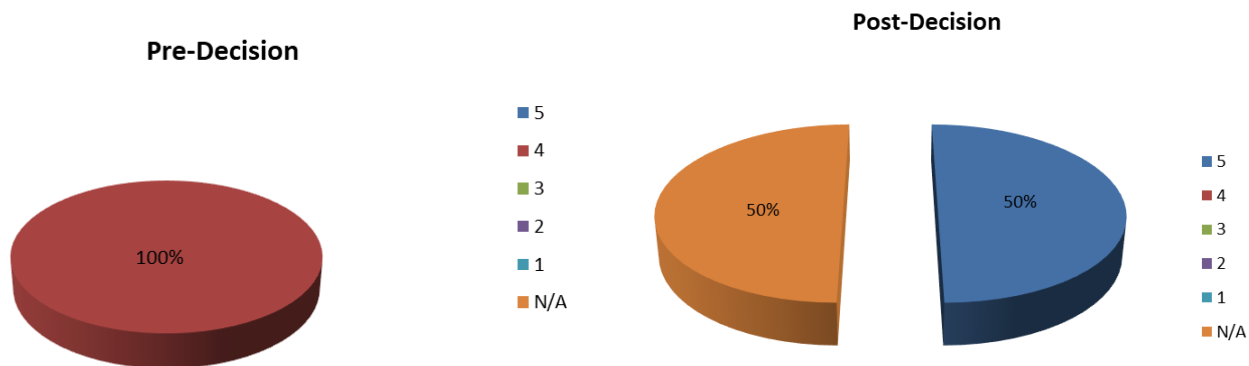
Experience with Vehicle Manufacturer's Representative at the Hearing, BBB AUTO LINE



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



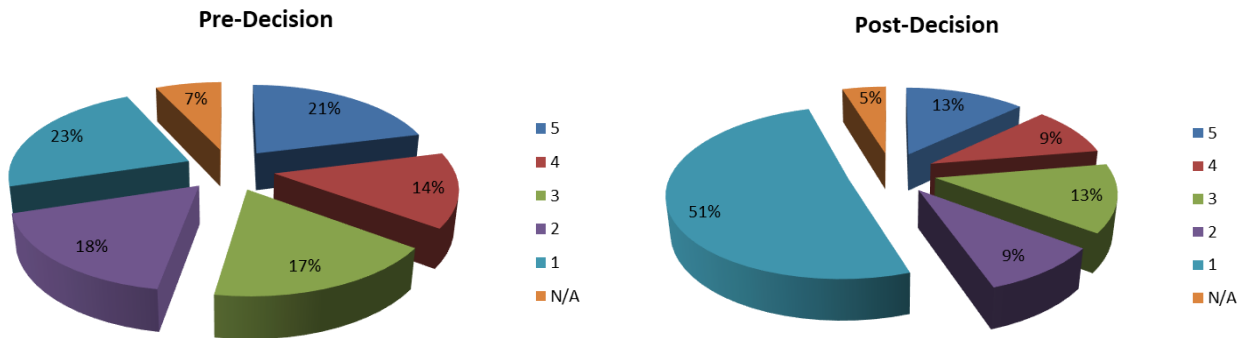
Experience with Vehicle Manufacturer's Representative at the Hearing, CAP-Motors



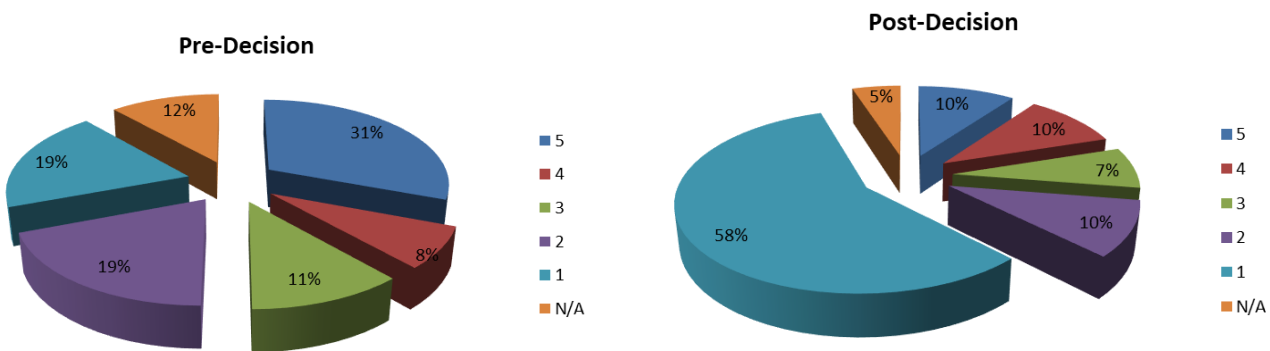
Consumers were asked to rate their experience with the vehicle manufacturer's representative at the hearing on the Pre-Decision survey. On the All Programs Pre-Decision chart, 15 of the consumers rated their experience as a 5 while nine consumers indicated a poor experience of 1.

The same question was asked on the Post-Decision survey after the decision was rendered. On the All Program chart, 14 of the consumers rated their experience as a 5 while 40 consumers rated it as a 1.

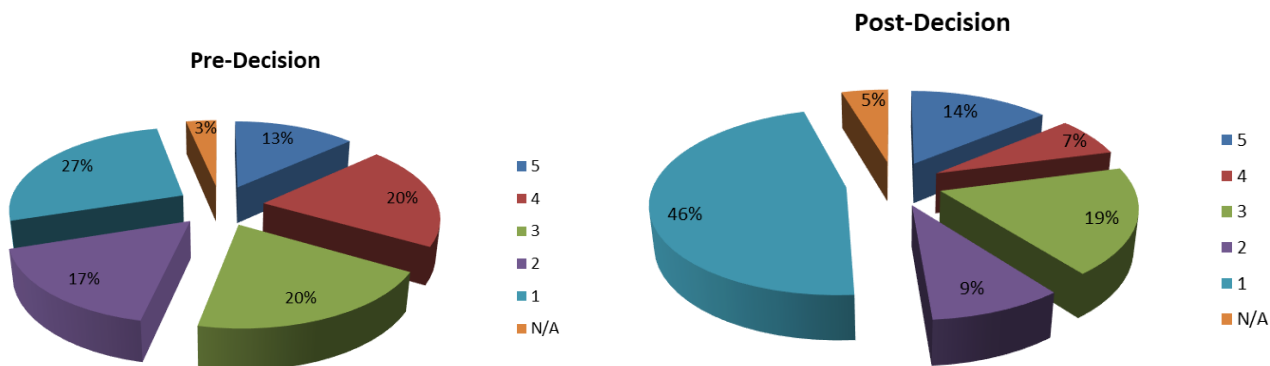
Experience with Vehicle Manufacturer’s Representative from the Time Arbitration Case Filed, All Programs



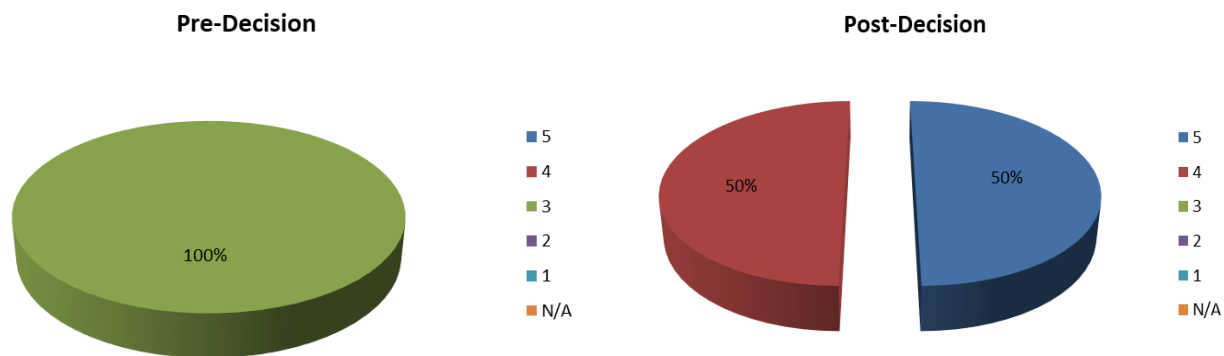
Experience with Vehicle Manufacturer’s Representative from the Time Arbitration Case Filed, BBB AUTO LINE



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



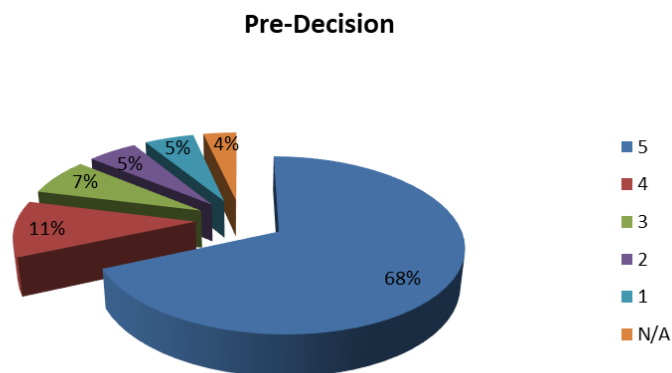
Experience with Vehicle Manufacturer's Representative from the Time Arbitration Case Filed, CAP-Motors



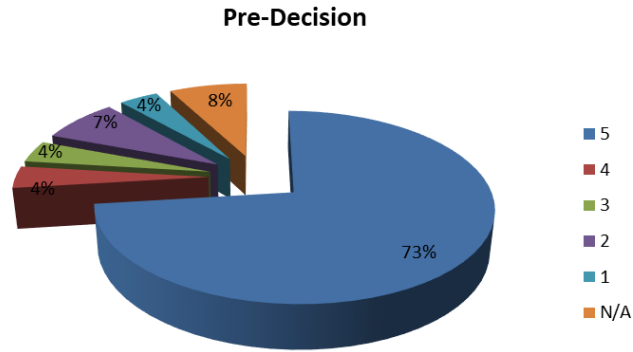
Consumers were also asked to rate their experience with the vehicle manufacturer's representative from the time case was filed on the Pre-Decision survey. On the All Programs Pre-Decision chart, 12 of the consumers indicated that the experience was a 5 while 13 consumers rated their experience as a 1.

The same question was asked on the Post-Decision survey after the decision was rendered. On the All Programs Post-Decision chart, 11 of the consumers rated their experience a 5 while 43 consumers rated it as a 1.

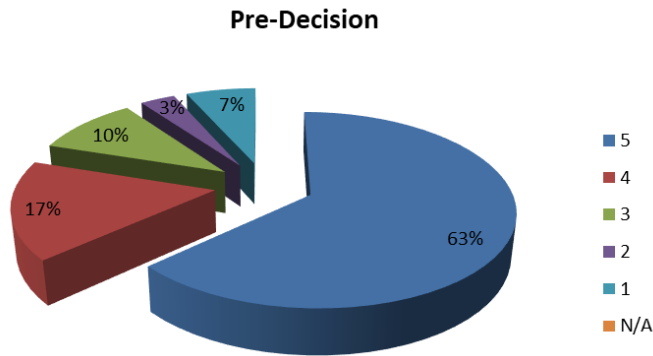
Experience with Arbitrator's Fairness, All Programs



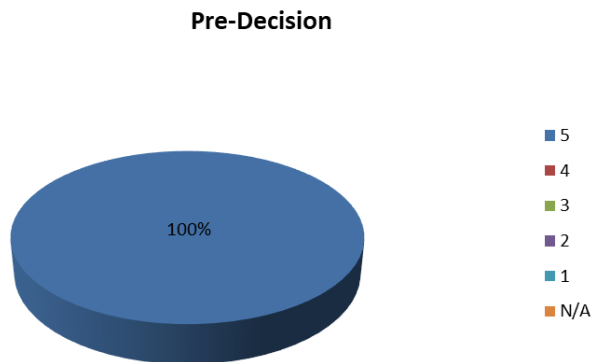
Experience with Arbitrator's Fairness, BBB AUTO LINE



Experience with Arbitrator's Fairness, CDSP

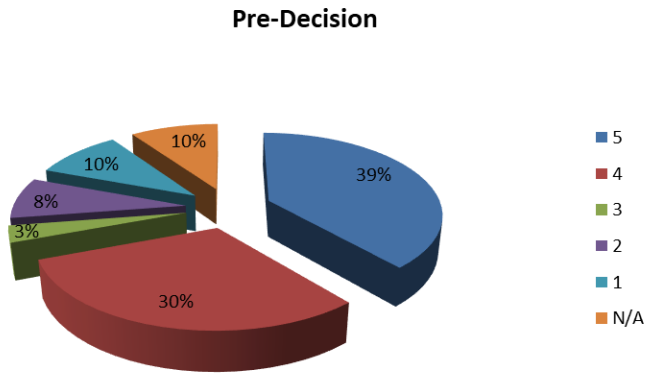


Experience with Arbitrator's Fairness, CAP-Motors

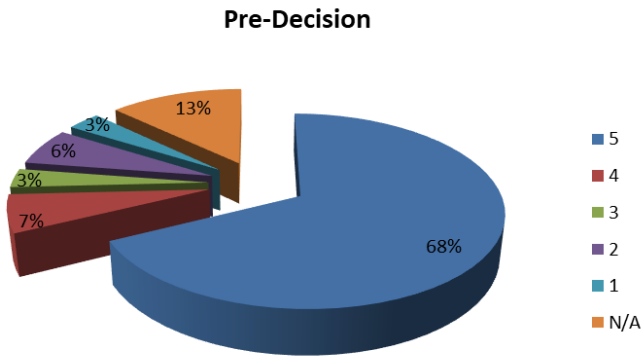


Consumers were then asked to rate their experience with the arbitrator's fairness on the Pre-Decision survey. On the All Programs Pre-Decision chart, 39 of the consumers indicated that the experience was a 5 while three consumers indicated it was a 1.

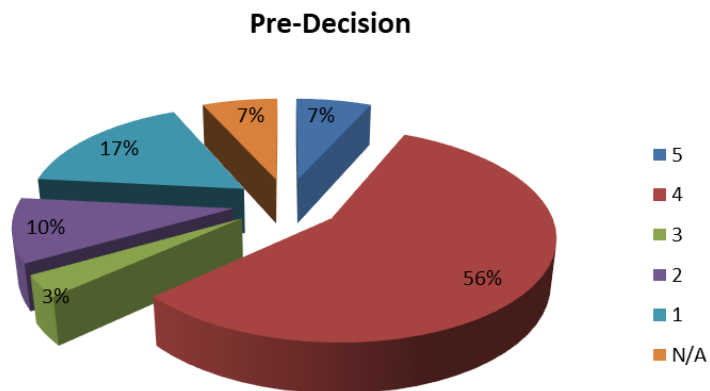
Experience with Arbitrator's Understanding of Key Issues and Concerns, All Programs



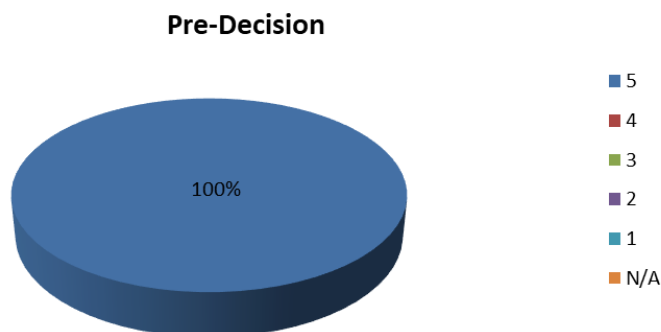
Experience with Arbitrator's Understanding of Key Issues and Concerns, BBB AUTO LINE



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

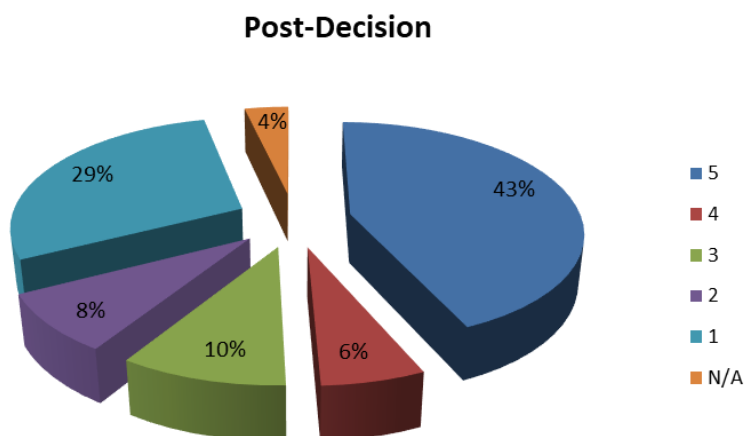


Experience with Arbitrator's Understanding of Key Issues and Concerns, CAP-Motors

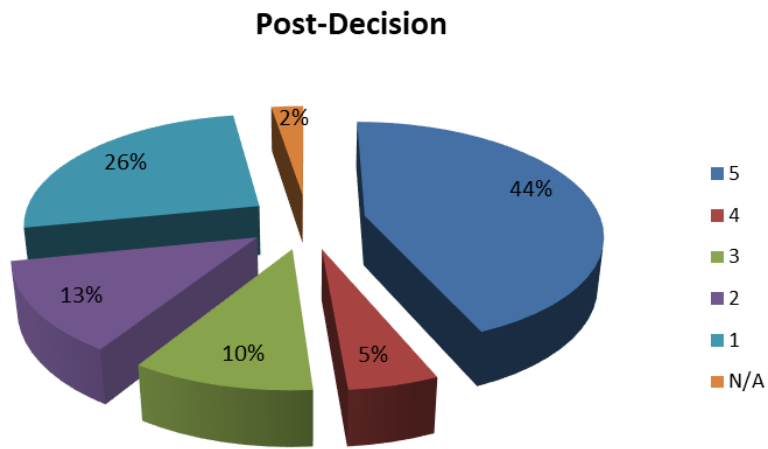


Consumers were asked to rate their experience with the arbitrator's understanding of key issues and concerns on the Pre-Decision survey. On the All Programs Pre-Decision chart, 24 of the consumers indicated that their experience was a 5 while six consumers indicated their experience was a 1.

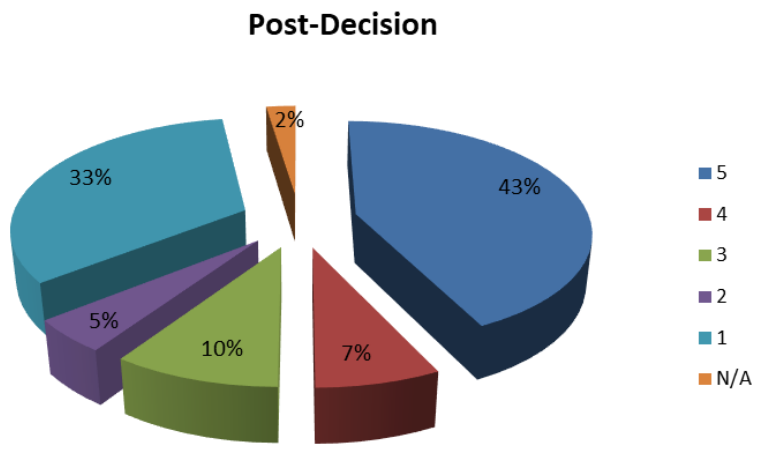
Experience with Arbitrator, All Programs



Experience with Arbitrator, BBB AUTO LINE

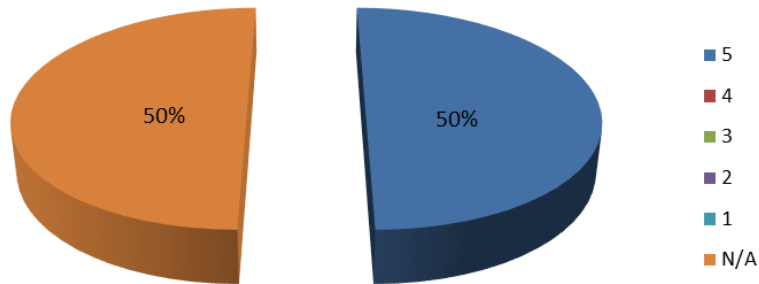


Experience with Arbitrator, CDSP



Experience with Arbitrator, CAP-Motors

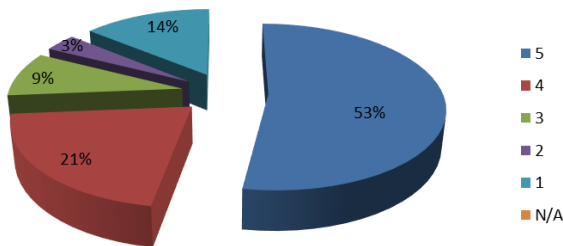
Post-Decision



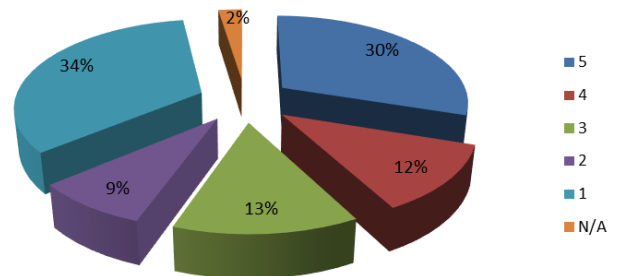
Consumers were asked to rate their experience with the arbitrator on the Post-Decision survey. On the All Programs Post-Decision charts, 36 of the consumers indicated that their experience was a 5 while 24 consumers indicated their experience was a 1.

Experience with Entire Arbitration Process, All Programs

Pre-Decision

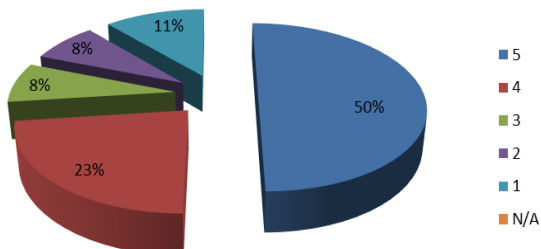


Post-Decision

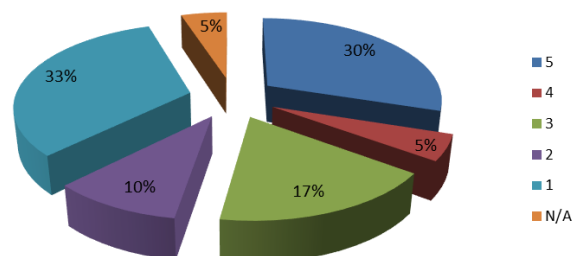


Experience with Entire Arbitration Process, BBB AUTO LINE

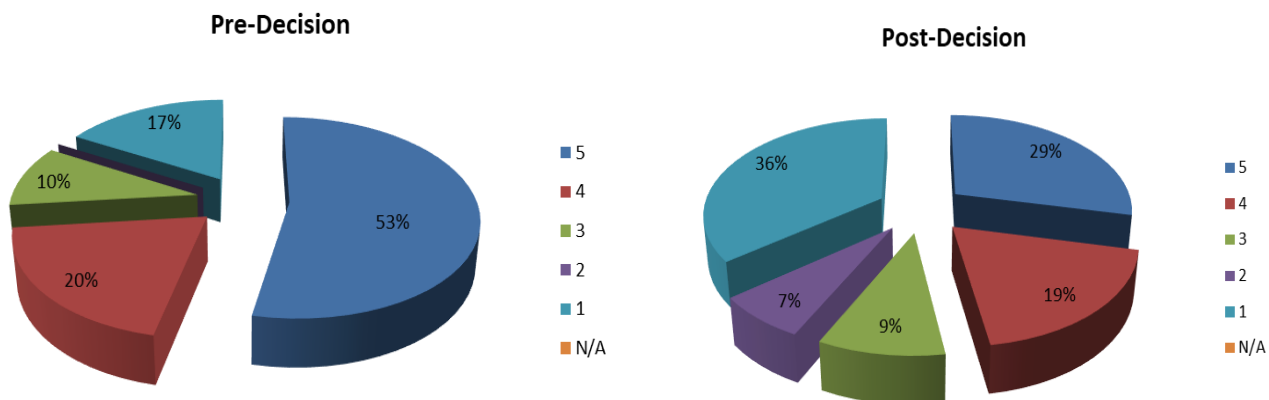
Pre-Decision



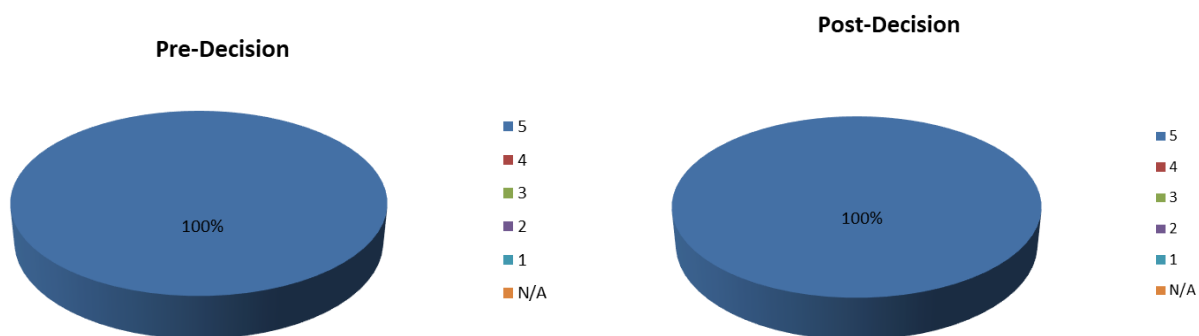
Post-Decision



Experience with Entire Arbitration Process, CDSP



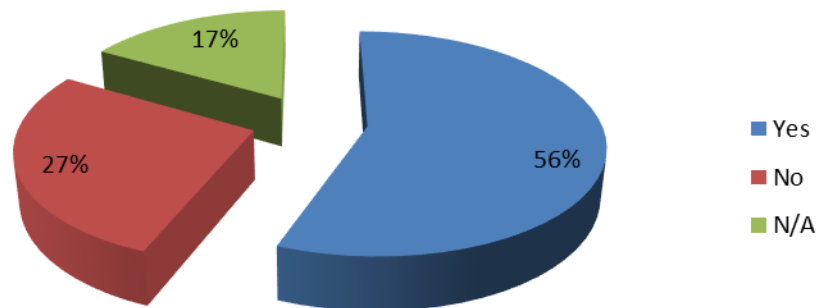
Experience with Entire Arbitration Process, CAP-Motors



Finally, consumers were asked to rate their experience with the entire arbitration process on the Pre-Decision survey. On the All Programs Pre-Decision charts, 30 of the consumers indicated that their experience was a 5 while eight consumers indicated their experience was a 1.

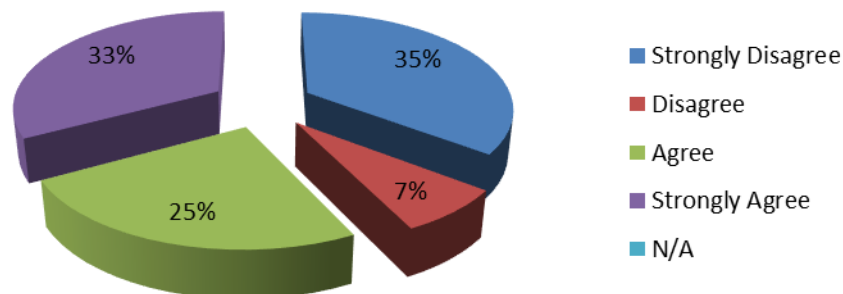
The same question was asked on the Post-Decision survey after the decision was rendered. On the All Programs Post-Decision charts, 25 of consumer rated their experience as a 5 while 28 consumers rated it as a 1.

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



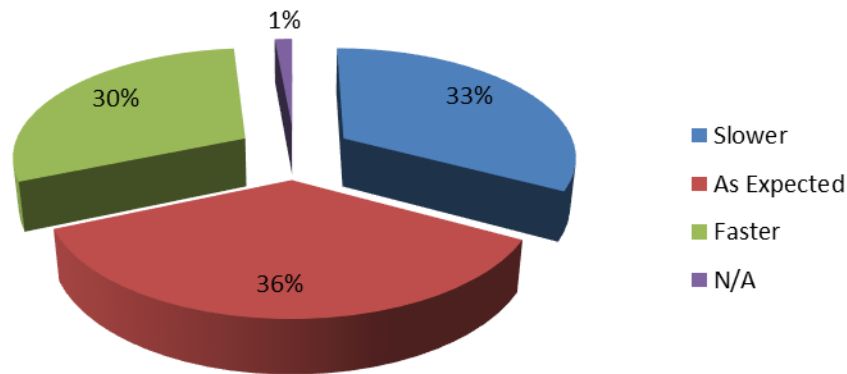
In addition to asking consumers about their experience with various parties in the process, ACP also asked consumers whether they were informed of certain procedures. Consumers were asked that if they participated in a settlement or mediation process after applying for arbitration and if they were informed that it was a voluntary process. Of the 84 responses, 47 consumers indicated they were informed, while 23 consumers stated they were not informed, and 14 consumers did not reply. There was a slight decrease of consumers being notified of the voluntary settlement process from 73% in 2019 to 56% in 2020.

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



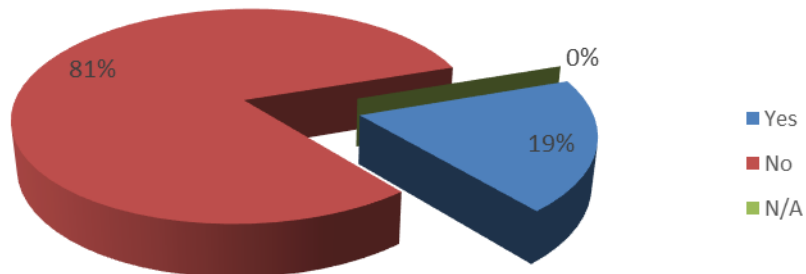
Consumers were asked if the arbitration staff provided service in a timely manner and demonstrated a willingness to address questions and concerns. Fifty-eight percent either agree or strongly agree that arbitration staff provide service in a timely manner and demonstrated a willingness to address questions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

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



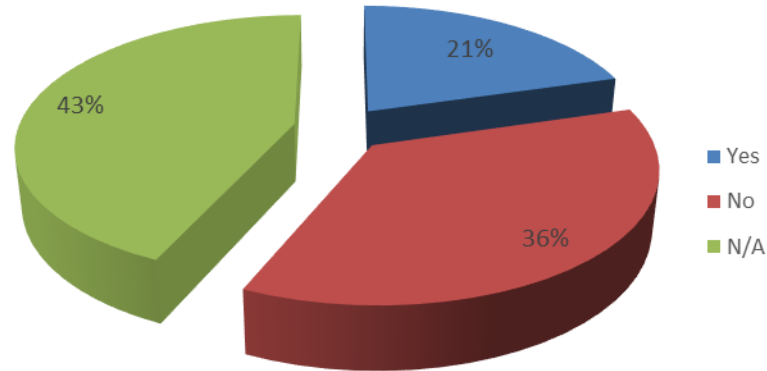
Consumers were asked to rate the speed of the arbitration process relative to their expectations. Seventy-six percent of the consumers stated the process was “As expected” or exceeded their expectations while 34% stated it was slower than their expectations.

Were you ever denied the ability to present evidence?



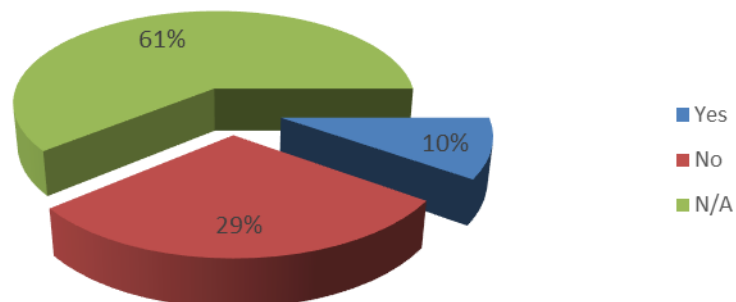
Consumers were asked if they were ever denied the ability to present evidence. Sixty-seven consumers stated that they were not denied the ability to present evidence while 16 consumers stated they were denied the ability to present evidence.

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



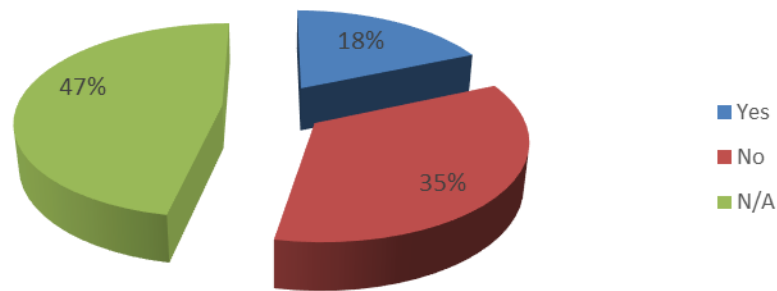
Consumers were asked if the manufacturer performed the decision within the 30 days after the decision was accepted. Seventeen consumers stated the decision was performed within 30 days while 30 consumers answered it was not. The remaining 36 consumers did not recall or answered, "Not applicable".

**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 performance delay if the decision was over 30 days. Only eight consumers agreed to the delay, while 24 consumers did not agree to the delay. The remaining 50 consumers did not recall or answered, "Not applicable".

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



Lastly, consumers were asked if they knew they could reapply for arbitration by obtaining an additional warranty repair. Of the 81 responses, only 15 consumers indicated they were aware, while 28 consumers were not aware they could reapply with an additional warranty repair. The question was not applicable to 38 consumers who completed the survey.

DATA BY MANUFACTURERS

The questionnaire data in the 2020 Consumer Satisfaction Survey has been arranged by each manufacturer's state-certified arbitration program. The survey illustrations include those manufacturers with consumers that responded to the questionnaire.

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

Manufacturer	Program Administrator	Number of Consumers
Automobili Lamborghini America, LLC	BBB AUTO LINE	0
Bentley Motors Inc.	BBB AUTO LINE	1
Ferrari of North America, Inc.	BBB AUTO LINE	1
Lotus Cars USA, Inc.	BBB AUTO LINE	0
Maserati North America, Inc.	BBB AUTO LINE	3
Mazda North American Operations	BBB AUTO LINE	2

Moreover, in both surveys the consumers' case file number is omitted in this report for confidentiality purposes. Consumers were instructed to respond to question 11 if they received an arbitrated decision that needs action on behalf of the manufacturer and question 12 if the consumers received a denial decision.

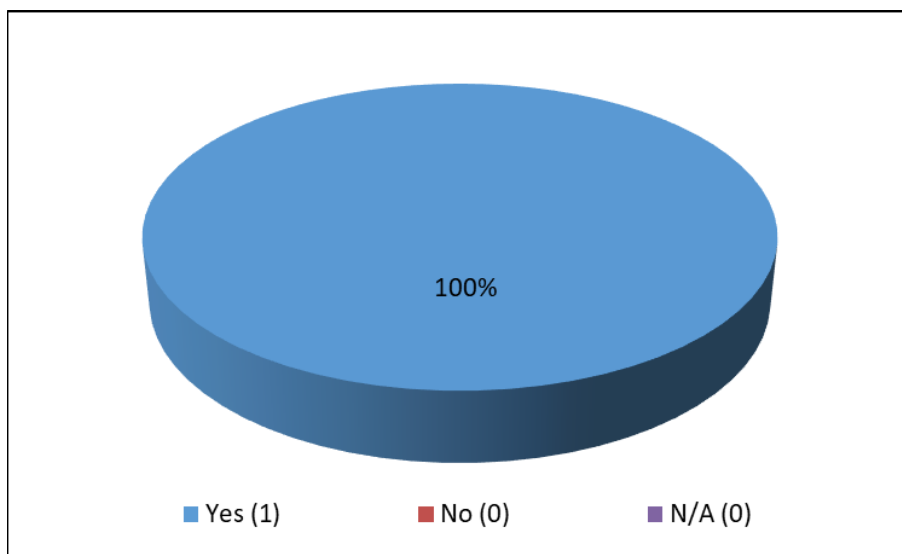
BBB AUTO LINE
ASTON MARTIN NORTH
AMERICA

Aston Martin North American

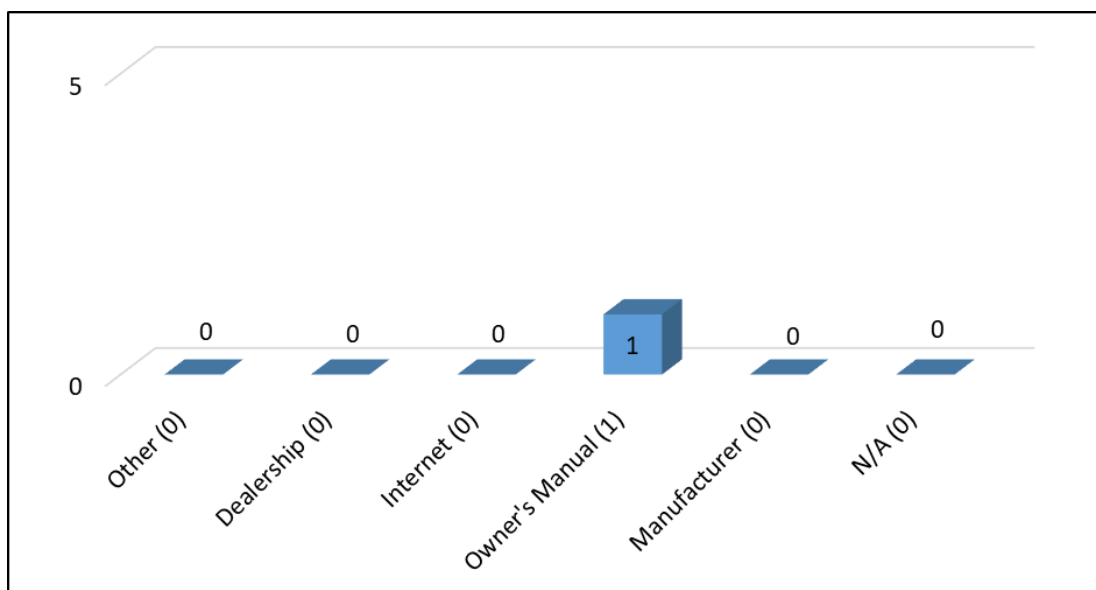
The ACP mailed, or hand delivered at the hearing, zero pre-decision surveys to consumers, therefore no consumers responded. The ACP mailed one post-decision survey to a consumer and one consumer responded. Comments that were received in response to a question are included below.

Each illustration below is a representation of the results of the survey questions. In addition, no consumer completed both the pre- and post-decision surveys.

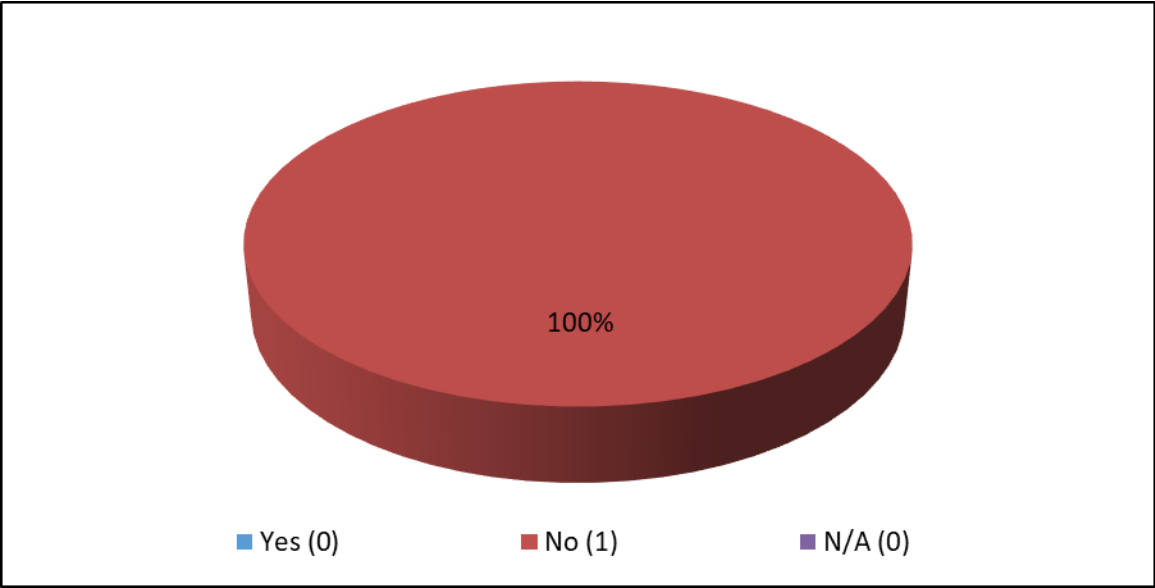
1. Before you purchased your vehicle, did you know about the California's Lemon Law?



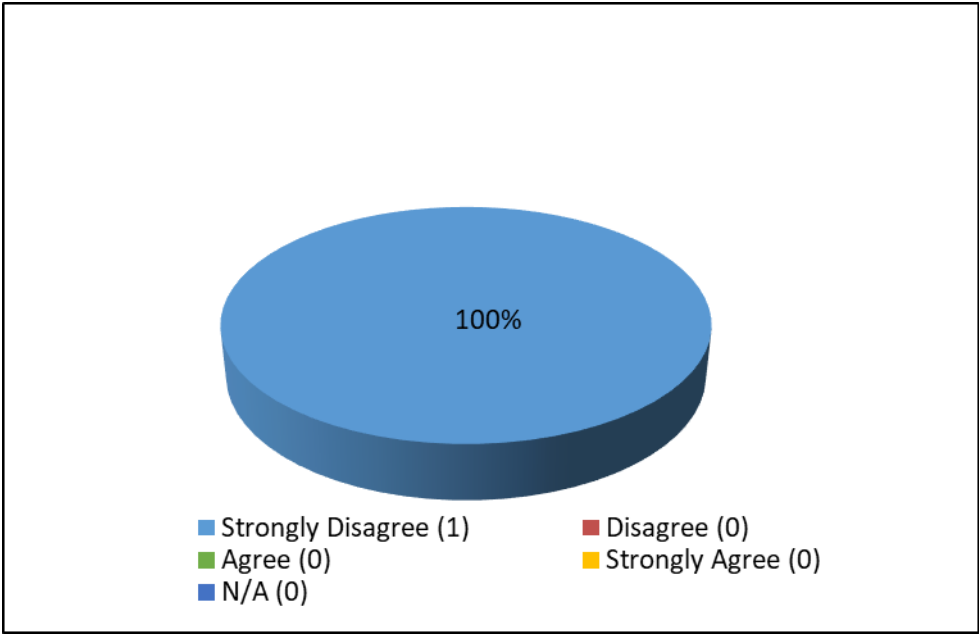
2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



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?

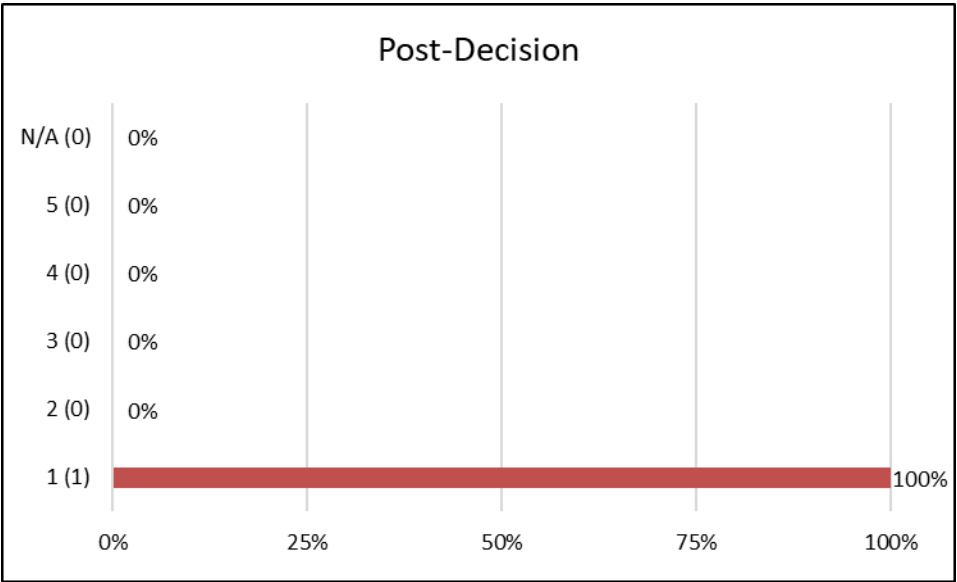


4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns.



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

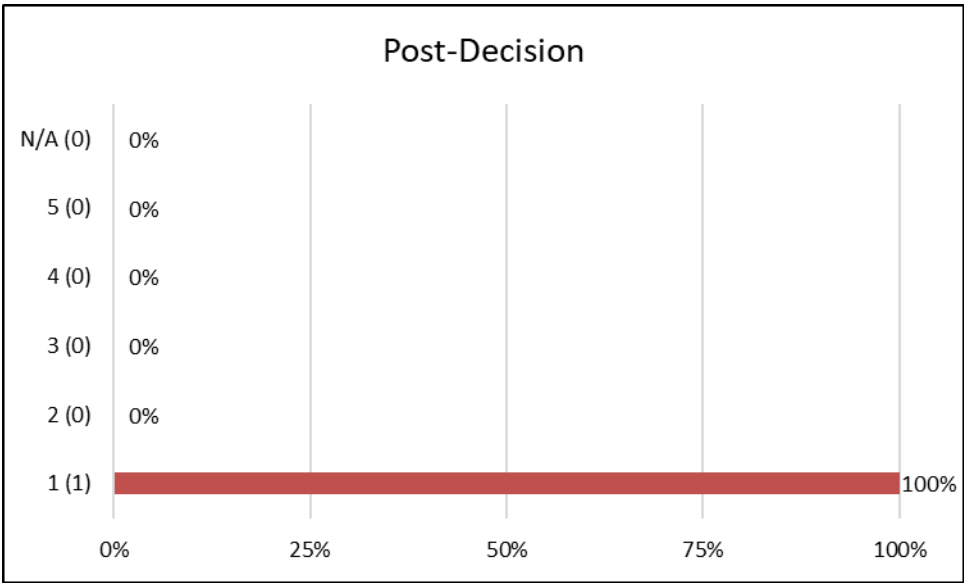
- No Pre-Decision survey responses received.



- No Post-Decision survey comments were received.

6. In terms of overall satisfaction, how would you rate your experience with:
a. The vehicle manufacturer’s representative at the hearing?

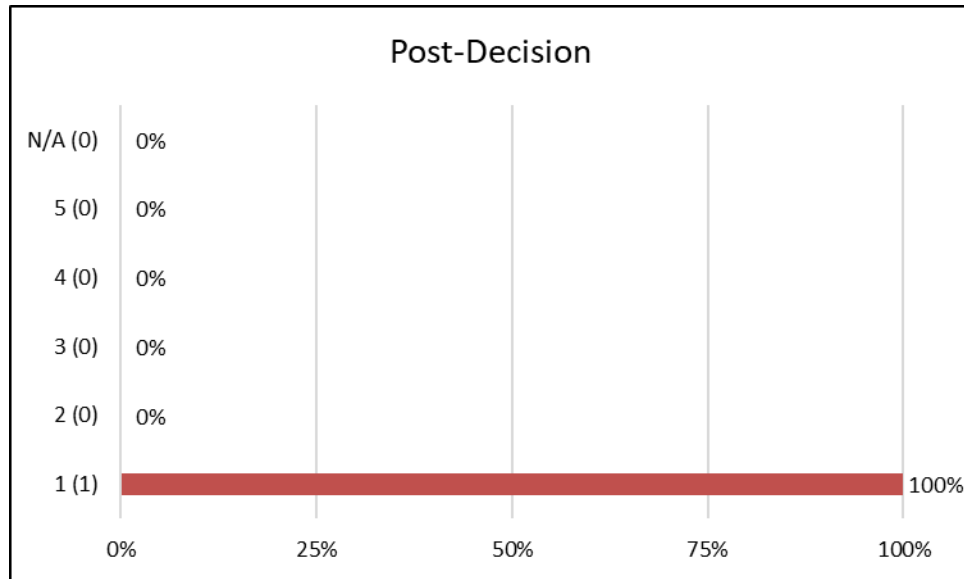
- No Pre-Decision survey responses received.



- No Post-Decision survey comments were received.

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

- No Pre-Decision survey responses received.



- No Post-Decision survey comments were received.

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

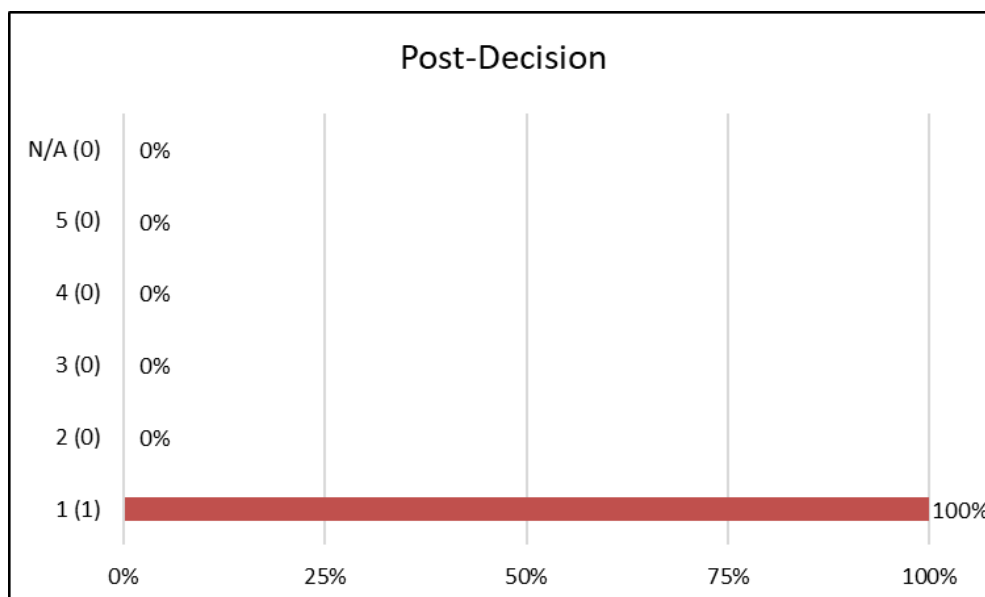
a. The arbitrator’s fairness to all parties involved and maintaining neutrality throughout the hearing? (Pre-Decision Only)

- No Pre-Decision survey responses received.

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

- No Pre-Decision survey responses received.

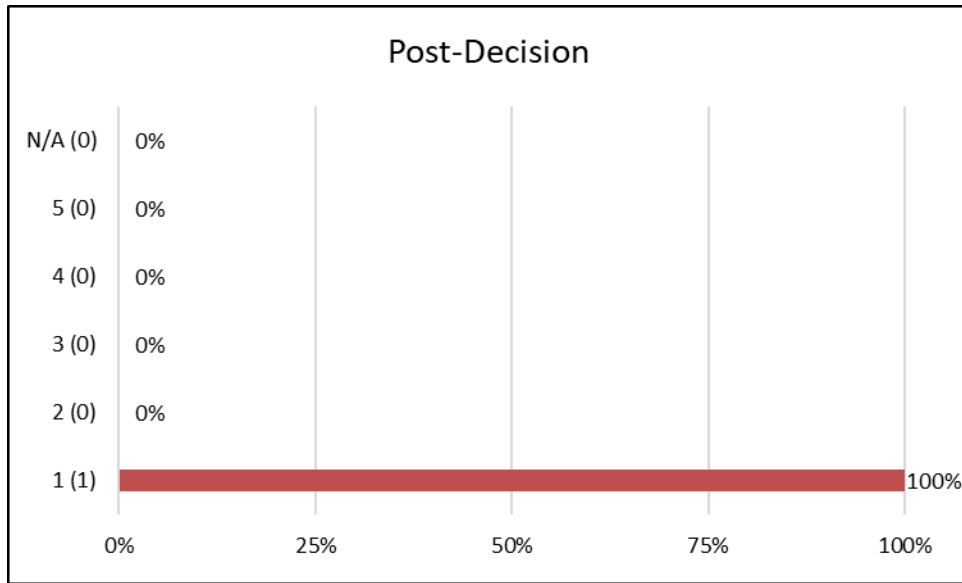
c. The arbitrator? (Post-Decision Only)



- No Post-Decision survey comments were received.

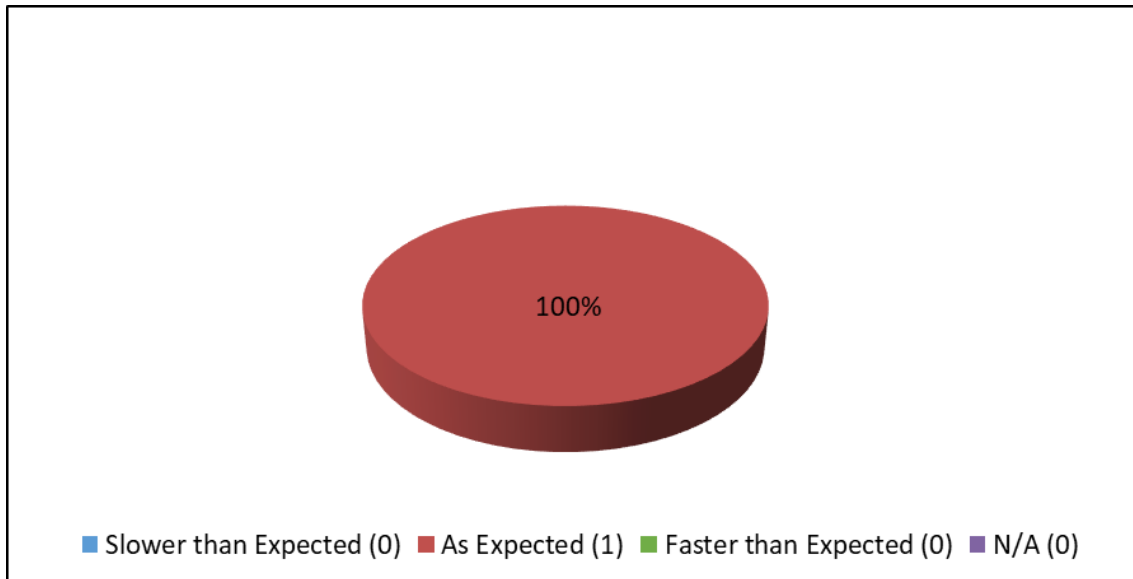
8. In terms of overall satisfaction, how would you rate your experience with the entire arbitration process?

- No Pre-Decision survey responses received.

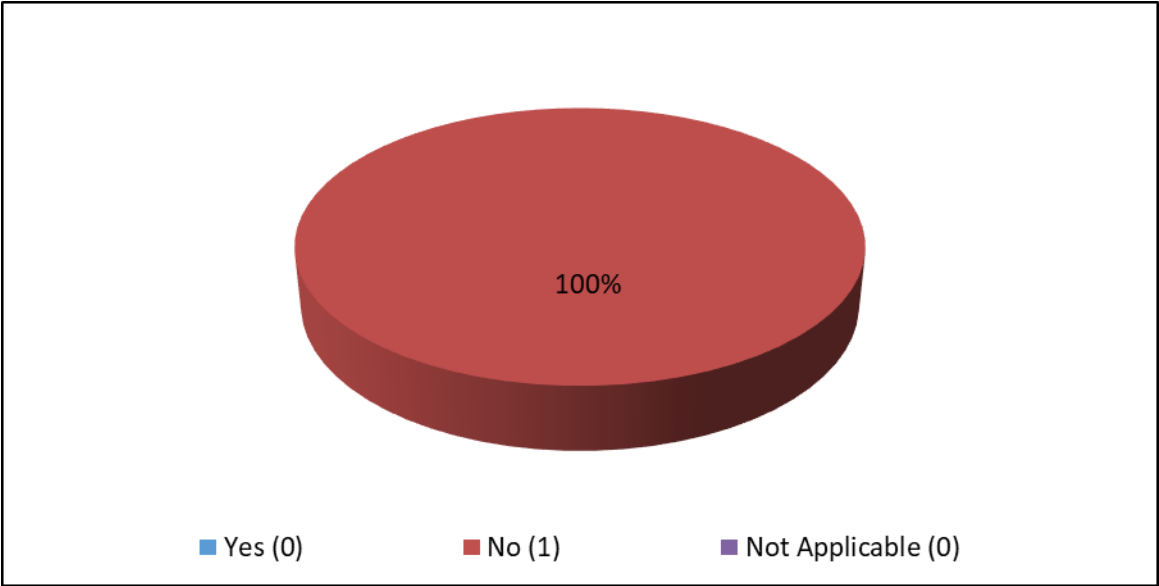


- No Post-Decision survey comments were received.

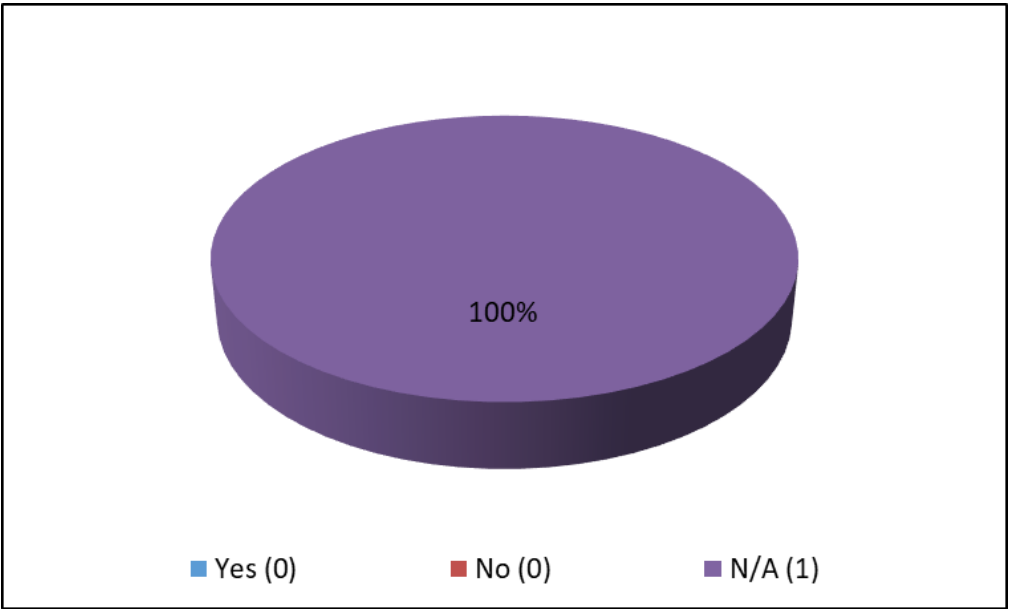
9. How would you rate the speed of the arbitration process relative to your expectations?



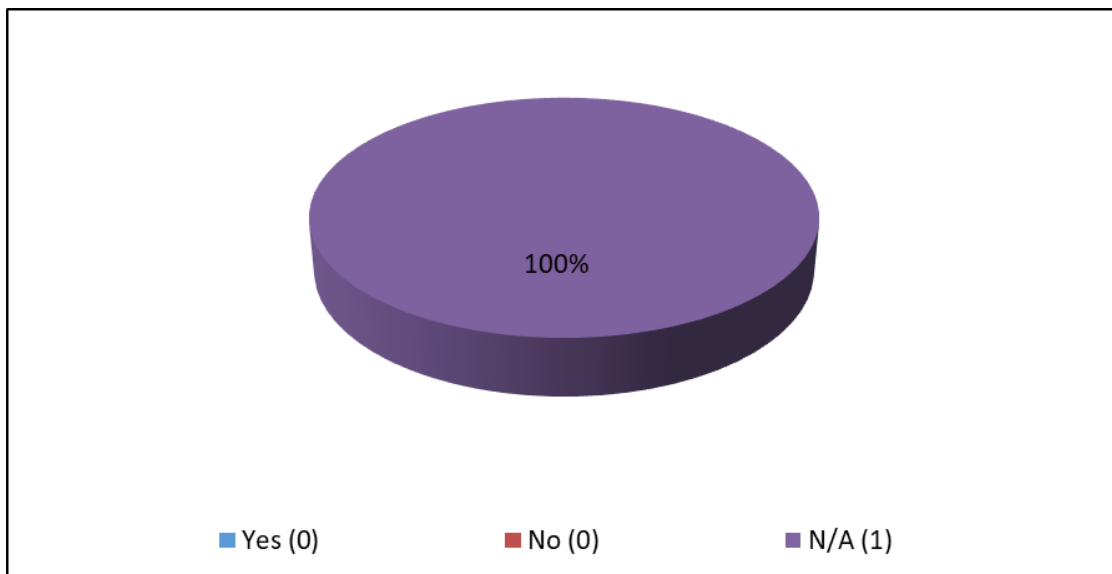
10. Were you ever denied the ability to present evidence?



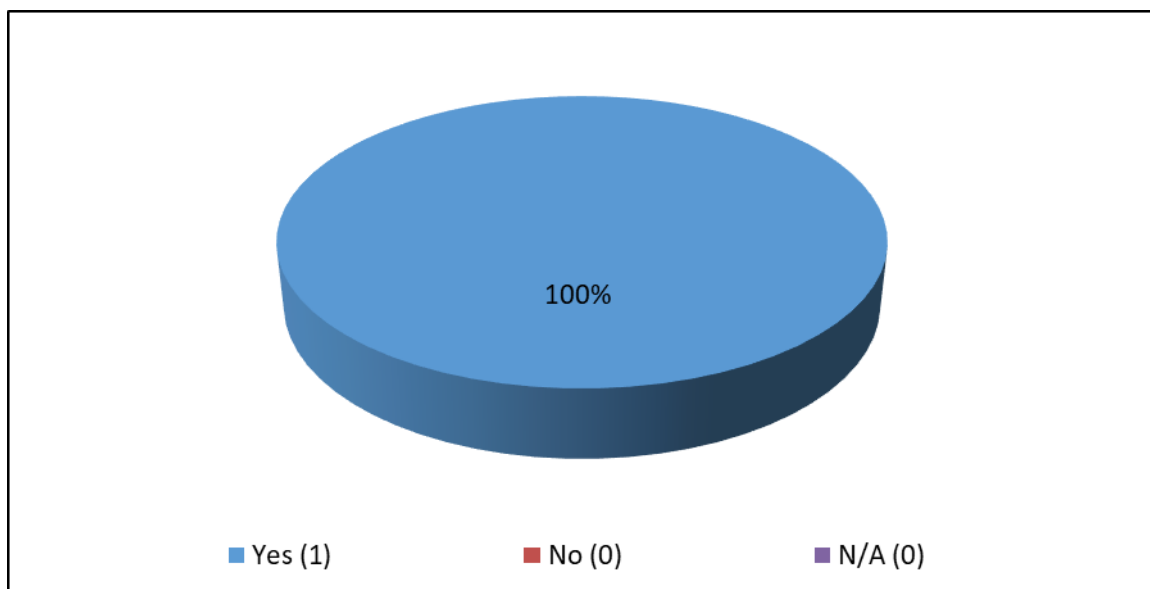
11. If you accepted the decision of the arbitrator:
a. Did the manufacturer perform the decision within the 30 days after you accepted the decision?



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



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



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

- No Post-Decision survey comments were received.

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

- No Pre-Decision survey response received.

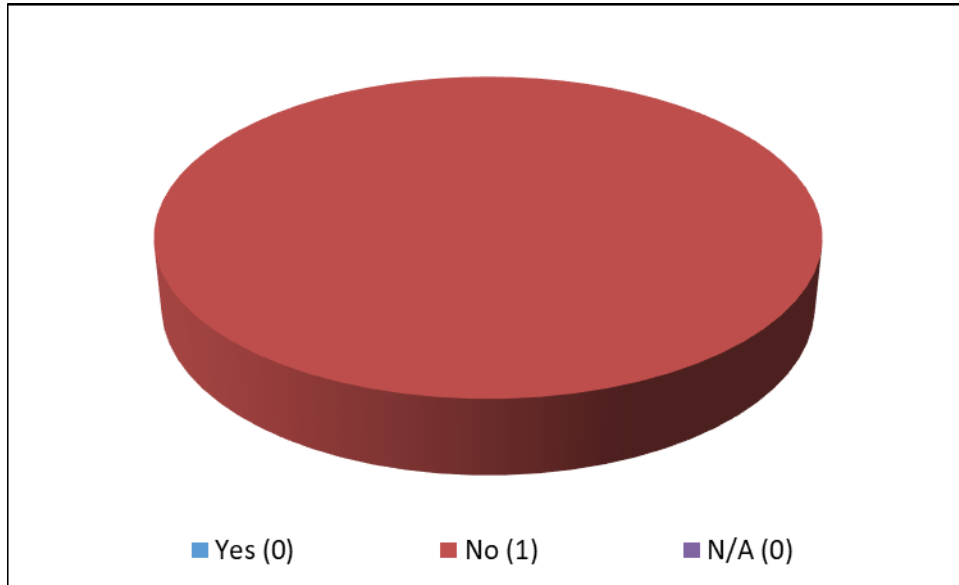
BBB AUTO LINE
BMW OF NORTH
AMERICA, LLC.

BMW of North America, LLC.

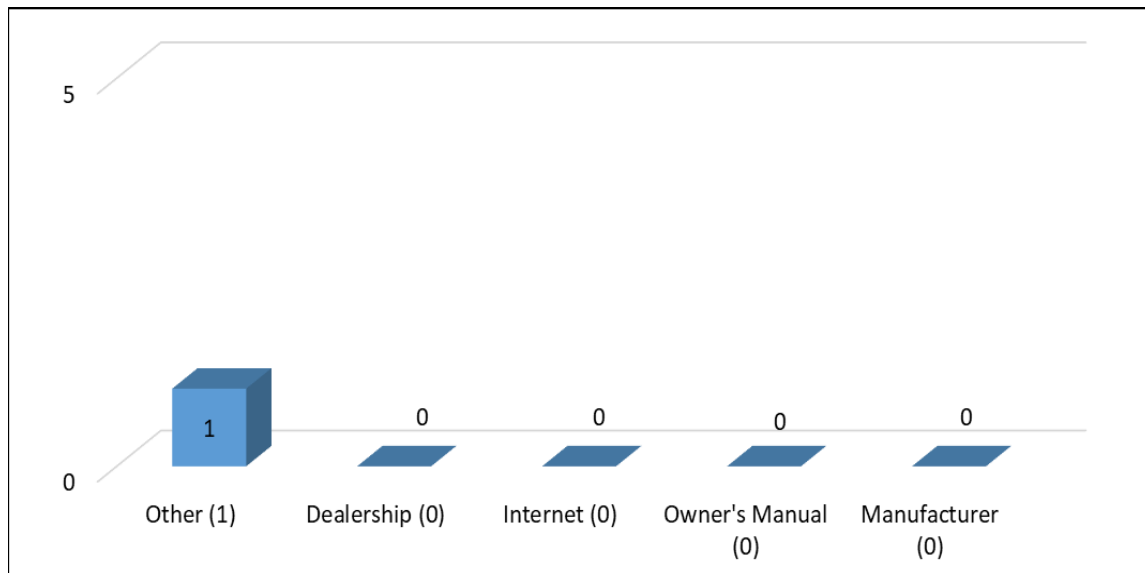
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Each illustration below is a representation of the results of the survey questions. In addition, no consumers completed both the pre- and post-decision surveys.

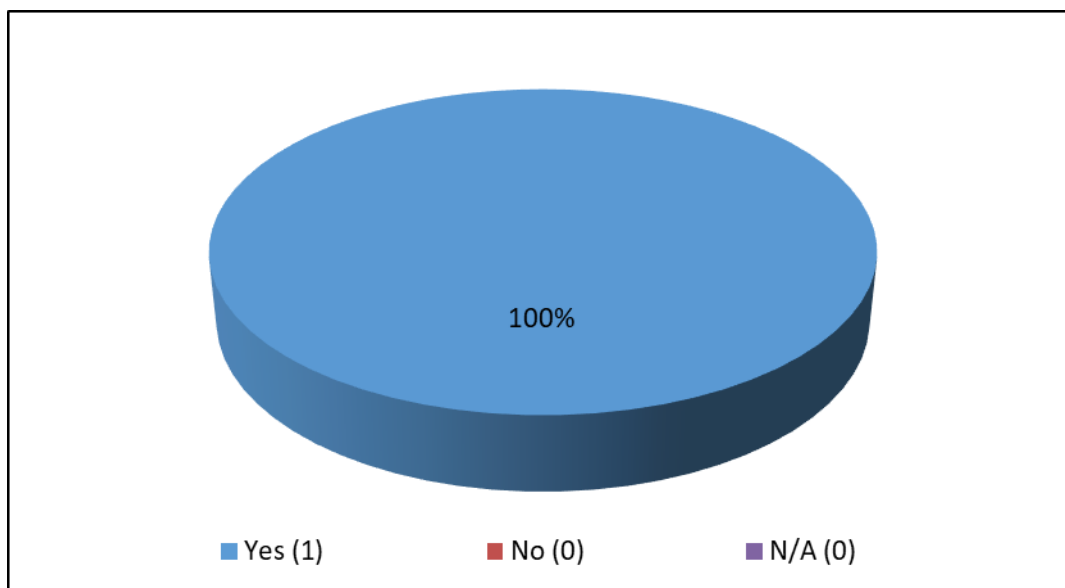
1. Before you purchased your vehicle, did you know about the California's Lemon Law?



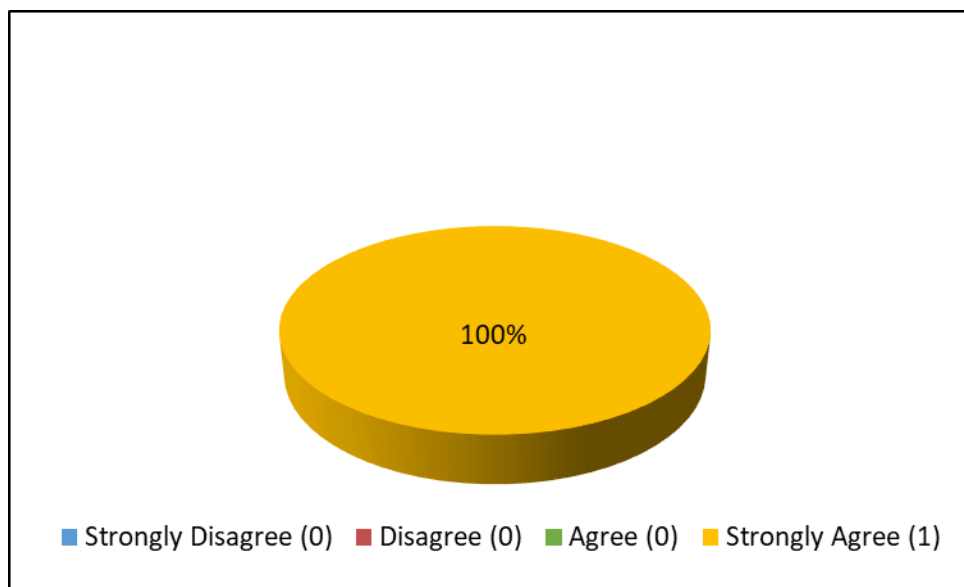
2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



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?

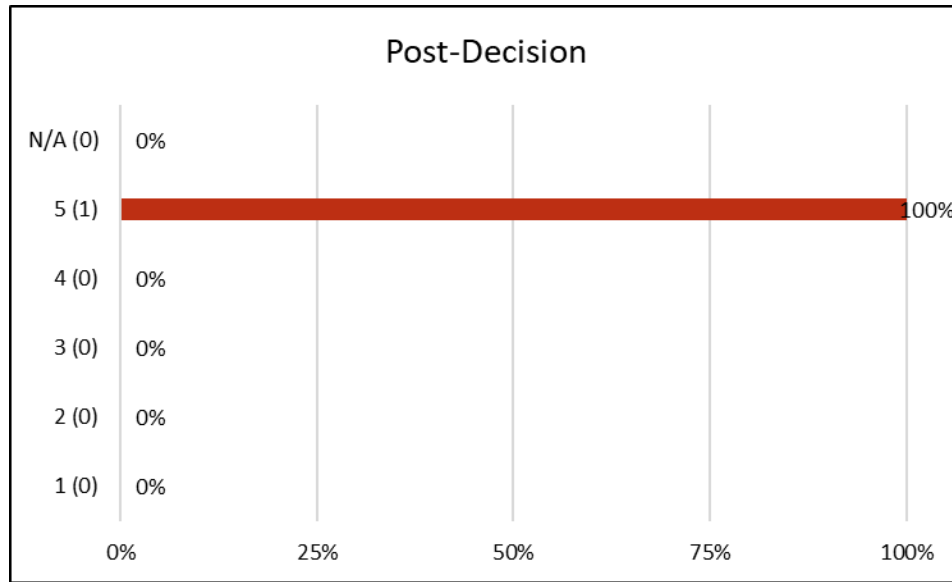


4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns.



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

- No Pre-Decision survey responses received.



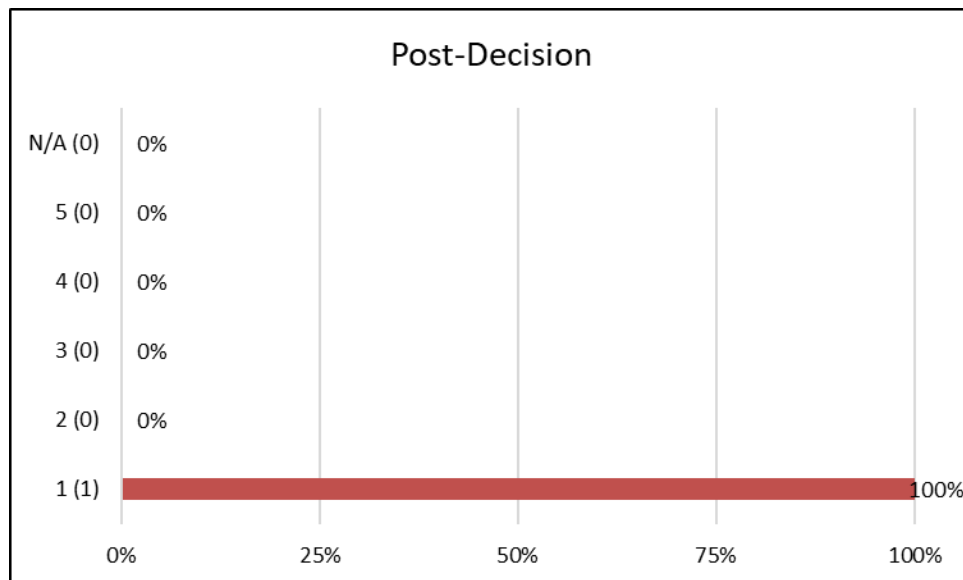
One consumer had a favorable view of the BBB AUTO LINE staff after receiving their decision.

- No Post-Decision survey comments were 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 responses received.

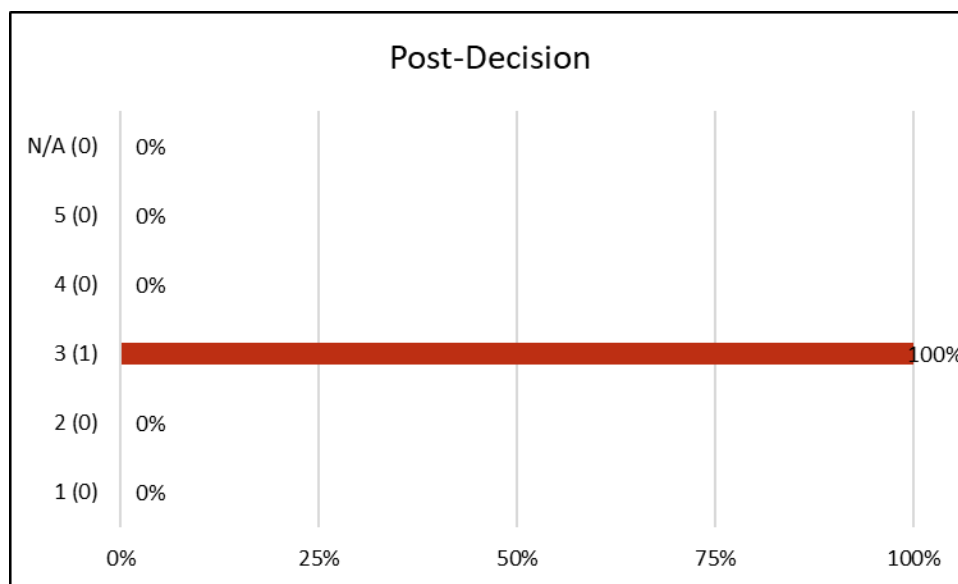


One consumer survey had a less favorable view of the manufacturer's representative at the hearing.

- No Post-Decision survey comments were received.

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

- No Pre-Decision survey responses received.



One consumer had a neutral view of the manufacturer’s representative after receiving their decision.

- No Post-Decision survey comments were received.

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

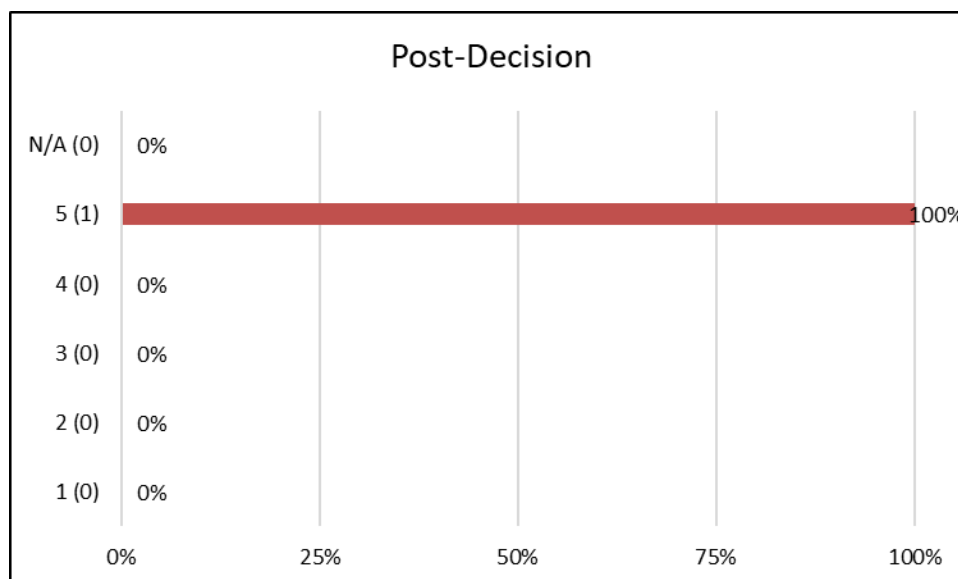
a. The arbitrator’s fairness to all parties involved and maintaining neutrality throughout the hearing? (Pre-Decision Only)

- No Pre-Decision survey responses received.

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

- No Pre-Decision survey responses received.

c. The arbitrator? (Post-Decision Only)



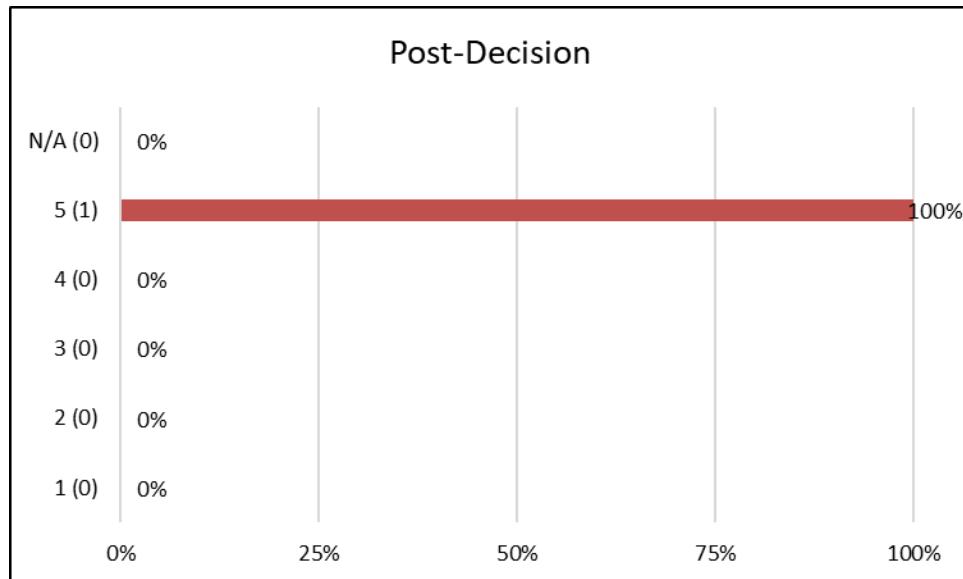
One consumer had a positive view of the arbitrator after receiving their decision.

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

- Excellent

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

- No Pre-Decision survey responses received.

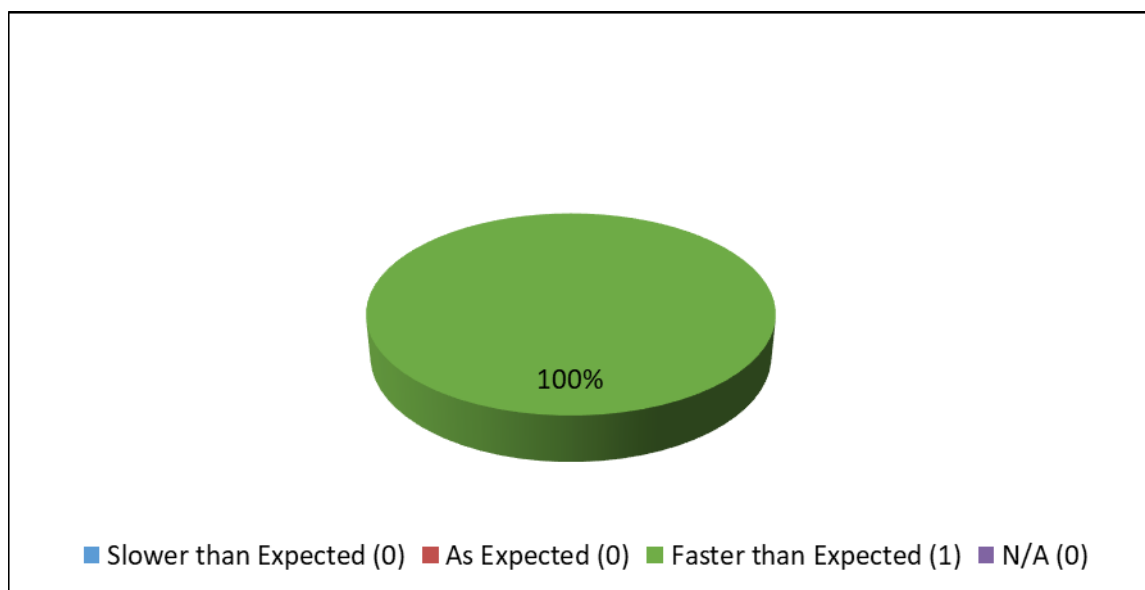


One consumer had a favorable view of the entire arbitration process after receiving their decision.

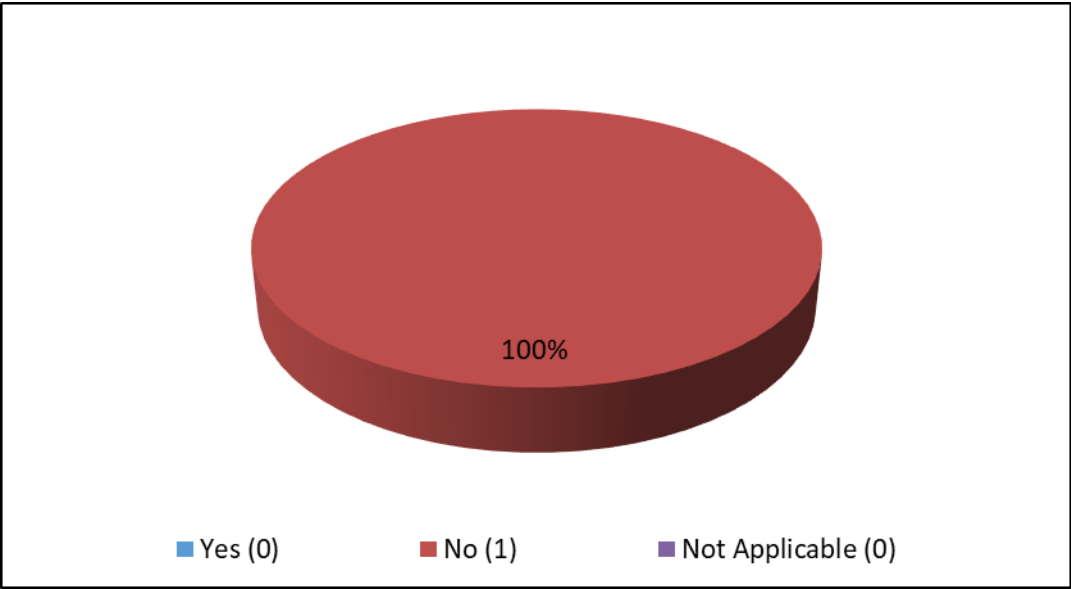
The following comment was provided on the Post-Decision survey:

- Excellent

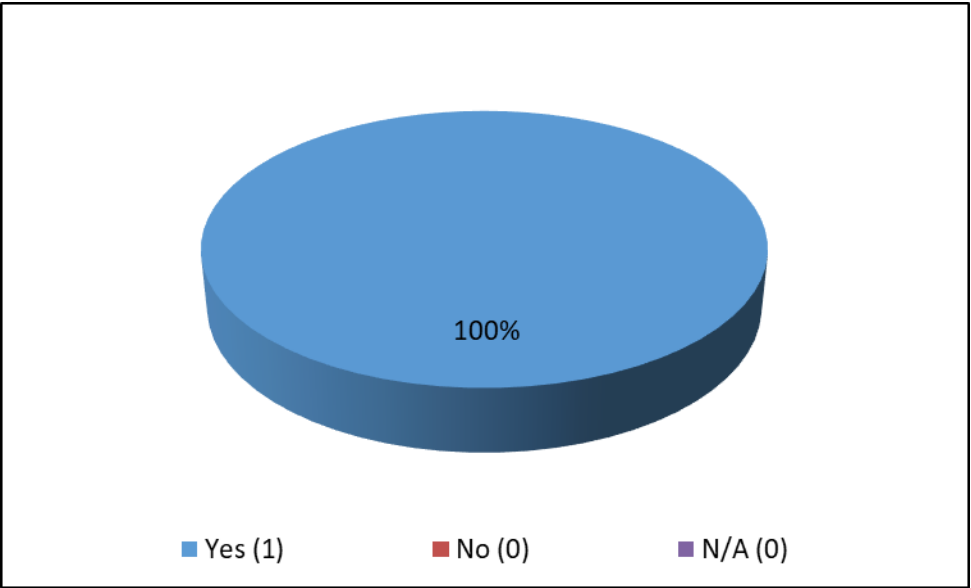
9. How would you rate the speed of the arbitration process relative to your expectations?



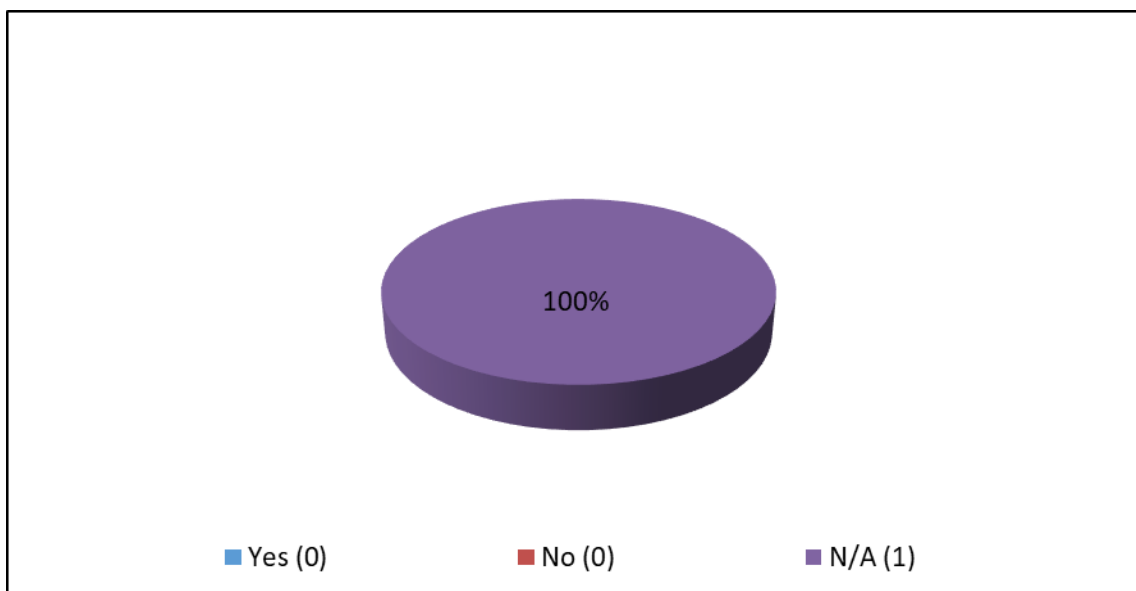
10. Were you ever denied the ability to present evidence?



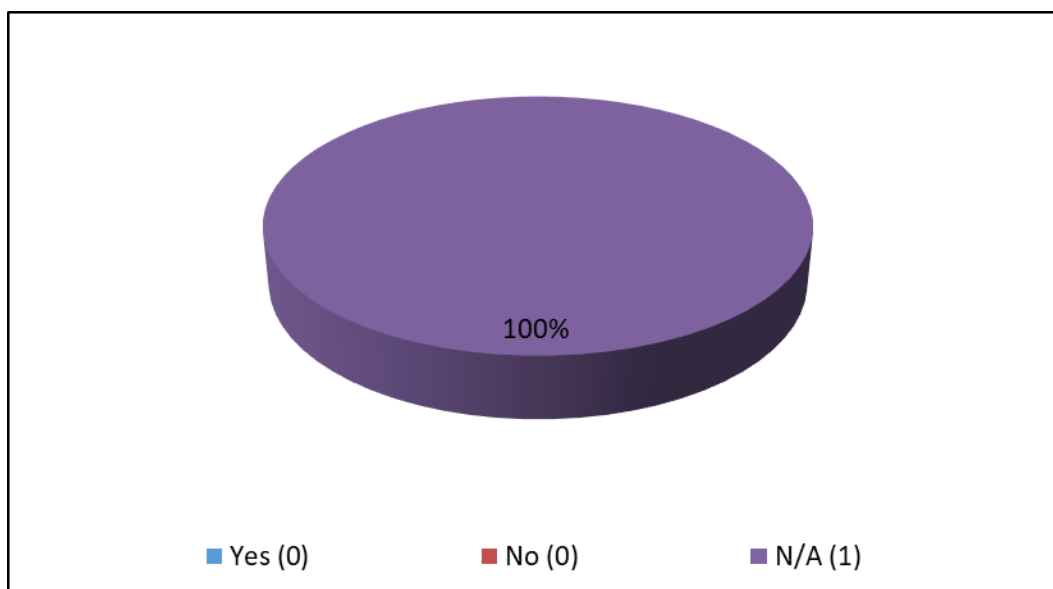
11. If you accepted the decision of the arbitrator:
- a. Did the manufacturer perform the decision within the 30 days after you accepted the decision?



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



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



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

- It was easy to manage everything, excellent team.

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

- No Pre-Decision survey responses received.

BBB AUTO LINE

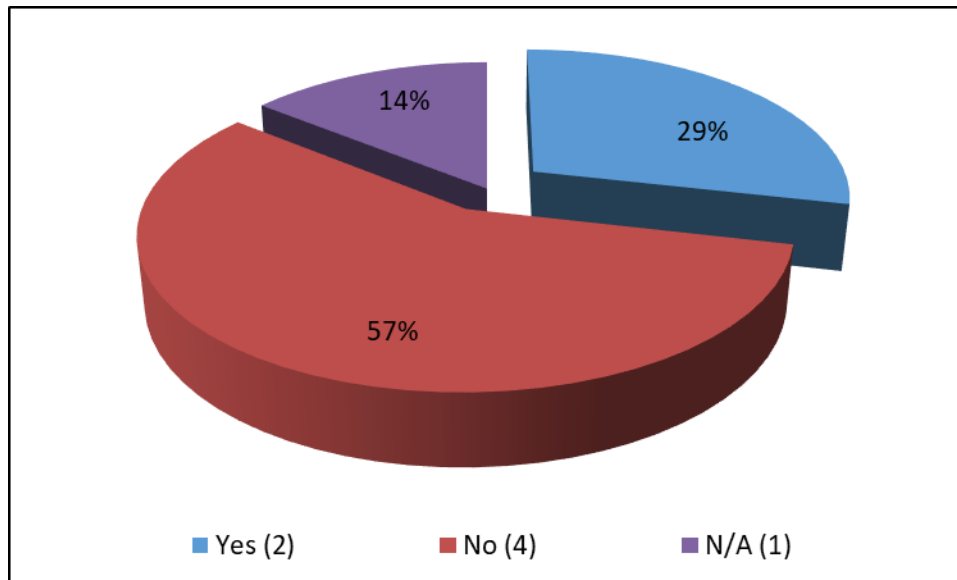
FORD MOTOR COMPANY

Ford Motor Company

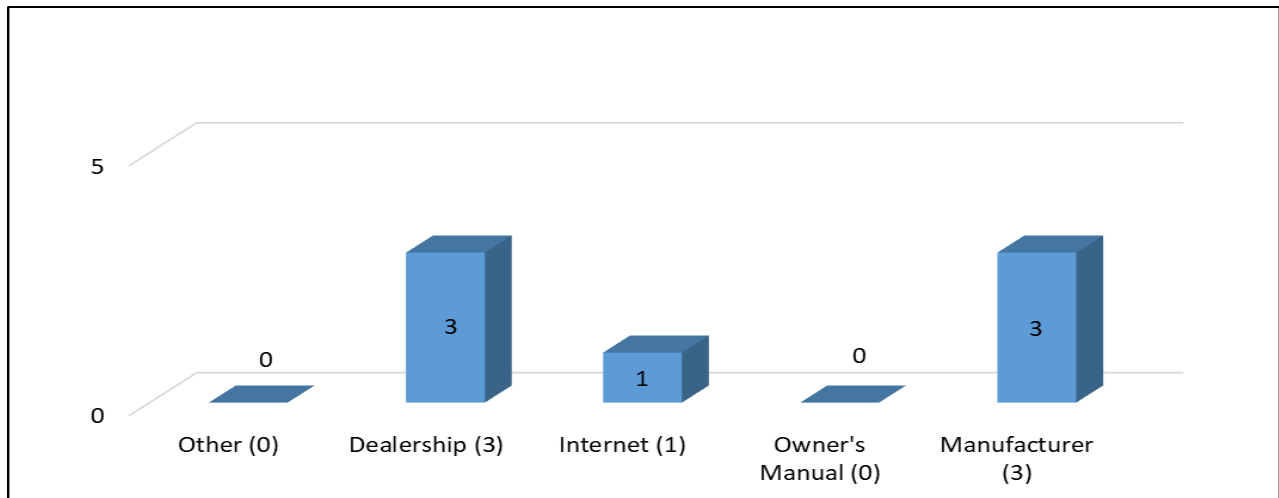
The ACP mailed, or hand delivered at the hearing, 62 pre-decision surveys to consumers and two consumers responded. The ACP mailed 39 post-decision surveys to consumers and seven consumers responded. Comments that were received in response to a question are included below.

Each illustration below is a representation of the results of the survey questions. In addition, no consumers completed both the pre- and post-decision surveys.

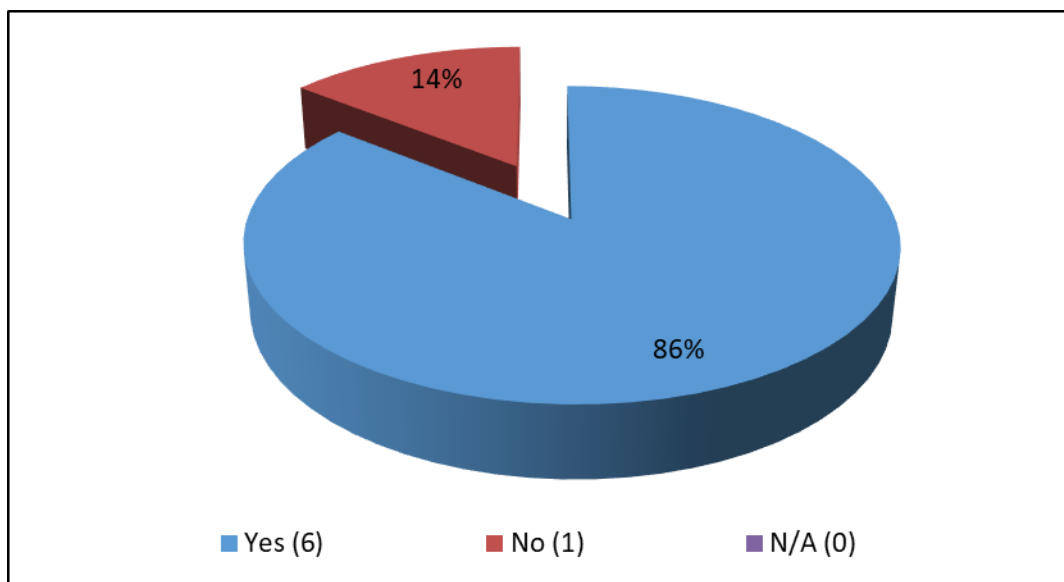
1. Before you purchased your vehicle, did you know about the California's Lemon Law?



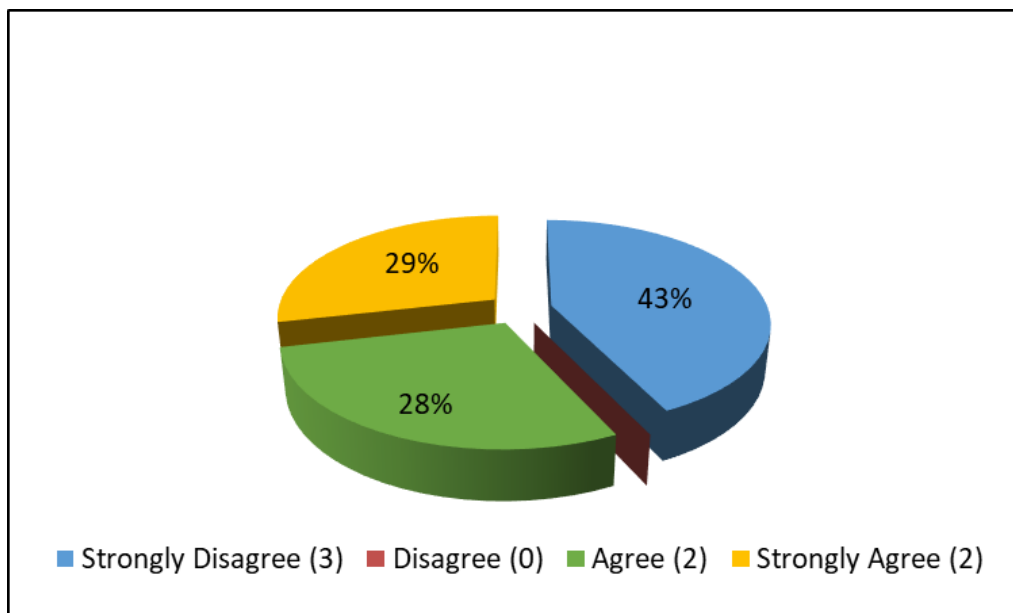
2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



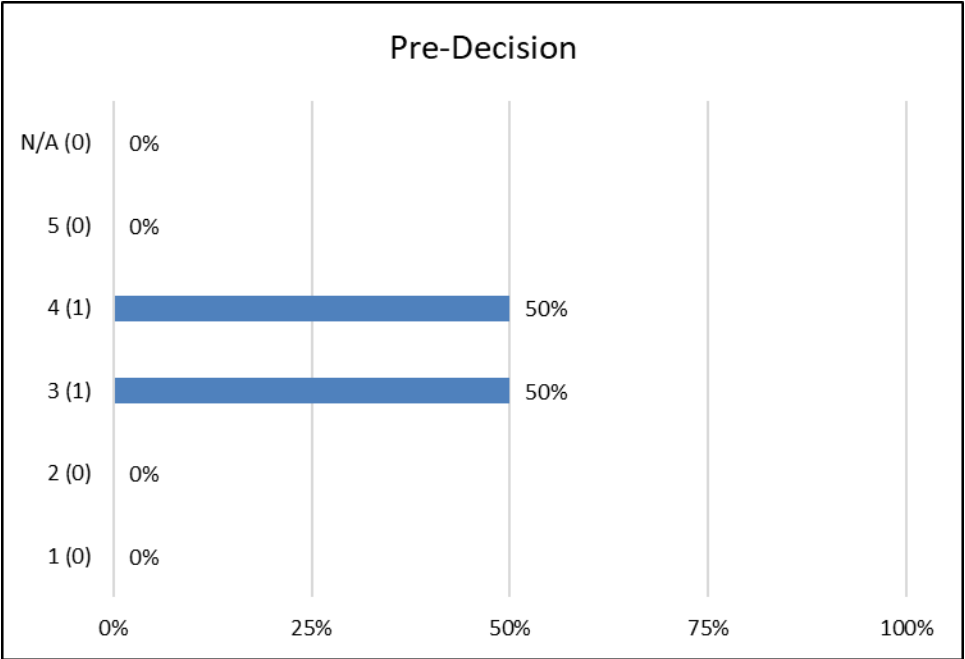
3. If you participated in a settlement or mediation process after applying for arbitration with the BBB AUTO LINE, were you informed that it was a voluntary process?



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

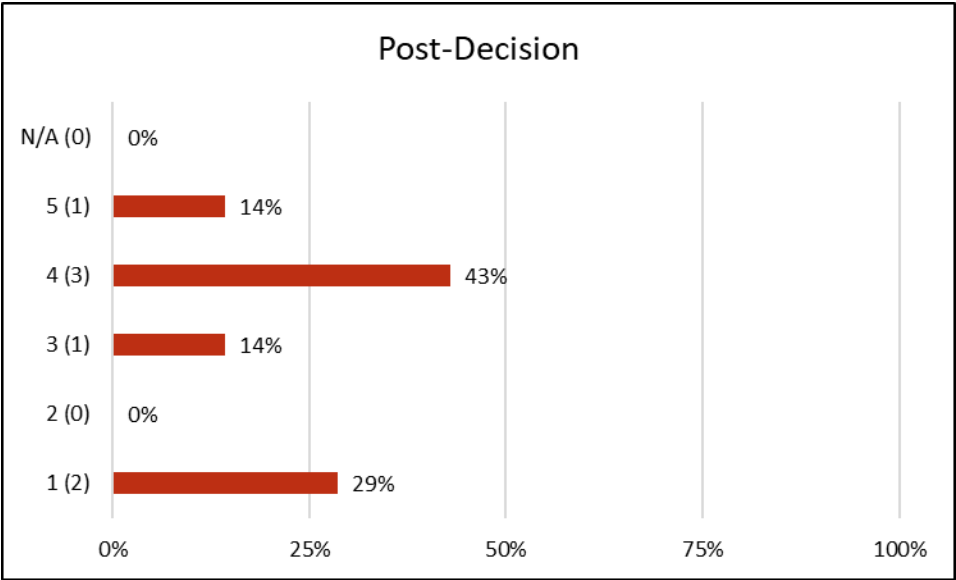


5. In terms of overall satisfaction, how would you rate your experience with the BBB AUTO LINE staff?



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

- I don't recall getting a copy of the hearing format. I would have prepared differently had I been aware that it would comments with me making a statement of up to 20 minutes.
- I cannot answer these questions since I did not know about the date, so I had no hearing and they said it would not be rescheduled.



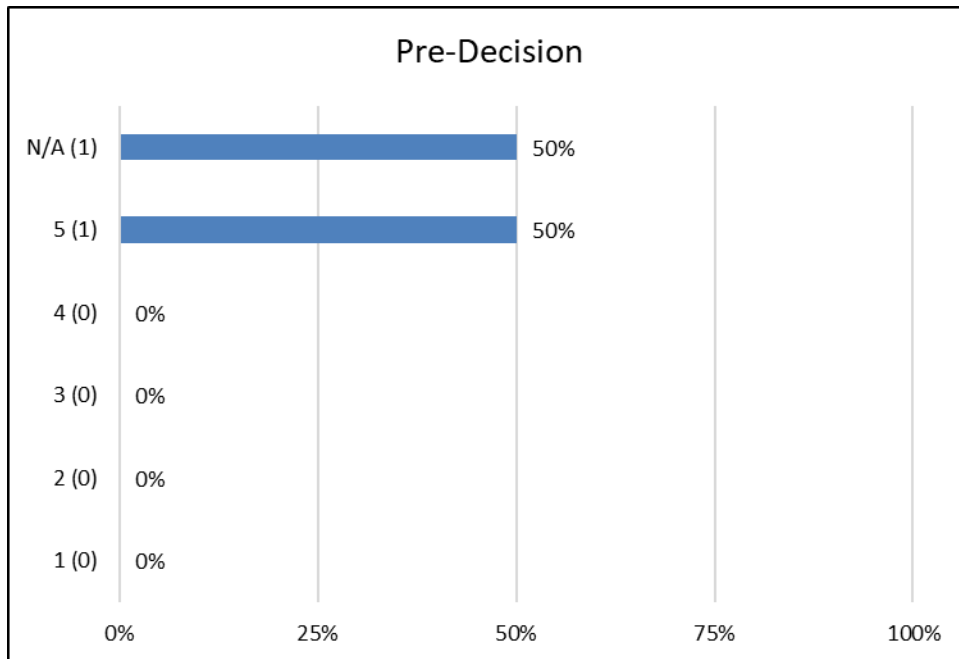
Consumers had a less favorable view of the BBB AUTO LINE staff after receiving their decision.

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

- They were very helpful prior to the hearing and hard to reach for comment after the hearing, as I was very down and needed some explanation about how it was conducted.
- I wish that I had known in advance that no matter how compelling my arguments were for a vehicle buy back and the fact that I was without vehicle use for 29 days in the first 90 days that I owned the car, my claim was denied.

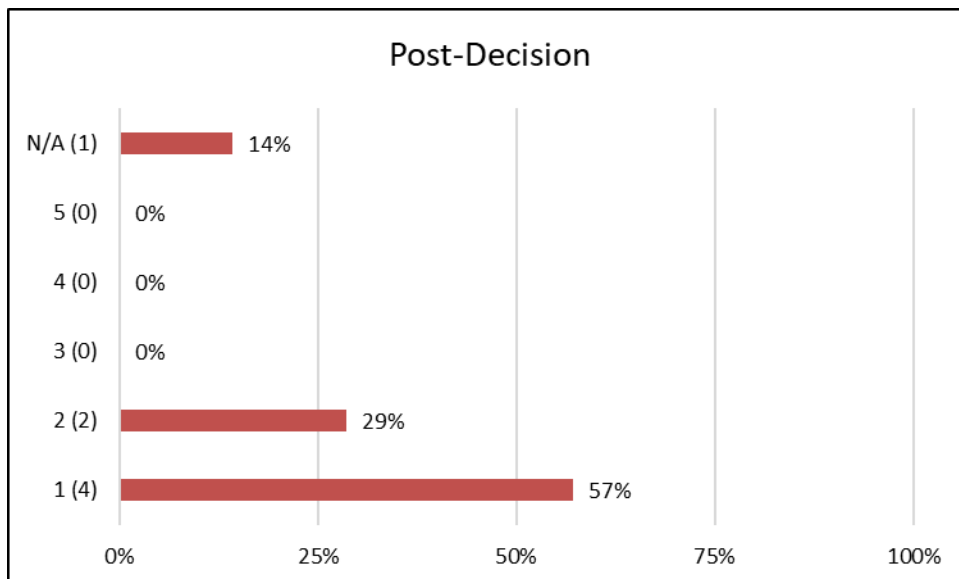
6. In terms of overall satisfaction, how would you rate your experience with:

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



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

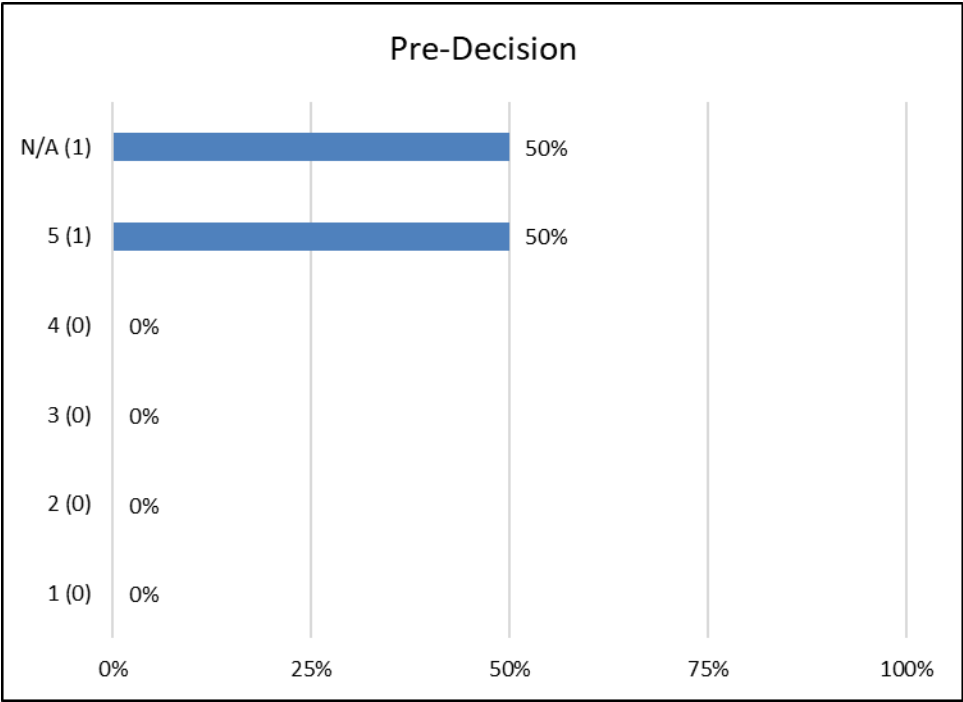
- Courteous, professional, represented Ford very well.



Consumers appear to have a more favorable view of the manufacturer’s representative at the hearing prior to receiving their decision.

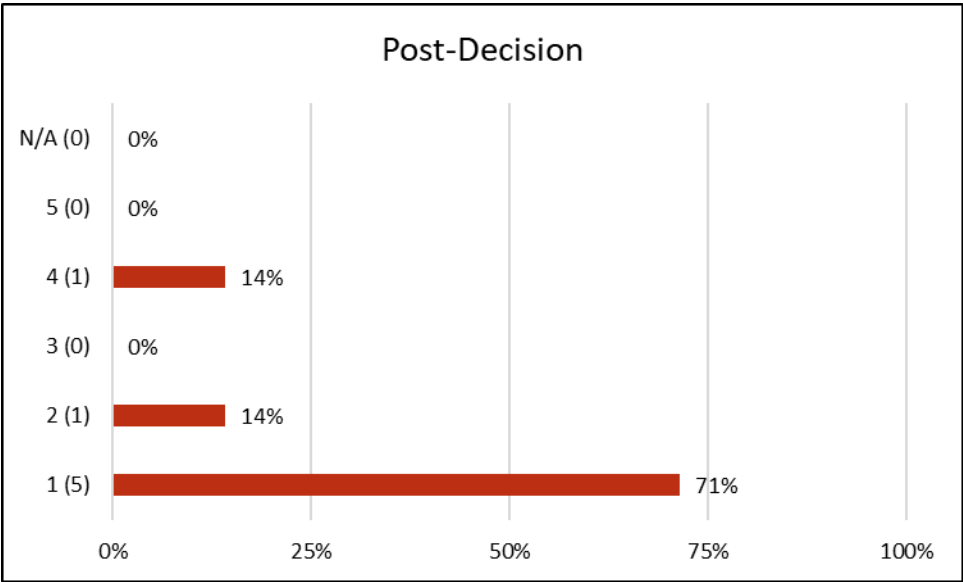
- No Post-Decision survey comments were received.

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



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

- Very tactful, friendly, prepared – wanted to help resolve the issue – All Ford Reps. have been helpful.



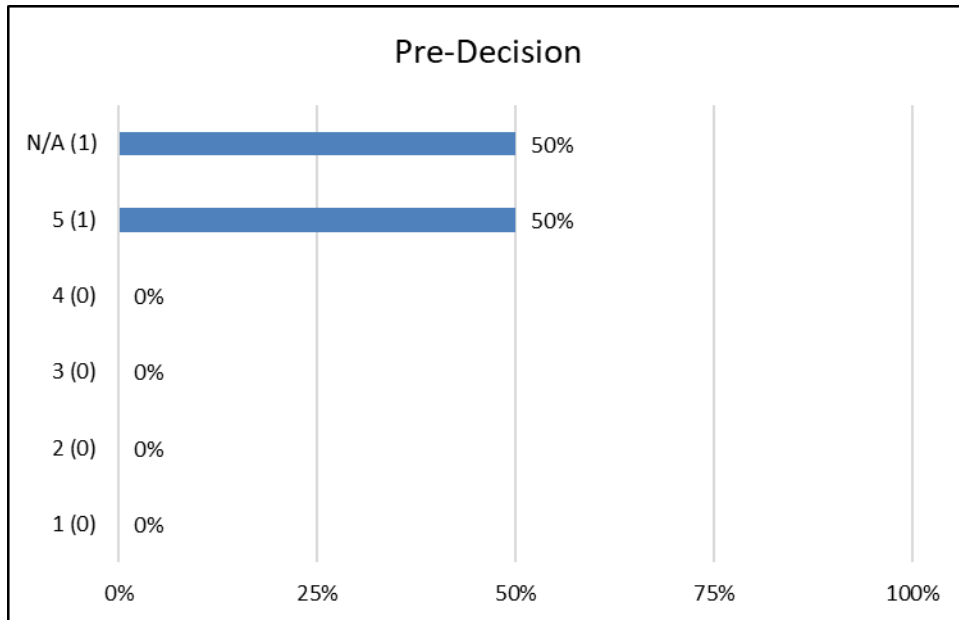
Consumers appear to have a more favorable view of the manufacturer’s representative at the hearing prior to receiving their decision.

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

- The manufacturer representative was not at the original hearing including the minutes allowed following the start of a hearing and it needed to be rescheduled at which time I made a big mistake and agreed to a second date instead of insisting it be held on the original date.
- I was not notified of meeting so did not have one.
- She was 45 minutes late to hearing; her posted comments before hearing showed not a good understanding of my issues and no empathy. This was also apparent during the hearing.

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

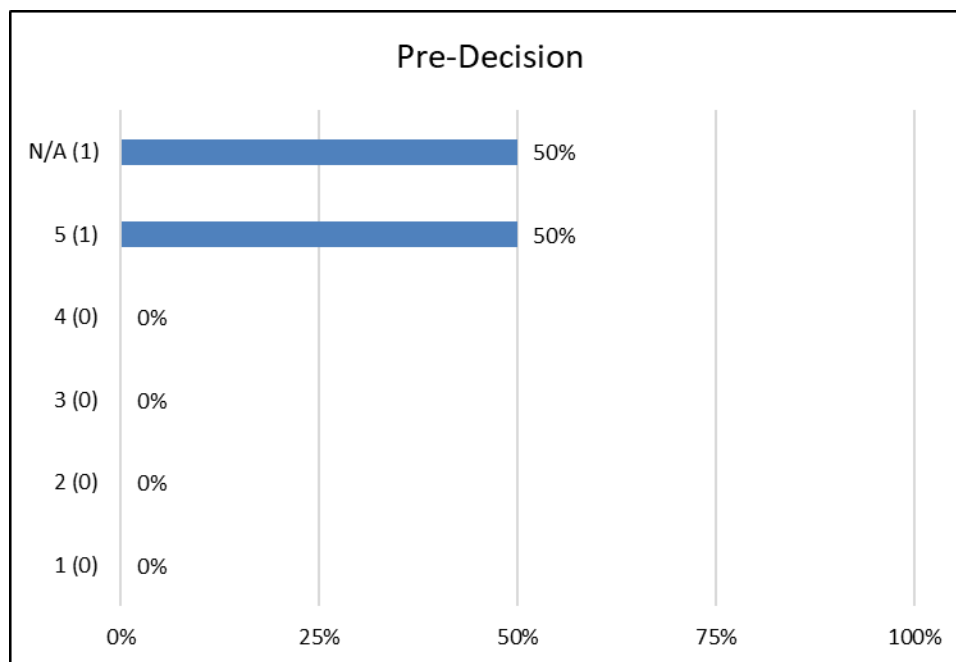
- a. The arbitrator's fairness to all parties involved and maintaining neutrality throughout the hearing? (Pre-Decision Only)**



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

- Cordial, patient, encouraging, non-judgmental. Allowed for clarification.

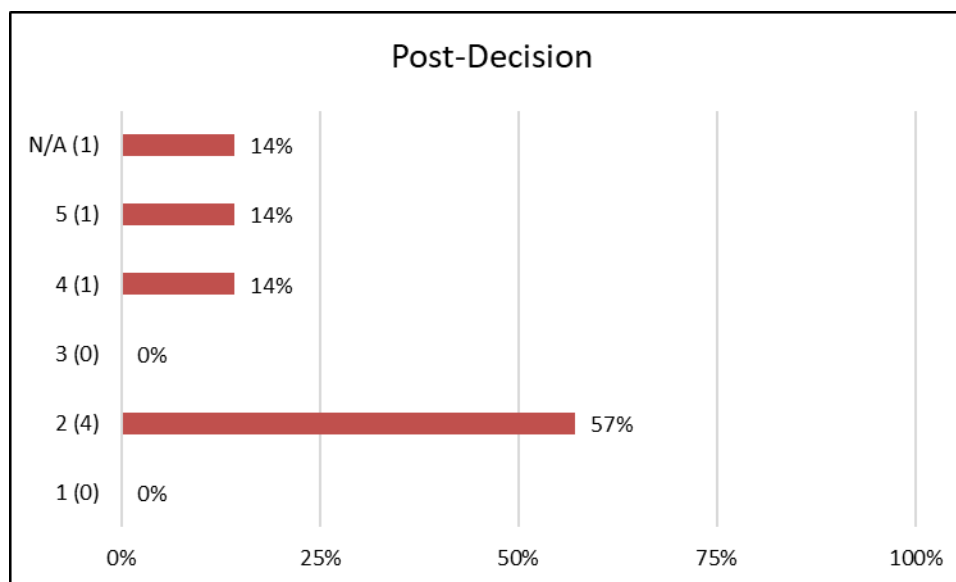
b. The arbitrator's understanding of key issues and concerns? (Pre-Decision only)



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

- Asked the right questions.

c. The arbitrator? (Post-Decision Only)

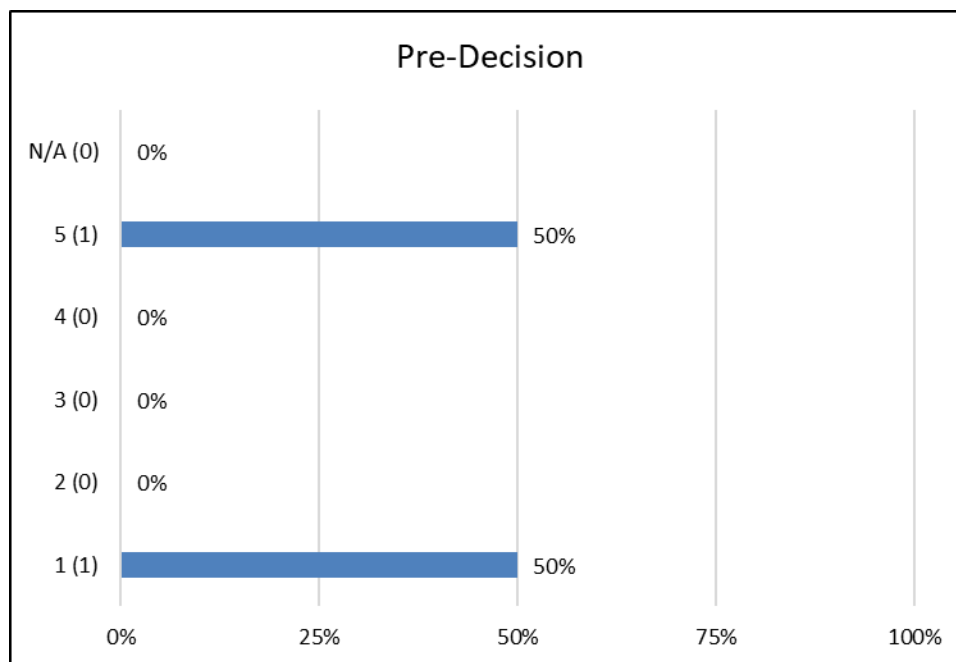


Most consumers still had a positive view of the arbitrator after receiving their decision.

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

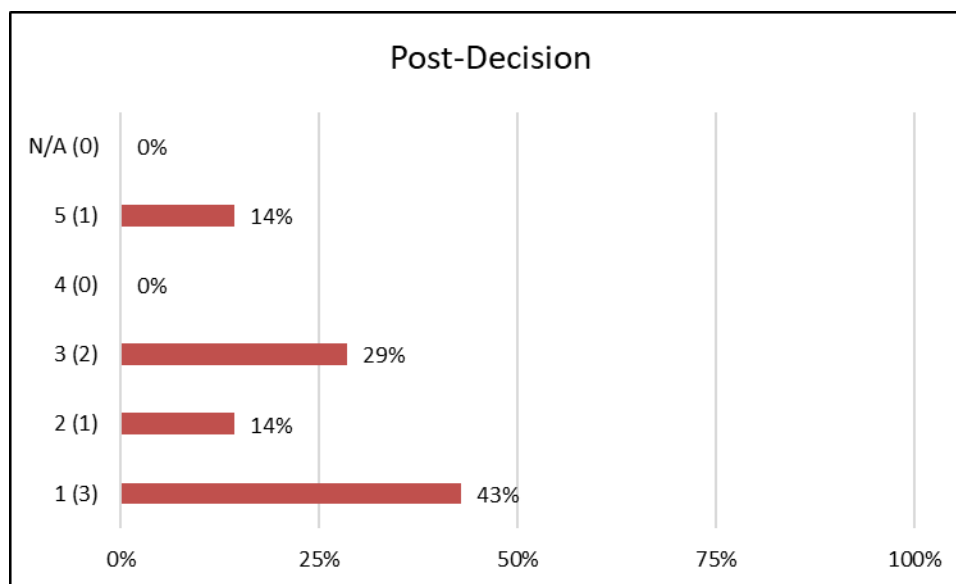
- He seemed in a hurry and would not let me give me allowed 20 minutes opening cutting me off at about 30 seconds as he did not like my approach and only wanted to hear about the service calls.

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



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

- 1 or 0. The other problem is that it could never be duplicated in a dealership. I asked for a confirmation date I did not receive one. Then they said I didn't show up for the hearing when I didn't know about it.
- So far, so good, all phones calls returned as well as emails.



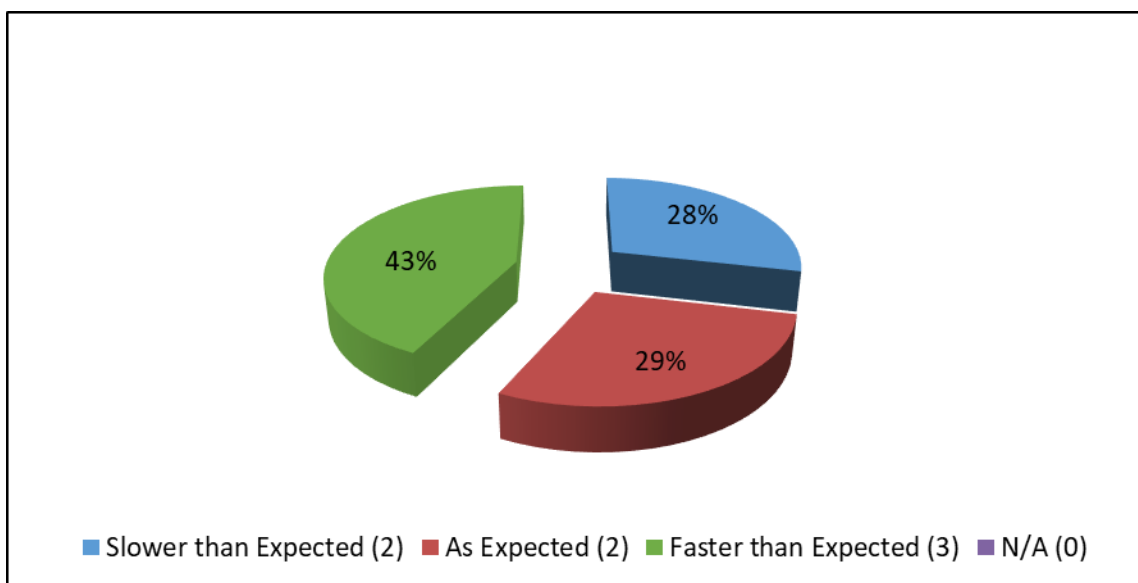
Consumers appear to have a less favorable view of the manufacturer's representative at the hearing after receiving their decision.

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

- Looking back, it seemed as though a decision was made almost before it began?

- I felt the mediator was sympathetic to my need for a reliable vehicle, and was quite surprised by the denial of my claim.
- I had a much better experience dealing directly with the Ford Customer Relationship Center.

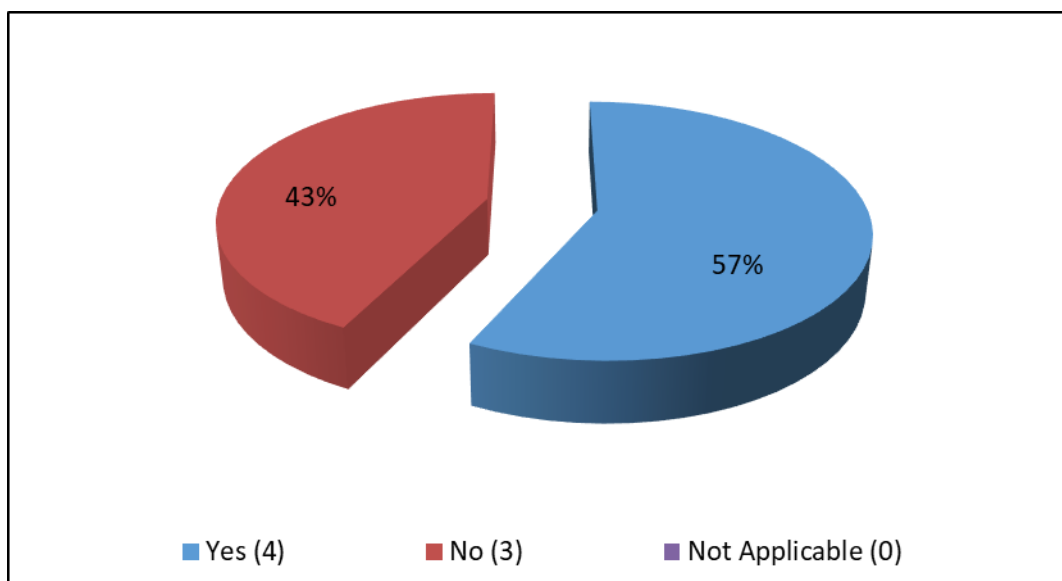
9. How would you rate the speed of the arbitration process relative to your expectations?



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

- I believe it was much shorter than I expected because the allowed times were cut short.
- The whole experience took 3 months, I would think it could be done in one month.

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



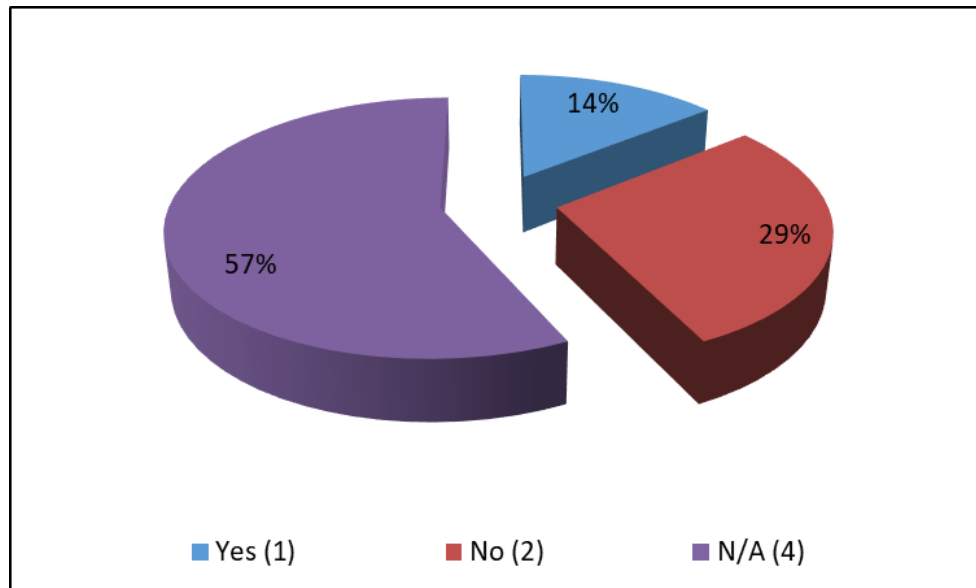
The following comments were provided on the Post-Decision surveys:

- I was cut off before it was even presented.
- They wouldn't reschedule the arbitration that I missed because I didn't get a notice. It worked out ok.

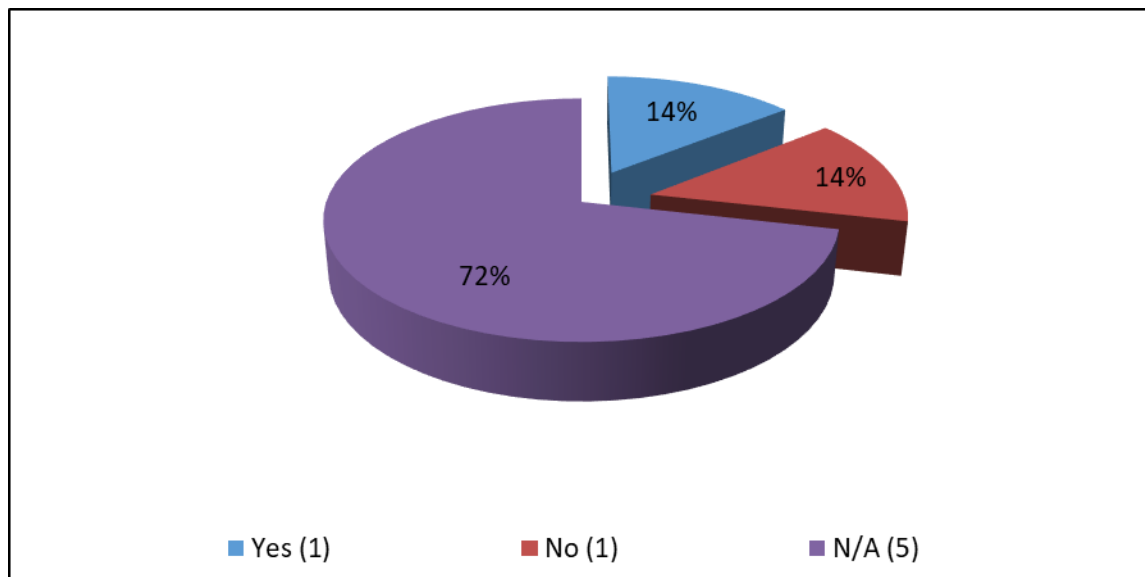
- The manufacturer's representative continually interrupted me and despite efforts by the mediator, I felt denied.
- Yes. BBB AUTO LINE initially declined my claim based on faulty info provided by the manufacturer that I was not shown. I had to appeal the decision, which I won, but added time and effort.

11. If you accepted the decision of the arbitrator:

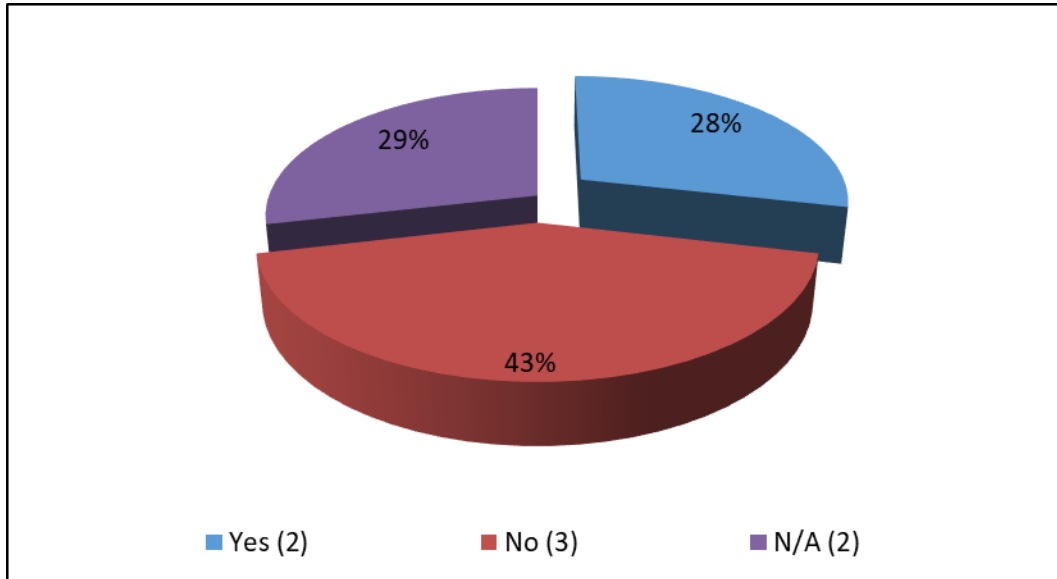
- a. Did the manufacturer perform the decision within the 30 days after you accepted the decision?**



- 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 any major change to improve the arbitration process, what would that be? Please specify.

- Stick to your rules including requiring the manufacturer submit their data prior to the meeting as required. The arbitrator should not cut off an opening presentation before its presented.
- Just speed up whole process. It is difficult to work with someone on east coast because of time difference.
- I had expected some more understanding of the trauma caused by having a new vehicle failing a major mechanical way. 140 miles and 2 days after purchase and not near a dealership on a Sunday afternoon.
- Hire better quality staff.
- Stop working for manufacturer.

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

- None really – The process is relatively easy.

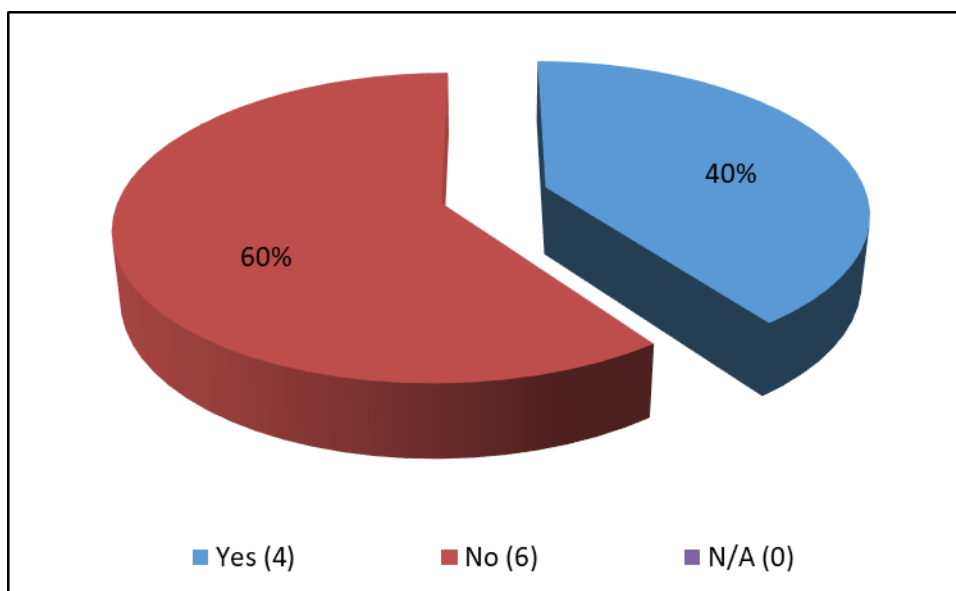
BBB AUTO LINE
GENERAL MOTORS, LLC.

General Motors, LLC.

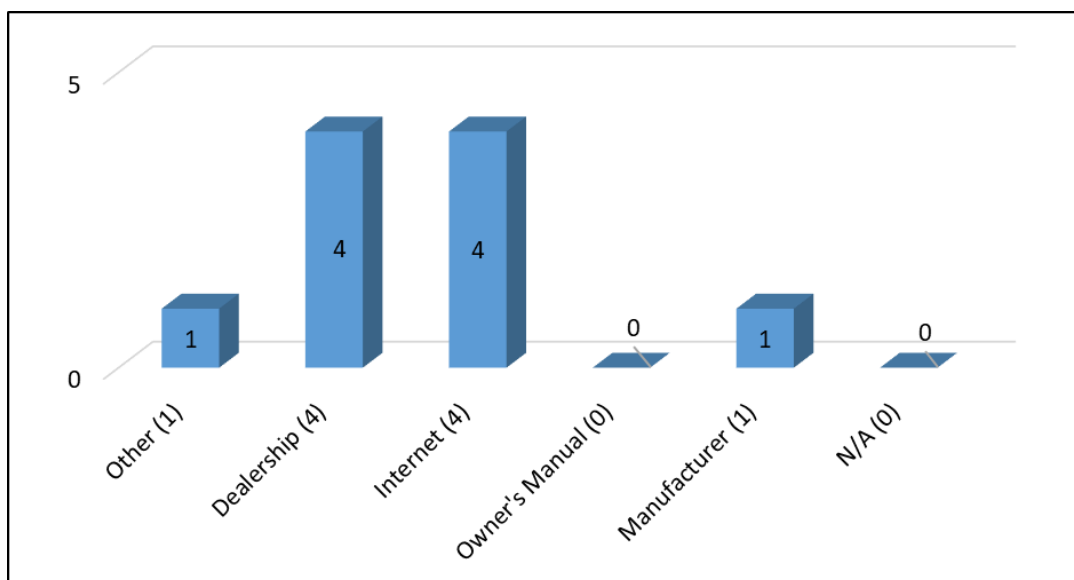
The ACP mailed, or hand delivered at the hearing, 110 pre-decision surveys to consumers and 10 consumers responded. The ACP mailed 75 post-decision surveys to consumers and 10 consumers responded. Comments that were received in response to a question are included below.

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

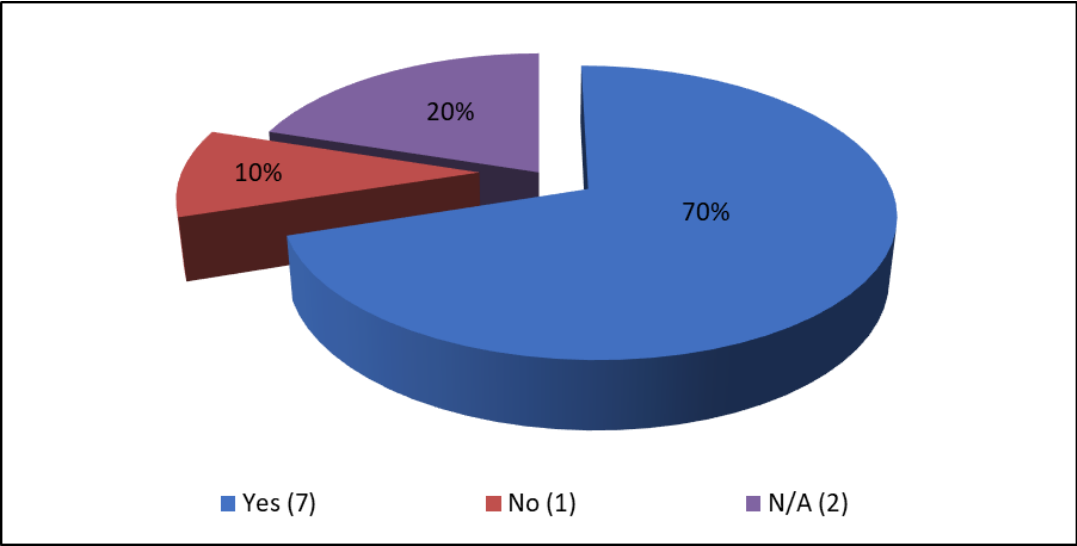
1. Before you purchased your vehicle, did you know about the California's Lemon Law?



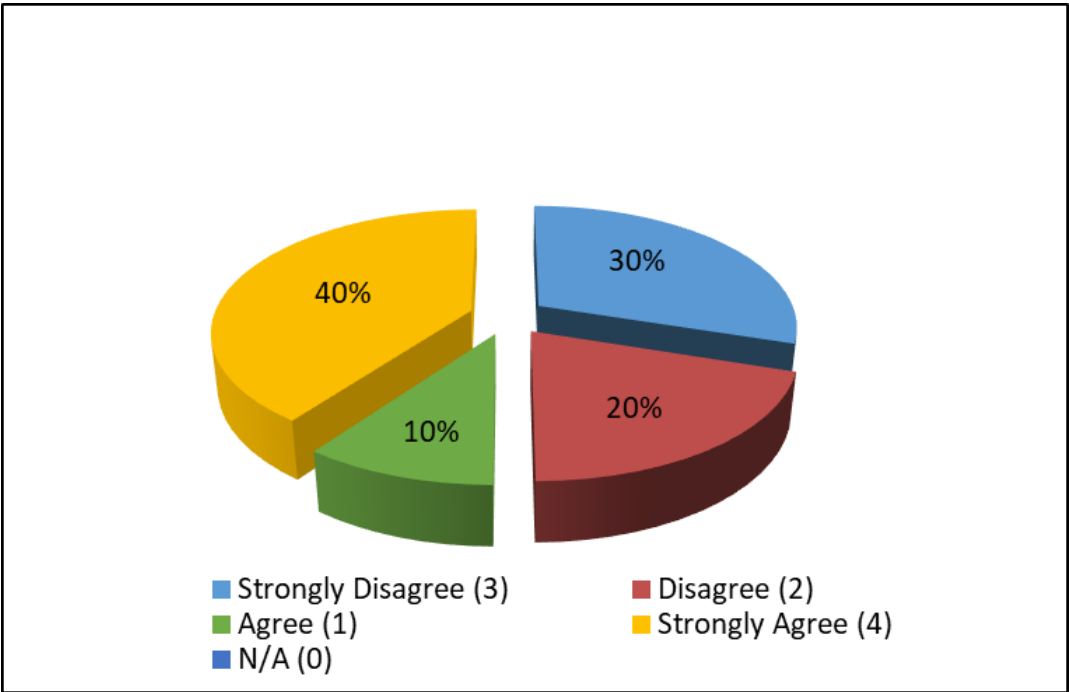
2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



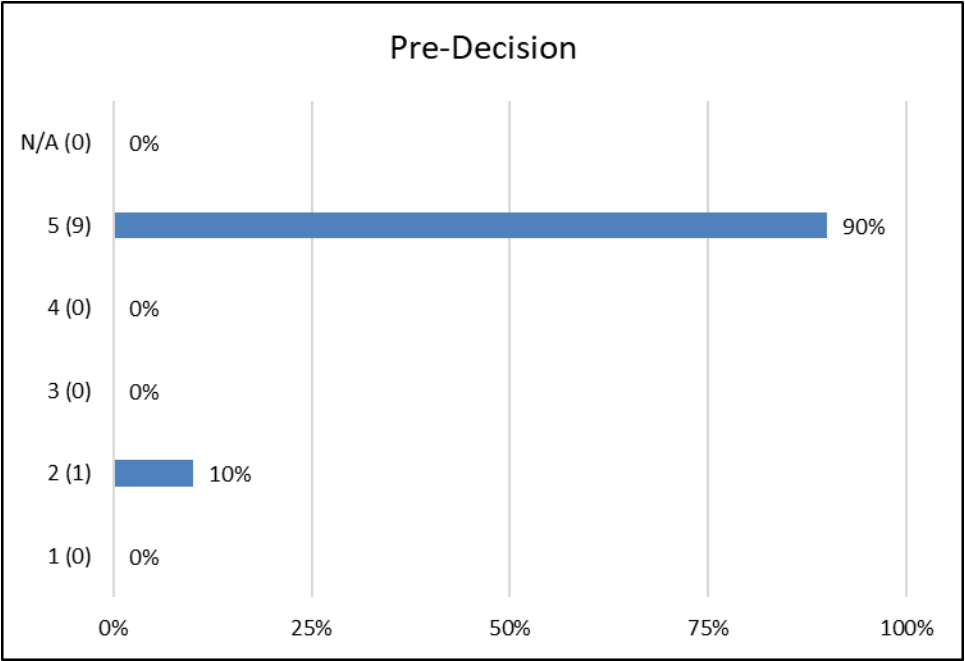
3. If you participated in a settlement or mediation process after applying for arbitration with the BBB AUTO LINE, were you informed that it was a voluntary process?



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

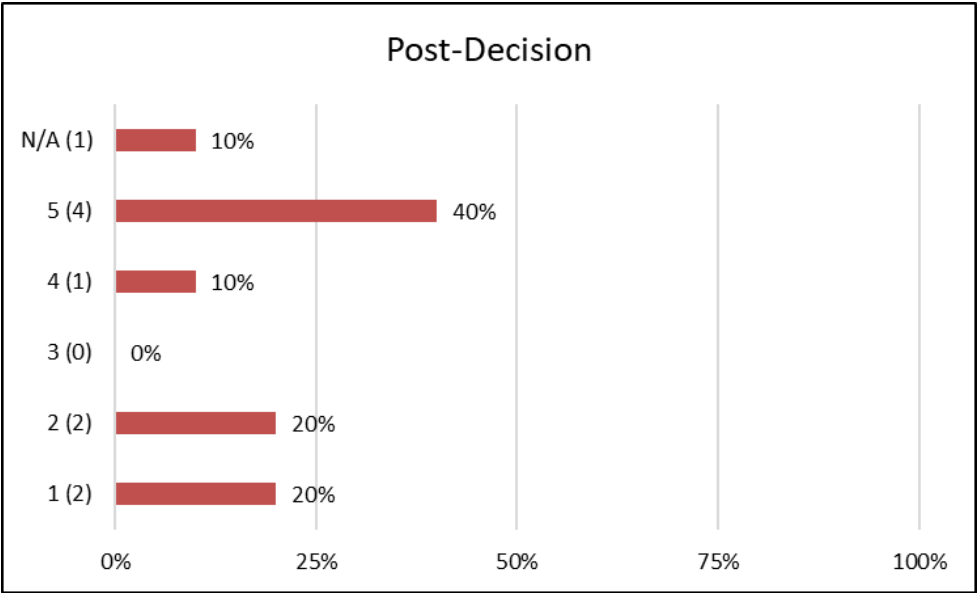


5. In terms of overall satisfaction, how would you rate your experience with the BBB AUTO LINE staff?



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

- She was more “needy” and had more grievances than I, the consumer.
- GM made an offer 1 hour before the hearing and I accepted it.



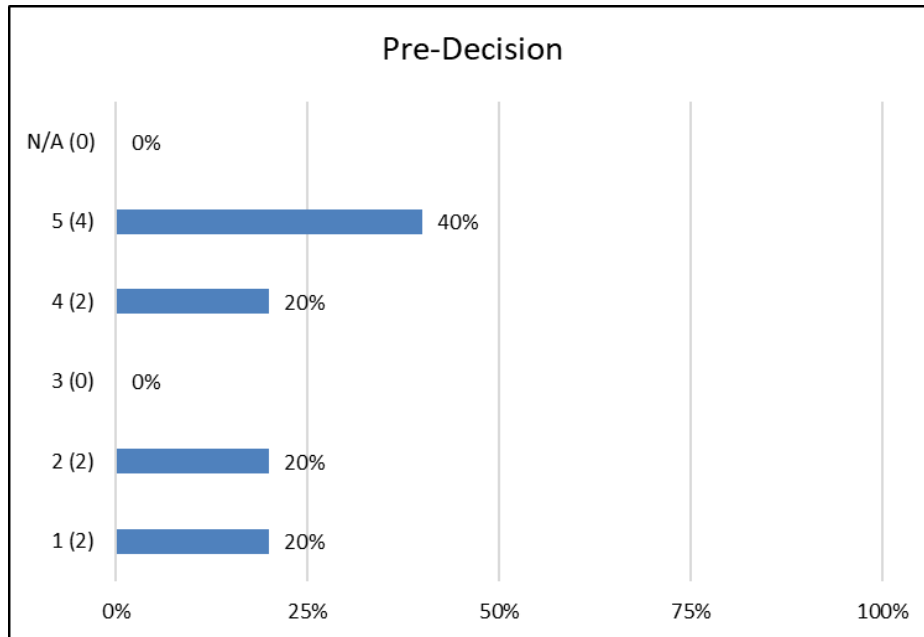
Consumers had a slightly more favorable view of the BBB AUTO LINE staff prior to receiving their decision.

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

- Arbitrator gave us too much time to respond and still 10 days became 11 working days for GMC.
- They did not force the opposing party to answer my questions.
- Just talked facts.

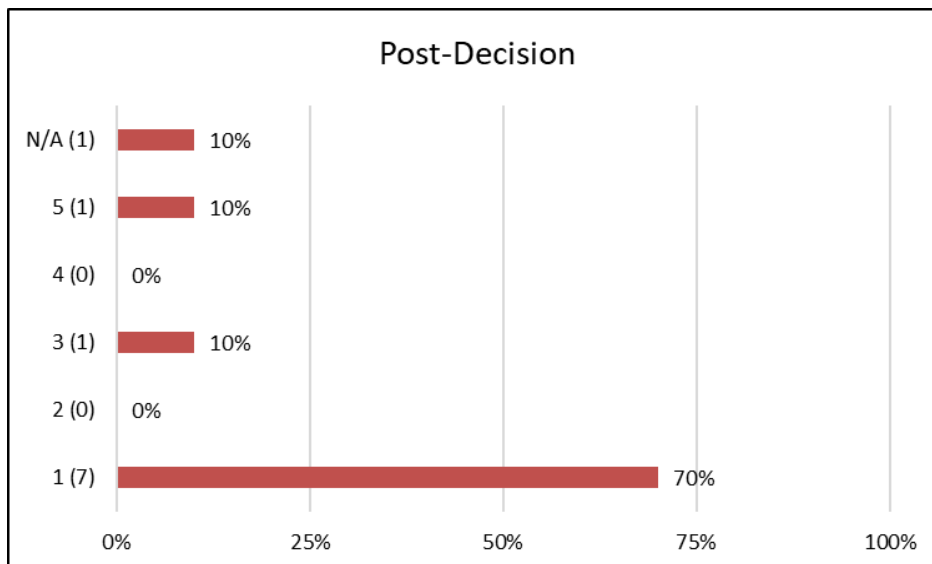
6. In terms of overall satisfaction, how would you rate your experience with:

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



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

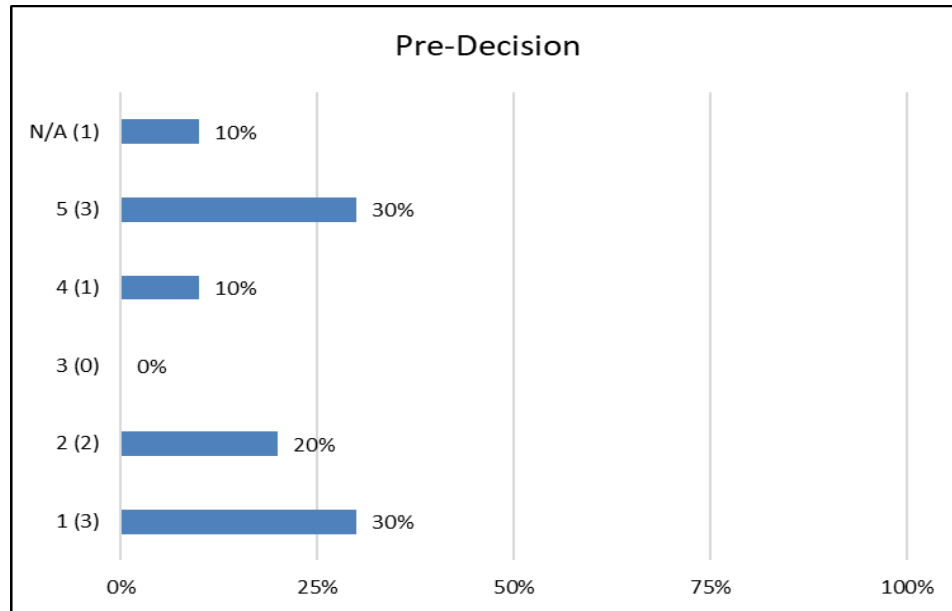
- Never met the manufacturer representative.
- He avoided or neglected answers that were not in their favor.



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

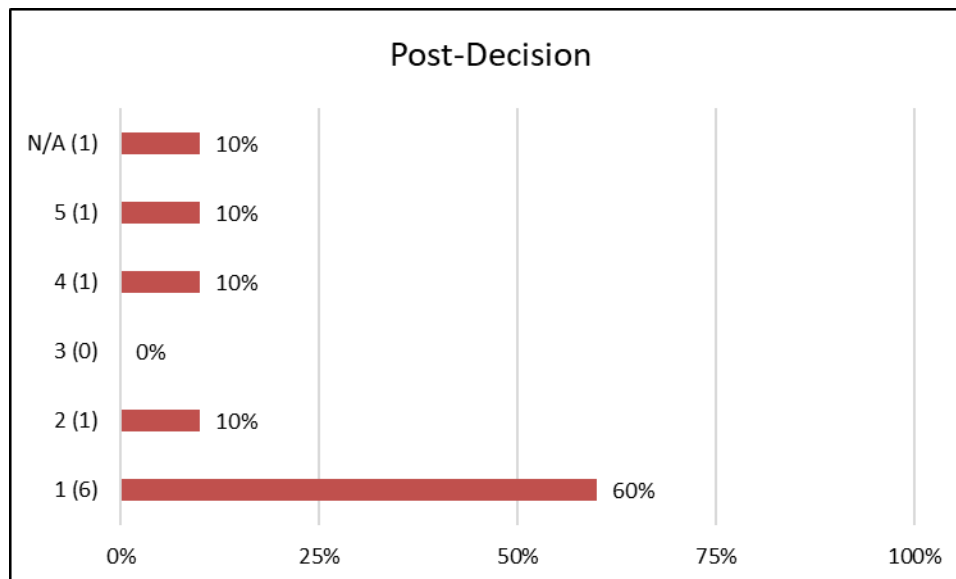
- No Post-Decision survey comments were received.

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



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

- GMC non-responsive.
- Never met the manufacturer representative.
- One line response not even signed bare minimum.



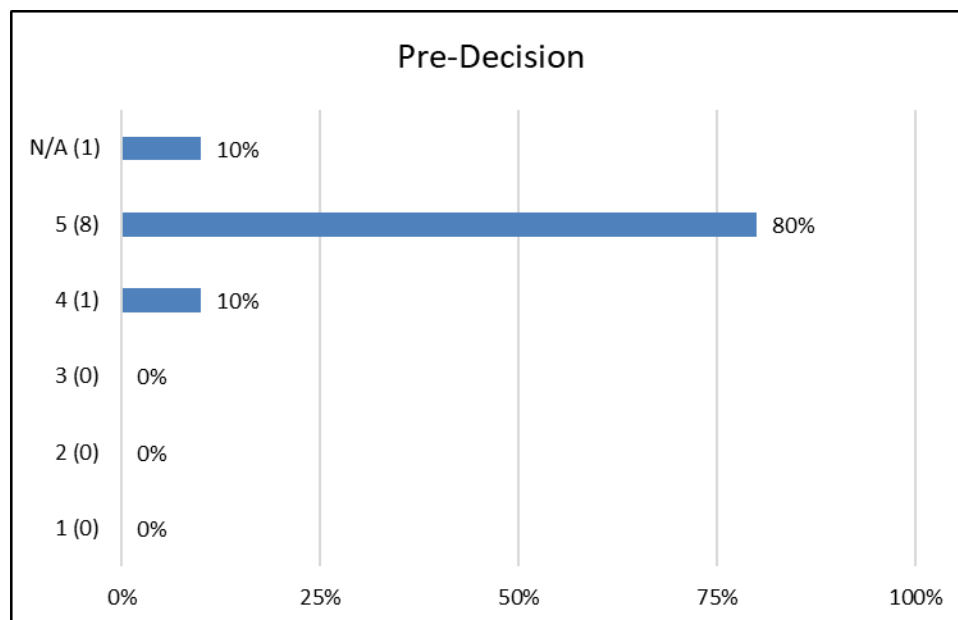
Consumers had a more favorable view of the manufacturer's representative prior to receiving their decision.

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

- Manufacturer representative did a good job! Others at GMC, not so much!
- Would not answer my questions or provide the battery information I requested.
- The manufacturer's representative did not take into consideration my concern that I had for my vehicle just brushed us off.
- All I would like is fairness to the buyer. Did not happen.

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)**

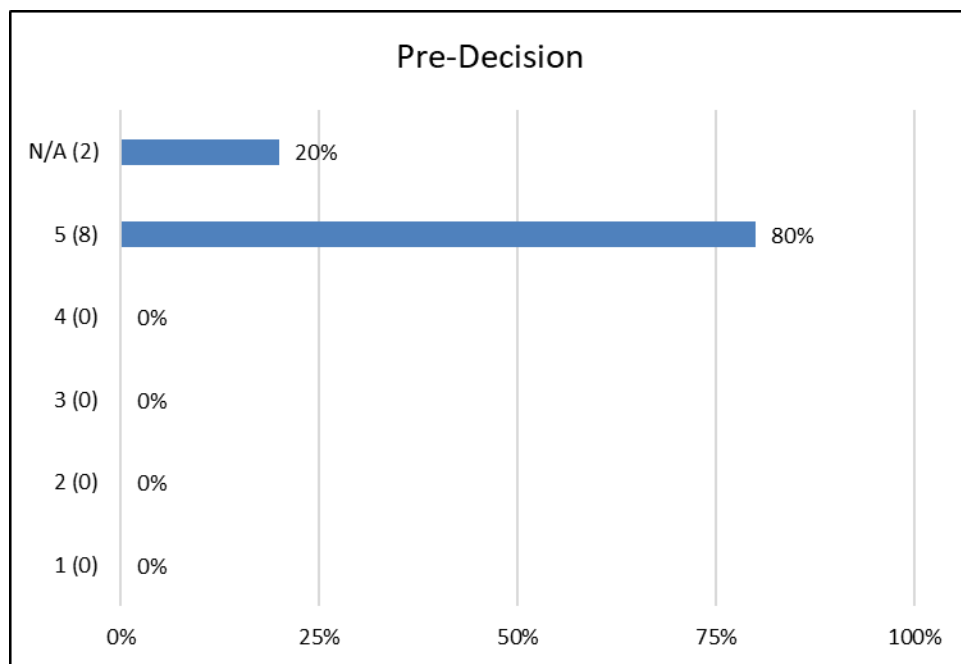


Consumers had a favorable view of the arbitrator's fairness and maintaining neutrality prior to receiving their decision.

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

- She did a good job staying neutral and allowing both sides to complete their thoughts.

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

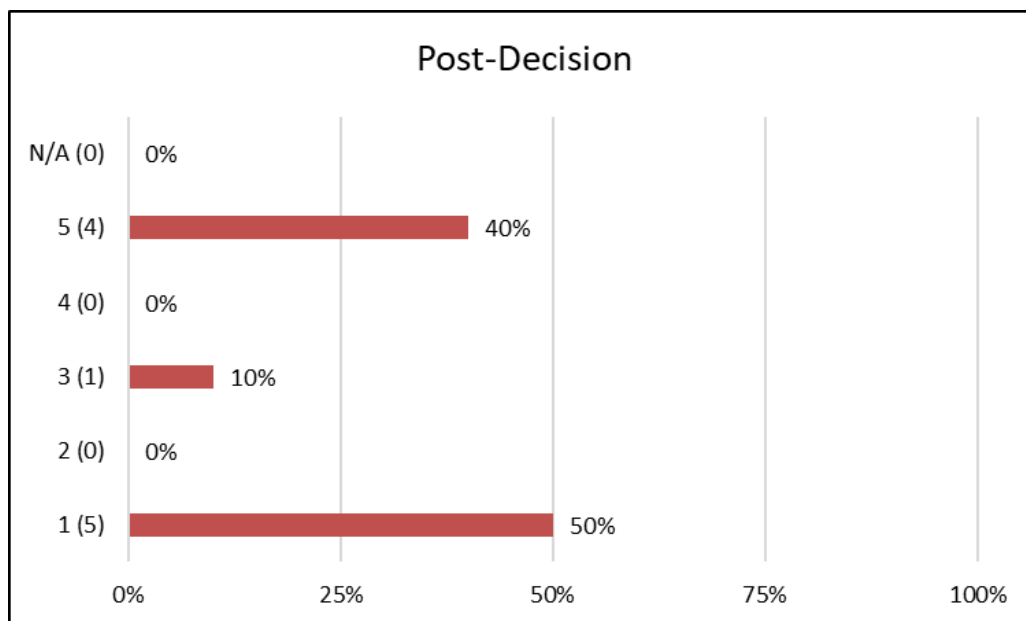


Consumers had a favorable view of the arbitrator's understanding of key issues and concerns prior to receiving their decision.

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

- She was willing to ask questions and clarify.

c. The arbitrator? (Post-Decision Only)

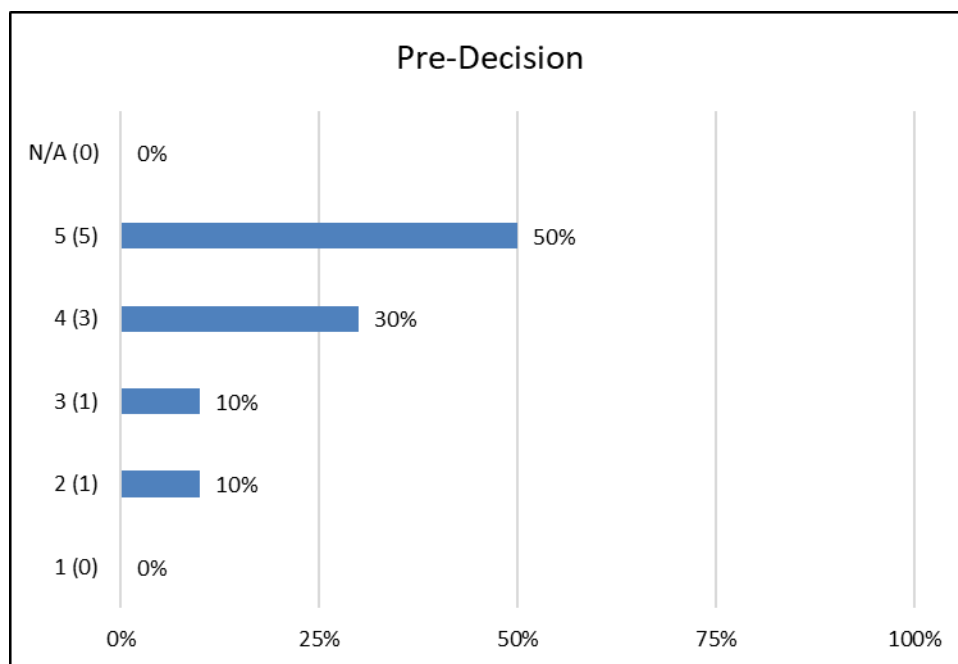


Consumers had a slightly negative view of the arbitrators after receiving their decisions.

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

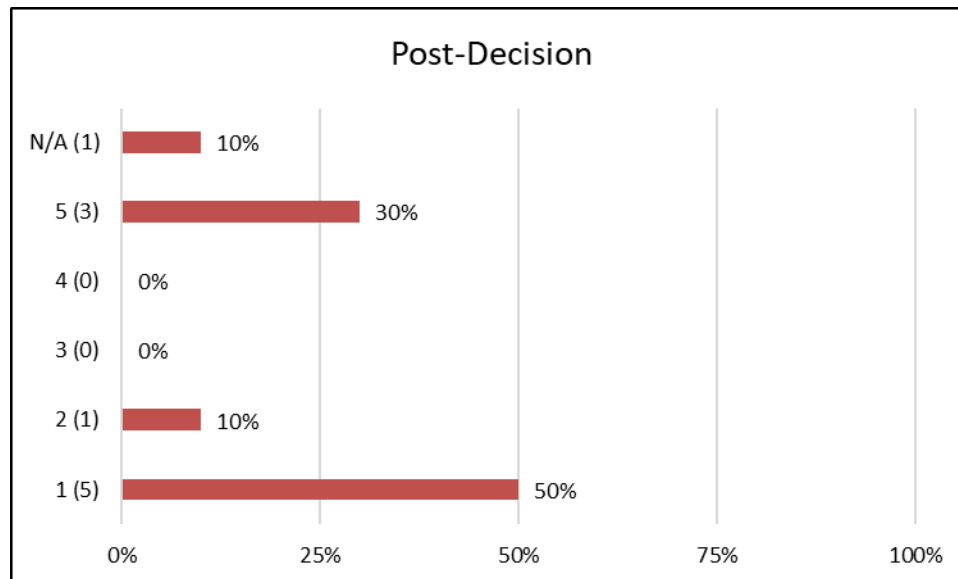
- She tolerated too many shenanigans by GMC. Manufacturer representative blew smoke up mine and arbitrators blank.
- Would not require manufacturer rep to provide the battery data that I requested.
- The arbitrator assigned did not follow the law. He did not follow California Lemon Law or the Song Beverly Consumer Warranty Act. Effectively, he made up his own requirements and followed his own idea of what the law is supposed to be, rather than following the black-letter law. It was clear that he did not review the records accurately nor did he know what he was doing, as a whole.

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



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

- We are grateful to have this opportunity even during a pandemic, but not having face-to-face interaction allow the manufacturer to downplay the severity of the safety concern.

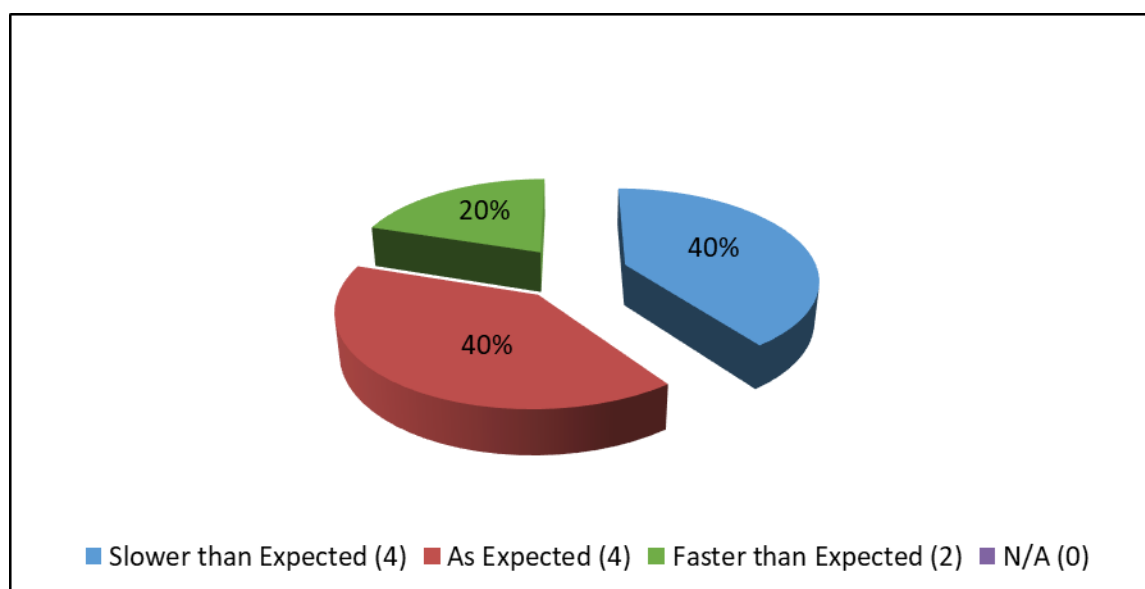


Consumers had a slightly more favorable view of the entire arbitration process prior to receiving their decision.

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

- GMC broke the Lemon Laws and arbitrator did not hold manufacturer accountable. She only enabled manufacturers non-repair.
- Not fair.
- I was extremely unhappy with the process and the fact that no one took my concerns seriously.
- No satisfaction - The big corps. Always win. Now I am stuck owing on junk. Handicap and senior citizen at that.

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

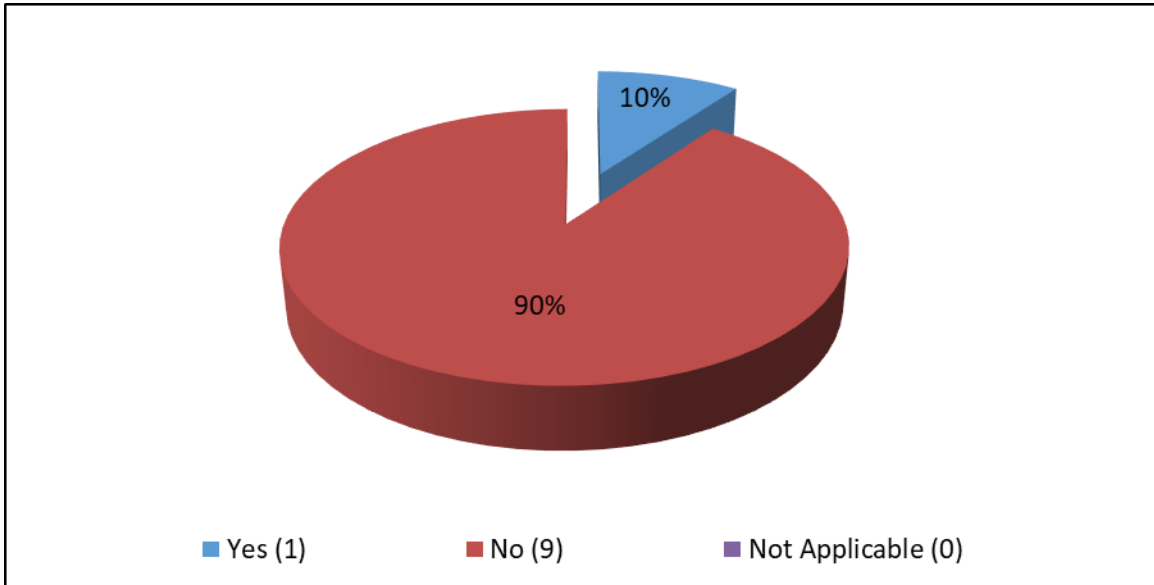


The following comments were provided on the Post-Decision surveys:

- My expectations of BBB were low. July – November is too slow for a working mom.

- It took time to get the process going and I also explained to the manufacturer representation that they did not take my concerns seriously.

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

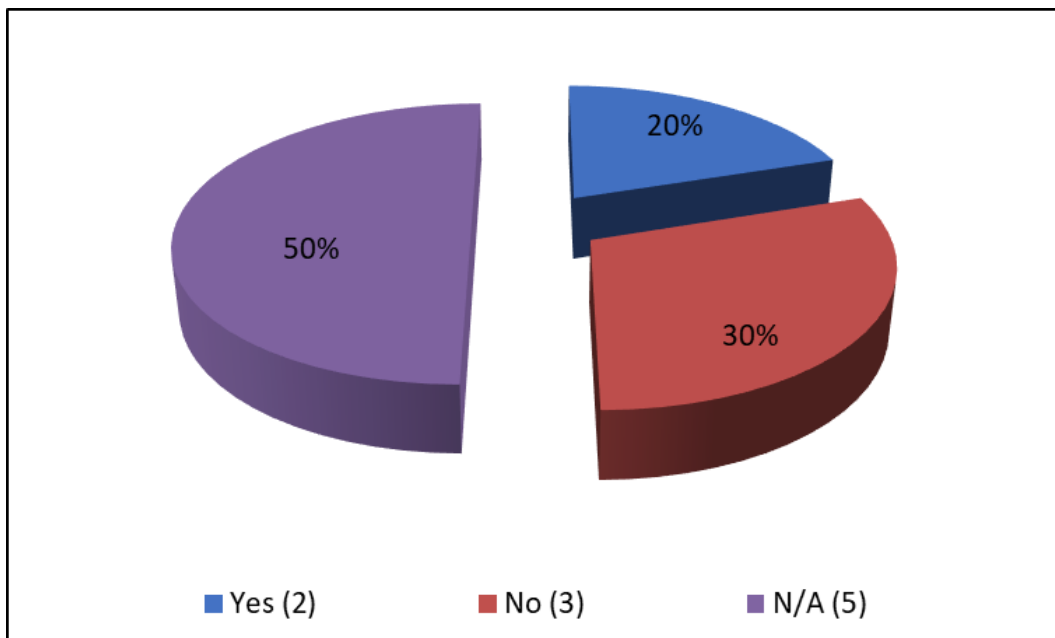


The following comment were provided on the Post-Decision surveys:

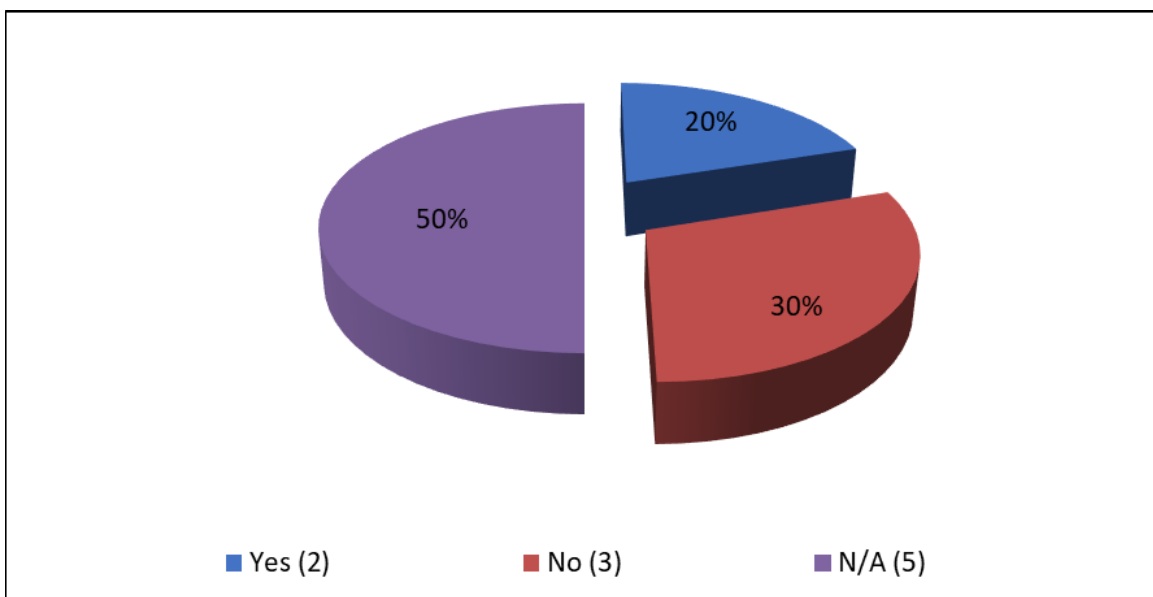
- But I was denied evidence of battery damage.
- I was not denied the ability to present evidence, but the evidence that we presented was not thoroughly reviewed by the arbitrator so it was almost the same as being denied the right to present evidence.

11. If you accepted the decision of the arbitrator:

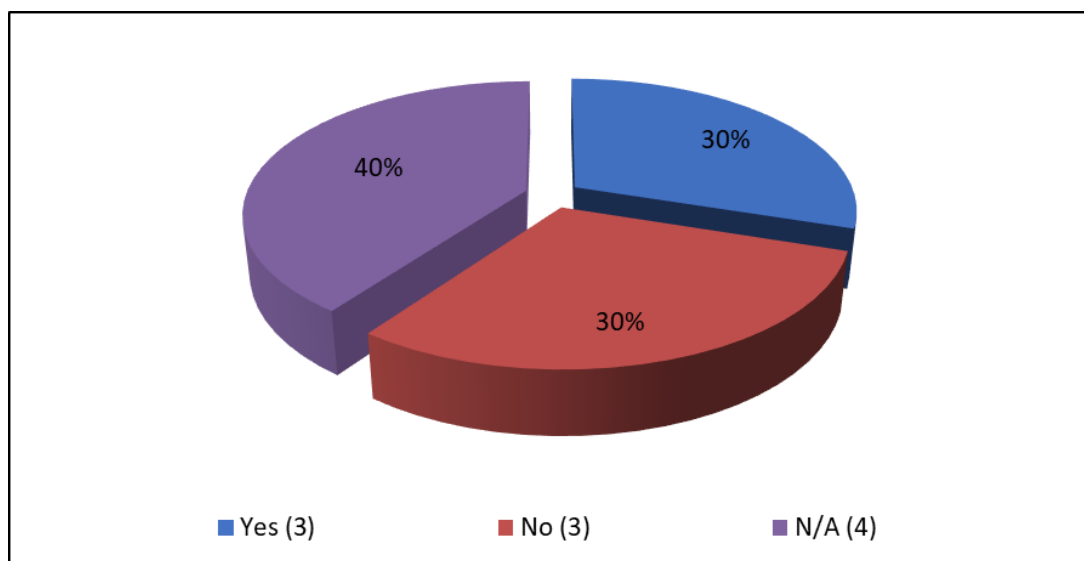
- a. Did the manufacturer perform the decision within the 30 days after you accepted the decision?



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



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



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

- Let me interview arbitrators desiring certification. Misconception that lemon based on number of repair orders and only serious/dangerous repairs. Lemon law is to enforce warranty and ensure timely repairs.
- Nothing change.
- Force opposing party to submit requested data. GM has claimed that I've never replaced a battery, now I know why. I'll never buy a GM vehicle again, not any of my children.
- Thank you for your excellent customer service. That you for not making me feel discriminated. I appreciate all your help!
- Contact the dealership and confirm that I did bring up these concerns that were not documented on paperwork.

- Everything was documented on this nightmare of a car.
- Better trained and more knowledgeable arbitrators who follow the law make all the difference. Arbitrators who do not understand the field of law should not be allowed to arbitrate these cases.
- Really unsatisfied with the process its been 9 months and they still have not came with a solution furthermore, lawyer has not gotten back to me with a decision or keep me updated.

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

- Scanning pictures and uploading to BBB file.
- None at all. They were great.
- Some document had an issue with the format.
- No problems, Dispute Resolution Specialist (BBB Staff) was very helpful.
- Sometimes hard to get answers in a timely manner.

Results of Consumers Completing Both Pre & Post Surveys

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

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Repair	2	2
B	Repurchase	5	5

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

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

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

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

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

Consumer	Decision	Pre-Decision	Pre-Decision	Post-Decision
A	Repair	4	NA	3
B	Repurchase	5	5	5

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Repair	2	2
B	Repurchase	5	5

BBB AUTO LINE

HYUNDAI MOTOR

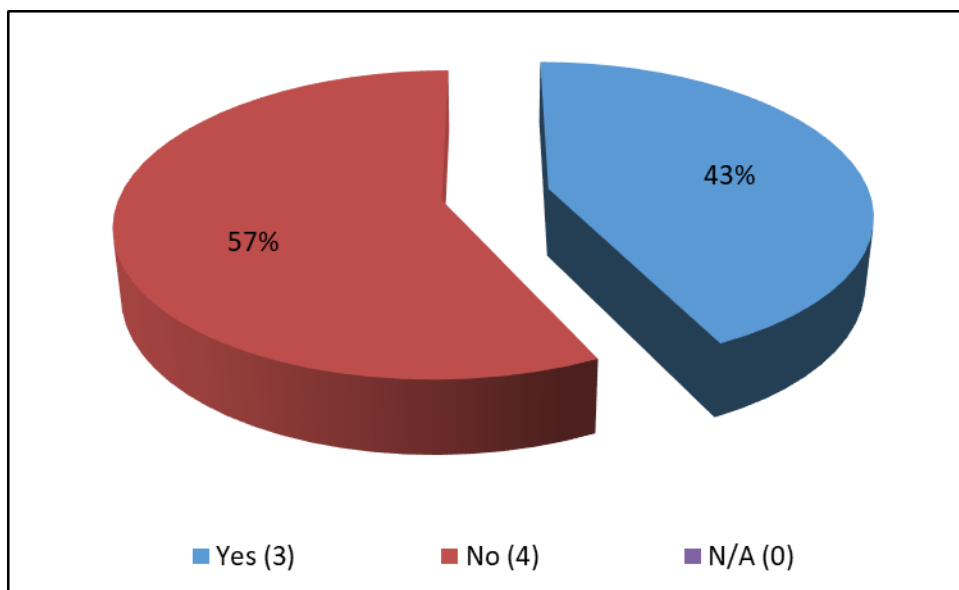
AMERICA/GENESIS

Hyundai Motor America

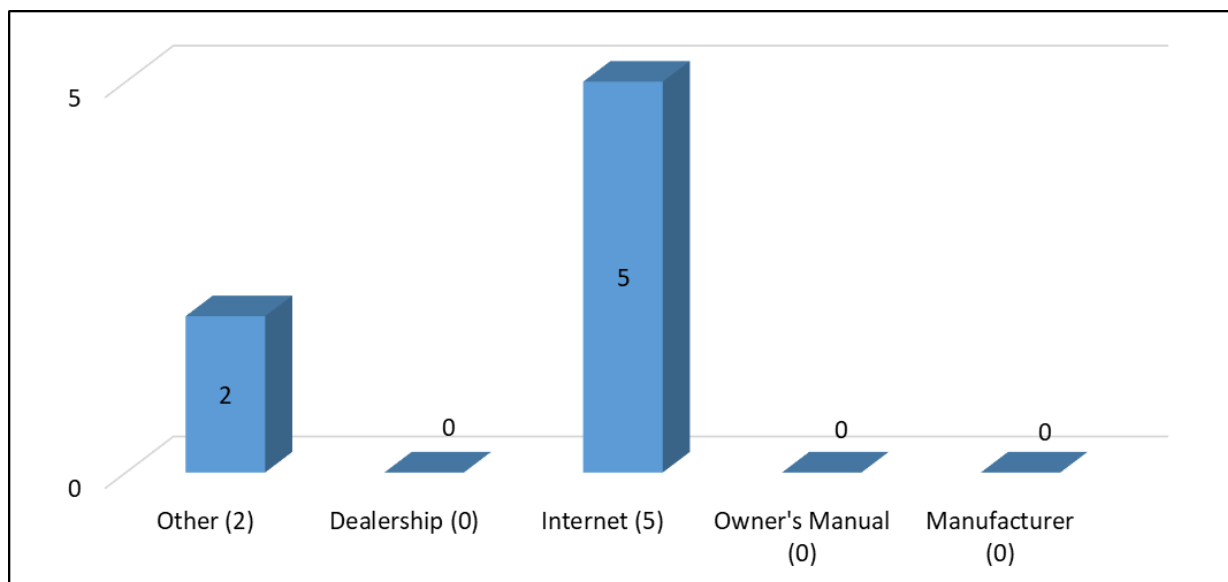
The ACP mailed, or hand delivered at the hearing, 16 pre-decision surveys to consumers and three consumers responded. The ACP mailed 20 post-decision surveys to consumers and seven consumers responded. Comments that were received in response to a question are included below.

Each illustration below is a representation of the results of the survey questions. In addition, one consumer completed both the pre- and post-decision surveys.

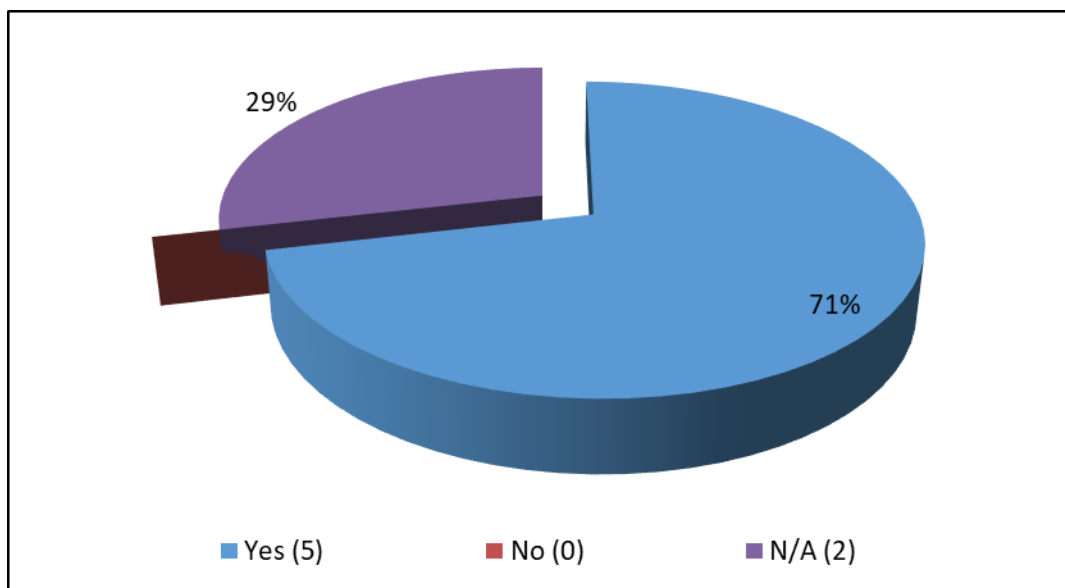
1. Before you purchased your vehicle, did you know about the California's Lemon Law?



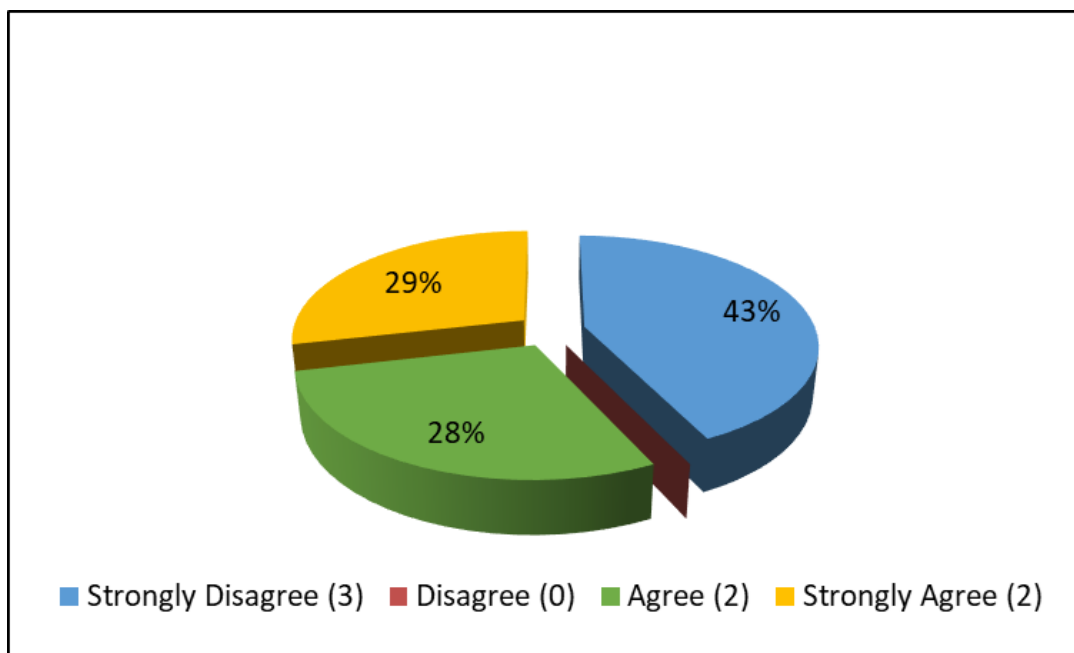
2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



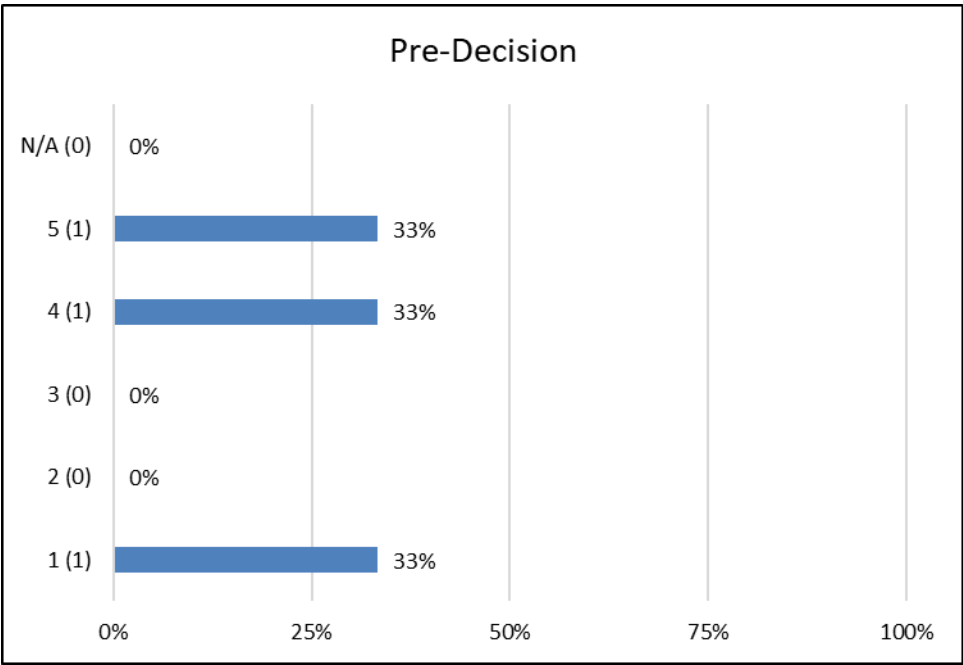
3. If you participated in a settlement or mediation process after applying for arbitration with the BBB AUTO LINE, were you informed that it was a voluntary process?



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

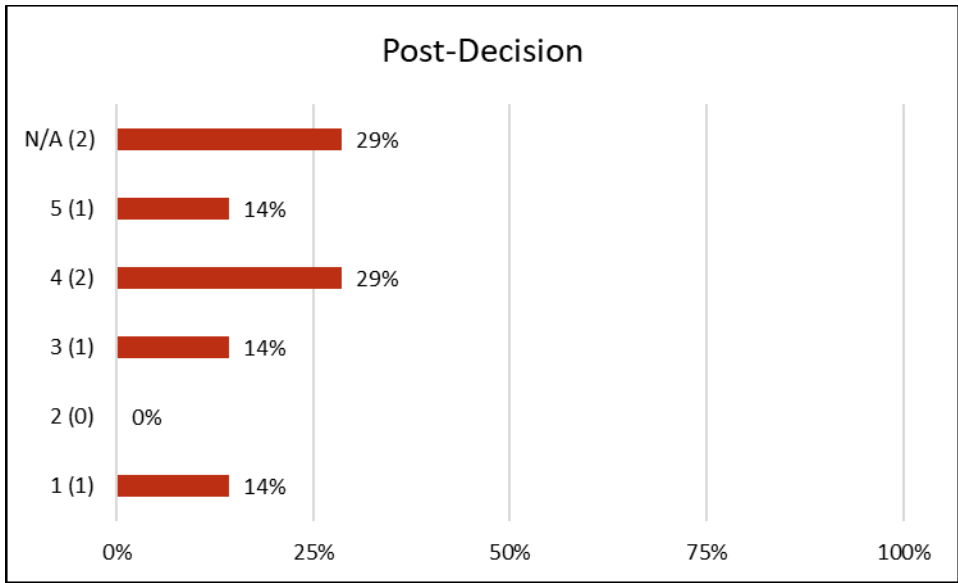


5. In terms of overall satisfaction, how would you rate your experience with the BBB AUTO LINE staff?



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

- I had to constantly call to get any info.



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

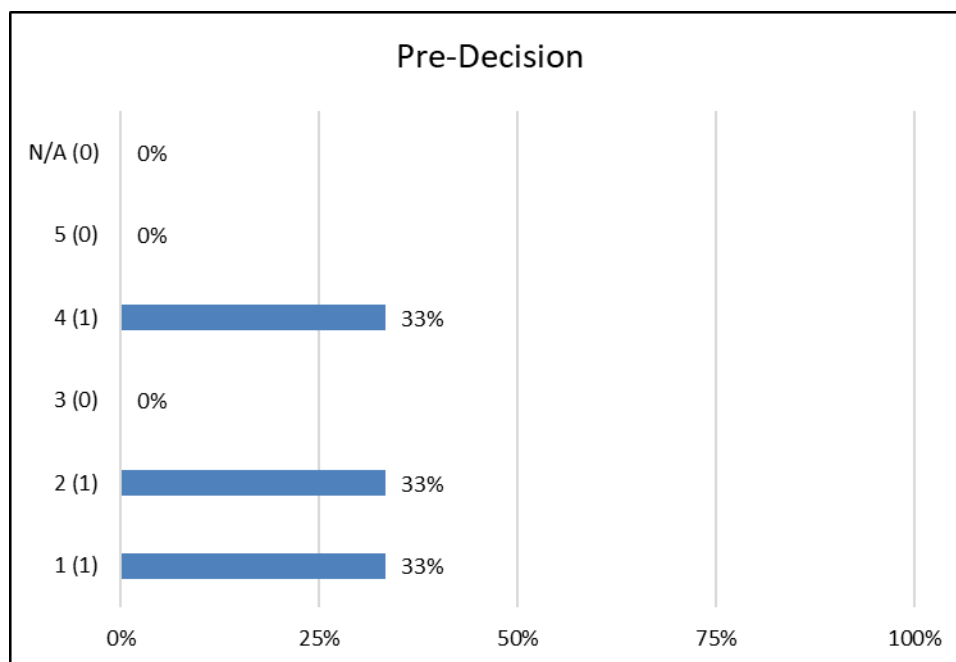
The following comments were provided on Post-Decision surveys:

- I dealt with several people. The clerk scheduled a telephonic hearing although I requested an in person hearing. She also failed to upload evidence I submitted. The administrator who called the day before the hearing was very competent.

- From the beginning I knew they would review file against the manufacturer. Too powerful of a union.

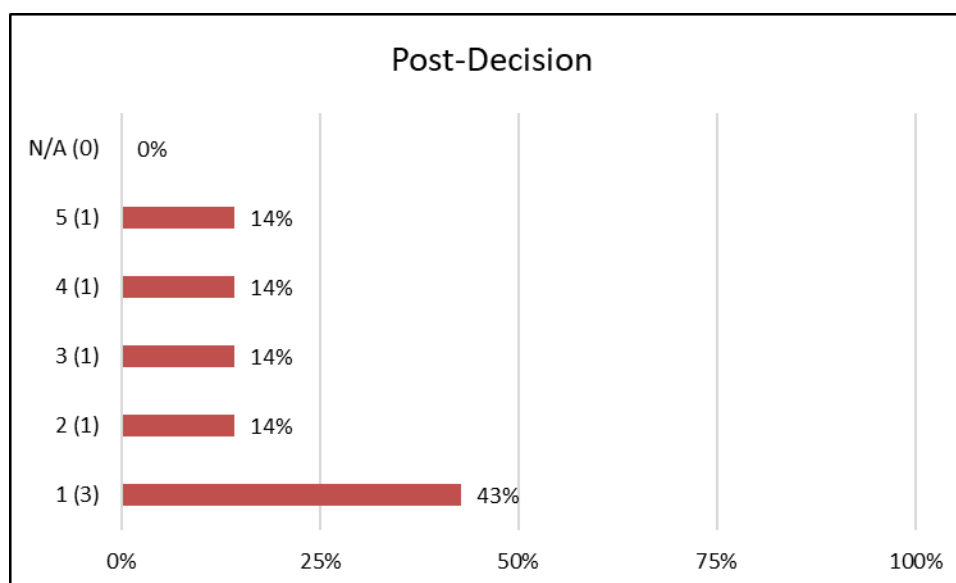
6. In terms of overall satisfaction, how would you rate your experience with:

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



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

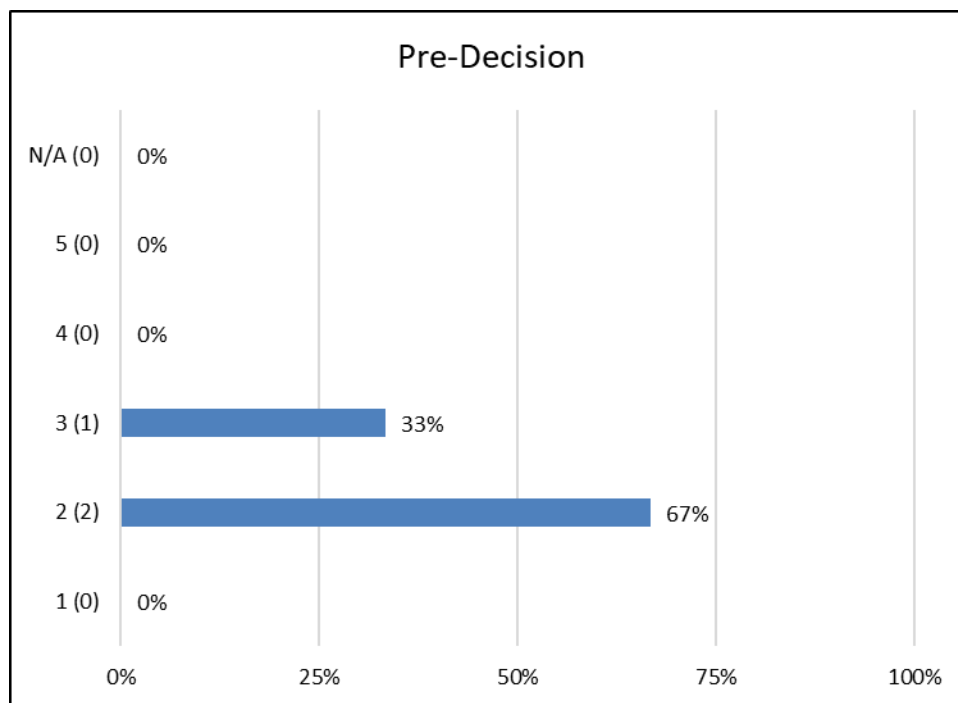
- He was arrogant and did not listen.



Consumers had a less favorable view prior to receiving their decision, whereas consumers had a wide range view, leaning towards a less than favorable view, after receiving their decision.

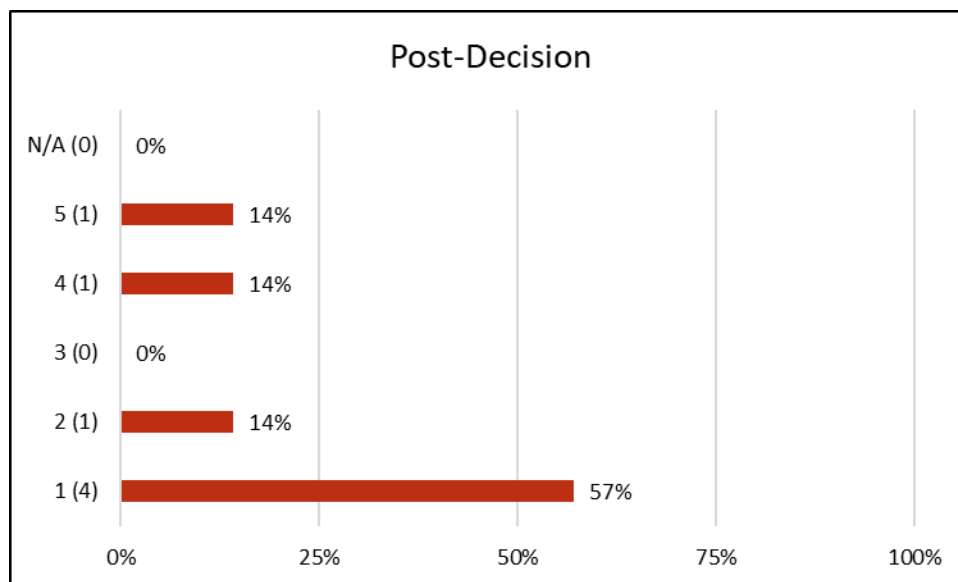
- No Post-Decision survey comments were received.

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



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

- Never received updates unless I called.



Consumers had a less favorable view prior to receiving their decision, whereas consumers had a wide range view, leaning towards a less than favorable view, after receiving their decision.

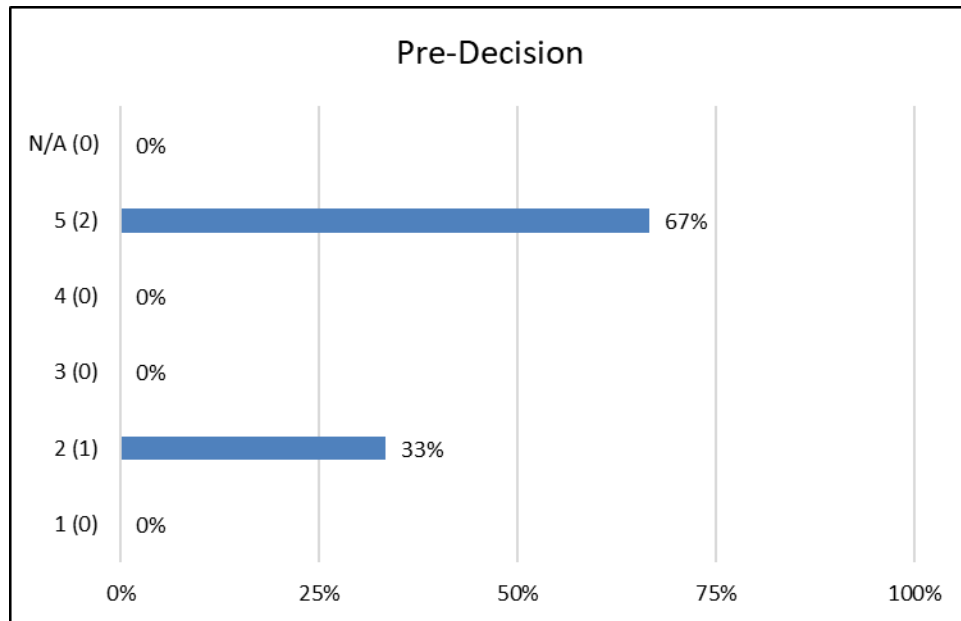
The following comments were provided on the Post-Decision surveys:

- The rep at the hearing was fourth right and proposed the settlement that resolved the issue. I was ignored by the manufacturer prior to the hearing.

- At no time was Hyundai listening to my concerns. There is a manufacturer's flaw in the design of the vehicle, which they are clearly not going to address.
- The manufacturer's representative was never helpful. Never informing of me avenues I could take to resolve the problem of driving an unsafe car. Only thing he kept repeating was they're unable to replicate the transmission failure.

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

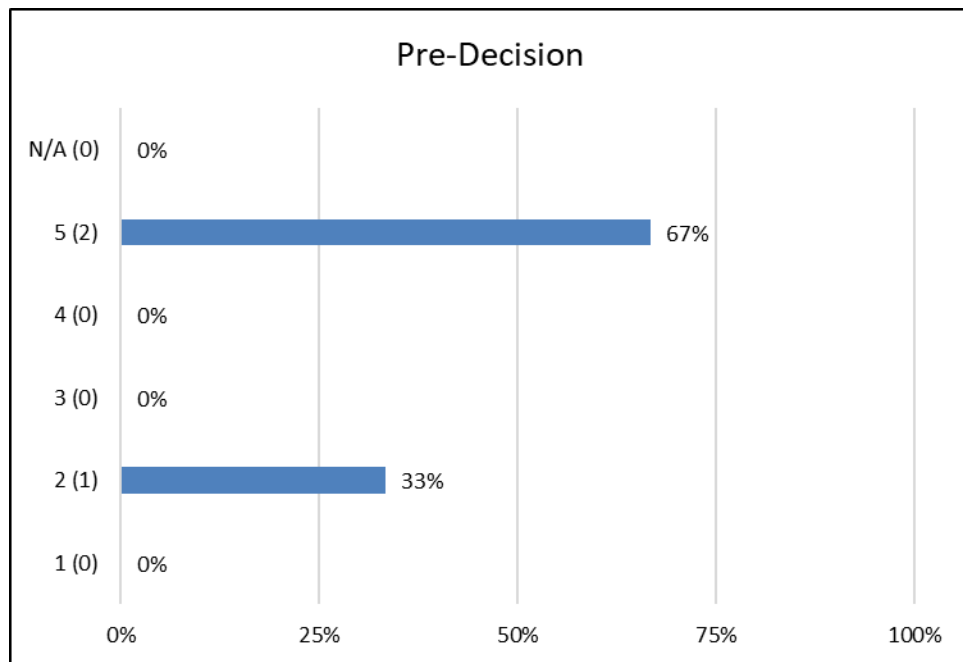
- a. The arbitrator's fairness to all parties involved and maintaining neutrality throughout the hearing? (Pre-Decision Only)**



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

- He gave excuses and seemed one sided.

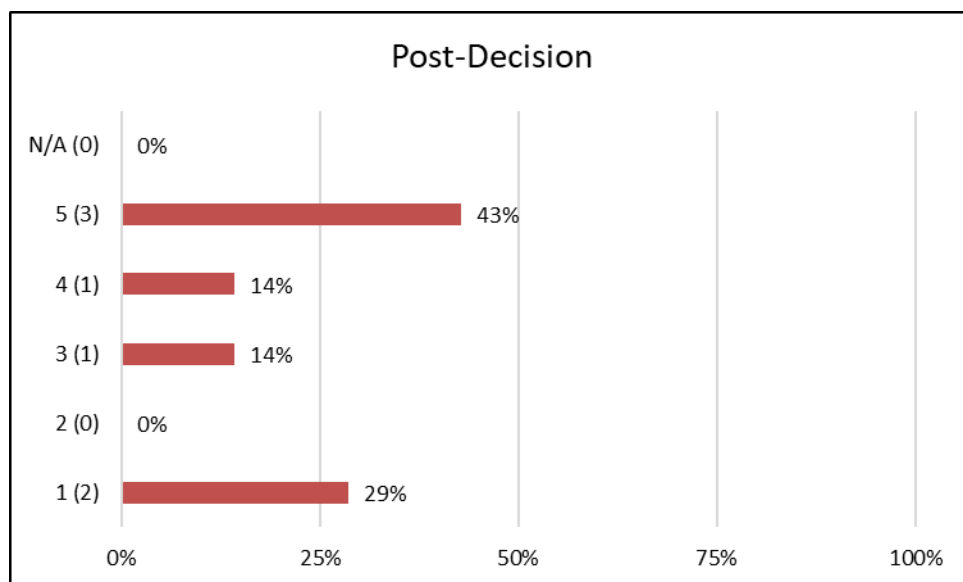
- b. The arbitrator's understanding of key issues and concerns? (Pre-Decision only)**



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

- Asked same questions repeatedly.

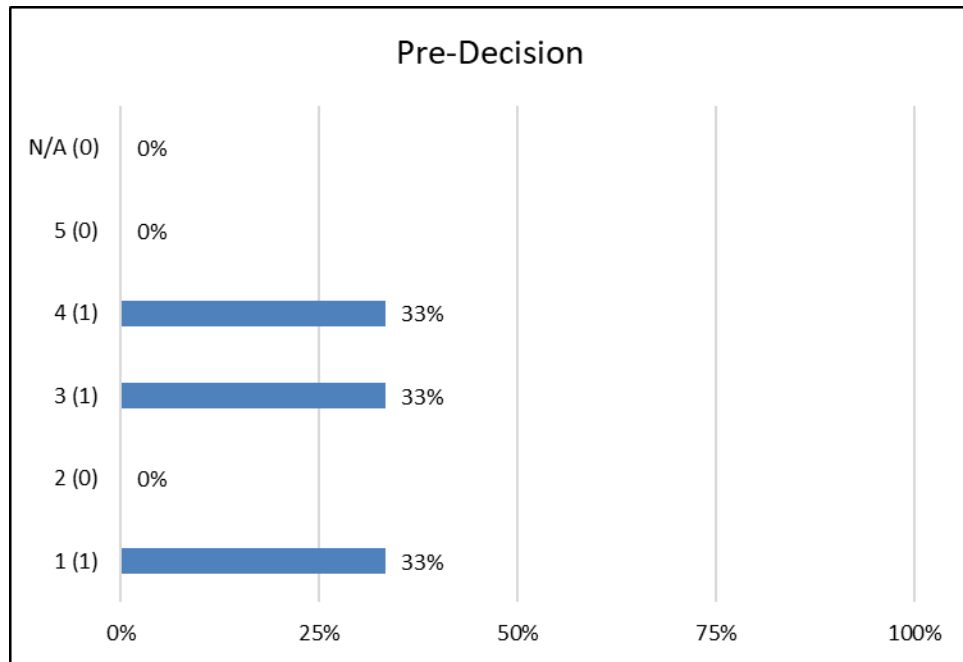
c. The arbitrator? (Post-Decision Only)



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

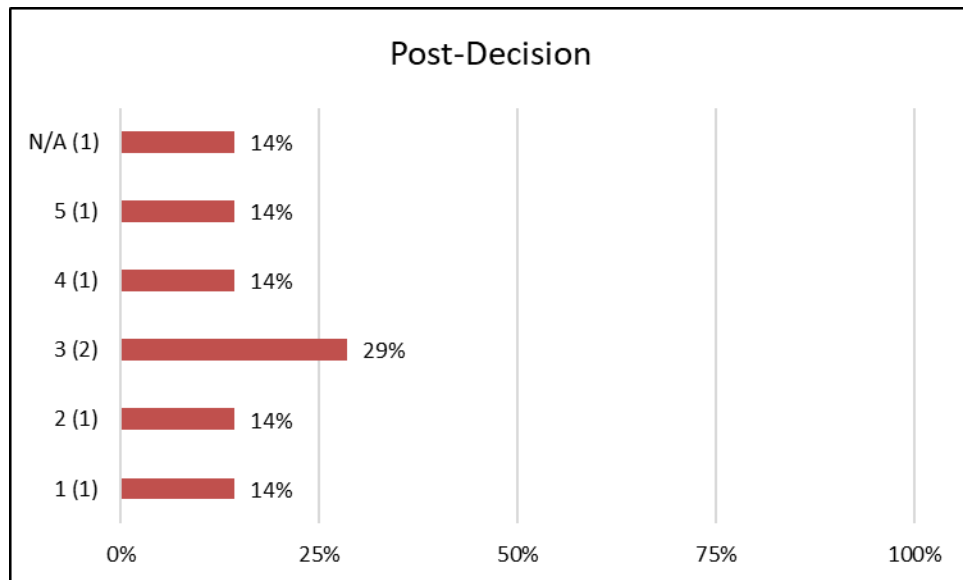
- Worst part of the process. Didn't understand the issue and didn't ask questions, didn't record the settlement offer made at the hearing.
- Arbitrator was very thorough and fair. He stated this was the best he's experienced for both parties to state their case.

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



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

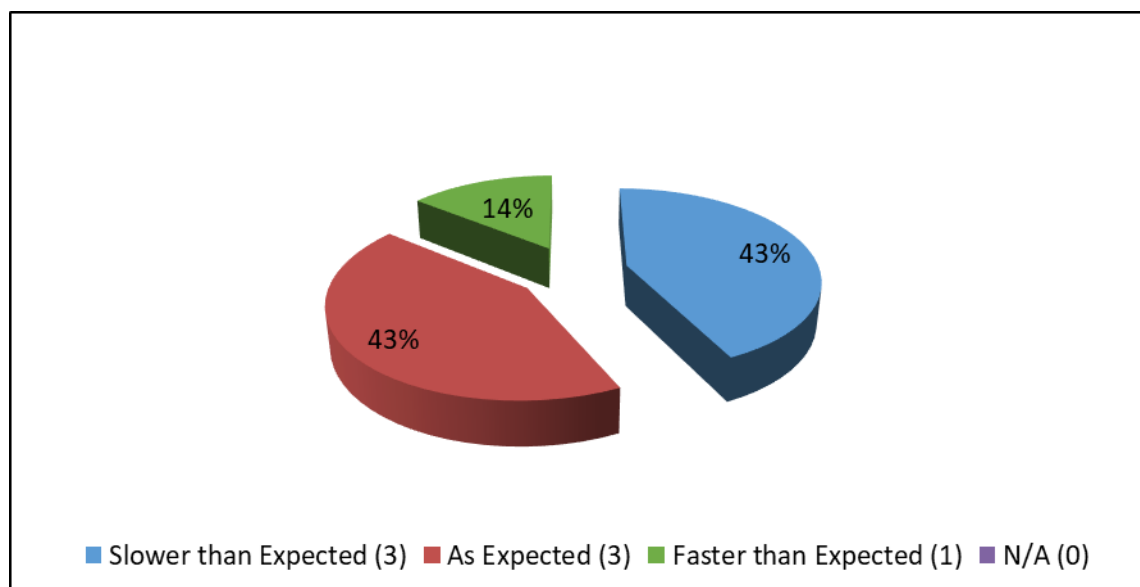
- Unfair and biased.



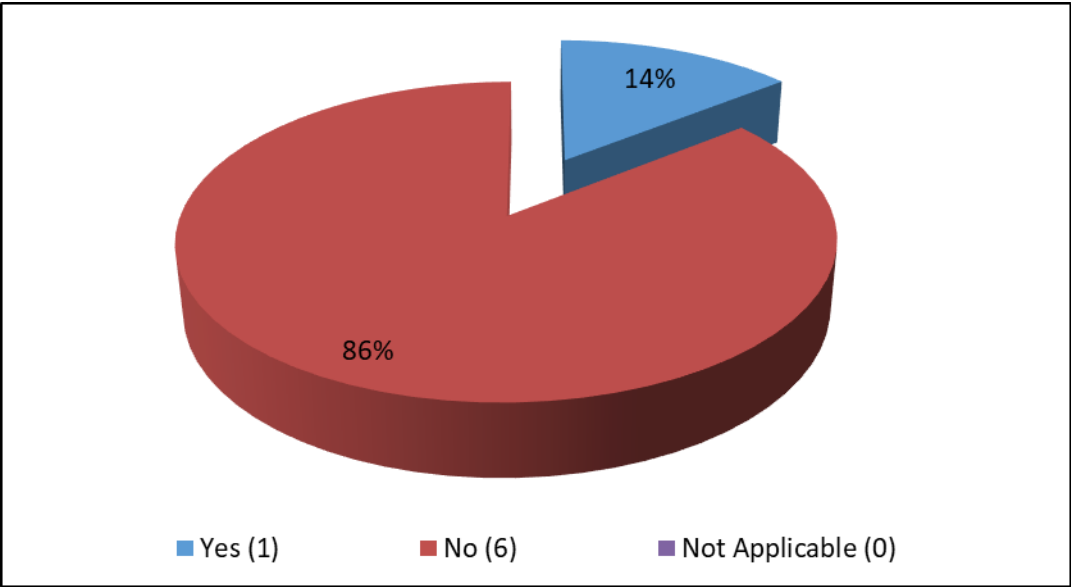
The following comments were provided on the Post-Decision surveys:

- Ultimately, I got the manufacturer's attention.
- I will argue that it was a waste of time for me.

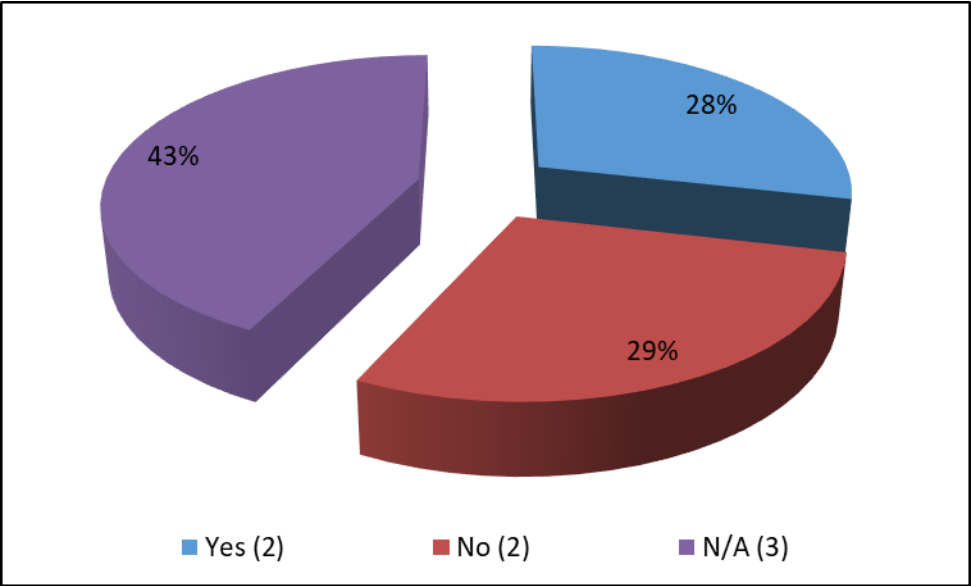
9. How would you rate the speed of the arbitration process relative to your expectations?



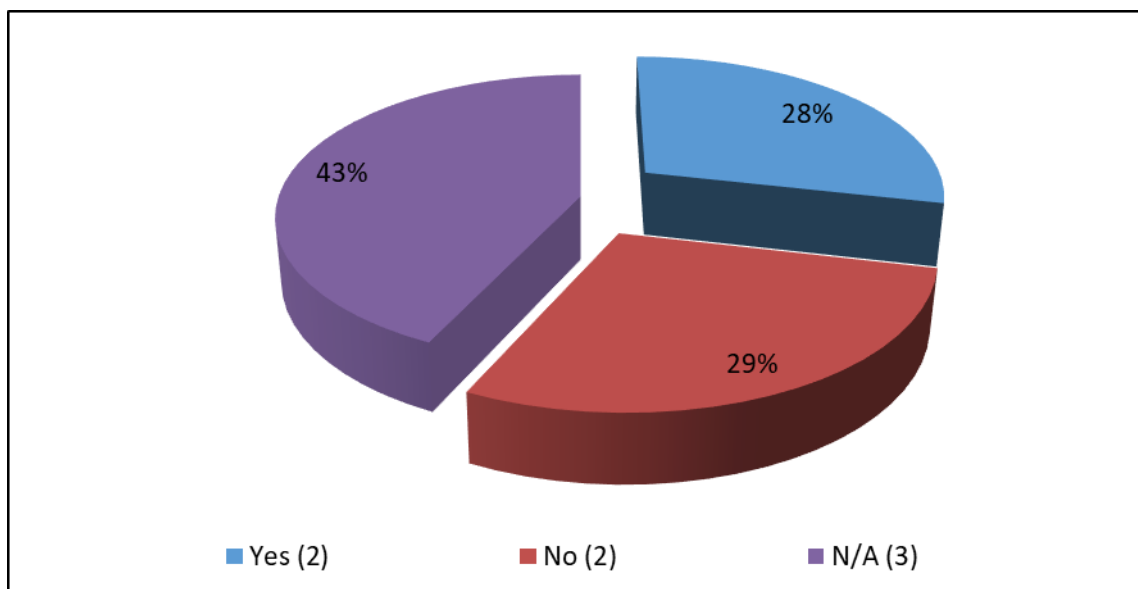
10. Were you ever denied the ability to present evidence?



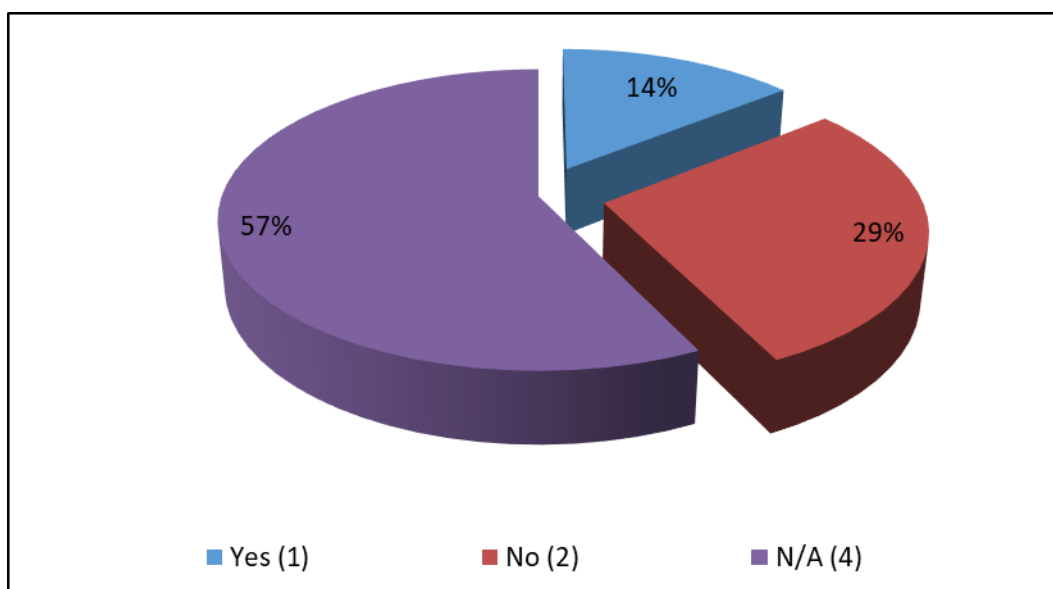
11. If you accepted the decision of the arbitrator:
- a. Did the manufacturer perform the decision within the 30 days after you accepted the decision?



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



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



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

- Get better arbitrators.
- If the vehicle title is under a family member, please allow a power of attorney to collect the check. I had to get a title change for the check to release.
- Be fair.
- The major change to improve the arbitration process, is to fast track those with complaints stemming from an unsafe car. It's one thing to complain about a defective air conditioning system, it's quite another when the complaint is about a component that directly involves safe operation like a transmission.

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

- Difficulty loading documents, photo and video evidence.

Results of Consumers Completing Both Pre & Post Surveys

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

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

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

The following indicates the 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	2	1

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Repurchase	2	1

The following indicates the consumer's 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	5	5

The following indicates the 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	3	3

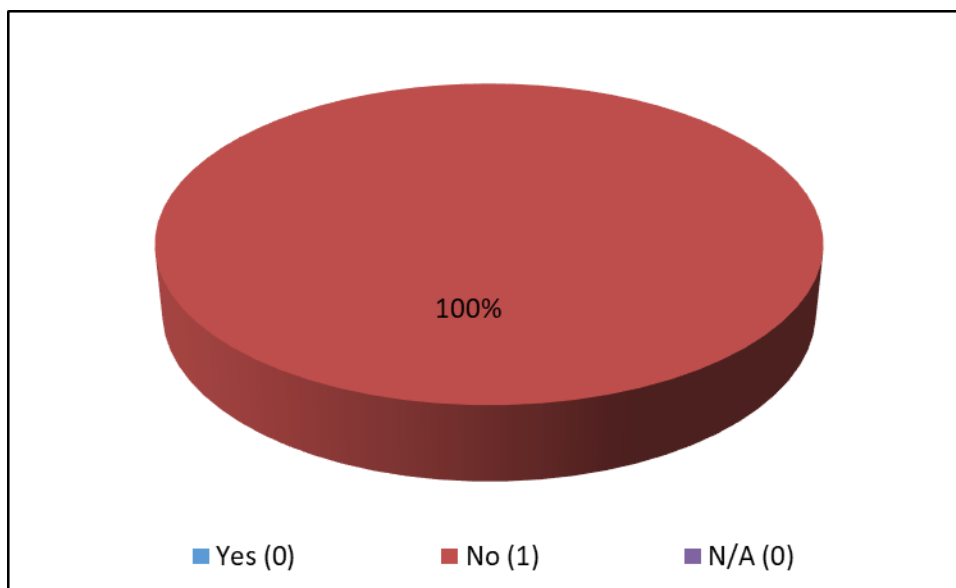
BBB AUTO LINE
JAGUAR LAND ROVER
NORTH AMERICA, LLC.

Jaguar Land Rover North America, LLC.

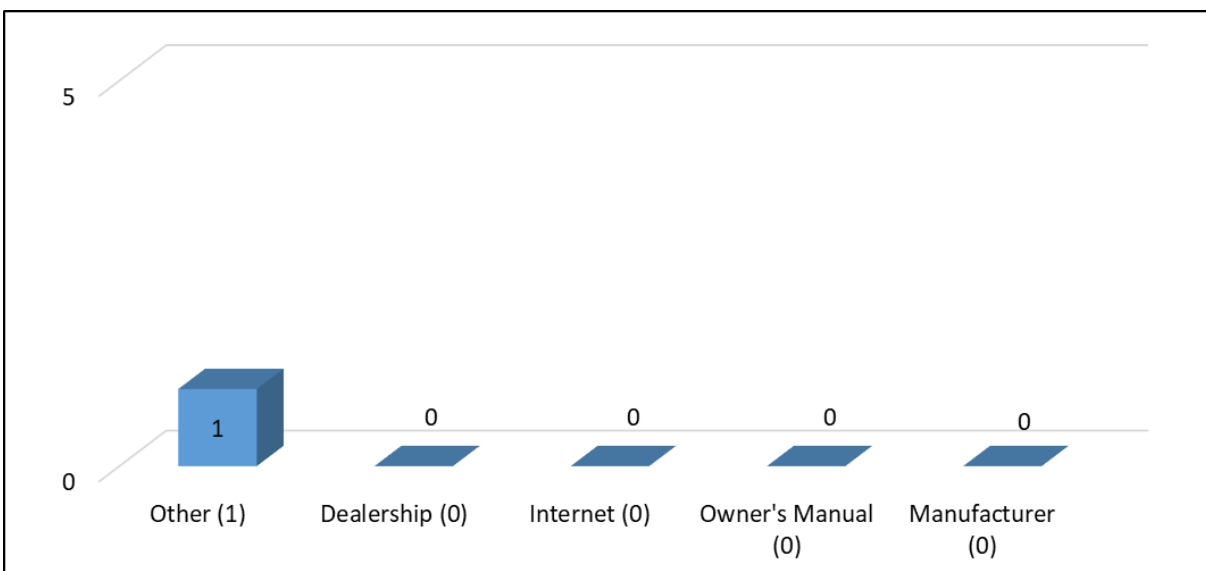
The ACP mailed, or hand delivered at the hearing, 18 pre-decision surveys to consumers and one consumer responded. The ACP mailed 16 post-decision surveys to consumers and one consumer responded. Comments that were received in response to a question are included below.

Each illustration below is a representation of the results of the survey questions. In addition, no consumers completed both the pre- and post-decision surveys.

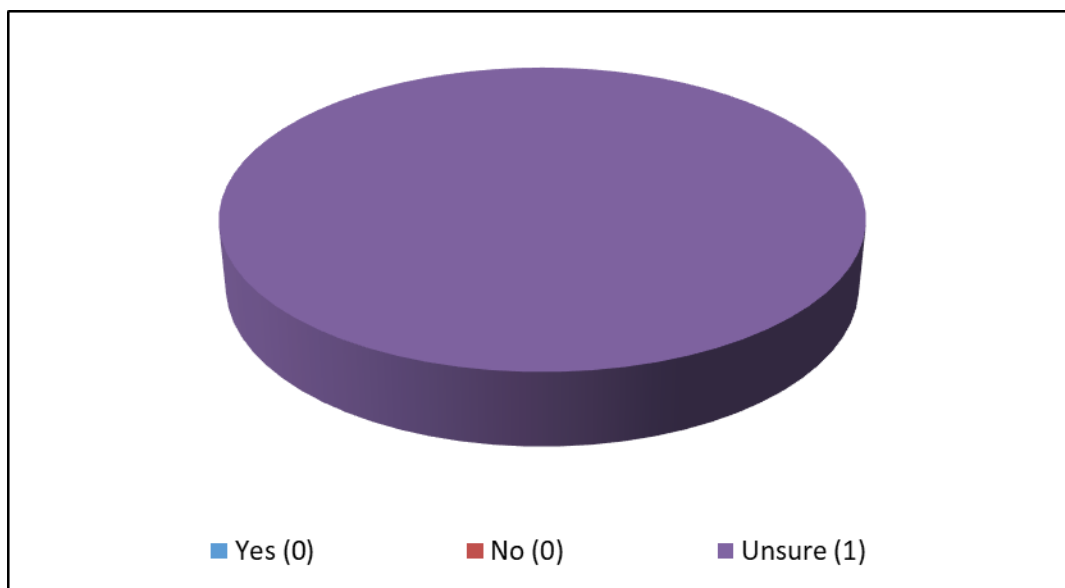
1. Before you purchased your vehicle, did you know about the California's Lemon Law?



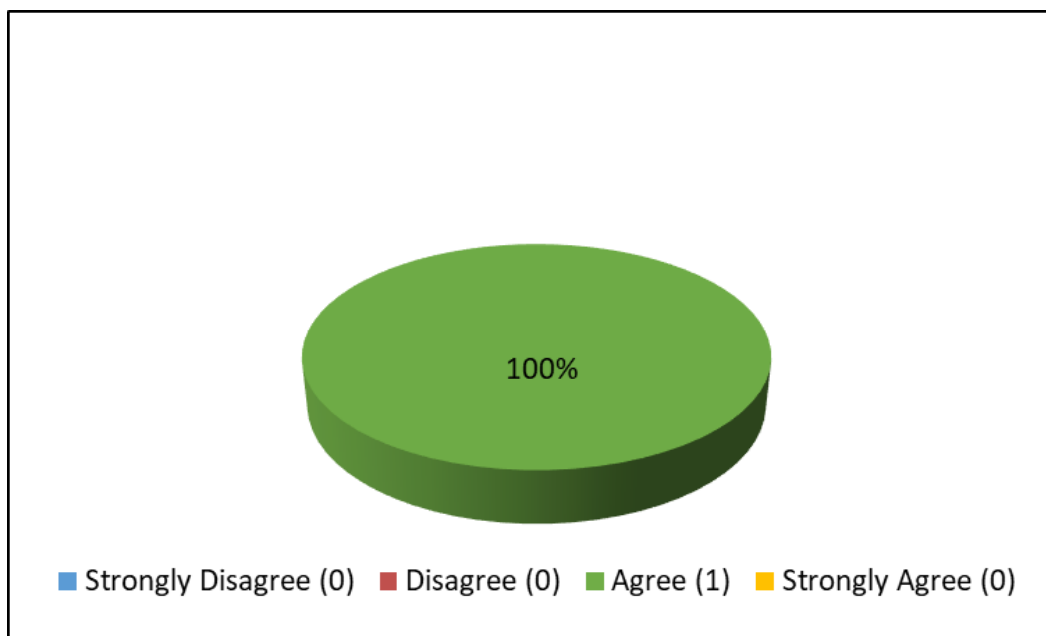
2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



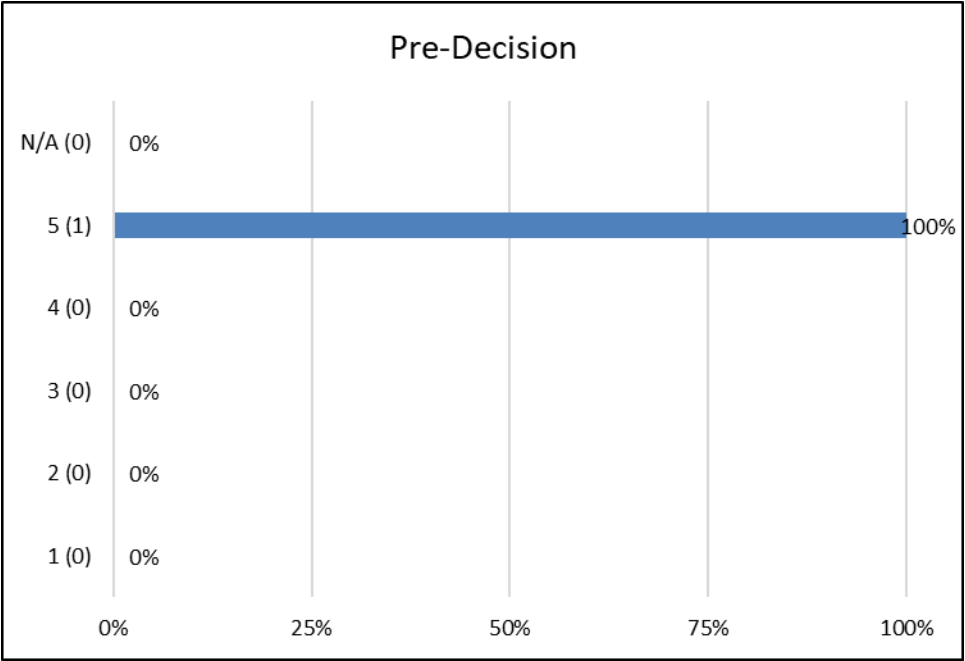
3. If you participated in a settlement or mediation process after applying for arbitration with the BBB AUTO LINE, were you informed that it was a voluntary process?



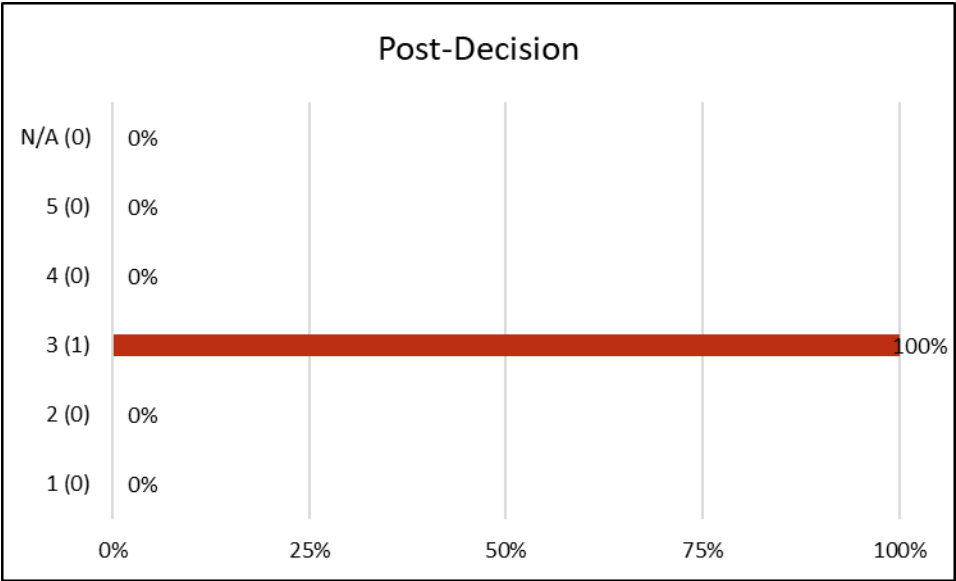
4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns.



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



- No Pre-Decision survey comments were received.

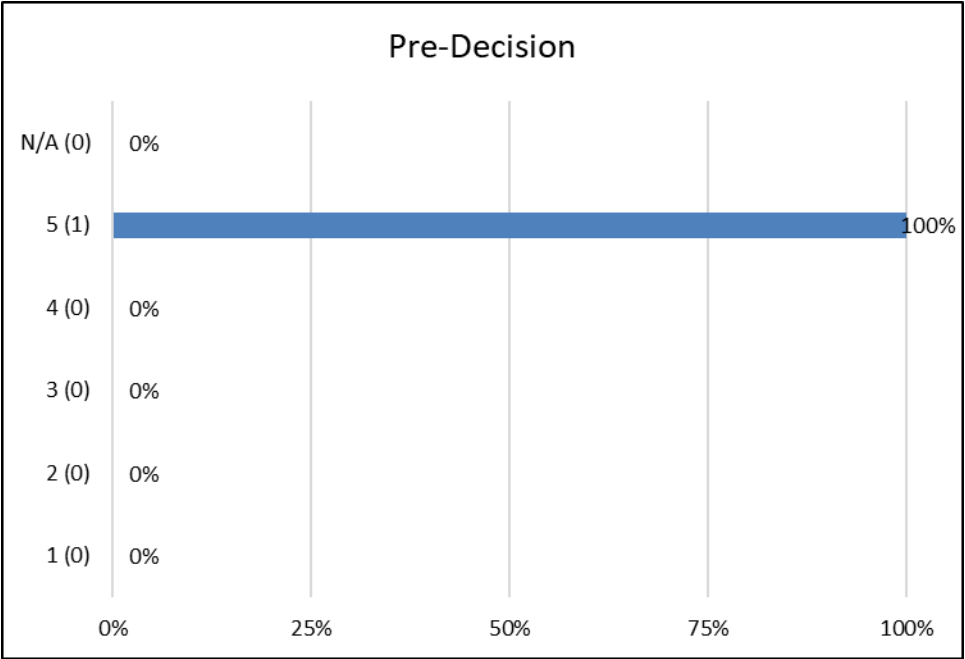


Consumers had a more neutral view of the BBB AUTO LINE staff after receiving their decision.

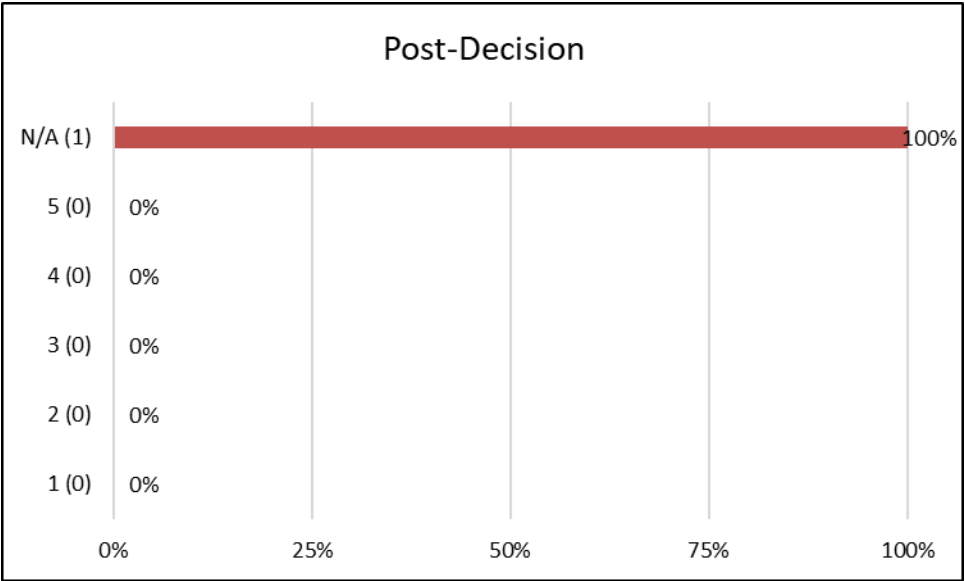
The following comment was provided on the Post-Decision survey:

- I am still waiting for Land Rover to buy back the car. It has been over 90 days and BBB is unable to give me any information.

6. In terms of overall satisfaction, how would you rate your experience with:
a. The vehicle manufacturer’s representative at the hearing?



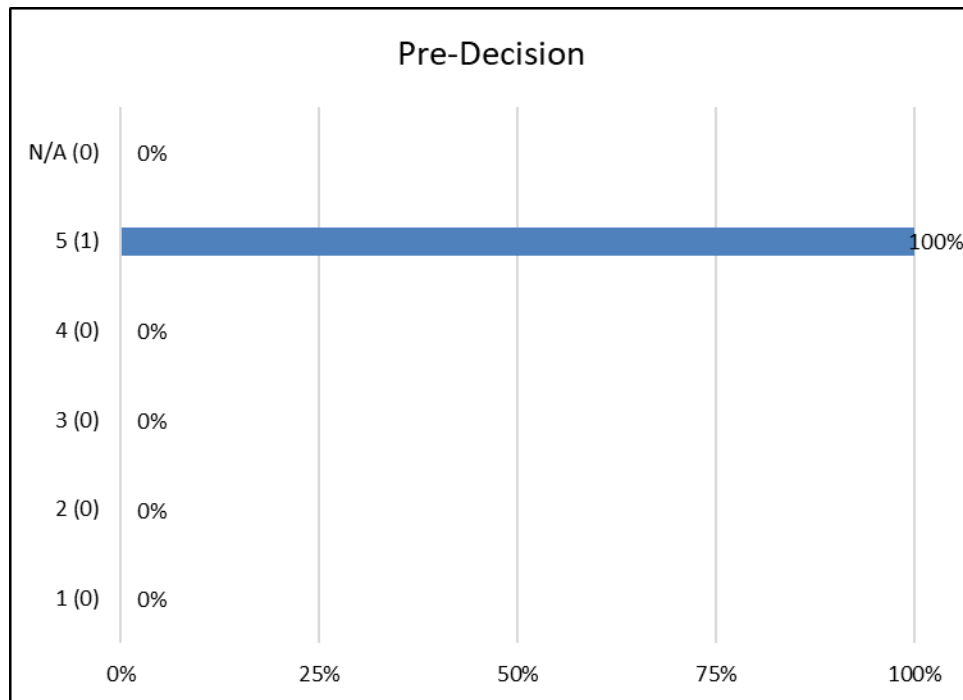
- No Pre-Decision survey comments were received.



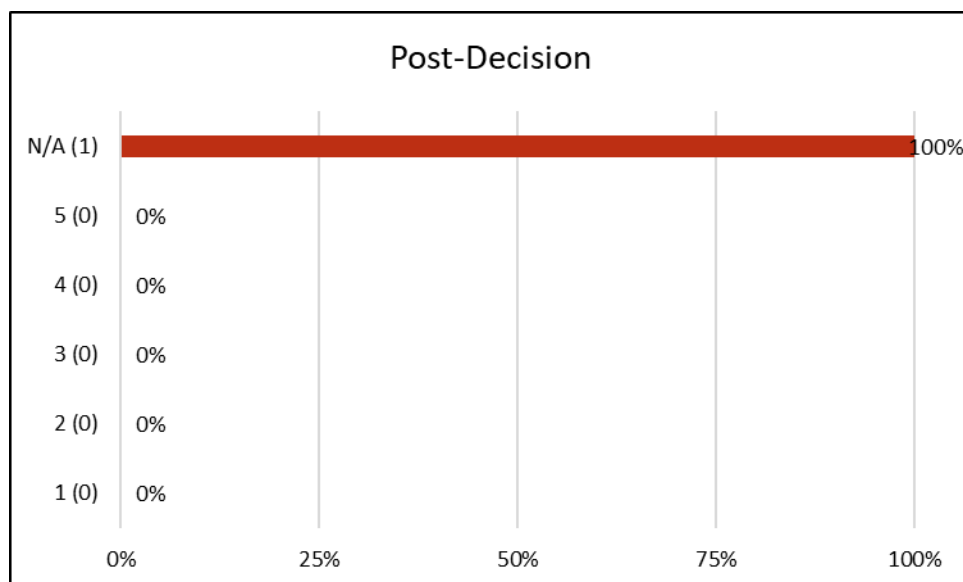
Consumers appear to have a more favorable view of the manufacturer’s representative at the hearing prior to receiving their decision.

- No Post-Decision survey comments were received.

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



- No Pre-Decision survey comments were received.

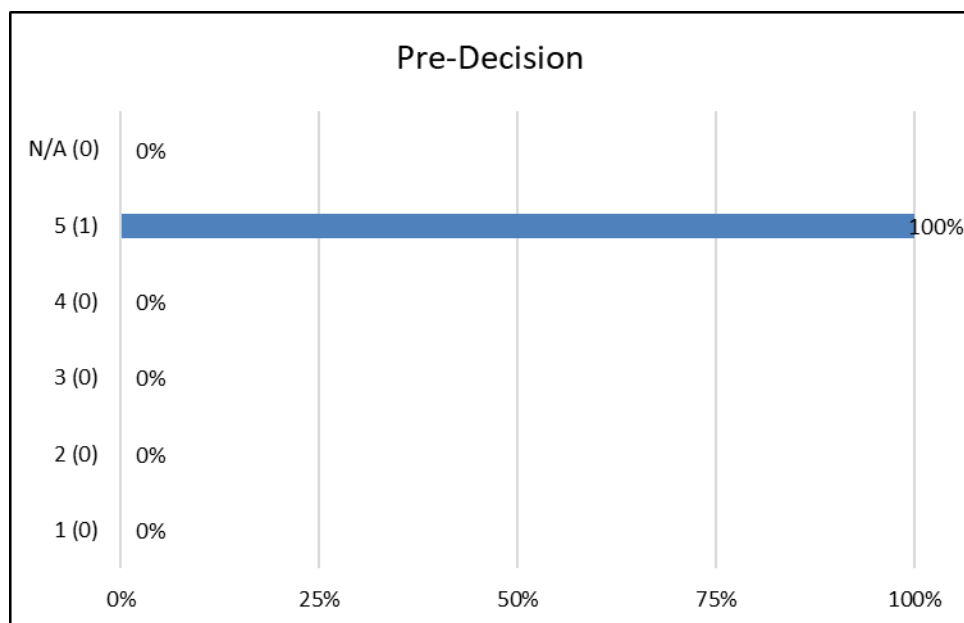


Consumers appear to have a more favorable view of the manufacturer's representative at the hearing prior to receiving their decision.

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

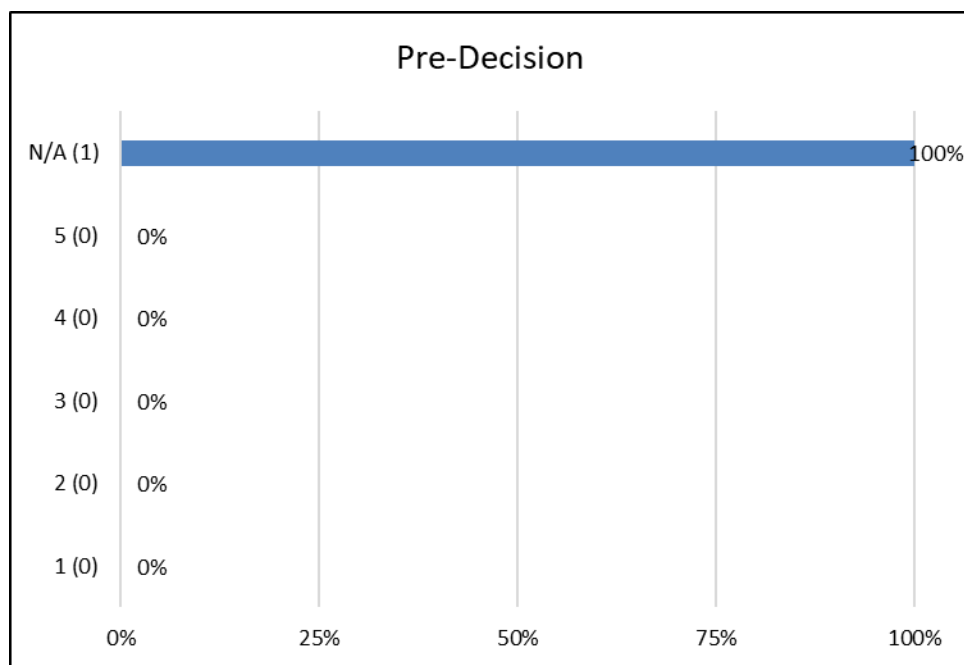
- I am not sure who the Manufacturer's Rep was. At our hearing there was no one from Land Rover present.

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)



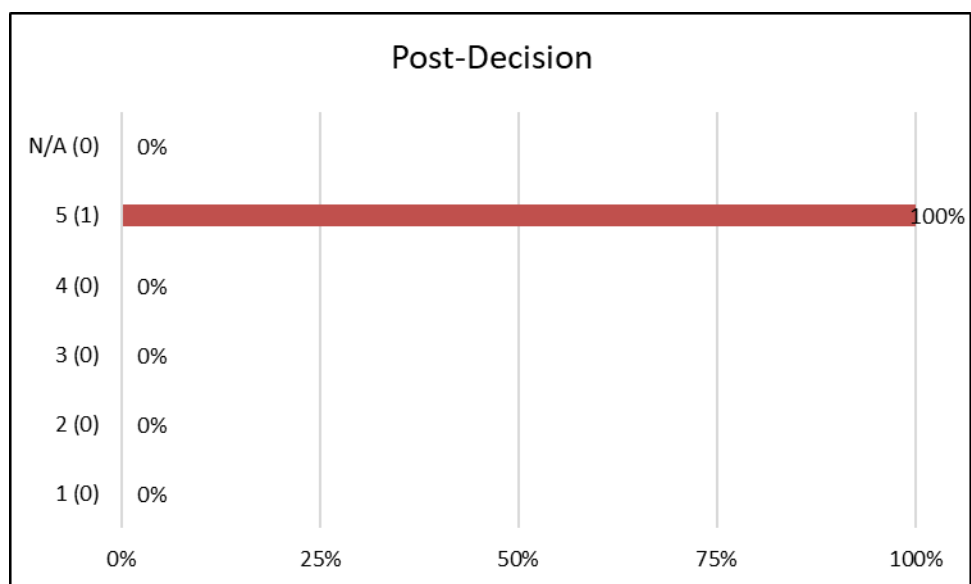
- No Pre-Decision survey comments were received.

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



- No Pre-Decision survey comments were received.

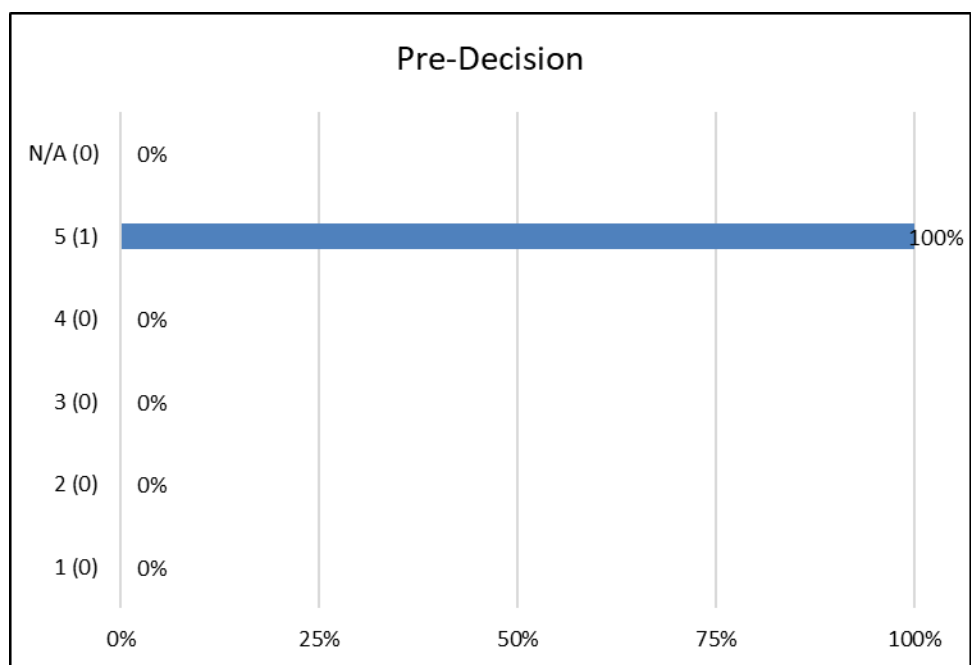
c. The arbitrator? (Post-Decision Only)



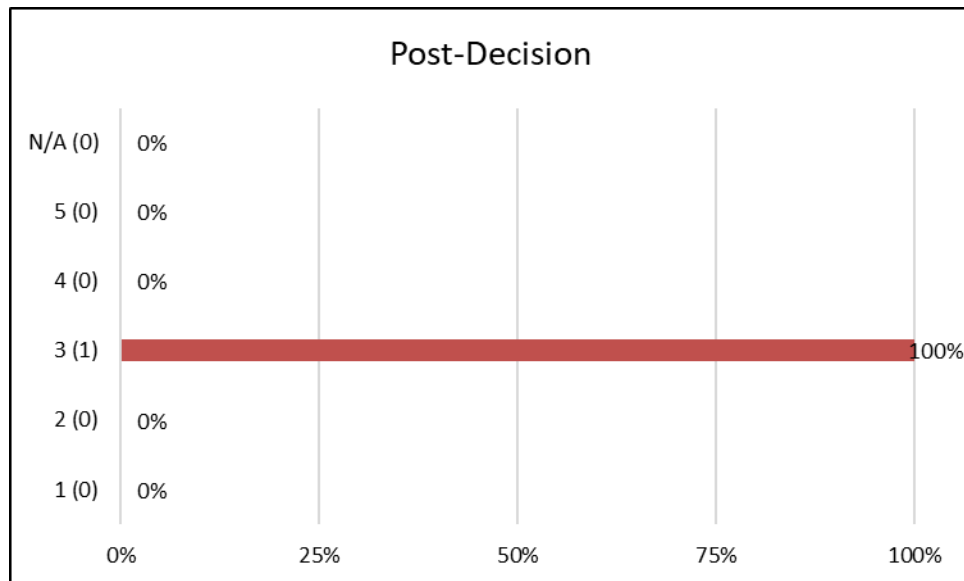
One consumer had a positive view of the arbitrator after receiving their decision.

- No Post-Decision survey comments were received.

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



- No Pre-Decision survey comments were received.

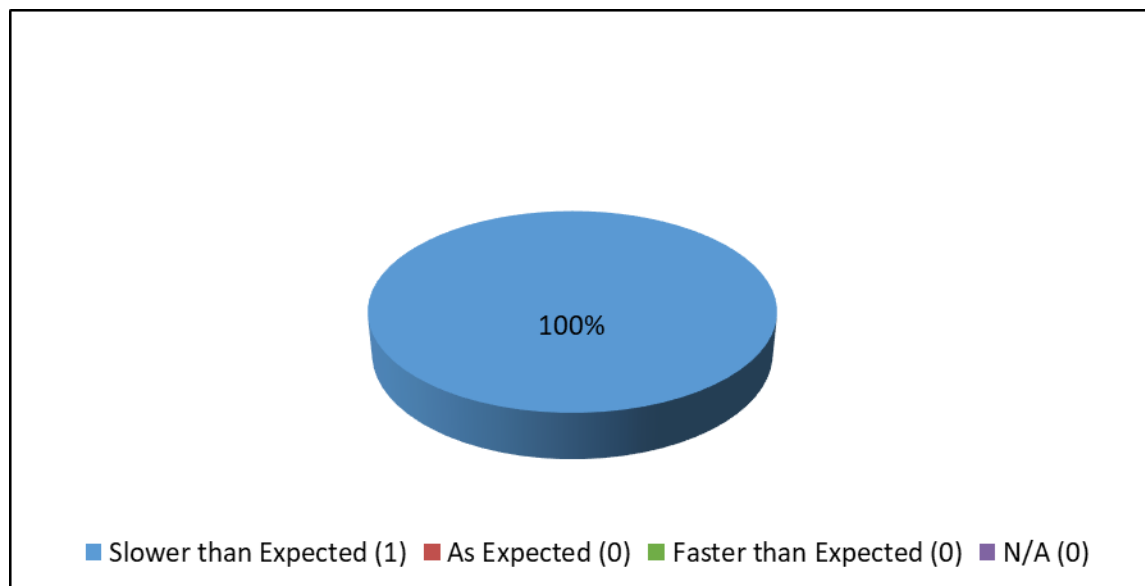


Consumers appear to have a more favorable view of the manufacturer's representative at the hearing prior to receiving their decision.

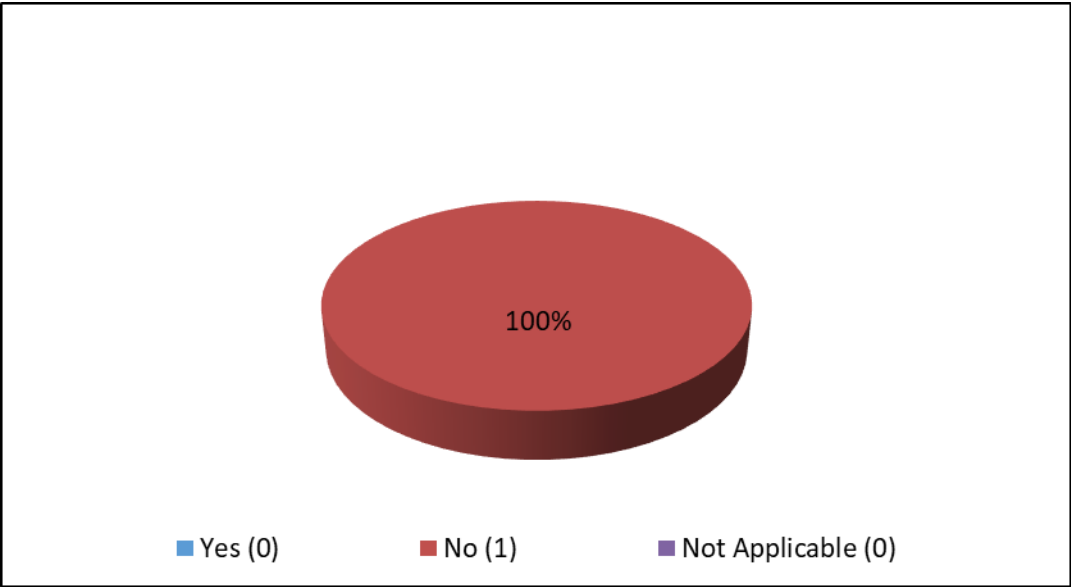
The following comments were provided on the Post-Decision surveys:

- As mentioned I am still waiting for information from the BBB or Land Rover.

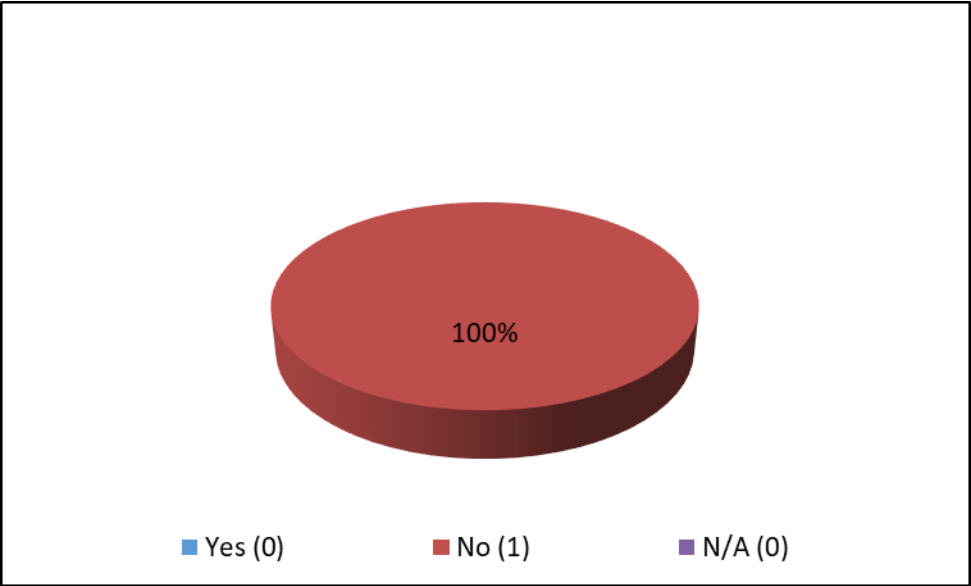
9. How would you rate the speed of the arbitration process relative to your expectations?



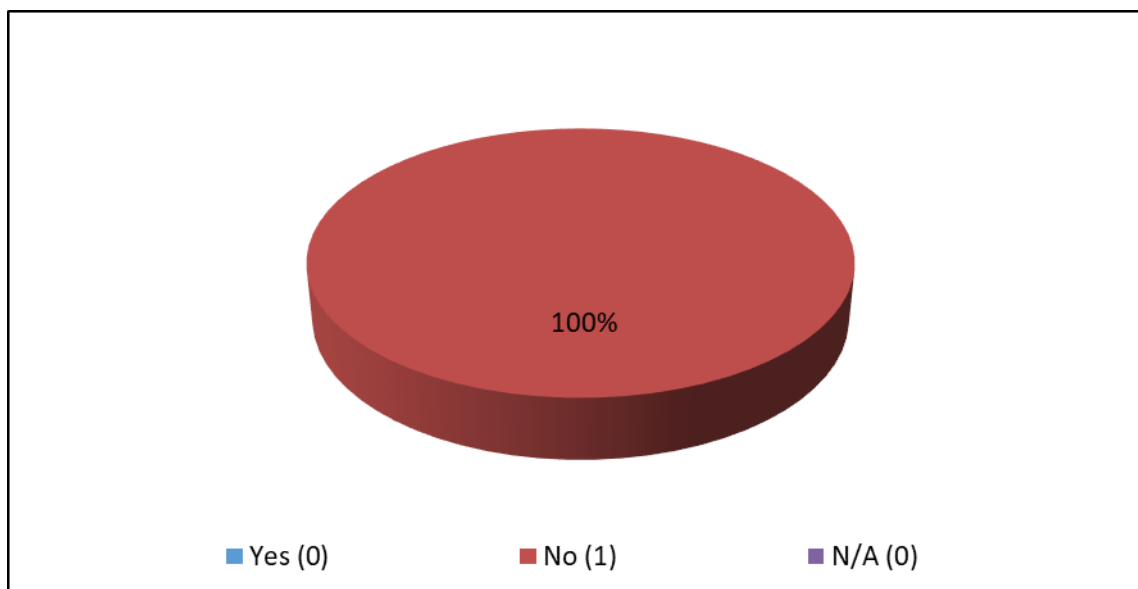
10. Were you ever denied the ability to present evidence?



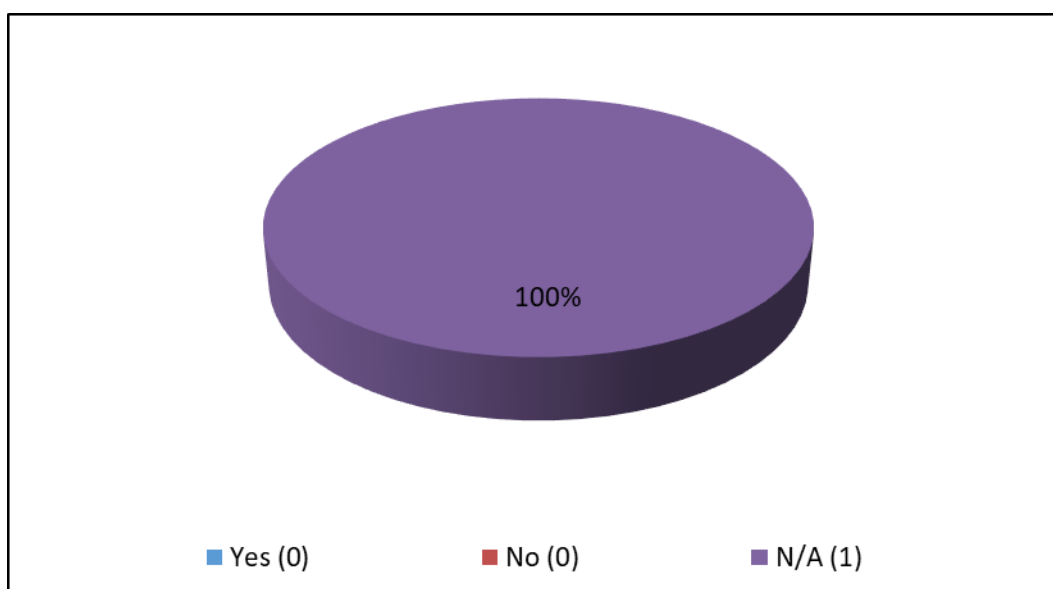
11. If you accepted the decision of the arbitrator:
- a. Did the manufacturer perform the decision within the 30 days after you accepted the decision?



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



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



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

- I would like to know when I will receive the performance on the decision.

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

- No Pre-Decision survey comments were received.

BBB AUTO LINE

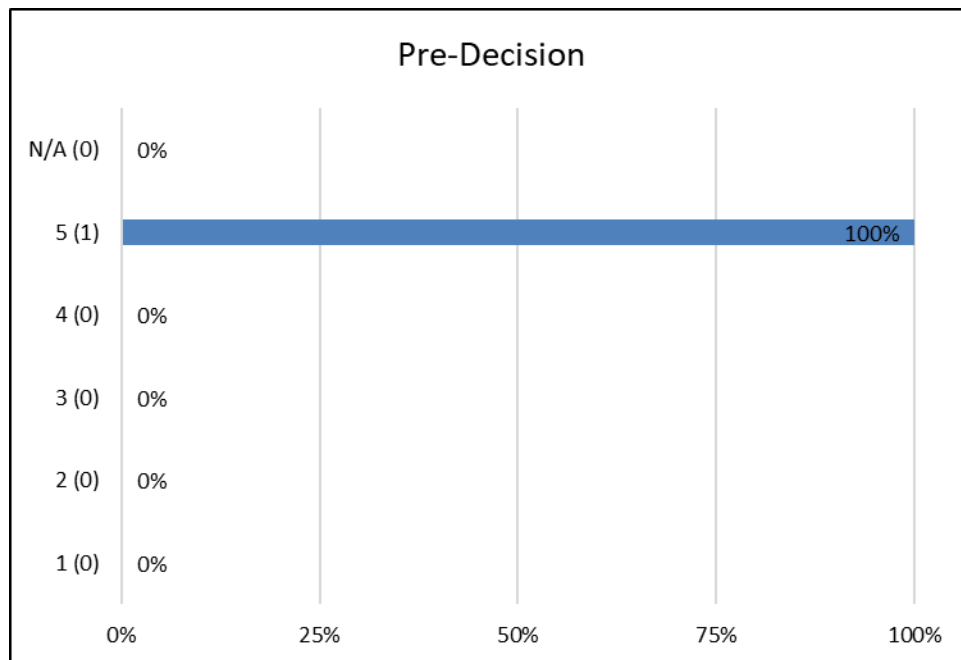
**KIA MOTORS AMERICA,
INC.**

Kia Motors America

The ACP mailed, or hand delivered at the hearing, five pre-decision surveys to consumers and one consumer responded. The ACP mailed four post-decision surveys to consumers and no consumers responded. Comments that were received in response to a question are included below.

Each illustration below is a representation of the results of the survey questions. In addition, no consumers completed both the pre- and post-decision surveys.

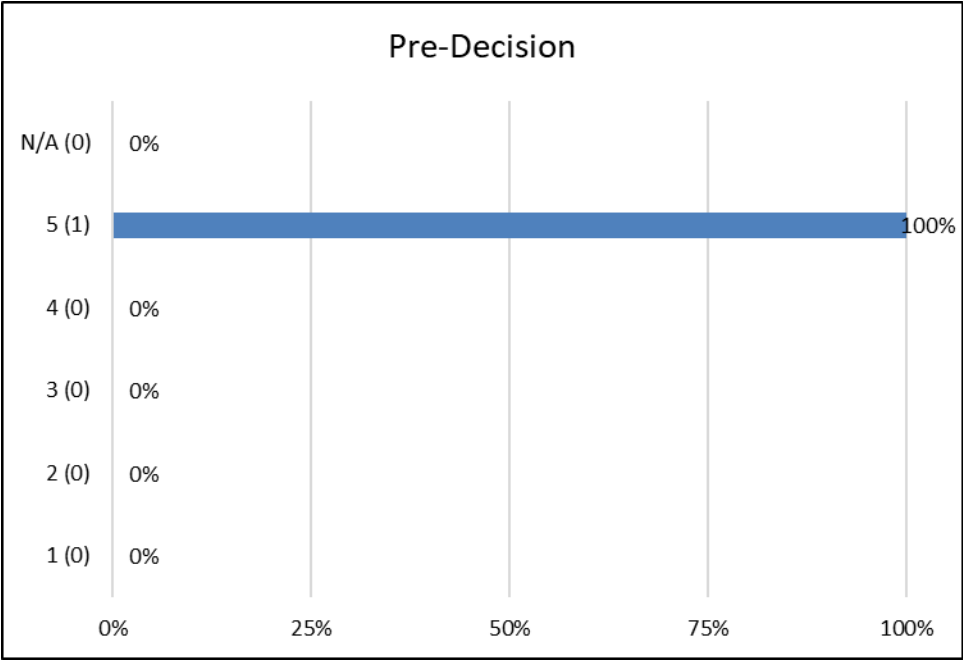
1. **Before you purchased your vehicle, did you know about the California's Lemon Law?**
 - No Post-Decision survey responses received.
2. **Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?**
 - No Post-Decision survey responses received.
3. **If you 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?**



The following comment(s) were provided on the Pre-Decision surveys:

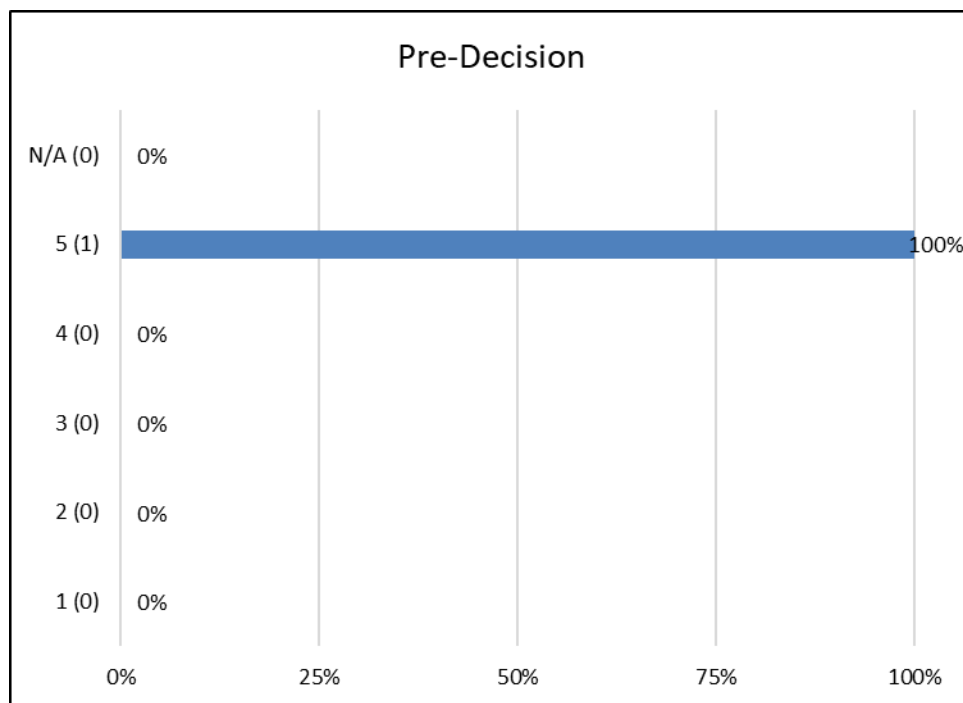
- Wonderful lady, very helpful and responsive.
- No Post-Decision survey responses received.

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 were received.
- No Post-Decision survey responses received.

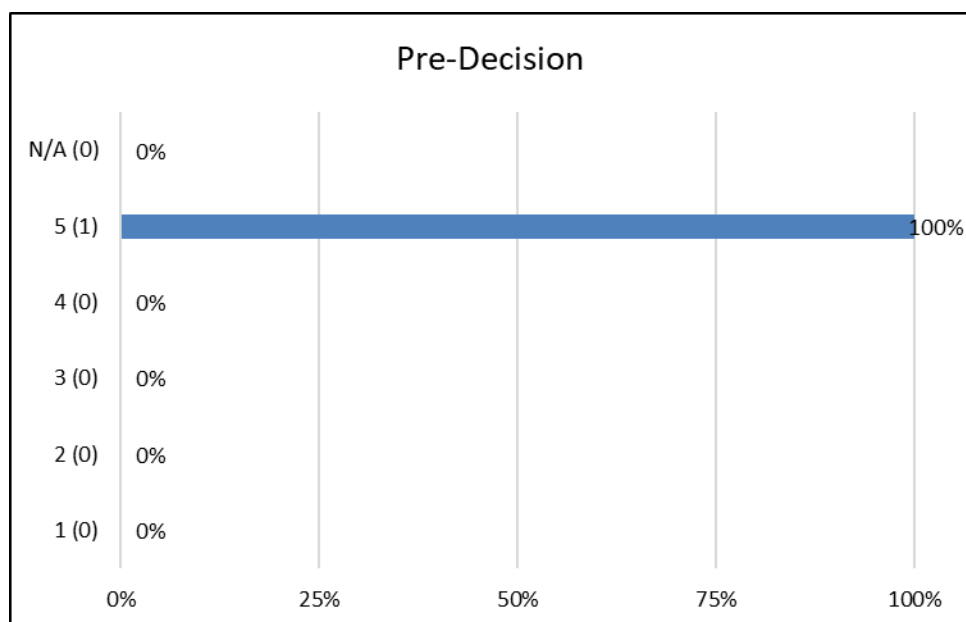
b. The vehicle manufacturer's representative(s) from the time you filed your arbitration case?



- No Pre-Decision survey comments were received.
- No Post-Decision survey responses received.

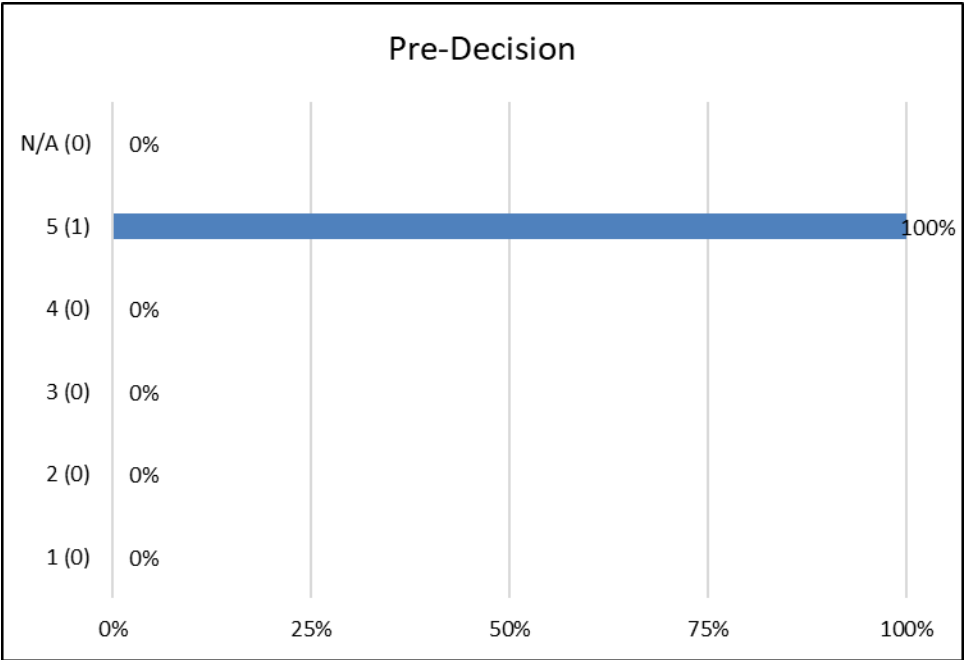
7. In terms of overall satisfaction, how would you rate your experience with:

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



- No Pre-Decision survey comments were received.

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

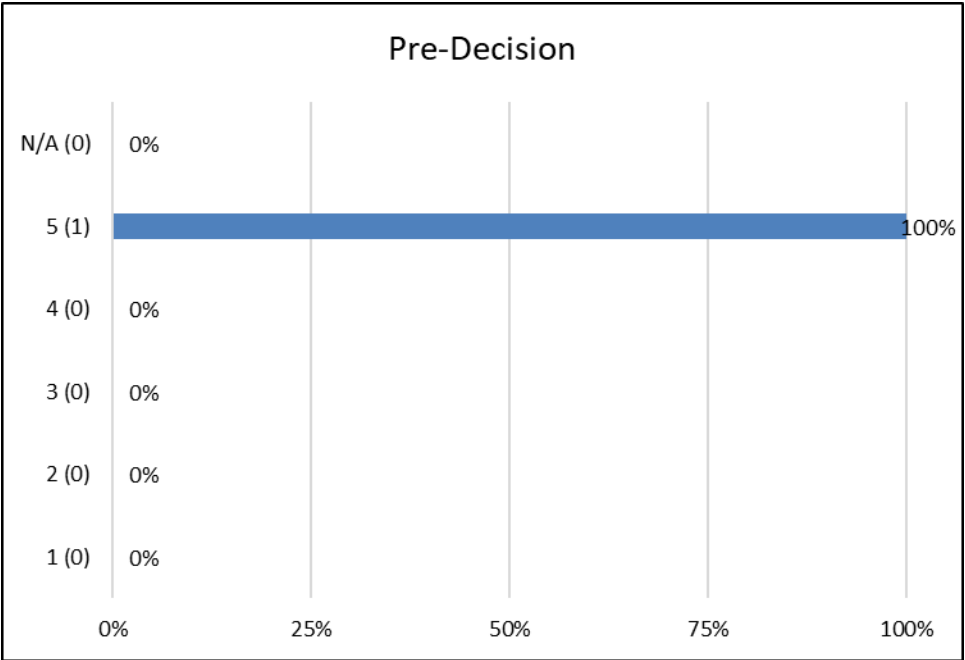


- No Pre-Decision survey comments were received.

c. The arbitrator? (Post-Decision Only)

- No Post-Decision survey responses received.

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



- No Pre-Decision survey comments were received.

- No Post-Decision survey responses 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 decision within the 30 days after you accepted the decision?**
- No Post-Decision survey responses received.
- b. If the performance of the decision 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 any 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?**
- Very simple process, I thought it would be more complicated and difficult to understand.

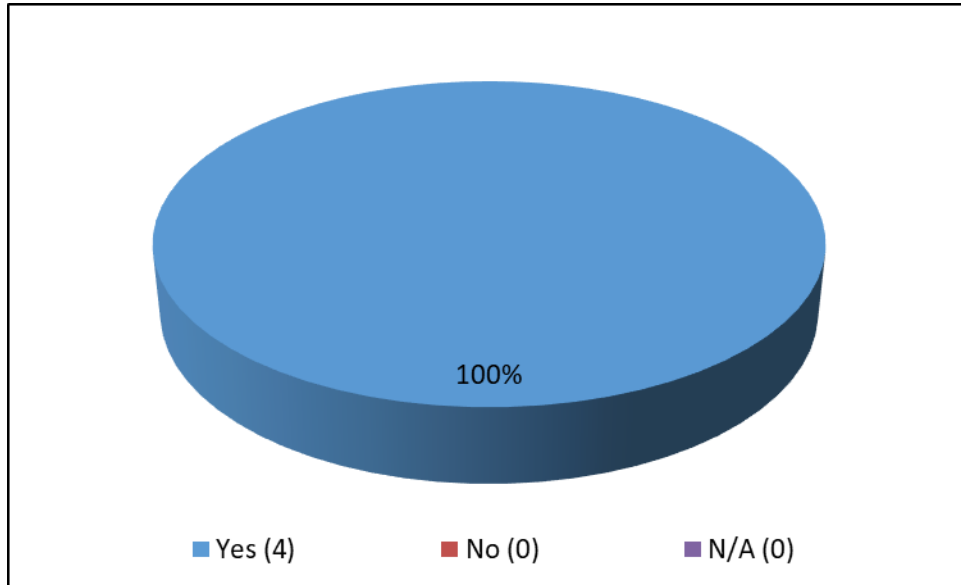
BBB AUTO LINE
MERCEDES-BENZ USA,
LLC.

Mercedes-Benz USA, LLC.

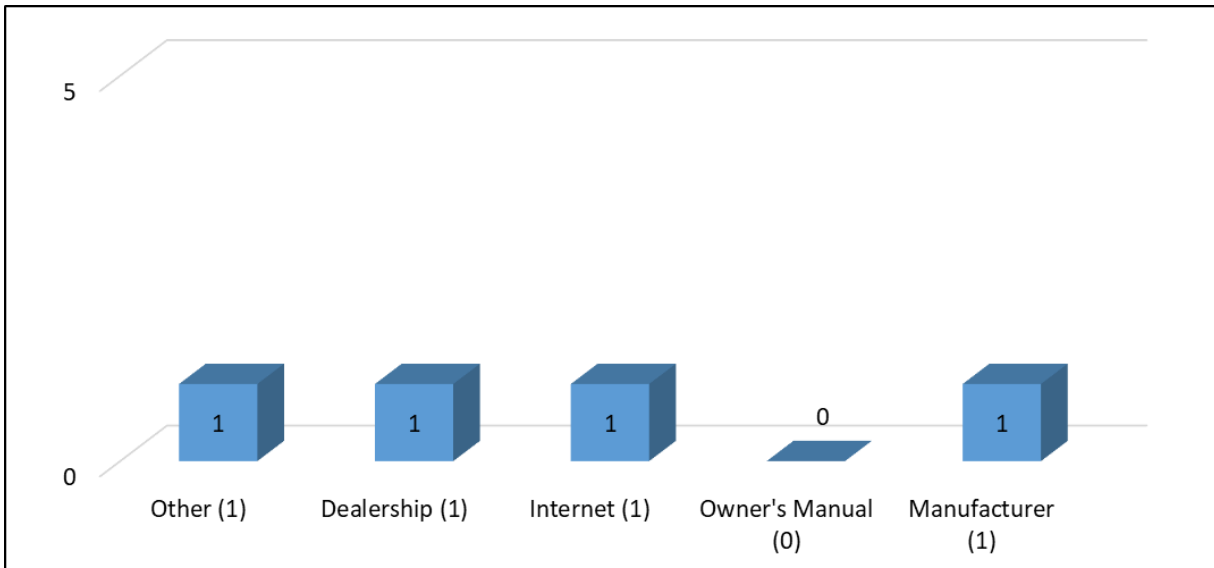
The ACP mailed, or hand delivered at the hearing, 34 pre-decision surveys to consumers and two consumers responded. The ACP mailed 29 post-decision surveys to consumers and four consumers responded. Comments that were received in response to a question are included below.

Each illustration below is a representation of the results of the survey questions. In addition, no consumers completed both the pre- and post-decision surveys.

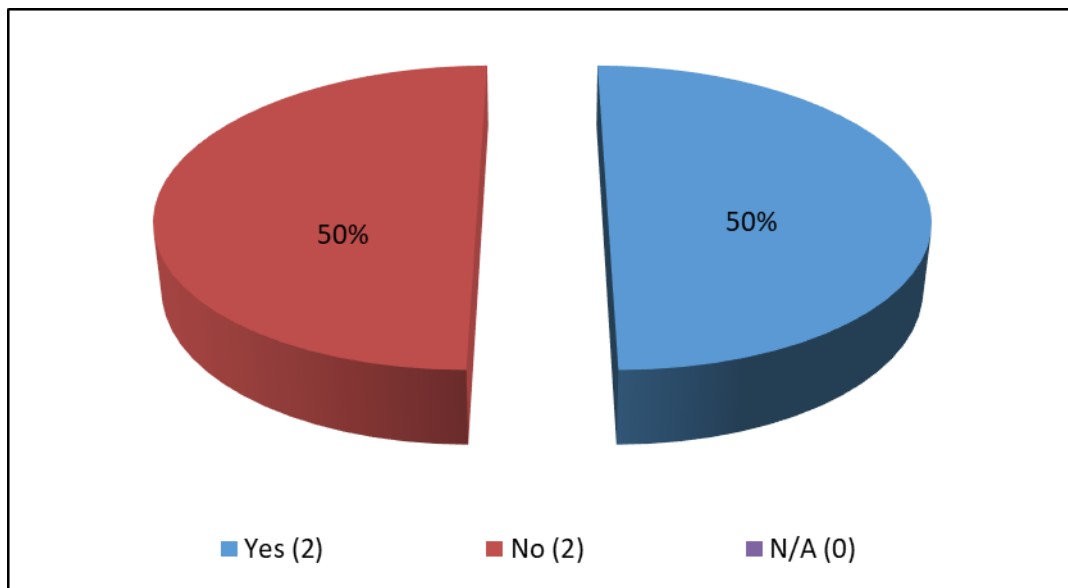
1. Before you purchased your vehicle, did you know about the California's Lemon Law?



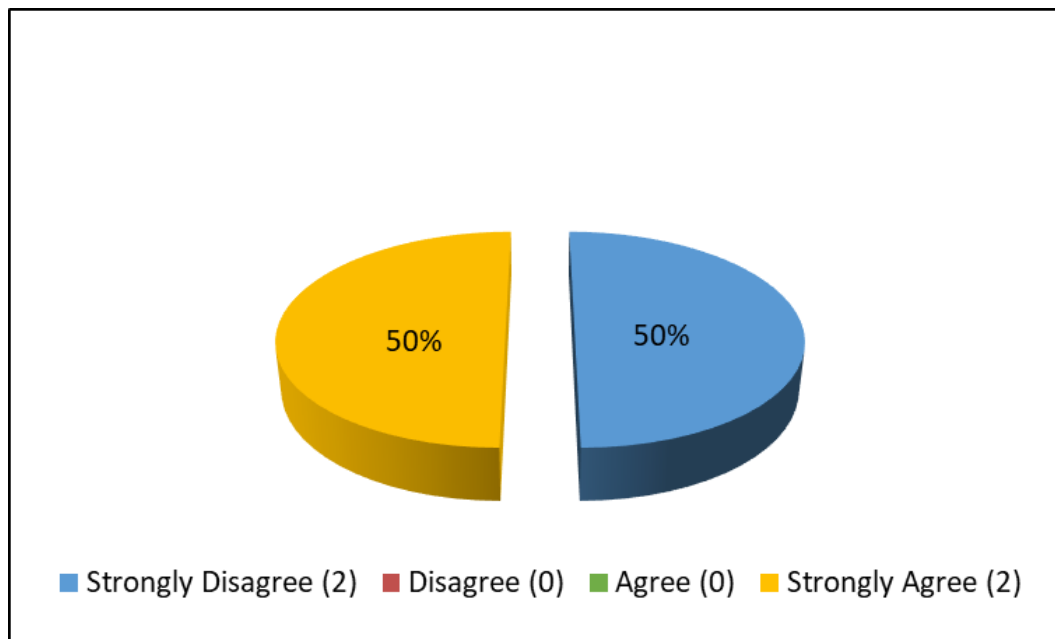
2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



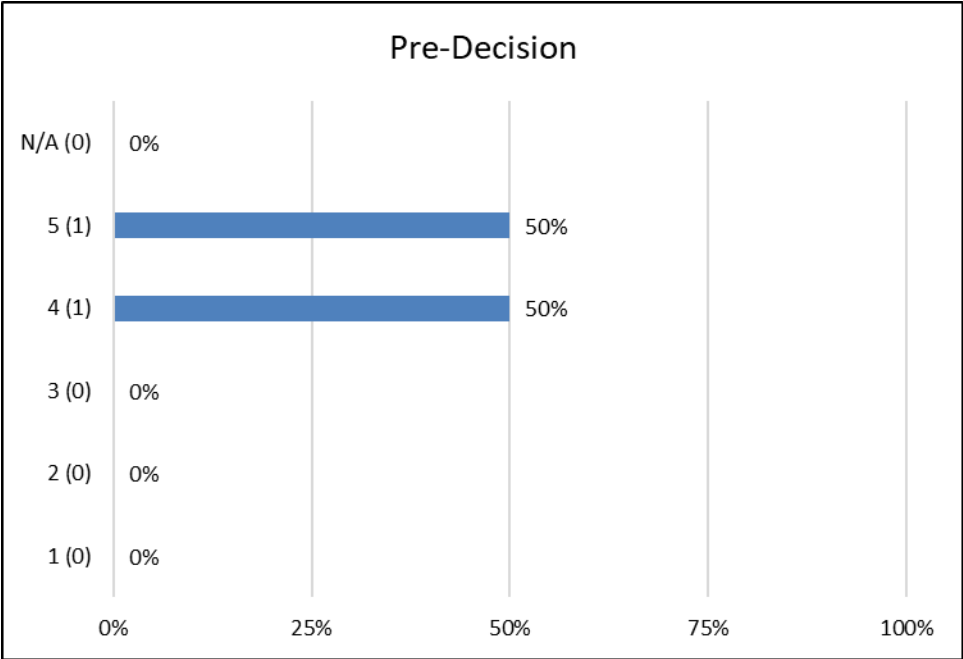
3. If you participated in a settlement or mediation process after applying for arbitration with the BBB AUTO LINE, were you informed that it was a voluntary process?



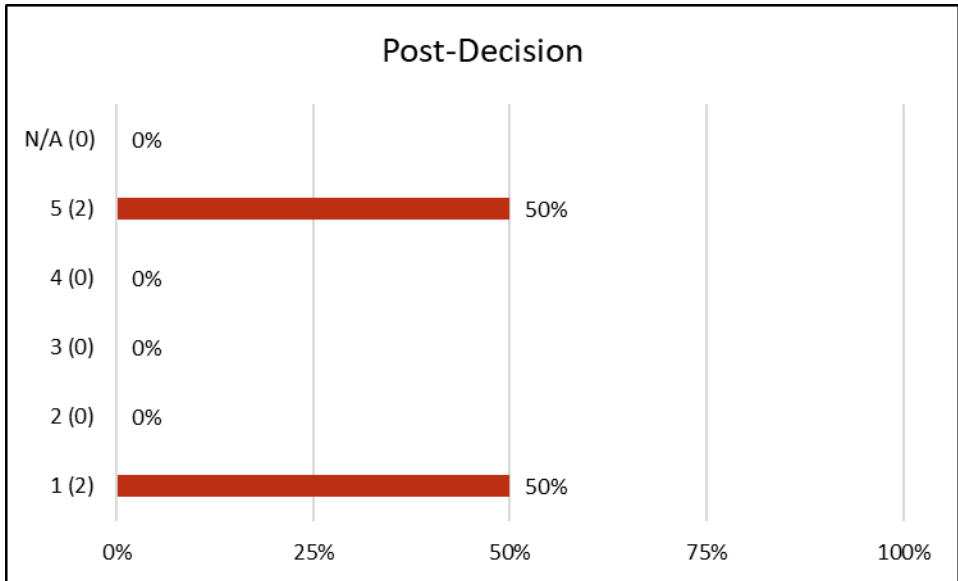
4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns.



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



- No Pre-Decision survey comments were received.

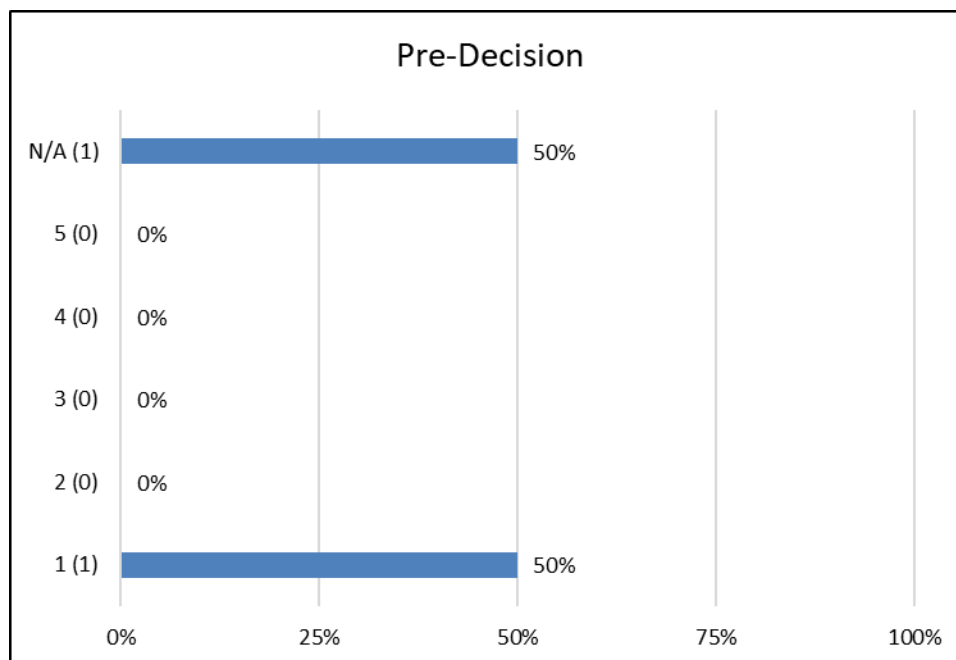


Consumers had a more favorable view prior to receiving their decision, whereas consumer responses were split between excellent and poor, after receiving their decision.

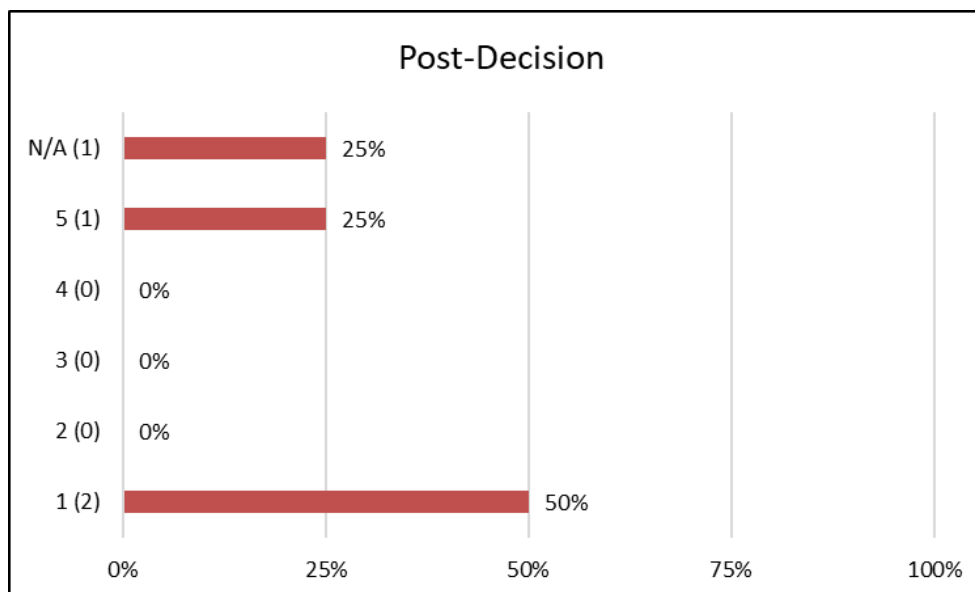
The following comments were provided on the Post-Decision surveys:

- Over the top unacceptable and horrible experience. They went out of their way to make it as difficult as possible. No accountability.
- It seemed like they did not care.

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.

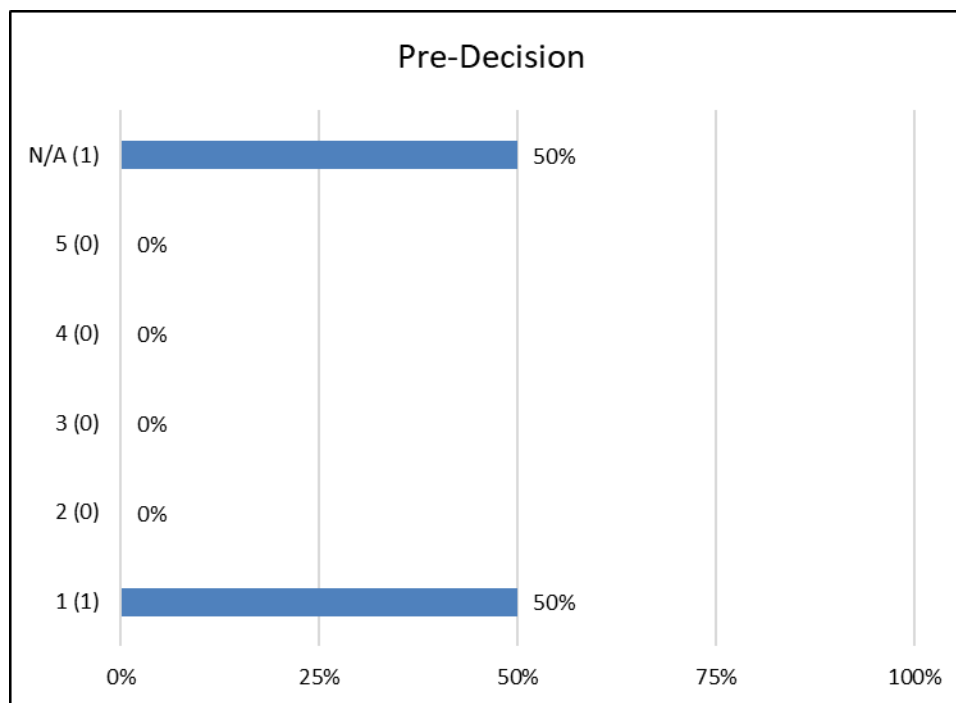


One consumer had a less favorable view prior to receiving their decision, whereas consumers had a less favorable view after receiving their decision.

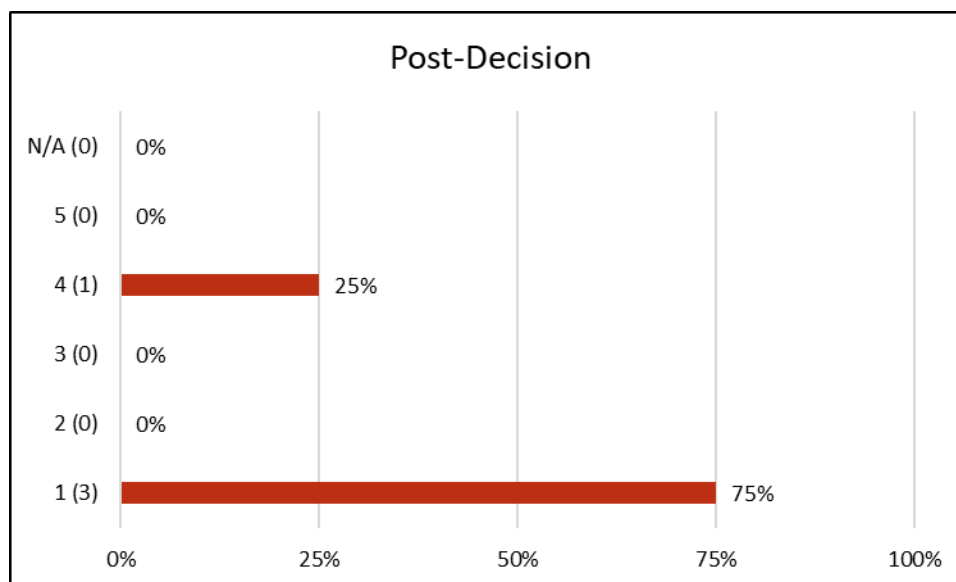
The following comment was provided on the Post-Decision survey:

- Worst experience of my life. I filed a complaint previously. They were in violation. They violated rules in favor of manufacturer. They totally work for the manufacturer.

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



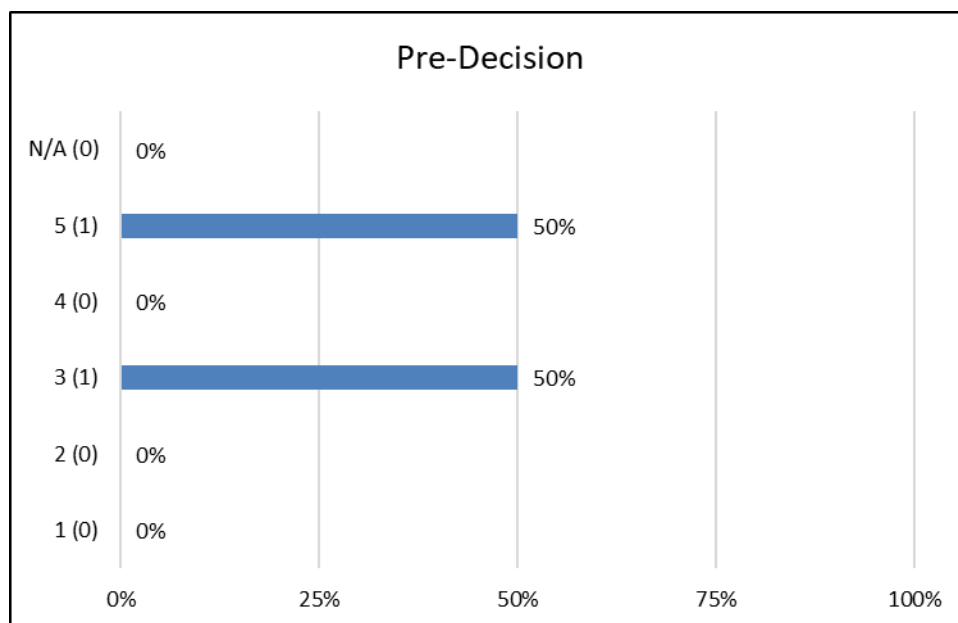
- No Pre-Decision survey comments received.



One consumer had a less favorable view prior to receiving their decision, whereas consumers had a less favorable view after receiving their decision.

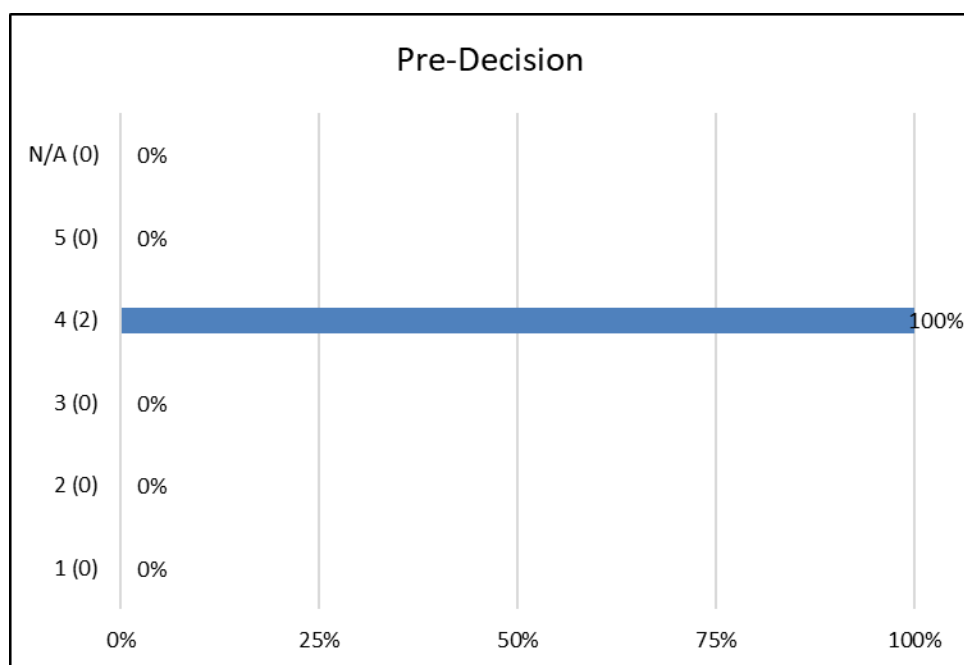
- No Post-Decision survey comments received.

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)



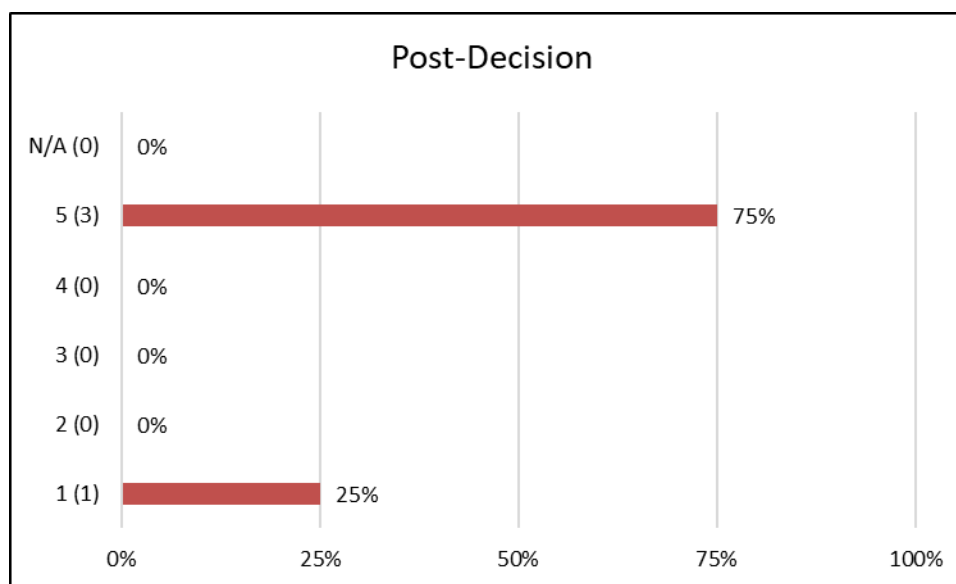
- No Pre-Decision survey comments received.

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



- No Pre-Decision survey comments received.

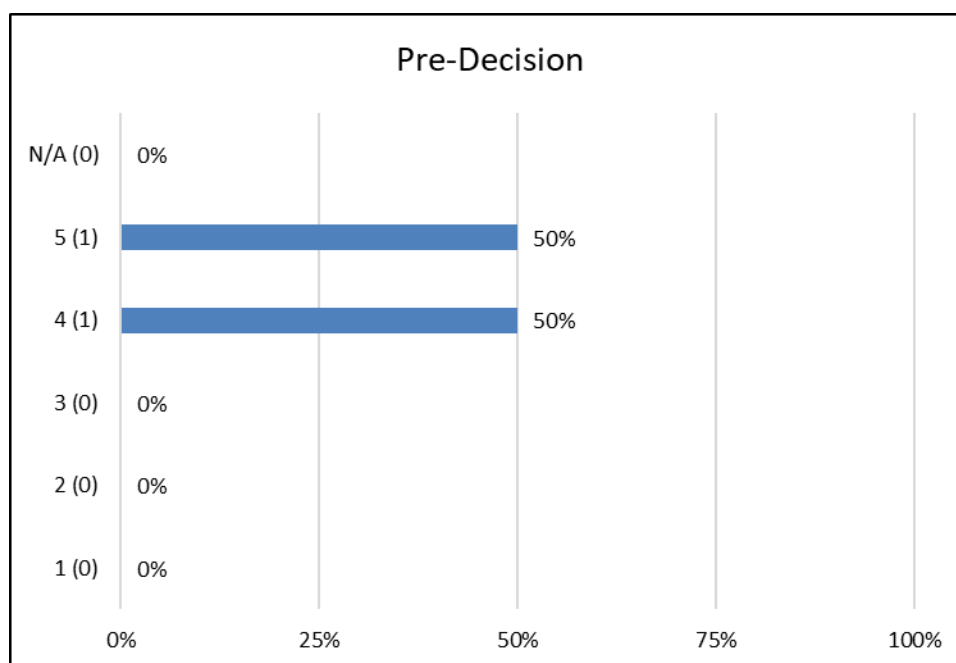
c. The arbitrator? (Post-Decision Only)



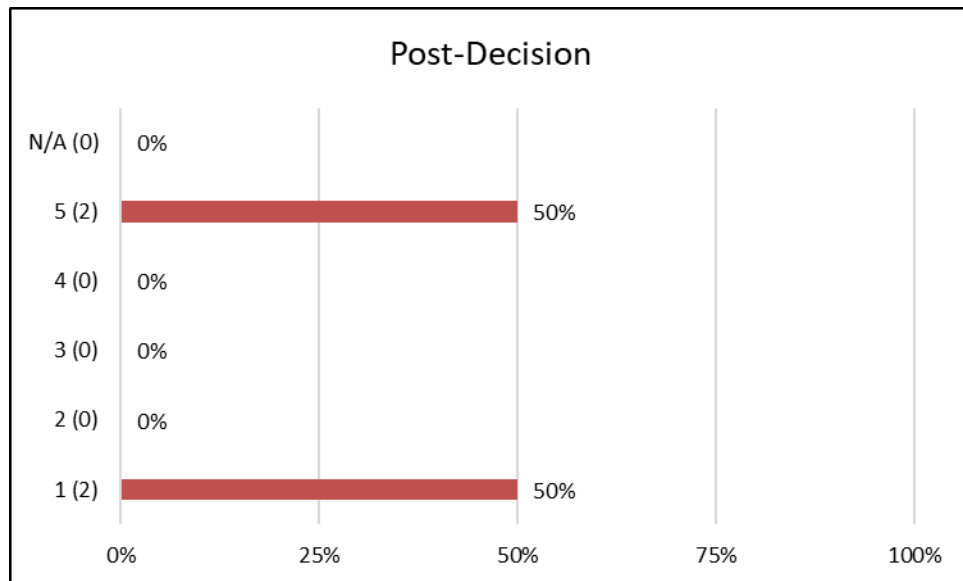
The following comments were provided on the Post-Decision surveys:

- He listened. Asked informed questions and made careful notes.
- I think he was fair on second case, not on the first case.

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



- No Pre-Decision survey comments received.

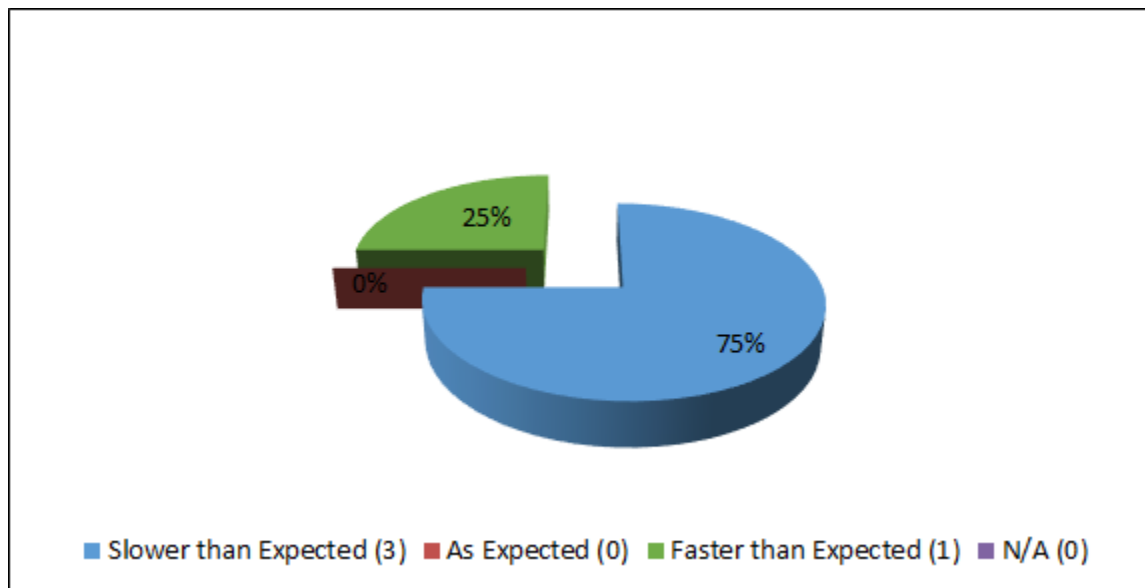


Consumers had more favorable views prior to receiving their decision, whereas consumer responses were split between excellent and poor, after receiving their decision.

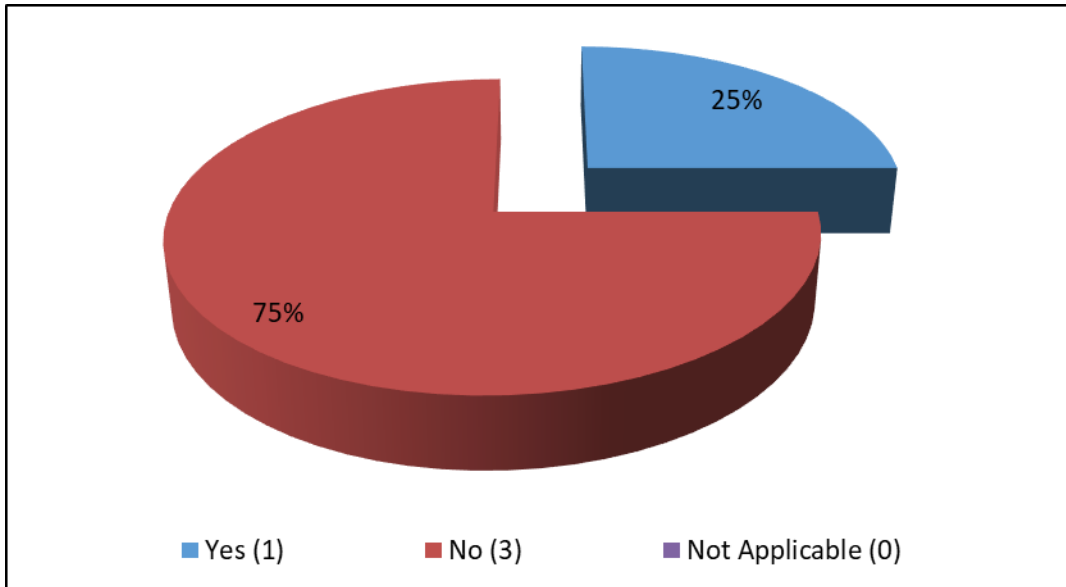
The following comments were provided on the Post-Decision surveys:

- Went smooth.
- Still waiting for check for last payment on car.

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



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

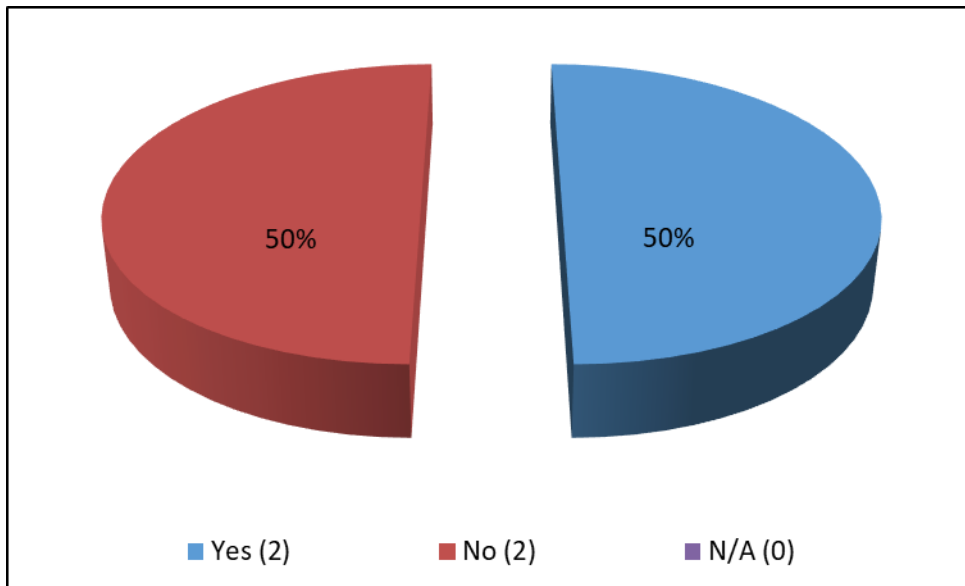


The following comment was provided on the Post-Decision survey:

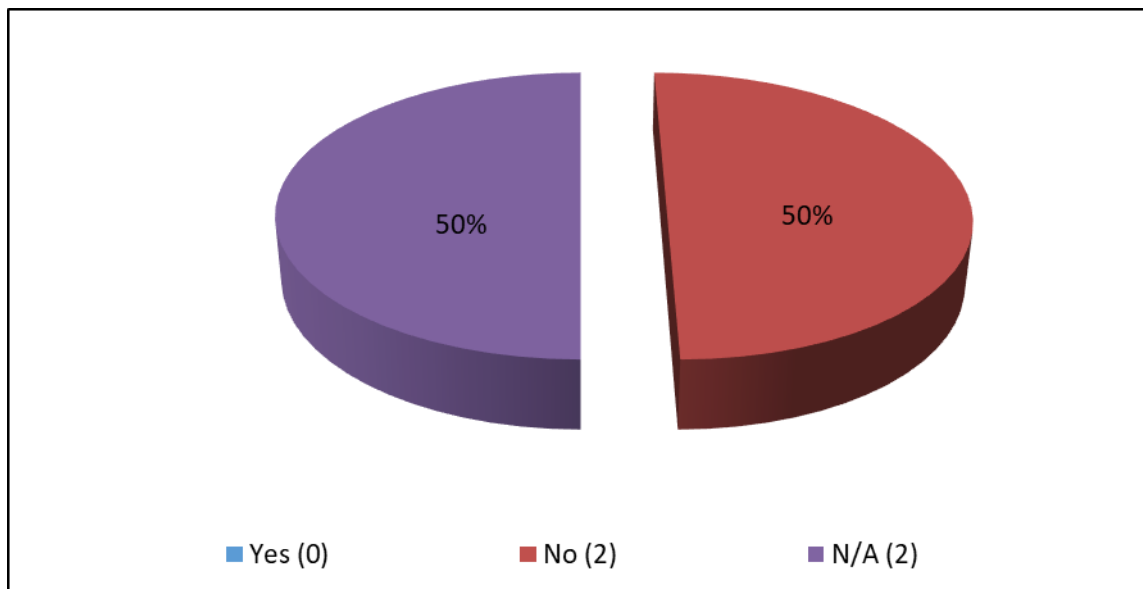
- BBB AUTO LINE refused to submit my letter to the arbitrator which contained important info.

11. If you accepted the decision of the arbitrator:

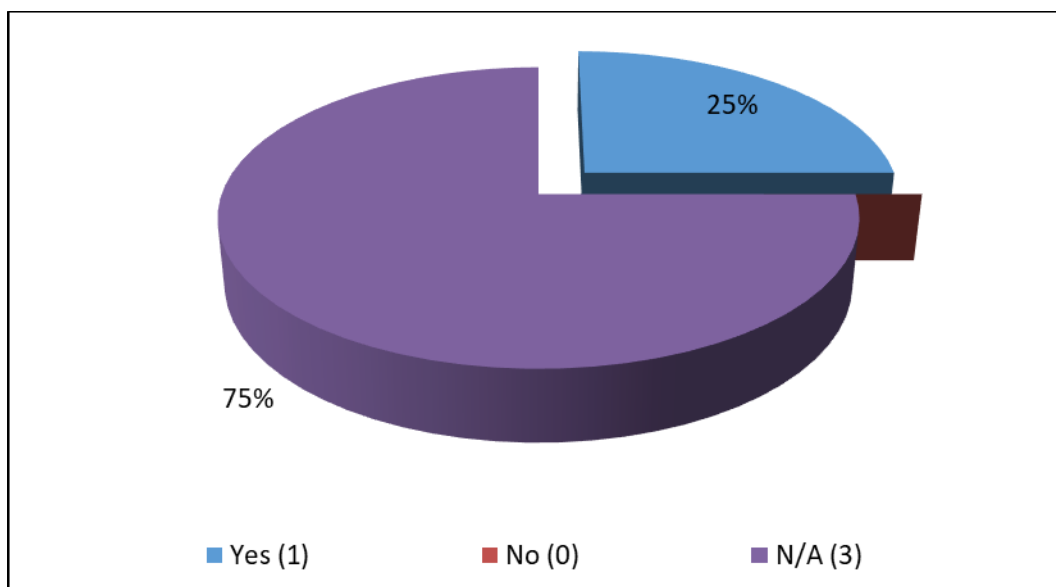
- a. Did the manufacturer perform the decision within the 30 days after you accepted the decision?**



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 any major change to improve the arbitration process, what would that be? Please specify.

- Remove the people involved. Remove MBUSA from program because they were allowed to violate the program.

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

- Difficulties getting manufacturer to comply with arbitration decision.

BBB AUTO LINE

NISSAN NORTH

AMERICA, INC.

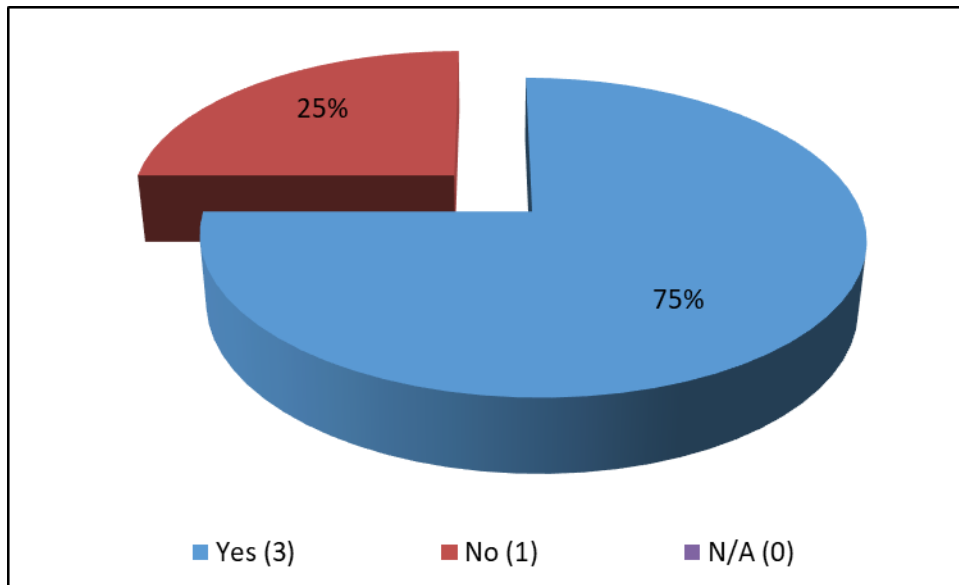
(INCLUDES INFINITI)

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

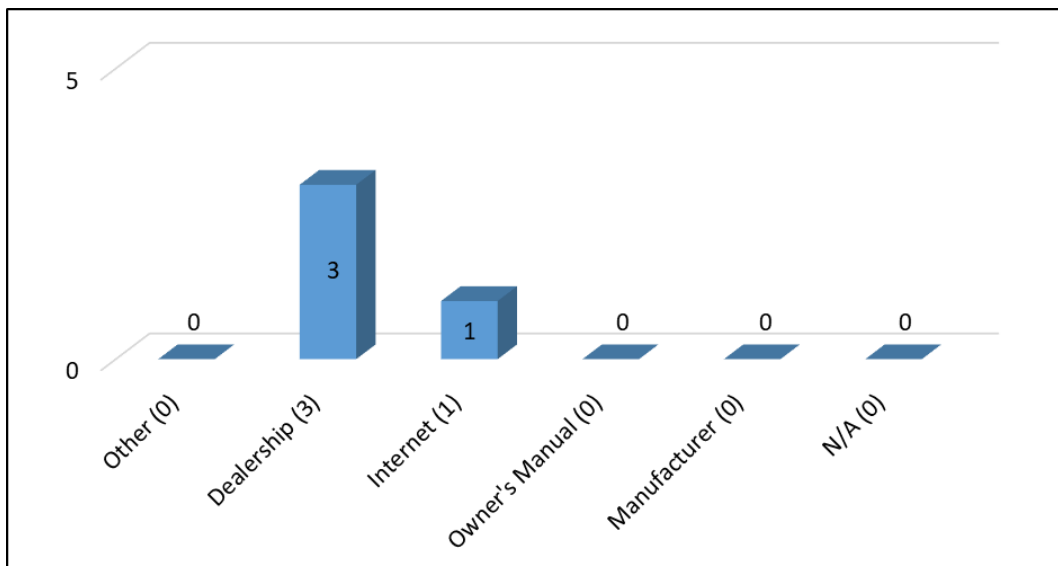
The ACP mailed, or hand delivered at the hearing, 29 pre-decision surveys to consumers and six consumers responded. The ACP mailed 33 post-decision surveys to consumers and four consumers responded. Comments that were received in response to a question are included below.

Each illustration below is a representation of the results of the survey questions. In addition, one consumer completed both the pre- and post-decision surveys. A narrative is included to represent the results of this consumer.

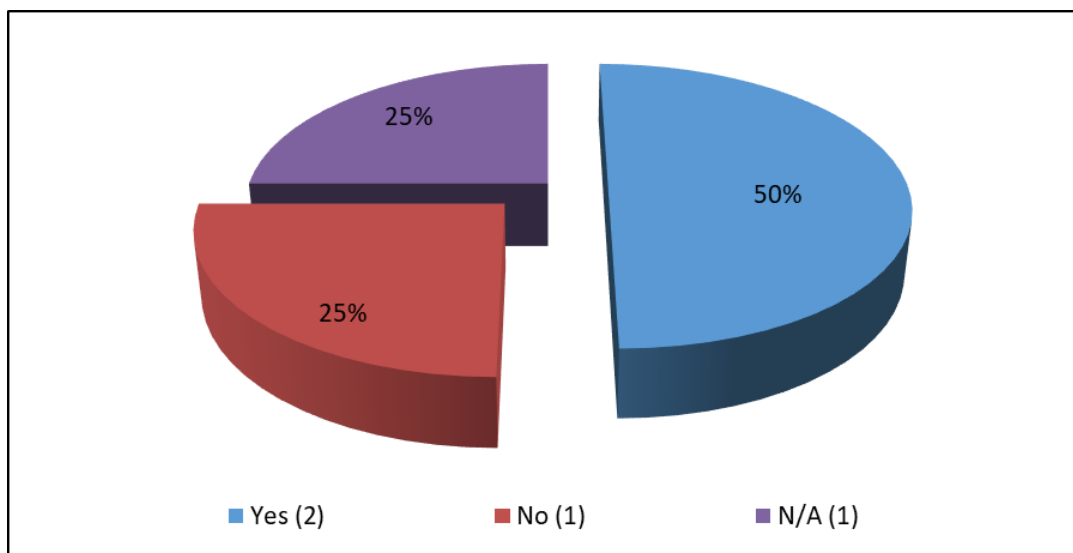
1. Before you purchased your vehicle, did you know about the California's Lemon Law?



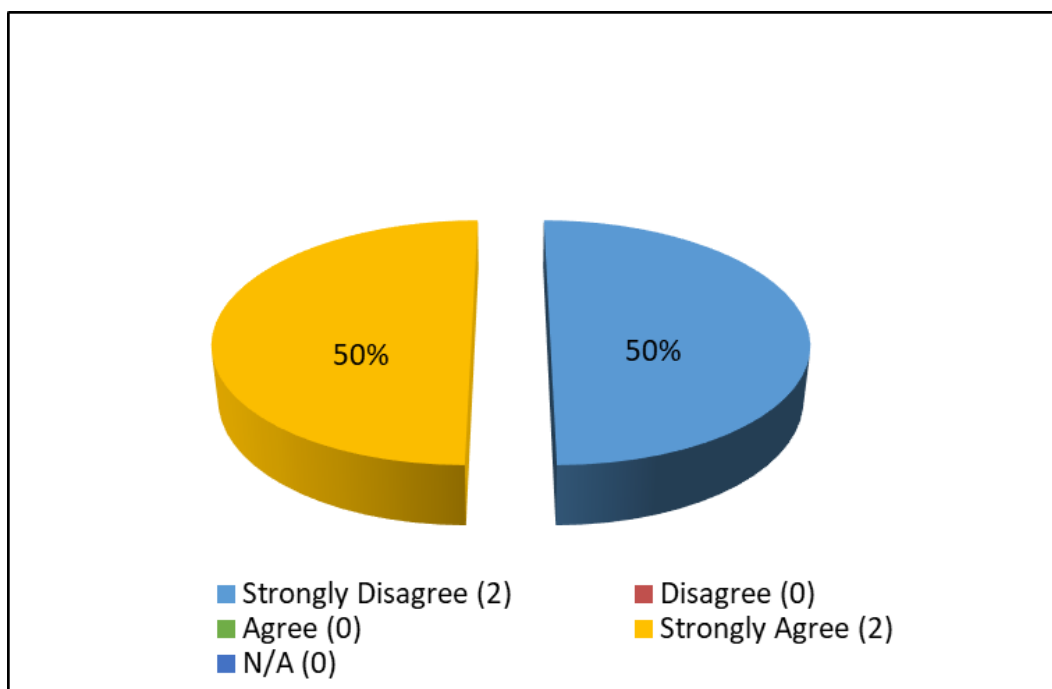
2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



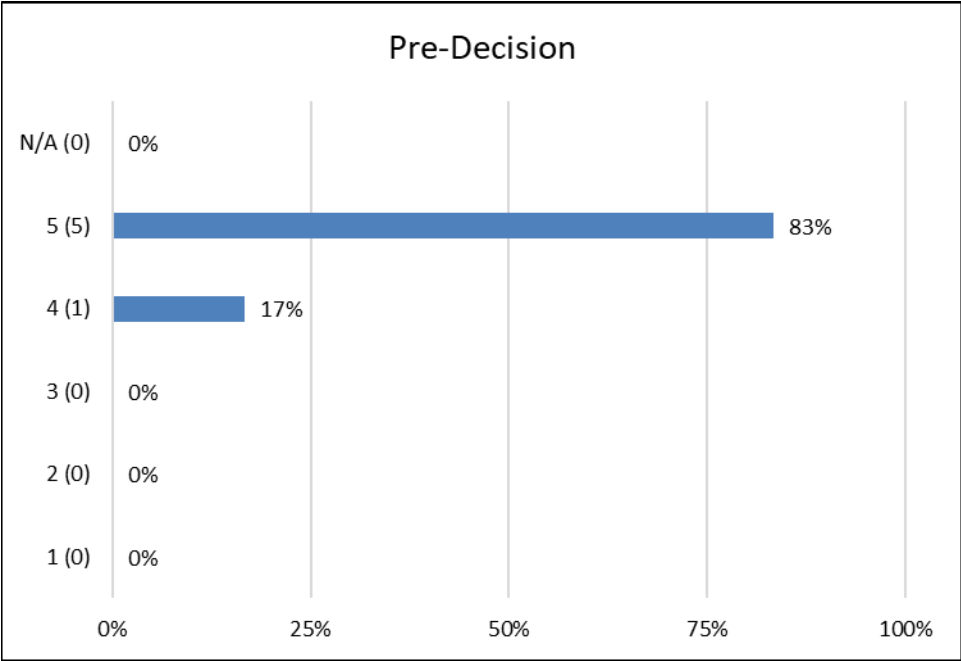
3. If you participated in a settlement or mediation process after applying for arbitration with the BBB AUTO LINE, were you informed that it was a voluntary process?



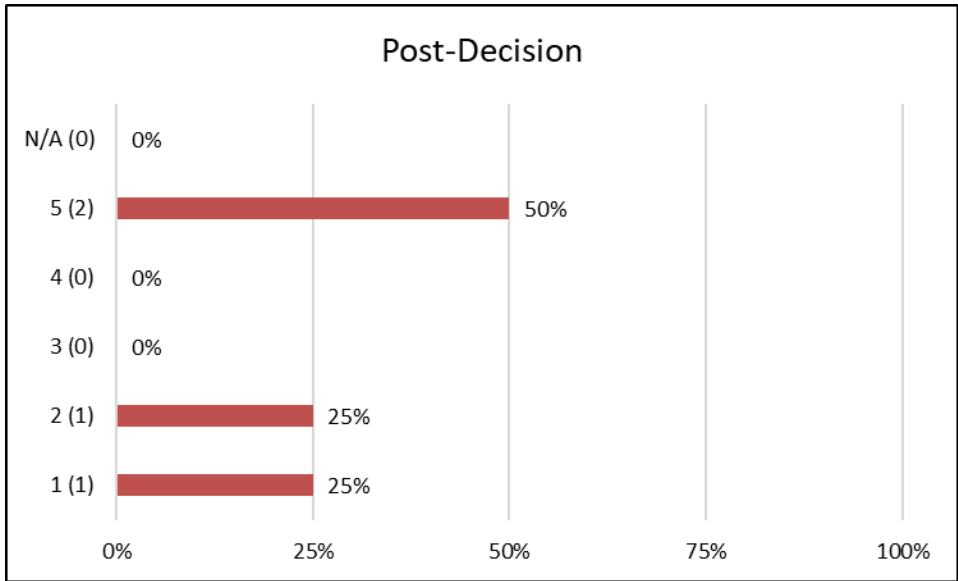
4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns.



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



- No Pre-Decision survey comments were received.

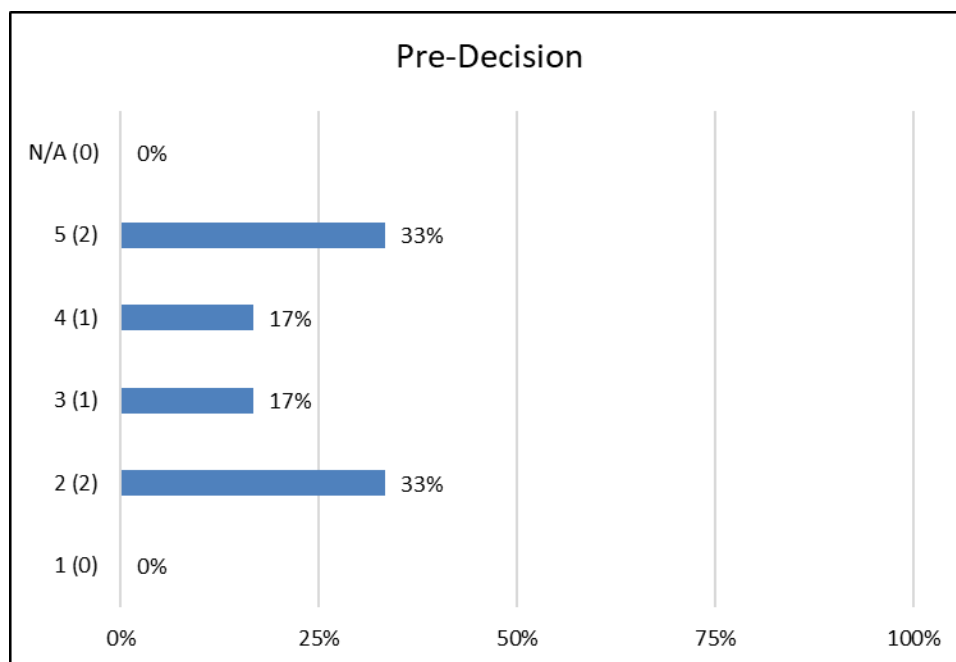


Consumers had a more favorable of the BBB AUTO LINE staff prior to receiving their decision.

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

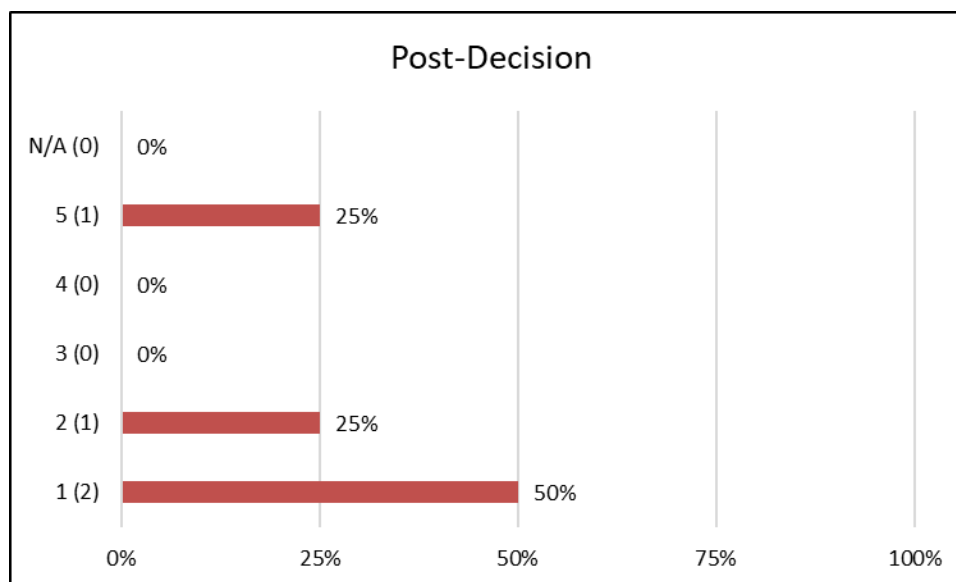
- My case was handled with great concerns of the unsafe problems with the QX60.
- They seem to always be confused and can't keep cases straight.
- However, the final decision was NOT enforced!

6. In terms of overall satisfaction, how would you rate your experience with:
- a. The vehicle manufacturer's representative at the hearing?



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

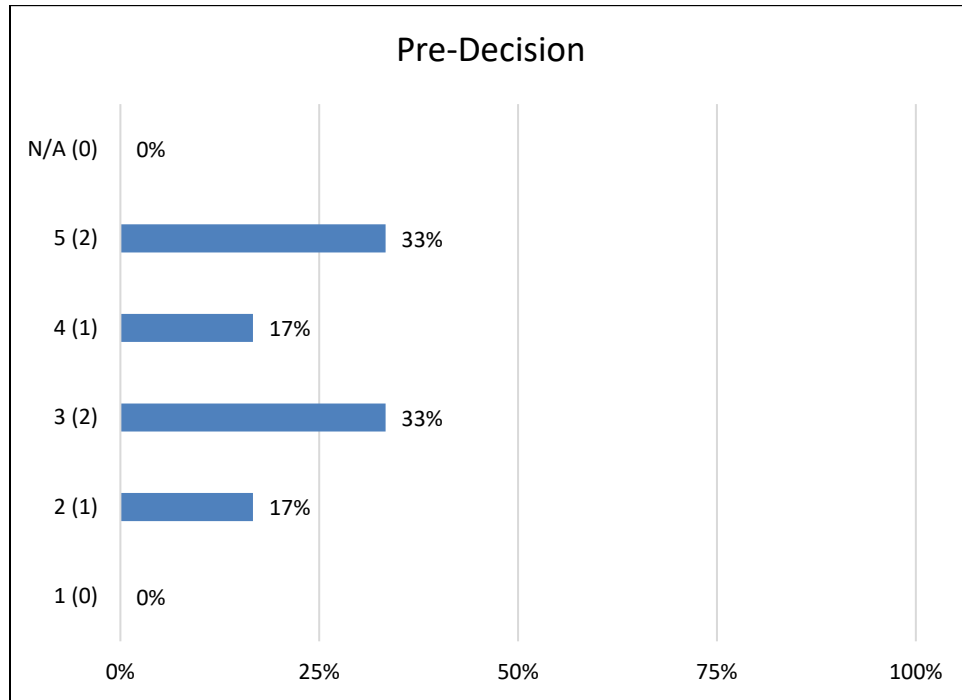
- The representative sought improper deductions for negative equity.



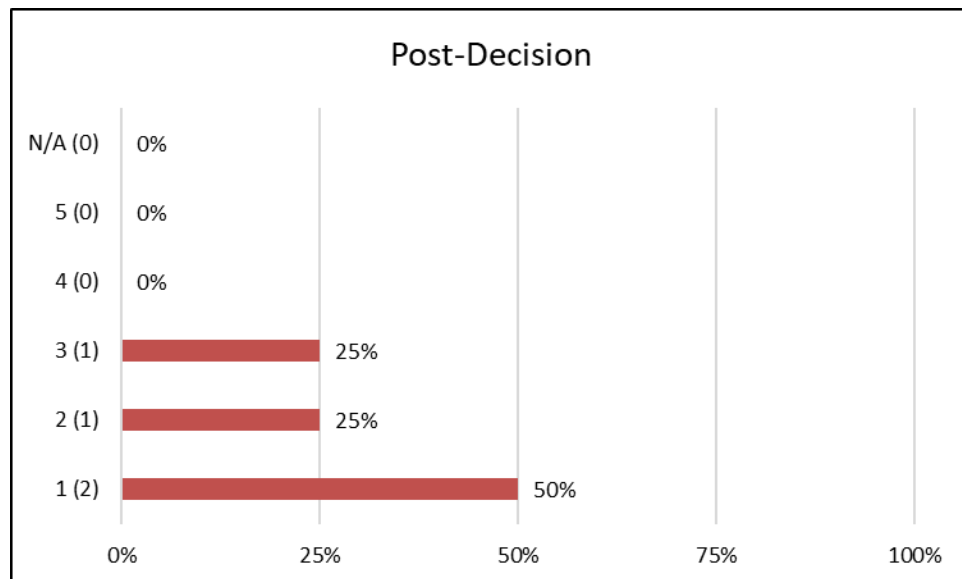
Consumers had a slightly more favorable view of the manufacturer's representative prior to receiving their decision.

- No comments were provided on the Post-Decision surveys.

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



- No Pre-Decision survey comments were received.

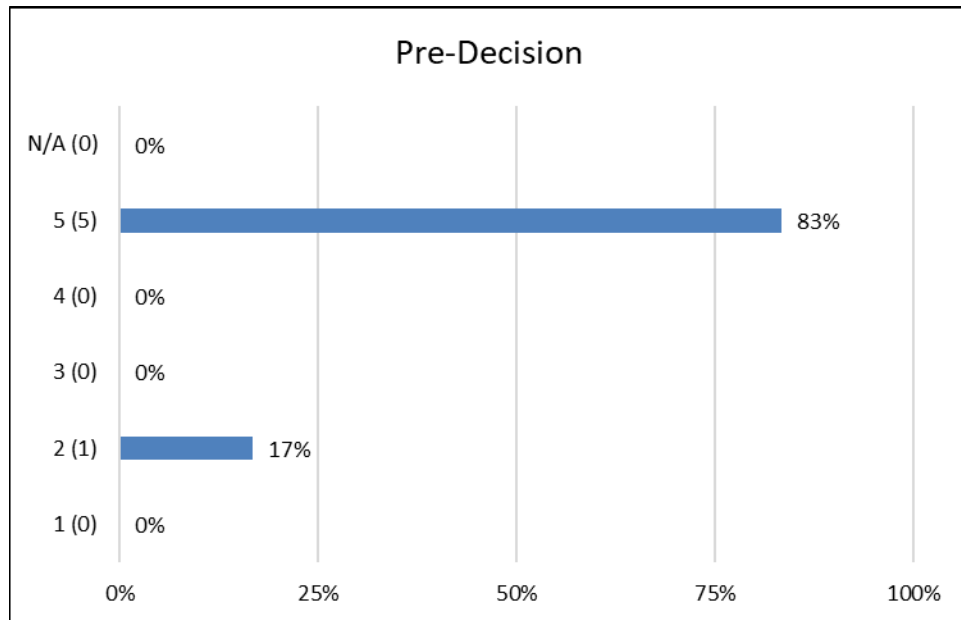


Consumers had a more favorable view of the manufacturer's representative prior to receiving their decision.

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

- The Nissan Rep. outright told me they would NOT buy back my QX60. Very harsh tone.
- Manufacturer was extremely unprofessional, refused to return any of my calls prior to even filing a complaint.
- I feel we were lied to!

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)

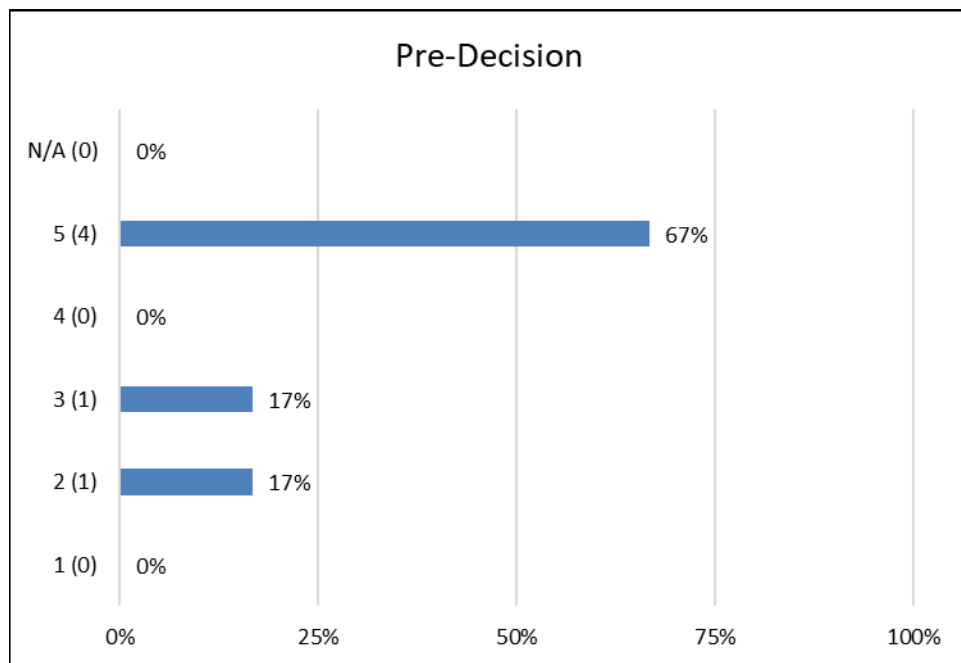


Consumers had a favorable view of the arbitrator's fairness to all parties involved and maintaining neutrality.

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

- It appears the arbitrator attempted calculations and improperly deducted negative equity.

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

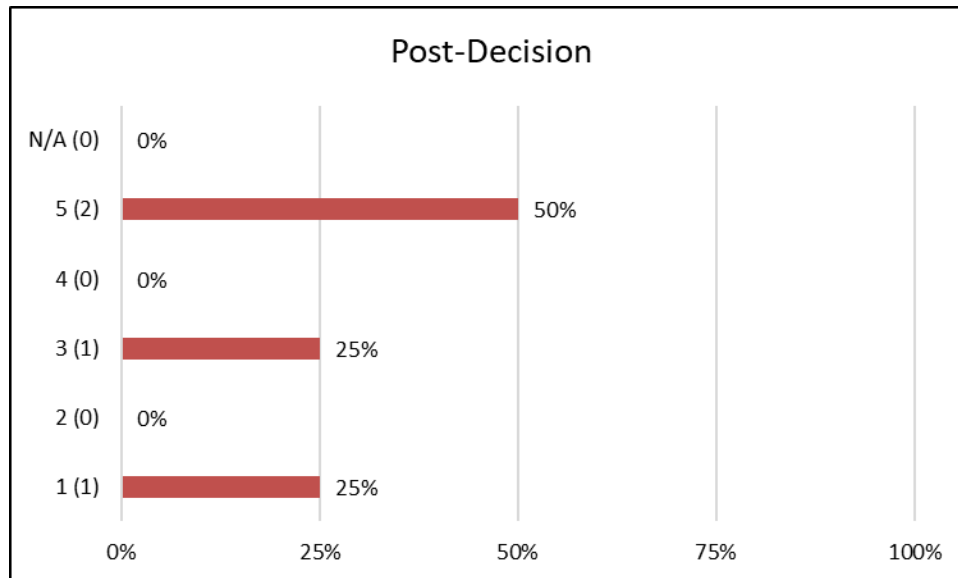


Consumers had a favorable view of the arbitrator's understanding of key issues.

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

- The arbitrator's decision is unclear and appears to violate the law, BBB rules, and ACP rules by being incomplete or deducting negative equity.

c. The arbitrator? (Post-Decision Only)

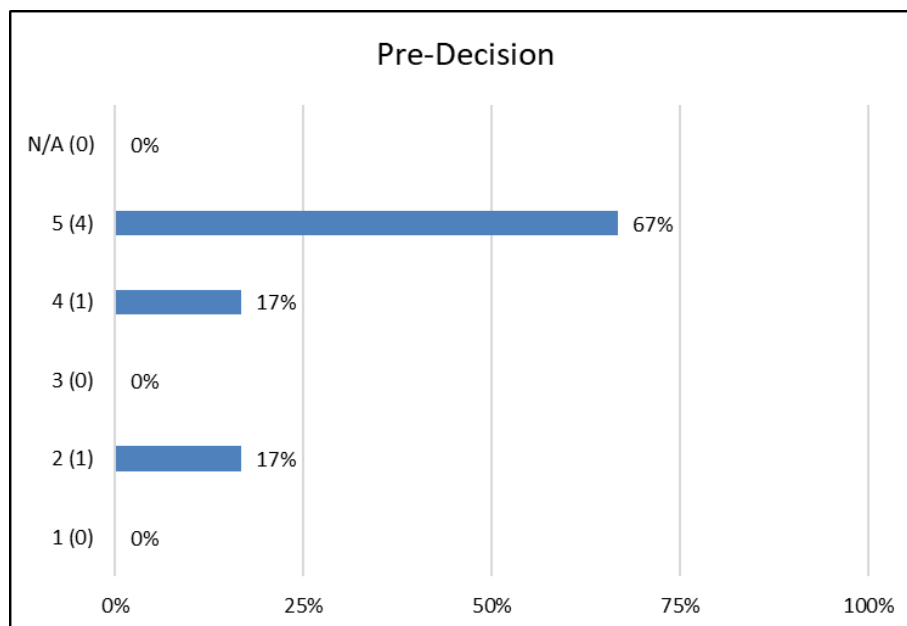


Consumers had a favorable view of the arbitrator after receiving the decision.

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

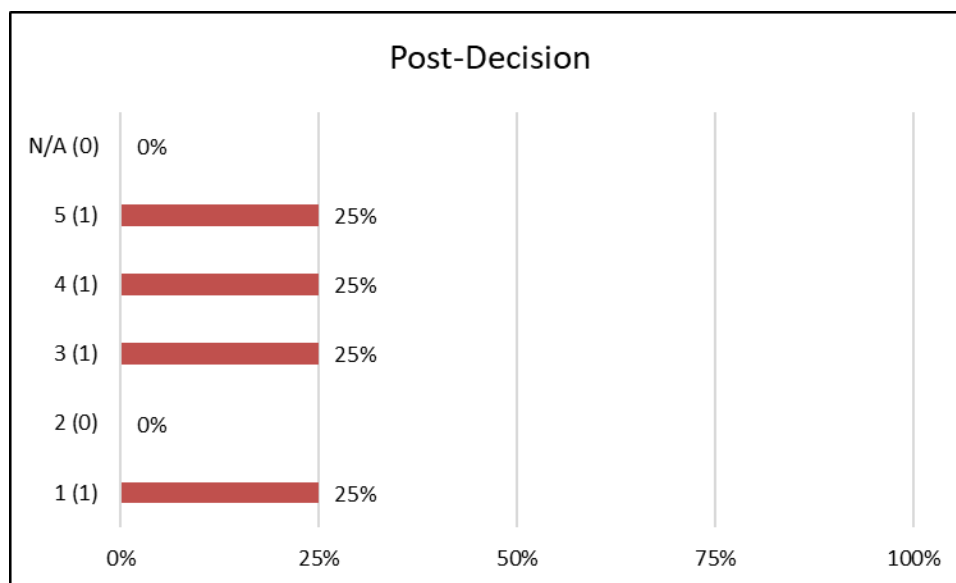
- Very fair.
- Seemed knowledgeable and asked good questions.

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



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

- The arbitrator's award is confusing and appears to be improper. We seek to clarify the award.

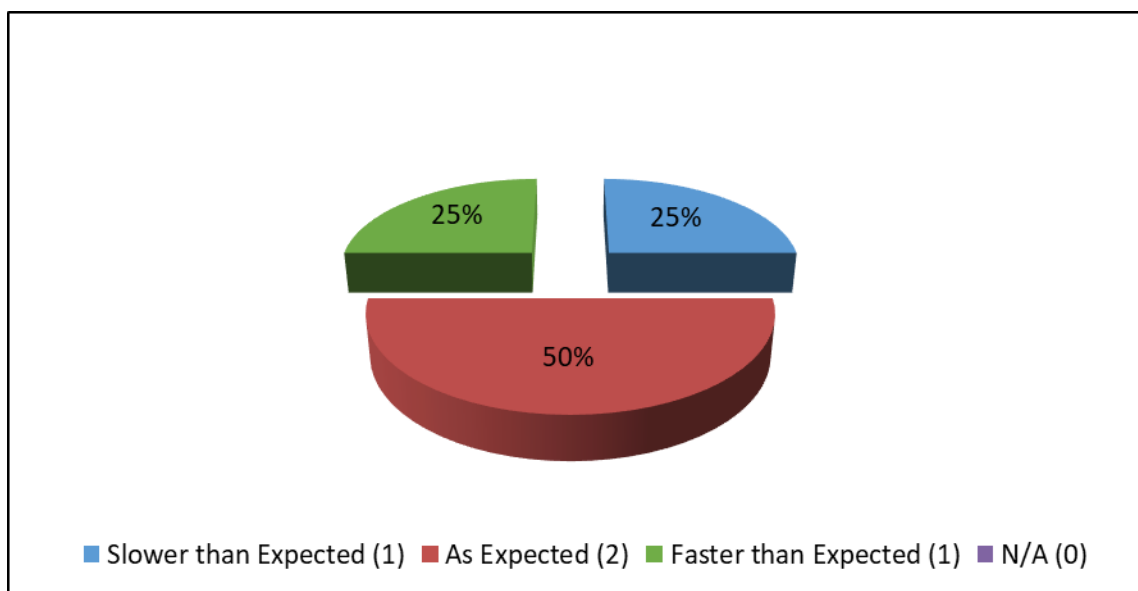


Consumers had a more favorable view of the entire arbitration process prior to receiving their decision.

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

- Listened and looked at all safety issues.
- Very disappointed a complete waste of time seems like the process is on sided towards manufacturer.

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

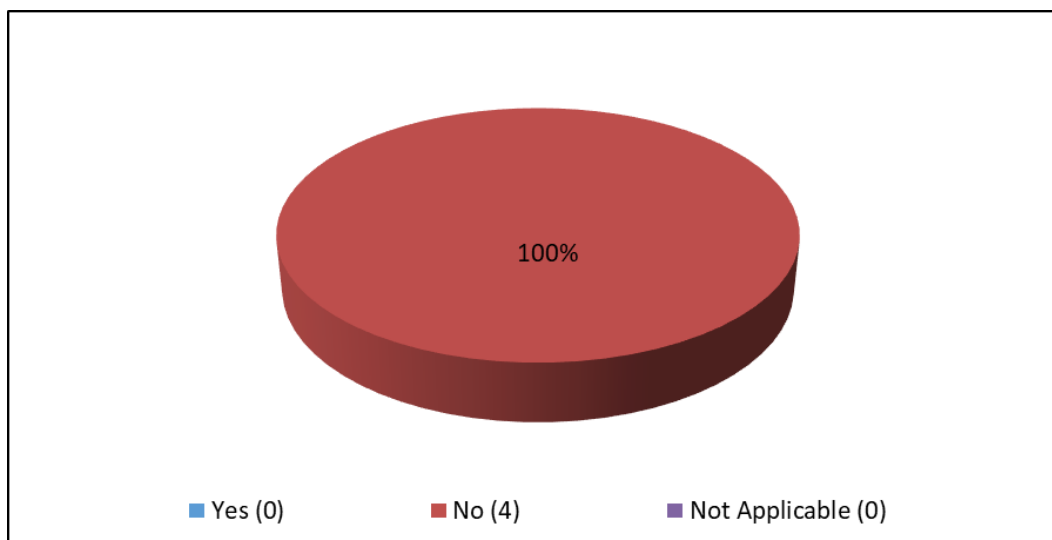


Most of the consumers thought the process was as they expected.

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

- Filed complaint on 12/9/19, meeting on 1/22/20 and decision in March – 3 months is ridiculous!

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

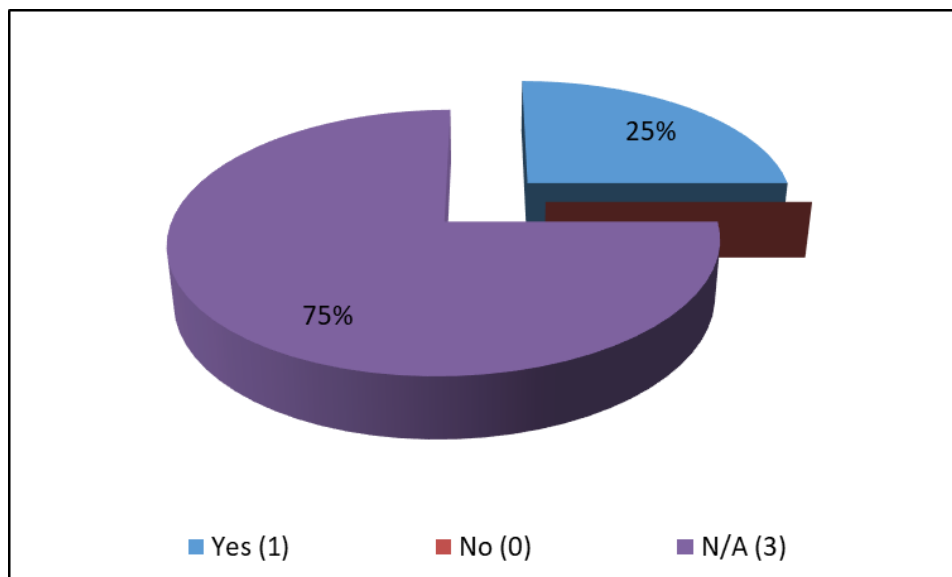


The following comment was provided on the Post-Decision survey:

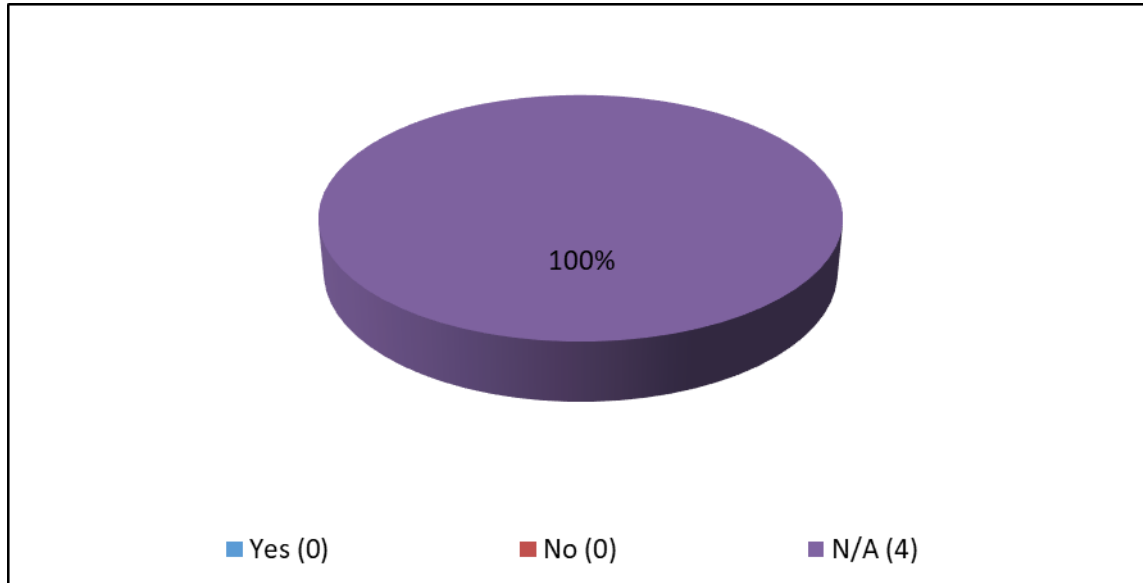
- The technical expert is a complete joke! Save your money – I could have looked under the hood for 5 minutes like he did. I thought he would be reporting like a real “expert”.

11. If you accepted the decision of the arbitrator:

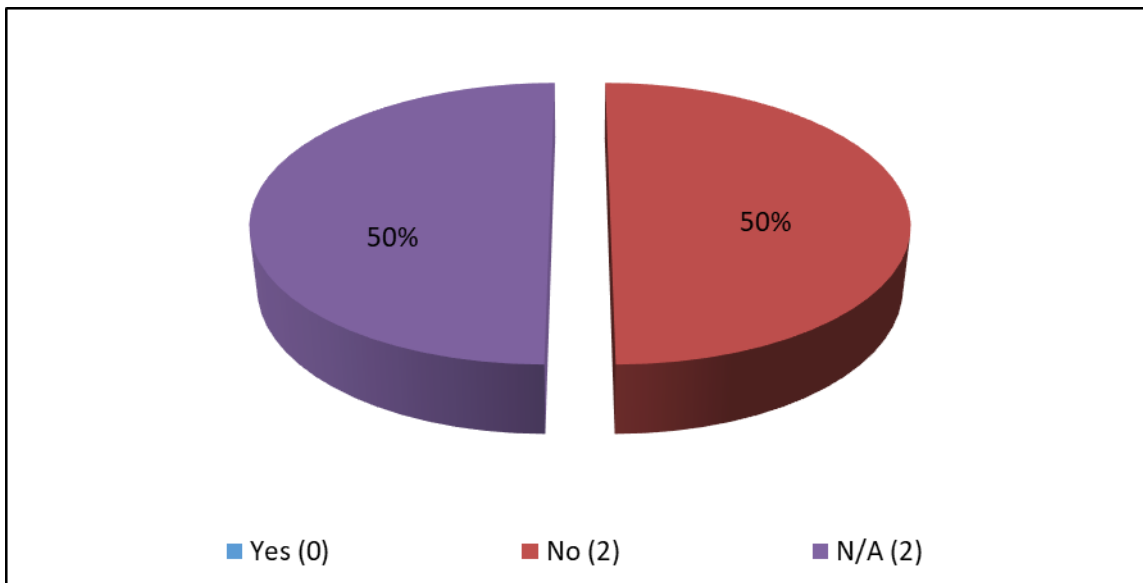
- a. Did the manufacturer perform the decision within the 30 days after you accepted the decision?**



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 warned that this process is a waste of time and that I should just hire an attorney. I should have listened.
- Go after the dealership for Bait-N-Switch.
- Misleading senior customers by letting you think they're replacing your air cleaner of what you've been requesting for 3 months.
- Keeping you there over seven and a half hours then telling you they don't print contract, you have to print it at home, you don't have a chance to review.
- Process needs to be explained thoroughly.

- Make the manufacturer do exactly what was decided!!!

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

- There was none.
- The Nissan Representative said that several repairs were made which I never reported and the papers come in English and I do not speak or read English.

Results of Consumers Completing Both Pre & Post Surveys

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

The following 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	Repurchase	5	5

The following 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	1

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Repurchase	5	1

The following 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	5	5

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

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

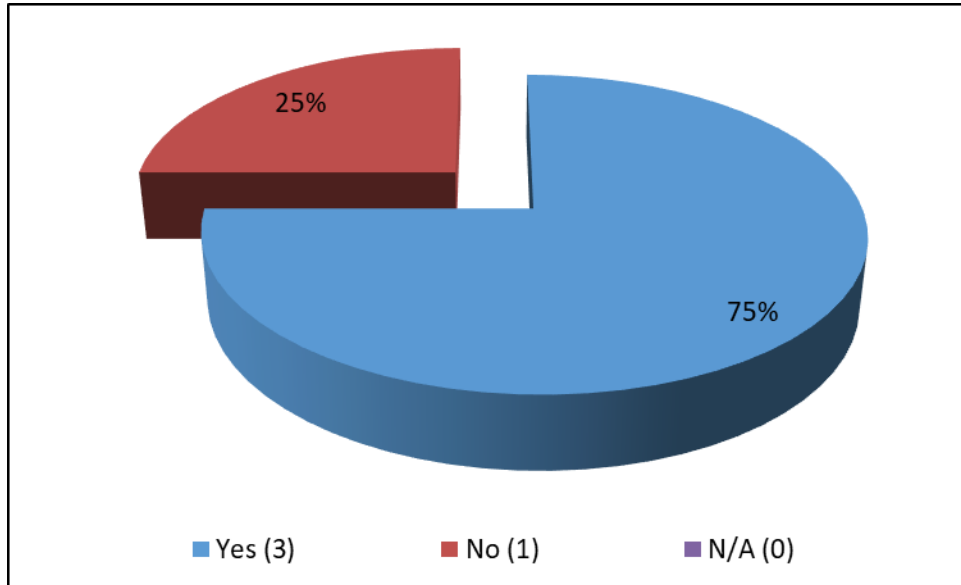
BBB AUTO LINE
VOLKSWAGEN GROUP
OF AMERICA, INC
(INCLUDES AUDI)

Volkswagen Group of America

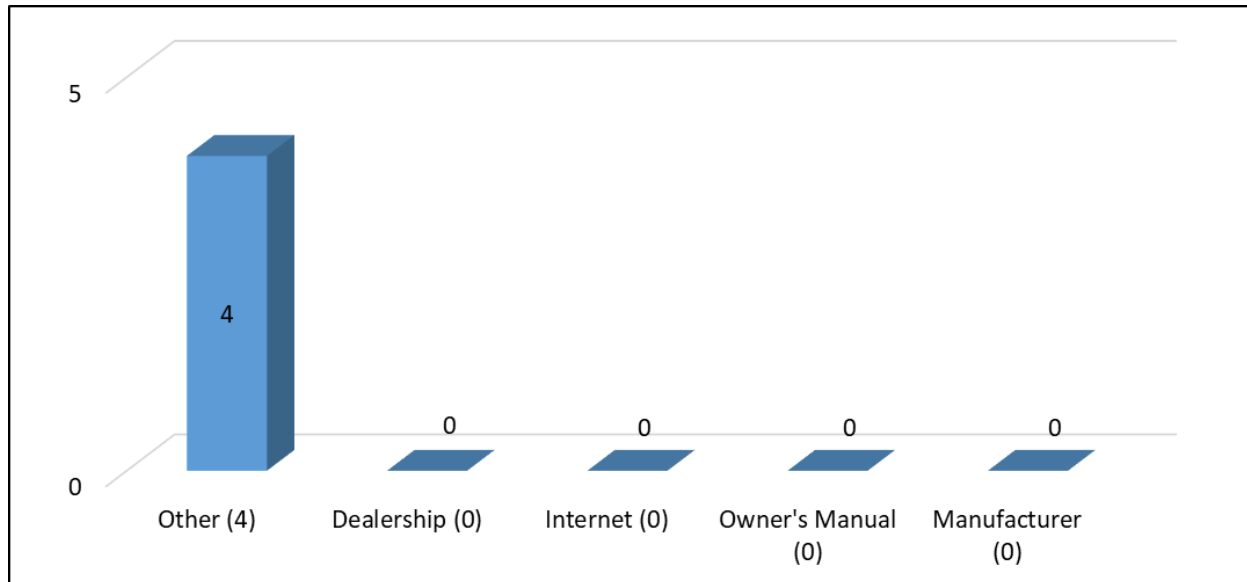
The ACP mailed, or hand delivered at the hearing, 14 pre-decision surveys to consumers and one consumer responded. The ACP mailed 20 post-decision surveys to consumers and four consumers responded. Comments that were received in response to a question are included below.

Each illustration below is a representation of the results of the survey questions. In addition, no consumers completed both the pre- and post-decision surveys.

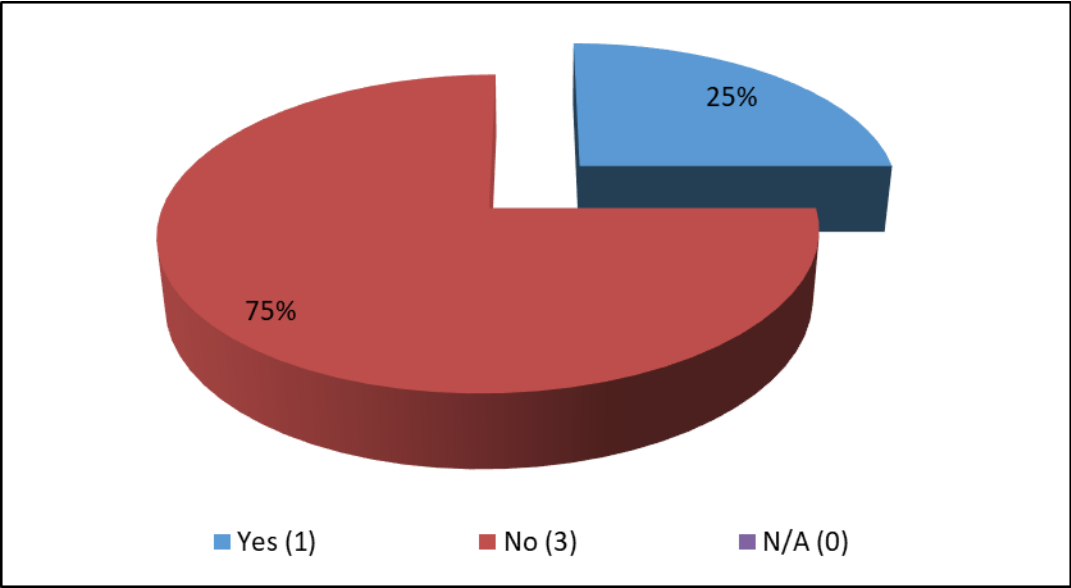
1. Before you purchased your vehicle, did you know about the California's Lemon Law?



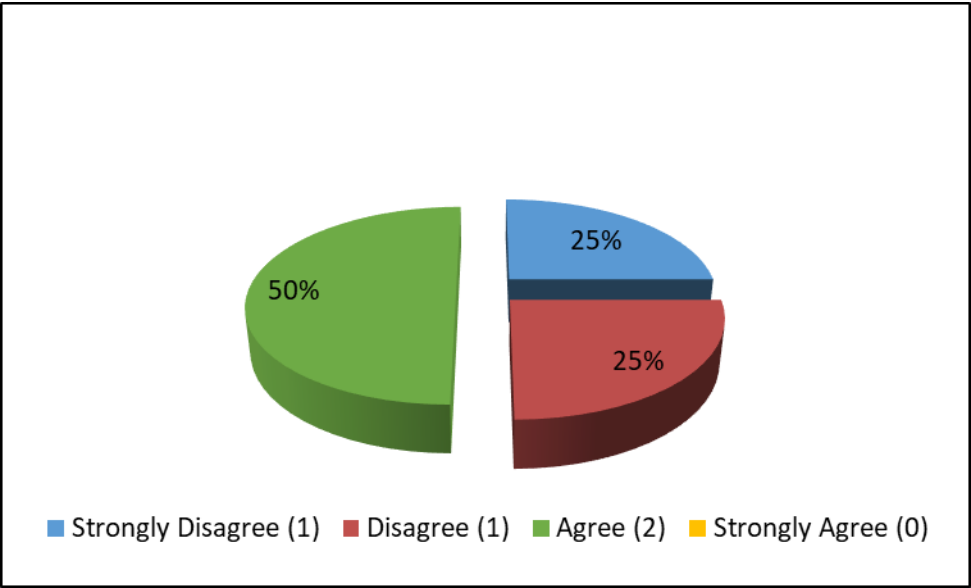
2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



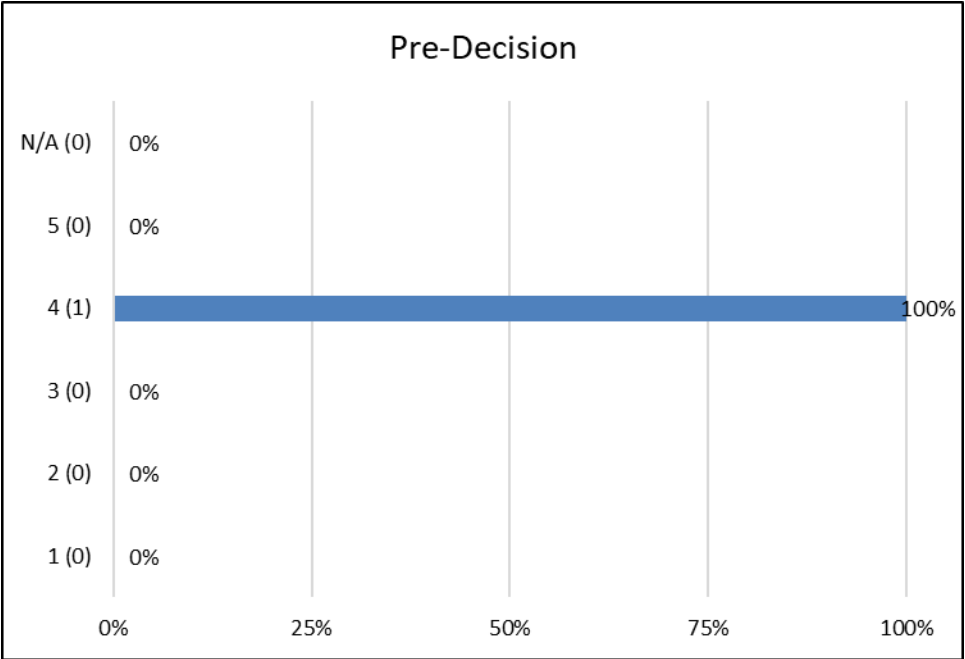
3. If you participated in a settlement or mediation process after applying for arbitration with the BBB AUTO LINE, were you informed that it was a voluntary process?



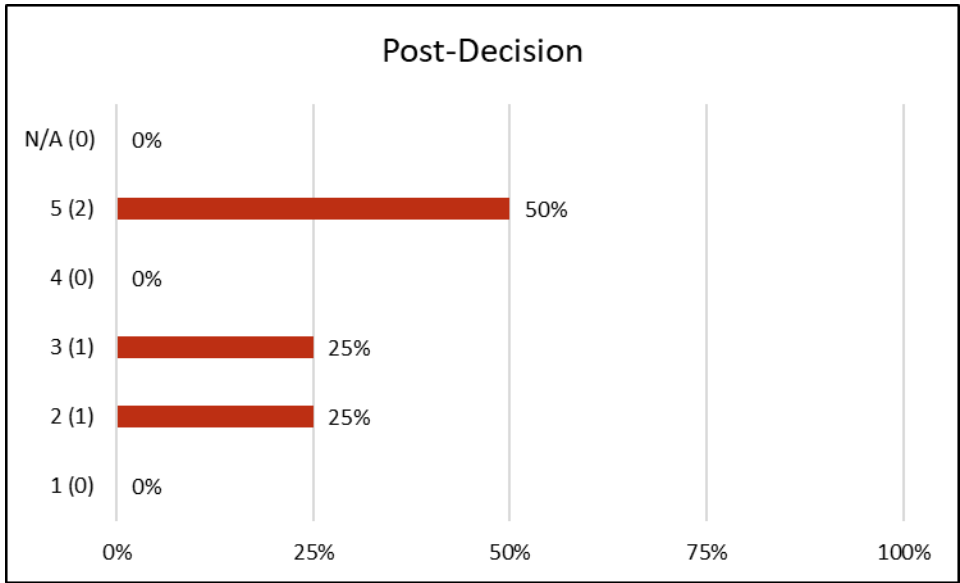
4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns.



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



- No Pre-Decision survey comments received.

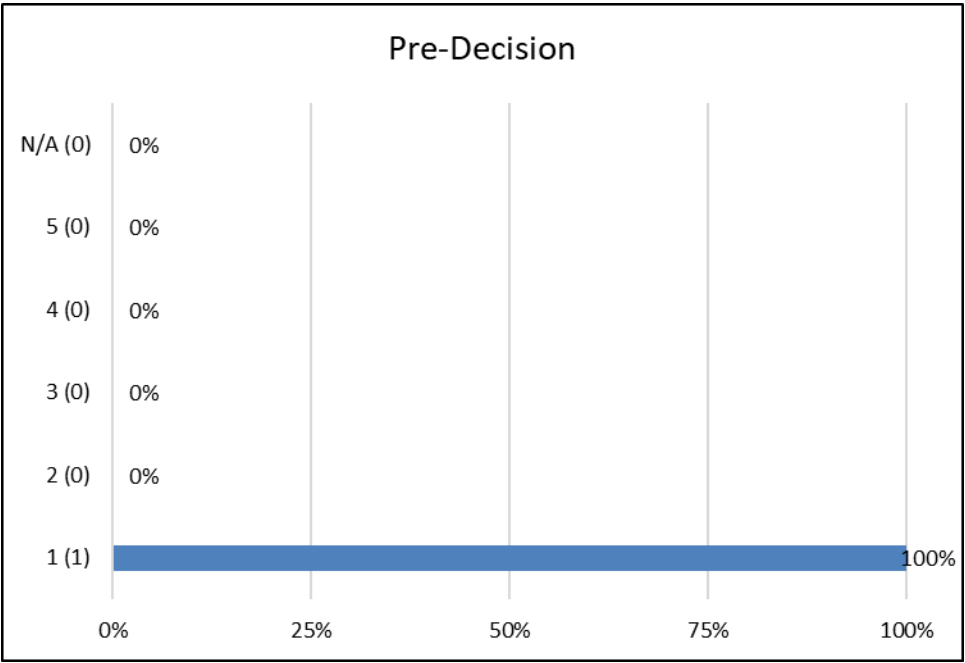


One consumer had a more favorable view prior to receiving their decision, whereas consumers had a wide range view after receiving their decision.

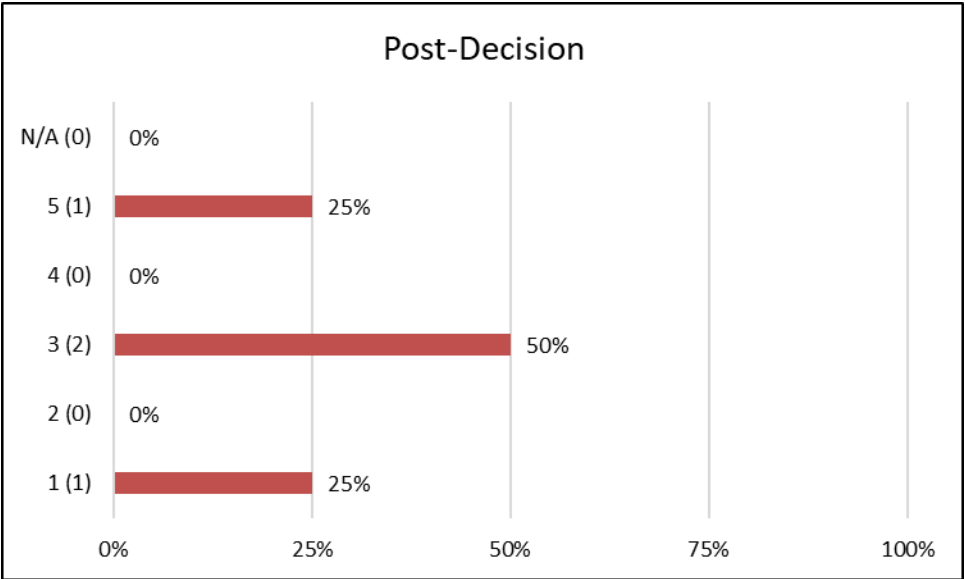
The following comment was provided on the Post-Decision survey:

- Could not have done it without them.

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 were received.

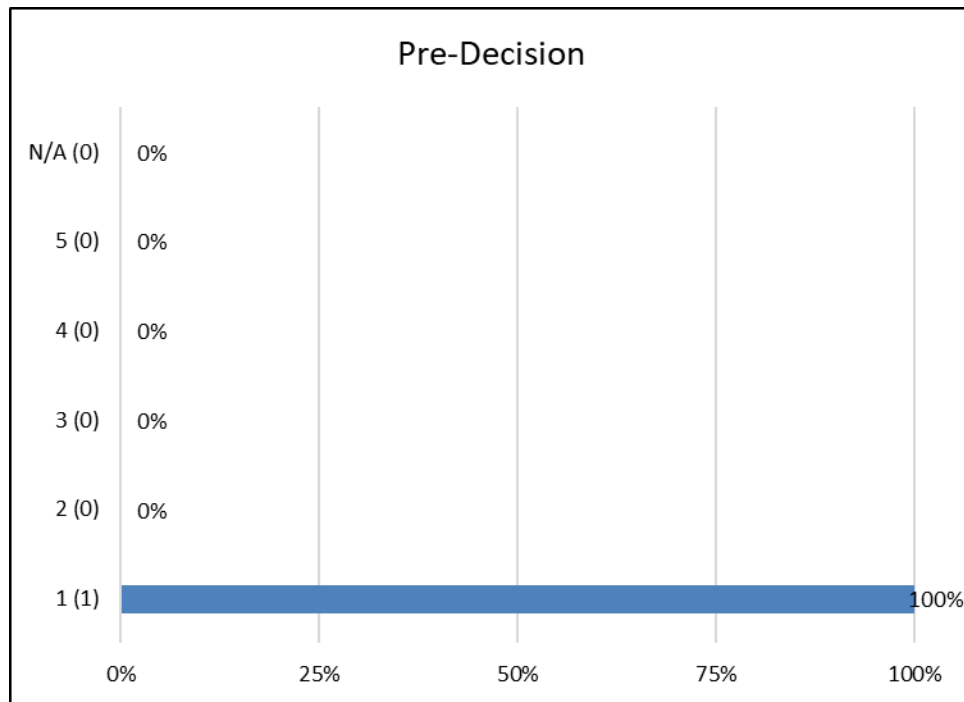


One consumer had a less favorable view prior to receiving their decision, whereas consumers had a more favorable view after receiving their decision.

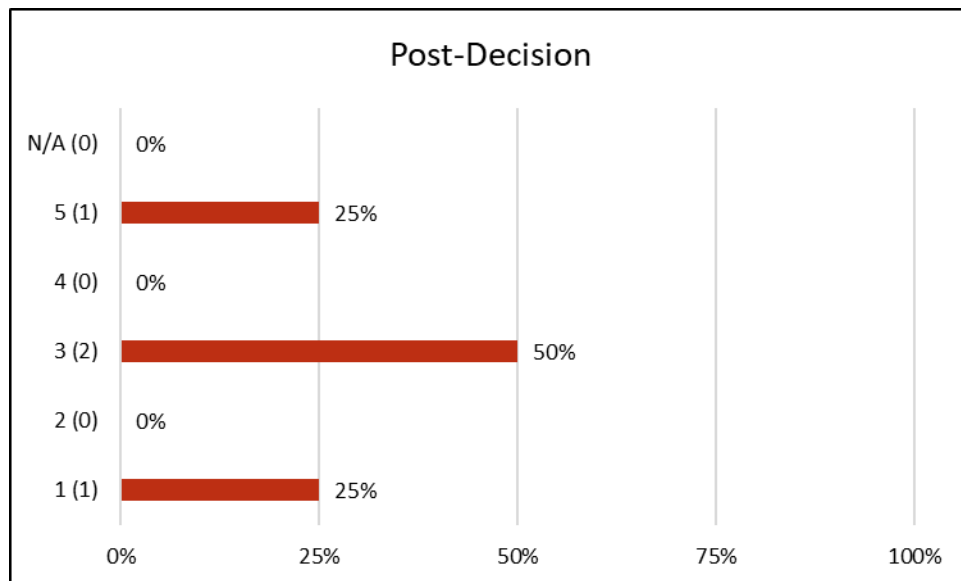
The following comment was provided on the Post-Decision survey:

- Thank, was good.

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



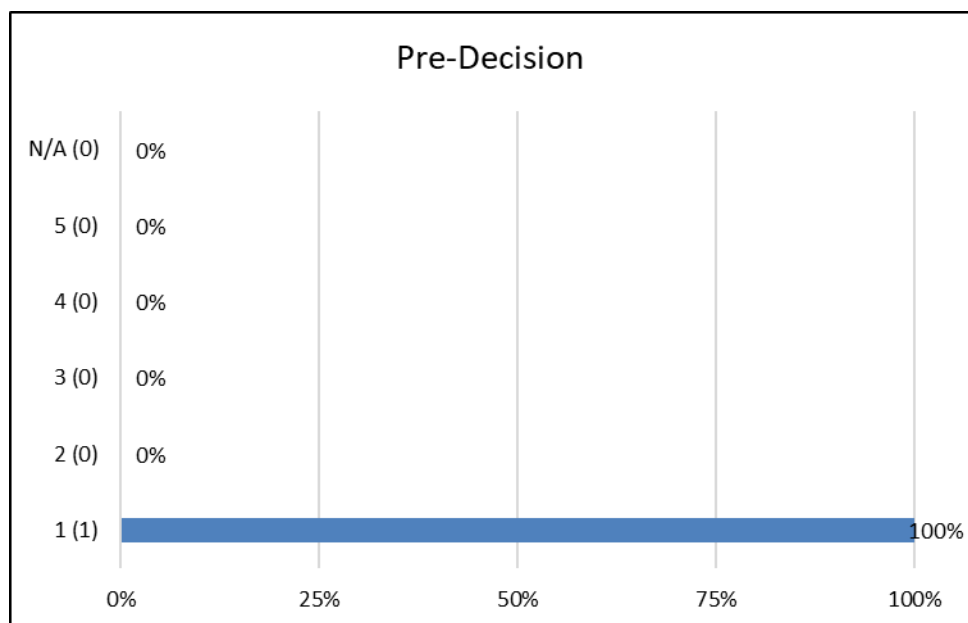
- No Pre-Decision survey comments were received.



One consumer had a less favorable view prior to receiving their decision, whereas consumers had a more favorable view after receiving their decision.

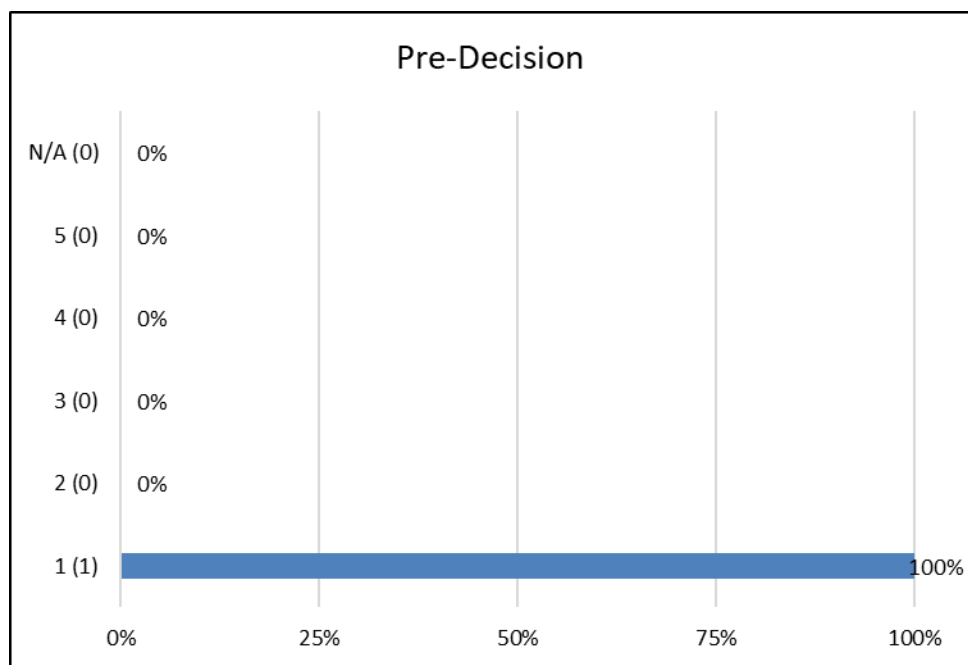
- No Post-Decision survey comments were received.

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)



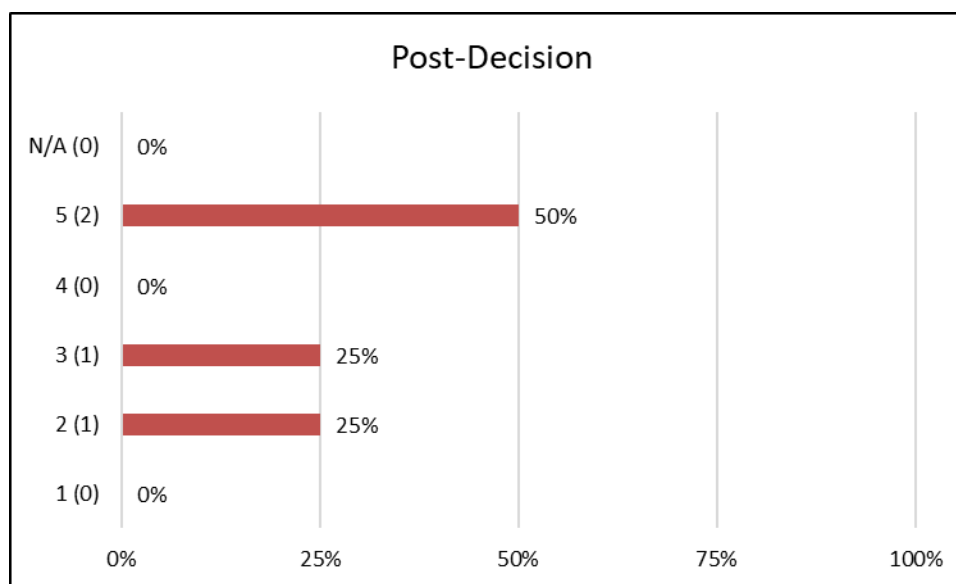
- No Pre-Decision survey comments were received.

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



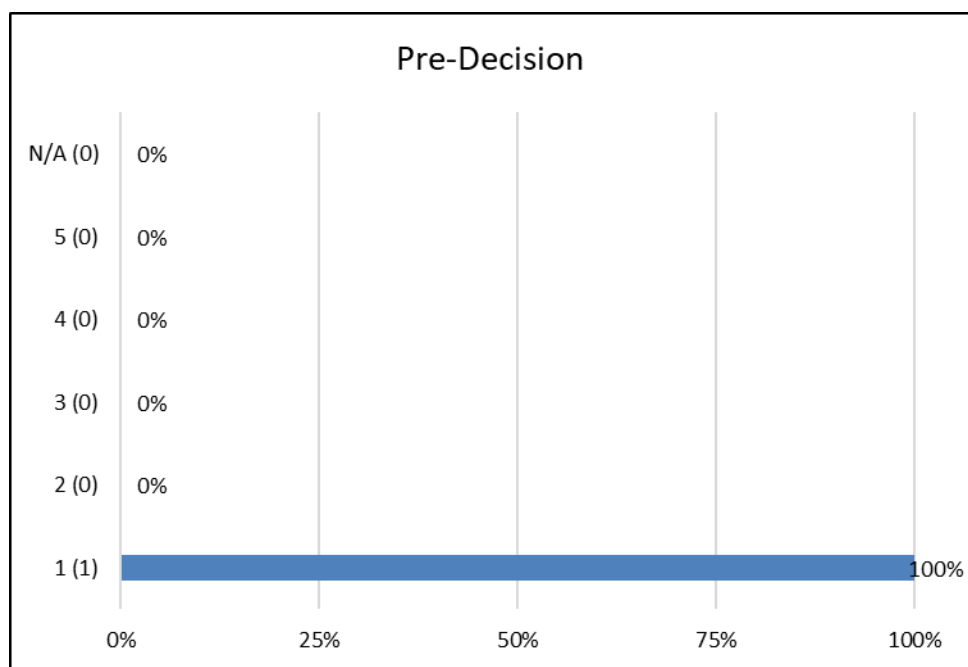
- No Pre-Decision survey comments were received.

c. The arbitrator? (Post-Decision Only)

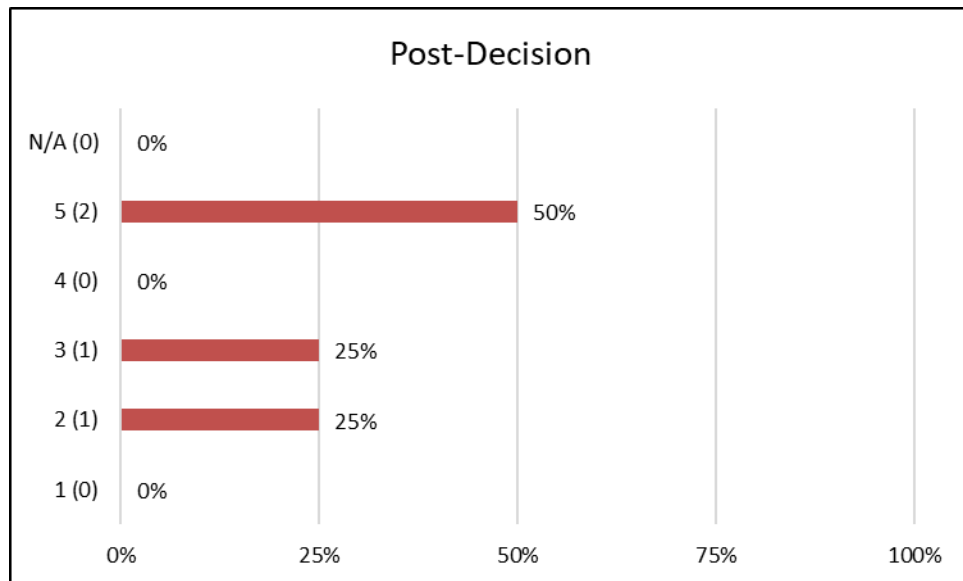


- No Post-Decision survey comments were received.

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



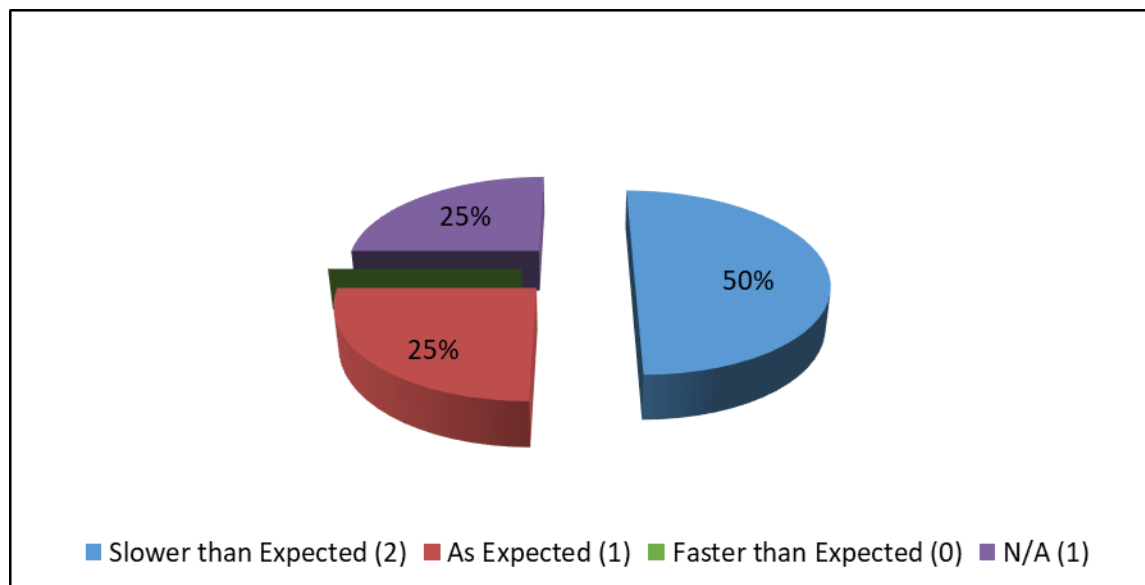
- No Pre-Decision survey comments were received.



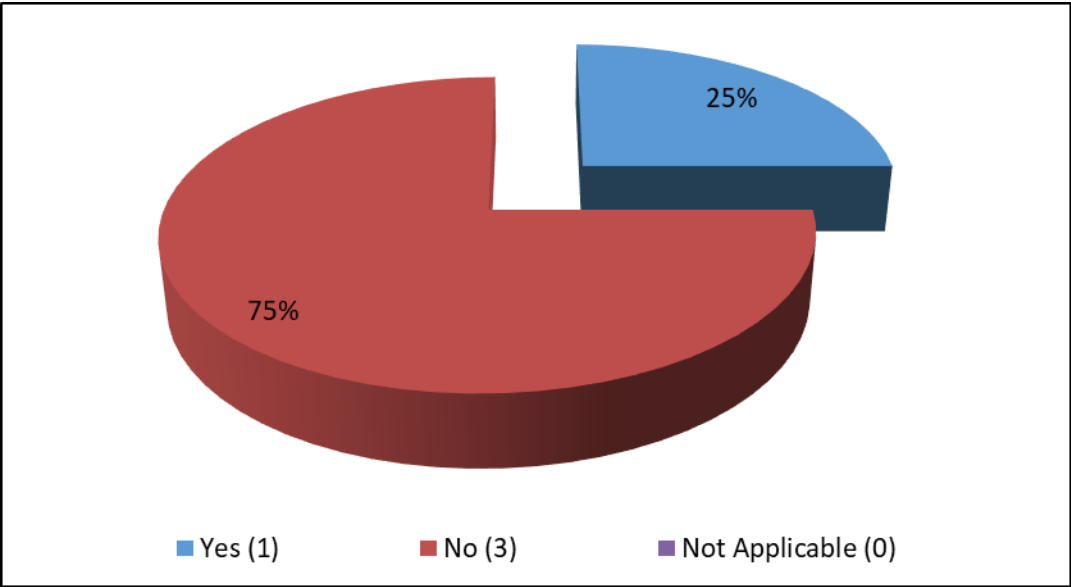
One consumer had a less favorable view prior to receiving their decision, whereas consumers had a more favorable view after receiving their decision.

- No Post-Decision survey comments were received.

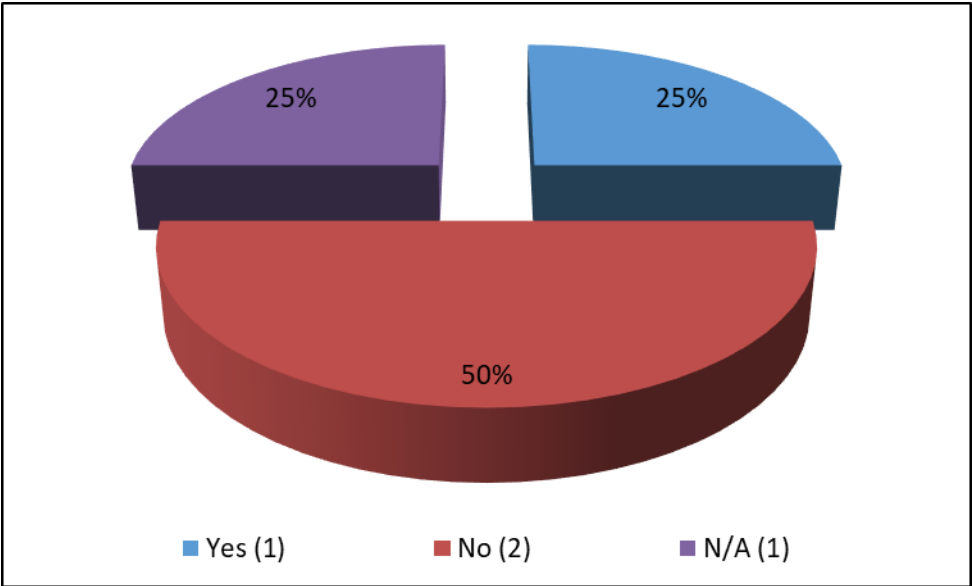
9. How would you rate the speed of the arbitration process relative to your expectations?



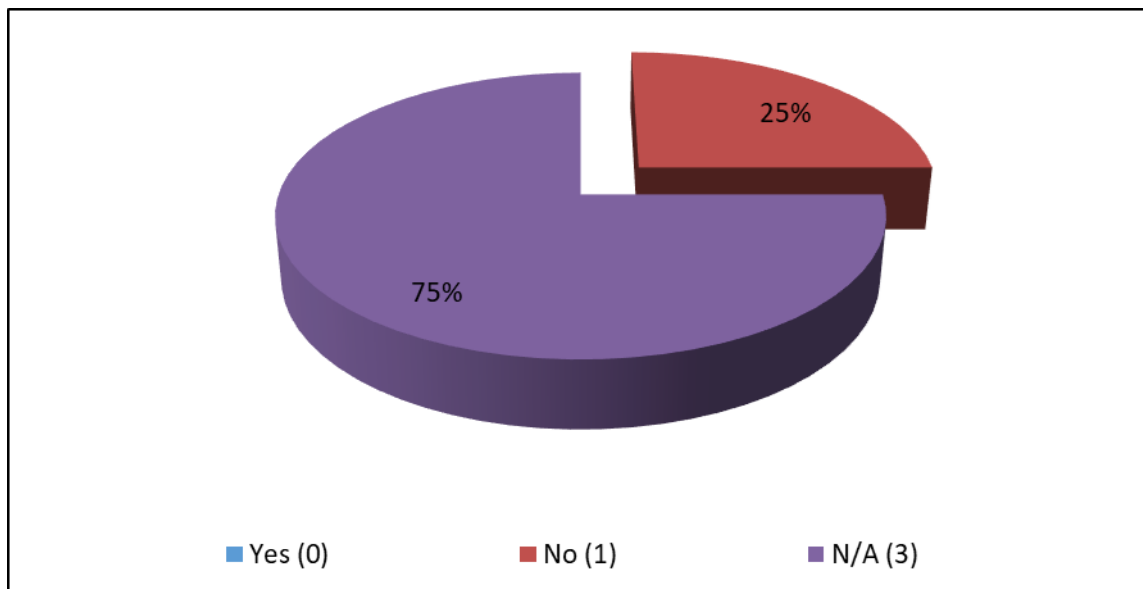
10. Were you ever denied the ability to present evidence?



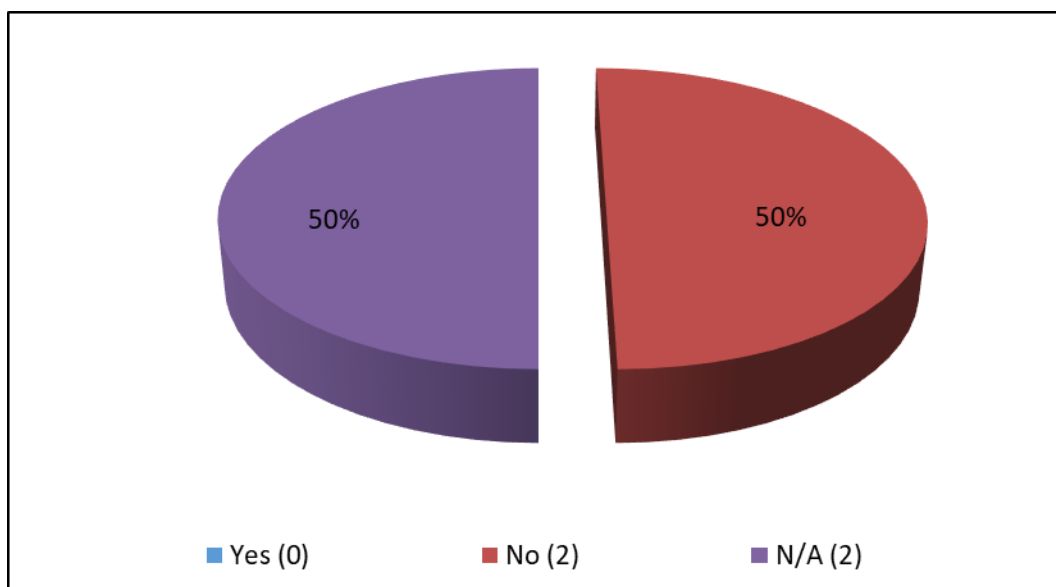
11. If you accepted the decision of the arbitrator:
- a. Did the manufacturer perform the decision within the 30 days after you accepted the decision?



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



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



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

- Was good for us, thank you.

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

- I did mention Audi did not provide accurate dates. Arbitrator denied my request to submit further proof.

**California Dispute Settlement Program
(CDSP)**

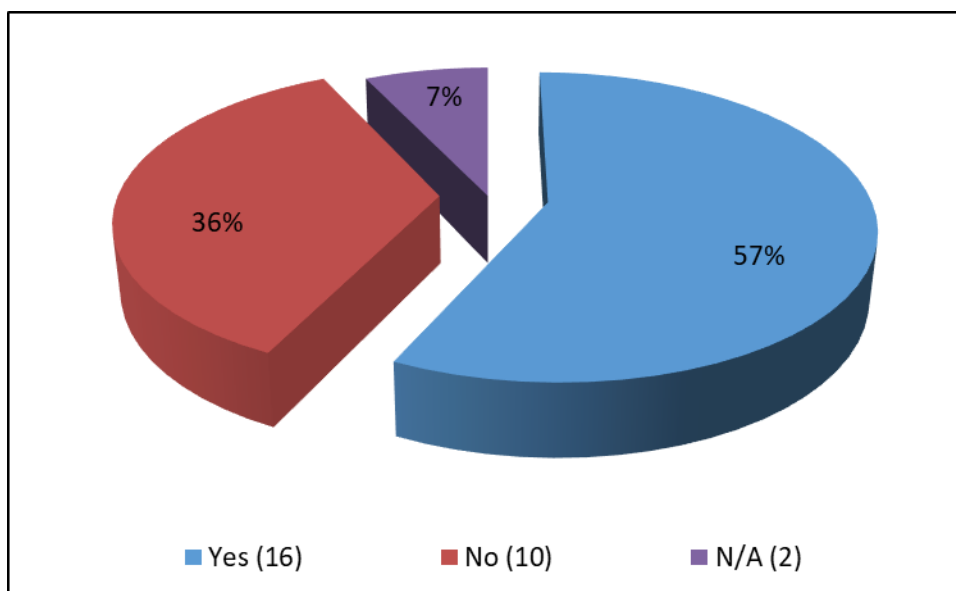
**FCA US LLC.,
(Fiat Chrysler Automobiles)**

FCA US LLC.

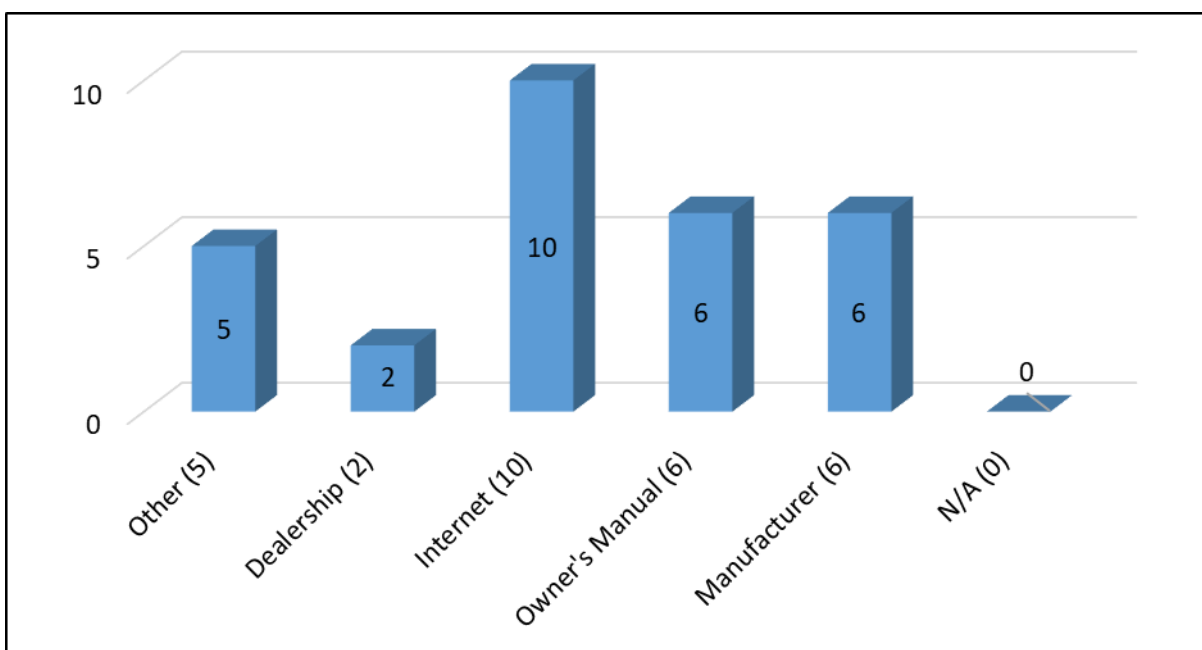
The ACP mailed, or hand delivered at the hearing, 158 pre-decision surveys to consumers and 18 consumers responded. The ACP mailed 161 post-decision surveys to consumers and 33 consumers responded. Comments that were received in response to a question are included below.

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

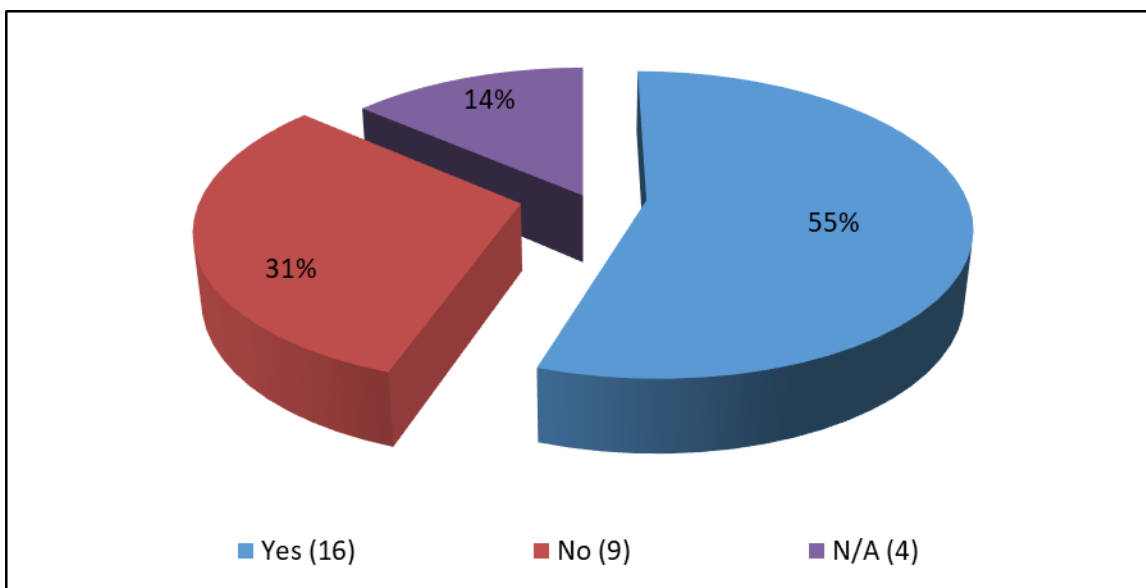
1. Before you purchased your vehicle, did you know about the California's Lemon Law?



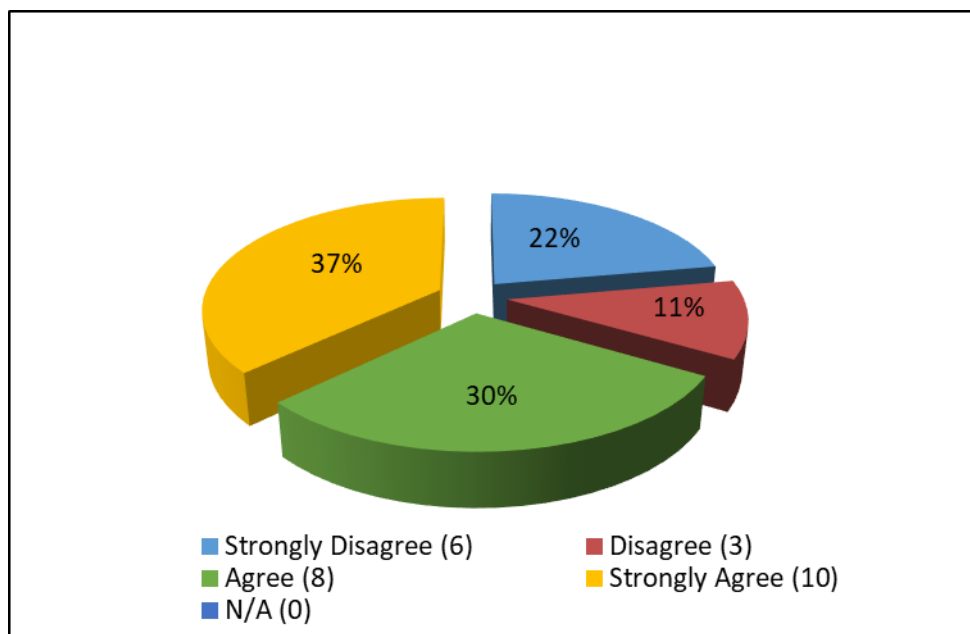
2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



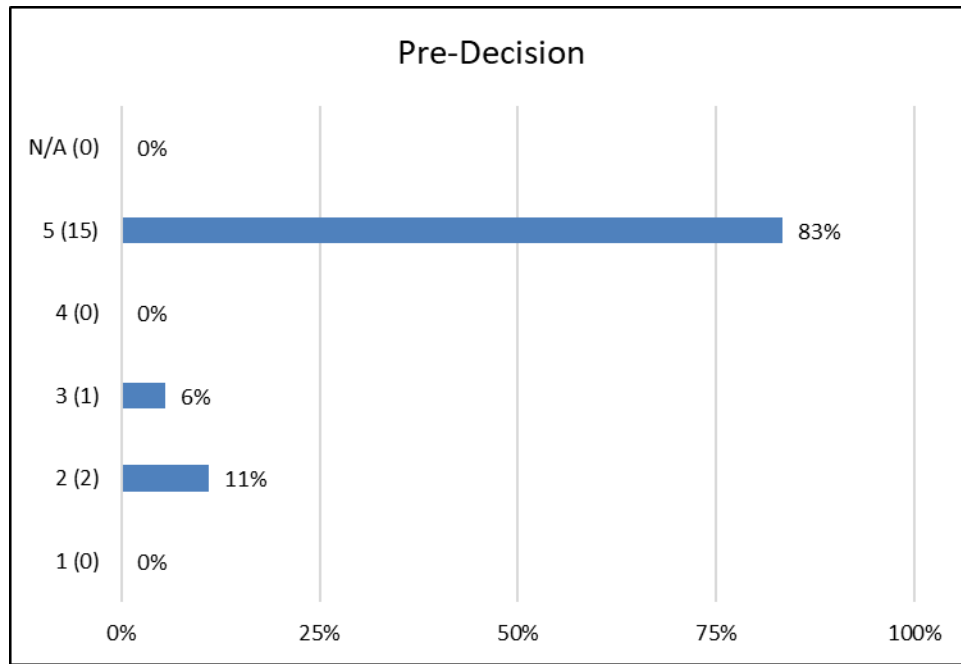
3. If you participated in a settlement or mediation process after applying for arbitration with the CDSP, were you informed that it was a voluntary process?



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

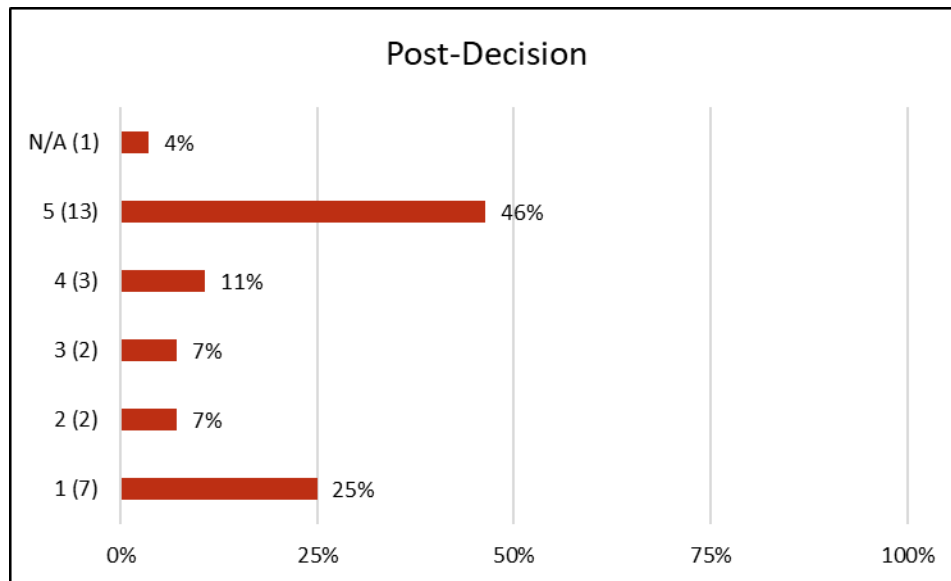


5. In terms of overall satisfaction, how would you rate your experience with the CDSP staff?



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

- The representative has always been prompt and friendly.
- The staff have been very friendly and helpful and quick to respond.
- CDSP staff was very helpful and friendly through the process.
- Excellent and prompt to respond. Actually got to speak to a person.
- Good correspondence.
- Incredibly stressful. As a consumer, it still feels like a losing battle against FCA. Why did the lemon law not apply to me? Four failed attempts and turned away from a fifth appointment. How can that not deserve a buyback? All I got was stalling and ignored.
- Seems unorganized and the ruling explanation was small and didn't address the concerns.
- Very good program.
- Seemed fair.
- Dealing with Manufacturer prior was a waste of time. Post filing at CDSP process moved quickly.
- I feel as my issues concerning the vehicle were not taken seriously and regarded as childish.
- Customer service representative helping me was amazing. Answered all questions.

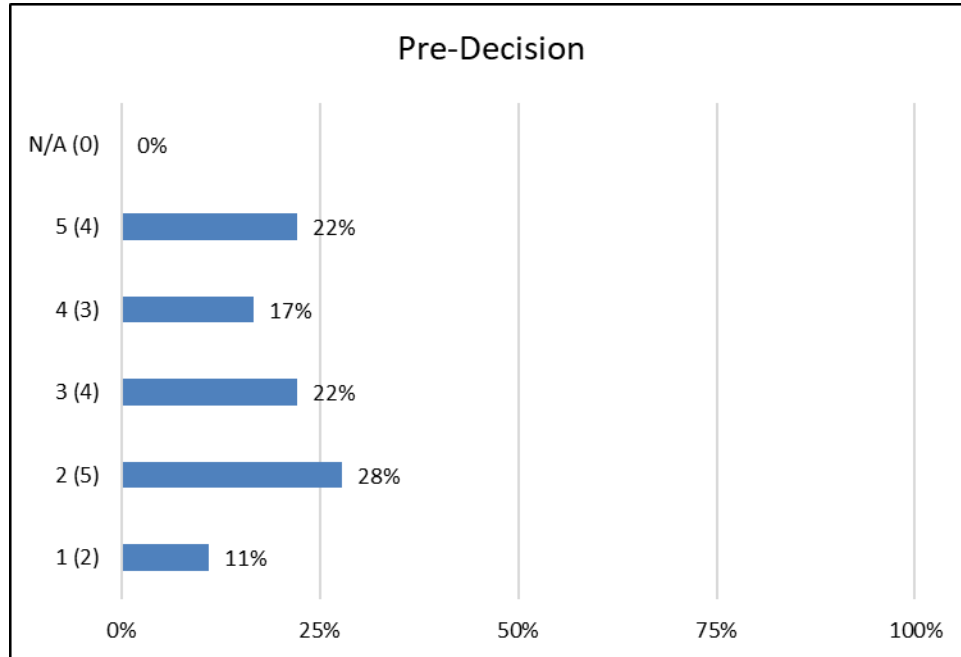


Consumers had a slightly more favorable view of the CDSP staff prior to receiving their decision.

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

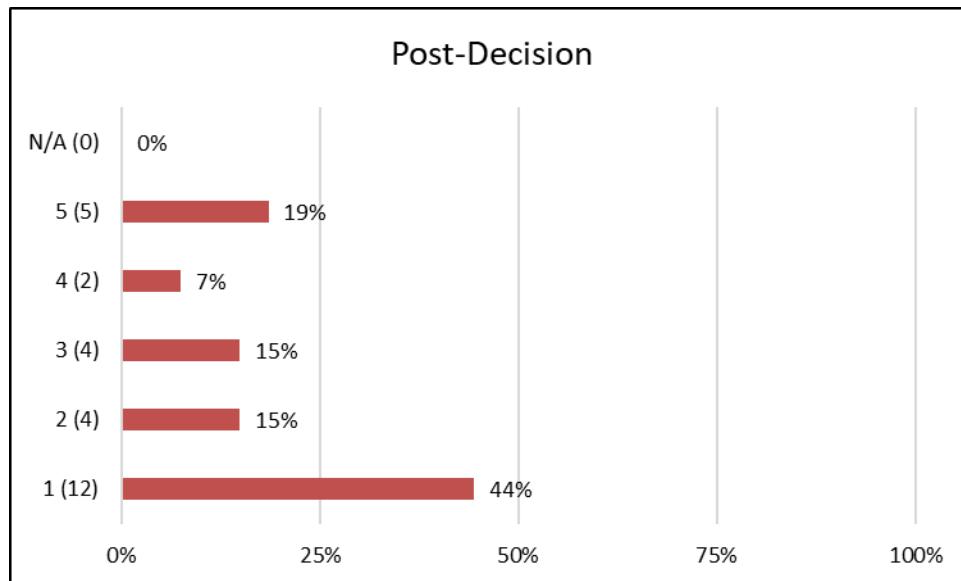
- Very unhelpful for consumers. The impression to me is the following: your system must be funded by the car makers, so you do everything to not favor the consumer or myself. I wasn't present but based on the letter that was sent home.
- The arbitrator ignored my central claim and sided with the manufacturer forcing me to use small claims court. The arbitrator unfairly ruled my claim lacked evidence when the manufacturer used a claim equally lacking evidence to deny warranty coverage. The arbitrator reinforced a double standard favoring FCA.
- My rep was very quick and patient in answering my many questions.
- I have video proof of my defect and arbitrator did not allow.
- They were not helpful.
- Nothing was accomplished even with all records. 1 ½ year car and problems since got at 12 miles.
- Very responsive and very helpful.
- Friendly, Helpful.
- Very fair!!
- Very helpful and informative. Fast process and answer all questions along the way.
- I do not feel arbitrator listened or recognized the financial impact of breakdown.
- They stated I took my Jeep to the dealership because of low tier pressure. Not true Jeep has issues and is still not driven to this day.

6. In terms of overall satisfaction, how would you rate your experience with:
a. The vehicle manufacturer's representative at the hearing?



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

- The representative denied he had a record of my last appointment at which I was turned away. How is this possible when I provided evidence? They didn't seem to listen to me.
- It was verbal because it was over the phone but when I said I have video of my issues, no one said "ok send it over".
- They didn't thoroughly read my documents and made incorrect arguments.
- She has been wonderful, very responsive every time I email or call with any questions.
- Asked for a courtesy short delay for investigator then became unreasonable for months at a time.
- I found some of the Manufacturer's Representative's arguments ridiculous, which is probably good for me.
- Offered baseless opinion and speculation.
- Document only.



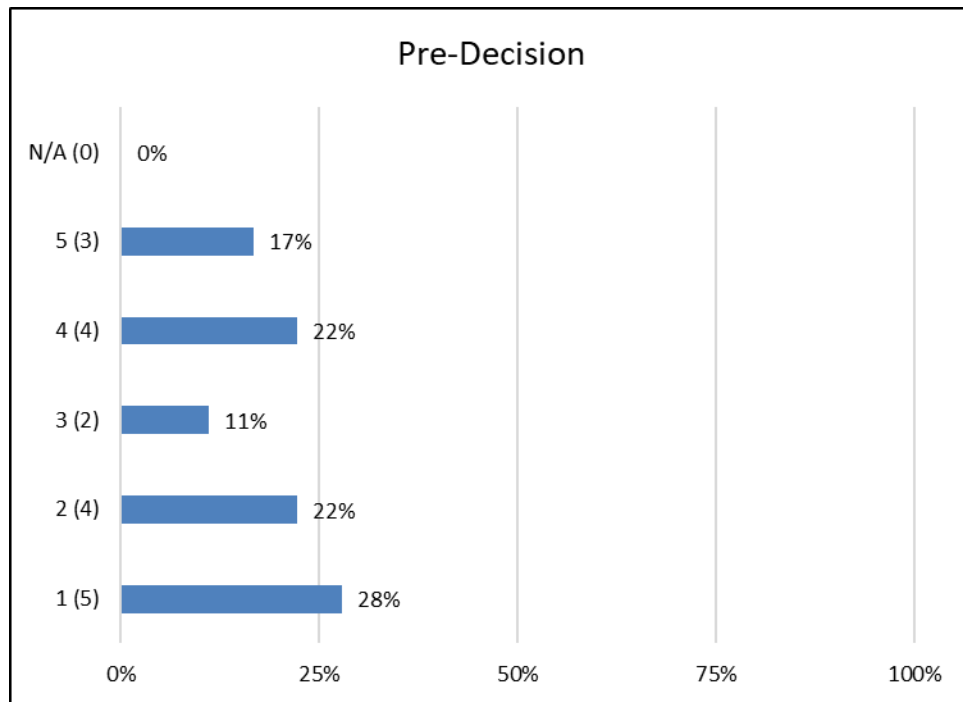
Consumers overall had a less favorable view of the manufacturer's representative at the hearing after receiving their decision.

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

- Representative knew nothing about car!
- They dragged out the time frame-kept asking for info and then said they needed something different or some other.
- Never answer the phone to discuss details on the claim. Why? Too busy or maybe-keeping the distance to make it easier to say that your case is denied. Yes, keep your garbage 70k broken truck (broken engine) because the carmaker says its fine!
- The vehicle manufacturer provided no evidence of an outside factor causing the wheel to crack. There were no diagnostic tests completed.
- The rep didn't bother reading my issues and supporting documentation. They took things out of context and made claims that were false. For example, they claimed I had a lift. I don't. They copied and pasted their response to my submission. I know this because I'm a woman and all the pronouns were male. That was offensive because it was damn lazy and inconsiderate. They had the nerve to say that my defective jeep was fine because I could get from "Point a to point b." Bot always, as I documented in my submission. They obviously didn't care.
- They were not helpful because my vehicle is a lease.
- Manufacturer's Representative was extremely combative from the start, despite the fact that FCA had already agreed to a buy-back. I went to arbitration because I did not agree with the settlement offer but FCA withdrew that offer and chose to oppose my request. It was obvious that he had been well prepared by the FCA legal team and he had been involved in many of these proceedings before. It was an unfair process; it felt like going to court an representing yourself against a season District Attorney. He quizzed me on the fine details of the owners' manual but then he refused to answer my questions such as, "are you aware of the scores of similar complaints that have been made by other owners of similar vehicles?" The Arbitrator just sat there and didn't say anything. Overall, the Manufacturer's Representative was very rude and condescending to my wife and me.
- No contact other than a copy of written statement of position.

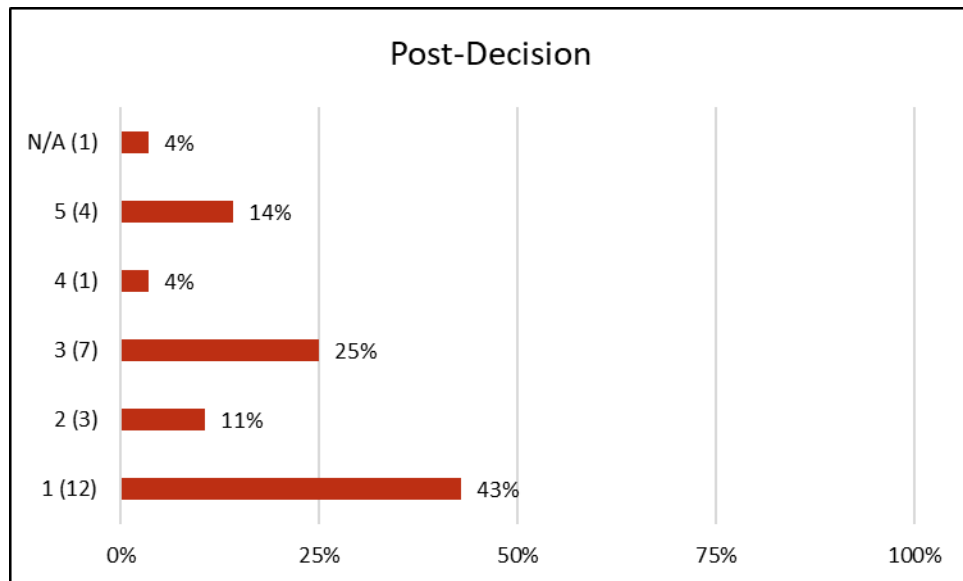
- The rep. had zero info or help. I took my jeep to the dealer because of the issues it has while driving it.

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



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

- She has been wonderful, very responsive every time I email or call with any questions.
- Document only.
- Asked for a courtesy short delay for investigation then became unreachable for months at a time.
- They didn't read my evidence and documentation closely and made incorrect assumptions – they still didn't hear me.
- It took 3 emails and 5 phones calls before someone called back.

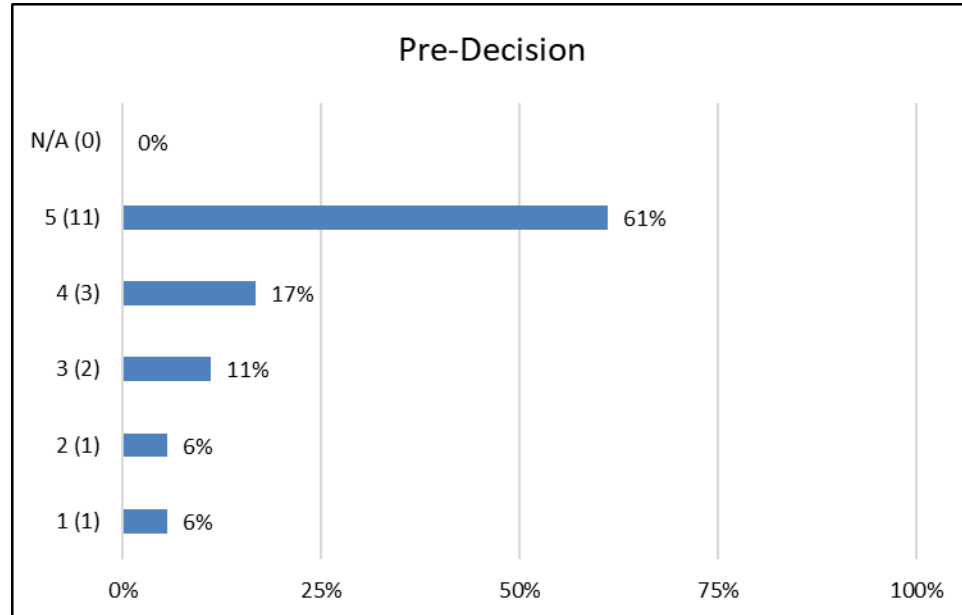


Consumers had a more favorable view of the manufacturer's representative prior to receiving their decision.

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

- They were not helpful because my vehicle is a lease.

- 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)**

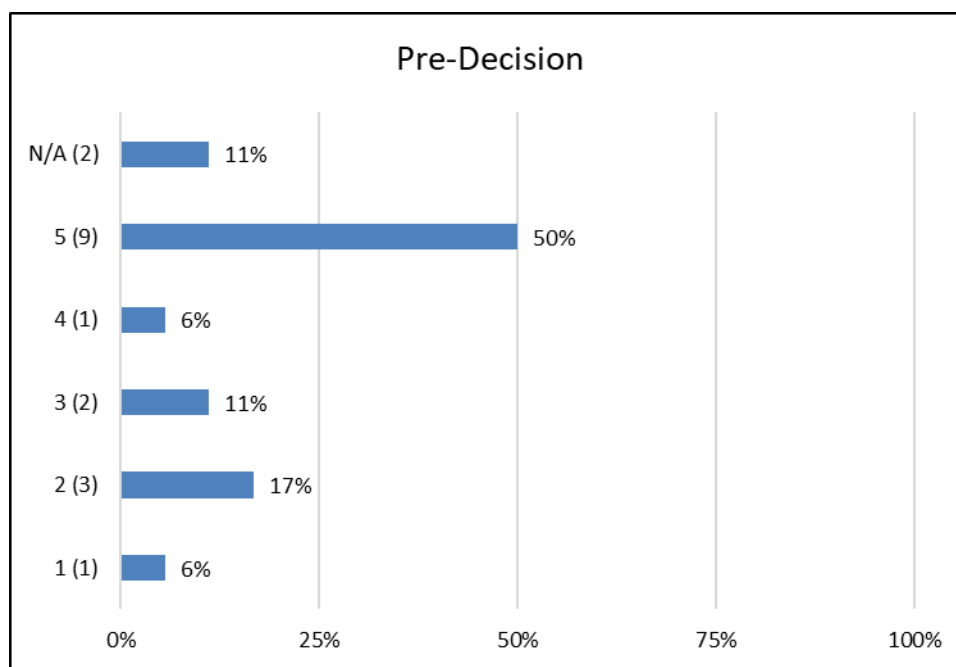


Consumers had a favorable view of the arbitrator's fairness and maintaining neutrality prior to receiving their decision.

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

- Does he understand the Jeep steering issue? It's a significant problem.
- No questions were ever asked.
- Was happy that they were knowable about cars and how they operate. Unlike service I got from manufacturer, they did not care.
- Only took into account the contract and not how the dealer and corporate treatment and disrespect shown to the customer.
- I guess ok.
- Very professional. Was on time. Made sure meeting started on time. Gave both parties chance to tell side of story.
- Arbitrators seemed very professional and non-bias.
- Unknowable until the decision. Document only.
- I was made to feel as if my concerns were without merit and not serious or problematic enough to justify any effort on the part of the manufacturer to resolve the issue.
- Arbitrator seemed very professional and non bias.
- Seemed to be neutral.
- He was having a discussion with the manufacturer's representative when I was arriving for the hearing. I do not feel comfortable and reasonable for him to have any discussion as an Arbitrator.

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



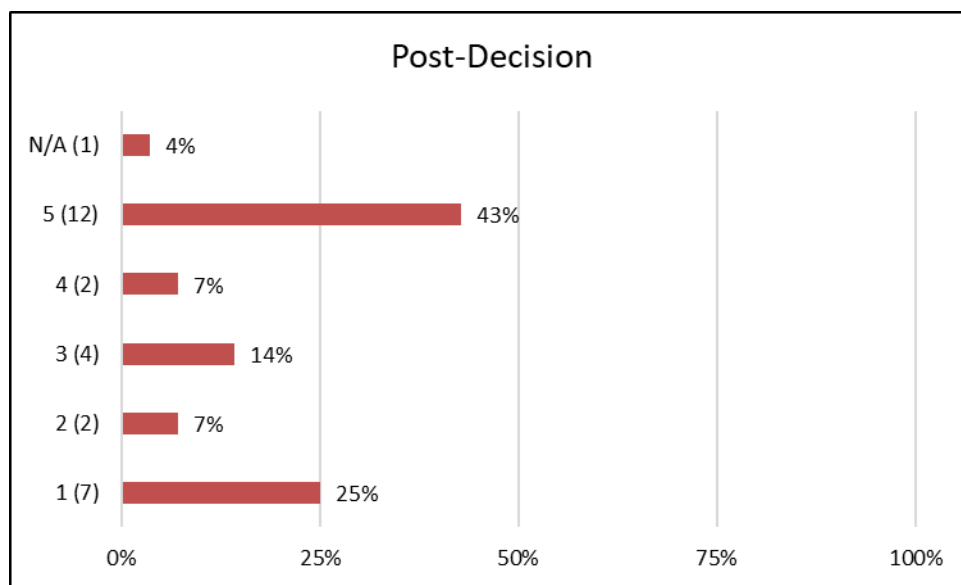
Consumers had a favorable view of the arbitrator's understanding of key issues and concerns prior to receiving their decision.

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

- For me- he does not know what he is looking at.
- Failed to address out of pocket expenses; evidence was provided.

- The arbitrator failed his duty to provide a fair result. The reason for denying my claim was lack of evidence. The vehicle manufacturer provided no evidence and outside factor caused the wheel to crack and the arbitrator accepted that without any collaborating evidence.
- He seemed fair and attentive.
- He was not understanding of the issues or the point of view that I was trying to portray.
- I guess OK.
- No questions were ever asked.
- Only took into account the contract and not how the dealer and corporate treatment and disrespect shown to the consumer.
- Was happy they were knowledgeable about cars and how they operate. Unlike service I got from manufacturer – they did not care.

c. The arbitrator? (Post-Decision Only)

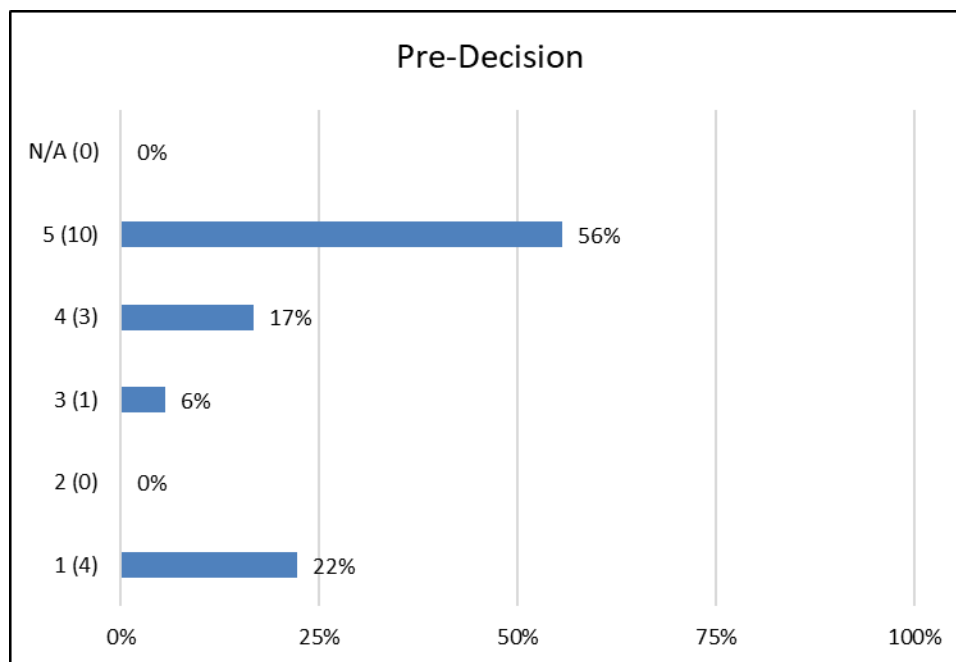


Consumers had a favorable view of the arbitrators after receiving their decisions.

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

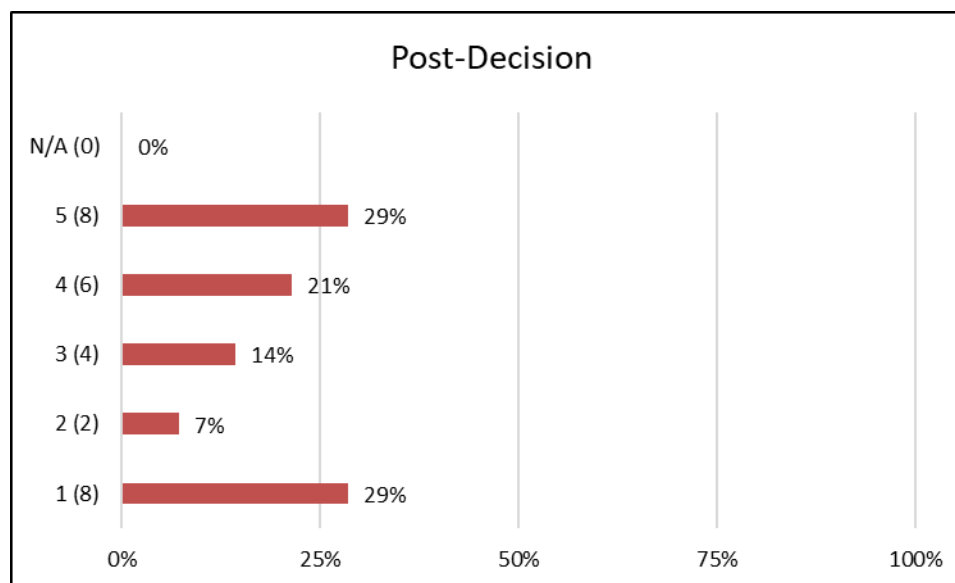
- I don't know what the purpose of the Arbitrator was. He did not really do anything. He allowed the Manufacturer's Representative to run the show. Further, it is inexplicable how he came to his determination in favor of FCA. It defies the law and the evidence.
- Not much (no) personality – all business, but fair in her handling of hearing.
- No help at all. I've been requesting for someone to at least test, look at, or drive the jeep. I was flat out told NO.

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



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

- Dealing with the manufacturer prior was a waste of time, money. Post filing at CDSP process moved quickly.
- Seemed fair.
- Incredibly stressful. As a consumer, it still feels like a losing battle against FCA. Why did the lemon law not apply to me? Four failed attempts and turned away from a fifth appointment. How can that now deserve a buyback? All I got was stalling and ignored.
- Seems unorganized and the ruling explanation was small and didn't address the concerns.
- Very good program.



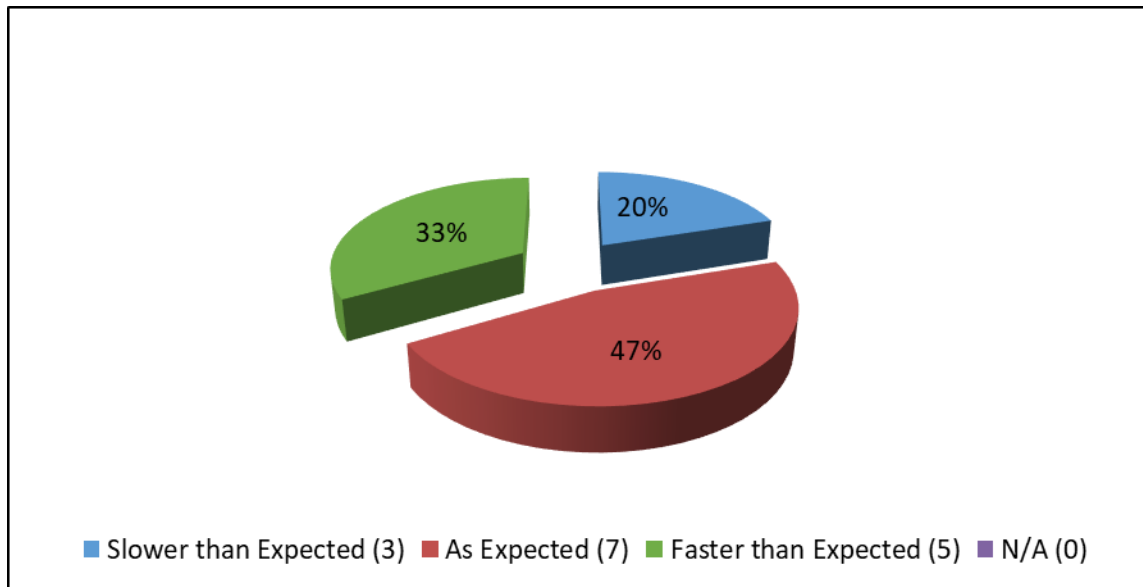
Consumers had a slightly more favorable view of the entire arbitration process prior to receiving their decision.

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

- A fail for consumers. You should close down your office.
- Complete waste of time.
- STRESSFUL! There was so much on the line. Honestly it shouldn't have gotten to that point. FCA should have bought it back (and did for other people).
- I was confusing and very stressful.
- We feel the mileage offset is unfair because of the calculation used – We have a Jeep, which has a life expectancy of 400,000 miles + the calculation is based on 120,000 miles.
- I am completely dissatisfied with the arbitration process. I would never recommend it to anyone. I refused the Arbitrator's decision and hired a lawyer – a lawyer who had handled hundreds of cases. He reviewed the file and said my case was one the clearest cases of a "Lemon" you would ever see and was baffled how the Arbitrator came to his decision. My lawyer got me nearly \$5000 more than FCA's original offer (I had only asked for \$2,000 more from FCA after their pre-arbitration offer). Add in his fees, paid by FCA, and FCA's internal costs of fighting my claim, and they ended up sending many thousands more than if they would have simply agreed to my calculations. But that is their problem.
- Below are my main issues with the process:
- The setting was not conducive to holding an Arbitration – it was held at a Jeep dealership. When we arrived, there was no room set aside for us to hold the proceeding, as is required. The Service manager allowed us to use his office. The office was messy and crammed floor to ceiling with boxes, papers, binders, parts, etc. I had no desktop on which to work so I had to inconveniently go through my notes and documents while they were on my lap. Everything slipped off my lap at one point and all of my documents got disheveled and out of order. All this while the Manufacturer Representative is grilling me like I'm on trial. This was not fair to me.
- The Arbitrator was incapable or unwilling to conduct a "fair" proceeding – The Manufacturer's Representative completely ran the show. He was allowed to grill me at will but then when I asked him a question, he told me things as "that's irrelevant you can't ask that question" (E.g., I asked, "are you aware of defects in this model that have been identified by Jeep?"). The Arbitrator just sat there with a blank stare on his face and the Manufacturer's Rep would continue the proceeding on his agenda and at a very quick pace. I felt like I got run over and the Arbitrator allowed it.
- The Arbitrator's decision contradicts the case's history, the law, and the evidence presented – First, FCA had already agreed to a buy-back (I went to Arbitration because FCA's offer was unsatisfactory and I seemed to have no other avenue to pursue my claim). Second, my claim met the requirements of the California's Lemon Law by definition. It had been in the dealership for repair 5 times (towed 3 times) and I had 5 invoices. The vehicle had stalled on multiple occasions in the middle of busy intersections. All that is required is to show that "The vehicle is repaired at least two times for a serious safety defect that can cause serious bodily injury or death." How he came to his determination defies logic. I recommend that someone review this case and reconsider his position as an Arbitrator.
- Arbitration needs to have a means to dispute the amount of an offer for buy-back made by a Manufacturer.

- In general, I expected a fair process conducted by an impartial, competent Arbitrator. This is not what I received. I walked out of the proceeding feeling like I had been run over but I was still confident that I would prevail. So when the decision against me arrived, I lost all faith in the process I see no upside of the Arbitration process. I would hire an attorney first thing next time.
- Fine until it got to Chrysler that whole “neutral, unbiased, process was solely to benefit Chrysler – not me!
- It’s a known issue that Jeep model has the same issues mines is having.

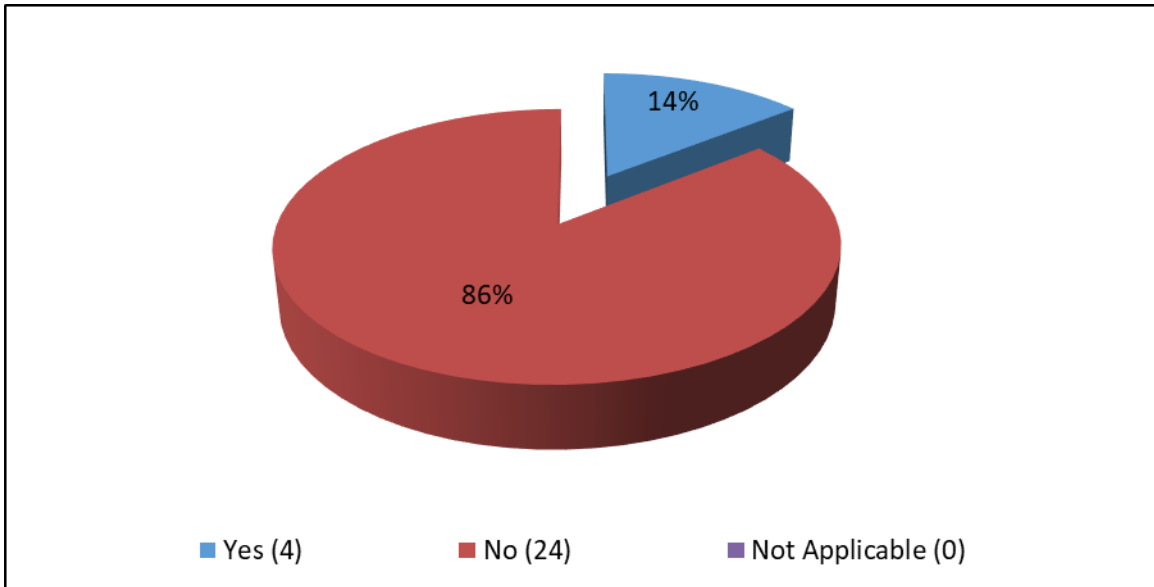
9. How would you rate the speed of the arbitration process relative to your expectations?



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

- The manufacturer failed to timely pay and perform the award of arbitrator. Also lied about check being ready to send.
- Best part is that it wasn’t dragged out and a response was received in a very timely manner.
- I didn’t agree and requested a 2nd hearing and was told NO.

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

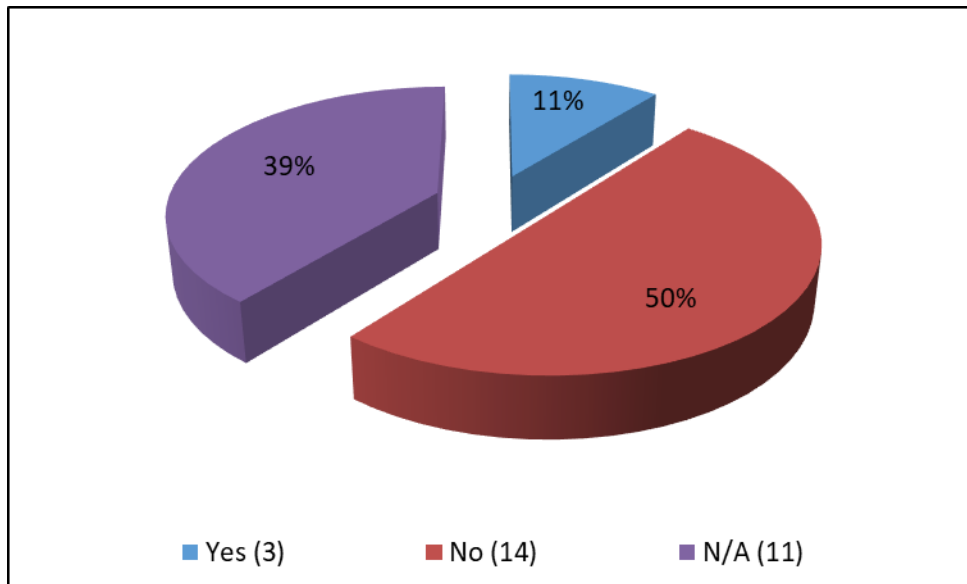


The following comments were provided on the Post-Decision surveys:

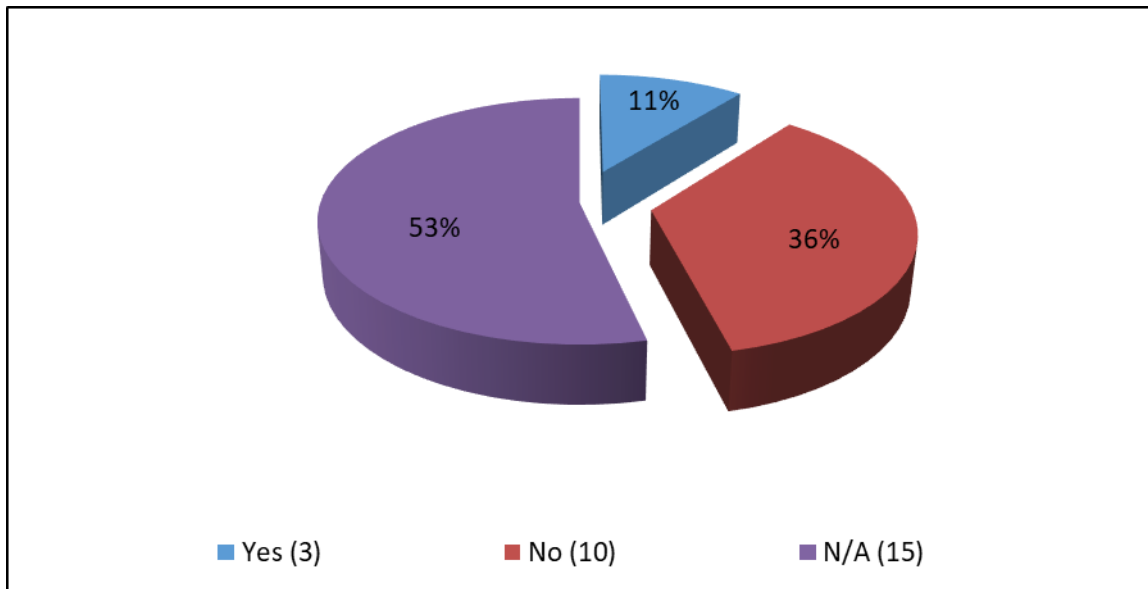
- You don't need anything else other than a broken truck under manufacturer warranty! Your arbitrator most definitely works for the car maker.
- YES! I asked the arbitrator to present video evidence- and was basically told "too bad".
- The dealer lacked info nothing was in writing I had dates and known issues they lacked when I submitted them they said too late. So I requested a 2nd hearing was told NO again.

11. If you accepted the decision of the arbitrator:

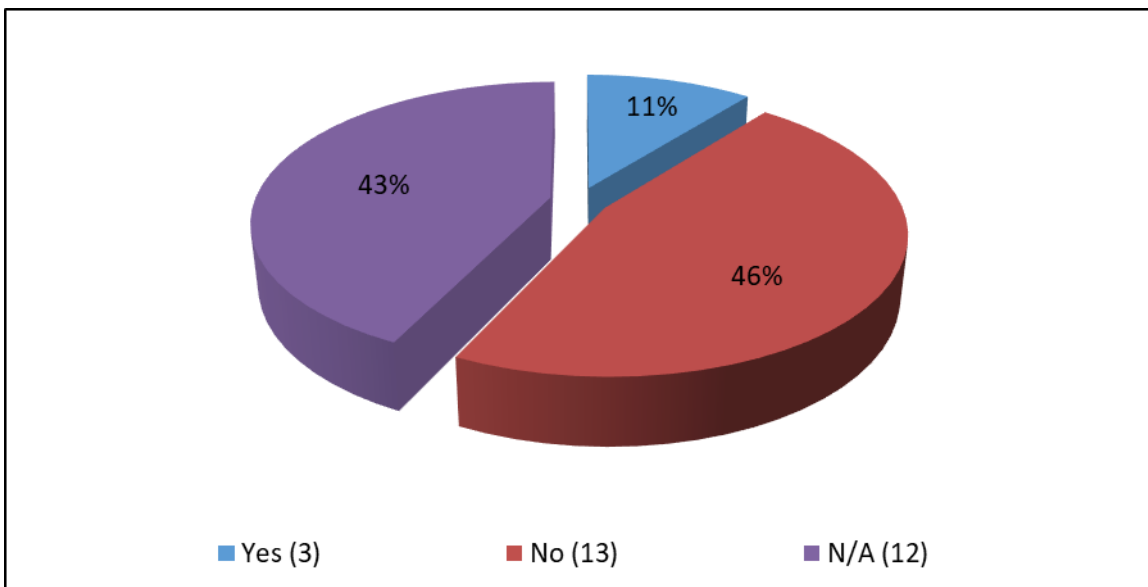
- a. Did the manufacturer perform the decision within the 30 days after you accepted the decision?



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.

- The arbitrator should ask questions.
- I would like to reapply for arbitration.
- The manufacturer should not be allowed to drag out. They also need to have people that understand how a vehicle operates other than putting in gas. I had to make extra car payments since they prolonged it. I will never buy a Chrysler product.
- Your system fails the consumers like myself. You suck! I am now about to have the car maker pay for this truck with my own hands because you failed!
- Cannot change conduct of manufacturer. Consumer suffered losses he was not reimbursed for.

- Require arbitrators to treat claims made by consumers and manufacturers equally. This did not happen in this case as the arbitrator accepted the manufacturers evidence free claim while denying mine.
- Stronger enforcement for buyback so we wouldn't need it as much. I shouldn't have had to file arbitration. But overall, it was quick and transparent, which I appreciated. I hope I don't need to do it again.
- Follow up for reimbursement from FCA. I accepted my decision May 16 and I still haven't been reimbursed.
- I should have been advised of how to present evidence.
- Really listen and take into consideration with any proof, not just go by receipts.
- Nothing comes to mind.
- More streamline, less confusion.
- More information.
- (It's been 6 months since we won our case) As of 12/11/2020 we are still waiting for FCA to replace our Jeep. The arbitrator rep. says there's nothing she can do. FCA says we should be able to get our new Jeep on the next week or two, but they've been saying that for months now. There should be some kind of penalty for the delay. At this point we'll be grateful when this is over. The CDSP people have been great, and we're thankful for their help.
- Everything went smoothly and service was amazing.
- Thank you for helping me get out from my truck that was very untrustworthy.
- The actual arbitration process was fine, but Chrysler was slow (dragged it on) and denied paying my Hertz car rental expense of \$1660 because the arbitrator had not specifically mentioned it in her decision. The expenses were clearly stated in the statement I presented to the arbitrator. It was totally illegal. On their part I was told I would have to begin the whole arbitration process again. I was just tired I guess that's what Chrysler counted on!
- Provide more information about these kind of things when purchasing a vehicle.
- Because of the known issues are basically safety issue and the car is undriveable why couldn't someone look at the car. It's a safety issue I cant afford to pay for Jeep knows of these issues and they wouldn't help at all.

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

- Very slow once the case result was passed over to FCA to write the check and surrender the truck.
- None. Very easy way to file.
- Went very smoothly once filed at CDSP.
- Had trouble loading some documents – they exceeded the size and I had to split them up, panic set in at first because I wasn't sure you got them since there was no way to verify before final submit.
- The filing and the liaison were good. It's very stressful process with so much on the line.
- None as of yet.
- Couldn't get a hold of arbitration at first.

Results of Consumers Completing Both Pre & Post Surveys

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

The following indicates the consumers' answers on the Pre- and Post-Decision surveys for the satisfaction with CDSP STAFF:

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

The following indicates the 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	Replacement	1	1
B	Denial	2	3
C	Repurchase	1	3
D	Denial	4	3
E	Repurchase	2	2
F	Denial	3	4
G	Denial	3	4
H	Repurchase	5	4
I	Replacement	3	2
J	Replacement	5	5
K	Repurchase/Replacement	5	5

The following indicates the 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	Replacement	1	1
B	Denial	3	1
C	Repurchase	1	2
D	Denial	3	4
E	Repurchase	2	2
F	Denial	3	4
G	Denial	3	4
H	Repurchase	5	1
I	Replacement	3	2
J	Replacement	5	5
K	Repurchase/Replacement	5	5

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

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

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

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

**California Dispute Settlement Program
(CDSP)**

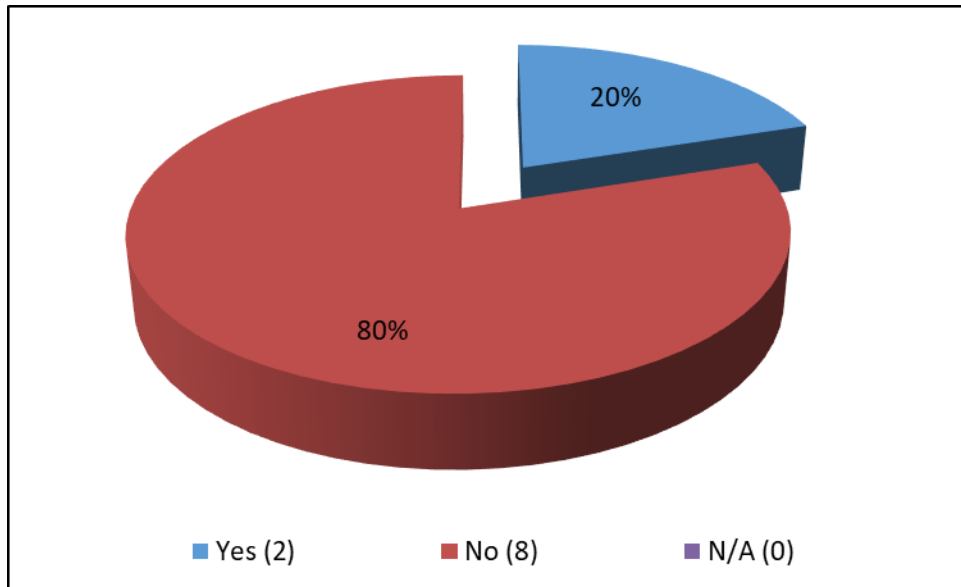
TESLA MOTORS INC.

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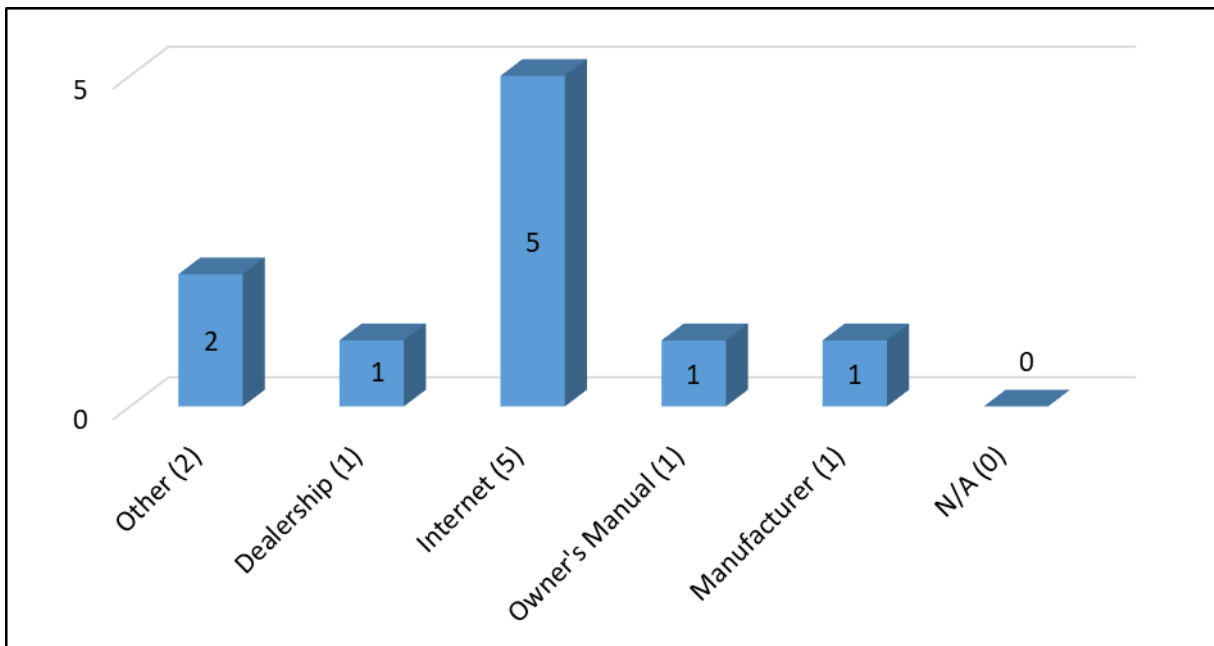
The ACP mailed, or hand delivered at the hearing, 34 pre-decision surveys to consumers and five consumers responded. The ACP mailed 32 post-decision surveys to consumers and 11 consumers responded. Comments that were received in response to a question are included below.

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

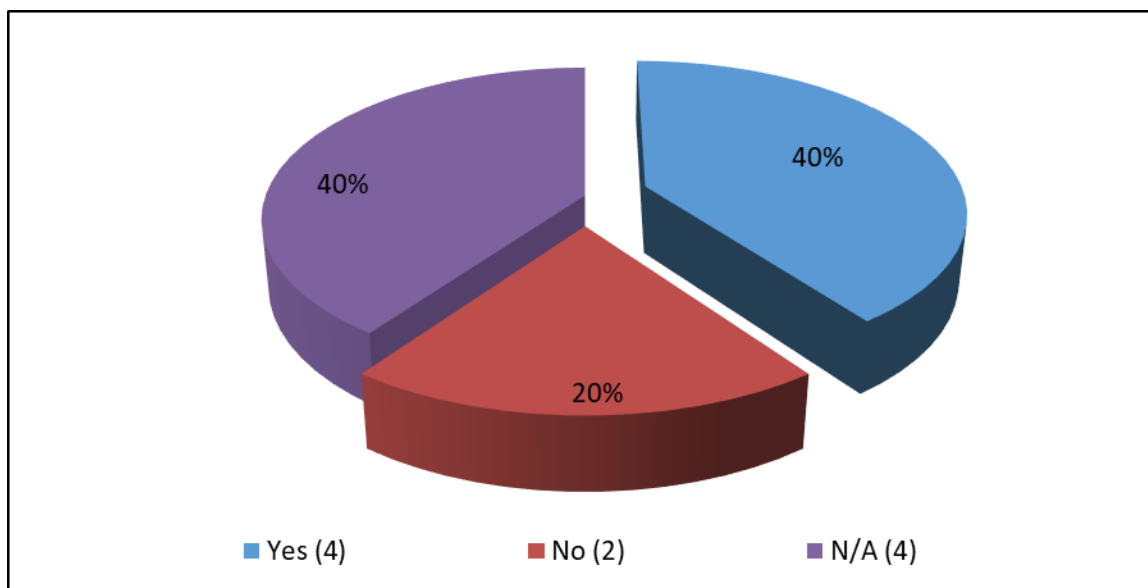
1. Before you purchased your vehicle, did you know about the California's Lemon Law?



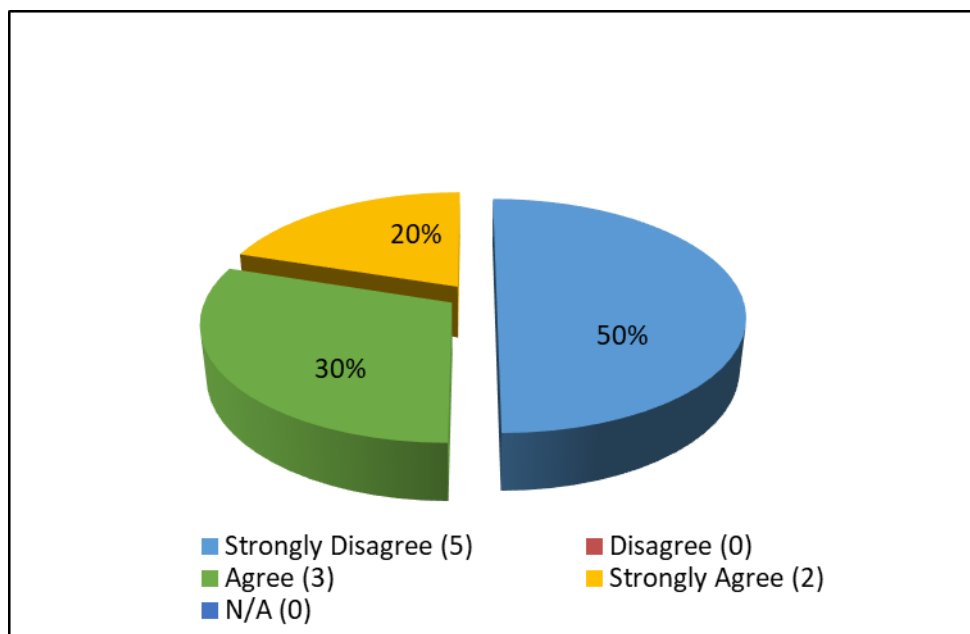
2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



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?



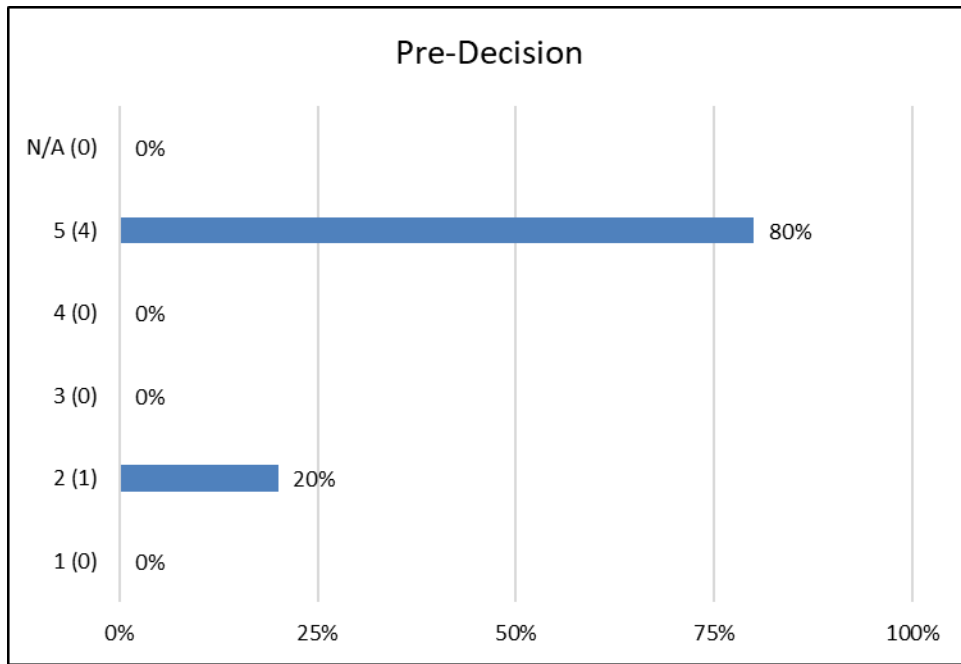
4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns.



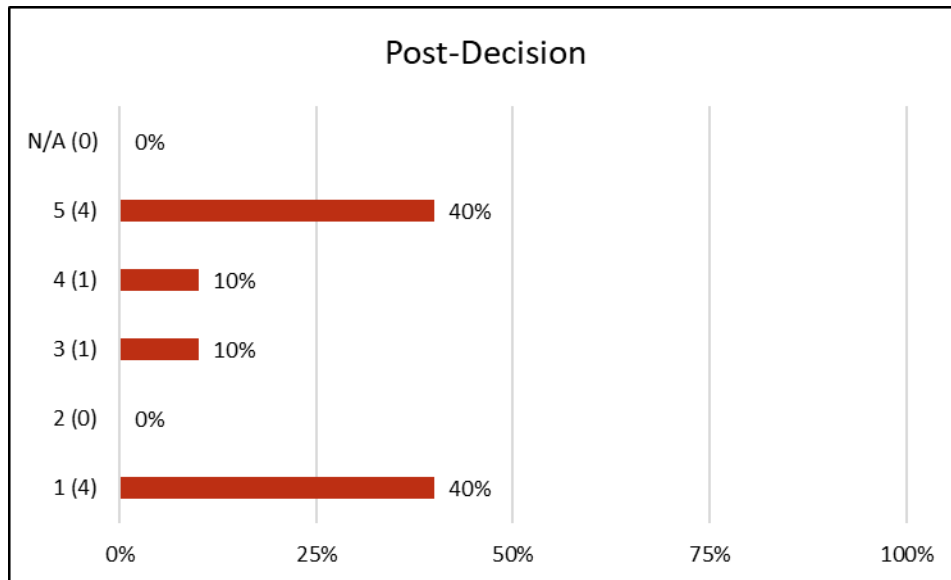
The following comments were provided on the Post-Decision surveys:

- Had a hard time figuring out how to file the claim. Sent certified letter to manufacturer in 2019 and no response was received.

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



- No Pre-Decision survey comments were received.

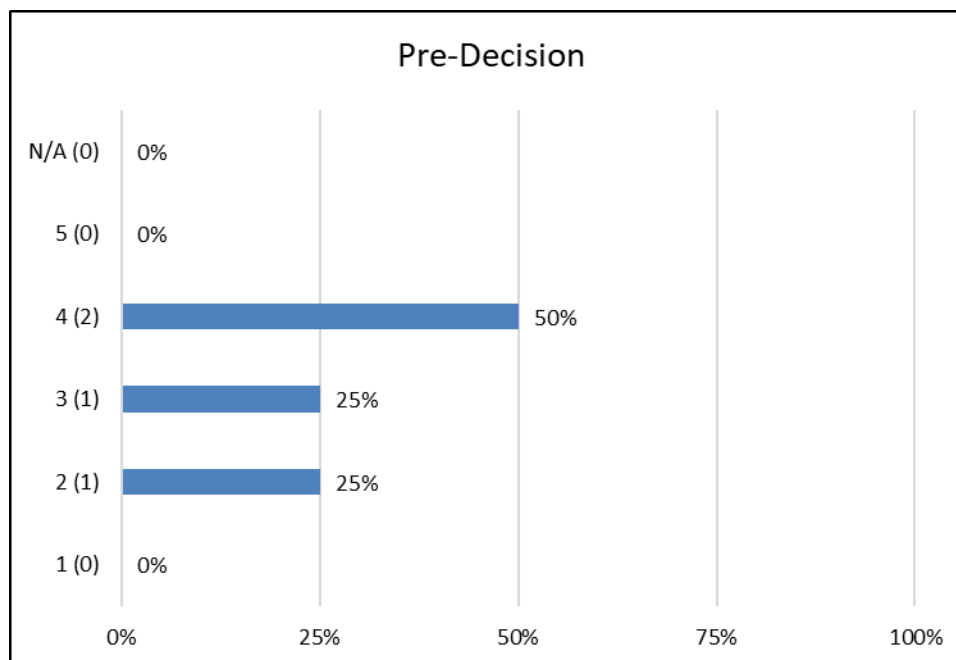


Consumers had a slightly more favorable view of the CDSP staff prior to receiving their decision.

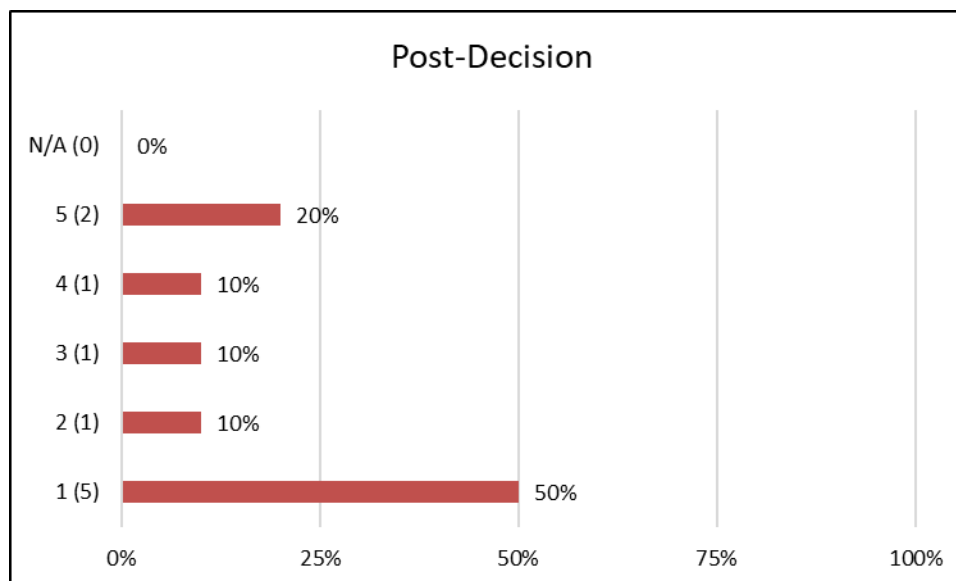
The following comments were provided on the Post-Decision surveys:

- Our contact was very professional and made this process very fair.
- Car battery has had problems for 3 years.
- CDSP staff answered all of my questions regarding Tesla's Verbal abuse was: The Tesla administrator will be the best source.

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 were.

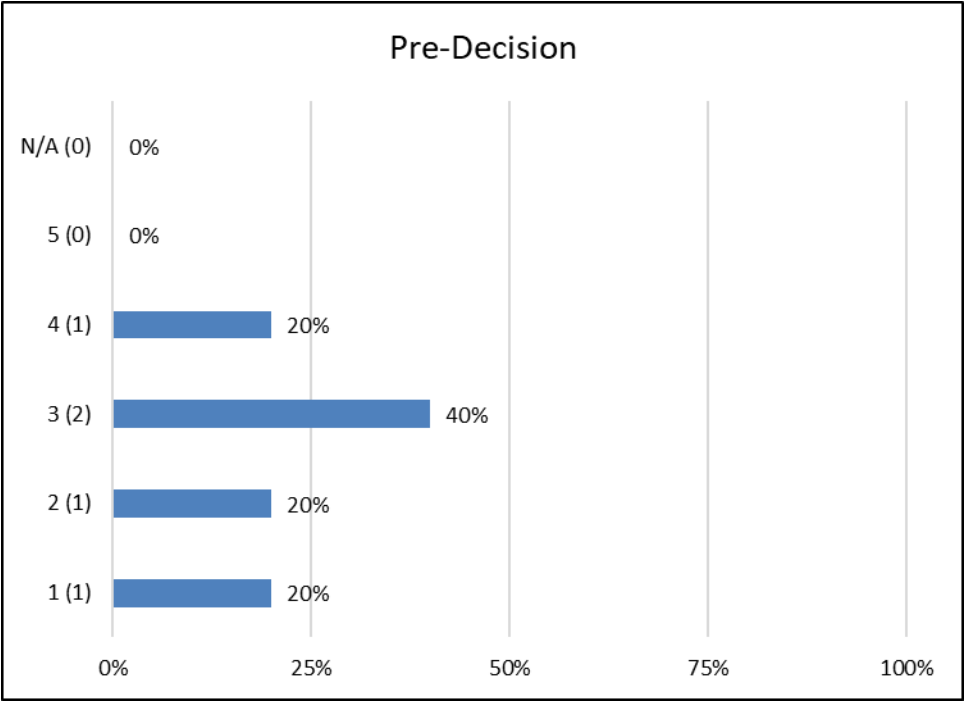


Consumers overall had a less favorable view of the manufacturer's representative at the hearing after receiving their decision.

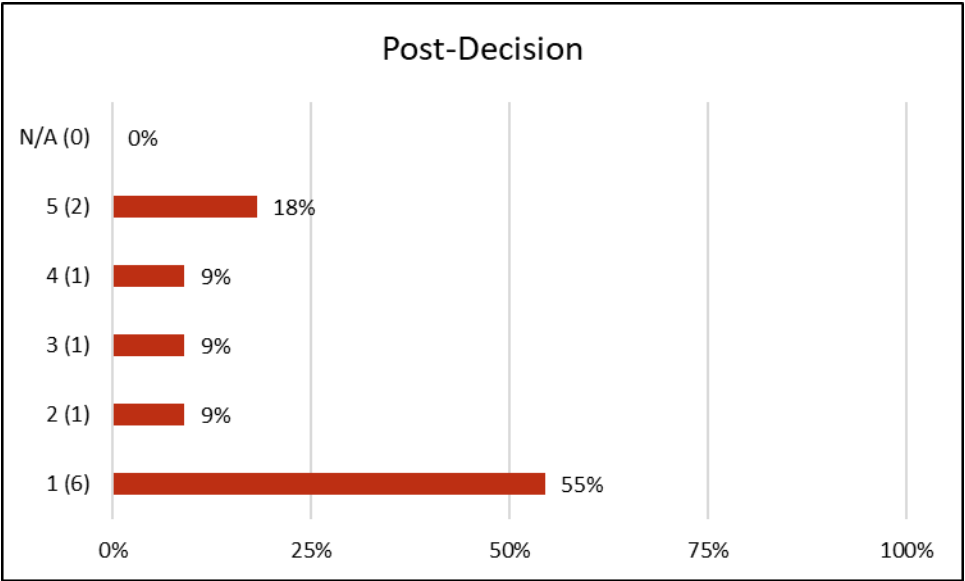
The following comments were provided on the Post-Decision surveys:

- Still not fixed months later.
- Tesla has had battery problems for 3 years. It runs less than 50% miles stated.
- Tesla representative has verbally insulted me and refused to comply with the repurchase.
- They no showed...

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



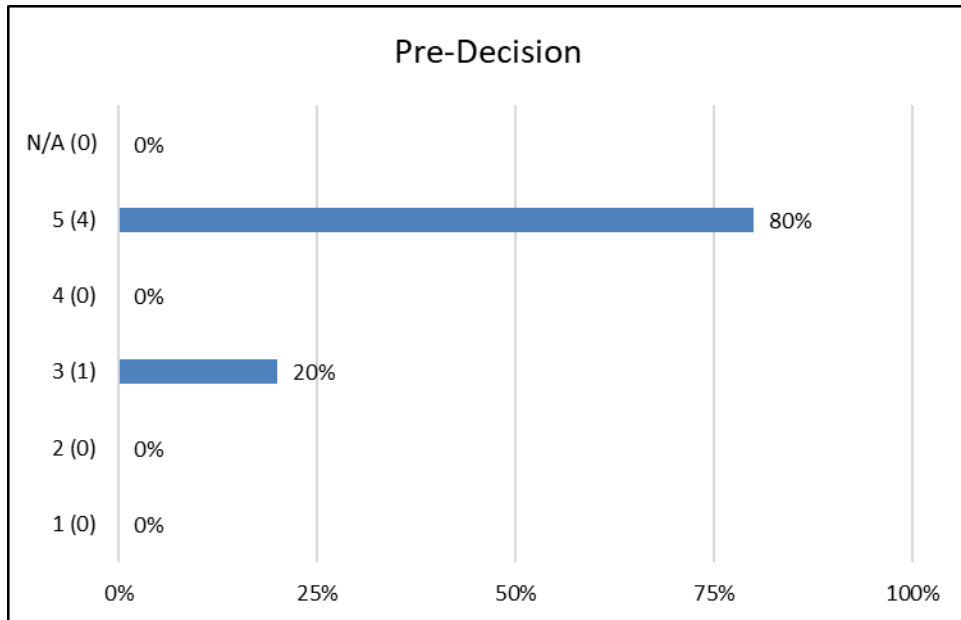
- No Pre-Decision survey comments were provided.



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

- No Post-Decision survey comments were 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)

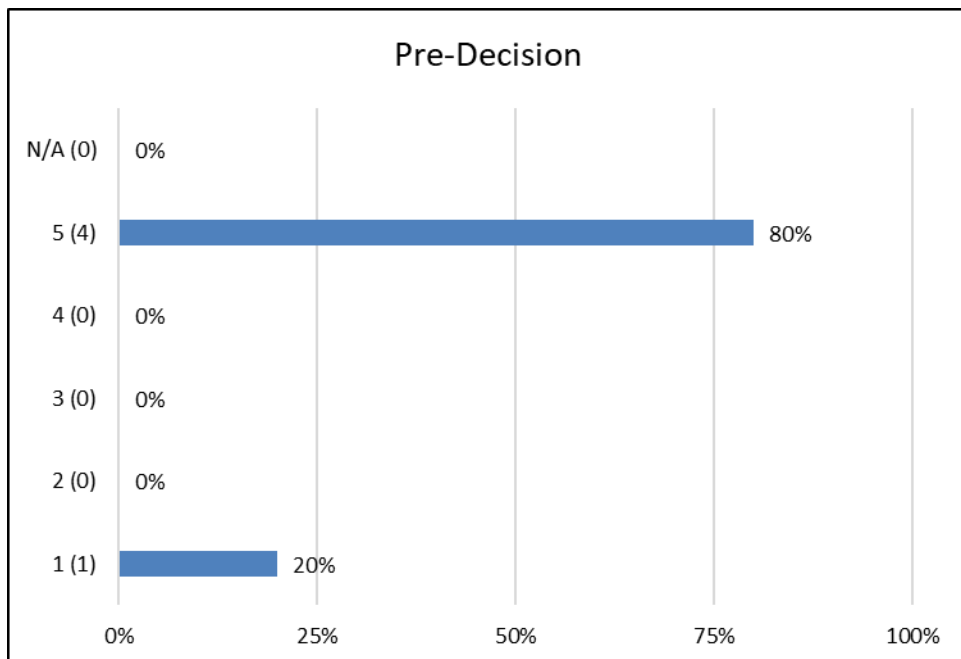


Consumers had a favorable view of the arbitrator's fairness and maintaining neutrality prior to receiving their decision.

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

- Very disappointed with him. He is not listening and considering the real consumer experience but following his book. With only predefined scope considered, this is not taking humidity into consideration. We feel this program would not be able to project customers due to the limitation.

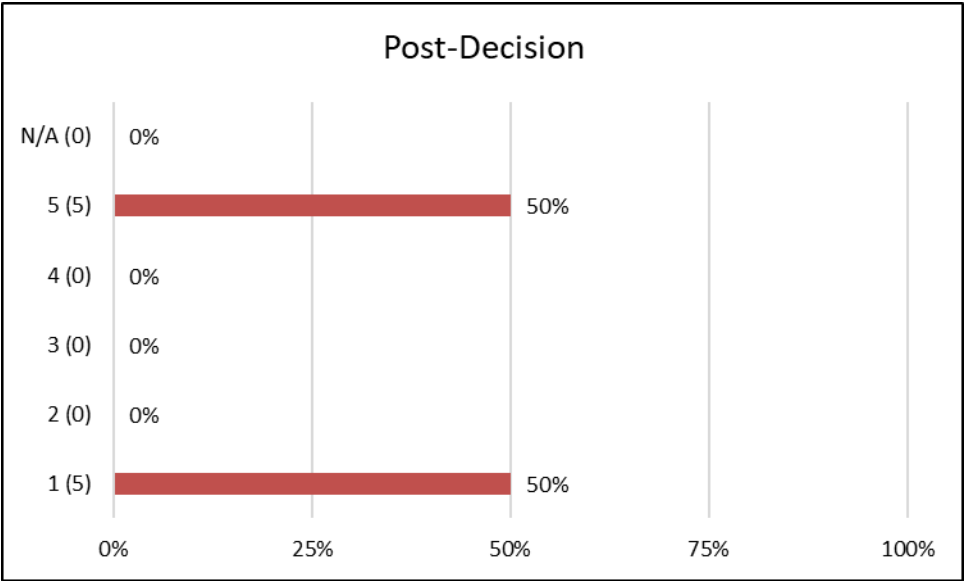
- b. The arbitrator's understanding of key issues and concerns? (Pre-Decision only)



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

- No Pre-Decision survey comments were received.

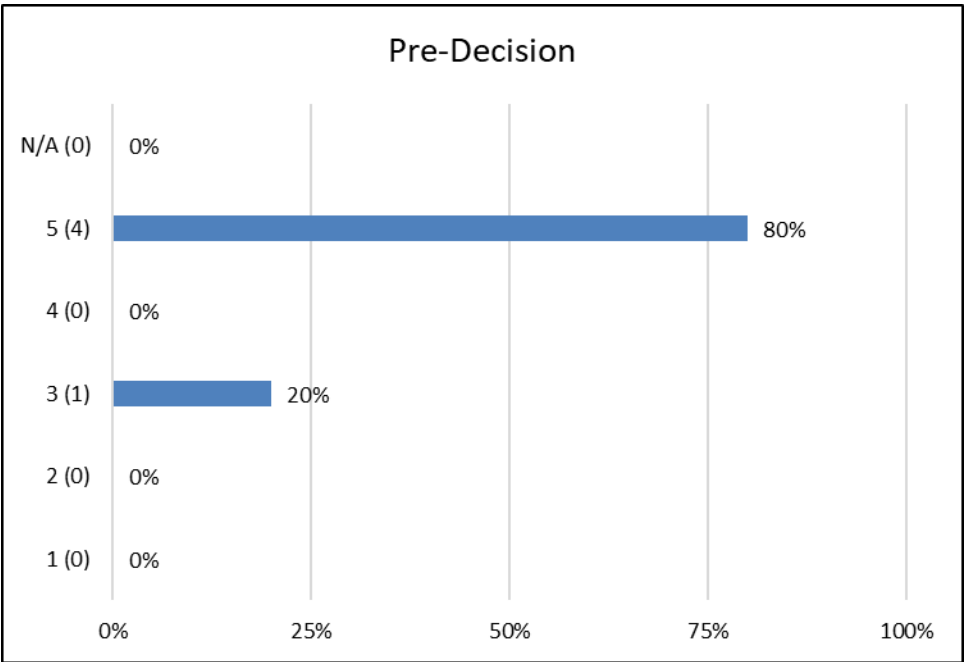
c. The arbitrator? (Post-Decision Only)



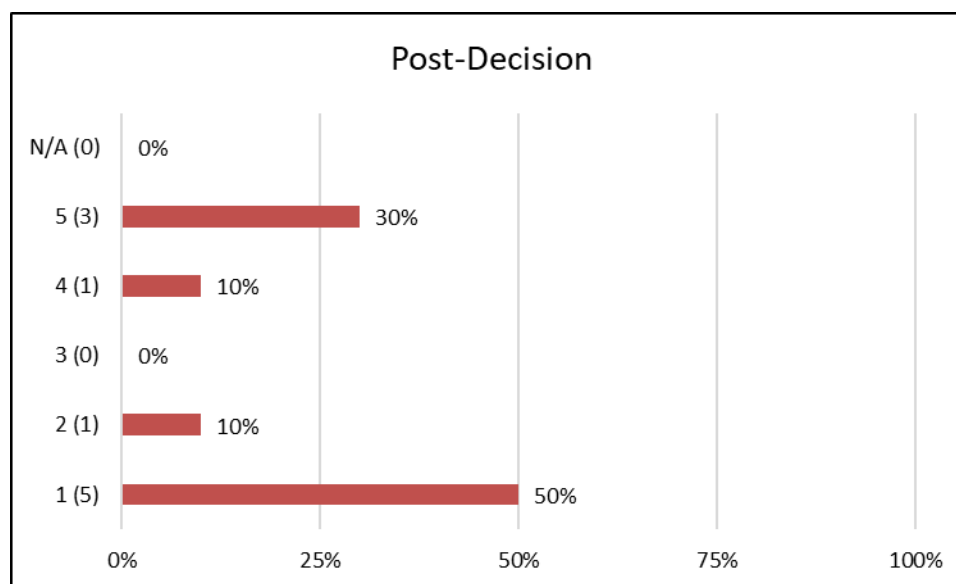
The following comments were provided on the Post-Decision surveys:

- I do not think the arbitrator tried to understand the issue. As main reason was I paid for long range battery but I have given a lower range car

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



- No Pre-Decision survey comments were received.

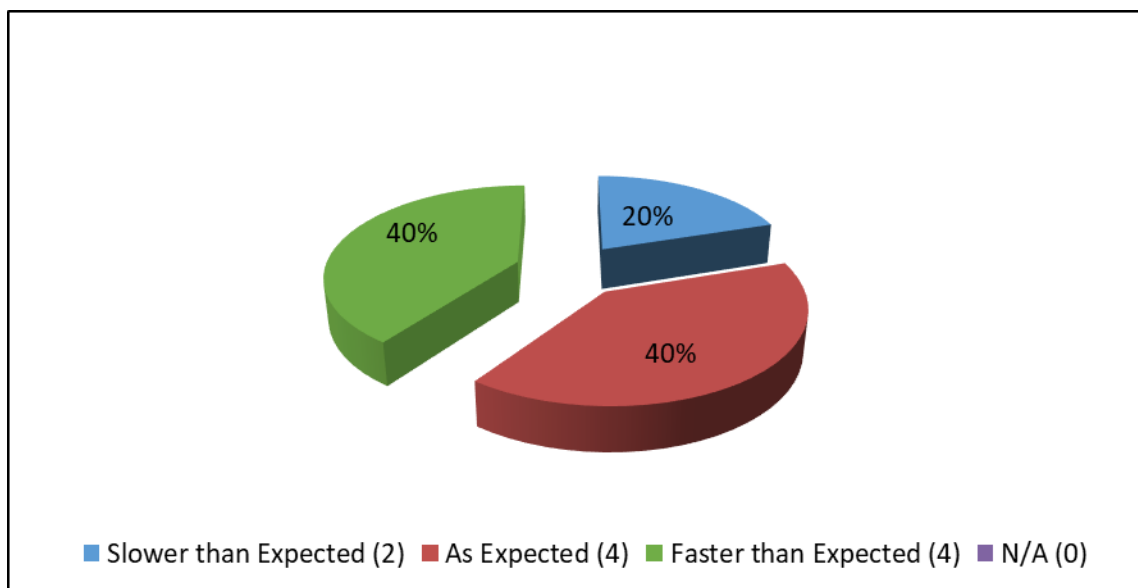


Consumers had a slightly more favorable view of the entire arbitration process prior to receiving their decision.

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

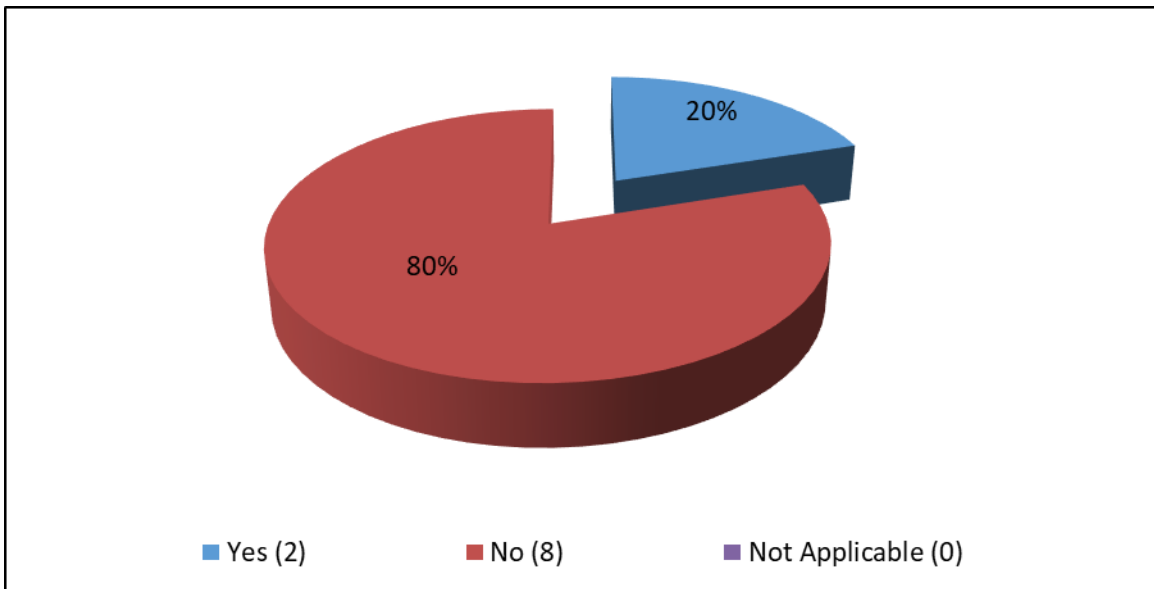
- Arbitrator was not ready to understand the issue.
- Tesla's Attorney cannot be allowed to run the process. There needs to be some guidelines put in place.

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



- No Pre-Decision survey comments were received.

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

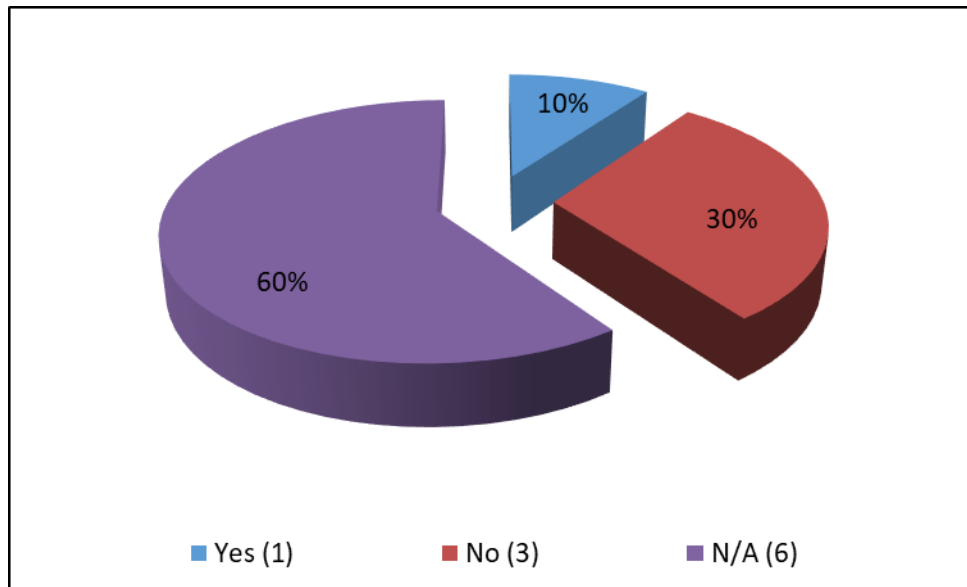


The following comments were provided on the Post-Decision surveys:

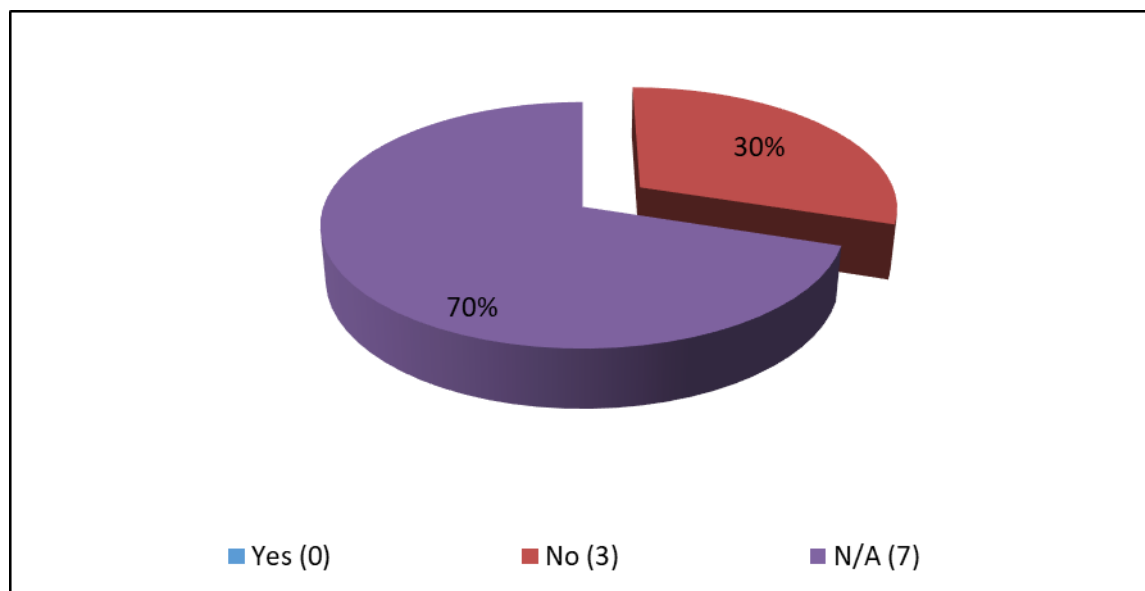
- But arbitrator was not giving attention to those documents.
- There needs to be some information regarding how to submit evidence. Tesla Attorney has a great advantage.

11. If you accepted the decision of the arbitrator:

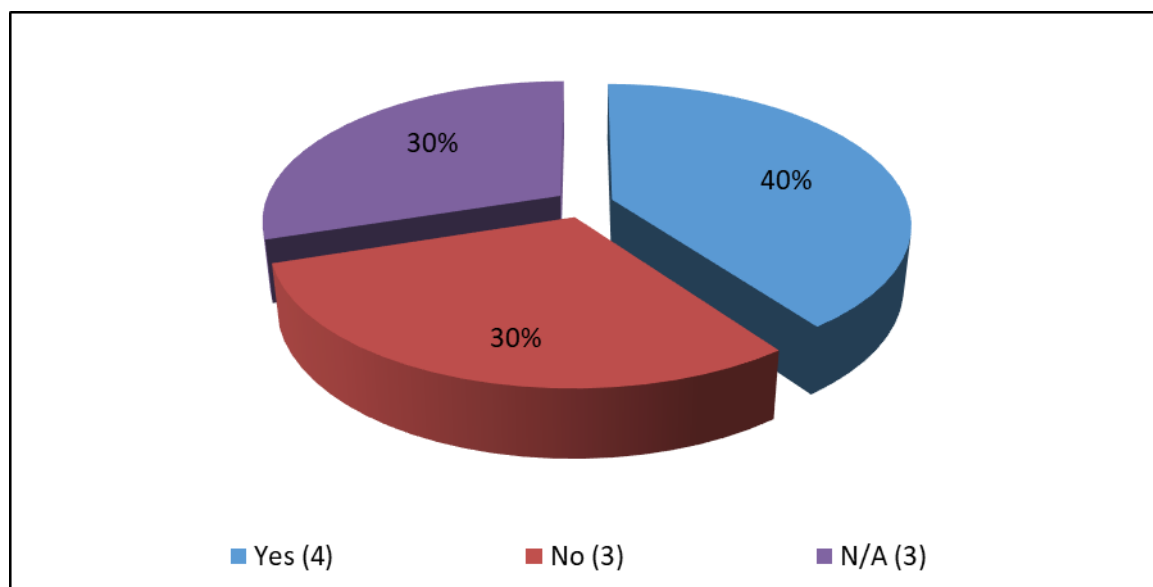
- a. Did the manufacturer perform the decision within the 30 days after you accepted the decision?**



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.

- Tesla Model S-under warranty for 8 years or 125,000 miles- battery has not been good for past 3 years. Charges 160k max but depletes after 120 miles on flat road at 55 mph.
- This is definitely a very DISAPPOINTED process I had been through. Reasons: 1. The arbitrator only considered the very stubborn principle that was predefined, and totally ignored all the large number of issues customer is really experiencing and suffering with this manufacturer. Thus the program itself is very limited in protecting customer rights. 2. The ultimate purpose of this project should be to protect customer's rights, should consider cases with flexibility and be on the facts, should consider what customer is really been suffering for

the year long. No humanity was considered there.³ This program is not even taking cheating or dishonest commercial behavior into the consideration. What can I expect from there??

- Arbitrator should try to learn about battery cars and what does it mean paying additional for long range and getting a lower range car.
- Guidelines and rules for Tesla Attorney to follow.

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

- Had a hard time figuring out how to file the claim. Sent certified letter to manufacturer in 2019 and no response was received.

Results of Consumers Completing Both Pre & Post Surveys

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

The following indicates the consumers' answers on the Pre- and Post-Decision surveys for the satisfaction with CDSP STAFF:

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

The following indicates the 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	4	3
B	Repurchase	1	4

The following indicates the 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	4	3
B	Repurchase	1	3

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

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

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

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

**California Dispute Settlement Program
(CDSP)**

**TOYOTA MOTOR SALES
USA, INC.**

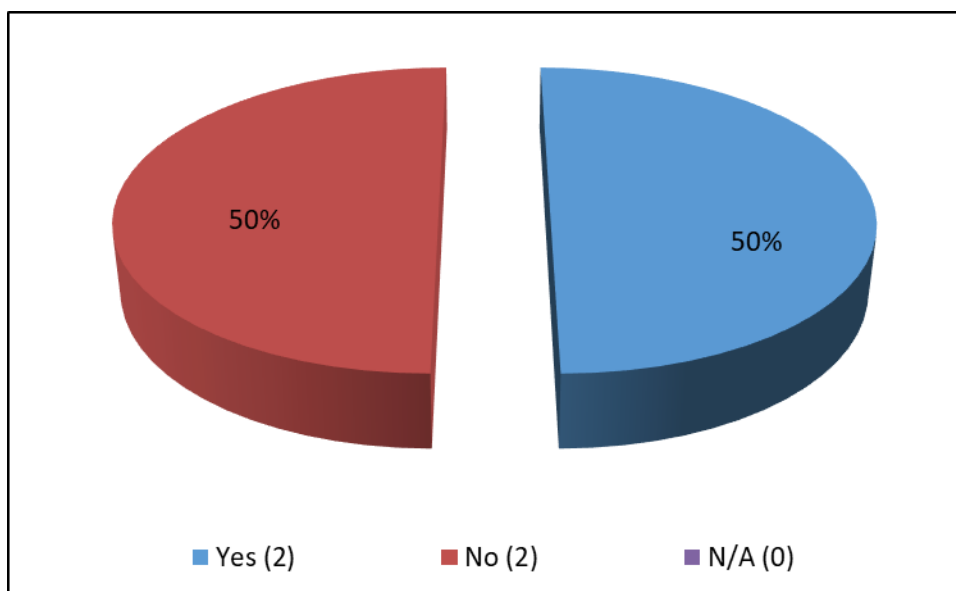
(INCLUDES SCION)

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

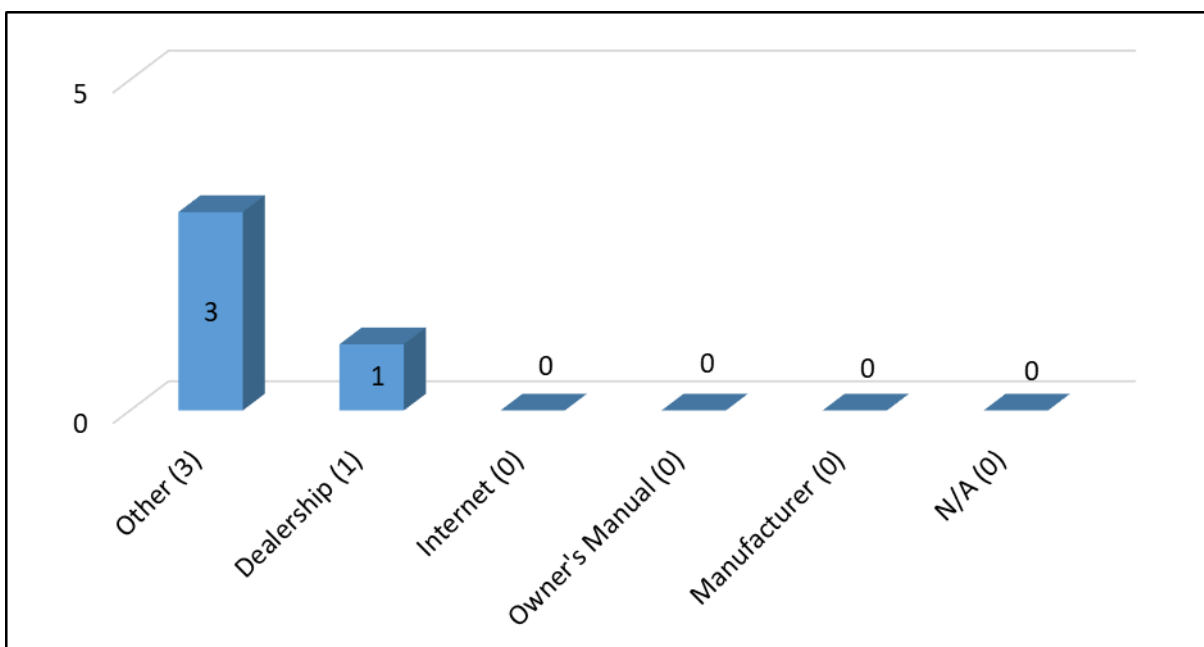
The ACP mailed, or hand delivered at the hearing, 49 pre-decision surveys to consumers and seven consumers responded. The ACP mailed 43 post-decision surveys to consumers and four consumers responded. Comments that were received in response to a question are included below.

Each illustration below is a representation of the results of the survey questions. In addition, no consumer completed both the pre- and post-decision surveys.

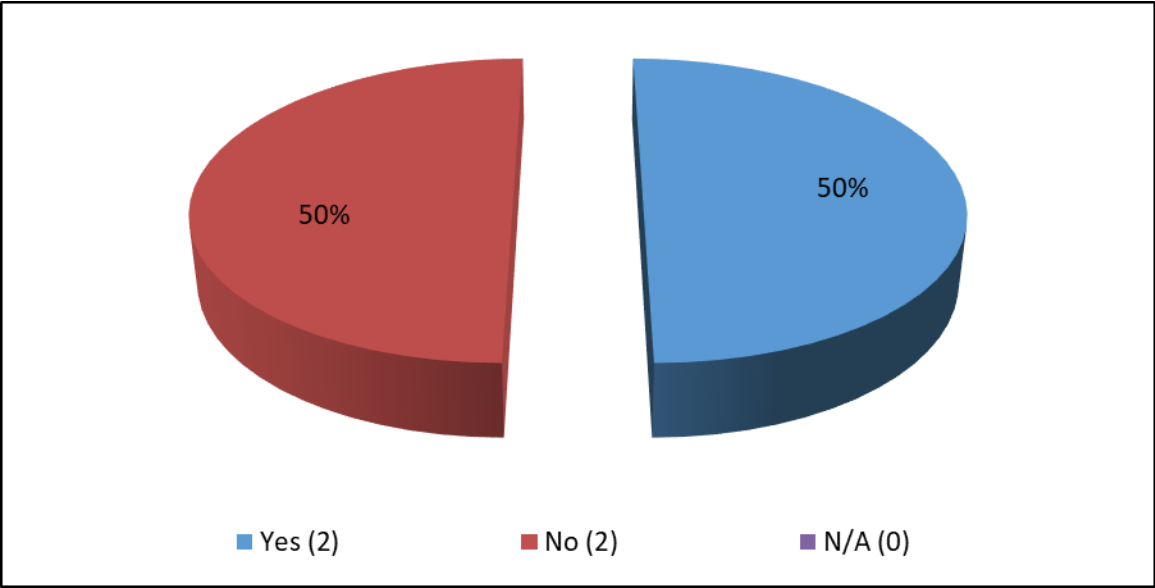
1. Before you purchased your vehicle, did you know about the California's Lemon Law?



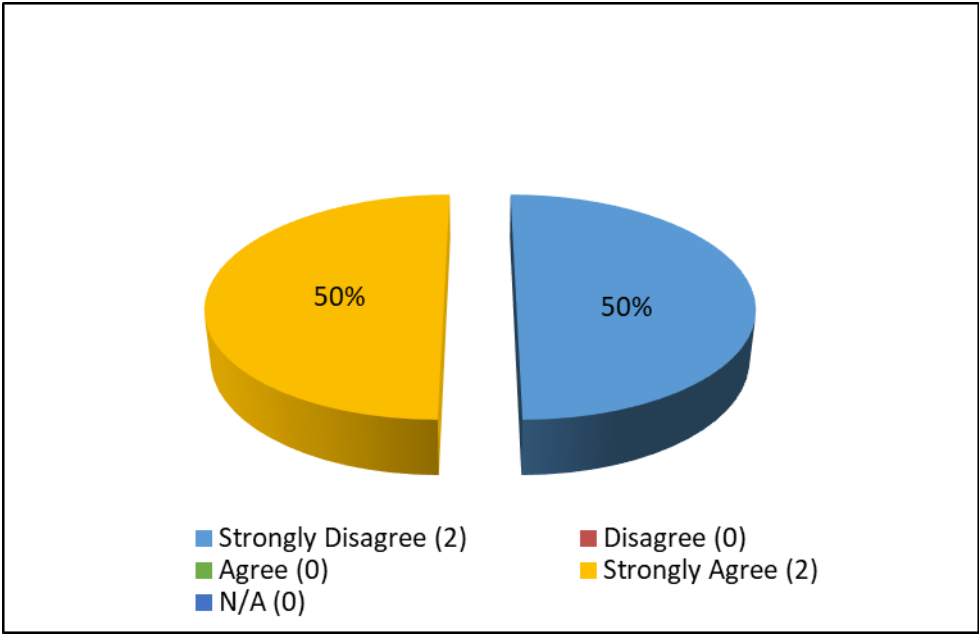
2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



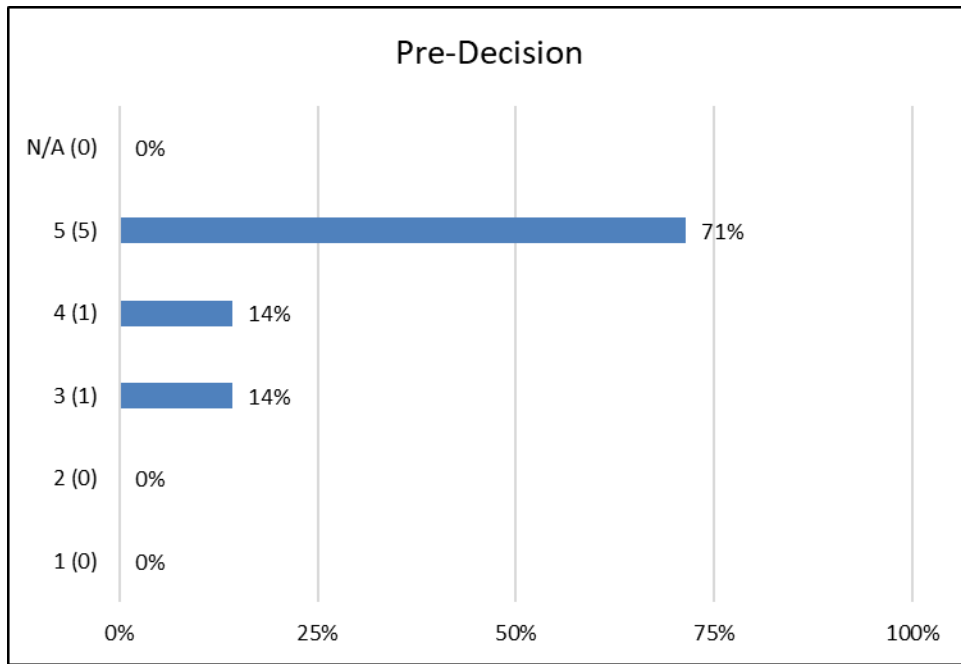
3. If you participated in a settlement or mediation process after applying for arbitration with the CDSP, were you informed that it was a voluntary process?



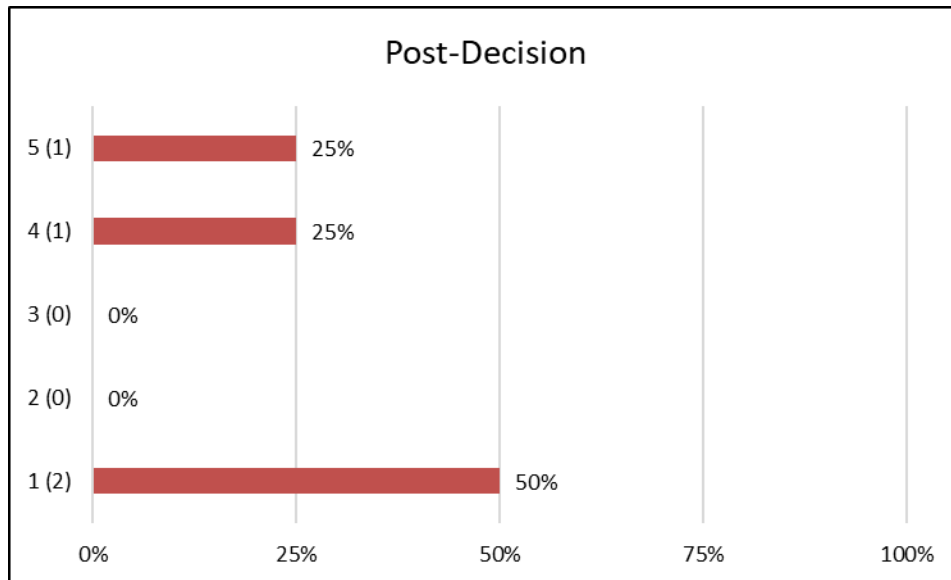
4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns?



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



- No Pre-Decision survey comments were received.

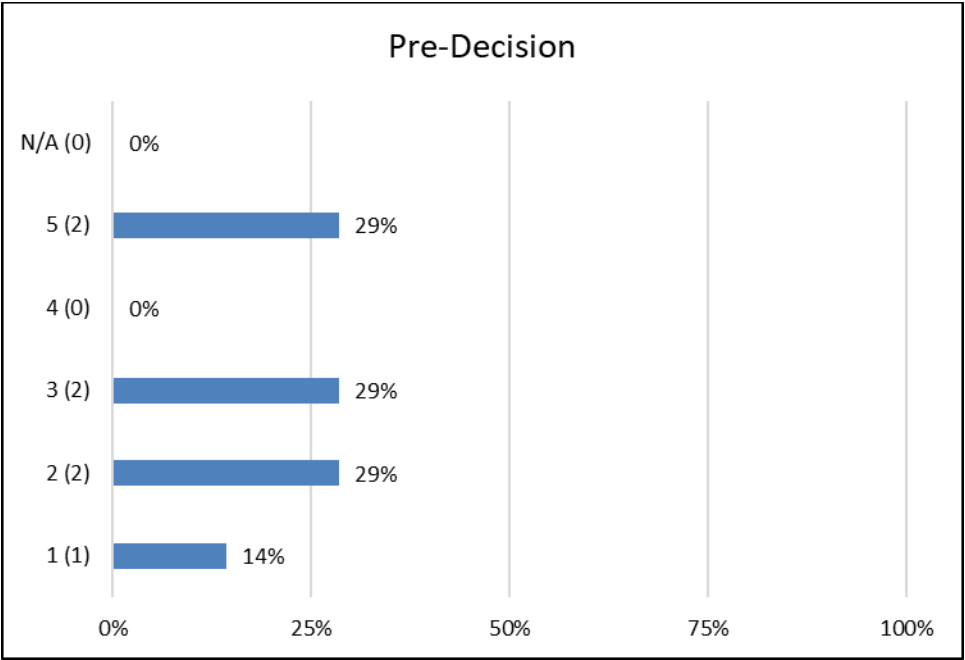


Most of the consumers on the Pre-Decision survey had a more favorable view of CDSP staff.

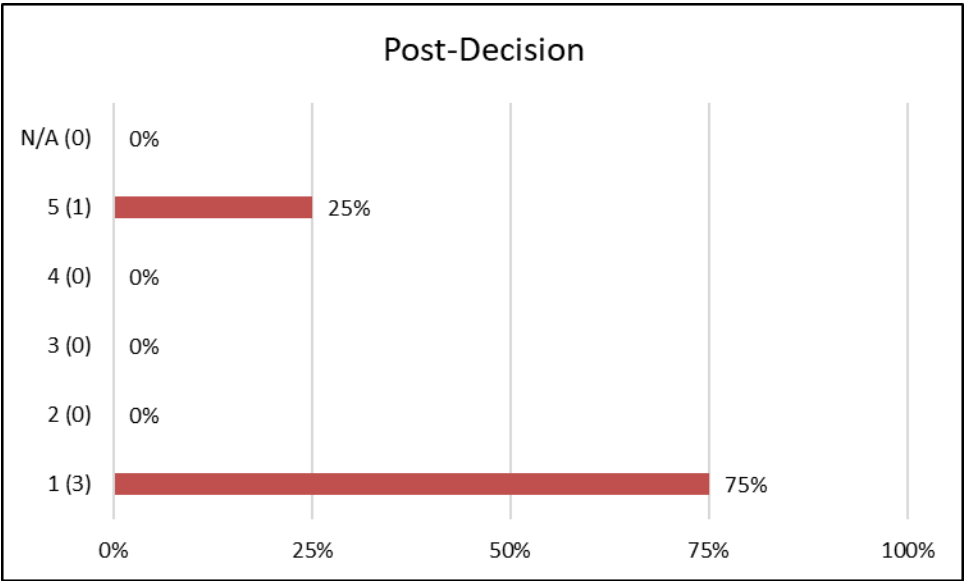
The following comments were provided on the Post-Decision survey:

- Arbitration staff did not listen or clearly document the issues. The car is still experiencing technical problems.
- Trash experience completely one sided. You sided with the dealership completely. Ignorant!
- Professional with timely responses.

6. In terms of overall satisfaction, how would you rate your experience:
a. The vehicle manufacturer’s representative at the hearing?



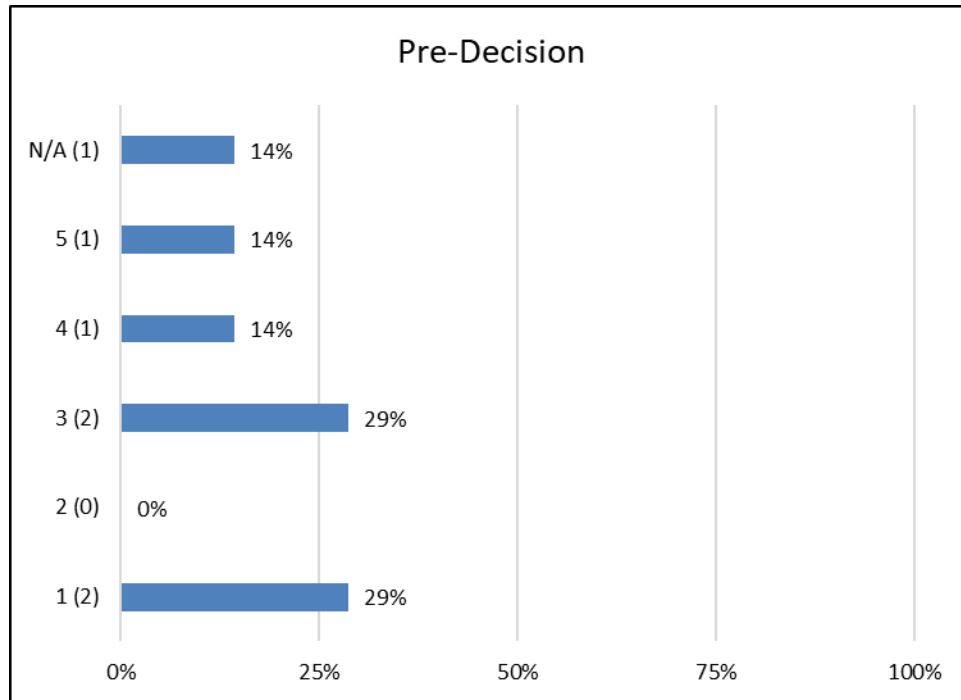
- No Pre-Decision survey comments were received.



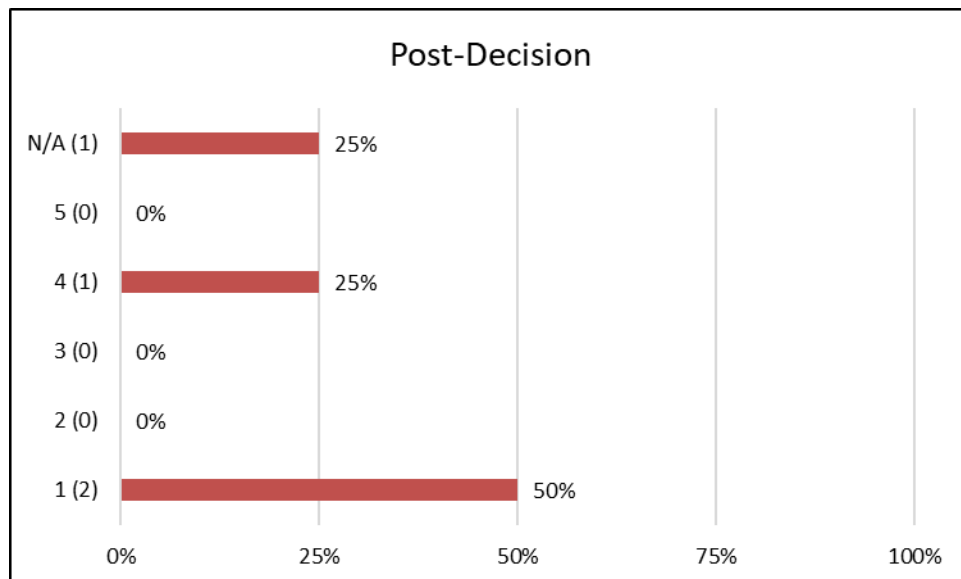
More consumers had a more unfavorable view of the manufacturer representative at the hearing after receiving their decision.

- No Post-Decision survey comments were received.

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



- No Pre-Decision survey comments were received.



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

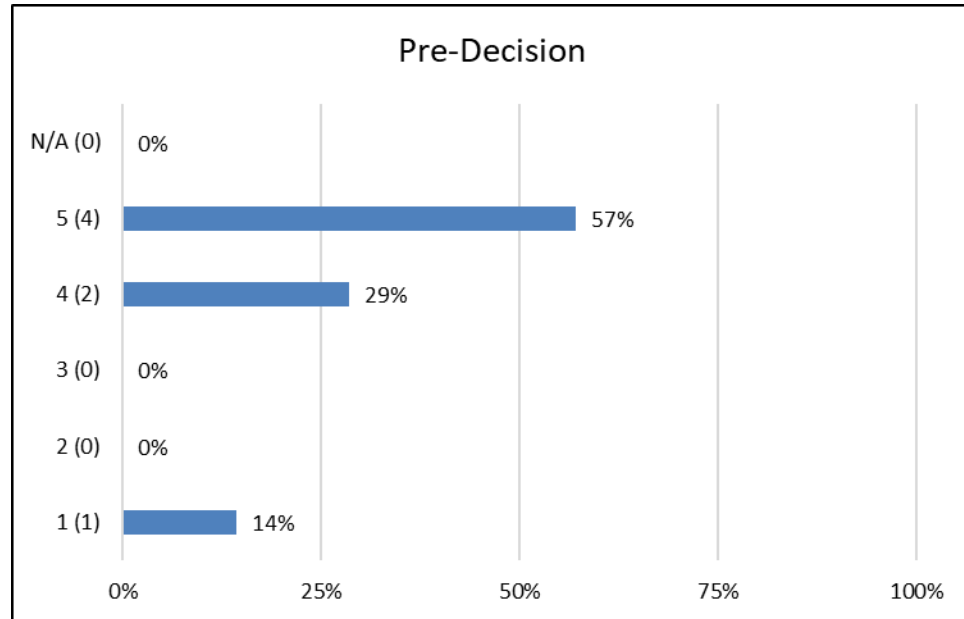
The following comments were provided on the Post-Decision survey:

- There were two incidents where the representative failed to follow up in a timely manner.
- Complete idiot I was speaking to.
- By the time of the hearing, I had no interactions prior to the hearing.

- The manufacturer maintains there is nothing wrong with the vehicle, yet it continues to have problems for various issues, they first denied the existence of them and then later acknowledged them.

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)**

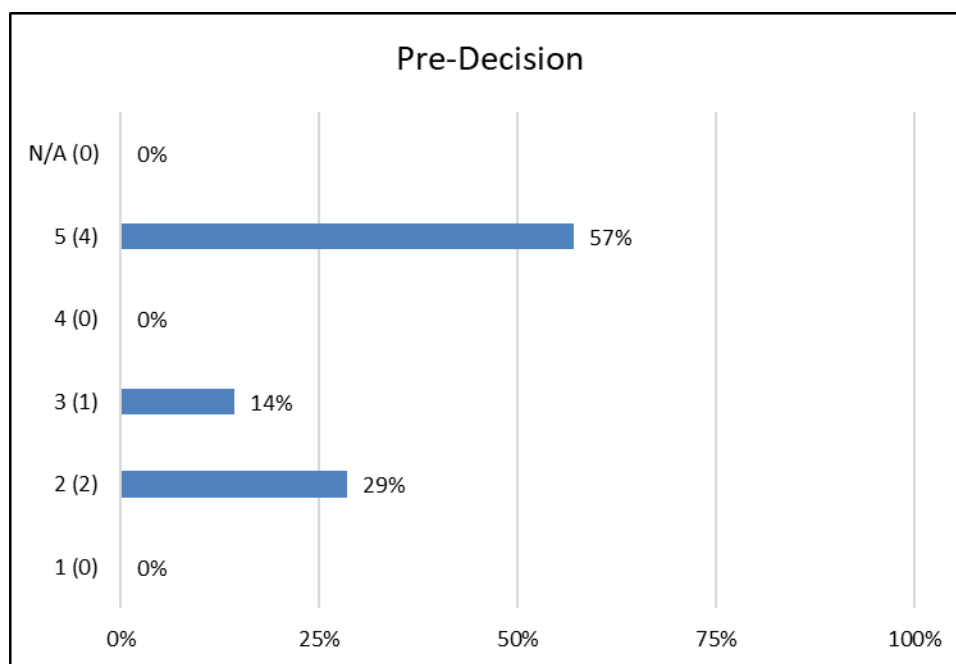


Consumers had a favorable view of the arbitrator's fairness to all parties involved and maintaining neutrality.

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

- Not neutral, extremely one sided.

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

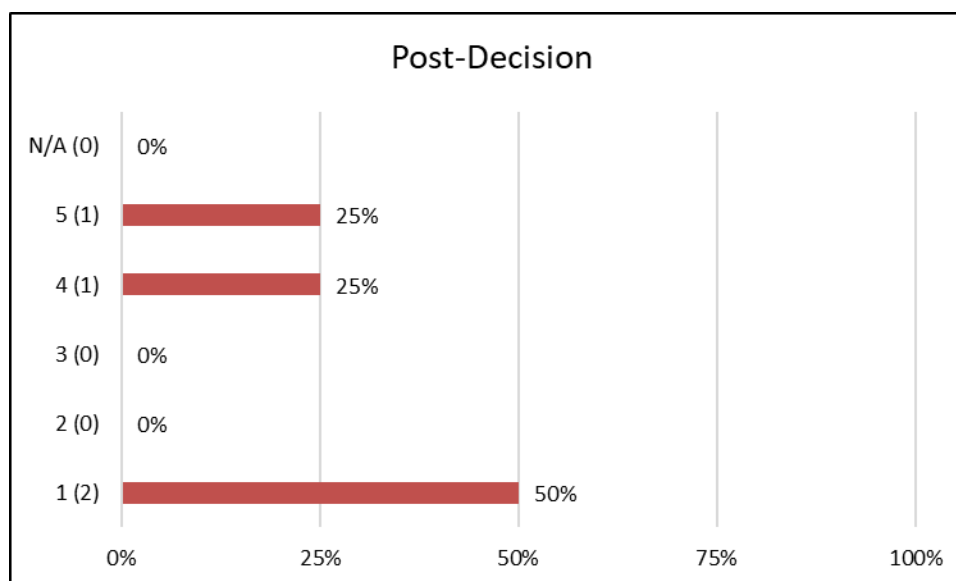


Consumers had a favorable view of the arbitrator's understanding of key issues and concerns prior to receiving the decision.

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

- The arbitrator got key issues incorrect.

c. The arbitrator? (Post-Decision Only)



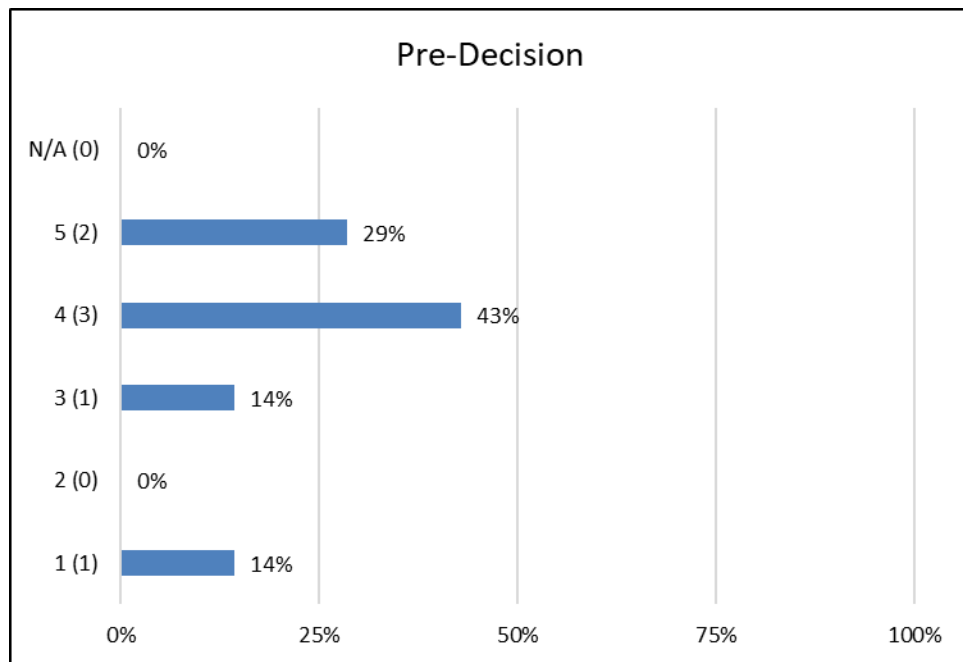
Consumers had a more unfavorable view of the arbitrator after receiving the decision.

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

- The arbitrator failed to see the pattern of ongoing denial by Toyota and then mentions failed repairs over and over.

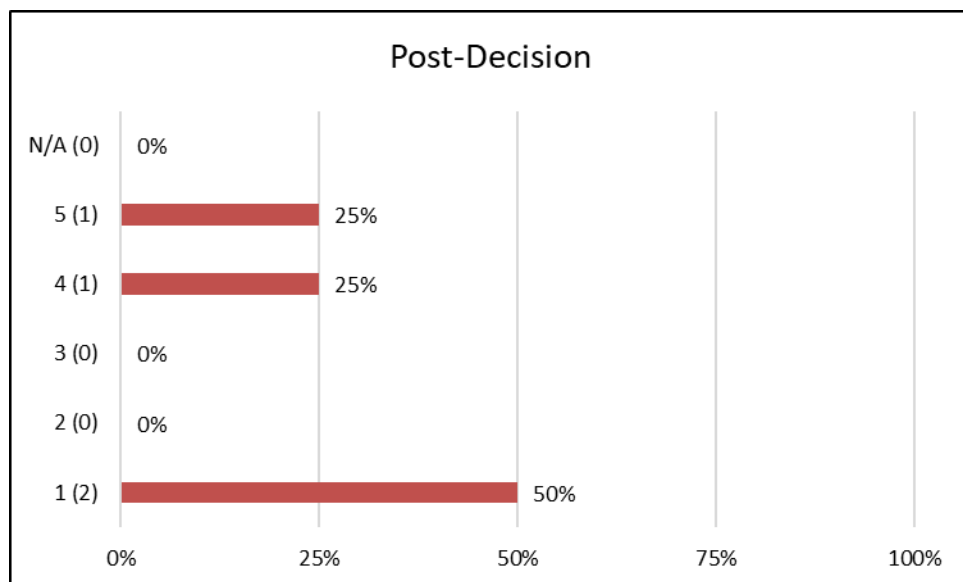
- After the hearing, I had no idea what the outcome would be. Though I received a decision the next day.

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



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

- Arbitrator staff did not listen or clearly document the issues. The car is still experiencing technical problems.
- Professional with timely responses.
- Trash experience completely one-sided. You sided with the dealership completely. Ignorant!

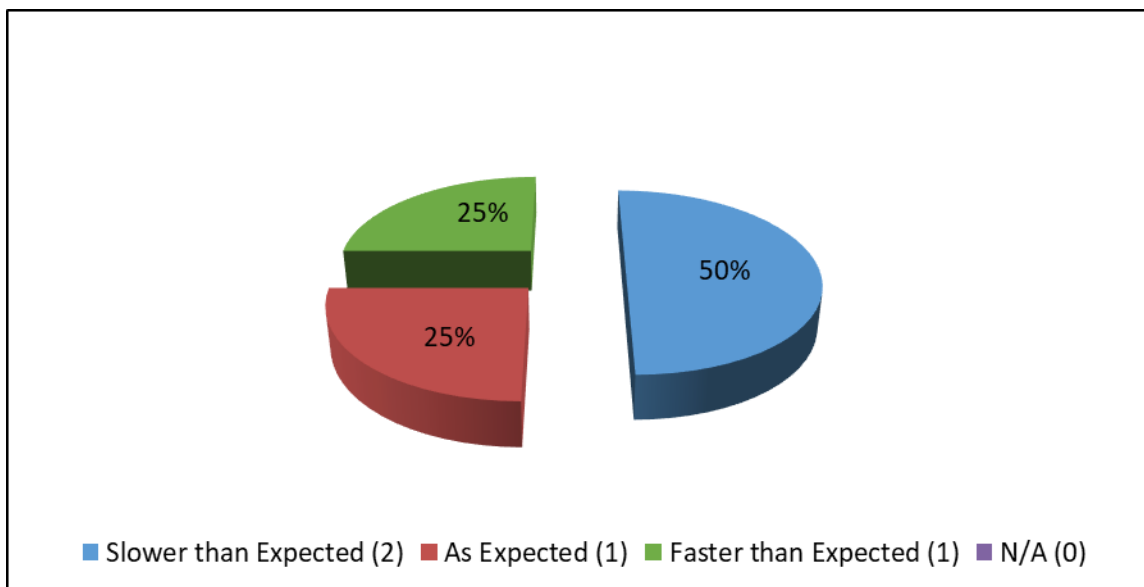


Consumers had a more unfavorable view of the entire arbitration process after receiving their decisions.

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

- Very poor. The car is a lemon and the process didn't remedy the issue. I provided documentation and facts and the arbitrator ignored it.
- Trash.

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

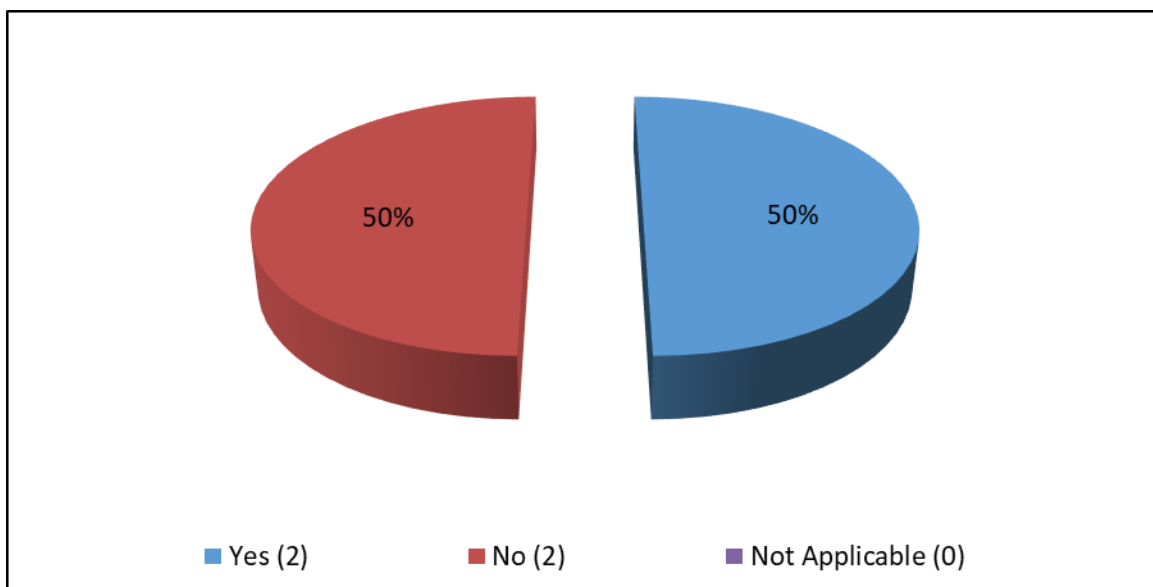


Most of the consumers thought the process was slower than they expected.

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

- This has been ongoing since July of 2019.
- Trash.

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

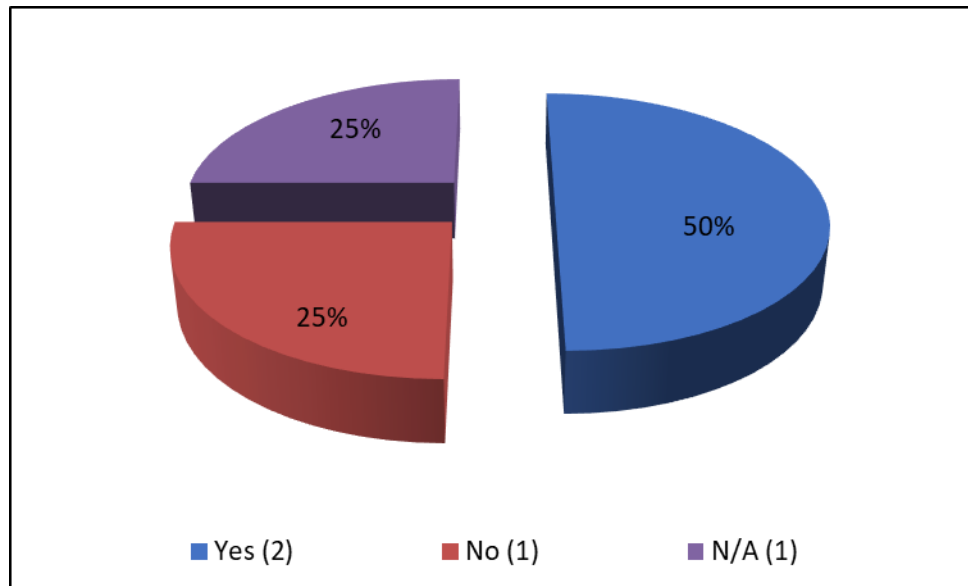


The following comments were provided on the Post-Decision:

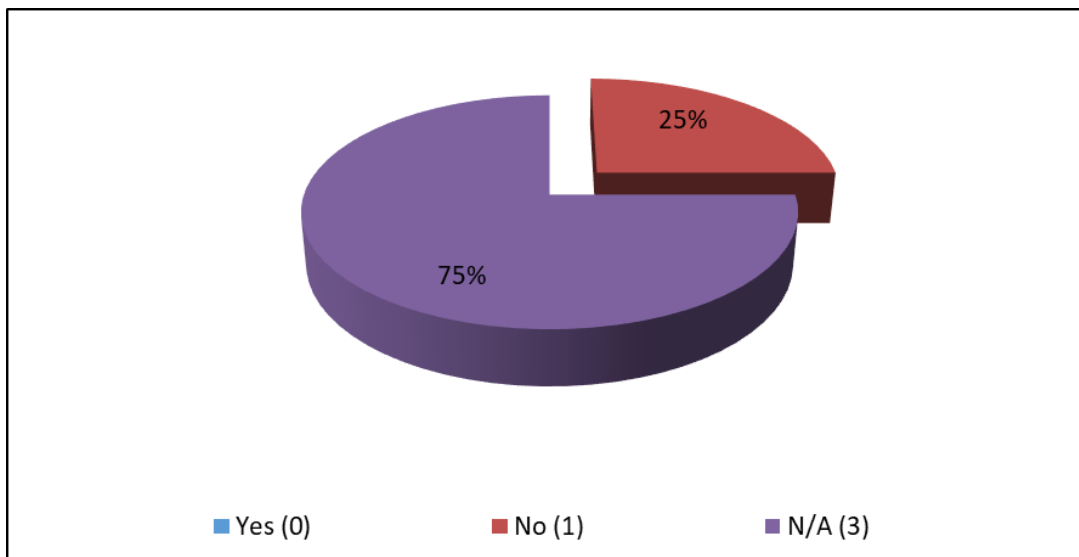
- The car failed to perform during the test drive and has been brought in since and still is broken.
- Trash.

11. If you received a decision from the arbitrator:

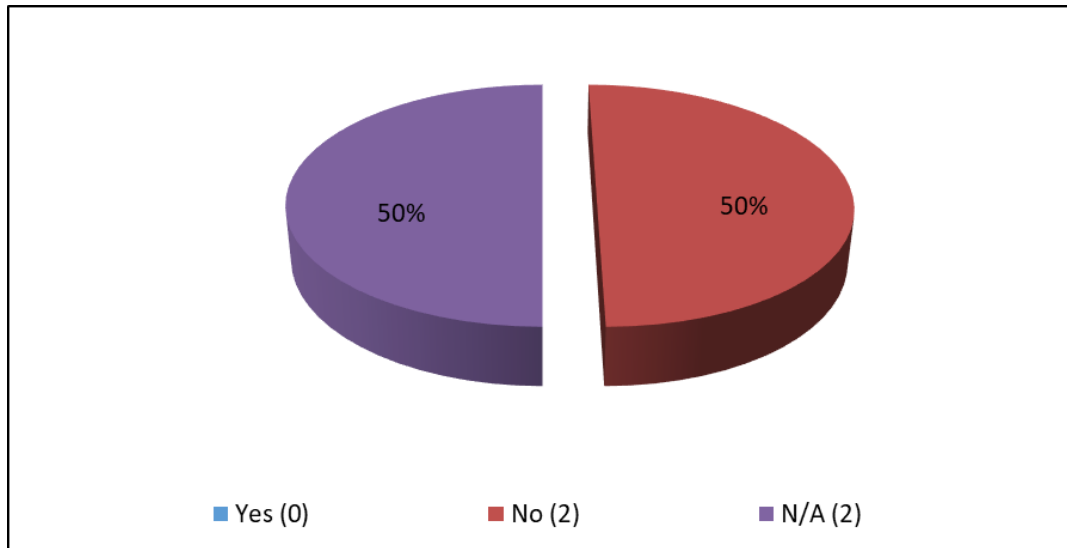
- a. Did the manufacturer perform the decision within the 30 days after you accepted the decision?**



- 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 any major changes to improve the arbitration process, what would that be?

- It should be much easier. A very time consuming and difficult process that has completely failed. I still have a lemon, I am still going to get the ar repaired. It still doesn't work.
- It took quite a while until Toyota contacted me, right up to the 30 days.
- Question and answers between manufacturer to go over expectations of the consumer.
- Give me my money I requested for the settlement.
- The dealer never mentioned this option. They had no idea how to fix the car. If a friend didn't tell me about this, I would never have known.

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

- No Post-Decision survey comments were received.

**Consumer Arbitration Program
(CAP MOTORS)**

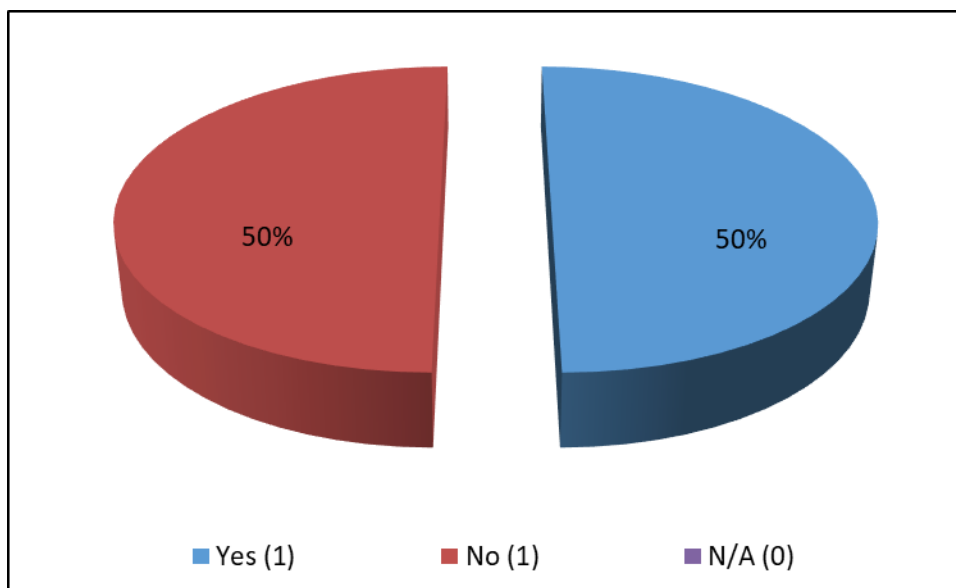
**PORSCHE CARS NORTH
AMERICA, INC.**

Porsche Cars North America, Inc.

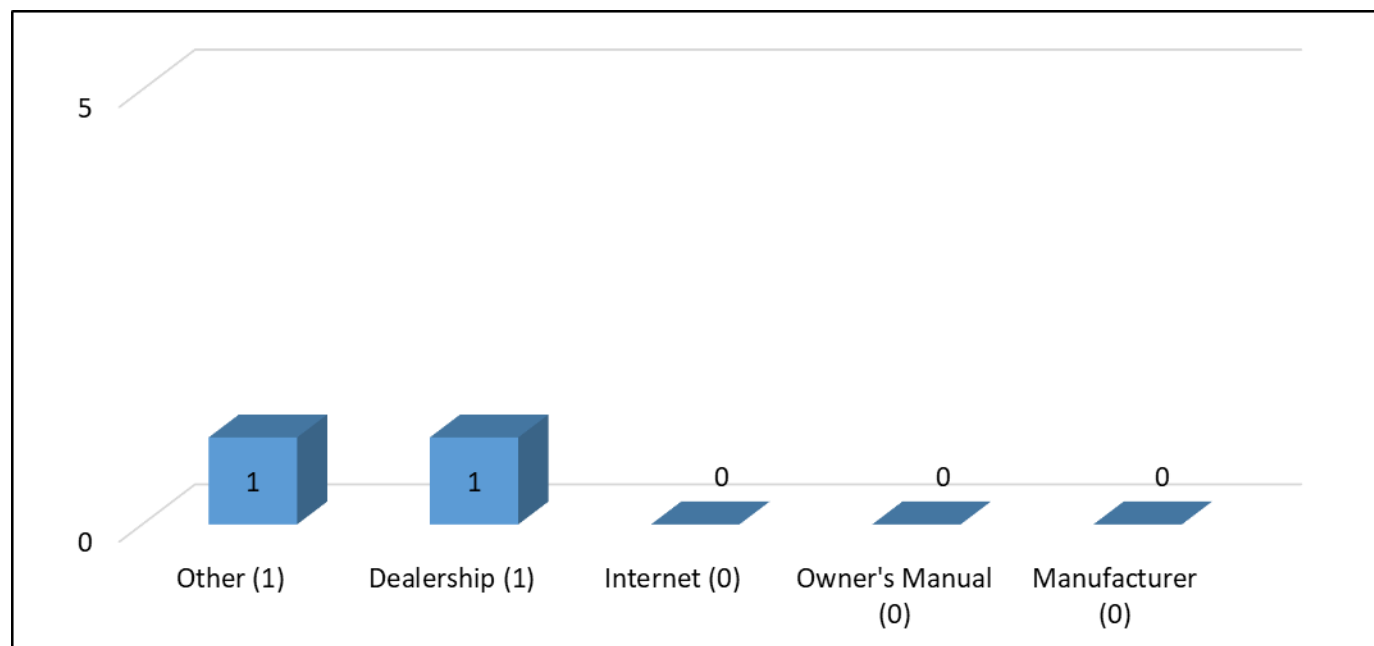
The ACP mailed, or hand delivered at the hearing, two pre-decision surveys to consumers and one consumer responded. The ACP mailed four post-decision surveys to consumers and two consumers responded. Comments that were received in response to a question are included below.

Each illustration below is a representation of the results of the survey questions. In addition, no consumers completed both the pre- and post-decision surveys.

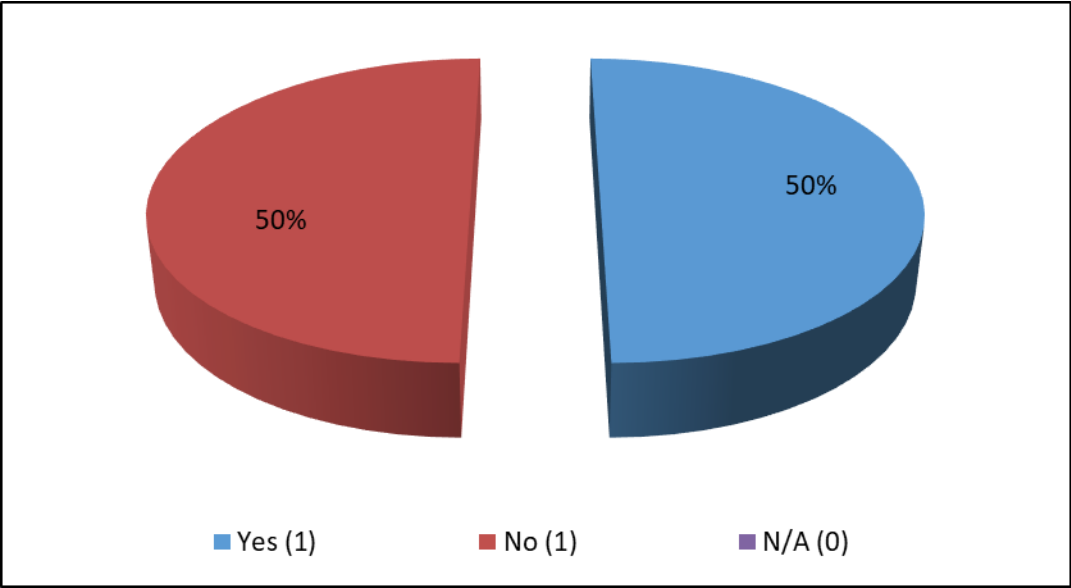
1. Before you purchased your vehicle, did you know about the California's Lemon Law?



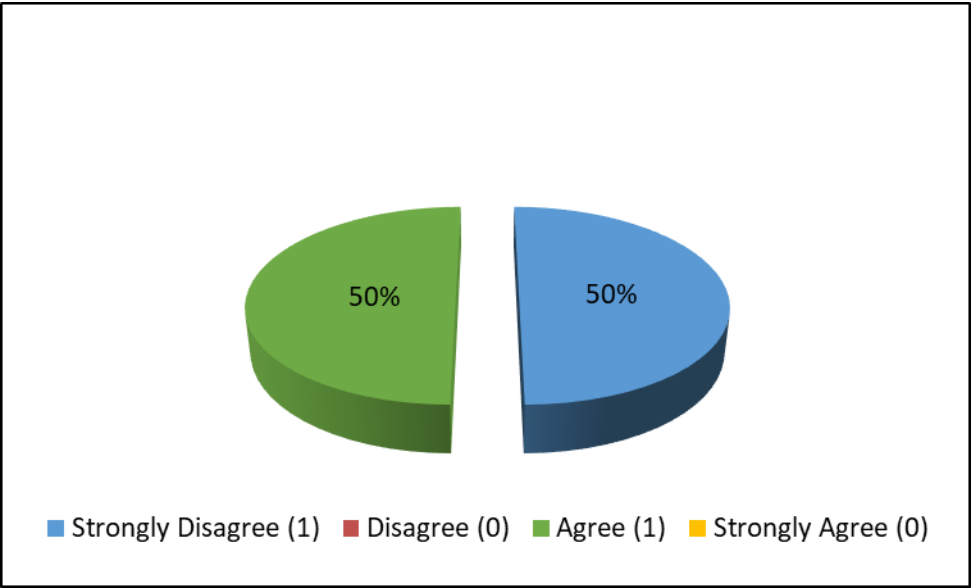
2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



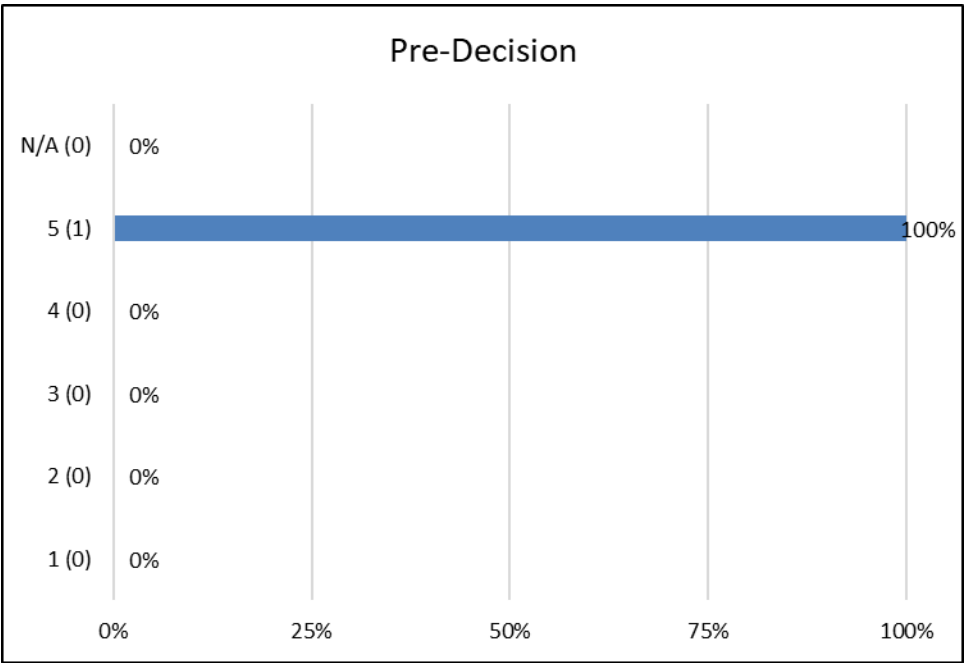
3. If you participated in a settlement or mediation process after applying for arbitration with the CAP-Motors, were you informed that it was a voluntary process?



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

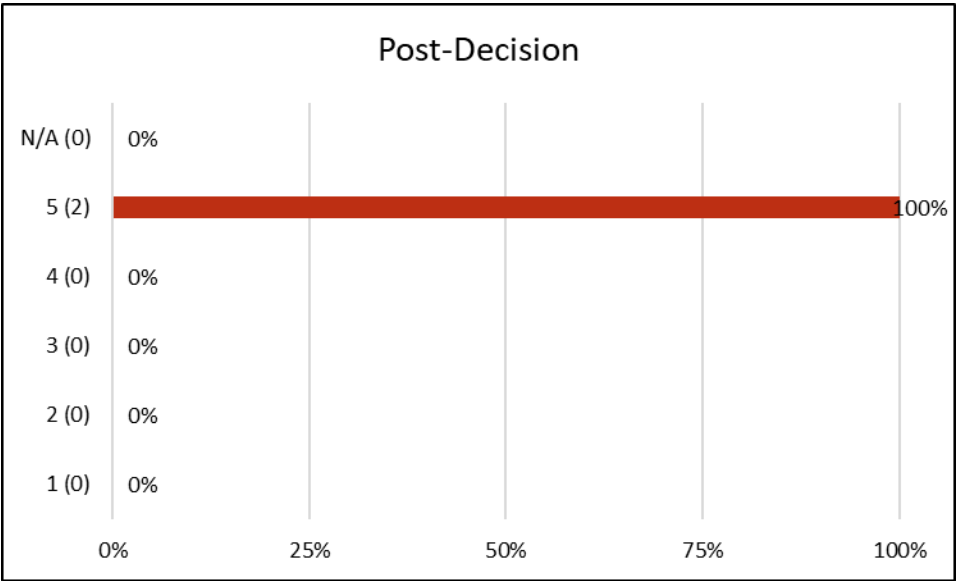


5. In terms of overall satisfaction, how would you rate your experience with the CAP-Motors staff?



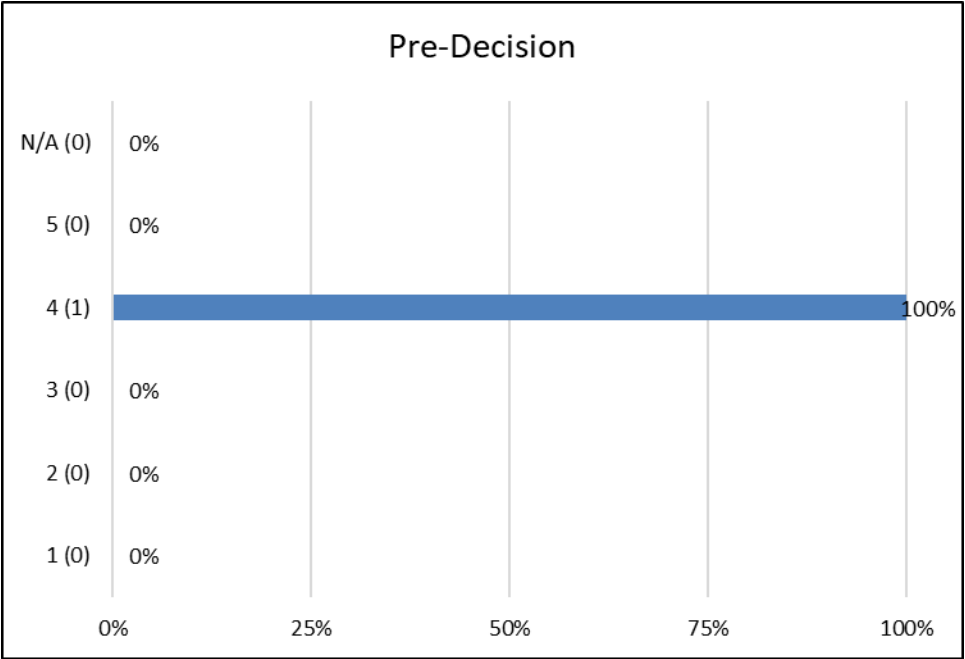
The following comment was provided on the Pre-Decision surveys:

- I wished the program also looked into dealership charges for extras.

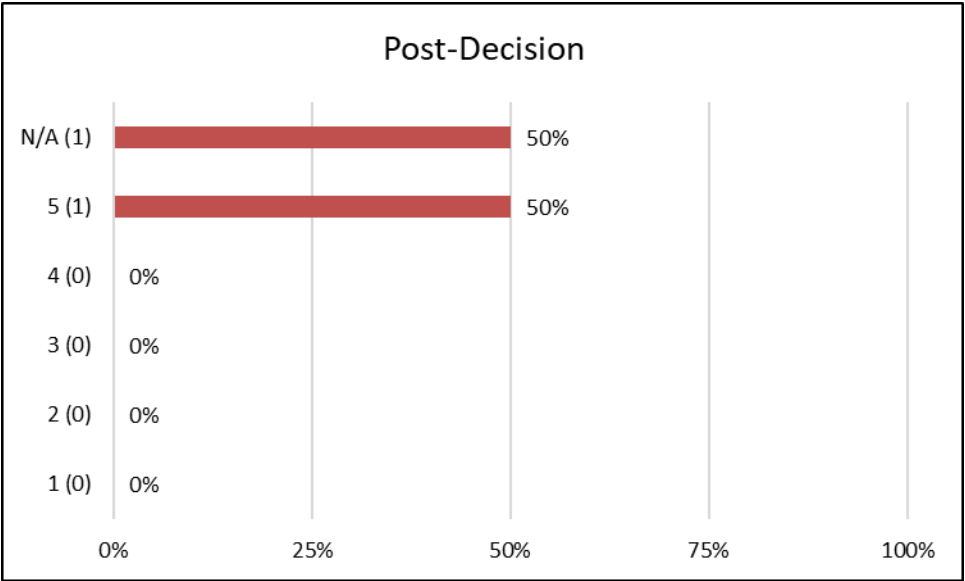


- No Post-Decision survey comments were received.

6. In terms of overall satisfaction, how would you rate your experience with:
a. The vehicle manufacturer’s representative at the hearing?

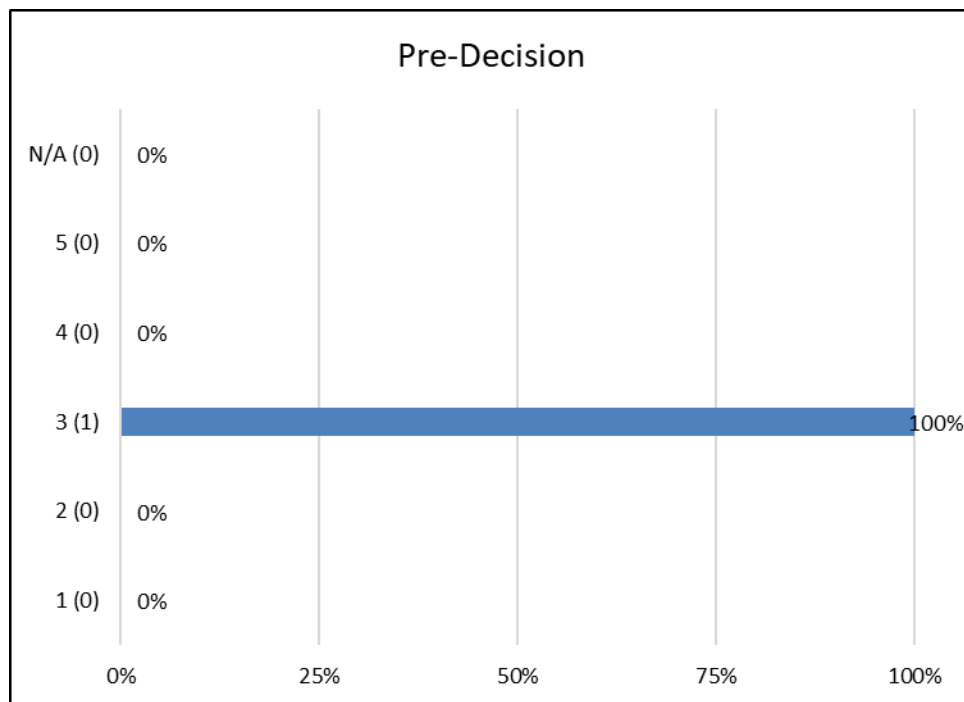


- No Pre-Decision survey comments were received.

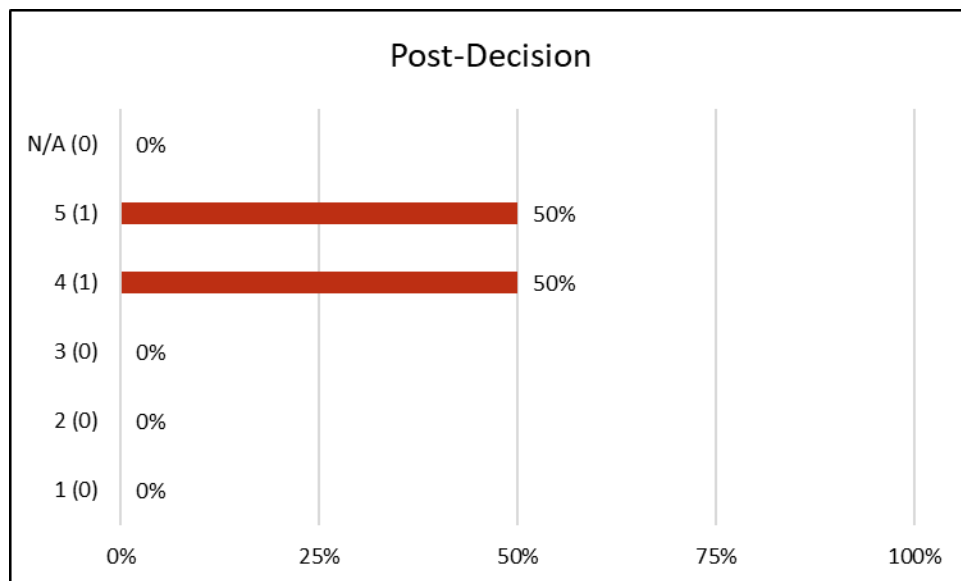


- No Post-Decision survey comments were received.

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

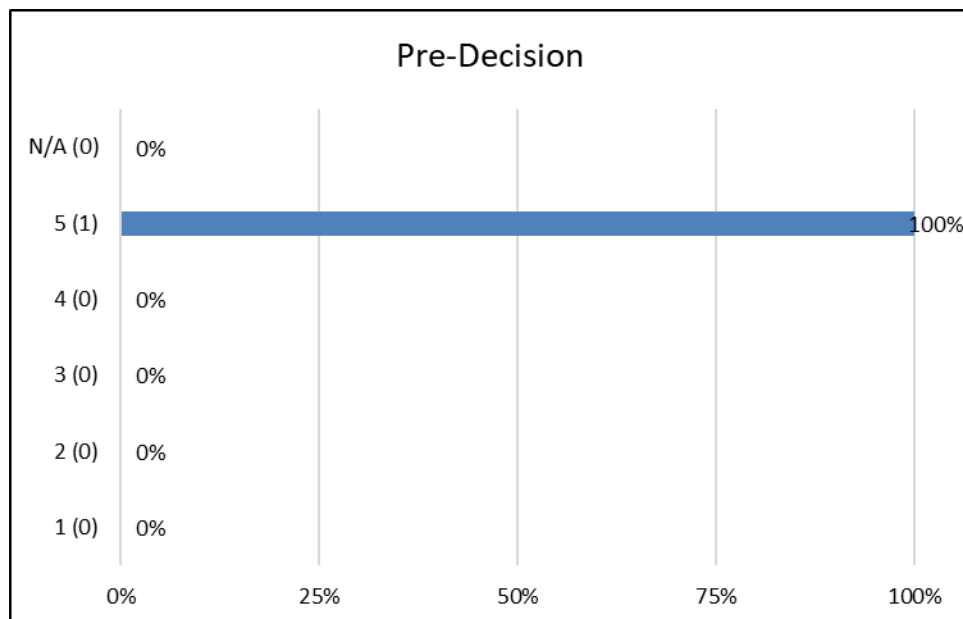


- No Pre-Decision survey comments were received.



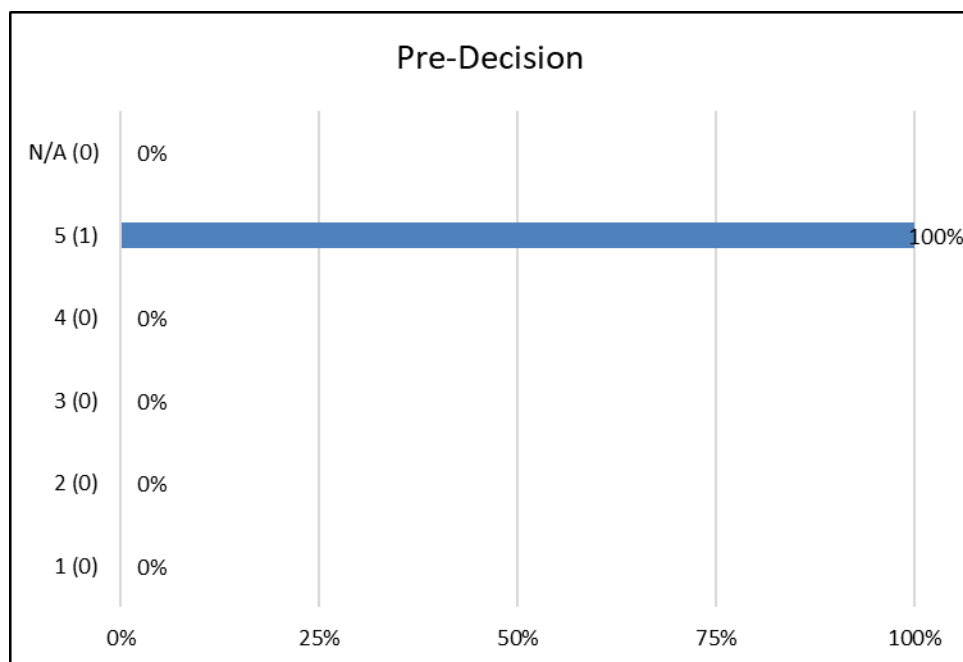
- No Pre-Decision survey comments were received.

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)



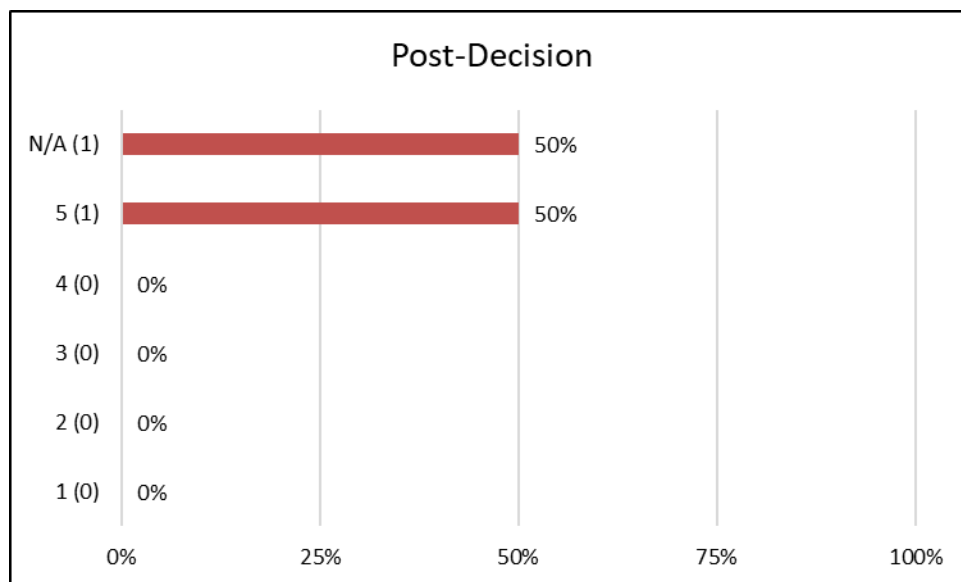
- No Pre-Decision survey comments were received.

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



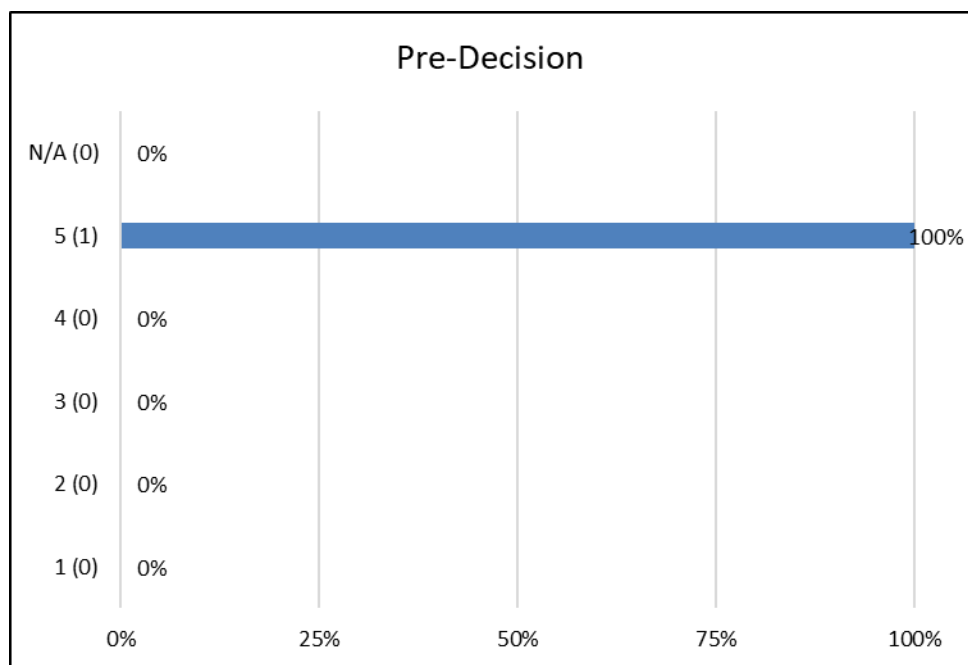
- No Pre-Decision survey comments were received.

c. The arbitrator? (Post-Decision Only)

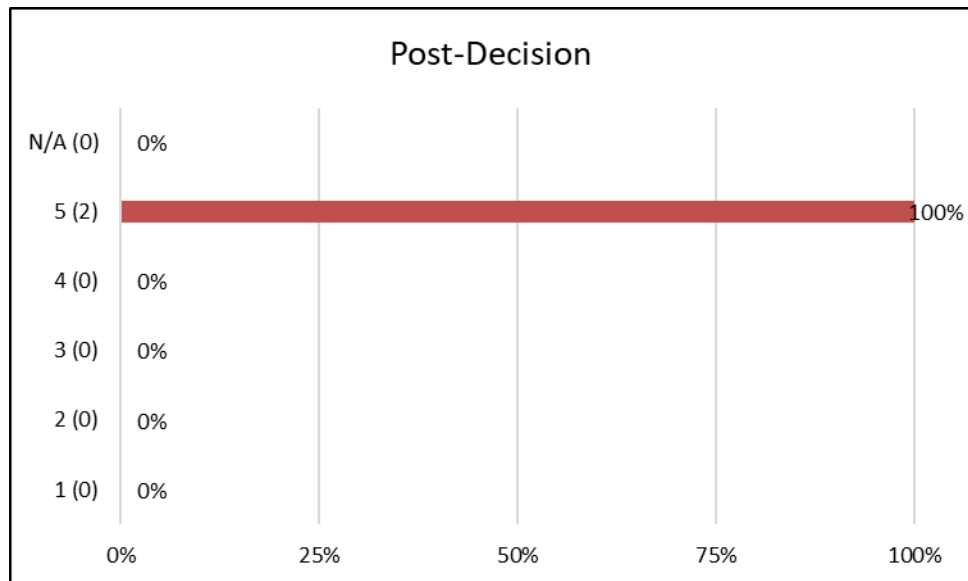


- No Post-Decision survey comments were received.

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

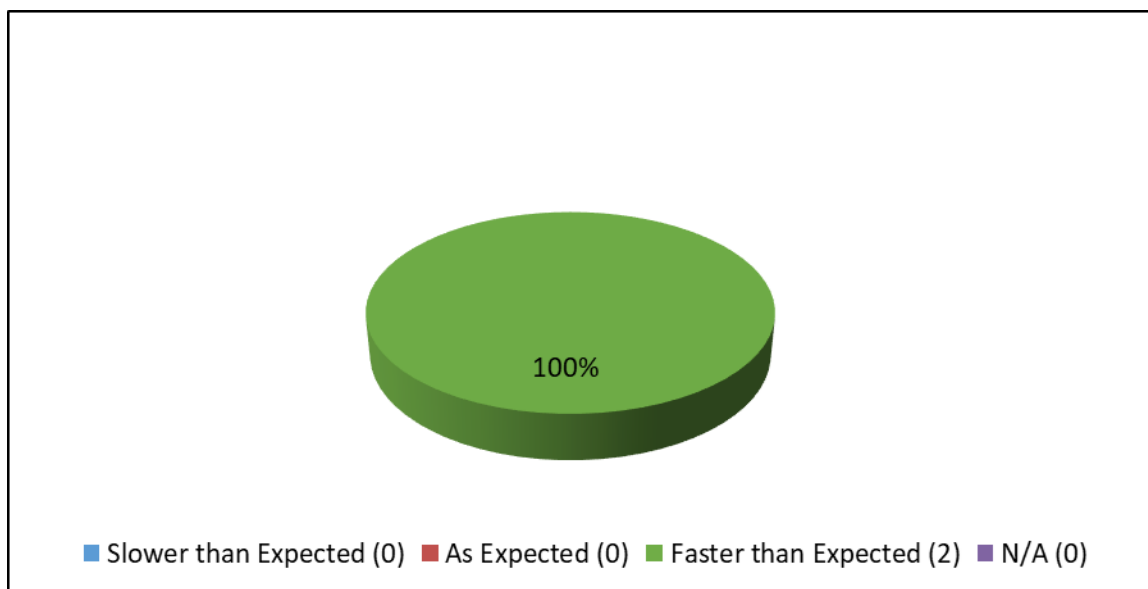


- No Pre-Decision survey comments were received.

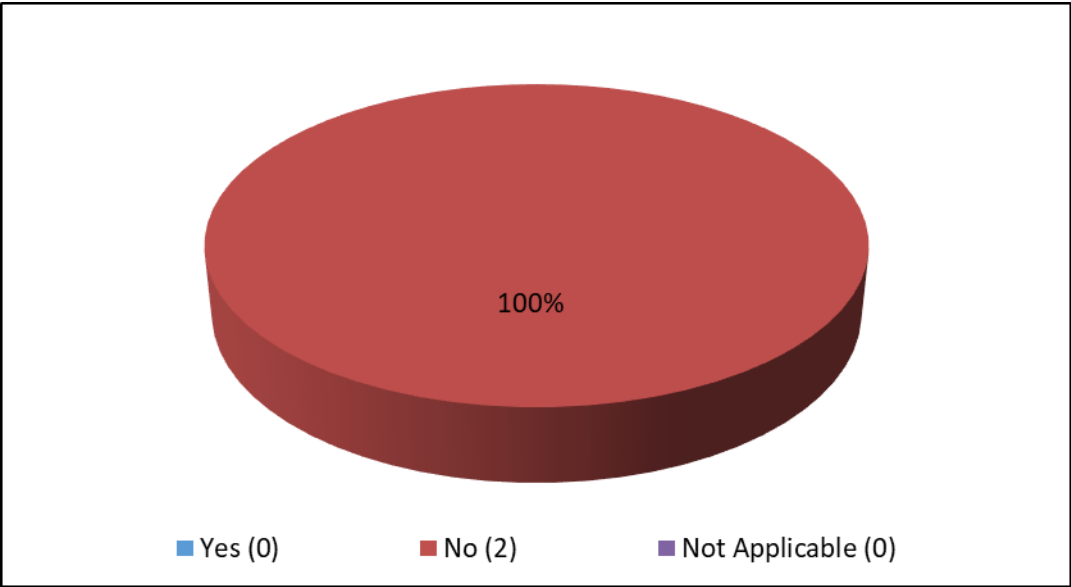


- No Post-Decision survey comments were received.

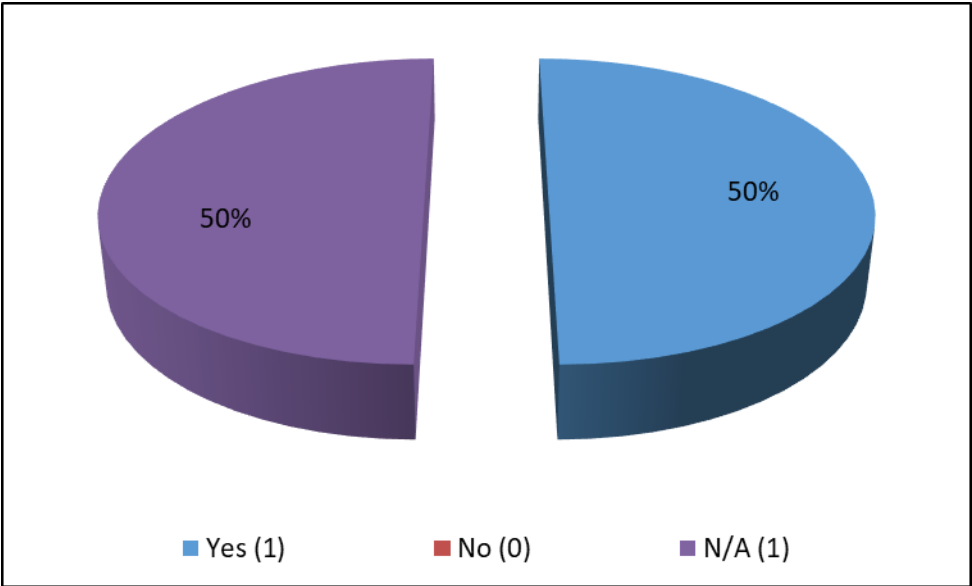
9. How would you rate the speed of the arbitration process relative to your expectations?



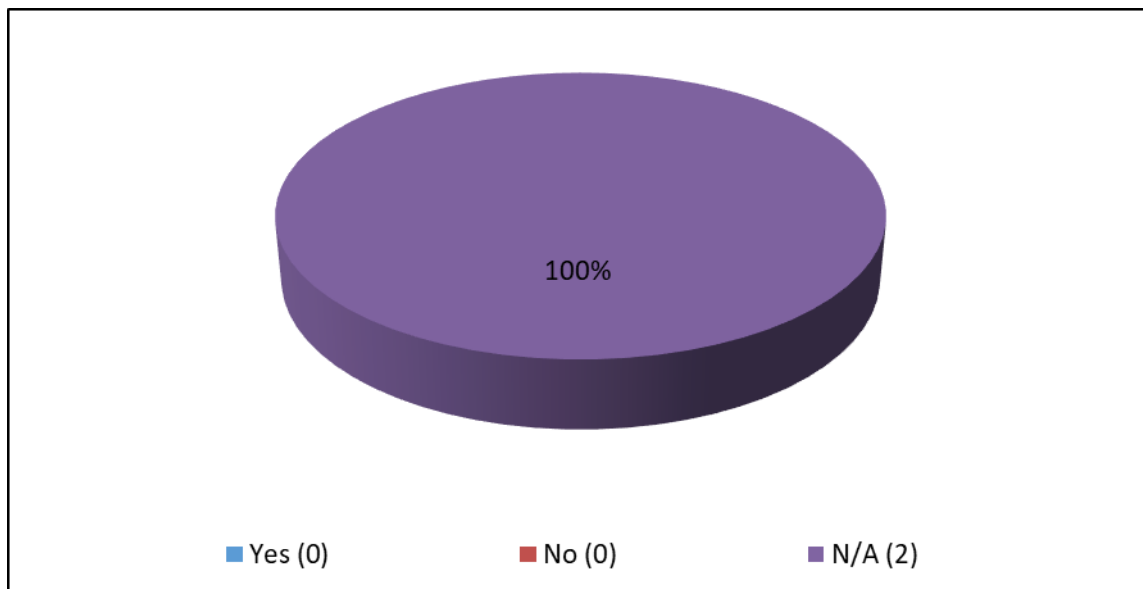
10. Were you ever denied the ability to present evidence?



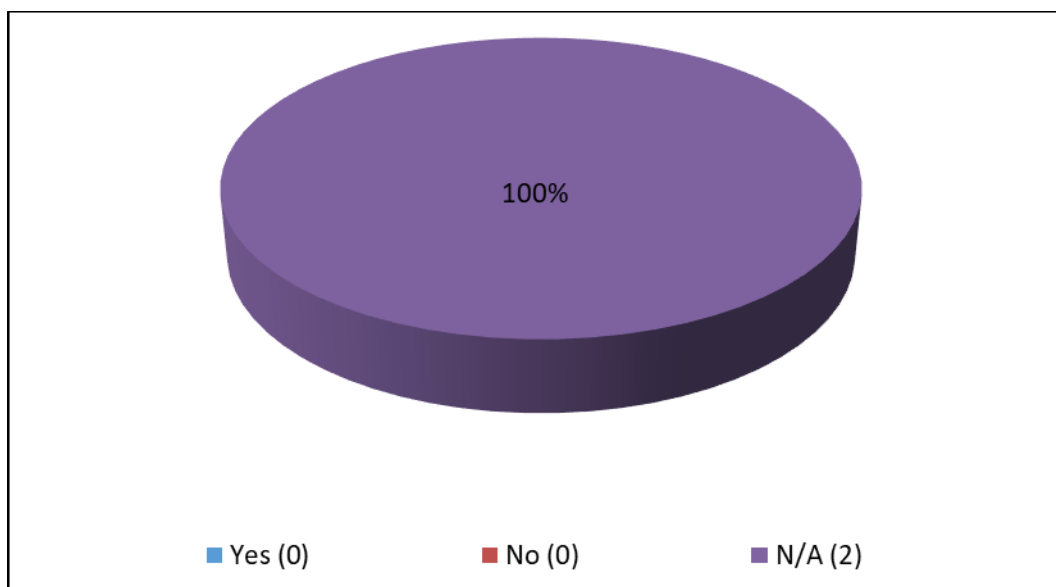
11. If you accepted the decision of the arbitrator:
- a. Did the manufacturer perform the decision within the 30 days after you accepted the decision?



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



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



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

- 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.

CONCLUSION

This year's survey shows a higher number of responses received compared to 2019. In 2020, 550 consumers participated in the state-certified arbitration process and 101 consumers participated in the survey. In 2019, 792 consumers participated in the state-certified arbitration process and 94 of those consumers participated in the survey. The responses from consumers in 2020 reflect a need for improvement in various areas.

A slight majority of consumers were informed that the settlement or mediation process was a voluntary process. In 2020, only 56% of consumers stated they were informed of the voluntary process. The programs should strive to ensure every consumer is made aware that this is a voluntary process.

Manufacturers are required to perform the arbitrated decision within the required 30 days, however 79% of the consumers responded that the decision was not performed in the required time in 2020. As a follow up question, 83 consumers were asked if they had agreed to the delay. Fifty consumers stated it did not apply to them and 24 consumers stated they did not agree to the delay. The program should strive to ensure manufacturers perform the arbitrated decision within the required timeframes.

The programs should continue to ensure consumers are aware that they could reapply for arbitration by getting an additional warranty repair, 66 of 83 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 70 consumers reported that 46 had their expectations met or exceeded and 23 consumers said the process was slower than expected. One consumer stated this question was not applicable. Programs should strive to adhere to the required timeframes.

Although 48 of 56 consumers on the Pre-Decision Survey rated their experience with the program staff with 4 and 5 ratings; that dropped to 47 of 87 consumers on the Post-Decision Survey. While one of 56 consumers on the Pre-Decision Survey rated their experience as a 1, this increased to 23 of 87 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, 45 of 57 consumers rated the arbitrator's fairness as a 4 or 5, while only three of 57 consumers rated this as a 1. On the Pre-Decision Survey 45 of 62 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 41 of 83 consumers rated their experience as a 4 and 5, while 24 rated this as a 1. Programs should ensure arbitrator's maintain neutrality and render complete and fair decisions.

Regarding the overall satisfaction of the entire arbitration process, on the Pre-Decision Survey, 42 of 57 consumer rating a 4 or 5, while eight consumers rated this as a 1. On the Post-Decision Survey, 35 of 83 consumers rated their overall satisfaction of the entire arbitration process as a 4 or 5, and 28 rated a 1. Arbitration programs should continue to strive to obtain positive ratings from consumers who have used their arbitration process.

Based on the survey's submitted by consumers, the programs shall adhere to the regulations provided by California Code of Regulations, title 16, articles 2 and 3.