



2021 CONSUMER SATISFACTION SURVEY RESULTS

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INTRODUCTION

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

Methodology

The ACP utilized two methods for polling consumers: postal service and on-line. The polling was conducted in English and Spanish. The names and contact information, of those who filed and had their case file closed within the 2021 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).

All consumers were mailed two questionnaires, which also included a website for on-line submission for the post-decision survey. This gave consumers multiple avenues for completing the questionnaires. The pre-decision survey, consisting of five 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 2021 Survey Overview

	BBB AUTO LINE	CDSP	CAP Motors	Totals
Pre-Decision Surveys	248	224	6	478
Post-Decision Surveys	222	211	4	437

The ACP contacted 478 consumers who participated in the arbitration process between January and December of 2021. Of the 478 consumers contacted, 248 utilized the BBB AUTO LINE, 224 utilized the CDSP, and 6 utilized CAP-Motors.

The ACP received 8 Pre-Decision responses from consumers who utilized BBB AUTO LINE and 18 Pre-Decision responses from consumers who utilized CDSP, and no Pre-Decision response from the consumer who utilized CAP-Motors, for a total of 26 responses.

The ACP received Post-Decision responses from 47 of the 437 consumers contacted for a response rate of 11%, showing an decrease from 2020's response rate of 18%. The 2021 total responses included: 25 responses from consumers who utilized BBB AUTO LINE, 22 responses from consumers who utilized CDSP, and no responses from consumers who utilized CAP-Motors.

The following charts 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

	1	2	3	4	5
Pre-Decision	1	2	2	3	17
Post-Decision	7	3	7	8	21

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, 17 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, 21 of the consumers rated their experience as a 5 while seven consumers rated their experience as a 1.

Experience with Arbitration Program Staff, BBB AUTO LINE

	1	2	3	4	5
Pre-Decision	1	0	1	1	5
Post-Decision	2	1	5	3	14

Experience with Arbitration Program Staff, CDSP

	1	2	3	4	5
Pre-Decision	1	2	1	2	12
Post-Decision	5	2	2	5	7

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

	1	2	3	4	5
Pre-Decision	5	4	5	2	6
Post-Decision	20	8	6	3	8

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, six of the consumers rated their experience as a 5 while five 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, eight of the consumers rated their experience as a 5 while 20 consumers rated it as a 1.

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

	1	2	3	4	5
Pre-Decision	2	2	2	1	1
Post-Decision	9	5	3	3	5

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

	1	2	3	4	5
Pre-Decision	3	2	3	1	5
Post-Decision	11	3	3	0	3

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

	1	2	3	4	5
Pre-Decision	9	4	5	1	6
Post-Decision	19	7	7	4	8

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, six of the consumers indicated that the experience was a 5 while nine 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, eight of the consumers rated their experience a 5 while 19 consumers rated it as a 1.

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

	1	2	3	4	5
Pre-Decision	2	3	2	0	1
Post-Decision	9	4	4	3	5

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

	1	2	3	4	5
Pre-Decision	7	1	3	1	5
Post-Decision	10	3	3	1	3

Experience with Arbitrator's Fairness

	1	2	3	4	5	N/A
All Programs	4	2	1	1	14	1
BBB AUTO LINE	1	0	0	0	7	0
CDSP	3	2	1	1	7	1

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, 14 of the consumers indicated that the experience was a 5 while four consumers indicated it was a 1.

Experience with Arbitrator's Understanding of Key Issues and Concerns

	1	2	3	4	5
All Programs	3	4	2	3	14
BBB AUTO LINE	0	0	0	1	6
CDSP	3	4	2	2	8

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, 14 of the consumers indicated that their experience was a 5 while three consumers indicated their experience was a 1.

Experience with Arbitrator

	1	2	3	4	5
All Programs	12	4	6	3	19
BBB AUTO LINE	6	1	4	2	11
CDSP	6	3	2	1	8

Consumers were asked to rate their experience with the arbitrator on the Post-Decision survey. On the All Programs Post-Decision charts, 19 of the consumers indicated that their experience was a 5 while 12 consumers indicated their experience was a 1.

Experience with Entire Arbitration Process, All Programs

	1	2	3	4	5	N/A
Pre-Decision	4	0	4	4	13	0
Post-Decision	15	4	3	3	18	1

Consumers were asked to rate their experience with the entire arbitration process on the Pre-Decision survey. On the All Programs Pre-Decision charts, 13 of the consumers indicated that their experience was a 5 while four 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, 18 of consumer rated their experience as a 5 while 15 consumers rated it as a 1.

Experience with Entire Arbitration Process, BBB AUTO LINE

	1	2	3	4	5	N/A
Pre-Decision	1	0	1	0	6	0
Post-Decision	7	1	3	2	9	1

Experience with Entire Arbitration Process, CDSP

	1	2	3	4	5
Pre-Decision	3	0	3	4	7
Post-Decision	8	3	0	1	9

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

	Yes	No	N/A
All Programs	25	21	1
BBB AUTO LINE	11	13	1
CDSP	14	8	0

In addition to asking consumers about their experience with various parties in the process, ACP also asked consumers whether they were informed of certain ds. Consumers were asked if before they purchased their vehicles if they knew about the California Lemon Law. 25 of the consumers answered yes while 21 answered no.

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

	Yes	No	N/A
All Programs	32	6	9
BBB AUTO LINE	19	1	5
CDSP	13	5	4

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 47 responses, 32 consumers indicated they were informed, while 6 consumers stated they were not informed, and nine consumers did not reply. There was a slight increase of consumers being notified of the voluntary settlement process from 56% in 2020 to 68% in 2021.

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

	Strongly Agree	Agree	Disagree	Strongly Disagree
All Programs	20	13	4	9
BBB AUTO LINE	8	7	4	5
CDSP	12	6	0	4

Consumers were asked if the arbitration staff provided service in a timely manner and demonstrated a willingness to address questions and concerns. 33 consumers 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?

	Slower	As Expected	Faster
All Programs	11	16	15
BBB AUTO LINE	8	7	8
CDSP	3	9	7

Consumers were asked to rate the speed of the arbitration process relative to their expectations. 31 of the consumers stated the process was “As expected” or exceeded their expectations while 11 stated it was slower than their expectations.

Were you ever denied the ability to present evidence?

	Yes	No	N/A
All Programs	6	30	8
BBB AUTO LINE	3	13	8
CDSP	3	17	0

Consumers were asked if they were ever denied the ability to present evidence. 30 consumers stated that they were not denied the ability to present evidence while 6 consumers stated they were denied the ability to present evidence.

Did the Manufacturer perform the award within 30 days after you accepted the award, if applicable?

	Yes	No	N/A
All Programs	13	10	21
BBB AUTO LINE	5	6	14
CDSP	8	4	7

Consumers were asked if the manufacturer performed the decision within the 30 days after the decision was accepted. Thirteen consumers stated the decision was performed within 30 days while ten consumers answered it was not. The remaining 21 consumers did not recall or answered, "Not applicable".

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

	Yes	No	N/A
All Programs	6	9	23
BBB AUTO LINE	6	3	16
CDSP	0	6	7

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 six consumers agreed to the delay, while nine consumers did not agree to the delay. The remaining 23 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?

	Yes	No	N/A
All Programs	6	19	17
BBB AUTO LINE	3	10	12
CDSP	3	9	5

Lastly, consumers were asked if they knew they could reapply for arbitration by obtaining an additional warranty repair. Only six consumers indicated they were aware, while 19 consumers were not aware they could reapply with an additional warranty repair. The question was not applicable to 17 consumers who completed the survey.

DATA BY MANUFACTURERS

The questionnaire data in the 2021 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
Aston Martin North America	BBB AUTO LINE	0
Bentley Motors Inc.	BBB AUTO LINE	0
Ferrari of North America, Inc.	BBB AUTO LINE	0
Lotus Cars USA, Inc.	BBB AUTO LINE	0
Maserati North America, Inc.	BBB AUTO LINE	3
Mazda North American Operations	BBB AUTO LINE	3
Kia Motors America, Inc.	BBB AUTO LINE	8
Porsche Cars North America, Inc.	CAP MOTORS	6

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
BMW OF NORTH
AMERICA, LLC.

BMW of North America, LLC.

The ACP mailed 19 pre-decision surveys to consumers and two consumers responded. The ACP mailed 18 post-decision surveys to consumers and six consumers responded. Comments that were received in response to a question are included below.

Below are the results of the survey questions. In addition, no 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? (Post-decision survey question only)**
 - Yes (1)
 - No (4)
 - N/A (1)
- 2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law? (Post-decision survey question only)**
 - Internet (2)
 - Other (4) – (Consumers did not provide details)
- 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? (Post-decision survey question only)**
 - Yes (1)
 - No (0)
 - N/A (5)
- 4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns. (Post-decision survey question only)**
 - Strongly Agree (1)
 - Agree (2)
 - Disagree (2)
 - Strongly Disagree (1)

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

- Excellent program. Great communication.

- 5. In terms of overall satisfaction, how would you rate your experience with the BBB AUTO LINE Staff (1 being worst to 5 being best)? (Question on both pre and post-decision surveys)**

Pre-Decision

- 1 (0)
- 2 (0)
- 3 (0)
- 4 (1)
- 5 (1)

Post-Decision

- 1 (1)
- 2 (1)
- 3 (2)
- 4 (1)
- 5 (1)

No comments were provided on the pre-decision surveys.

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

- I had to make several phone calls and sent several emails to get a response.
- The decision was not within 40 days.
- Outstanding program to fight for what is right. Great job.

- 6. In terms of overall satisfaction, how would you rate your experience with:**
a. The Manufacturer Representative at the hearing? (Question on both pre and post-decision surveys)

Pre-Decision

- 1 (0)
- 2 (2)
- 3 (0)
- 4 (0)
- 5 (0)

Post-Decision

- 1 (2)
- 2 (3)
- 3 (1)
- 4 (0)
- 5 (0)

No comments were provided on the surveys.

- b. The Manufacturer Representative(s) from the time you filed your arbitration case? (Question on both pre and post-decision surveys)**

Pre-Decision

- 1 (1)
- 2 (0)
- 3 (1)
- 4 (0)
- 5 (0)

Post-Decision

- 1 (2)
- 2 (3)
- 3 (0)
- 4 (1)
- 5 (0)

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

- Repeatedly lied under oath. Always had delays in responding to comments.
- Did not bother to come to hearing. Useless, absolutely useless.

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

- Did not get manufacturers response prior to hearing.
- While respectful, BMW ultimately blamed the consumer for the concerns without evidence to support the conclusions.

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 survey question only)

- 1 (0)
- 2 (0)
- 3 (0)
- 4 (0)
- 5 (2)

No comments were provided on the pre-decision surveys.

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

- 1 (0)
- 2 (0)
- 3 (0)
- 4 (1)
- 5 (1)

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

- I understand the Act's guidelines but the BBB pamphlet specifically states that the Manufacturer has two repair attempts (not four) and given their 10 day inspection they had 26 – not 16.

c. The arbitrator? (Post-Decision survey question only)

- 1 (3)
- 2 (1)
- 3 (1)
- 4 (0)
- 5 (1)

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

- I felt that I proved my case. BMW however did not and won the case. What BMW stated did not pertain to my vehicle.
- Great job. Kept things on course and was understanding.
- The arbitrator's knowledge of the law was lacking.
- The arbitrator failed to follow the law on several occasions, which led to an improper decision.
- Misapplied the law of the Tanner Consumer Protection Act.

8. In terms of overall satisfaction, how would you rate your experience with the entire arbitration process? (Question on both pre and post-decision surveys)

Pre-Decision

- 1 (0)
- 2 (0)
- 3 (1)
- 4 (0)
- 5 (1)

Post-Decision

- 1 (3)
- 2 (1)
- 3 (1)
- 4 (0)
- 5 (1)

No comments were provided on the pre-decision surveys.

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

- It was not timely and the arbitrator did not properly apply the law.
- As stated above, the arbitrator for our claim failed to adhere to the Song-Beverly Act.
- They did not go by FACTS.

9. How would you rate the speed of the arbitration process relative to your expectations? (Post-decision survey question only)

- Slower than Expected (3)
- As Expected (1)
- Faster than Expected (2)

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

- The process was supposed to take place within 40 days, but it did not.
- The decision issued failed to conform with section 22 of the BBB AUTO LINE Rules in that the process took well over 40 days to complete.

10. Were you ever denied the ability to present evidence? (Post-decision survey question only)

- Yes (0)
- No (1)
- N/A (5)

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

- I had emails and videos. The Rep. at BMW stated that this was an unusual situation. But doing arbitration they came up with something that said this noise was normal. But I have emails from BMW service saying they had never had this problem. So how is it NORMAL. Frustrated.
- However, the evidence that the defect still exists was ignored.

11a. Did the Manufacturer perform the award within the 30 days after you accepted the award, if applicable? (Post-decision survey question only)

- Yes (0)
- No (1)
- N/A (5)

b. If the performance of the award was over 30 days, did you agree to the delay? (Post-decision survey question only)

- Yes (1)
- No (0)
- N/A (5)

12. If your claim was denied, did you know you could reapply for arbitration by getting an additional warranty repair? (Post-decision survey question only)

- Yes (2)
- No (4)
- N/A (0)

13. If you could think of one major change to improve the arbitration process, what would that be? (Post-decision survey question only)

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

- To be timely and for the arbitrator to understand and follow California's lemon law.
- No, I don't think the process was fair to the consumer.
- To please go with the proven facts. I believe I lost the case because it was BMW. It was a total waste of my time. I had video evidence that was ignored.
- We would recommend the BBB AUTO LINE ensure that the arbitrators they retain understand and are familiar with the Song Beverly Act. As reflected in our complaint letter, the arbitrator contradicted the law on at least three occasions in her decision. This process is unavailing if the BBB AUTO LINE cannot issue decisions that comport with the law.

14. What, if any, difficulties or challenges did you experience during the filing process?
(Pre-decision survey question only)
No comments were provided.

BBB AUTO LINE

FORD MOTOR COMPANY

Ford Motor Company

The ACP mailed 42 pre-decision surveys to consumers and three consumers responded. The ACP mailed 42 post-decision surveys to consumers and four consumers responded. Comments that were received in response to a question are included below.

Below are the results of the survey questions. In addition, no 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? (Post-decision survey question only)**
 - Yes (3)
 - No (1)
 - N/A (0)
- 2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law? (Post-decision survey question only)**
 - Dealership (2)
 - Internet (1)
 - Other (1) (Consumer did not provide details)
- 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? (Post-decision survey question only)**
 - Yes (4)
 - No (0)
 - N/A (0)
- 4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns. (Post-decision survey question only)**
 - Strongly Agree (1)
 - Agree (1)
 - Disagree (2)
 - Strongly Disagree (0)

No comments were provided on the post-decision surveys.

- 5. In terms of overall satisfaction, how would you rate your experience with the BBB AUTO LINE Staff (1 being worst to 5 being best)? (Question on both pre and post-decision surveys)**

Pre-Decision

- 1 (1)
- 2 (0)
- 3 (0)
- 4 (0)
- 5 (2)

Post-Decision

- 1 (0)
- 2 (0)
- 3 (2)
- 4 (0)
- 5 (2)

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

- My appointed arbitrator was made it seem like he was representing Ford Motors instead of my case.
- Everyone was very helpful and knowledgeable.
- The process was explained very well and I felt that I was truly heard without bias (finally).

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

- A bit scattered with providing updated information. The login also had technical glitches which lead to them assigning a second case number.

- 6. In terms of overall satisfaction, how would you rate your experience with:**
- a. The Manufacturer Representative at the hearing? (Question on both pre and post-decision surveys)**

Pre-Decision

- 1 (2)
- 2 (0)
- 3 (1)
- 4 (0)
- 5 (0)

Post-Decision

- 1 (1)
- 2 (1)
- 3 (1)
- 4 (0)
- 5 (1)

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

- They showed up via writing – showing how little time or care they have given me, to date.
- She did what was necessary per Ford's instructions.
- She was focused on safety, and that was not the issue. My car was for a defect.

No comments were provided on the post-decision surveys.

b. The Manufacturer Representative(s) from the time you filed your arbitration case? (Question on both pre and post-decision surveys)

Pre-Decision

- 1 (1)
- 2 (2)
- 3 (0)
- 4 (0)
- 5 (0)

Post-Decision

- 1 (1)
- 2 (1)
- 3 (1)
- 4 (0)
- 5 (1)

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

- The concierge service stunk, two different stories and no proper follow through. They are one of the reasons I traded car off so soon.
- Communication was very delayed (I was later told that she is a part time employee – which I find odd). It definitely felt as though she was on “the other team”.
- No contact.

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

- The manufacturer rep was rude, short and not willing to listen.
- I felt stonewalled and not taken seriously.

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 survey question only)

- 1 (1)
- 2 (0)
- 3 (0)
- 4 (0)
- 5 (2)

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

- Was not on my side at all. He was a fan of Ford Motors.
- He was very clear with his neutrality.
- She stood by the law which I could understand.

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

- 1 (0)
- 2 (0)
- 3 (0)
- 4 (0)
- 5 (2)

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

- Not for my case.
- It was a complicated case and he worked hard to understand and organize the information.
- Very good as I mentioned before she followed the law.

c. The arbitrator? (Post-decision survey question only)

- 1 (2)
- 2 (0)
- 3 (1)
- 4 (0)
- 5 (1)

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

- Did a great job.
- Some evidence that I presented was not factored in. My car has had the same breakdown twice since the hearing.
- Late and very slow for decision. Hearing on July 7, 2021, and decision was made on August 20, 2021.

8. In terms of overall satisfaction, how would you rate your experience with the entire arbitration process? (Question on both pre and post-decision surveys)

Pre-Decision

- 1 (1)
- 2 (0)
- 3 (0)
- 4 (0)
- 5 (2)

Post-Decision

- 1 (2)
- 2 (0)
- 3 (1)
- 4 (0)
- 5 (1)

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

- I learned a good lesson never trust the dealership I should of taken the car in each time I had a problem instead of their advice of making a list. I felt they knew the car had problems.
- Even if the decision didn't go my way, I felt that I was finally listened to without bias and all involved on the BBB side were very professional.
- Would never use again.

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

- Arbitrator decision is to repair, but Ford declined to accept the decision. Entire process to me is a joke, no one does comply or do things on time.

9. How would you rate the speed of the arbitration process relative to your expectations? (Post-decision survey question only)

- Slower than Expected (3)
- As Expected (0)
- Faster than Expected (0)

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

- What was to have been 60 days took months.
- Slow slow slow. It's very frustrating waiting on arbitrator and when you get the decision , manufacturer doesn't comply.

10. Were you ever denied the ability to present evidence? (Post-decision survey question only)

- Yes (1)
- No (0)
- N/A (3)

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

- Evidence that I attempted to include after the hearing was scheduled and before the hearing occurred was not factored in.

11a. Did the Manufacturer perform the award within the 30 days after you accepted the award, if applicable? (Post-decision survey question only)

- Yes (1)
- No (1)
- N/A (2)

b. If the performance of the award was over 30 days, did you agree to the delay? (Post-decision survey question only)

- Yes (0)
- No (1)
- N/A (3)

12. If your claim was denied, did you know you could reapply for arbitration by getting an additional warranty repair? (Post-decision survey question only)

- Yes (0)
- No (2)
- N/A (2)

13. If you could think of one major change to improve the arbitration process, what would that be? (Post-decision survey question only)

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

- The arbitrator only considered what his inspector reported and not evidence presented by me. An initial offer of extended warranty coverage and \$1,000.00 was rescinded.
- Nothing comes to mind.
- To have arbitrator render decision on time and to have manufacturer to comply with arbitrators decision. Ford did not want to accept arbitrator decision to repair. Now waiting on arbitrator to order Ford to repurchase. BBB is uncooperative. Please help.
- Why does it matter how many vehicles you own to go through arbitration?

14. What, if any, difficulties or challenges did you experience during the filing process? (Pre-decision survey question only)

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

- No issues.

BBB AUTO LINE
GENERAL MOTORS, LLC.

General Motors LLC

The ACP mailed 60 pre-decision surveys to consumers and two consumers responded. The ACP mailed 60 post-decision surveys to consumers and four consumers responded. Comments that were received in response to a question are included below. Below are the results of the survey questions. In addition, no 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? (Post-decision survey question only)**
 - Yes (2)
 - No (2)
- 2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law? (Post-decision survey question only)**
 - Internet (2)
 - Dealership (2)
 - Owner's Manual / Warranty Booklet (1)
- 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? (Post-decision survey question only)**
 - Yes (3)
 - No (1)
- 4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns. (Post-decision survey question only)**
 - Strongly Agree (2)
 - Agree (1)
 - Strongly Disagree (1)

No comments were provided.

- 5. In terms of overall satisfaction, how would you rate your experience with the BBB AUTO LINE Staff (1 being worst to 5 being best)? (Question on both pre and post-decision surveys)**

Pre-Decision

- 1 (0)
- 2 (0)
- 3 (0)
- 4 (0)
- 5 (2)

Post-Decision

- 1 (1)
- 2 (0)
- 3 (1)
- 4 (0)
- 5 (2)

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

- She was very good at explaining the process.

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

- I feel like it was very one sided.

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

a. The Manufacturer Representative at the hearing? (Question on both pre and post-decision surveys)

Pre-Decision

- 1 (0)
- 2 (0)
- 3 (1)
- 4 (1)
- 5 (0)

Post-Decision

- 1 (3)
- 2 (0)
- 3 (1)
- 4 (0)
- 5 (0)

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

- As a company, only the guarantee is based and when it is spent and you spend them, I will have to pay them and they will cost.

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

- He was horrible; not even a GM employee.

b. The Manufacturer Representative(s) from the time you filed your arbitration case? (Question on both pre and post-decision surveys)

Pre-Decision

- 1 (0)
- 2 (1)
- 3 (1)
- 4 (0)
- 5 (0)

Post-Decision

- 1 (3)
- 2 (0)
- 3 (1)
- 4 (0)
- 5 (0)

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

- I know that it is a difficult to accept a car with defects and even more so when it is new and after 2 months it does not have the right to correct it.

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

- Absolutely horrible man – condescending and not at all interested in negotiating.

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 survey question only)

- 1 (0)
- 2 (0)
- 3 (0)
- 4 (0)
- 5 (2)

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

- Excellent use of time necessary to listen to our experiences.

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

- 1 (0)
- 2 (0)
- 3 (0)
- 4 (0)
- 5 (2)

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

- If I listen to the bad experiences that electrical malfunction entails, and consequences, I understood.

c. The Arbitrator? (Post-decision survey question only)

- 1 (1)
- 2 (0)
- 3 (2)
- 4 (0)
- 5 (2)

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

- His hands were tied.

8. In terms of overall satisfaction, how would you rate your experience with the entire arbitration process? (Question on both pre and post-decision surveys)

Pre-Decision

- 1 (0)
- 2 (0)
- 3 (0)
- 4 (0)
- 5 (2)

Post-Decision

- 1 (2)
- 2 (0)
- 3 (0)
- 4 (1)
- 5 (1)

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

- I had a good experience, I hope that as consumers pay more attention to buying any item, we should do an investigation before buying because daily use is different than just doing one-day tests.

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

- Definitely will not use it again.

9. How would you rate the speed of the arbitration process relative to your expectations? (Post-decision question only)

- Slower than Expected (1)
- As Expected (3)
- Faster than Expected (0)

No comments were provided.

10. Were you ever denied the ability to present evidence? (Post-decision question only)

- Yes (1)
- No (3)

No comments were provided.

11.a. Did the Manufacturer perform the award within the 30 days after you accepted the award? (Post-decision question only)

- Yes (0)
- No (1)
- N/A (3)

b. If the performance of the award was over 30 days, did you agree to the delay? (Post-decision question only)

- Yes (2)
- No (0)
- N/A (2)

12. If your claim was denied, did you know you could reapply for arbitration by getting an additional warranty repair? (Post-decision question only)

- Yes (0)
- No (3)
- N/A (1)

13. If you could think of one major change to improve the arbitration process, what would that be? (Post decision survey question only)

- If there's a known issue w/ the vehicles, not everyone should have to go through complaint process to address it.

14. What, if any, difficulties or challenges did you experience during the filing process? (Pre-decision survey question only)

- Communication at times my telephone lost the signal and did not listen to the complete conversation.
- None

BBB AUTO LINE

HYUNDAI MOTOR

AMERICA/GENESIS

Hyundai Motor America/Genesis

The ACP mailed 14 pre-decision surveys to consumers and no consumers responded. The ACP mailed 18 post-decision surveys to consumers and four consumers responded. Comments that were received in response to a question are included below. Below are 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? (Post-decision survey question only)**
 - Yes (3)
 - No (1)
 - N/A (0)
- 2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law? (Post-decision survey question only)**
 - Owners Manual (1)
 - Other (3) (consumer did not provide details)
- 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? (Post-decision survey question only)**
 - Yes (4)
 - No (0)
 - N/A(0)
- 4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns. (Post-decision survey question only)**
 - Strongly Agree (3)
 - Agree (0)
 - Disagree (0)
 - Strongly Disagree (1)

5. In terms of overall satisfaction, how would you rate your experience with the BBB AUTO LINE Staff (1 being worst to 5 being best)? (Question on both pre and post-decision surveys)

No pre-decision surveys were received.

Post-Decision

- 1 (0)
- 2 (0)
- 3 (0)
- 4 (1)
- 5 (3)

One consumer commented that the arbitration staff could not answer questions specific to California law.

6. In terms of overall satisfaction, how would you rate your experience with:
- a. The Manufacturer Representative at the hearing? (Question on both pre and post-decision surveys)

No pre-decision surveys were received.

Post-Decision

- 1 (2)
- 2 (0)
- 3 (0)
- 4 (1)
- 5 (1)

No comments were provided on the surveys

- b. The Manufacturer Representative(s) from the time you filed your arbitration case? (Question on both pre and post-decision surveys)

No pre-decision surveys were received.

Post-Decision

- 1 (2)
- 2 (0)
- 3 (1)
- 4 (0)
- 5 (1)

No comments were provided on the post-decision survey.

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 survey question only)

No pre-decision surveys were received.

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

No pre-decision surveys were received.

- c. the Arbitrator? (Post-decision survey question only)

- 1 (1)
- 2 (0)
- 3 (0)
- 4 (1)
- 5 (2)

One consumer commented that arbitrator did not listen and decided on a repair.

8. In terms of overall satisfaction, how would you rate your experience with the entire arbitration process? (Question on both pre and post-decision surveys)

No Pre-Decision surveys were received.

Post-Decision

- 1 (0)
- 2 (0)
- 3 (0)
- 4 (1)
- 5 (2)

One consumer did not provide a response to this question. **No comments were provided on the surveys**

9. How would you rate the speed of the arbitration process relative to your expectations? (Post-decision survey question only)

- Slower than Expected (0)
- As Expected (2)
- Faster than Expected (2)

One consumer commented that the arbitration process was too fast.

10. Were you ever denied the ability to present evidence? (Post-decision survey question only)

- Yes (1)
- No (3)

No comments were provided.

11. a. Did the Manufacturer perform the award within the 30 days after you accepted the award? (Post-decision survey question only)

- Yes (0)
- No (2)
- N/A (2)

b. If the performance of the award was over 30 days, did you agree to the delay? (Post-decision survey question only)

- Yes (2)
- No (0)
- N/A (2)

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

- Yes (1)
- No (0)
- N/A (3)

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

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

- Once replacement vehicle is selected, create faster process to complete entire procedure.

14. What, if any, difficulties or challenges did you experience during the filing of the process? (Pre-decision survey question only)

No pre-decision surveys were received.

BBB AUTO LINE

JAGUAR LAND ROVER

NORTH AMERICA, LLC.

Jaguar Land Rover North America, LLC

The ACP mailed 19 pre-decision surveys to consumers and no consumers responded. The ACP mailed 18 post-decision surveys to consumers and one consumer responded. Comments that were received in response to a question are included below.

Below are the results of the survey questions. In addition, no 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? (Post-decision survey question only)**
 - Yes (0)
 - No (1)
 - N/A (0)
- 2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law? (Post-decision survey question only)**
 - Other (1) (Consumer did not provide details)
- 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? (Post-decision survey question only)**
 - Yes (1)
 - No (0)
 - N/A (0)
- 4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns. (Post-decision survey question only)**
 - Strongly Agree (0)
 - Agree (1)
 - Disagree (0)
 - Strongly Disagree (0)

No comments were provided on the post-decision survey.

5. In terms of overall satisfaction, how would you rate your experience with the BBB AUTO LINE Staff (1 being worst to 5 being best)? (Question on both pre and post-decision surveys)

No pre-decision surveys were received.

Post-Decision

- 1 (0)
- 2 (0)
- 3 (0)
- 4 (1)
- 5 (0)

No comments were provided on the post-decision survey.

6. In terms of overall satisfaction, how would you rate your experience with:
- a. The Manufacturer Representative at the hearing? (Question on both pre and post-decision surveys)

No pre-decision surveys were received.

Post-Decision

- 1 (0)
- 2 (0)
- 3 (0)
- 4 (1)
- 5 (0)

No comments were provided on the post-decision survey.

- b. The Manufacturer Representative(s) from the time you filed your arbitration case? (Question on both pre and post-decision surveys)

No pre-decision surveys were received.

Post-Decision

- 1 (0)
- 2 (0)
- 3 (0)
- 4 (1)
- 5 (0)

No comments were provided on the post-decision survey.

- 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 survey question only)

No pre-decision surveys were received.

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

No pre-decision surveys were received.

- c. The arbitrator? (Post-decision survey question only)**

- 1 (0)
- 2 (0)
- 3 (0)
- 4 (1)
- 5 (0)

No comments were provided on the post-decision survey.

- 8. In terms of overall satisfaction, how would you rate your experience with the entire arbitration process? (Question on both pre and post-decision surveys)**

No pre-decision surveys were received.

Post-Decision

- 1 (0)
- 2 (0)
- 3 (1)
- 4 (0)
- 5 (0)

No comments were provided on the post-decision survey.

- 9. How would you rate the speed of the arbitration process relative to your expectations? (Post-decision survey question only)**
- Slower than Expected (1)
 - As Expected (0)
 - Faster than Expected (0)

No comments were provided on the post-decision survey.

10. Were you ever denied the ability to present evidence? (Post-decision survey question only)

- Yes (0)
- No (1)
- N/A (0)

No comments were provided on the post-decision survey.

11a. Did the Manufacturer perform the award within the 30 days after you accepted the award, if applicable? (Post-decision survey question only)

- Yes (0)
- No (0)
- N/A (1)

b. If the performance of the award was over 30 days, did you agree to the delay? (Post-decision survey question only)

- Yes (0)
- No (1)
- N/A (0)

12. If your claim was denied, did you know you could reapply for arbitration by getting an additional warranty repair? (Post-decision survey question only)

- Yes (0)
- No (0)
- N/A (1)

13. If you could think of one major change to improve the arbitration process, what would that be? (Post-decision survey question only)

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

- Very slow process on manufacturers side, still waiting for decision.

14. What, if any, difficulties or challenges did you experience during the filing process? (Pre-decision survey question only)

No comments were provided.

BBB AUTO LINE
MERCEDES-BENZ USA,
LLC.

Mercedes-Benz USA, LLC

The ACP mailed 36 pre-decision surveys to consumers and no consumers responded. The ACP mailed 35 post-decision surveys to consumers and two consumers responded. Comments that were received in response to a question are included below. Below are 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? (Post-decision survey question only)**
 - Yes (0)
 - No (2)
 - N/A (0)
- 2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law? (Post-decision survey question only)**
 - Vehicle Manufacturer (1)
 - Other (1) (consumer did not provide details)
- 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? (Post-decision survey question only)**
 - Yes (2)
 - No (0)
 - N/A(0)
- 4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns. (Post-decision survey question only)**
 - Strongly Agree (1)
 - Agree (1)
 - Disagree (0)
 - Strongly Disagree (0)
- 5. In terms of overall satisfaction, how would you rate your experience with the BBB AUTO LINE Staff (1 being worst to 5 being best)? (Question on both pre and post-decision surveys)**

No pre-decision surveys were received.

Post-Decision

- 1 (0)
- 2 (0)
- 3 (0)
- 4 (0)
- 5 (2)

No comments were provided on the surveys.

- 6. In terms of overall satisfaction, how would you rate your experience with:**
- a. The Manufacturer Representative at the hearing? (Question on both pre and post-decision surveys)**

No pre-decision surveys were received.

Post-Decision

- 1 (1)
- 2 (0)
- 3 (0)
- 4 (1)
- 5 (0)

No comments were provided on the surveys

- b. The Manufacturer Representative(s) from the time you filed your arbitration case? (Question on both pre and post-decision surveys)**

No pre-decision surveys were received.

Post-Decision

- 1 (1)
- 2 (0)
- 3 (0)
- 4 (1)
- 5 (0)

No comments were provided on the post-decision survey.

- 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 survey question only)**

No pre-decision surveys were received.

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

No pre-decision surveys were received.

c. the Arbitrator? (Post-decision survey question only)

- 1 (0)
- 2 (0)
- 3 (0)
- 4 (0)
- 5 (2)

No comments were provided on the post-decision survey.

8. In terms of overall satisfaction, how would you rate your experience with the entire arbitration process? (Question on both pre and post-decision surveys)

No pre-decision surveys were received.

Post-Decision

- 1 (0)
- 2 (0)
- 3 (0)
- 4 (0)
- 5 (2)

No comments were provided to the post-decision survey.

9. How would you rate the speed of the arbitration process relative to your expectations? (Post-decision survey question only)

- Slower than Expected (0)
- As Expected (0)
- Faster than Expected (2)

No comments were provided.

10. Were you ever denied the ability to present evidence? (Post-decision survey question only)

- Yes (0)
- No (2)

No comments were provided.

11. a. Did the Manufacturer perform the award within the 30 days after you accepted the award? (Post-decision survey question only)

- Yes (1)
- No (1)
- N/A (0)

b. If the performance of the award was over 30 days, did you agree to the delay? (Post-decision survey question only)

- Yes (1)
- No (0)
- N/A (1)

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

- Yes (0)
- No (0)
- N/A (2)

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

- No comments were provided by consumers.

14. What, if any, difficulties or challenges did you experience during the filing of the process? (Pre-decision survey question only)

No pre-decision surveys were received.

BBB AUTO LINE

NISSAN NORTH

AMERICA, INC.

(INCLUDES INFINITI)

Nissan North America, Inc

The ACP mailed 16 pre-decision surveys to consumers and no consumers responded. The ACP mailed 16 post-decision surveys to consumers and two consumers responded. Comments that were received in response to a question are included below. Below are the results of the survey questions. In addition, no 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? (Post-decision survey question only)**
 - Yes (1)
 - No (1)
- 2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law? (Post-decision survey question only)**
 - Other (2) (consumers did not provide details)
- 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? (Post-decision survey question only)**
 - Yes (2)
 - No (0)
- 4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns. (Post-decision survey question only)**
 - Strongly Agree (0)
 - Agree (1)
 - Disagree (0)
 - Strongly Disagree (1)

No comments were provided.

5. In terms of overall satisfaction, how would you rate your experience with the BBB AUTO LINE Staff (1 being worst to 5 being best)? (Question on both pre and post-decision surveys)

No pre-decision surveys were received.

Post-Decision

- 1 (0)
- 2 (0)
- 3 (0)
- 4 (0)
- 5 (2)

No post-decision comments were received.

6. In terms of overall satisfaction, how would you rate your experience with:
- a. The Manufacturer Representative at the hearing? (Question on both pre and post decision surveys)

No pre-decision surveys were received.

Post-Decision

- 1 (0)
- 2 (1)
- 3 (0)
- 4 (0)
- 5 (1)

No post-decision comments were received.

- b. The Manufacturer Representative(s) from the time you filed your arbitration case? (Question on both pre and post-decision surveys)

No pre-decision surveys were received.

Post-Decision

- 1 (0)
- 2 (0)
- 3 (1)
- 4 (0)
- 5 (1)

No post-decision 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 survey question only)

No pre-decision surveys were received.

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

No pre-decision surveys were received.

- c. The Arbitrator? (Post-decision survey question only)

- 1 (0)
- 2 (0)
- 3 (0)
- 4 (0)
- 5 (2)

No post-decision comments were received.

8. In terms of overall satisfaction, how would you rate your experience with the entire arbitration process? (Question on both pre and post-decision surveys)

No pre-decision surveys were received.

Post-Decision

- 1 (0)
- 2 (0)
- 3 (0)
- 4 (0)
- 5 (1)
- N/A (1)

No post-decision comments were received.

9. How would you rate the speed of the arbitration process relative to your expectations? (Post-decision survey question only)

- Slower than Expected (0)
- As Expected (1)
- Faster than Expected (1)

No comments were provided.

10. Were you ever denied the ability to present evidence? (Post-decision survey question only)

- Yes (0)
- No (2)

No comments were provided.

11. a. Did the Manufacturer perform the award within the 30 days after you accepted the award? (Post-decision survey question only)

- Yes (2)
- No (0)

b. If the performance of the award was over 30 days, did you agree to the delay? (Post-decision survey question only)

- Yes (0)
- No (0)
- N/A (2)

12. If your claim was denied, did you know you could reapply for arbitration by getting an additional warranty repair? (Post-decision survey question only)

- Yes (0)
- No (1)
- N/A (1)

13. If you could think of one major change to improve the arbitration process, what would that be? (Post-decision survey question only)

The following comment was provided:

- So far so good

14. What, if any, difficulties or challenges did you experience during the filing process? (Pre-decision survey question only)

- No comments were provided

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

Volkswagen Group of America, LLC

The ACP mailed 14 pre-decision surveys to consumers and one consumer responded. The ACP mailed 16 post-decision surveys to consumers and two consumers responded. Comments that were received in response to a question are included below.

Below are 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? (Post-decision survey question only)**
 - Yes (1)
 - No (1)
 - N/A (0)
- 2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law? (Post-decision survey question only)**
 - Internet (1)
 - Manufacturer (1)
- 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? (Post-decision survey question only)**
 - Yes (2)
 - No (0)
 - N/A (0)
- 4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns. (Post-decision survey question only)**
 - Strongly Agree (1)
 - Agree (0)
 - Disagree (0)
 - Strongly Disagree (1)
- 5. In terms of overall satisfaction, how would you rate your experience with the BBB AUTO LINE Staff (1 being worst to 5 being best)? (Question on both pre and post-decision surveys)**

Pre-Decision

- 1 (0)
- 2 (0)
- 3 (1)
- 4 (0)
- 5 (0)

No comments were provided on the surveys.

Post-Decision

- 1 (0)
- 2 (0)
- 3 (0)
- 4 (0)
- 5 (2)

No comments were provided on the surveys.

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

- a. The Manufacturer Representative at the hearing? (Question on both pre and post-decision surveys)

Pre-Decision Survey

- 1 (0)
- 2 (0)
- 3 (0)
- 4 (0)
- 5 (1)

Post-Decision

- 1 (0)
- 2 (0)
- 3 (0)
- 4 (0)
- 5 (2)

No comments were provided on the surveys.

- b. The Manufacturer Representative(s) from the time you filed your arbitration case? (Question on both pre and post-decision surveys)

Pre-Decision Survey

- 1 (0)
- 2 (0)
- 3 (0)
- 4 (0)
- 5 (1)

Post-Decision

- 1 (0)
- 2 (0)
- 3 (0)
- 4 (0)
- 5 (2)

No comments were provided on the surveys.

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 survey question only)

Pre-Decision Survey

- 1 (0)
- 2 (0)
- 3 (0)
- 4 (0)
- 5 (1)

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

Pre-Decision Survey

- 1 (0)
- 2 (0)
- 3 (0)
- 4 (0)
- 5 (1)

- c. the Arbitrator? (Post-decision survey question only)

- 1 (0)
- 2 (0)
- 3 (0)
- 4 (0)
- 5 (1)

One consumer did not respond to this question and no comments provided.

8. In terms of overall satisfaction, how would you rate your experience with the entire arbitration process? (Question on both pre and post-decision surveys)

Pre-Decision Survey

- 1 (0)
- 2 (0)
- 3 (0)
- 4 (0)
- 5 (1)

Post-Decision

- 1 (0)
- 2 (0)
- 3 (0)
- 4 (0)
- 5 (1)

One consumer did not provide a response to this question. No comments were provided to the surveys.

9. How would you rate the speed of the arbitration process relative to your expectations? (Post-decision survey question only)

- **Slower than Expected (0)**
- **As Expected (0)**
- **Faster than Expected (1)**

No comments were provided.

10. Were you ever denied the ability to present evidence? (Post-decision survey question only)

- **Yes (0)**
- **No (1)**

No comments were provided.

11. a. Did the Manufacturer perform the award within the 30 days after you accepted the award? (Post-decision survey question only)

- **Yes (1)**
- **No (0)**
- **N/A (1)**

b. If the performance of the award was over 30 days, did you agree to the delay? (Post-decision survey question only)

- **Yes (0)**
- **No (1)**
- **N/A (1)**

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

- **Yes (0)**
- **No (0)**
- **N/A (2)**

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

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

- The initial case manager took a long time to respond sometimes. Overall I was impressed.

14. What, if any, difficulties or challenges did you experience during the filing of the process? (Pre-decision survey question only)

One consumer commented that their DRS was unresponsive.

Results of Consumers Completing Both Pre & Post Surveys

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

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

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

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

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

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

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

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

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

The following chart 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/Replacement	5	5

**California Dispute Settlement Program
(CDSP)**

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

FCA USA LLC

The ACP mailed 130 pre-decision surveys to consumers and nine consumers responded. The ACP mailed 126 post-decision surveys to consumers and ten consumers responded. Comments that were received in response to a question are included below. Below are 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 these consumers.

- 1. Before you purchased your vehicle, did you know about the California's Lemon Law?**
 - Yes (7)
 - No (3)
- 2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?**
 - Internet (4)
 - Dealership/FCA (3)
 - Other (2)
 - Class action lawsuit (1)
- 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?**
 - Yes (6)
 - No (3)
 - N/A (1)
- 4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns.**
 - Strongly Agree (6)
 - Agree (2)
 - Strongly Disagree (2)
 - Disagree (0)

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

- Arbitrator was excellent. Clear, professional, fair, patient. A++
- The arbitrator seemed predetermined. The manufacturer rep said COVID. No evidence was presented, but that was enough to dismiss the claim.
- They should have known it was a waste of time if you have more than 120000 miles.
- Outstanding representative/great customer service skills.
- This process is a great deal for the vehicle manufacturers. The customer doesn't stand a chance in this FIXED arbitration experience. The customer is doomed from the start.

- There is no way I would have been able to navigate this process on my own. The materials and communications from the arbitration staff were confusing and frustrating.

5. In terms of overall satisfaction, how would you rate your experience with the CDSP Staff (1 being worst to 5 being best)?

Pre-Decision

- 1 (1)
- 2 (1)
- 3 (0)
- 4 (1)
- 5 (6)

Post-Decision

- 1 (3)
- 2 (1)
- 3 (0)
- 4 (3)
- 5 (2)

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

- Wasn't resolved. I still have issue with vehicle.

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

- Arbitrator was excellent. Clear, professional, fair, patient. A++.
- The arbitrator seemed predetermined. The manufacturer rep said COVID. No evidence was presented, but that was enough to dismiss the claim.
- They should have known it was a waste of time if you have more than 120000 miles.
- Outstanding representative/great customer service skills.
- This process is a great deal for the vehicle manufacturers. The customer doesn't stand a chance in this FIXED arbitration experience. The customer is doomed from the start.
- There is no way I would have been able to navigate this process on my own. The materials and communications from the arbitration staff were confusing and frustrating.

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

Pre-Decision

- 1 (0)
- 2 (0)
- 2 (0)
- 4 (1)
- 5 (4)

Post-Decision

- 1 (5)
- 2 (0)
- 3 (1)
- 4 (0)
- 5 (3)

No comments were provided.

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

Pre-Decision

- 1 (3)
- 2 (0)
- 3 (0)
- 4 (1)
- 5 (4)

Post-Decision

- 1 (5)
- 2 (0)
- 3 (1)
- 4 (0)
- 5 (3)

No comments were provided to the pre-decision survey.

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

- She was stuck having to parrot the "Fiat" standard response.
- Rep had no information on the truck. He had not read any information provide. Did not know VIN, purchase date or any details on the truck. He did state COVID and that was all that was required.

- Did not know what was actually wrong with the car or what was being done to it. was not up to date on the current diagnoses of the car.
- They have done absolutely nothing to help with our vehicle. This entire process is a waste of time. I have been to arbitration twice on this vehicle. My vehicle has been in the shop 22 times and the manufacturer has won their case both times. How is this helping the consumer! It is a joke!
- The Manufacturer's Representative made ridiculous arguments, like saying that my battery dying over and over, and my minivan stalling out in the middle of the road, didn't "substantially impair" its use. They also blamed everything on COVID.

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 survey question only)**

Pre-Decision

- 1 (1)
- 2 (1)
- 3 (1)
- 4 (1)
- 5 (4)
- N/A (1)

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

Pre-Decision

- 1 (1)
- 2 (1)
- 3 (2)
- 4 (1)
- 5 (4)

- c. The arbitrator? (Post-decision survey question only)**

Post-Decision

- 1 (2)
- 2 (1)
- 3 (2)
- 4 (1)
- 5 (2)

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

- Arbitrator was excellent. Clear, professional, fair, patient. A++
- The truck was return and set in construction yard for 10 days with significant oil leak and then in the shop for 27 days. None of the 10 were counted evidently due to covid. The truck did not test positive for COVID.
- It was not clear what level of proof was needed to have claim accepted.
- N/A. I did not interact w/the 3 arbitrators.
- The arbitrator seemed fair.

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

Pre-Decision

- 1 (2)
- 2 (0)
- 3 (1)
- 4 (3)
- 5 (3)

Post-Decision

- 1 (3)
- 2 (2)
- 3 (0)
- 4 (1)
- 5 (3)

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

- Very poor. I've returned car at least 6 times never resolved. They say because car is under warranty just keep bringing it back. Problems never resolved.

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

- The arbitrator heard COVID and that ended any additional information. The arbitrators report contained errors.
- I felt the whole process was a waste of time.
- Satisfied that I won. Dissatisfied that FCA did not timely honor the repurchase award.

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

- Slower than Expected (2)
- As Expected (5)
- Faster than Expected (2)

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

- Everything was processed on time as promised.
- Since this was a phone conference i would of expected it to be scheduled sooner
- I thought the manufacturer had to comply with the arbitrator's 30-day deadline, but they didn't.

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

- **Yes (0)**
- **No (9)**
- **N/A (0)**

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

- Neither the manufacturer rep nor the arbitrator read evidence sent. So not sure how this mattered. The arbitrator missed vehicle went in repair multiple times as stated by the dealership.
- I presented more than enough evidence. The arbitrator could not have possibly looked at the information I presented & still sided with Chrysler. (Car has been in shop 22 Times)

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

- **Yes (2)**
- **No (3)**
- **N/A (2)**

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

- **Yes (0)**
- **No (3)**
- **N/A (0)**

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

- **Yes (1)**
- **No (6)**
- **N/A (0)**

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

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

- Manufacturer rep should know something of vehicle and speak with dealership.
- The arbitrator needs to read the presented evidence and be familiar with State law.

- They should have known it was a waste of time if you have more than 120000 miles.
- This was a waste of time. They said I did not prove a safety concern. Yet it was admitted there was a problem with the vehicle stalling and it had stalled on the freeway.
- I'm more disappointed in the CDSP for even accepting my claim in the first place. The CDSP needs to make it clear the circumstances to which you should go to arbitration.
- Nothing. Great process.
- Give the consumer a fighting chance. This was a total waste of time, 2 arbitration meetings and no results. All we asked for was a buy back. We didn't ask for anything we didn't deserve. This process does nothing for the consumer. Also, the arbitrator's husband works in the Automotive industry. She asked if we were OK with that, we said yes, maybe we should have said NO! She needs to be removed. Get rid of this program if you are not going to help consumers who have bought a lemon!
- The manufacturer should have to comply with the timeline set by the arbitrator. The process should be in plain English without all the hurdles so that ordinary consumers can use it effectively. It seems like a sham.

14. What, if any, difficulties or challenges did you experience during the filing process? (Pre-decision survey question only)

No comment was received.

Results of Consumers Completing Both Pre & Post Surveys

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

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

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

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

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

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

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

The following table indicates 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	4	3	No Response

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

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

**California Dispute Settlement Program
(CDSP)**

TESLA MOTORS INC.

Tesla Motors Inc.

The ACP mailed 43 pre-decision surveys to consumers and five consumers responded. The ACP mailed 35 post-decision surveys to consumers and four consumers responded. Comments that were received in response to a question are included below. Below are 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? (Post-decision survey question only)**
 - Yes (3)
 - No (1)
- 2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law? (Post-decision survey question only)**
 - 3 Internet (3)
 - 1 Tesla (1)
- 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? (Post-decision survey question only)**
 - Yes (3)
 - No (0)
 - N/A (1)
- 4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns. (Post-decision survey question only)**
 - Strongly Agree (4)
 - Agree (0)
 - Disagree (0)
 - Strongly Disagree (0)

No comment was provided to the post-decision surveys.

5. In terms of overall satisfaction, how would you rate your experience with the CDSP Staff (1 being worst to 5 being best)? (Question on both pre and post-decision surveys)

Pre-Decision

- 1 (0)
- 2 (1)
- 3 (0)
- 4 (0)
- 5 (4)

Post-Decision

- 1 (0)
- 2 (0)
- 3 (0)
- 4 (1)
- 5 (3)

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

- The staff made 3 (three) procedural mistakes and also was not forthcoming about a process called "clarification."

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

- The team was awesome.
- They made several administrative errors

6. In terms of overall satisfaction, how would you rate your experience with:
- a. the Manufacturer Representative at the hearing? (Question on both pre and post-decision surveys)

Pre-Decision

- 1 (2)
- 2 (1)
- 3 (1)
- 4 (0)
- 5 (1)

Post-Decision

- 1 (1)
- 2 (0)
- 3 (2)
- 4 (0)
- 5 (0)

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

- Tesla's rep continued to confuse the arbitrator with numerous intentional lies.

No comments were provided to the post-decision surveys.

b. In terms of overall satisfaction, how would you rate your experience with the Manufacturer Representative(s) from the time you filed your arbitration case? (Question on both pre and post-decision surveys)

Pre-Decision

- 1 (3)
- 2 (0)
- 3 (1)
- 4 (0)
- 5 (1)

Post-Decision

- 1 (1)
- 2 (0)
- 3 (1)
- 4 (1)
- 5 (0)

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

- Tesla made no attempt to resolve the matter and did not submit any of its purported evidence ahead of the hearing.

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

- Never saw/heard from them.
- Due to Covid, no hearing, Paper only.
- Made no attempt at all to settle. Showed no good faith intent. Outright lied many times to the arbitrator. An extremely dishonest, arrogant person.

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 survey question only)

Pre-Decision

- 1 (1)
- 2 (0)
- 3 (0)
- 4 (0)
- 5 (4)

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

Pre-Decision

- 1 (1)
- 2 (1)
- 3 (0)
- 4 (1)
- 5 (2)

c. The arbitrator? (Post-decision survey question only)

Post-Decision

- 1 (0)
- 2 (0)
- 3 (0)
- 4 (0)
- 5 (4)

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

- Arbitrators for EV battery disputes should be engineers, at least until new laws are developed around batteries, and Tesla batteries in particular.

No comment was provided to the post-decision surveys.

8. In terms of overall satisfaction, how would you rate your experience with the entire arbitration process? (Question on both pre and post-decision surveys)

Pre-Decision

- 1 (0)
- 2 (0)
- 3 (1)
- 4 (1)
- 5 (2)

Post-Decision

- 1 (0)
- 2 (0)
- 3 (0)
- 4 (0)
- 5 (4)

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

- I would have preferred if the arbitrator attempted to negotiate a settlement prior to the hearing.

- It does not work well in absence of the manufacturer's good faith effort.

No comment was provided to the post-decision surveys.

9. How would you rate the speed of the arbitration process relative to your expectations? (Post-decision survey question only)

- **Slower than Expected (0)**
- **As Expected (2)**
- **Faster than Expected (2)**

No comments were provided.

10. Were you ever denied the ability to present evidence? (Post-decision survey question only)

- **Yes (0)**
- **No (3)**
- **N/A (0)**

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

- The evidence I submitted was not reviewed by the manufacturer. The manufacturer refused to submit evidence in writing and attempted to submit verbal evidence at the hearing.

11. a. Did the Manufacturer perform the award within the 30 days after you accepted the award? (Post-decision survey question only)

- **Yes (4)**
- **No (0)**
- **N/A (0)**

b. If the performance of the award was over 30 days, did you agree to the delay? (Post-decision survey question only)

- **Yes (0)**
- **No (0)**
- **N/A (2)**

12. If your claim was denied, did you know you could reapply for arbitration by getting an additional warranty repair? (Post-decision survey question only)

- **Yes (0)**
- **No (0)**
- **N/A (2)**

13. If you could think of one major change to improve the arbitration process, what would that be? (Post-decision survey question only)

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

- Evidence that is not submitted in writing should be disallowed. Manufacturers who lie at the hearing should face consequences.

14. What, if any, difficulties or challenges did you experience during the filing process? (Pre-decision survey question only)

No comments were received.

Results of Consumers Completing Both Pre & Post Surveys

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

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

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

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Repair	5	3
B	Reimbursement	1	1

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Repair	5	3
B	Reimbursement	1	1

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

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

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

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

**California Dispute Settlement Program
(CDSP)**

**TOYOTA MOTOR SALES
USA, INC.**

Toyota Motors Sales USA Inc.

The ACP mailed 52 pre-decision surveys to consumers and four consumers responded. The ACP mailed 50 post-decision surveys to consumers and eight consumers responded. Comments that were received in response to a question are included below.

Below are 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 these consumers.

- 1. Before you purchased your vehicle, did you know about the California's Lemon Law? (Post-decision survey question only)**
 - Yes (4)
 - No (4)
 - N/A (0)
- 2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law? (Post-decision survey question only)**
 - Dealership (1)
 - Manufacturer (1)
 - Owner's Manual/Warranty Booklet (4)
 - Internet (1)
 - Other (1)
- 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? (Post-decision survey question only)**
 - Yes (4)
 - No (2)
 - N/A (2)
- 4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns. (Post-decision survey question only)**
 - Strongly Agree (2)
 - Agree (4)
 - Disagree (0)
 - Strongly Disagree (2)

No comments were provided on the post-decision surveys.

5. In terms of overall satisfaction, how would you rate your experience with the CDSP Staff (1 being worst to 5 being best)? (Question on both pre and post-decision surveys)

Pre-Decision

- 1 (0)
- 2 (0)
- 3 (1)
- 4 (1)
- 5 (2)

Post-Decision

- 1 (2)
- 2 (1)
- 3 (2)
- 4 (1)
- 5 (2)

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

- Very helpful.

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

- We felt like no one care about our issues and once the arbitrator yelled at me it confirmed they only follow the process to state something was done.
- CDSP staff was so professional and helpful.
- No because the problem was not solved and I never saw the tests that Toyota send only what they wanted, and for the videos I sent from the date and explained was in Spanish so the arbitrator did not understand.
- I felt that the information given was biased for the manufacturer.

6. In terms of overall satisfaction, how would you rate your experience with:
- a. The Manufacturer Representative at the hearing? (Question on both pre and post-decision surveys)

Pre-Decision

- 1 (1)
- 2 (1)
- 3 (2)
- 4 (0)
- 5 (0)

Post-Decision

- 1 (5)
- 2 (3)
- 3 (0)
- 4 (0)
- 5 (0)

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

- He never said anything or answered my questions.

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

- We had to ask three or four times if he was still on the line. Clearly not there to help.

b. The Manufacturer Representative(s) from the time you filed your arbitration case? (Question on both pre and post-decision surveys)

Pre-Decision

- 1 (1)
- 2 (1)
- 3 (2)
- 4 (0)
- 5 (0)

Post-Decision

- 1 (4)
- 2 (3)
- 3 (1)
- 4 (0)
- 5 (0)

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

- No customer service. Very dissatisfied with them.

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

- He was not willing to cover a warranty issue.
- Toyota did not look for me, but as the car came back to give me problems again they opened another case.
- He never, asked anything during the call.
- Toyota rep. didn't even show up to the hearing.
- They only made a decision on what info was on work order got same dialogue from each rep.

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 survey question only)

- 1 (1)
- 2 (1)
- 3 (0)
- 4 (0)
- 5 (2)

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

- Not neutral, extremely one sided.

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

- 1 (1)
- 2 (2)
- 3 (0)
- 4 (0)
- 5 (2)

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

- The arbitrator got key issues incorrect.

c. The arbitrator? (Post-decision survey question only)

- 1 (4)
- 2 (2)
- 3 (0)
- 4 (0)
- 5 (2)

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

- She refused to let my husband or I speak, she continually mentioned she had the "black robe on".
- Not because I lost but because I feel the definition of warranty repair did not get consideration.

8. In terms of overall satisfaction, how would you rate your experience with the entire arbitration process? (Question on both pre and post-decision surveys)

Pre-Decision

- 1 (1)
- 2 (0)
- 3 (1)
- 4 (0)
- 5 (2)

Post-Decision

- 1 (5)
- 2 (1)
- 3 (0)
- 4 (0)
- 5 (2)

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

- Customers do your homework, read all you can. The answers are out there.
- Did not understand my concern! Not satisfied.
- No matter how much evidence I provided they were always going to go with the big guy – Toyota. Such a shame! Very disappointed, another waste of time.

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

- Just not happy with the dealership or the repairs.
- Poor – To deny simply because it was stated not a safety issue – A rattling mirror should not be! Mirror is a safety issue.

9. How would you rate the speed of the arbitration process relative to your expectations? (Post-decision survey question only)

- Slower than Expected (1)
- As Expected (4)
- Faster than Expected (3)

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

- Took a little while.
- I think I present enough but not even so in turned out in my favor. I think that what they expect is death but as I said at the beginning of my case what happens to me in the car in a future Toyota will be responsible. I think I present enough. I think they expect is death.

10. Were you ever denied the ability to present evidence? (Post-decision survey question only)

- Yes (3)
- No (5)
- N/A (0)

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

- She yelled anytime I would try to tell her anything even when she said it was my “turn to speak”.
- I asked if I could provide video of rattle as we could not meet in person due to COVID. I was told no by arbitrator.
- After the process, was able to ask questions, and get answers.

11a. Did the Manufacturer perform the award within the 30 days after you accepted the award, if applicable? (Post-decision survey question only)

- Yes (2)
- No (1)
- N/A (5)

b. If the performance of the award was over 30 days, did you agree to the delay? (Post-decision survey question only)

- Yes (0)
- No (3)
- N/A (5)

12. If your claim was denied, did you know you could reapply for arbitration by getting an additional warranty repair? (Post-decision survey question only)

- Yes (2)
- No (3)
- N/A (3)

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

- How do I order the additional warranty?
- Why bother if same issue already denied?

13. If you could think of one major change to improve the arbitration process, what would that be? (Post-decision survey question only)

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

- I do not agree with the decision of the arbitrator even with clear evidence of Toyota's negligence in selling a brand new defective vehicle, Toyota was not found responsible!
- Get an attorney.
- Get answers after the case is heard.
- Have the State actually look into the claim and not rely on the dealer.
- Anything on vehicle should be covered under warranty unless damage by customer the mirror is a working part and a safety part of vehicle. Warranty is warranty I and others pay a lot of money for these vehicles. I could not compete against Toyota.
- I would like all the prose to be in my language because my videos did not understand it.

14. What, if any, difficulties or challenges did you experience during the filing process? (Pre-decision survey question only)

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

- None, it was very easy.
- The waiting time and response were not given clearly.

Results of Consumers Completing Both Pre & Post Surveys

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

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Repair	3	4

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Repair	2	2

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Repair	3	2

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

Consumer	Decision	Pre-Decision	Pre-Decision	Post-Decision
A	Repair	1	2	5

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

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

CONCLUSION

This year's survey shows a lower number of responses received compared to 2020. In 2021, 478 consumers participated in the state-certified arbitration process and 47 of those consumers participated in the survey. In 2020, 550 consumers participated in the state-certified arbitration process and 101 consumers participated in the survey.

A vast majority of consumers were informed that the settlement or mediation process was a voluntary process. In 2021, 68% of consumers stated they were informed of the voluntary process. The programs should continue to 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 only 13 of 44 consumers responded that the decision was performed in the required time in 2021. As a follow up question, 38 consumers were asked if they had agreed to the delay. Nine consumers agreed to a delay, 23 consumers stated it did not apply to them, and six 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. Only 6 of 42 consumers stated that they were aware of this information.

The responses show consumers were very satisfied with the speed of the arbitration process. Responses received by 42 consumers reported that 26 had their expectations met or exceeded and 16 consumers said the process was slower than expected. Programs should strive to adhere to the required timeframes.

Regarding the overall satisfaction of the entire arbitration process, on the Pre-Decision Survey, 17 of 25 consumer rating a 4 or 5, while four consumers rated this as a 1. On the Post-Decision Survey, 21 of 44 consumers rated their overall satisfaction of the entire arbitration process as a 4 or 5, and 15 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.