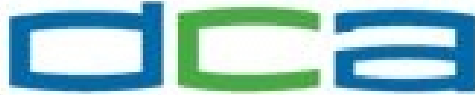


STATE OF CALIFORNIA



DEPARTMENT OF CONSUMER AFFAIRS



## **2018 CONSUMER SATISFACTION SURVEY RESULTS**

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## INTRODUCTION

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

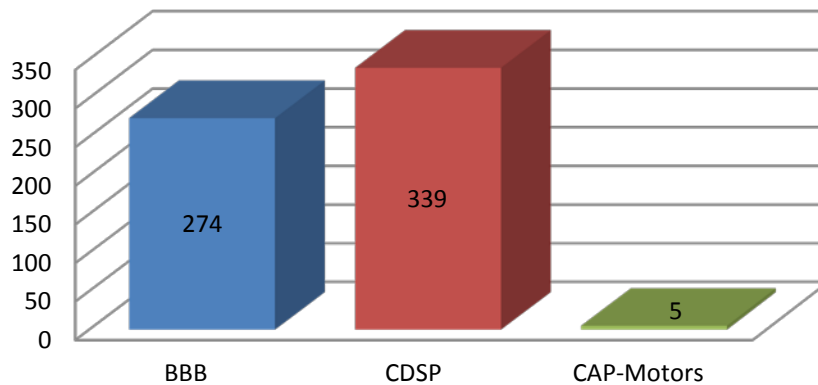
### Methodology

The ACP utilized two methods for polling consumers: postal service and on-line. The polling was conducted in English and Spanish. The names and contact information, of those who filed and had their case file closed within the 2018 calendar year, were provided by each of the manufacturer's state-certified arbitration program administrators: Better Business Bureau AUTO LINE (BBB), California Dispute Settlement Program (CDSP), and Consumer Arbitration Program for Motor Vehicles (CAP-Motors).

Consumers were polled via a mailed questionnaire, which also included a website for on-line submission. This gave consumers multiple avenues for completing the questionnaire.

The ACP also conducted a survey which was provided by the program in the hearing packet. If an ACP representative was in attendance at the hearing, the representative would then present the survey to the consumer. The survey, consisting of four questions, captured the consumer's insight on their recent experience with the process prior to a decision being rendered. This pre-decision survey consisted of questions on how they would rate the program staff, the vehicle manufacturer's representative, the arbitrator and the entire arbitration process.

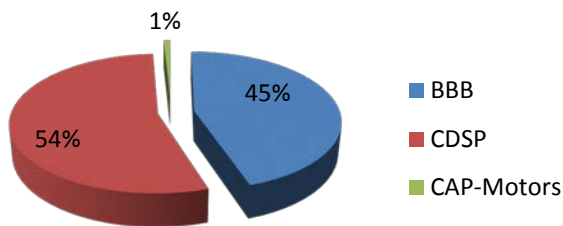
## Contacted Consumers by Arbitration Programs



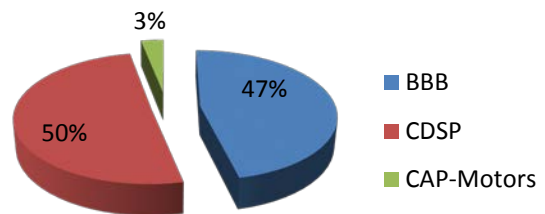
The ACP contacted 618 consumers who participated in the arbitration process between January and December of 2018. Of the 618 consumers contacted, 274 utilized the BBB, 339 participated in arbitration through the CDSP, and 5 consumers used CAP-Motors.

## Consumers by Arbitration Program

### Post Decision



### Pre-Decision

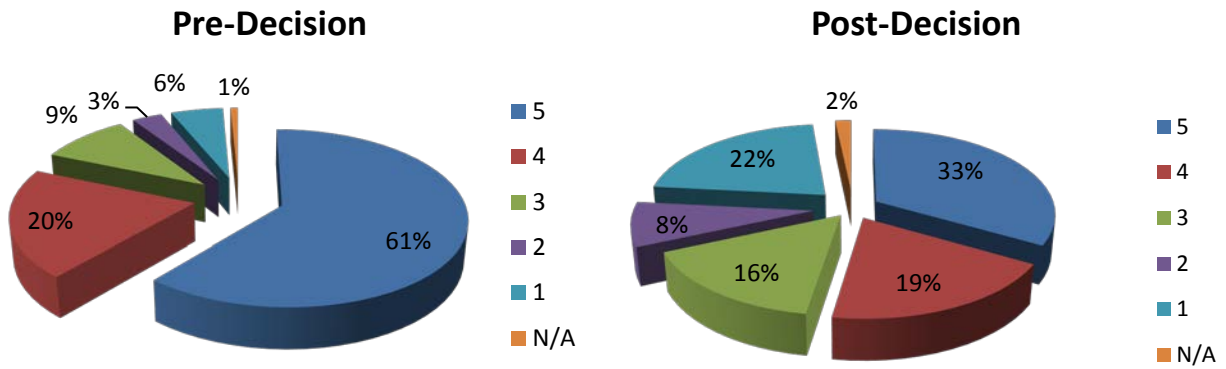


The ACP received responses from 120 of the 618 consumers contacted for a response rate of 21%. This shows no increase from 2017's response rate of 19%. The 2018 total responses included: 54 or 45% from consumers who utilized BBB, 65 or 54% from consumers who utilized CDSP, and 1 or 1% from consumers who utilized CAP-Motors.

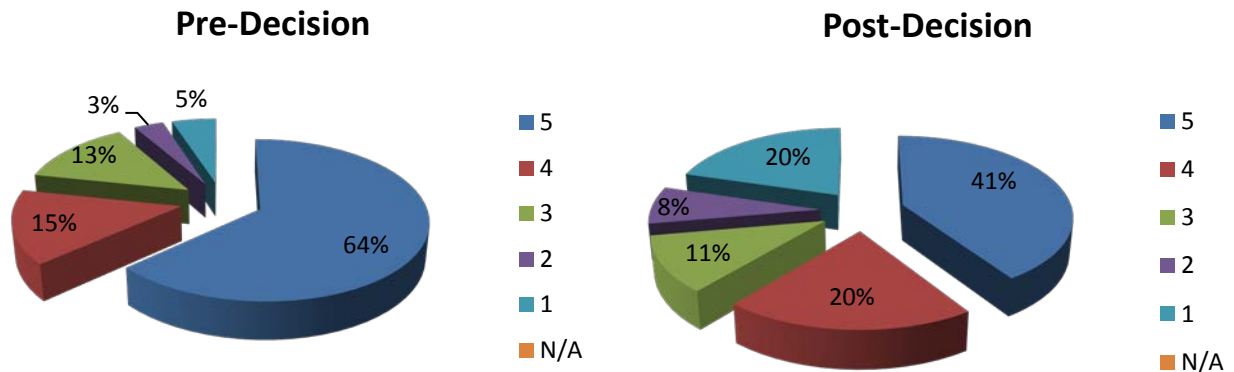
The ACP also received 60 pre-decision responses from consumers who utilized BBB, 65 pre-decision responses from consumers who utilized CDSP, and four pre-decision responses from the consumer who utilized CAP-Motors, for a total of 129 responses.

The following graphs represent the consumers' ratings of their experience with the arbitration program staff, manufacturer representatives, the arbitrator and the entire arbitration process. They are illustrated by only BBB and CDSP. Since CAP-Motors only received four pre-decision surveys and one post-decision survey, these responses are provided in the Porsche Cars North America section. A rating of 5 represents an excellent experience while a rating of 1 represents a poor experience.

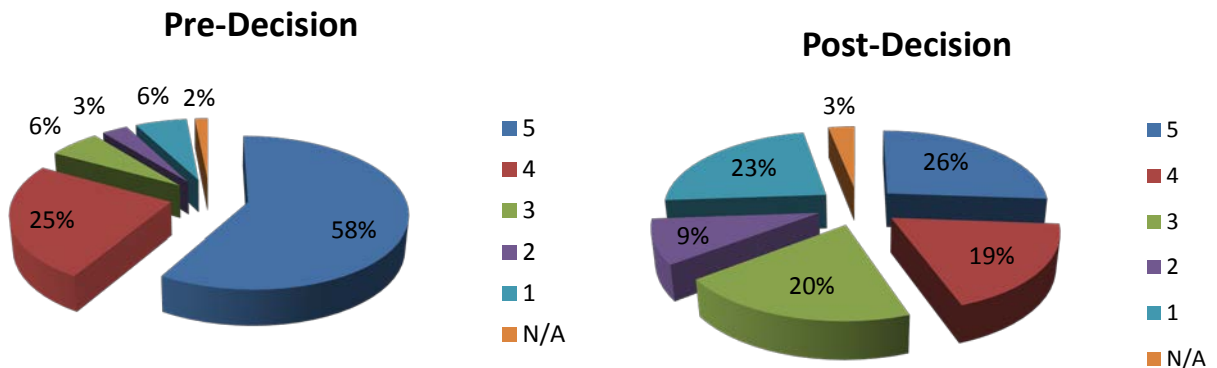
## Experience with Arbitration Program Staff, All Programs



## Experience with Arbitration Program Staff, BBB AUTO LINE



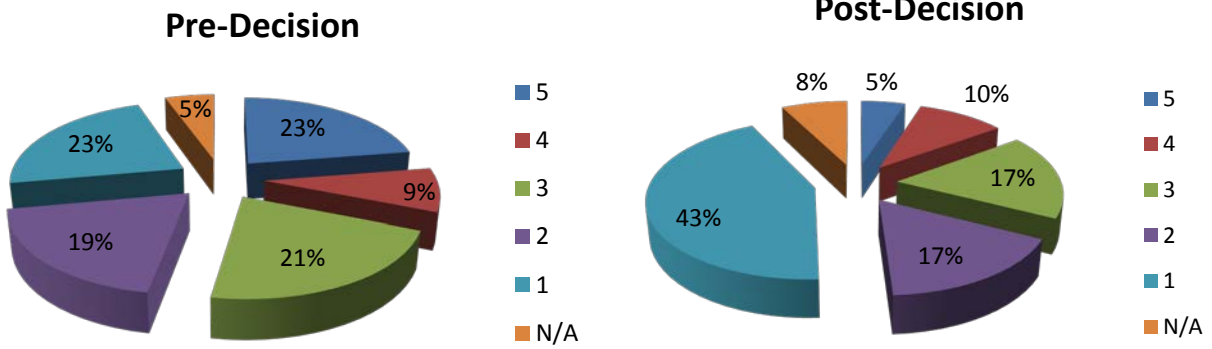
## Experience with Arbitration Program Staff, CDSP



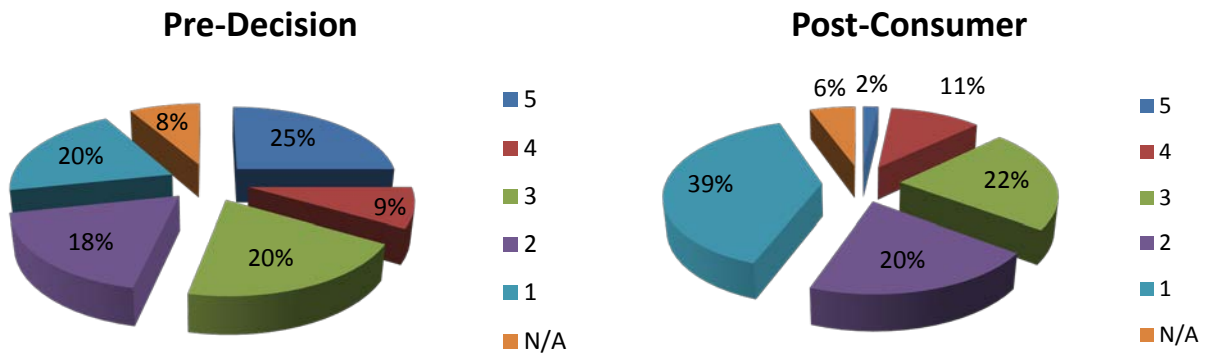
Consumers were asked to rate their experience with the arbitration program staff on a scale of 1 to 5 in the pre-decision survey. Seventy-nine (79) or 61% of the consumers rated their experience as a 5 while seven (7) or 6% rated their experience as a 1.

The same question was asked on the post-decision survey after the decision was rendered. Forty (40) or 33% of the consumers rated their experience as a 5 while twenty-six (26) or 22% rated their experience as a 1.

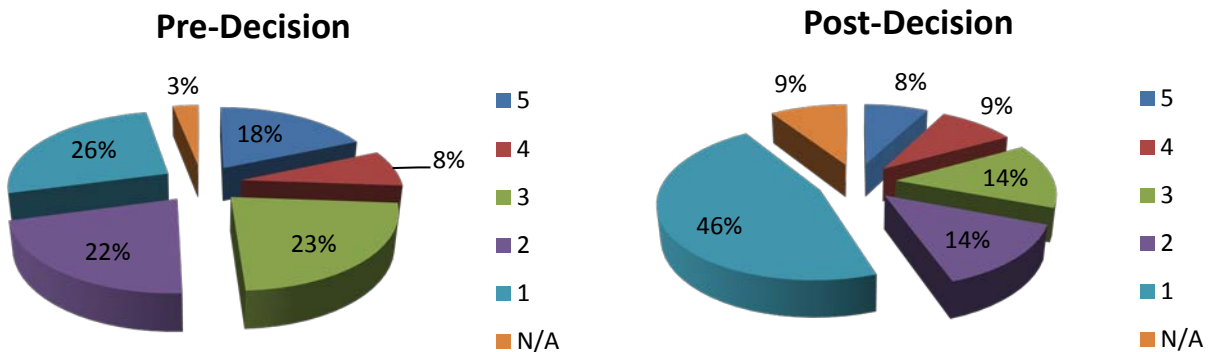
## Experience with Vehicle Manufacturer's Representative at the Hearing, All Programs



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



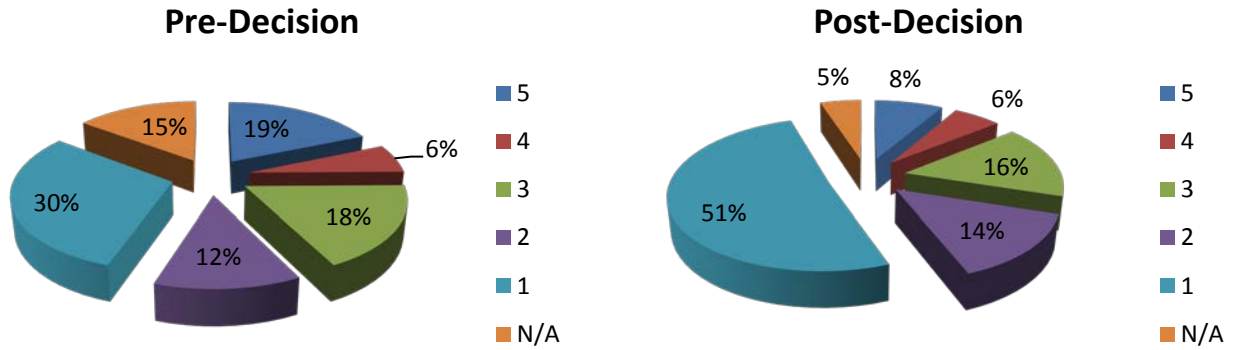
## Experience with Vehicle Manufacturer's Representative at the Hearing, CDSP



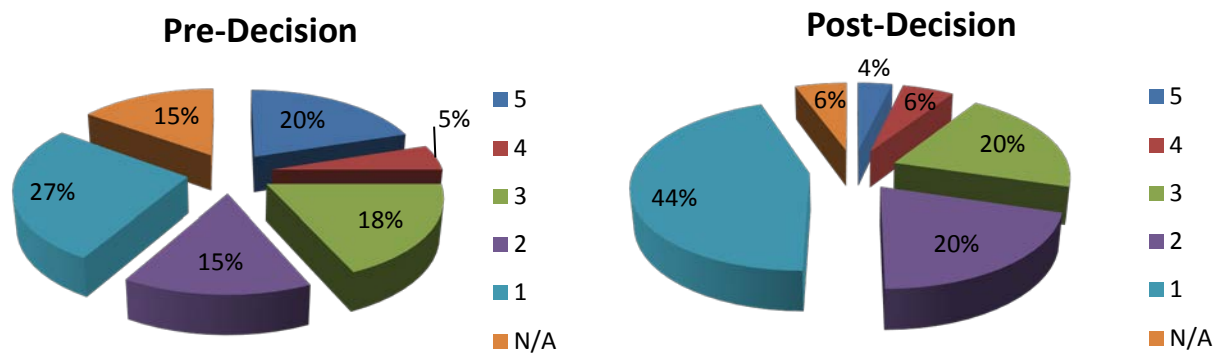
Consumers were asked to rate their experience with the vehicle manufacturer's representative at the hearing on the pre-decision survey. Twenty-nine (29) or 23% of consumers rated their experience as a 5 while twenty-nine (29) or 23% indicated a poor experience of 1.

The same question was asked on the post-decision survey after the decision was rendered. Six (6) or 5% of consumers rated their experience as a 5 while fifty-two (52) or 43% rated it as a 1.

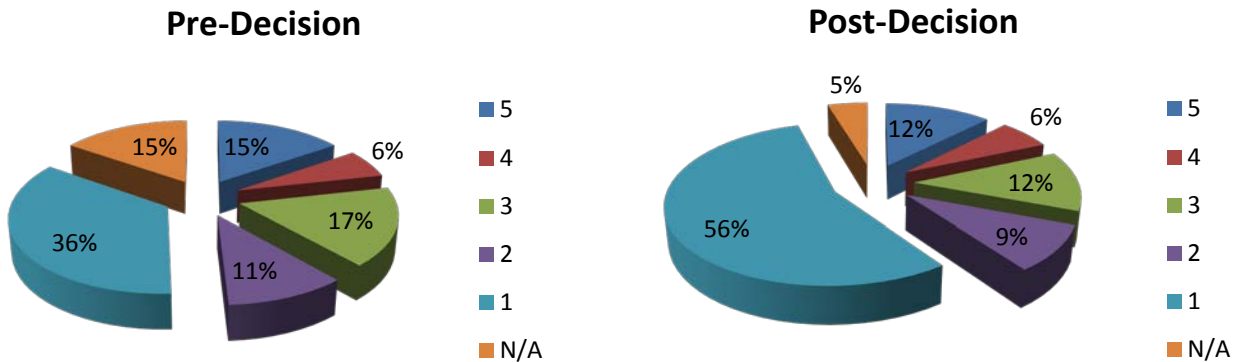
## Experience with Vehicle Manufacturer's Representative from the Time Arbitration Case Filed, All Programs



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



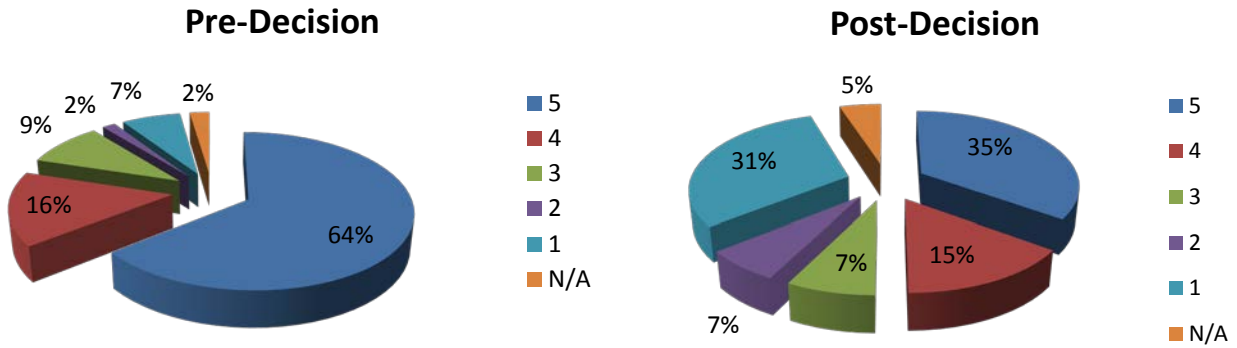
## Experience with Vehicle Manufacturer's Representative from the Time Arbitration Case Filed, CDSP



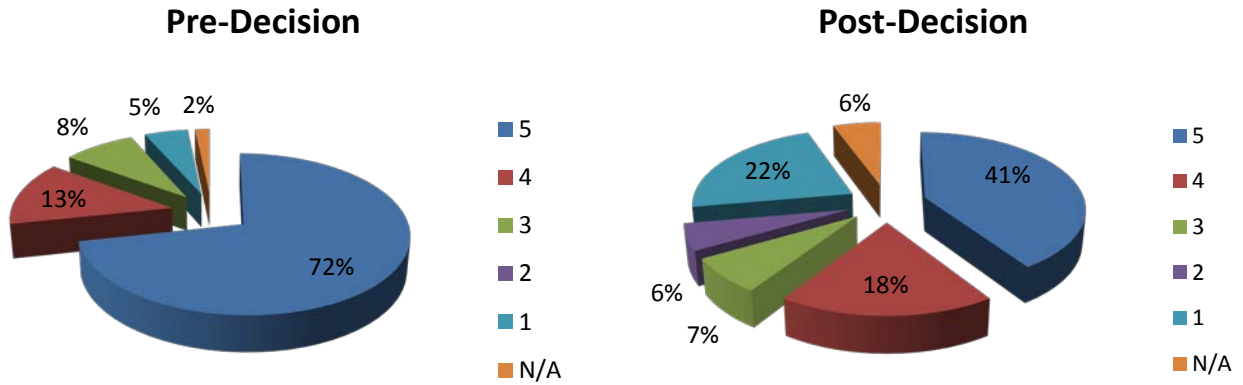
Consumers were also asked to rate their experience with the vehicle manufacturer's representative from the time case was filed on the pre-decision survey. Twenty-four (24) or 19% of consumers indicated that the experience was a 5 while thirty-nine (39) or 30% rated their experience as a 1.

The same question was asked on the post-decision survey after the decision was rendered. Ten (10) or 8% of consumers rated their experience a 5 while sixty-one (61) or 51% rated it as a 1.

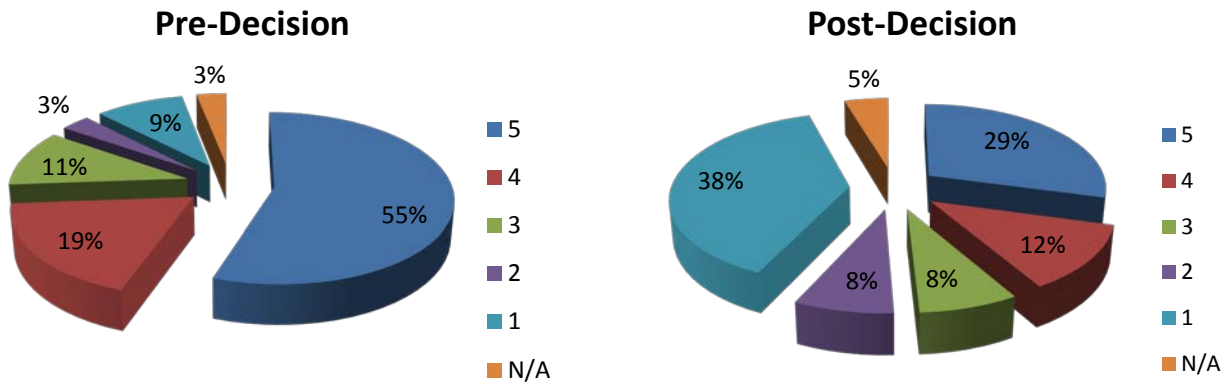
## Experience with Arbitrator, All Programs



## Experience with Arbitrator, BBB AUTO LINE



## Experience with Arbitrator, CDSP

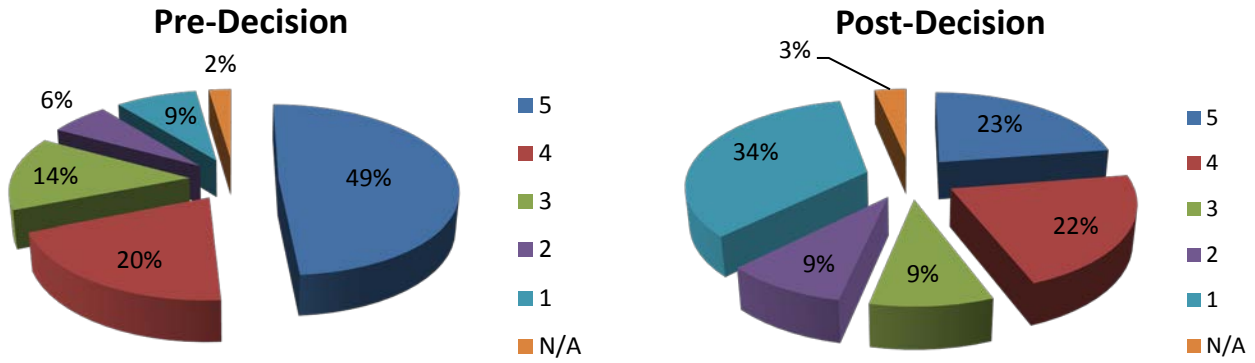


Consumers were then asked to rate their experience with the arbitrator on the pre-decision survey. Eighty-three (83) or 64% of the consumers indicated that the experience was as a 5 while nine (9) or 7% indicated it was a 1.

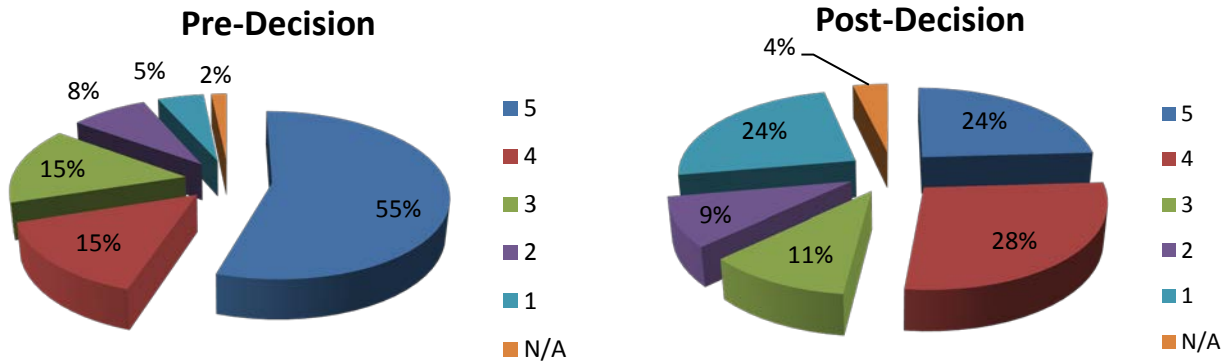
The same question was asked on the post-decision survey after the decision was rendered. Forty-two (42) or 35% of the consumers rated their experience as a 5 while thirty-seven (37) or 31% rated it as a 1.



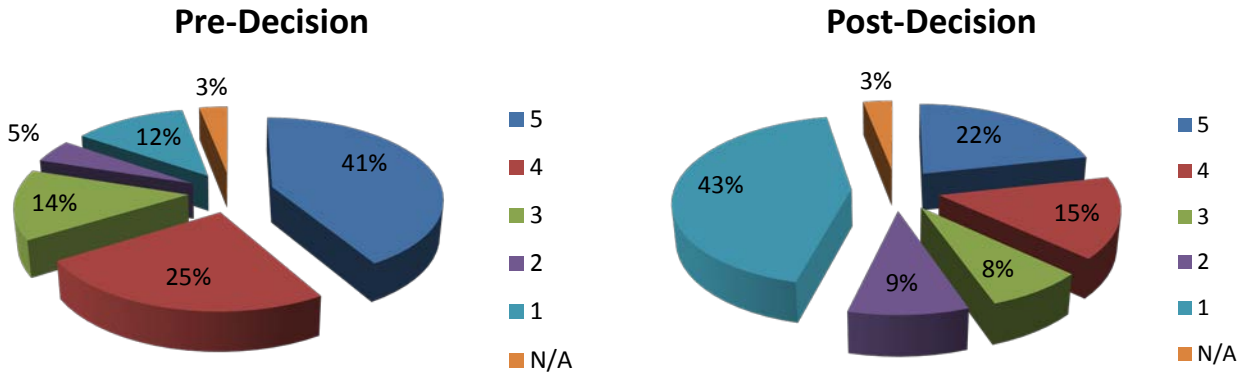
## Experience with Entire Arbitration Process, All Programs



## Experience with Entire Arbitration Process, BBB AUTO LINE



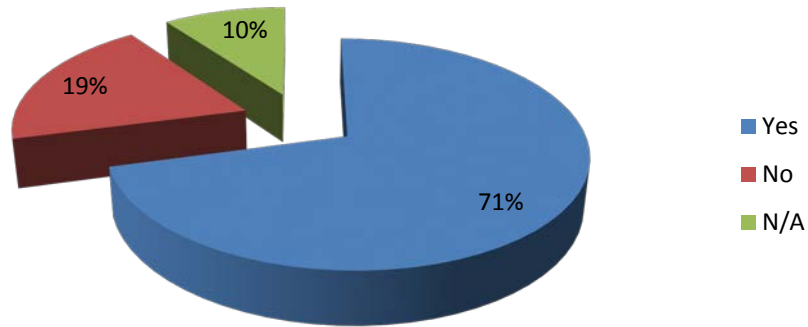
## Experience with Entire Arbitration Process, CDSP



Finally, consumers were asked to rate their experience with the entire arbitration process on the pre-decision survey. Sixty-three (63) or 49% of the consumers indicated that their experience was a 5 while eleven (11) or 9% indicated their experience was a 1.

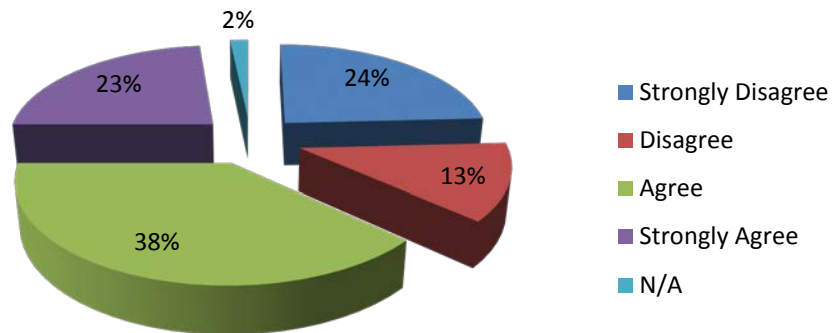
The same question was asked on the post-decision survey after the decision was rendered. Twenty-seven (27) or 23% of consumers rated their experience as a 5 while forty-one (41) or 34% rated it as a 1.

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



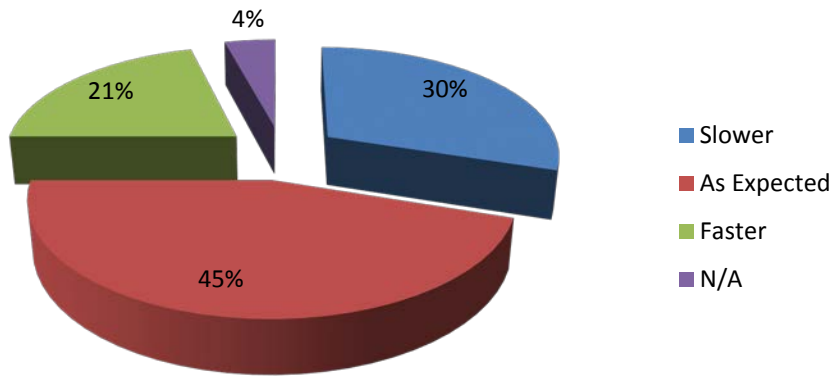
In addition to asking consumers about their experience with various parties in the process, ACP also asked consumers whether they were informed of certain procedures. Consumers were asked that if they participated in a settlement or mediation process after applying for arbitration and if they were informed that it was a voluntary process. Of the 120 responses, eighty-five (85) or 71% indicated they were informed while twenty-three (23) or 19% stated they were not informed. This shows a slight decrease from 74% in 2017 of consumers being notified of the voluntary settlement process.

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



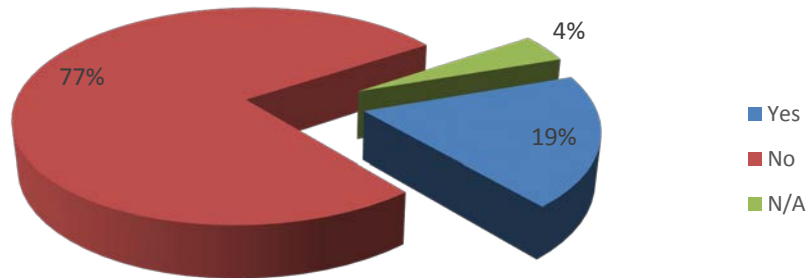
Consumers were asked if the arbitration staff provided service in a timely manner and demonstrated a willingness to address questions and concerns. Sixty-one percent (61%) either agree or strongly agree that arbitration staff provided service in a timely manner and demonstrated a willingness to address questions and concerns.

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



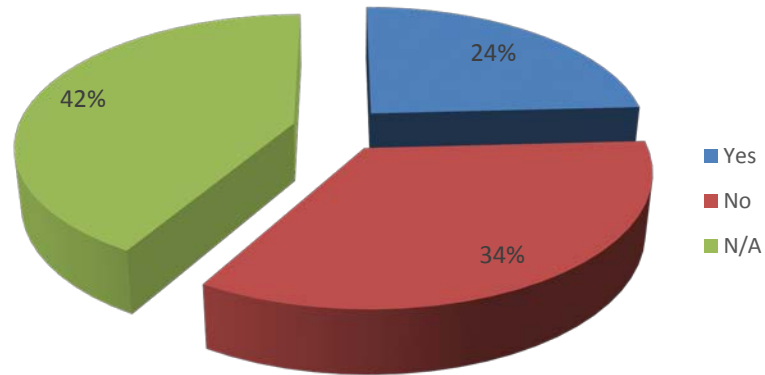
Consumers were asked to rate the speed of the arbitration process relative to their expectations. Two-thirds, 66%, of the consumers stated the process meet or exceeded their expectations while only 30% stated it was slower than their expectations.

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



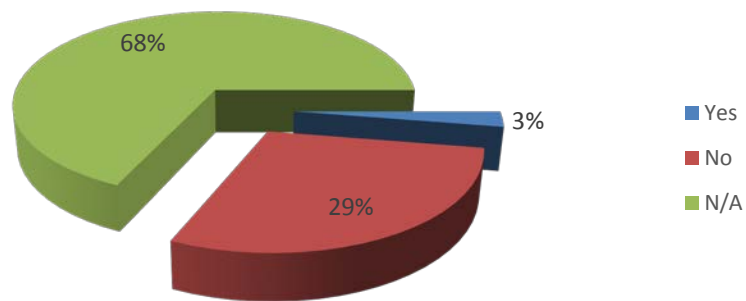
Consumers were asked if they were ever denied the ability to present evidence. Ninety-two (92) or 77% of consumers stated that they were not denied the ability to present evidence while twenty-three (23) or 19% stated yes. The remaining five (5) or 4% did not recall or did not answer.

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



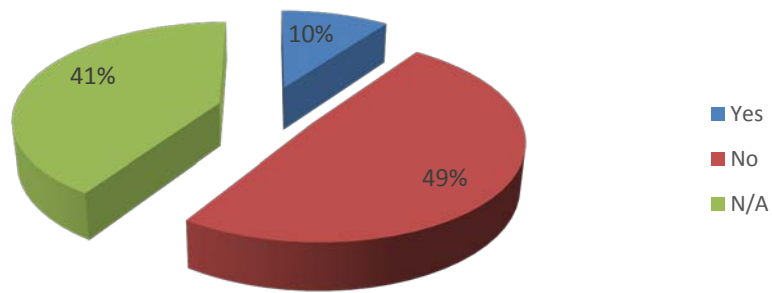
Consumers were asked if the manufacturer performed the award within the 30 days after the decision was accepted. Twenty-nine (29) or 24% consumers stated the award was performed within 30 days while forty-one (41) or 34% answered it was not. The remaining fifty (50) or 42% consumers did not recall or answered not applicable.

**If you accepted the decision of the arbitrator, and the performance was over 30 days, did you agree to the delay?**



As a follow up to the previous question, ACP asked consumers if they had agreed to the delay if the performance of the decision was over 30 days. Only three (3) or 3% of the consumers agreed while thirty-five (35) or 29% did not agree to the delay. The remaining eighty-two (82) or 68% of consumers did not recall or answered not applicable.

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



Lastly, consumers were asked if they knew they could reapply for arbitration by obtaining an additional warranty repair. Of the 120 responses, only twelve (12) or 10% indicated they were aware while fifty-nine (59) or 49% were not aware they could reapply with an additional warranty repair. The question was not applicable to forty-nine (49) or 41% of consumers who completed the survey.

### DATA BY MANUFACTURERS

The questionnaire data in the 2018 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:

<b>Manufacturer</b>	<b>Program Administrator</b>	<b>Number of Consumers</b>
Aston Martin North America	BBB AUTO LINE	0
Bentley Motors, Inc.	BBB AUTO LINE	0
Ferrari North America, Inc.	BBB AUTO LINE	1
Lamborghini America, LLC	BBB AUTO LINE	0
Lotus Cars	BBB AUTO LINE	0
Maserati North America, Inc.	BBB AUTO LINE	8
Mazda North American Operations	BBB AUTO LINE	0

Moreover, the first question in both surveys pertains to the consumers' case file number and is omitted in this report for confidentiality purposes. The statistics for questions number 11 and 12 pertain to consumers who have received an arbitration award or did not receive an award.

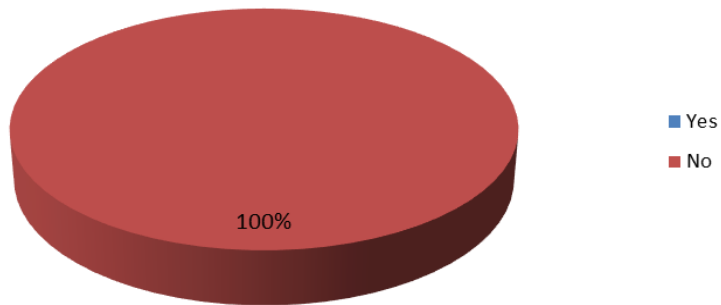
**BBB AUTO LINE**  
BMW OF NORTH  
AMERICA, LLC  
**(INCLUDES MINI COOPER)**

## BMW of North America

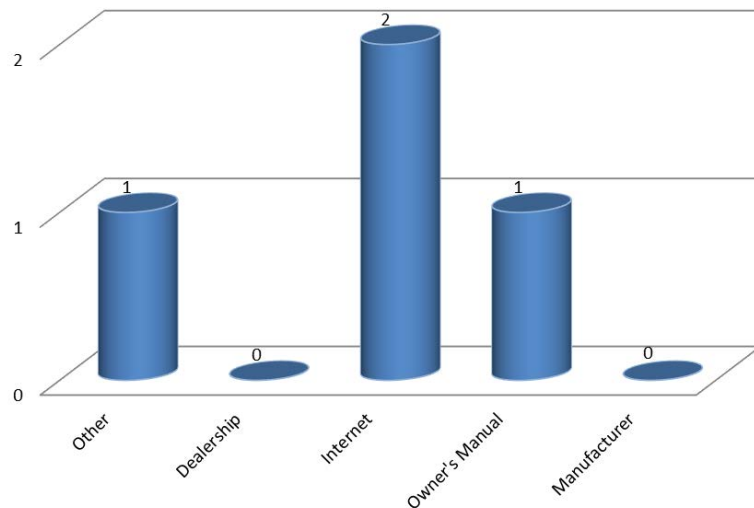
In 2018, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received one response to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program staff, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 16 consumers. Of these 16 consumers, 4 (25%) responded to the survey. The post-decision survey consisted of 13 questions designed to ascertain consumers' awareness of the Lemon Law, as well as the same questions asked on the pre-decision survey. A rating of 5 represents an excellent experience while a rating of 1 represents a poor experience.

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

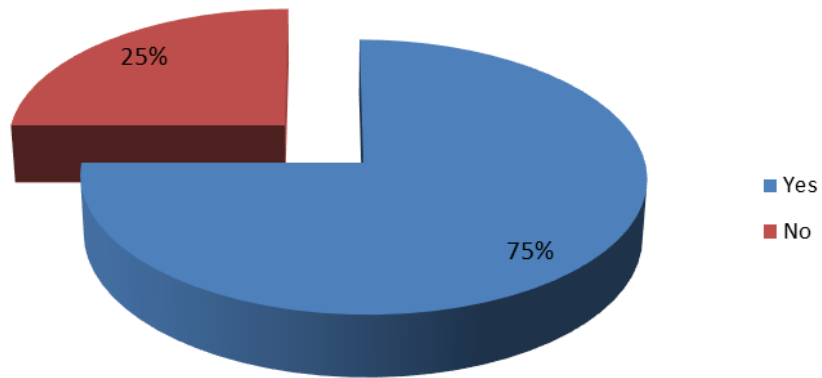
### 1. Before you purchased your vehicle, did you know about the California's Lemon Law?



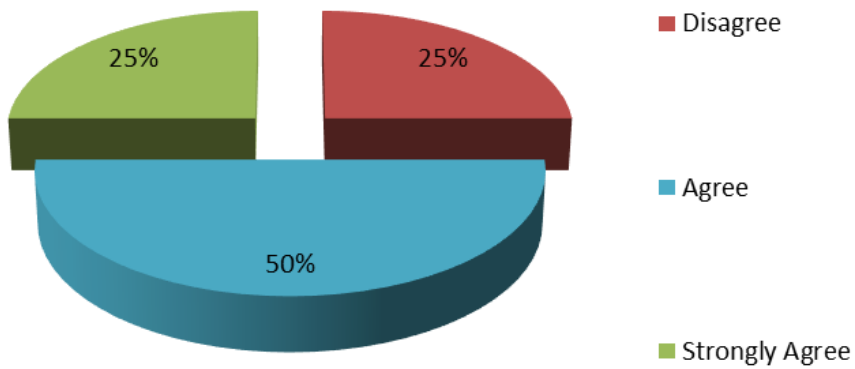
### 2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



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



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



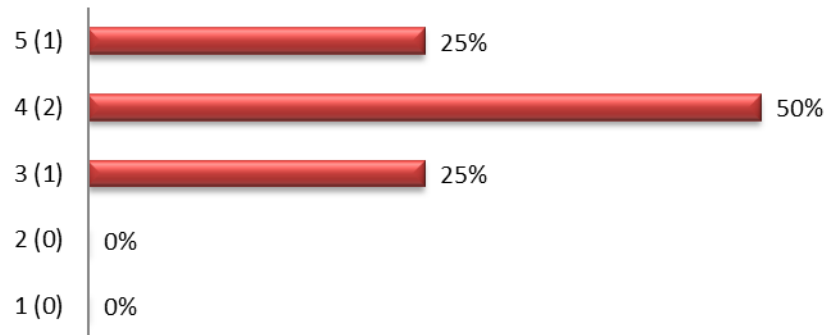


5. In terms of overall satisfaction, how would you rate your experience so far with the BBB AUTO LINE staff?

### Pre-Decision



### Post-Decision



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

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

- The process was very professional and conducted in a timely fashion.

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

- The staff at the meeting were excellent. The arbitrator did not grasp the problem I was having with the vehicle.

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

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

### Pre-Decision



### Post-Decision



The one consumer that completed the pre-decision survey reported that these questions were not applicable as the Manufacturer's Representative was not at the hearing. The post-decision survey reflected less than average views of the Manufacturer's Representatives.

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

### Pre-Decision



### Post-Decision



The one consumer that completed the pre-decision survey reported that these questions were not applicable as the Manufacturer's Representative was not at the hearing. The post-decision survey reflected less than favorable views of the Manufacturer's Representatives.

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

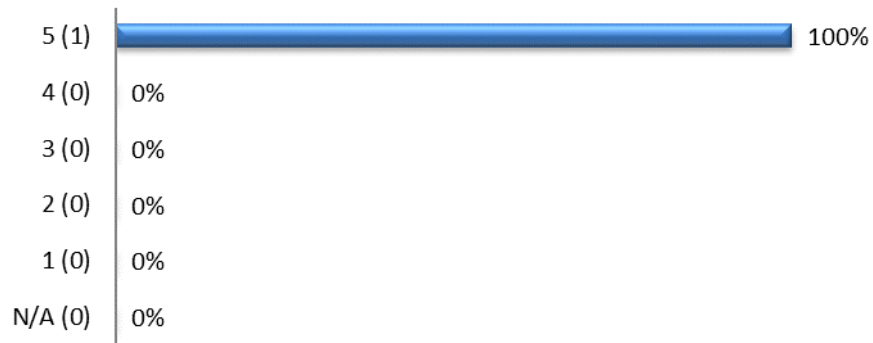
- N/A – was not there.

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

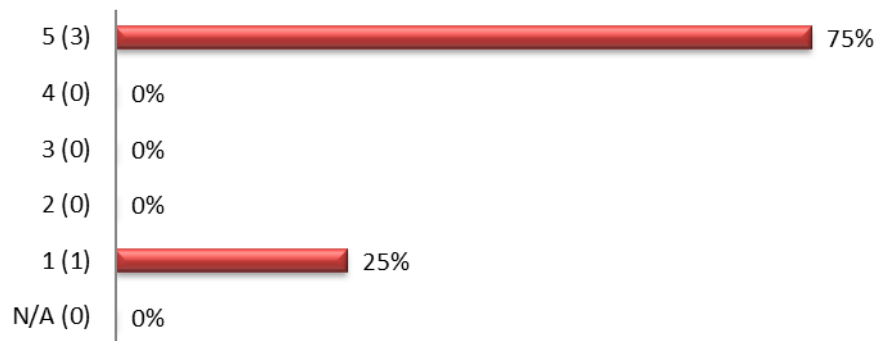
- Representative played down aspects of my complaint and treated some of the repairs as part swaps for appeasements when these were repairs that caused a change in the drivability of the vehicle. I felt like if I were a man, my complaints may have been taken more seriously.

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

### Pre-Decision



### Post-Decision



Consumers had substantially favorable views of the Arbitrator to receiving their decision.

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

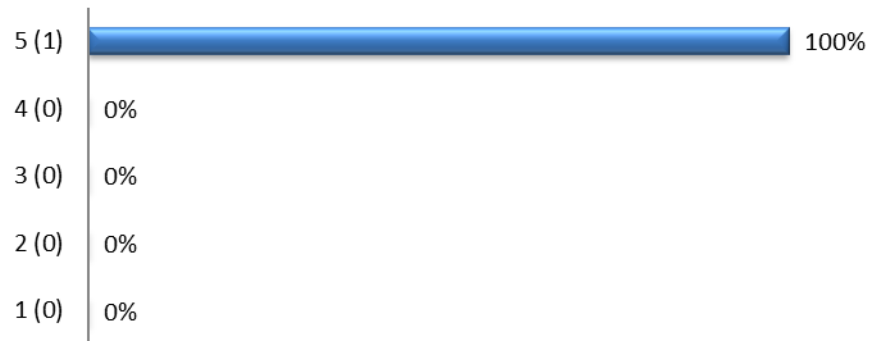
- The Arbitrator explained the whole process and made me feel confident in the process.

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

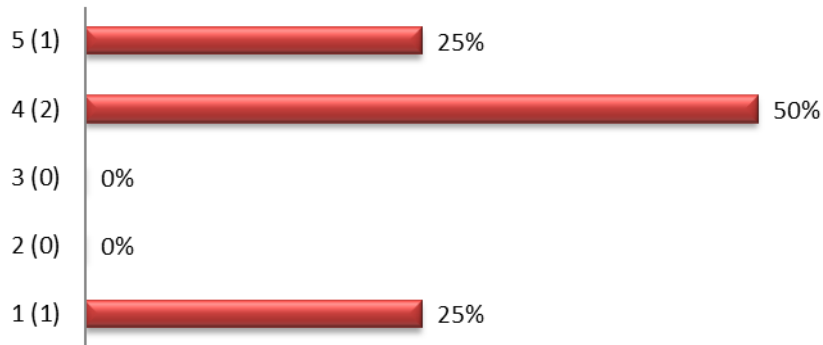
- His decision had no relation to the problem I brought for arbitration.

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

### Pre-Decision



### Post-Decision



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

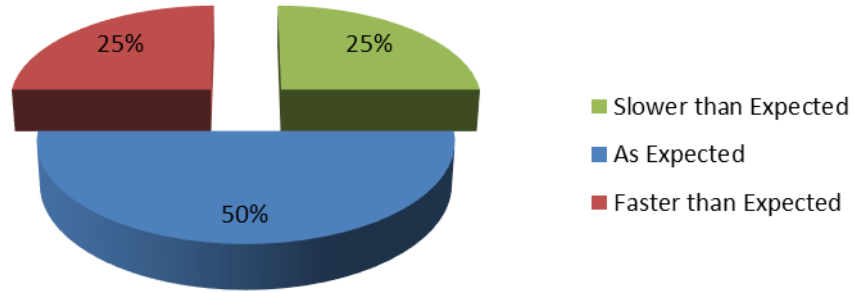
The following comment was provided on the pre-decision survey:

- Very satisfied

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

- The arbitrator's decision attributed information to the wrong parties. When I saw what he had written I thought they had sent me someone else's case.

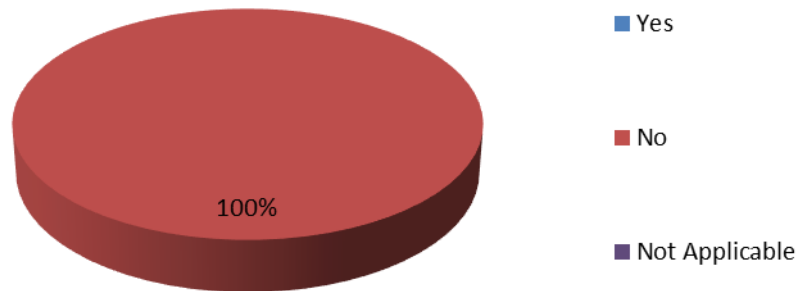
**9. How would you rate the speed of the arbitration process relative to your expectations?**



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

- Decision took months, not days. The final denial was gibberish.

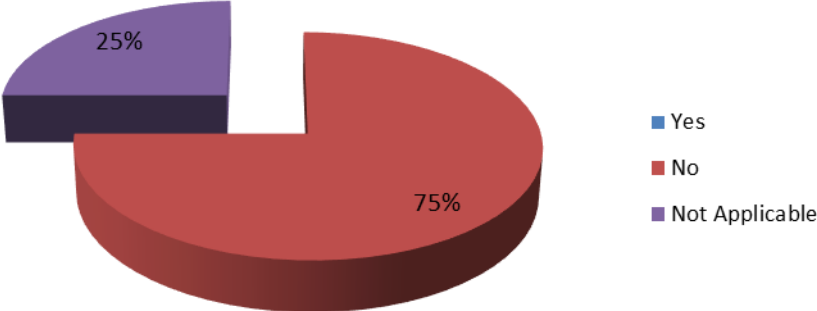
**10. Were you ever denied the ability to present evidence?**



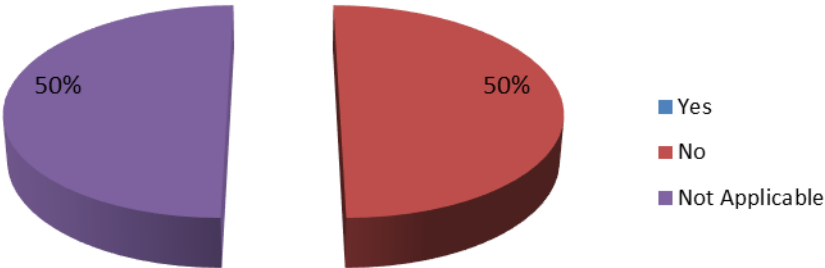
No comments were provided by the consumers.

11. If you accepted the decision of the arbitrator:

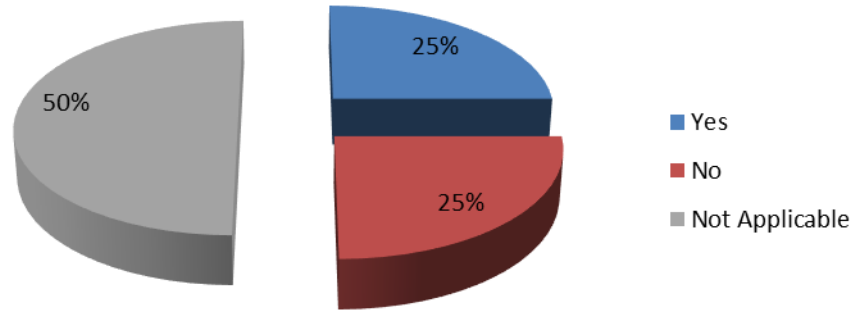
A: Did the Manufacturer perform the decision within 30 days after you accepted the decision?



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



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



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

- I have taken my case to a lawyer, Arbitration was a waste of months of time.

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

No consumers completed both the pre-and post-decision surveys.



**BBB AUTO LINE**

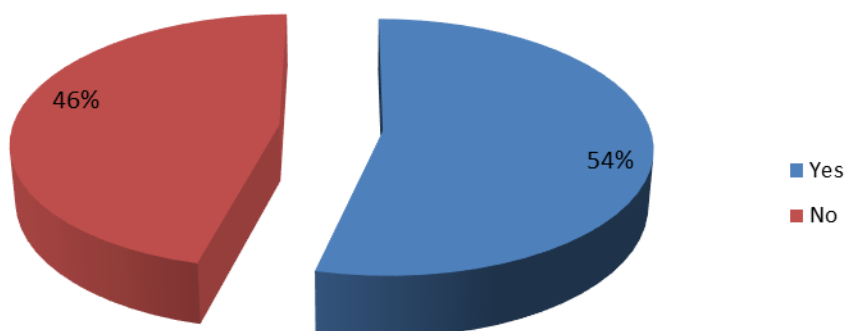
FORD MOTOR COMPANY

## Ford Motor Company

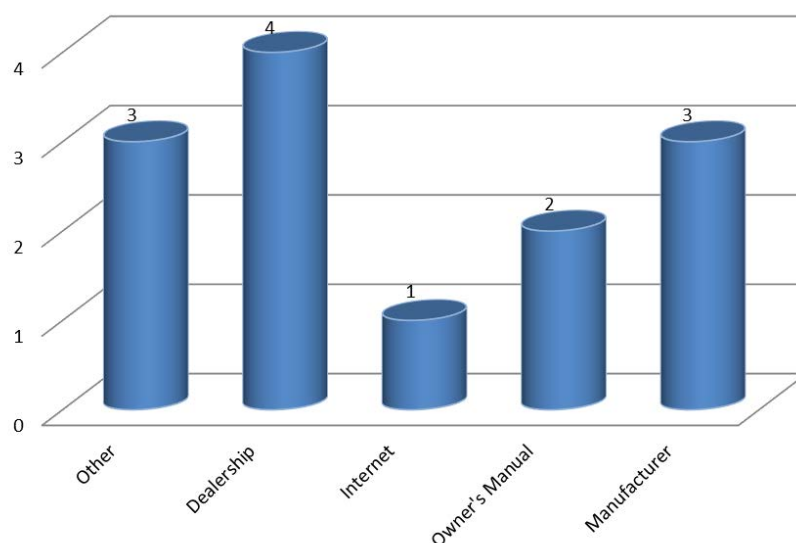
In 2018, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received 11 responses to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program staff, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 53 consumers. Of these 53 consumers, 13 (25%) responded to the survey. The post-decision survey consisted of 13 questions designed to ascertain consumers' awareness of the Lemon Law, as well as the same questions asked on the pre-decision survey. A rating of 5 represents an excellent experience while a rating of 1 represents a poor experience.

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

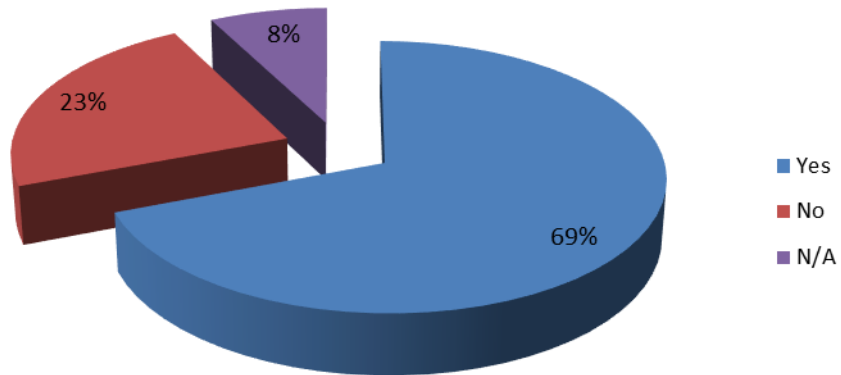
### 1. Before you purchased your vehicle, did you know about the California's Lemon Law?



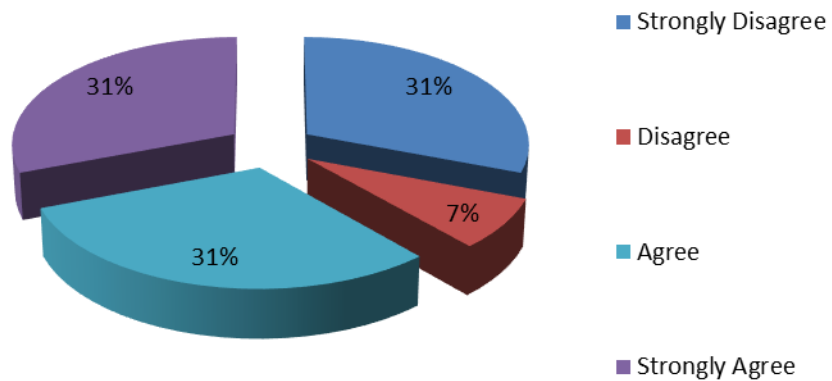
### 2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



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

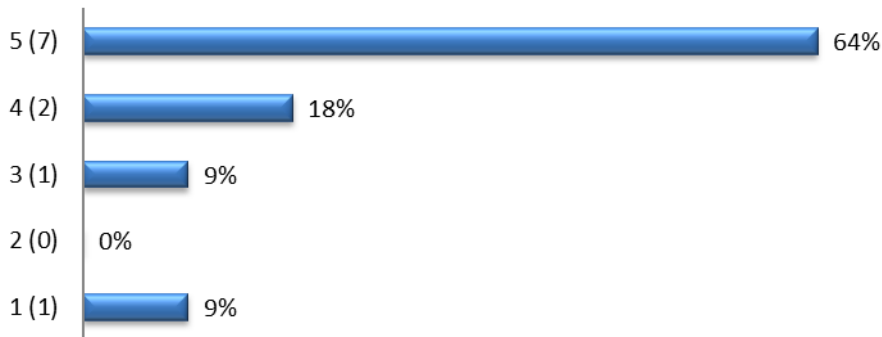


4. **The arbitration staff provides services in a timely manner and demonstrates a willingness to address questions and concerns?**

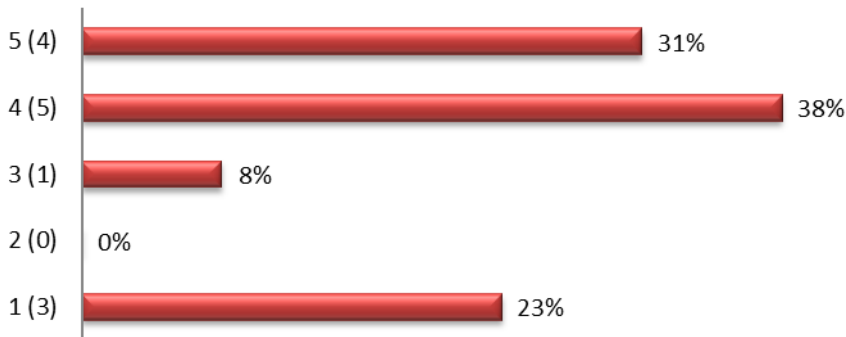


5. In terms of overall satisfaction, how would you rate your experience so far with the BBB AUTO LINE staff?

### Pre-Decision



### Post-Decision



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

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

- I have nothing else to compare this program with, so I have to give them a 4.
- Great, they did a good job and hope they take this in a fair and understanding manner.
- I received no restitution. The arbitrators report was poorly written and was not neutral objective.

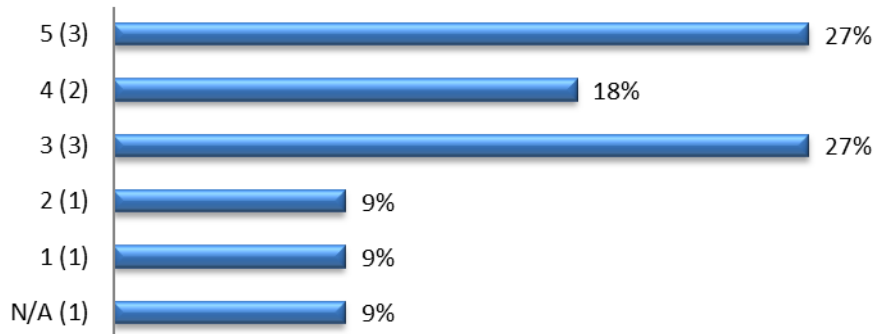
The following comments were provided on the post-decision survey:

- Very thankful this process exists and is staffed by knowledgeable people that understand the law.
- I will be pursuing a Lemon Law lawsuit against Ford. Arbitration was not effective even though my case meets Lemon Law criteria. Arbitration appears biased towards customer (me).
- Lawyer was not knowledgeable with vehicles.
- The staff was great, the decision was not so great.
- After the hearing of arbitration I did not get a notification of the outcome and when I called to find out the result, the time had expired and I did not get my car fixed.

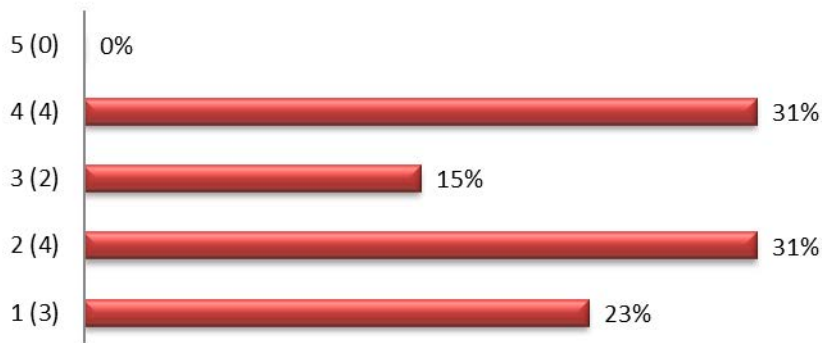
6. In terms of overall satisfaction, how would you rate your experience with:

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

### Pre-Decision



### Post-Decision



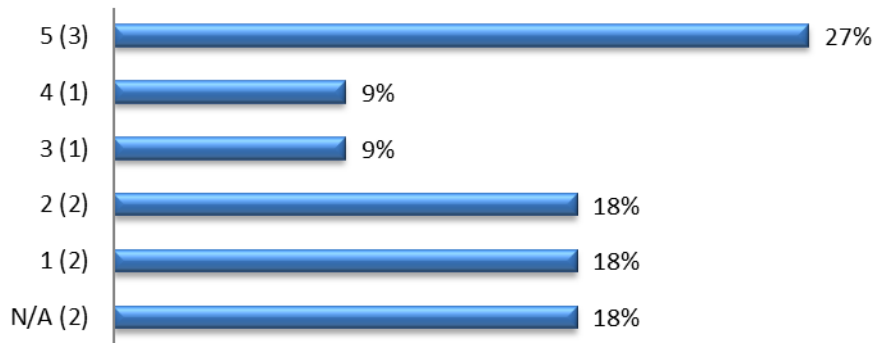
Consumers had more favorable views of the BBB AUTO LINE staff prior to receiving their decision.

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

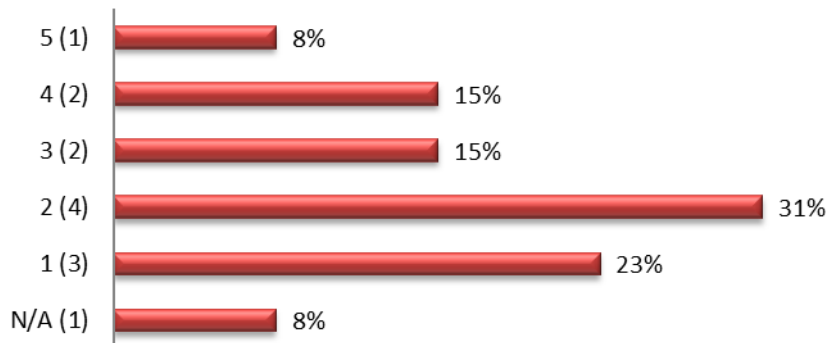
- N/A. There was no representative at hearing.
- The representative was not a mechanic and ill-informed about the vehicle. For example, he stated I had a 36K powertrain warranty but 60K powertrain warranty is what I have and is standard.

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

**Pre-Decision**



**Post-Decision**



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

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

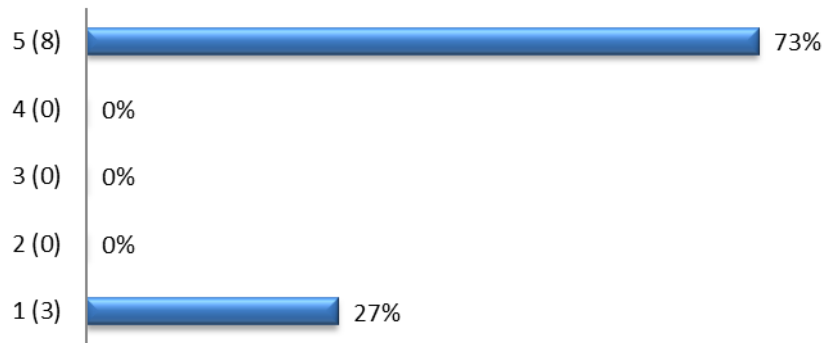
- Ford failed to comply with the arbitration award.
- Poor. Ford was reaching out up until hearing.
- Did not interact with the Manufacturer's Representative until the day of arbitration. I give no rating.

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

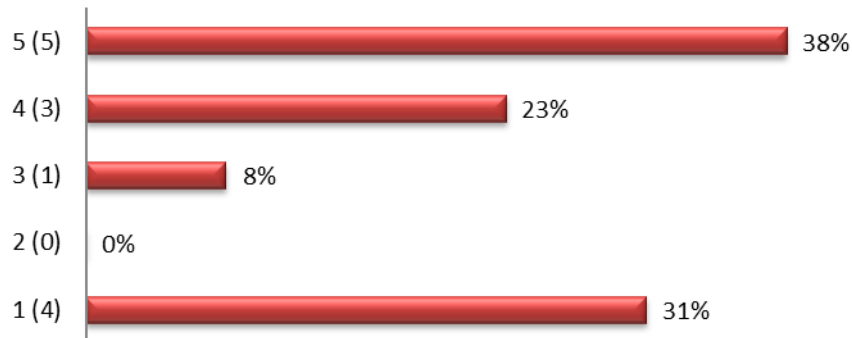
- Arbitration was a waste of time and effort. My issue was not resolved even though I have a strong and clear-cut Lemon Law case. I will be pursuing a lawsuit.
- It just seemed he did not care about our safety concerns but rather saving money for Ford.
- Only time was during arbitration and she blamed dealer's lack of knowledge as to how feature worked.
- I got a response but still I did not get my car fixed even after when service manager experienced the transmission problem and when the manufacturer technician inspected my car, still my car was not fixed.

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

### Pre-Decision



### Post-Decision



Consumers had substantially more favorable views of the Arbitrator prior to receiving their decision.

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

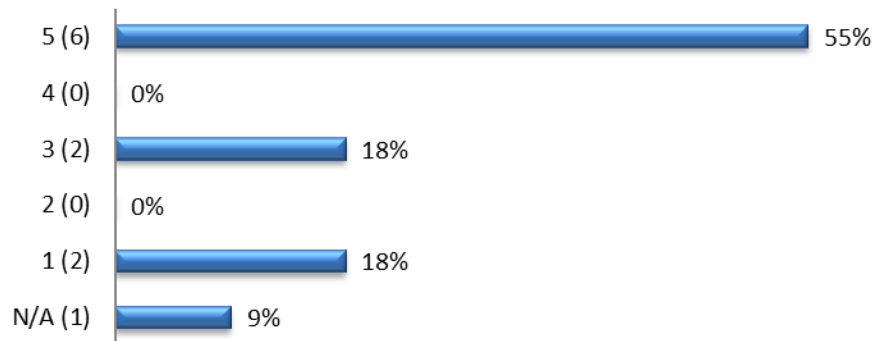
- Poor. She was not knowledgeable nor objective. She wrote a poor report that did not state all the facts of the case.
- Ford failed to comply with the arbitration award as of 02/20/19.
- I feel she was not familiar with the issue (smart zone feature) – Manufacturer stated no fix on work, I was told a fix would come as Ford was working on it.
- Excellent! No complaints! Arbitrator was very professional and very polite.

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

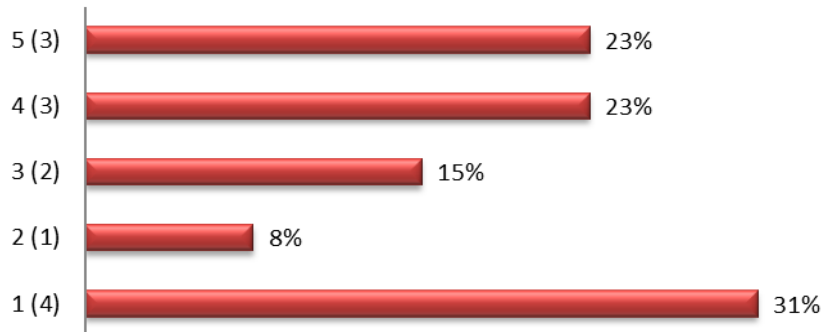
- Very professional
- With all respect I think she didn't know much about trucks.
- Arbitrator had a poor attitude. Appeared apathetic and was not effective in communicating my concerns to Ford.
- Should not be an arbitrator – very unknowledgeable as to vehicles.

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

### Pre-Decision



### Post-Decision



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

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

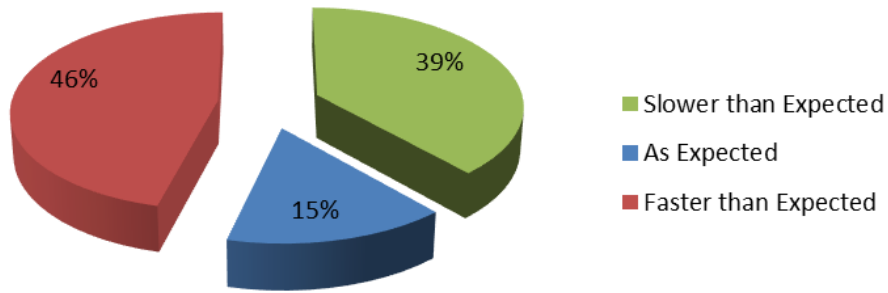
- Ford failed to comply with the arbitration award as of 02/20/19.
- Poor. I will be following up with this case with a Lemon Law attorney vs. Ford.
- It was longer time that I expected but a good experience and hope it works out in a fair basis.
- Did not understand important points. No fix on smart zone – manufacturer gave me phone if I agreed to wait for fix. I did not negotiate early out of lease.
- The actual arbitration was good. That being said, the preparation was challenging because the manufacturer proposed a offer to avoid arbitration but didn't respond to my counter. So I had little time to prepare.
- Excellent! No complaints! All was professionally taken care of. Process went smoothly.

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

- Lengthy and extremely time consuming
- Did not agree with her decision
- The arbitrator did not have a neutral stance and appeared to discourage me from challenging Ford.



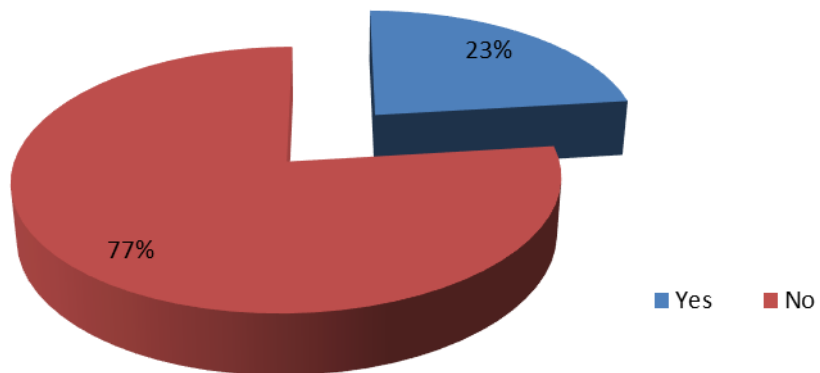
**9. How would you rate the speed of the arbitration process relative to your expectations?**



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

- The arbitrator pressured me into accepting an adequate resolution attempt from Ford. Which I did not accept.

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

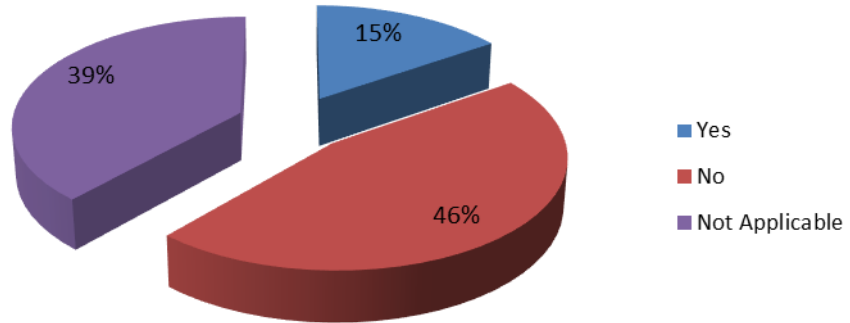


The following comments were provided on the post-decision survey:

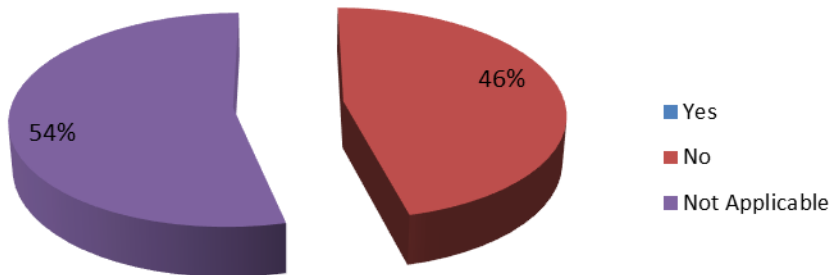
- In the hearing my evidence was dismissed, and the arbitrator was not neutral, nor helpful. Appeared to want me to accept an offer so that he could move on from my case.
- I have a video on my phone of the lights that were flashing on my dash, but I didn't know how to send it.
- Problem was arbitrator did not understand what issue was.

11. If you accepted the decision of the arbitrator:

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



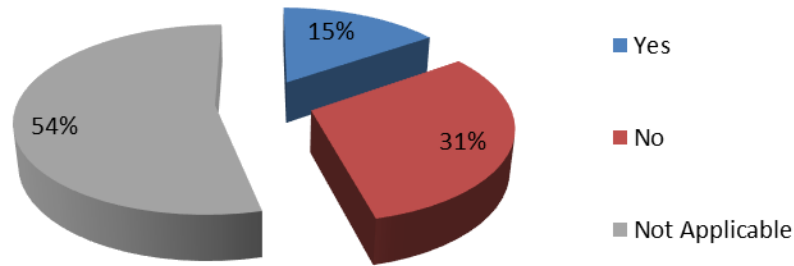
C. If the performance of the decision was over 30 days, did you agree to delay? the



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

- I had no choice and was told the manufacturer was experiencing a heavy case load.
- No I did not get the 30-day notification from arbitrator or BBB

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



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

- I was not informed of this.

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

- Have a panel of arbitrators review case as to minimize bias and subjectivity.
- In my opinion and experience with the claim the arbitration process was excellent.
- It would be nice if the arbitrator and the lawyer for the manufacturer would have knowledge of vehicles.
- Use arbitrator who understand how vehicles work.
- Throw the laws out of the decision and make peoples safety come first.
- Not lie to consumer
- To improve I think to get an arbitrator that was experienced in mechanics or work on cars.
- For me it was a very satisfactory process.
- Try to make the process more timely. Our lives were on hold until we finished the process as we use the vehicle for traveling and could not travel during the time the process was taking place as the vehicle was not reliable.
- None – please pass along to the arbitrator for my case my thanks and appreciation for his time and efforts.

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

Four consumers completed both the pre-and post-decision surveys.

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

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

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	4
B	Denial	5	3
C	Denial	3	2
D	Denial	1	1

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

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

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

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

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

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

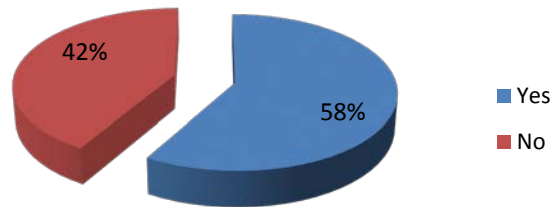
**BBB AUTO LINE**  
GENERAL MOTORS  
CORPORATION

# General Motors Corporation

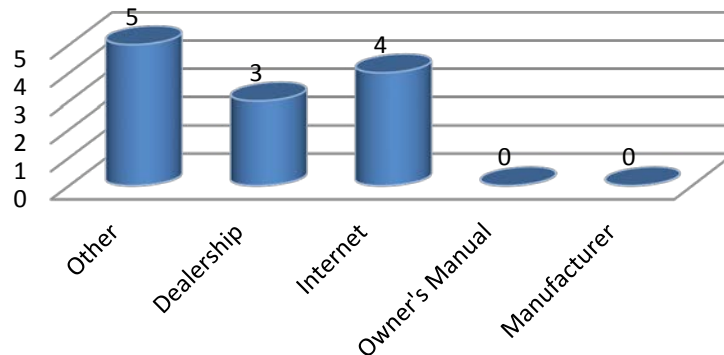
In 2018, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received 11 responses to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program staff, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 68 consumers. Of these 68 consumers, 10 (15%) responded to the survey. The post-decision survey consisted of 13 questions designed to ascertain consumers' awareness of the Lemon Law, as well as the same questions asked on the pre-decision survey. A rating of 5 represents an excellent experience while a rating of 1 represents a poor experience

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

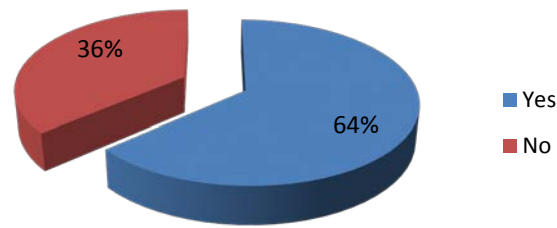
## 1. Before you purchased your vehicle, did you know about the California's Lemon Law?



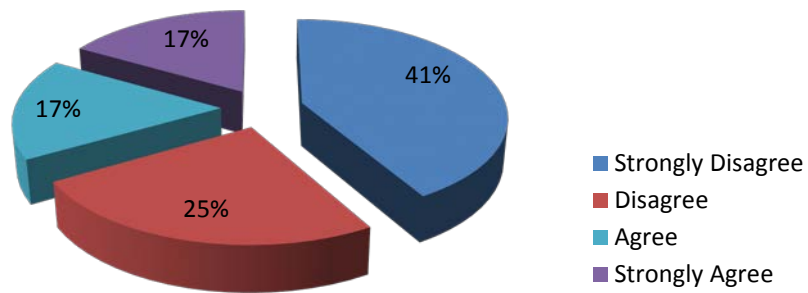
## 2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



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



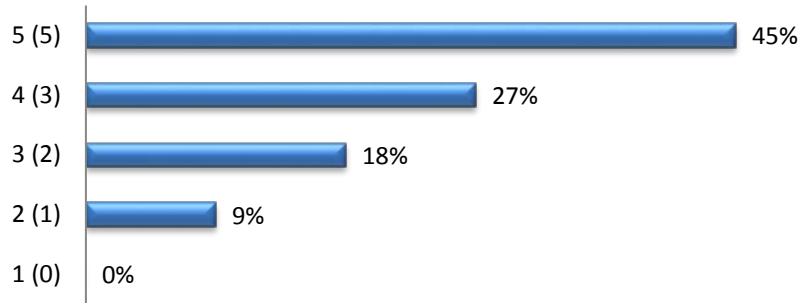
4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns



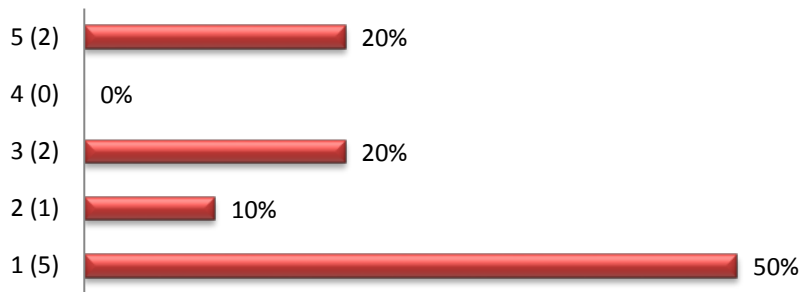


**5. In terms of overall satisfaction, how would you rate your experience with the BBB AUTO LINE staff?**

**Pre-Decision**



**Post-Decision**



Consumers had a more favorable view (45% excellent rating pre-versus 20% post) of the BBB AUTO LINE staff prior to receiving their decision.

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

- Claim was opened 7/27/18. Hearing scheduled 88 days later.
- Santiago was a poor communicator & scheduled my 1<sup>st</sup> hearing in 3 days & it was then cancelled.
- I'm not familiar with the Sacramento area so I couldn't test drive in areas to confirm some of the issues.

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

- Very, very poor communication – we really had no idea what was happening and who was who. Never felt like anyone was there to answer our questions and concerns. Staff constantly out of the office for whatever reason.
- Arbitrator did not listen to facts I brought to the hearing nor did they understand the issues with my vehicle. This process was a complete waste of time and I would rather hire a lawyer next time as the arbitrator obviously had a working relationship with the manufacturer's representative. They commented and joked about previous cases prior

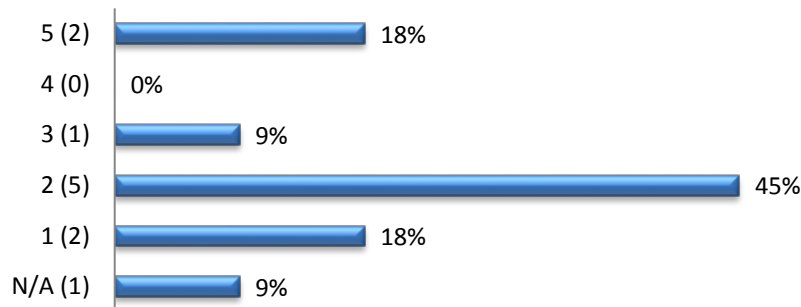
to the hearing beginning which is when it became apparent, this was just a run through to say “they tried”. Any people I speak to about this case are surprised and I strongly recommend not going this path considering the arbitrators are more or less paid by the manufacturers.

- We were misled. We put thousands of out of pocket items on the vehicle but were not reimbursed. Not acceptable.
- Would give a zero if I could. Poorly organized. Paid \$50 for parking.
- The arbitration decision contained an improper negative equity deduction and the BBB refused to help.
- I felt my arbitrator used her feelings in the decision of my case.
- As a consumer I felt the process favored the vehicle manufacturer not resolving mechanical defect brake pads too tight on caliber bracket and touch creating noise.
- Staff is very nice and professional. However, they do not comply with the Tanner Act.

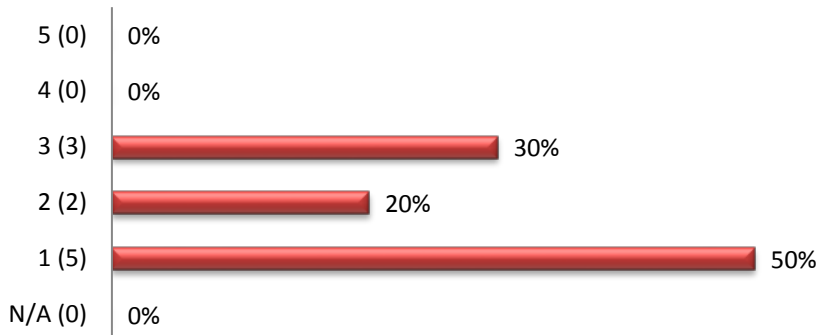
**6. In terms of overall satisfaction, how would you rate your experience with:**

**A. the vehicle Manufacturer’s Representative at the hearing?**

**Pre-Decision**



**Post-Decision**



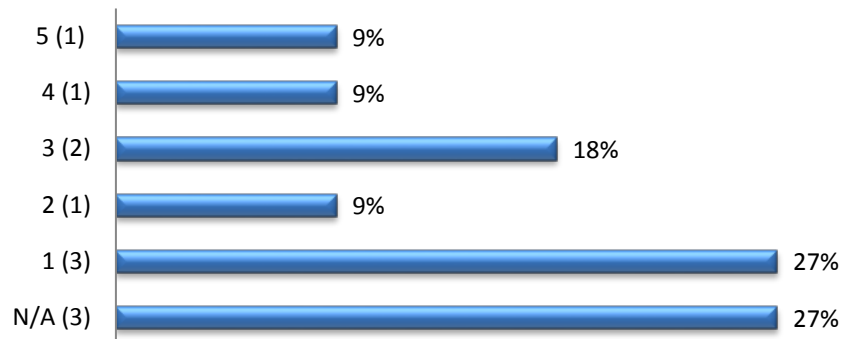
Consumers overall did not have a favorable view of the Manufacturer’s Representative at the hearing post surveys.

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

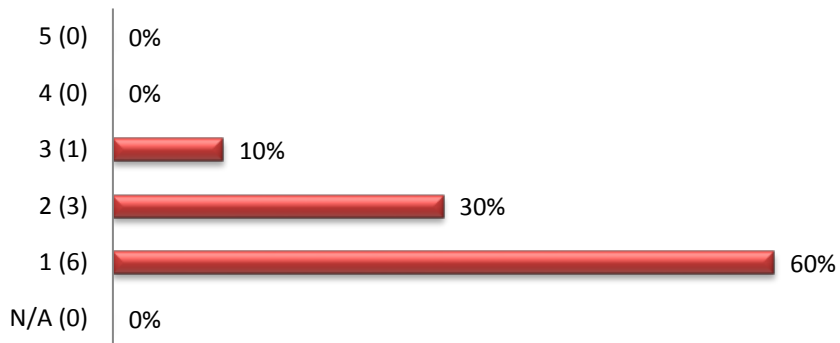
- She wasn't aware of the situation at the dealership and couldn't answer some questions.
- Extremely subjective
- Hearing hasn't happened yet
- Very professional

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

**Pre-Decision**



**Post-Decision**



Consumers overall did not have a favorable view of the Manufacturer's Representative after receiving their decision.

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

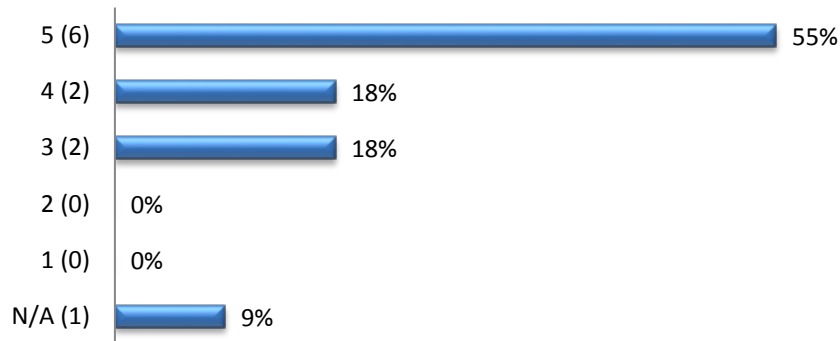
- Hearing hasn't happened yet
- Representative said I would hear from her again but never did.

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

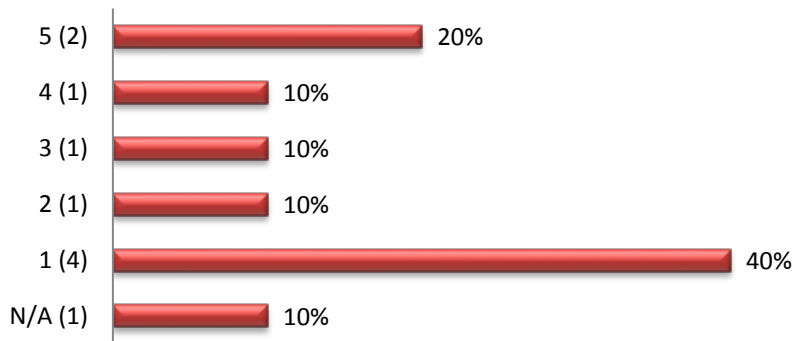
- They were rude and at one point closed our case – they never followed up with the repurchase – never received the statement of amounts from the manufacturer.
- One rep tried to offer me one month's payment on the vehicle's loan to close the case. Another push off everything until the last day and called me to tell me "did not want to voluntarily purchase back my vehicle". He wouldn't answer any further questions or tell me who I could reach out to after that. Just kept saying that one line over and over.
- GM is a horrible company. Their rep was disrespectful & rude.
- The BBB AUTO LINE should not be certified. It knows the law but refuses to follow it. The manufacturer's representative was rude during the hearing.
- No real interaction
- Please consider in arbitration the time it took from opening case to decision to not resolve mechanics.
- General Motors failed to comply with the terms of the arbitration award timely.
- She was rude and unprofessional. She did not know anything about the vehicle in question.

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

**Pre-Decision**



**Post-Decision**



Consumers had a substantially more favorable view (55% excellent rating pre-versus 20% post) of the Arbitrator prior to receiving their decision.

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

- Hearing hasn't happened yet.
- Very polite & professional.
- He would not let me or anyone else test drive my truck with him. I thought I should be able to go with him.

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

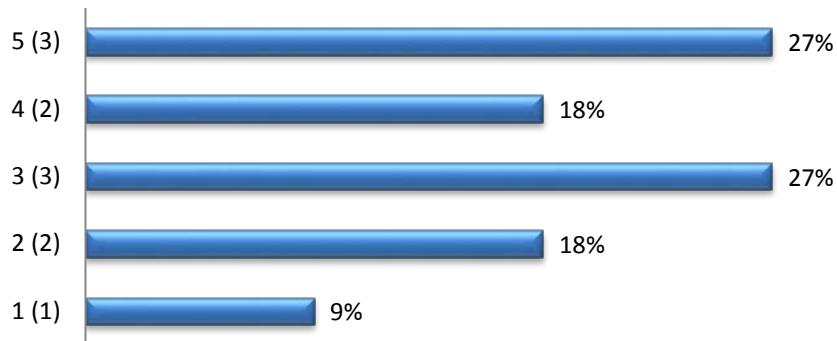
- The arbitrator ruled in our favor, but if you sit down and figure the numbers it only benefits the manufacturer. There was no way we could do a repurchase and buy a new truck. And then the manufacturer could turn around and sell our truck and make a profit. Kind of upside-down.
- Respectful man but didn't understand the issues nor what the manufacturer's mechanic did to my pickup, when I was riding along with him, which eventually had to transmission fail at 38,000 miles. The manufacturer obviously felt that what the mechanic did would

jeopardize my vehicle's reliability which is why they issued me an extended warranty. Even with this warranty, my vehicle is now worth less after the manufacturer rebuilt my transmission than it was prior.

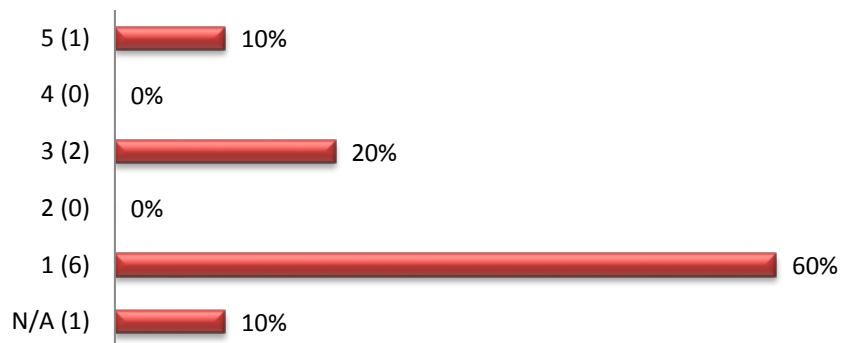
- He needed to groom himself especially his fingernails & nose hairs.
- Meeting was cold & we were disrespected.
- Through on questions on both sides
- The arbitrator was made aware of the ACP's guidance on negative equity but refused to follow it.
- I did not agree with how she rated the importance of my issues.

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

**Pre-Decision**



**Post-Decision**



Consumers had a more favorable view (27% excellent/acceptable ratings pre-versus 10% post) of the entire arbitration process prior to receiving their decision.

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

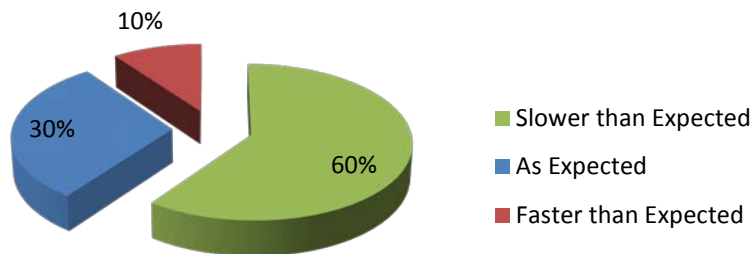
- See above re BBB's delays in scheduling hearing (hearing hasn't happened yet.)

- Santiago was a poor communicator & scheduled my 1<sup>st</sup> hearing in 3 days & it was then cancelled.
- BBB experience was horrible. They did not return phone calls or emails. Didn't get my information for my arbitration hearing until 2 days before it.
- Needed more test drive.

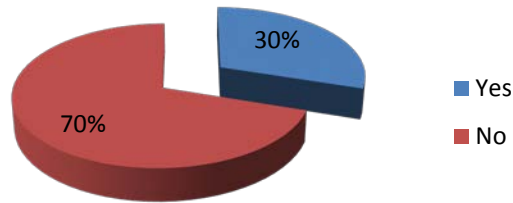
The following comments were provided on the post-decision survey:

- We had our truck in the dealership FOR MONTHS. No compensation for payments made while we didn't have the truck, for the wifi that was paid for while it was in service, under warranty I might add and no compensation for loss of work.
- Very slow, time consuming and eventually was a waste of time. Arbitrators lean to defend who they are being paid by (manufacturers).
- We were not reimbursed properly. The parking was unacceptable, and they were unorganized.
- By granting that GM repair instead of buy back is just a waste of time. Because they still are not honoring the warranty.
- I felt the arbitrator was not qualified to make decision about a vehicle
- GM failed to comply with the terms of the arbitration award timely.

**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?**

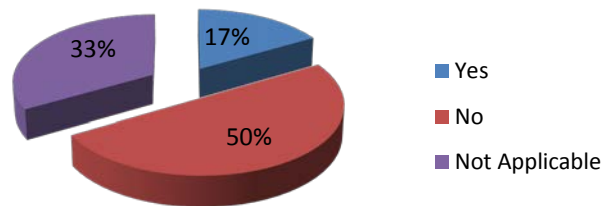


The following comments were provided on the post-decision survey:

- No, but felt like they didn't even consider it.
- I gave a testimony of a 3<sup>rd</sup> party master mechanic and the arbitrator basically threw it out and didn't read it.
- Would not allow all evidence relevant to case.
- The arbitrator refused to consider evidence regarding an offer by GM with a negative equity offset, saying he was not allowed to consider any evidence of settlement negotiations. The arbitrator refused to consider the vehicle's entire service history.

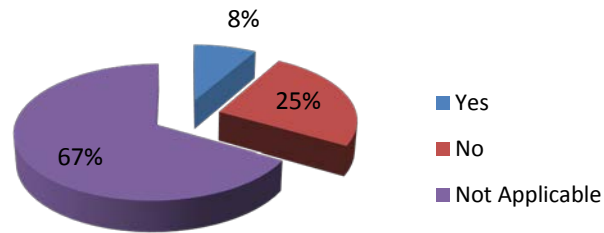
**11. If you received an award,**

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

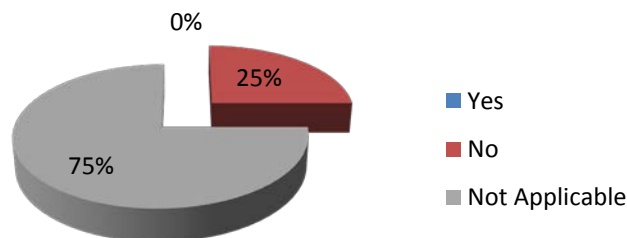




**B. If the performance of the award was over 30 days, did you agree to the delay?**



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



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

- This process was totally not what we expected. We thought someone would be representing us, us the consumer... it is the department of consumer affairs. Totally biased system that did not help us with a defective truck. Also, the hearing was just scheduled – no consideration of our schedule – we were just expected to change our life – from another stat I might add to accommodate everyone else.
- Faster communication, more knowledgeable arbitrators of automobiles/mechanics, overall an unbiased arbitrator who will offer help, if not judgement, for a single person going against a giant auto manufacturer
- To fully reimburse all out of pocket expenses for all items on vehicle.
- Allow all case materials to be presented.
- Look at the pattern and behavior of manufacturers when making decision. So time is not wasted for the consumer.
- Make sure arbitrator's are trained so they know negative equity deductions are improper.
- Better Arbitrators

## Results of Consumers Completing Both Pre & Post Surveys

Four consumers completed both the pre-and post-decision surveys. Consumers A received a repurchase decision, consumers B & C received a denial and consumer D received a repurchase/replacement decision.

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

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

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Repurchase	5	3
B	Denial	NA	1
C	Denial	1	2
D	Repurchase/Replacement	2	2

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Repurchase	4	3
B	Denial	NA	1
C	Denial	1	2
D	Repurchase/Replacement	2	2

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

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

<b>C</b>	Denial	5	NA
<b>D</b>	Repurchase/Replacement	4	4

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

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

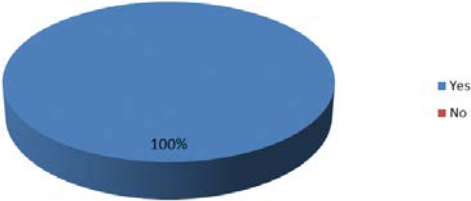
**BBB AUTO LINE**  
HYUNDAI MOTOR  
AMERICA

Hyundai Motor America  
(Hyundai and Genesis)

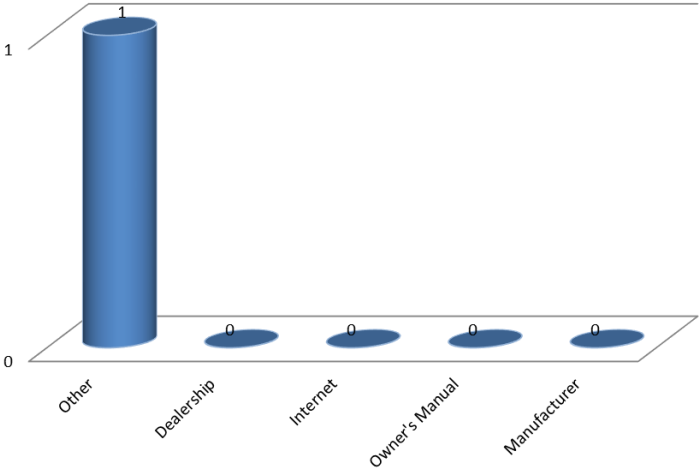
In 2018, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received nine responses to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 27 consumers. Of these 27 consumers, one (4%) responded to the survey. The post-decision survey consisted of 12 questions designed to ascertain consumers' awareness of the Lemon Law, as well as the same questions asked on the pre-decision survey.

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

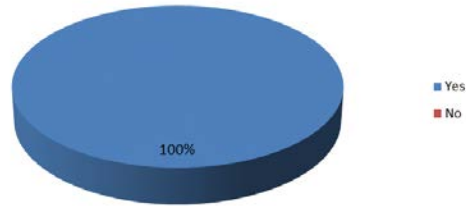
**1. Before you purchased your vehicle, did you know about the California's Lemon Law?**



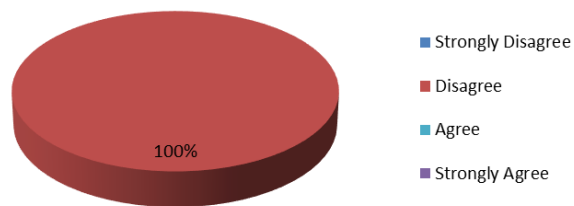
**2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?**



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

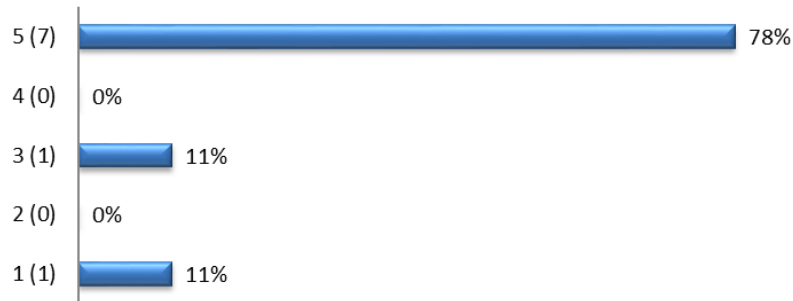


4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns.



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

**Pre-Decision**



**Post-Decision**



Consumers had a substantially more favorable view (78% with a 5 rating pre-decision versus 100% with a 2 rating post-decision)

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

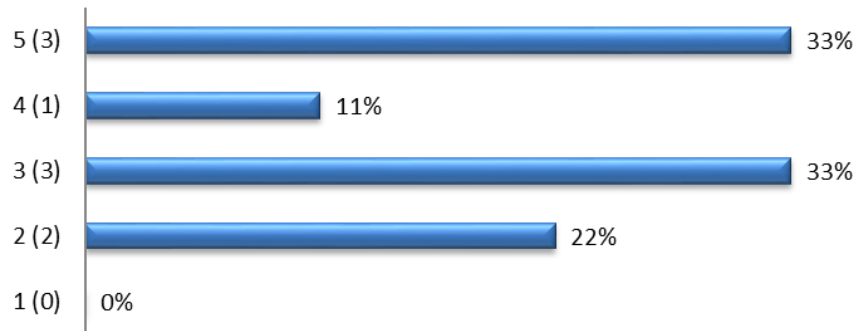
- BBB AUTO LINE staff refused to provide a confirmed date until I involved ACP.
- BBB contacted clients instead of their attorney, scheduling problems, inconsistencies in instruction on appearing telephonically.
- They were quick and efficient.

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

- No one really explained the timeframe to me.

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

**Pre-Decision**



**Post-Decision**



Consumers had a favorable view (44% with a 5 and 4 rating pre-decision versus 100% with a rating of 3 post-decision)

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

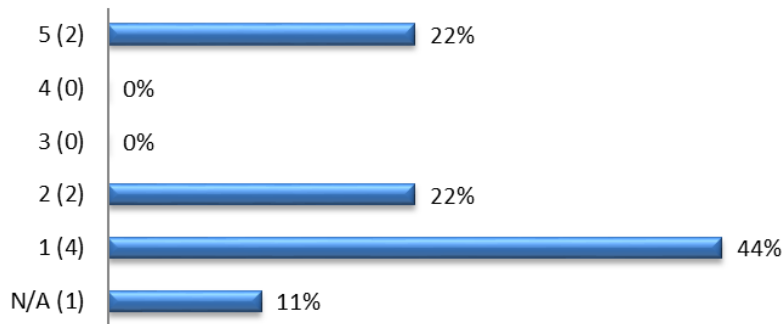
- They were hard to reach, not much interaction besides that.

No comments were provided on the post-decision survey.



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

**Pre-Decision**



**Post-Decision**



Consumers had a less favorable view (66% with a 2 and 1 rating pre-decision versus 100% with a rating of 3 post-decision)

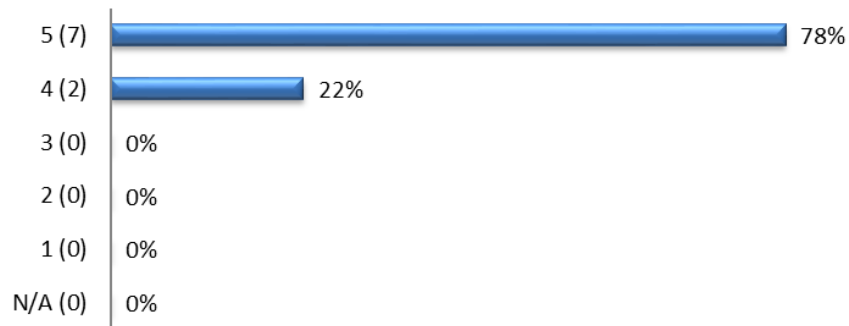
The following comments were provided in the pre-decision survey:

- Manufacturer communicated with my clients directly knowing they were represented, requested I withdraw as counsel so that they could communicate with my client directly.
- Hyundai contacted the client knowing they were being represented in this matter.
- No contact.
- No help.

No comments were provided on the post-decision survey.

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

**Pre-Decision**



**Post-Decision**



Consumers had a more favorable view (78% with a 5 rating pre-decision versus 100% with a rating of 2 post-decision)

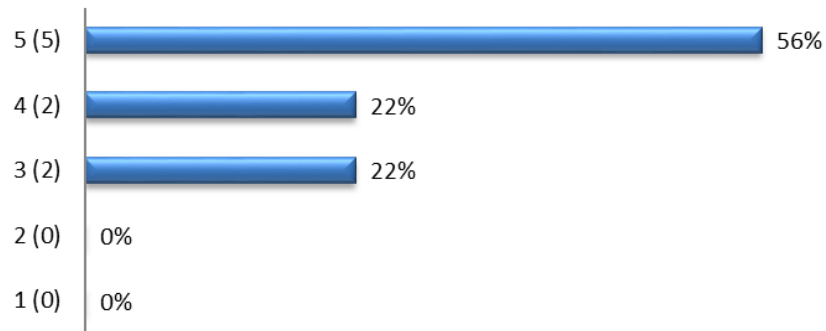
The following comment was provided in the pre-decision survey:

- He was nice and remained neutral.

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?**

**Pre-Decision**



**Post-Decision**



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

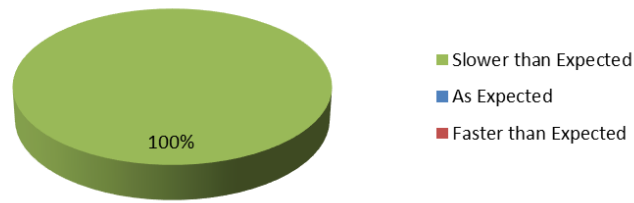
The following comments were provided in the pre-decision survey:

- Obtaining a hearing date within the 40-day requirement was very arduous.
- A little frustrating but hopefully worth it in the end.

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

- The entire process was very disappointing.

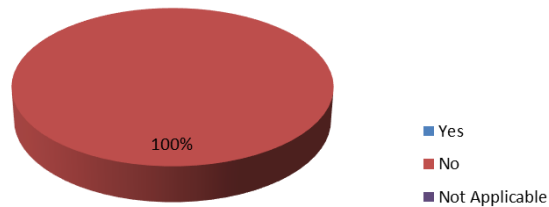
**9. How would you rate the speed of the arbitration process relative to your expectations?**



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

- It took months on purpose by them all.

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

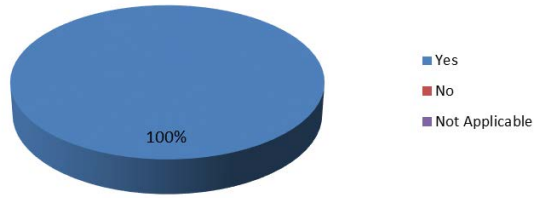


The following comment was provided on the post-decision survey:

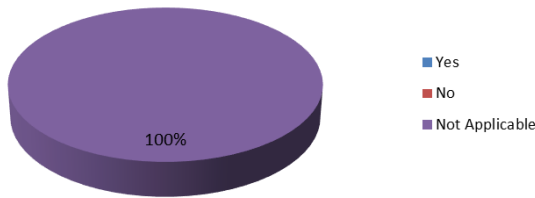
- Didn't get to present all facts. Seemed to be in a hurry to get done
- My evidence was moot to them from the very beginning.

11.

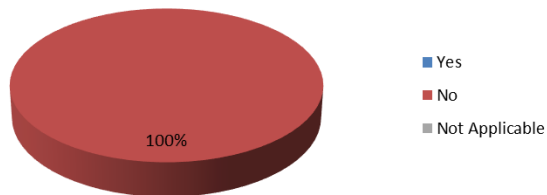
A. Did the Manufacturer perform the award within the 30 days after you accepted the award?



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



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



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

The following comments were provided:

- I wish I had understood the time frame that I should have applied for consideration. They said I was too late in filing. But I thought I had to have enough evidence first.

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

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

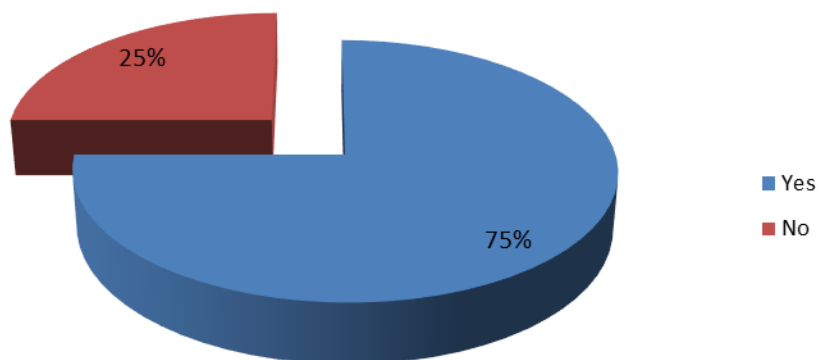
**BBB AUTO LINE**  
JAGUAR/LAND ROVER  
OF NORTH AMERICA,  
LLC

## Jaguar Land Rover North America

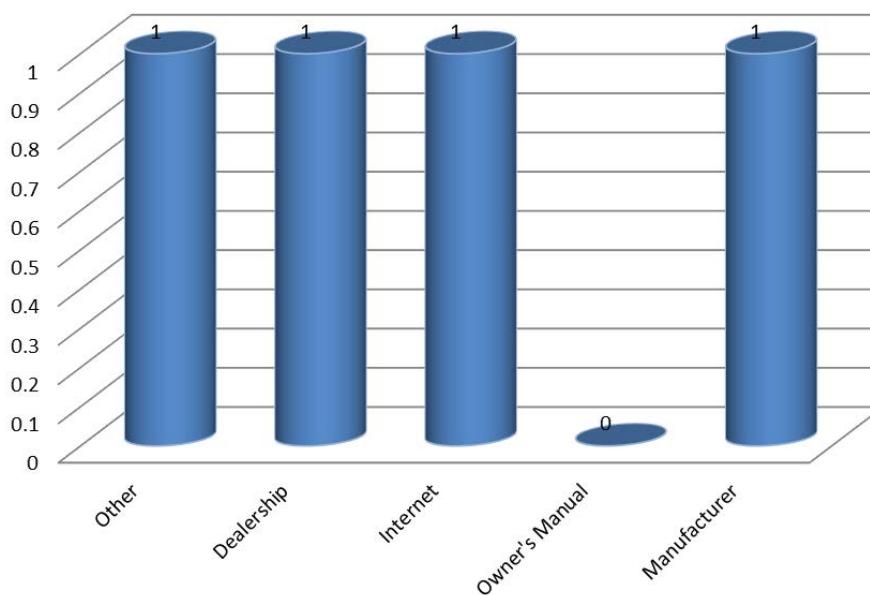
In 2018, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received four responses to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program staff, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 12 consumers. Of these 12 consumers, 4 (33%) responded to the survey. The post-decision survey consisted of 13 questions designed to ascertain consumers' awareness of the Lemon Law, as well as the same questions asked on the pre-decision survey. A rating of 5 represents an excellent experience while a rating of 1 represents a poor experience.

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

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

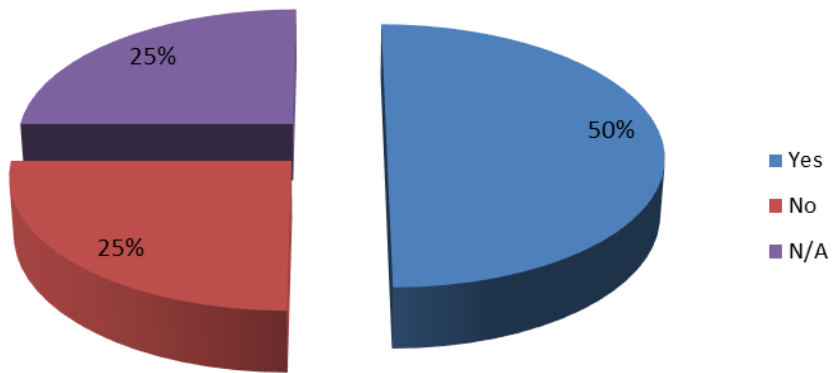


### 2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?

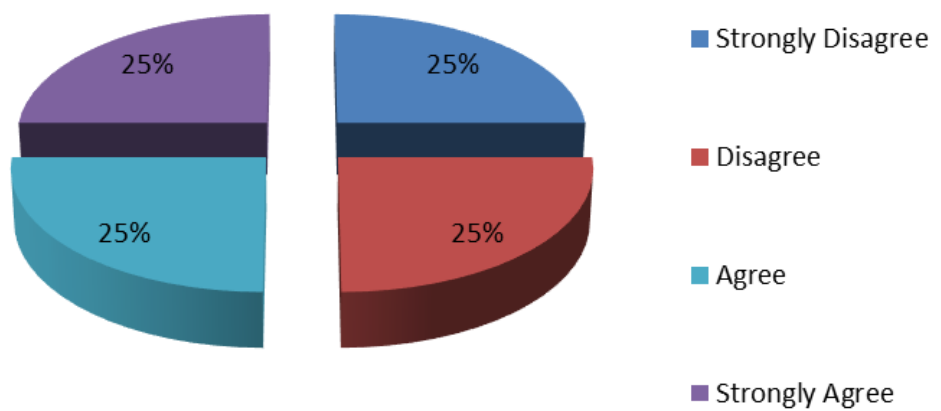




3. **If you participated in a settlement or mediation process after applying for arbitration with the BBB AUTO LINE, were you informed that it was a voluntary process?**

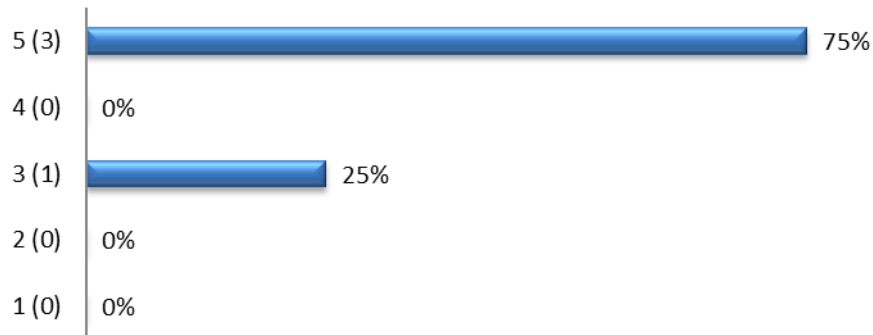


4. **The arbitration staff provides services in a timely manner and demonstrates a willingness to address questions and concerns?**

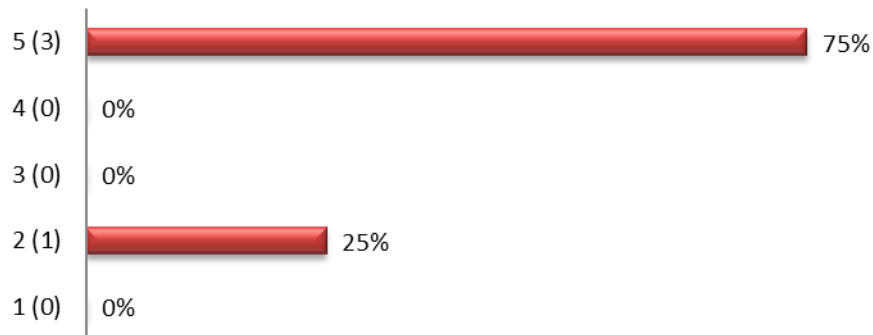


5. In terms of overall satisfaction, how would you rate your experience so far with the BBB AUTO LINE staff?

### Pre-Decision



### Post-Decision



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

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

- Friendly, courteous and professional.
- Great customer service. Friendly and very helpful.

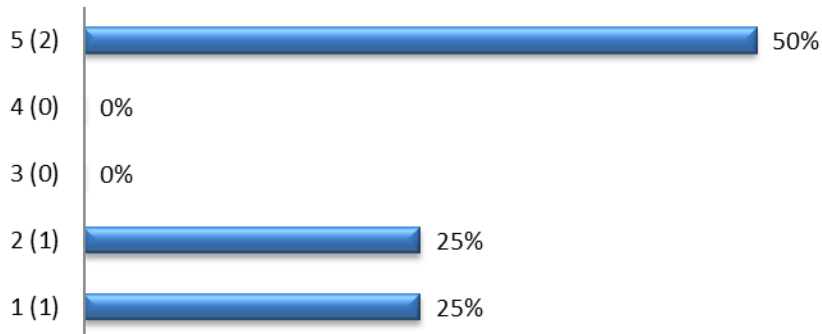
The following comments were provided on the post-decision survey:

- Dispute Resolution Specialist was excellent! Wonderful help A++++.
- The BBB staff in NJ often went unresponsive and left me hanging with answers to emails and phone calls.
- Arbitration staff was patient in putting together my claim which was over 70 pages.
- The arbitration staff were great, very professional. However, Jaguar was absent even after given multiple opportunities to be present.

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

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

### Pre-Decision



### Post-Decision



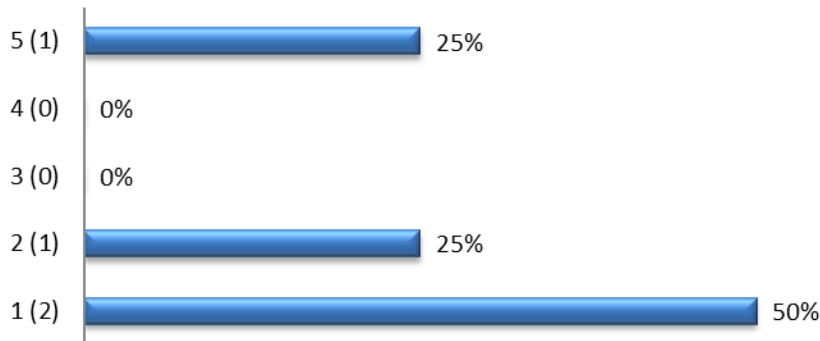
Consumers had more favorable views of the BBB AUTO LINE staff prior to receiving their decision.

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

- No show
- The person on the phone call was very professional.

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

**Pre-Decision**



**Post-Decision**



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

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

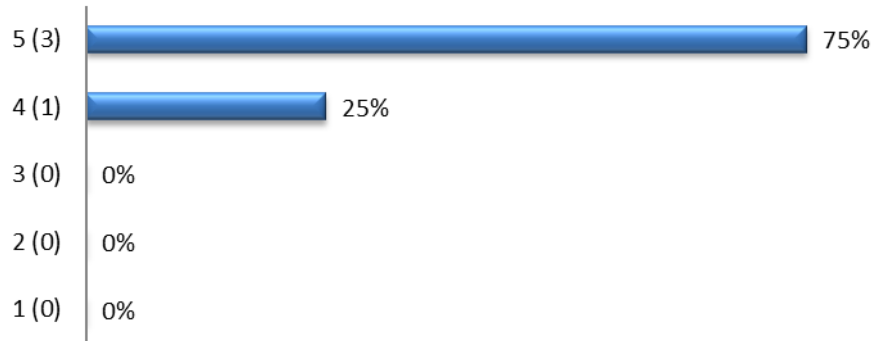
- Discourteous – would not respond to request for explanation of usage deductions. Pushed for us to sign documents within 10 days.
- Very poor. Never called back. Lied to us on several occasions. She was horrible.

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

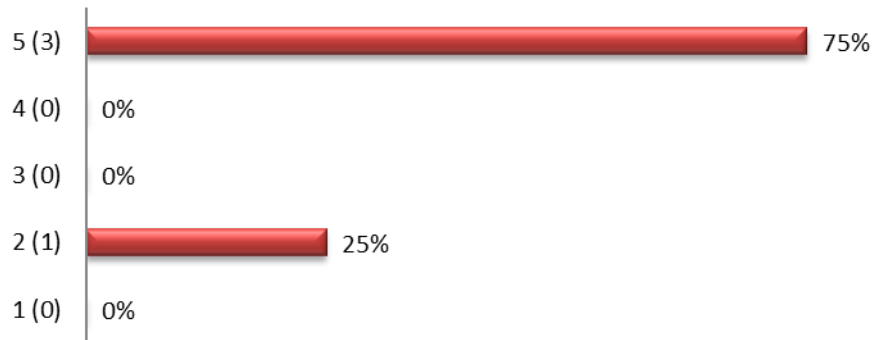
- Jaguar’s representative was non-responsive from the time we filed for arbitration until it was completed. They also did not participate in the hearing.
- Manufacturer’s Representatives were unresponsive.
- Land Rover didn’t even show up to the arbitration hearing after forcing me to go to arbitration. Everyone at the parent company was horrific to deal with. Especially Land Rover representative was a nightmare.
- Our representative would never return an email or phone call in a timely manner.

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

### Pre-Decision



### Post-Decision



Consumers had substantially more favorable views of the Arbitrator prior to receiving their decision.

No comments were provided on the pre-decision survey.

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

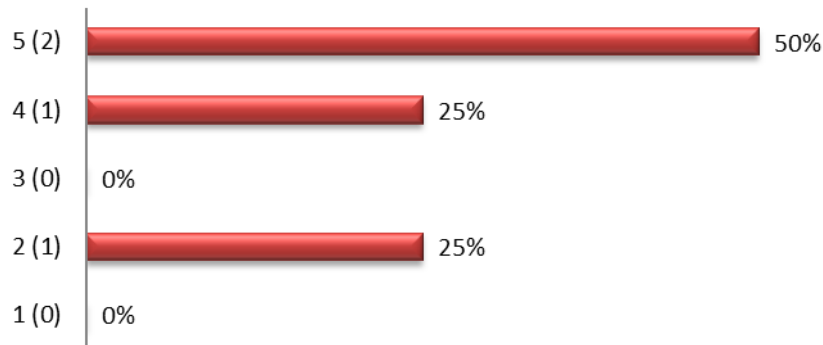
- Quick with verdict.
- He was fair and listened.

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

### Pre-Decision



### Post-Decision



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

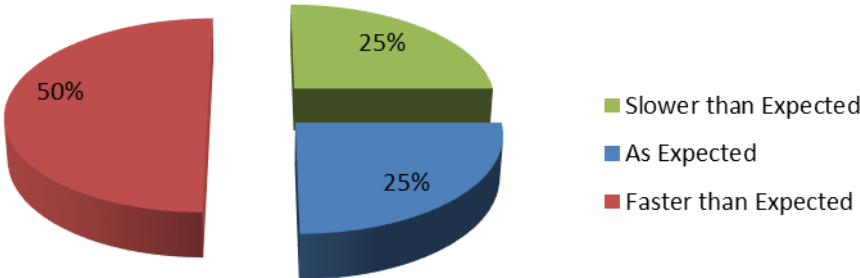
The following comment was provided on the pre-decision survey:

- BBB did a great job of emailing and calling the day of the arbitration

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

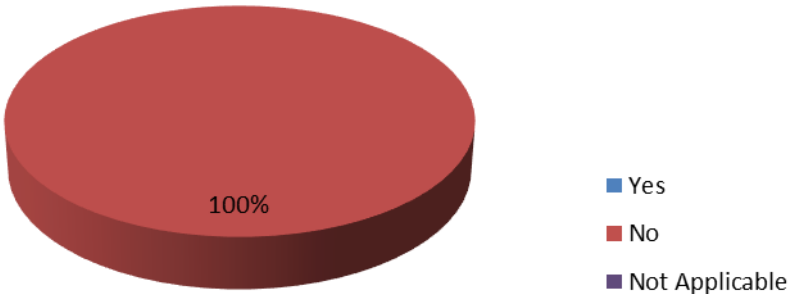
- The process was a bit nerve wracking, because we had already been dealing with Jaguar over the nonconformity of the vehicle.

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



No comments were provided by the consumers.

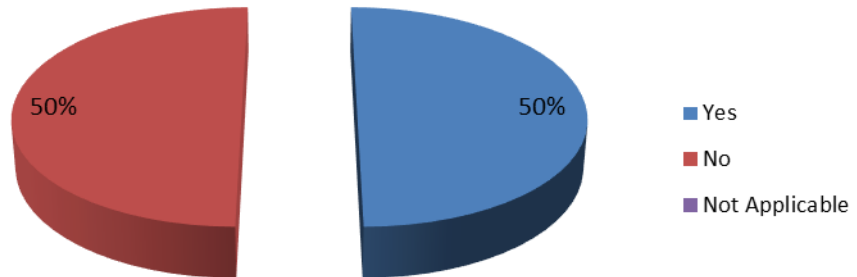
11. Were you ever denied the ability to present evidence?



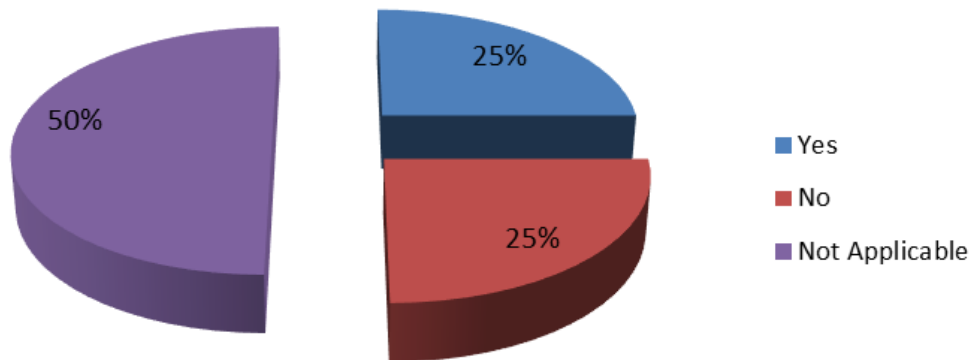
No comments were provided by the consumers.

12. If you accepted the decision of the arbitrator:

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

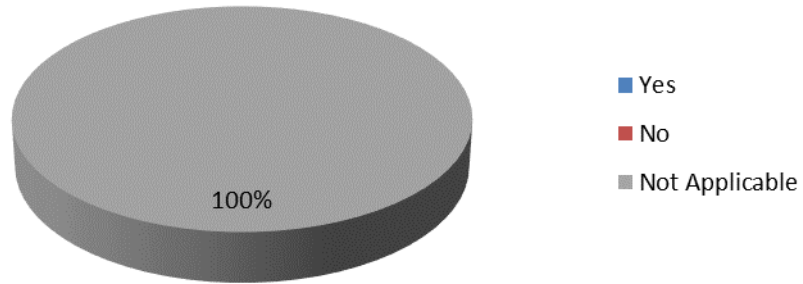


D. If the performance of the decision was over 30 days, did you agree to delay? the





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



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

- Good as-is.
- Better communication from the arbitrators. They left me hanging a lot. Also, more focus on the manufacturers to push them to time restraints and holding up to their end of the process.

### Results of Consumer(s) 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:

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

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

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
<b>A</b>	Repurchase	1	1

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

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
<b>A</b>	Repurchase	1	1

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

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

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

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

**BBB AUTO LINE**

KIA MOTORS AMERICA

In 2018, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received two responses to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 8 consumers. Of these 8 consumers, no consumers responded to the survey. The post-decision survey consisted of 12 questions designed to ascertain consumers' awareness of the Lemon Law, as well as the same questions asked on the pre-decision survey.

Each illustration represented below is characterized by the survey questions. A table is included to represent the result of the consumers.

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

No Post-Decision responses provided.

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

No Post-Decision responses provided.

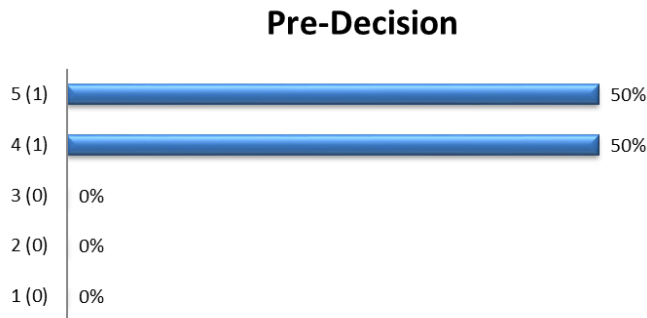
**3. If you participated in a settlement or mediation process after applying for arbitration with the BBB AUTO LINE, were you informed that it was a voluntary process?**

No Post-Decision responses provided.

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

No Post-Decision responses provided.

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



Consumers had a favorable view (50% with a 5 and 4 rating pre-decision)  
No comments were provided.

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

**Pre-Decision**



Consumers had a more unfavorable view (50% with a 3 and 1 rating pre-decision)

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

- Because they should have sent the car in prior to the hearing.

No Post-Decision responses 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**

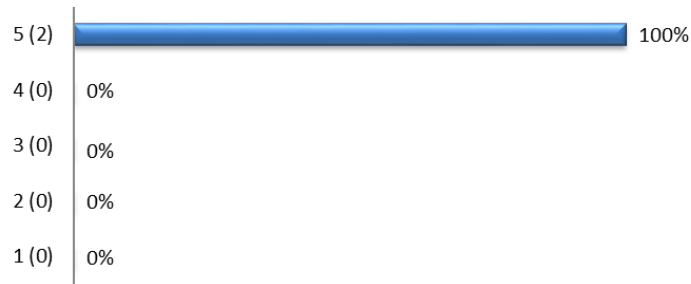


Consumers had a more favorable view (50% with a 5 and 4 rating pre-decision)

No comments were provided.

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

**Pre-Decision**

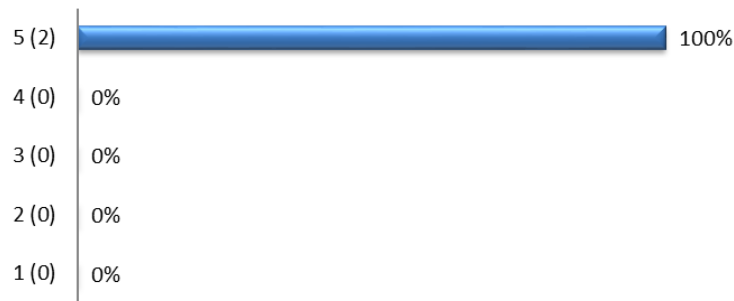


Consumers had a substantially favorable view (100% with a 5 rating pre)

No comments were provided.

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

**Pre-Decision**



Consumers had a substantially favorable view (100% with a 5 rating pre)

No comments were provided.

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

No Post-Decision responses provided.

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

No Post-Decision responses provided.

11.

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

No Post-Decision responses provided.

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

N/A

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

No Post-Decision responses provided.

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

No Post-Decision responses provided.

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

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

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

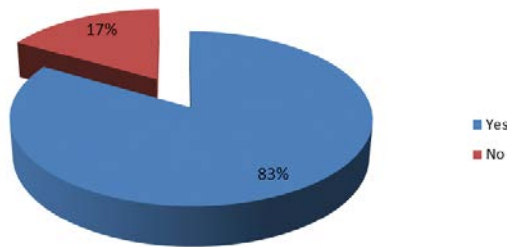


# Mercedes-Benz USA, LLC

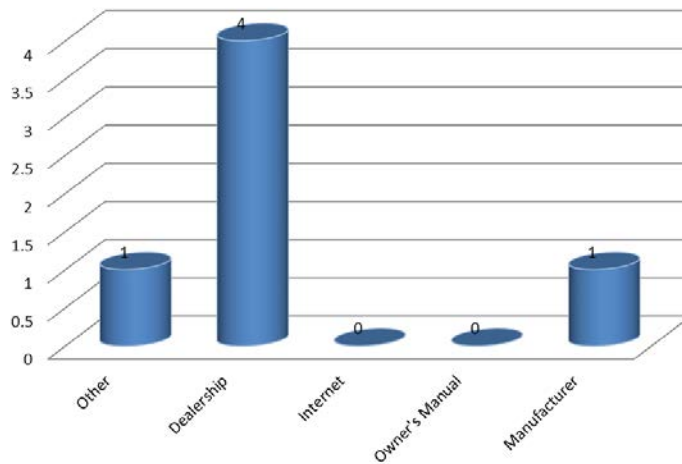
In 2018, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received eight responses to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program staff, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 25 consumers. Of these 25 consumers, six (24%) responded to the survey. The post-decision survey consisted of 12 questions designed to ascertain consumers' awareness of the Lemon Law, as well as the same questions asked on the pre-decision survey.

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

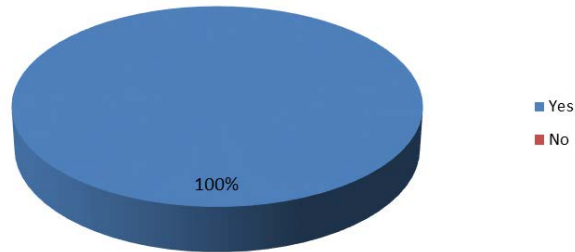
## 1. Before you purchased your vehicle, did you know about the California's Lemon Law?



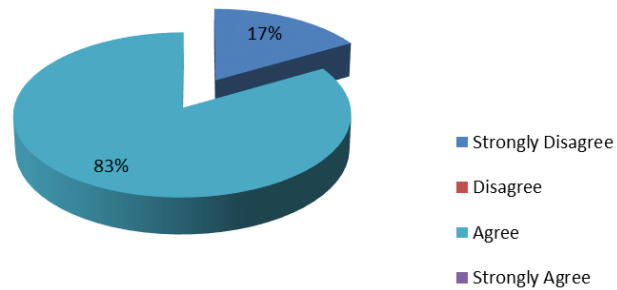
## 2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



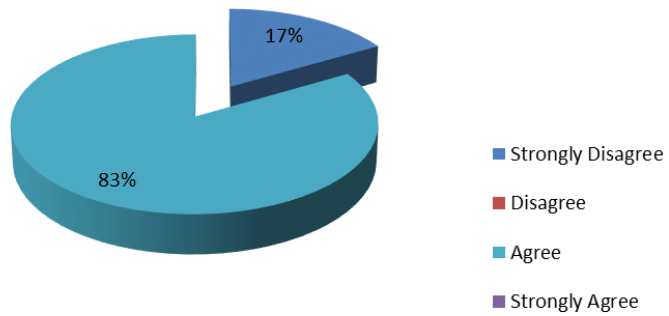
3. If you participated in a settlement or mediation process after applying for arbitration with the BBB AUTO LINE, were you informed that it was a voluntary process?



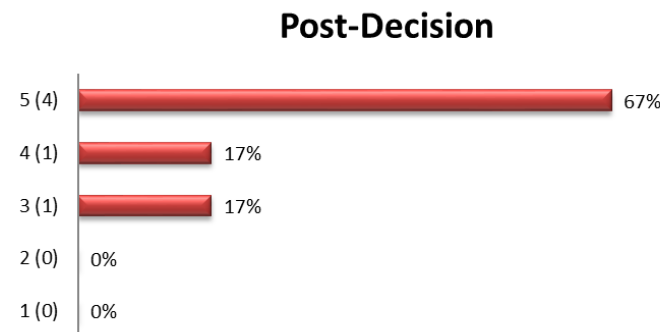
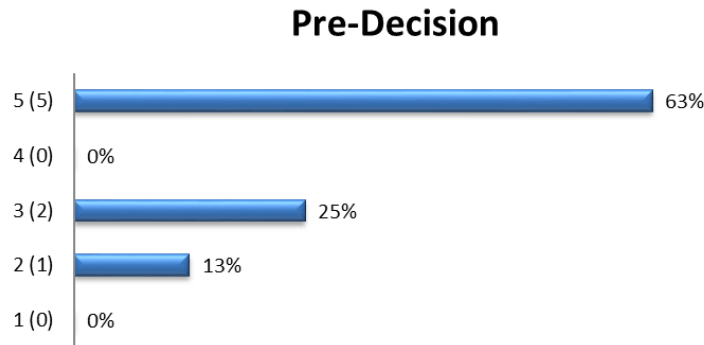
4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns.



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



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



Consumers had a substantially more favorable view (63% with a 5 rating pre-decision and 67% with a rating of 5 post-decision)

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

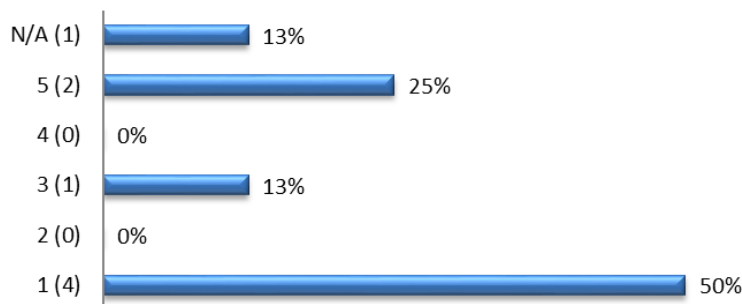
- Everyone is quite professional and courteous.
- They were cordial but it's disappointing that documents from the other side were not disclosed.
- Primary issue: delay in scheduling a hearing/getting a decision.
- Very helpful and precise.

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

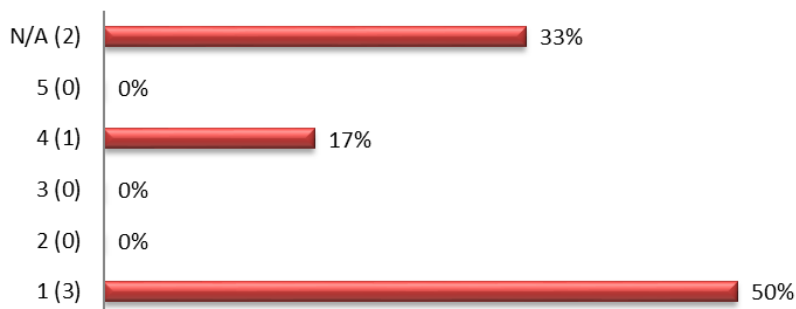
- I felt unprepared with the arbitrator. Her opening statement about "Yellow Book" that I did not have caught me off guard when I asked a question, I was told that she cannot answer my question.
- The first person I was assigned to closed my case before I even tracked down and submitted anything. Wanted to close before her vacation, I think which should not happen.
- Professional staff.
- Professional staff

**7. A. In terms of overall satisfaction, how would you rate your experience with the vehicle Manufacturer's Representative at the hearing?**

**Pre-Decision**



**Post-Decision**



Consumers had a substantially unfavorable view (50% with a 1 rating pre-decision and 50% with a 1 rating post-decision)

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

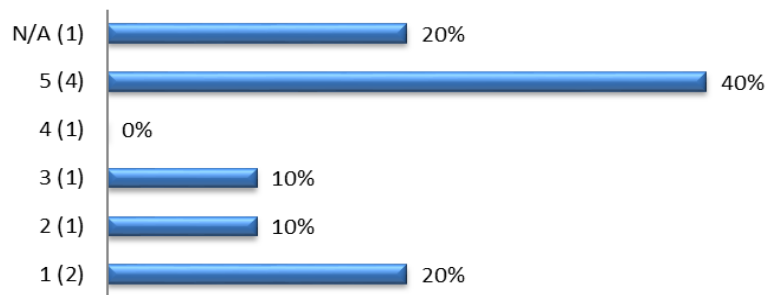
- Did not attend.
- Manufacturer did not attend hearing.

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

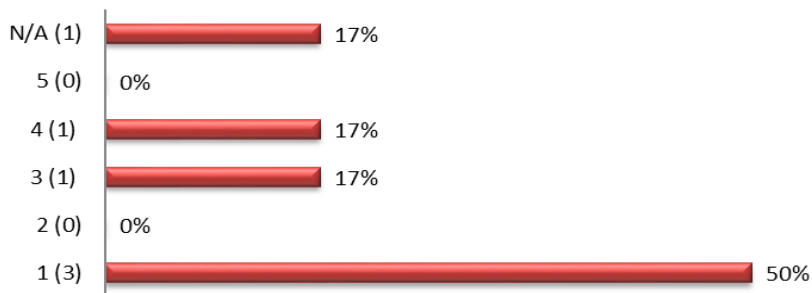
- Was not present. No contact after initial decline to work with me regarding the vehicle. Poor customer interaction and service.
- No contact with manufacturer. Not worth their time I guess.
- No show.
- No show.

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

### Pre-Decision



### Post-Decision



Consumers had a substantially unfavorable view (40% with a 5 rating pre-decision versus 50% with a 5 rating post-decision)

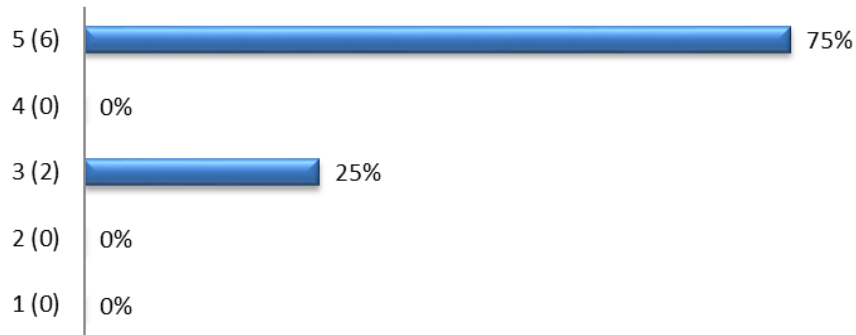
The following comments were provided in the pre-decision survey:

- Everyone with whom I dealt was professional.
- Never contacted me in person.
- No representative, only a claims person by email.

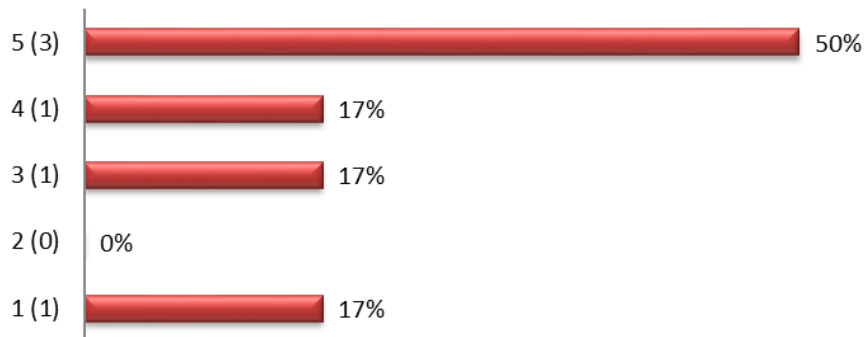
No comments were provided in the post-decision survey:

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

**Pre-Decision**



**Post-Decision**



Consumers had a substantially favorable view (75% with a 5 rating pre-decision and 50% with a rating of 5 post-decision)

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

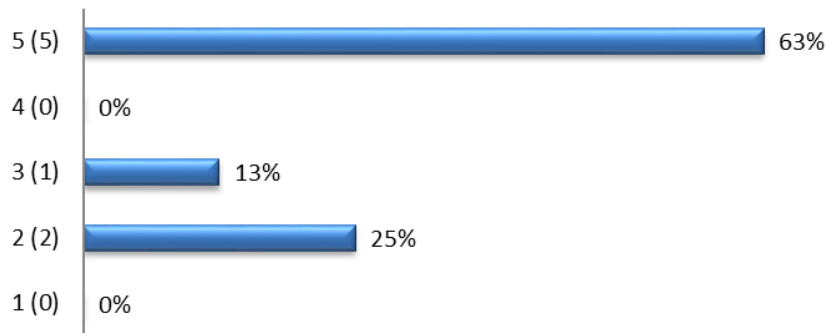
- Very clear and succinct and professional.
- Nervous that he was applying his background in software as opposed to neutrally evaluating the evidence.
- Very good and very helpful. Listened to our issues and was very approachable.

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

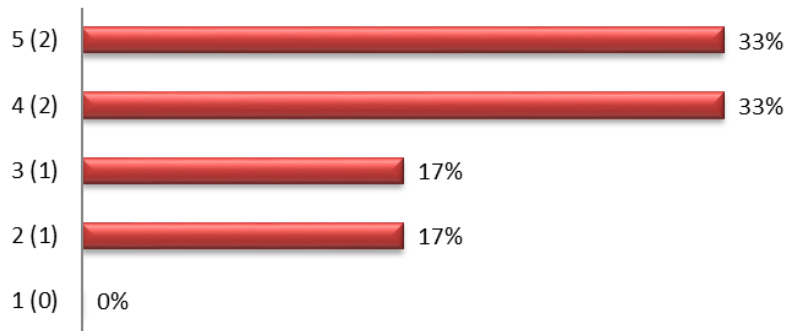
- Very “matter of fact”. I felt on the defensive the entire time.
- Didn’t seem to consider evidence test drive, very strange.
- Professional.

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

**Pre-Decision**



**Post-Decision**



Consumers had a substantially unfavorable view (66% with a 2 and 1 rating pre-decision versus 20% with a 5 rating post-decision)

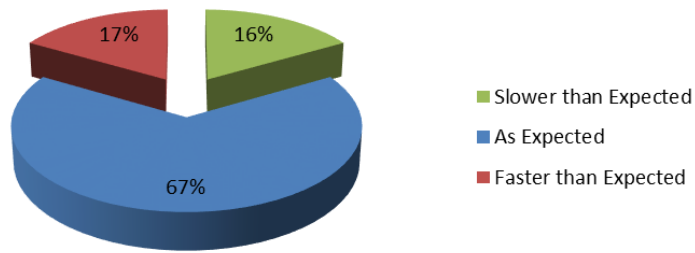
The following comments were provided in the pre-decision survey:

- Expedient and diligent.
- Not having required the manufacturer in advance of the hearing is fundamentally unfair. Ours was produced earlier.
- Same primary issue; otherwise, the staff and process has been pleasant.
- Very satisfied with hearing.

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

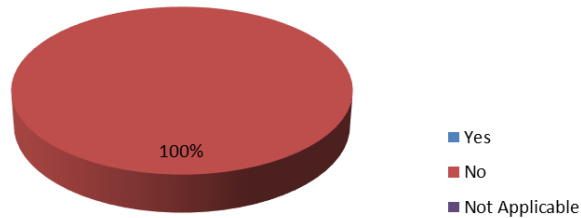
- I was declined for buy back, but I wasn't looking to have vehicle repurchased, just wanted to manufacturer (MBZ) to work with me regarding getting out of existing and into another one.
- Would have been helpful to know what I am signing since not much time to read right there.

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



No comments were provided in the post-decision survey.

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



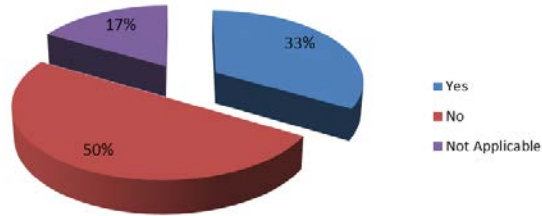
The following comments were provided in the post-decision survey:

- Though evidence was not considered.
- Though I felt evidence was disregarded.

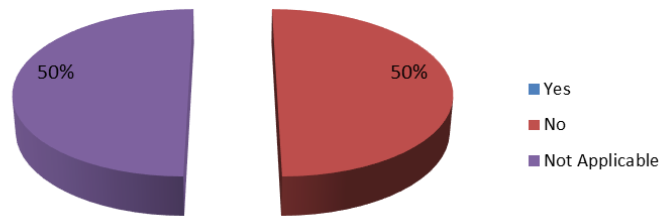


12.

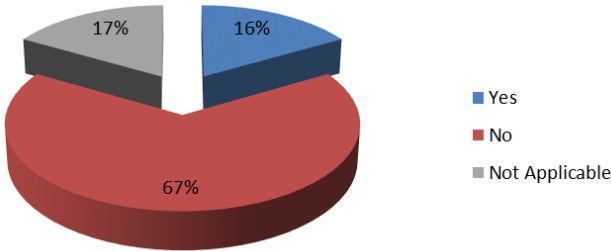
**A. Did the Manufacturer perform the award within the 30 days after you accepted the award?**



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



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



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

- Better prep with client. #12 is news to me. I sold car after the decision and purchased something other than MBZ.
- Quick explanation of forms being signed at conclusion of arbitration as I would not have signed at that point but still fine with outcome. I just wanted that car headache to end.
- Test drive procedure.
- Test drive procedure.

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

Two consumers completed both the pre and post-decision surveys. The consumers received each a repurchase and denial decision.

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

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

The table below indicates consumers' answers on the pre and post-decision surveys for the satisfaction with the Manufacturer Representative at the hearing (Pre-decision listed first):

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

<b>B</b>	Denial	1	1
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The table below indicates consumers' answers on the pre and post-decision surveys for the satisfaction with the Manufacturer Representative from the time you filed your arbitration case (Pre-decision listed first):

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

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

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
<b>A</b>	Repurchase	5	4
<b>B</b>	Denial	5	3

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

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
<b>A</b>	Repurchase	3	4
<b>B</b>	Denial	5	4

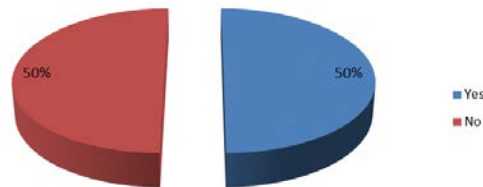
**BBB AUTO LINE**  
NISSAN NORTH  
AMERICA, INC.  
**(INCLUDES INFINITI)**

Nissan North America, Inc.  
(Nissan and Infiniti)

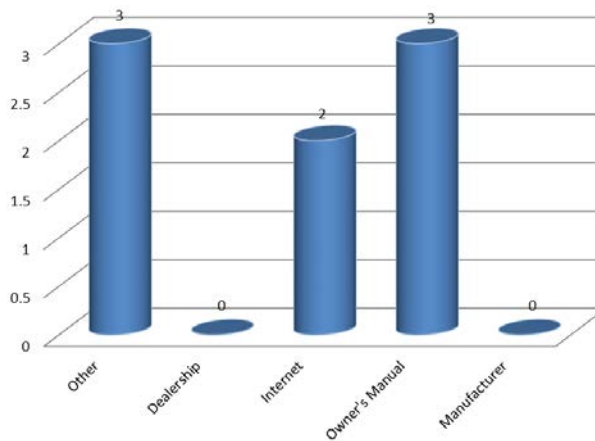
In 2018, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received 7 responses to the pre-decision survey. The pre-decision survey consisted of five questions designed to gauge consumer satisfaction with the arbitration program staff, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 33 consumers. Of these 33 consumers, 8 (24%) responded to the survey. The post-decision survey consisted of 13 questions designed to ascertain consumers' awareness of the Lemon Law, as well as the same questions asked on the pre-decision survey.

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

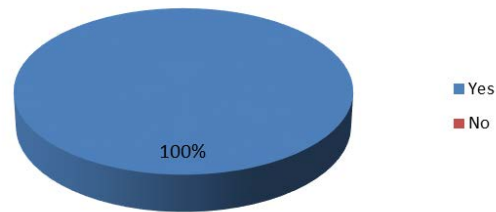
**1. Before you purchased your vehicle, did you know about the California's Lemon Law?**



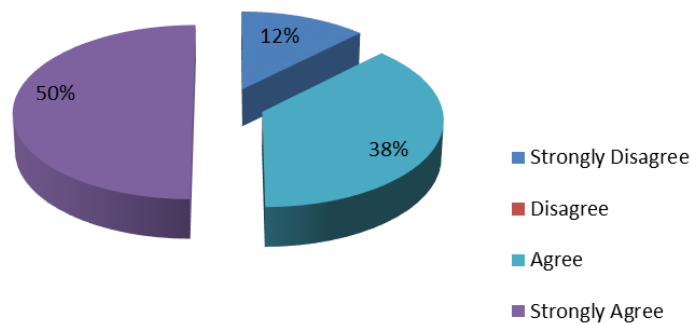
**2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?**



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

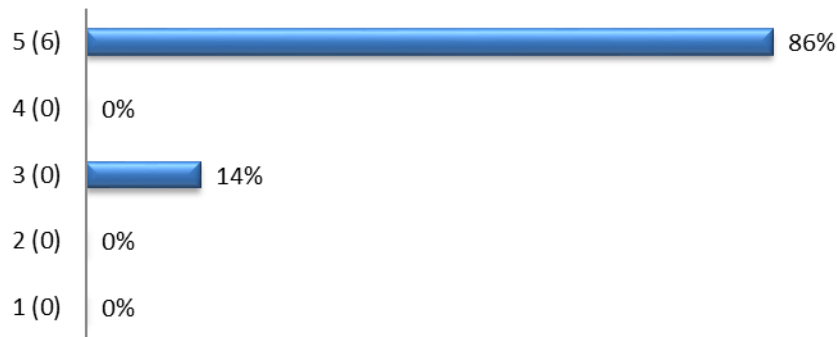


4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns.

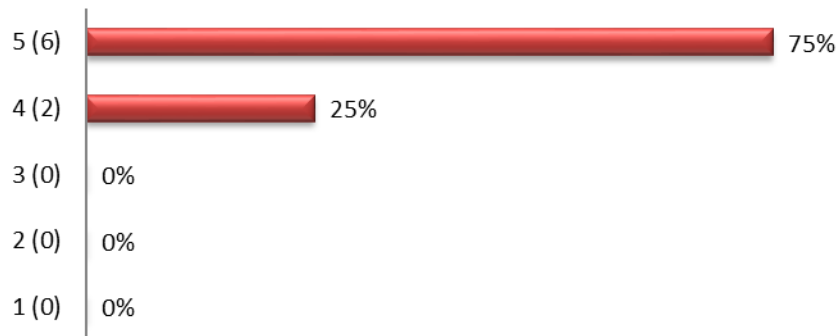


**5. In terms of overall satisfaction, how would you rate your experience with the BBB AUTO LINE staff?**

**Pre-Decision**



**Post-Decision**



Consumers had a slightly more favorable view (86% excellent rating pre-versus 75% excellent post) of the BBB AUTO LINE staff prior to receiving their decision.

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

- Alicia has been great

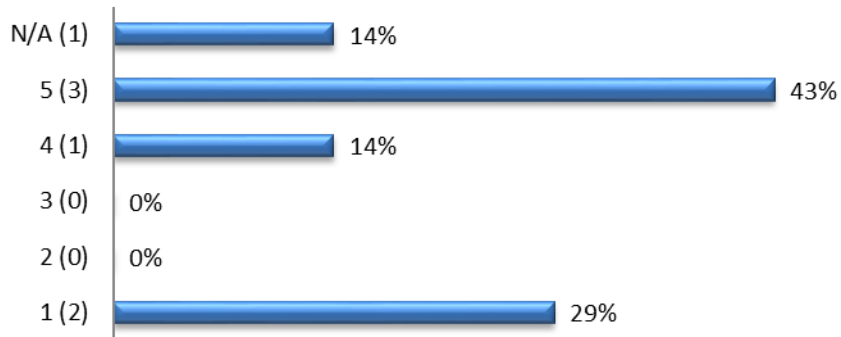
The following comments were provided on the post-decision surveys:

- Extension 650 was extremely helpful and supportive
- I haven't spoken with anyone, I need to know what's going on!
- Great job

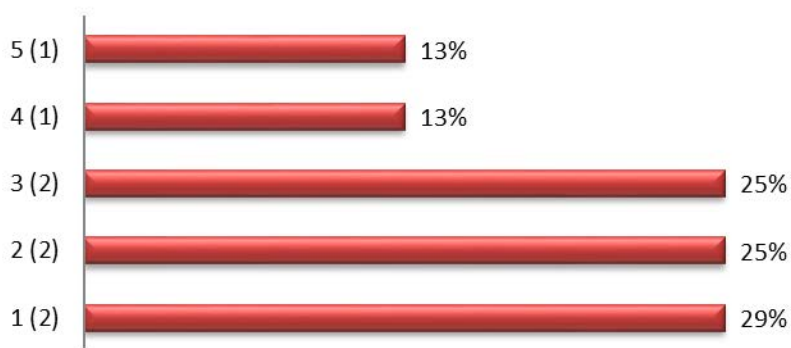
6. In terms of overall satisfaction, how would you rate your experience with:

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

### Pre-Decision



### Post-Decision

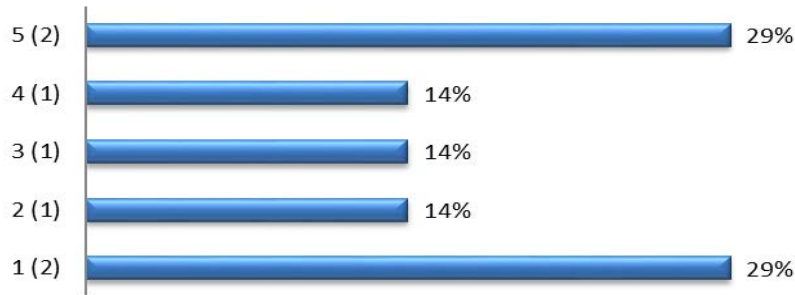


Consumers had a more favorable view (43% excellent rating pre-versus 13% excellent post) of the Manufacturer's Representative prior to receiving their decision.

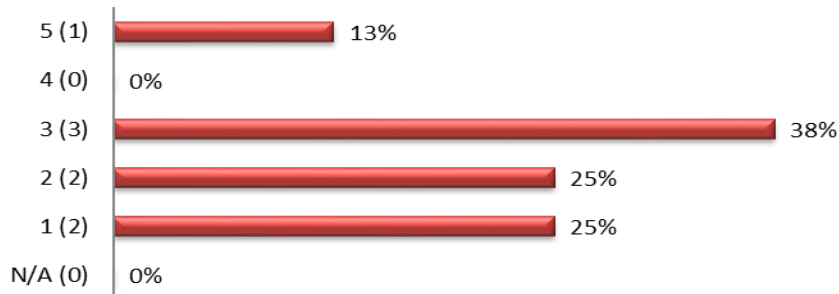


**B. The vehicle Manufacturer’s Representative(s) from the time you filed your arbitration case?**

**Pre-Decision**



**Post-Decision**



Consumers had a slightly more favorable view (29% excellent rating pre-versus 13% excellent post) of the Manufacturer’s Representative prior to receiving their decision.

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

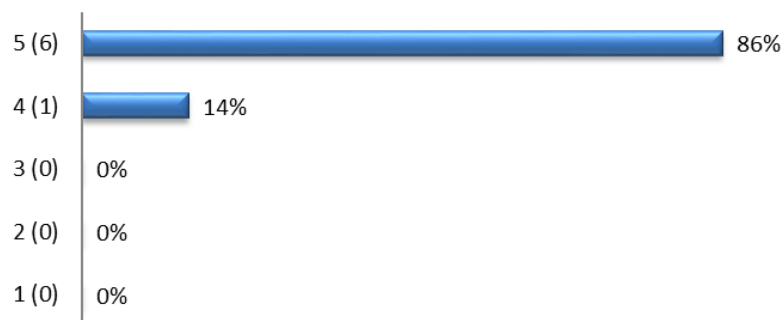
- I got no help at all, it has been a long process.
- Gloria and Raven have been rigid and inflexible, but strong advocates for corporate but not the consumer/customer.

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

- The manufacturer’s rep’s were all “PIGS” they didn’t seem to care about my safety. All Nissan wanted to do was to brush me off!
- He was kind and never rude, however he was not honest and flat out lied on two occasions. He purposely drove my vehicle in a manner that attempted to hide the steering issues in was having.
- Taking long this is the only car I have and honestly don’t feel safe in it. I pray every time I need to take a long drive.
- They tried to deduct \$5,120 from my purchase for after scratches. I never received the \$2,500 for an unused warranty.

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

**Pre-Decision**



**Post-Decision**



Consumers had a more favorable view (86% excellent rating pre-versus 50% excellent post) of the Arbitrator prior to receiving their decision.

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

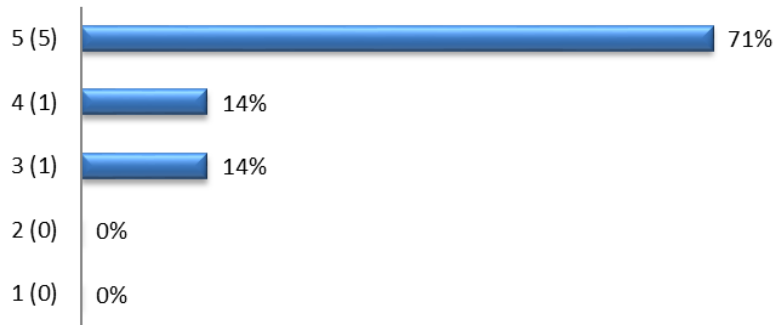
- Mr. Stillwell handled the arbitration hearing very well

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

- Knowledgeable and fair
- He was very professional, and I felt he truly considered all the information he was given. When he wasn't clear on a decision, he called in an independent master mechanic to do an inspection.
- I knew I was in a no win situation based on the parameters allowed

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

**Pre-Decision**



**Post-Decision**



Consumers had a more favorable view (71% excellent rating pre-versus 50% excellent post) of the entire arbitration process prior to receiving their decision.

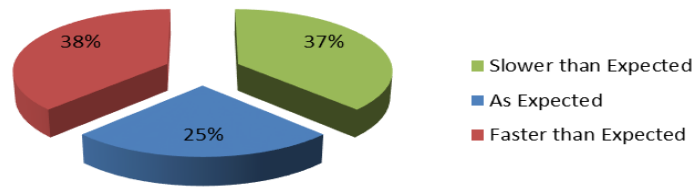
The following comment was provided on the pre-decision surveys:

- Up till right this moment work on computer issues.

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

- Well informed all along the process.
- Extremely satisfied! I worked very hard for over a year to resolve this directly with the dealer & manufacture. When it was obvious the vehicle could not be repaired, I was beginning to be treated badly. I am extremely grateful this program exists to help the “little people” take a stand against large corporations. The process was relatively simple once I got to the point of calling in the BBB and having this option was the only reason I was able to continue the process.
- Include the ability for car to be kept by arbitrator for 48 -72 hours before reaching determination.

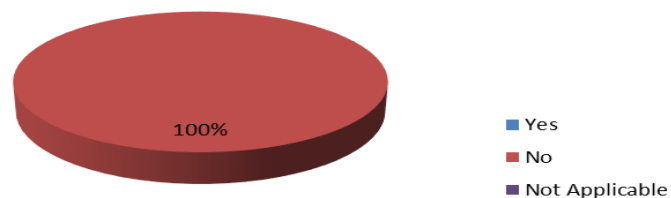
**9. How would you rate the speed of the arbitration process relative to your expectations?**



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

- Nissan put everything off as long as possible.
- I was truly surprised at how quickly things progressed once I opened my case with the BBB!! I had been trying for weeks to speak to Nissan’s arbitration department and I literally got a phone call from them 30 minutes after submitting my request! WOW

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

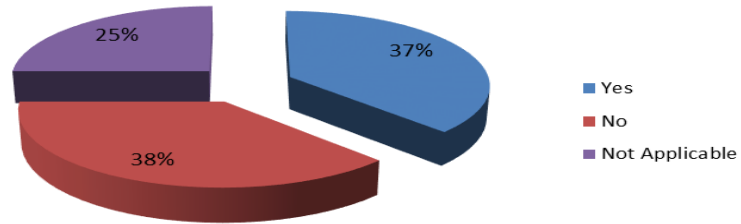


The following comment was provided on the post-decision surveys:

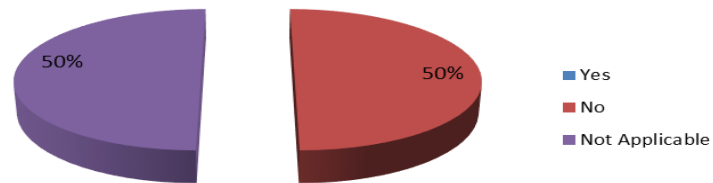
- But my issue could not be duplicated under circumstances flat spots (flattening)

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

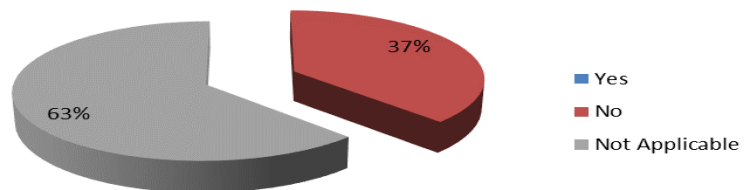
**A. Did the Manufacturer perform the decision within the 30 days after you accepted the decision?**



**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.**

- Need to be faster. (2)
- Seems good to a lay person like myself.
- My only suggestion is that if possible the arbitrator should drive the vehicle him/her self. In my situation the dealer’s mechanic was able to counter the steering issues before letting go and demonstrating to the arbitrator. This directly contradicted the issues I demonstrated while I drove. However, due to the inconsistencies the arbitrator had the foresight to call in an independent master mechanic to inspect my vehicle. This is what saved my case. The master mechanic was able to verify the steering issues were present and ultimately the decision went in my favor. I was truly grateful that this option was available and that the arbitrator choose to order it! Thank you for providing this service to the consumers!
- In my case there needed to be more than a 15 minute test drive I suggested they keep my vehicle for a few days to drive it to duplicate the issue. Flattening of tires goes away after driving a few miles. The vibration I experience still could not be duplicated in stop & go traffic that was the case at my earing time.
- Speed through the process at every step.

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

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

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

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

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

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
<b>A</b>	Denial	1	2
<b>B</b>	Denial	5	3
<b>C</b>	Replacement/Repurchase	NA	1

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

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

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

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

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

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

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

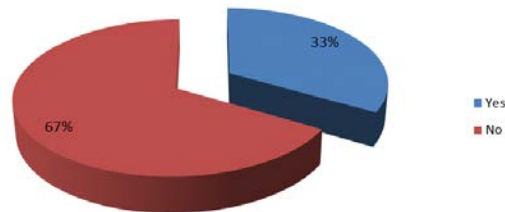


## Volkswagen of America, Inc. (Volkswagen and Audi)

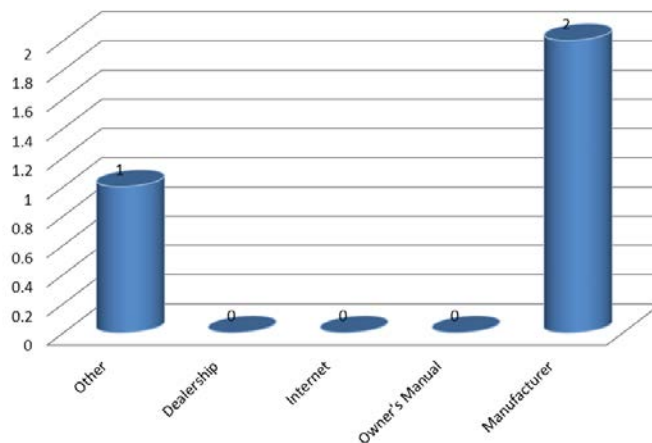
In 2018, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received four responses to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program staff, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 18 consumers. Of these 18 consumers, three (17%) responded to the survey. The post-decision survey consisted of 12 questions designed to ascertain consumers' awareness of the Lemon Law, as well as the same questions asked on the pre-decision survey.

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

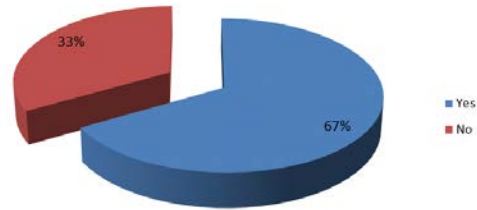
### 1. Before you purchased your vehicle, did you know about the California's Lemon Law?



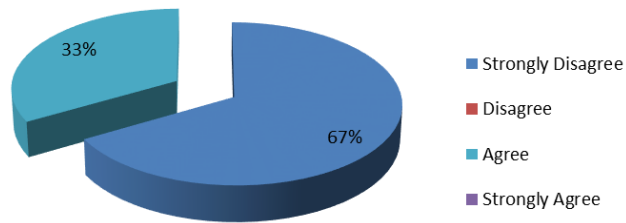
### 2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



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

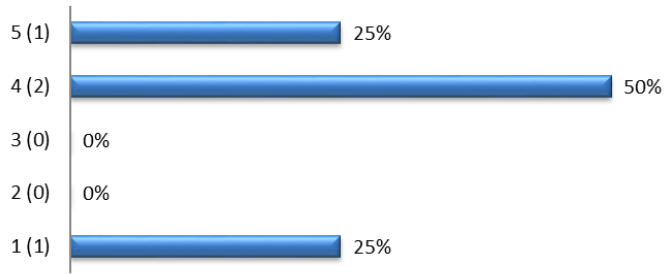


4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns.



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

**Pre-Decision**



**Post-Decision**



Consumers had a substantially more favorable view (75% with a 5 and 4 rating pre-decision versus 33% with a rating of 5 post-decision)

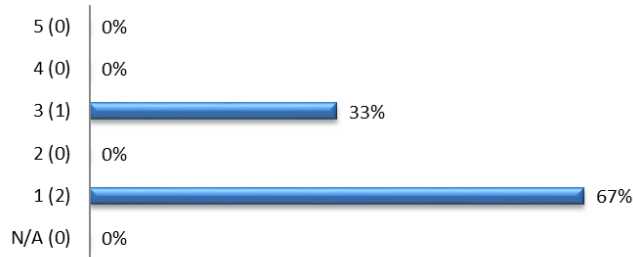
No comments were provided in the pre-decision survey.

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

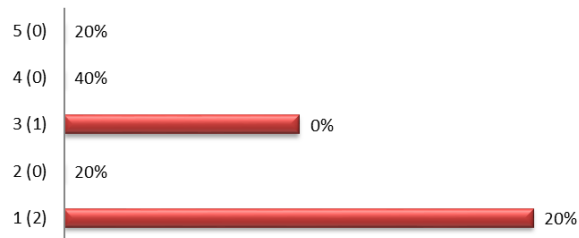
- The arbitrator initially seemed responsive and clear. Then he proceeded to drag the case out over three months, at each step exceeding his own deadlines. He also failed to provide any detail regarding how I failed to answer his questions.

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

**Pre-Decision**



**Post-Decision**



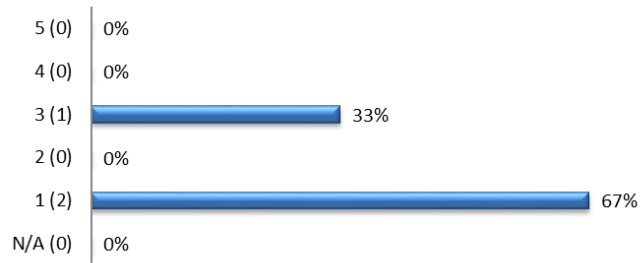
Consumers had a substantially unfavorable view (67% with a 1 rating pre-decision versus 20% with a 1 rating post-decision)

No comments were provided in the pre-decision survey.

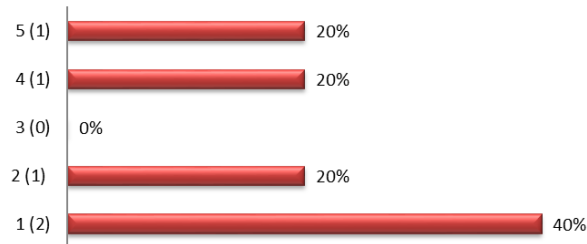
No comments were provided in the post-decision survey.

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

**Pre-Decision**



**Post-Decision**



Consumers had a substantially unfavorable view (67% with a 1 rating pre-decision versus 40% with a 5 and 4 rating post-decision)

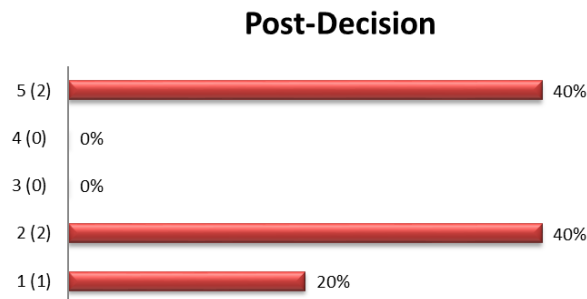
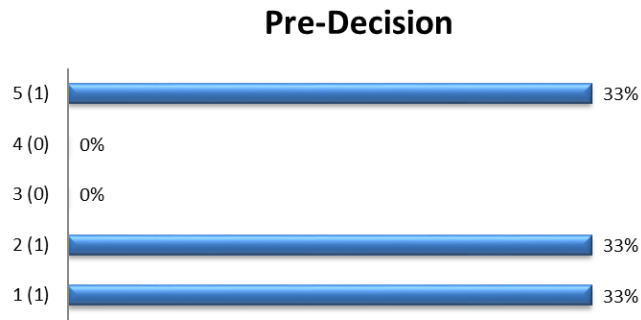
The following comment was provided in the pre-decision survey:

- They provided wrong information to arbitration individual.

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

- The individual representing the manufacturer was not at all knowledgeable about the issue, and added nothing of any substance to the hearing.

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



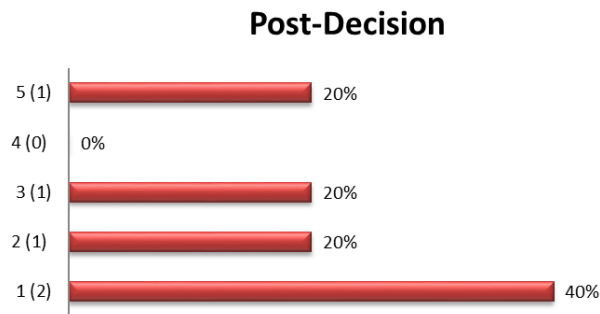
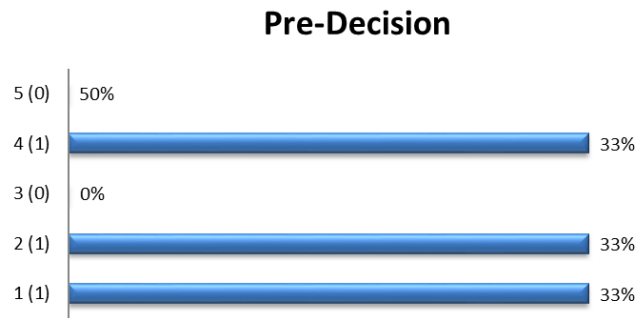
Consumers had a substantially unfavorable view (66% with a 2 and 1 rating pre-decision versus 40% with a rating of 5 post-decision)

No comments were provided in the pre-decision survey.

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

- Again, after appearing to reach the proper conclusion during the hearing that the manufacturer acted lacking sufficient grounds when they denied my warranty claim, and that their test was not sufficient to disqualify the claim, he then stretched out the question / response process and made a ruling with no bias.

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



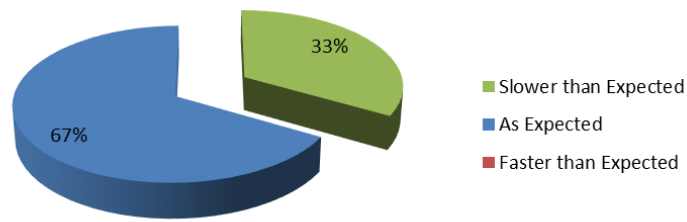
Consumers had a substantially unfavorable view (66% with a 2 and 1 rating pre-decision versus 20% with a 5 rating post-decision)

No comments were provided in the pre-decision survey.

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

- I came away from the process feeling that it was fixed from the outset to favor the manufacturer. They had provided no useful information and did not respond to the arbitrator's questions, yet the decision was in their favor.

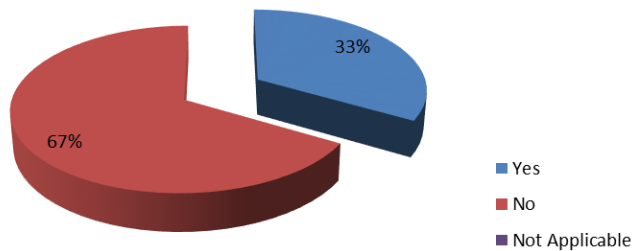
**9. How would you rate the speed of the arbitration process relative to your expectations?**



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

- The deadlines set out by the arbitrator were not enforced. He never had to wait for my responses.

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



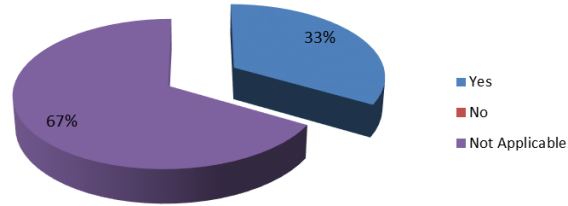
The following comment was provided in the post-decision survey:

- I presented lengthy answers along with a wealth of evidence. Because the arbitrator then alleged that I had failed to answer his questions, I did wonder if he had received all of the material, or if his decision was a foregone conclusion

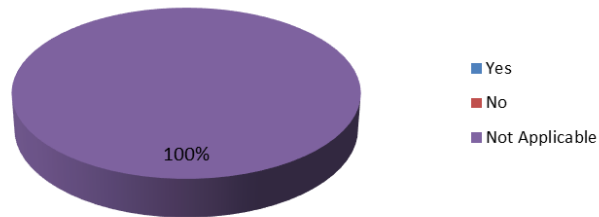


11.

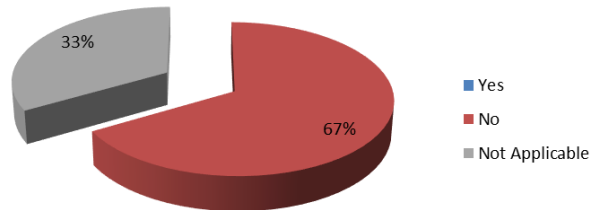
A. Did the Manufacturer perform the award within the 30 days after you accepted the award?



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



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



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

- The arbitrator should be required to provide greater detail regarding his decision and demonstrate clearly how what he claims is in fact true. He did not respond to my request for clarification. It should also be clearly indicated how and to whom to direct a protest.

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

One consumer completed both the pre and post-decision surveys. The consumer received a denial decision.

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

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

The table below indicates consumer’s answers on the pre and post-decision surveys for the satisfaction with the Manufacturer Representative at the hearing (Pre-decision listed first):

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

The table below indicates consumer’s answers on the pre and post-decision surveys for the satisfaction with the Manufacturer Representative from the time you filed your arbitration case (Pre-decision listed first):

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

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

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

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

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

**California Dispute Settlement Program  
(CDSP)**

**TOYOTA MOTOR SALES  
USA, INC.**

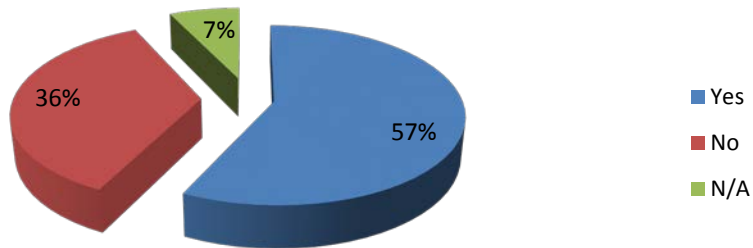
**(INCLUDES SCION)**

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

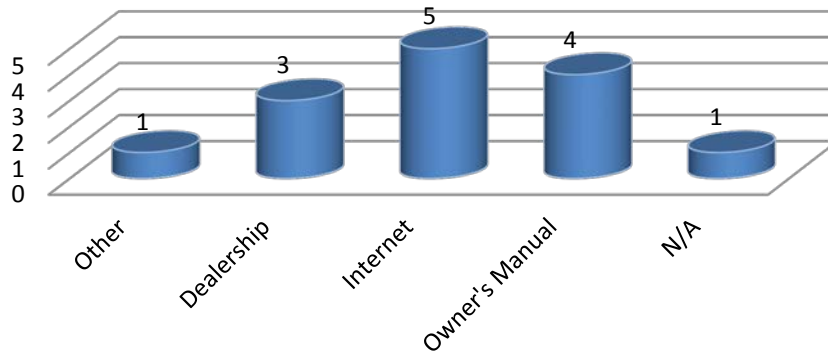
In 2018, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received 11 responses to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 53 consumers. Of these 53 consumers, 14 (26%) responded to the survey. The post-decision survey consisted of 13 questions designed to ascertain consumers' awareness of the Lemon Law, as well as the same questions asked on the pre-decision survey. A rating of 5 represents an excellent experience while a rating of 1 represents a poor experience.

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

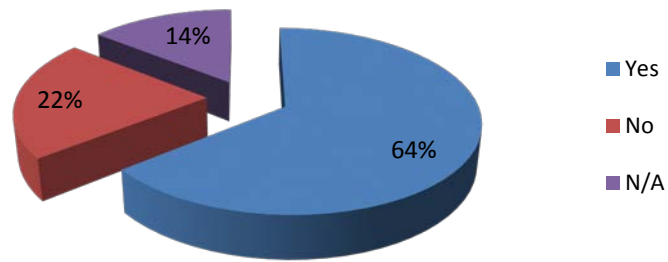
1. **Before you purchased your vehicle, did you know about the California's Lemon Law?**



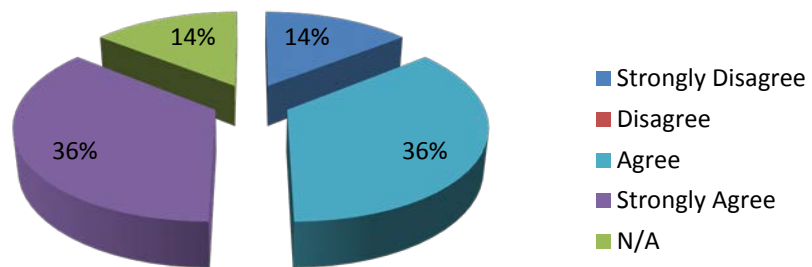
2. **Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?**



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

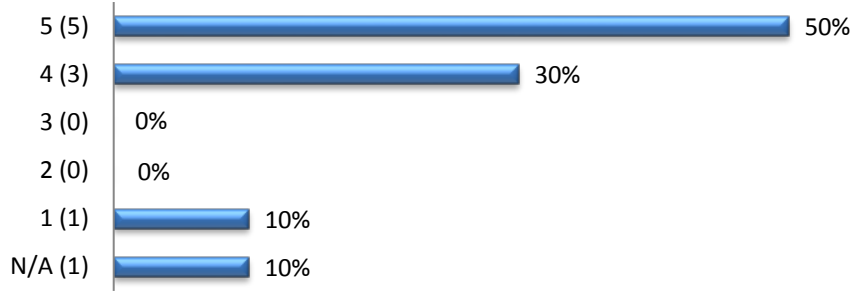


4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns?

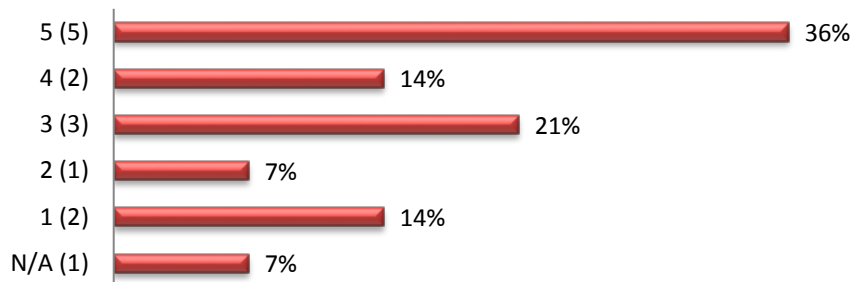


**5. In terms of overall satisfaction, how would you rate your experience with the CDSP staff?**

**Pre-Decision**



**Post-Decision**



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

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

- Unsatisfactory leave much to be desired as they treat people and did not take the time to drive the car feel it to make a good decision.
- I got very frustrated on Nov. 26<sup>th</sup> (2018) when couldn't reach anybody at CDSP
- Case administrator was very helpful and responsive. Arbitrator was very helpful in explaining the rules and very clear.
- They did not explain how to submit video evidences. I emailed links and it's clear the arbitration didn't get them. No one watched the video link I submitted it had 0 views.
- Really good, excellent email response.

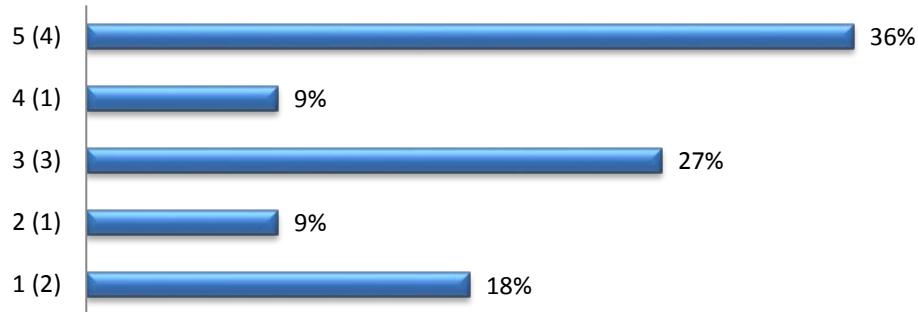
The following comments were provided on the post-decision survey regarding the CDSP staff:

- Staff was responsive and professional
- Arbitrator refused to drive the vehicle in order to demonstrate the problem. The reason she gave was she did not want to be part of the dispute??!! What absolute nonsense!!!
- Terrible
- Toyota lied they never had seat out of car
- They were very quick, efficient, and answered all my concerns. No complaints
- Communication was limited to email!!! Very awkward. The person was prompt but what about just talking on the phone??

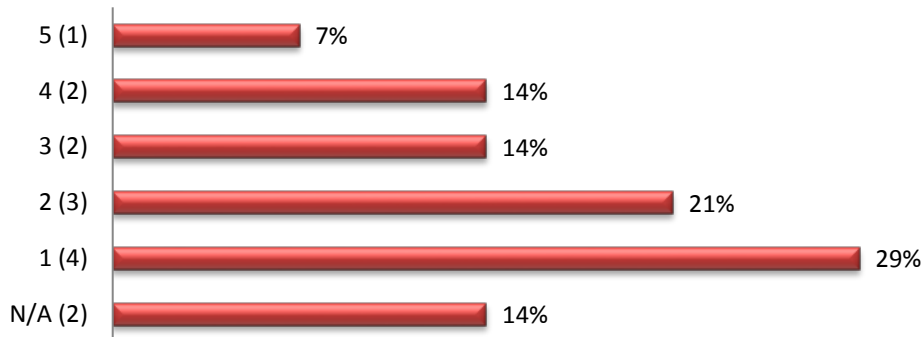
**6. In terms of overall satisfaction, how would you rate your experience:**

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

**Pre-Decision**



**Post-Decision**



The pre-decision and post-decision surveys show consumers had a mixed view on the manufacturer representative.

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

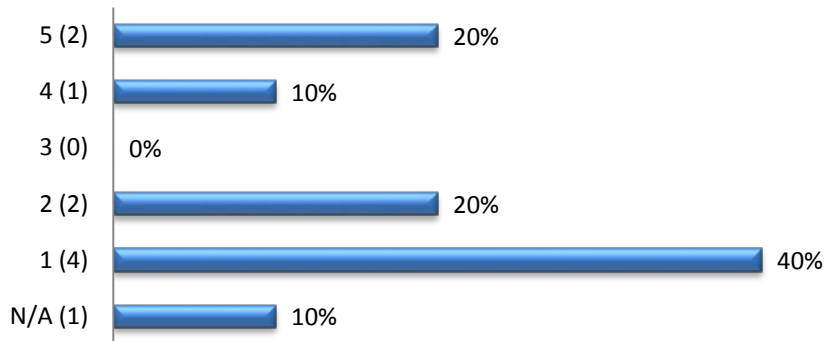
- Courteous, respectful, though I disagree with the premise of his argument.
- I think she was fair even though I disagreed with her. She didn't look at the documents submitted and showed no interest in my case. Her responses were canned.

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

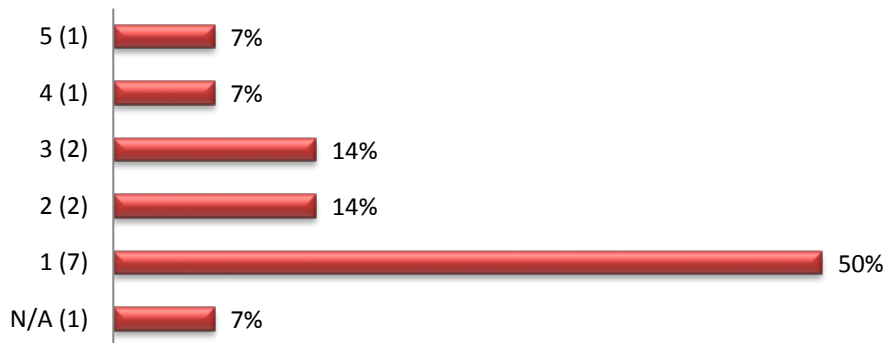
- Refused to acknowledge a legitimate problem

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

**Pre-Decision**



**Post-Decision**



Consumers had an unfavorable view of the Manufacturer's Representative in both pre and post decision.

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

- From the beginning I was never taken into account.
- Nobody reached out to me and it was very difficult to get a hold of a manufacturer representative.
- Generic letters. Problems not addressed. Very disappointed in Toyota.

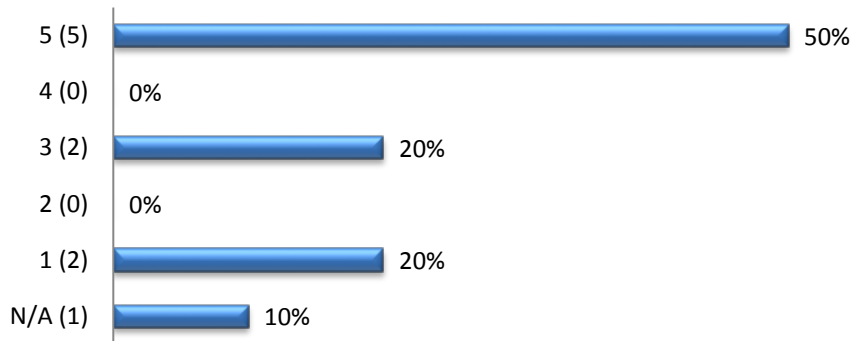
The following comments were provided on the post-decision survey:

- Manufacturer's reps were unhelpful, refused to acknowledge, and accept defects in auto and destroyed long-term customer's confidence in Toyota.
- Would never recommend a Toyota to anyone. Bad PR.

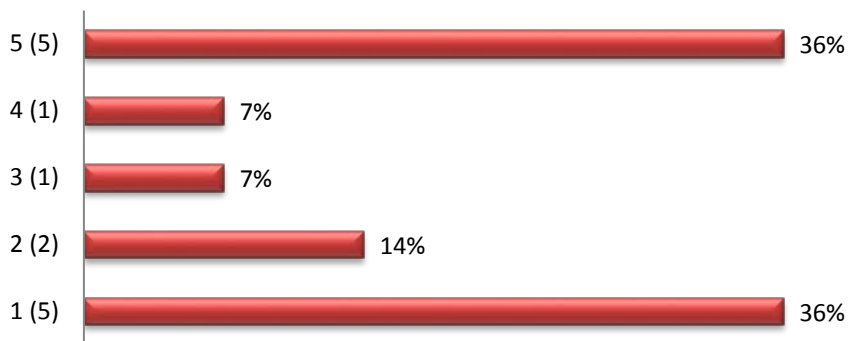


**7. In terms of overall satisfaction, how would you rate your experience with the Arbitrator?**

**Pre-Decision**



**Post-Decision**



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

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

- Unsatisfactory
- Clear explanations of the rules, went to much effort to be impartial
- Content, somewhat. He should understand that not everyone know or deals with Arbitrator Law's or any related to this process so them explaining in more of understanding matter would be helpful.
- He did a good job. He didn't let any of the parties know who's side he wan on. I thought he was fair.

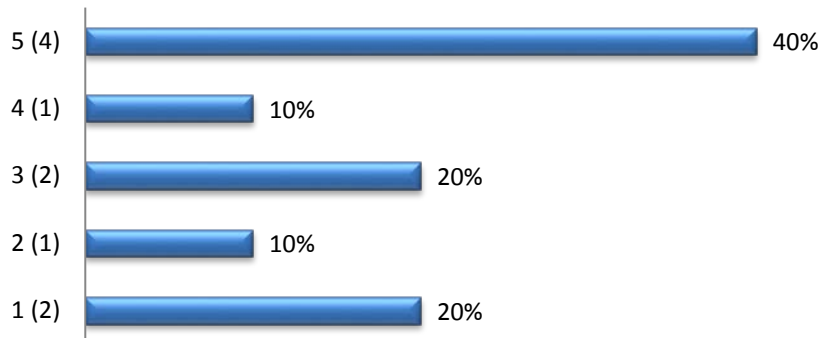
The following comments were provided on the post-decision survey regarding the Arbitrator:

- The arbitrator was very careful, skilled, and his decision captured the evidence perfectly. His demeanor as the arbitrator was exceptional and he gave everyone a chance to present.
- Arbitrator refused to drive the vehicle in order to demonstrate the problem. The reason she gave was she did not want to be part of the dispute??!! What absolute nonsense!!!
- No complaints. I was able to present my case and provide evidence.

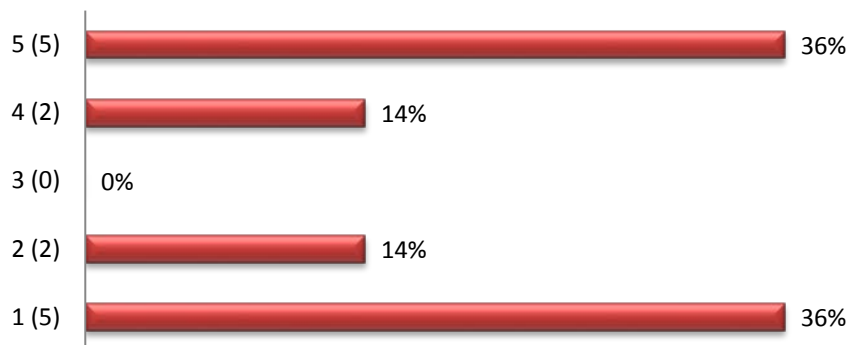
- Not satisfied with the outcome. Arbitrators asked for evidence of manufacturer defect that is nearly impossible for me to prove.
- The arbitrator agreed that the electronic (Entune) which was proven at the hearing yet denied our complaint stating there was no mechanical or design issues when clearly the Entune system did not work properly.
- No one came to visualize the damage to my car.

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

**Pre-Decision**



**Post-Decision**



Consumers had a similar view of the entire arbitration process on the pre-decision and post-decision surveys.

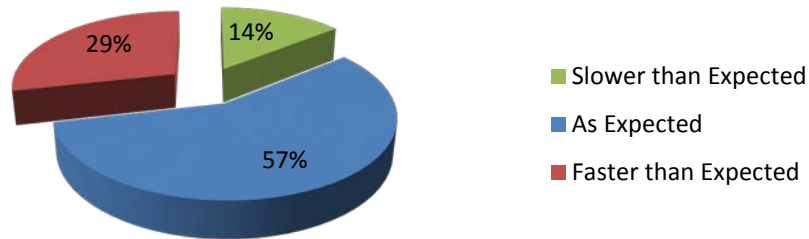
The following comments were provided on the pre-decision survey regarding the entire arbitration process:

- Unsatisfactory
- Not enough time to present videos
- The internet claims it's impossible to represent yourself in a lemon case, but, clearly, that is not true.
- Only person that was humble and took time to explain things was the State Representative.
- The overall process was good.
- Professional

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

- It was speedy, efficient, and well run.
- Worthless!! 80% of the meeting was spent on explaining the arbitration process mechanics. Zero value when it came to actual execution.
- Again no complaints. Very satisfied.
- The Entune system affected the satellite for programs but more importantly the hands free system was unreliable.
- It was “remote”, it felt like a “paper pushing process”.

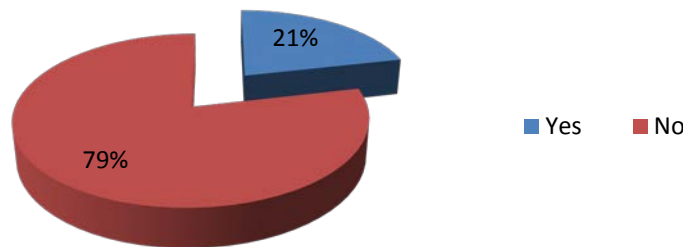
**9. How would you rate the speed of the arbitration process relative to your expectations?**



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

- I first spoke to “lemon lawyers” who estimated about 9 months from start to finish. This process resolved everything in ~1 month.

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

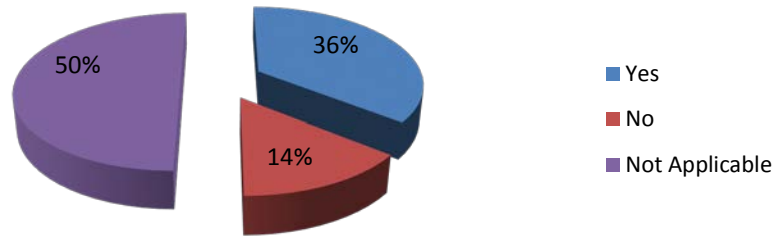


The following comments were provided on the post-decision survey regarding if they denied the ability to present evidence:

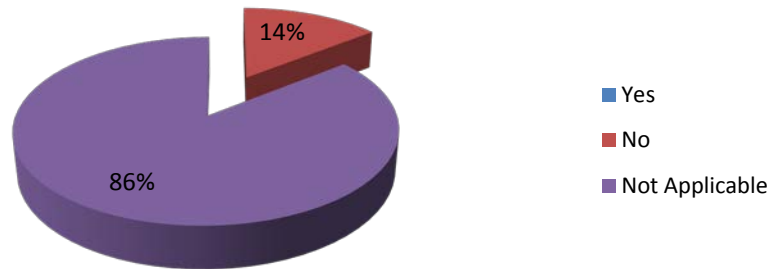
- The process was open and fair to all parties.
- As explained before, the problem can be demonstrated only while driving. Nobody did that (arbitrator, Manufacturer representative, dealer rep...etc). What a waste of time!!
- I sent photos, service records, etc...with no issues.

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

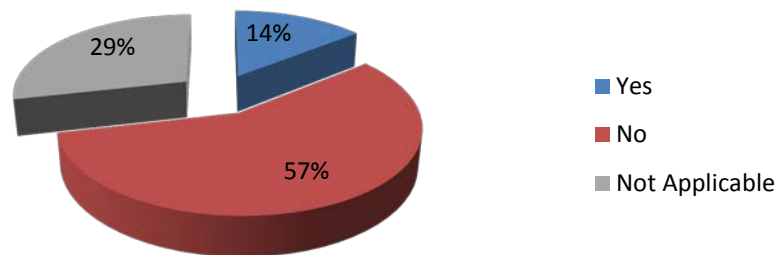
**A. Did the Manufacturer perform the award within the 30 days after you accepted the award?**



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



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



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

- We liked the 3 forums of holding the arbitration – we did it by phone. Keep up the good work!
- Arbitration needs to have a hands-on approach. It is not just a customer facing front. The arbitrator needs to be knowledgeable about the actual issue being presented.
- What I was put through very stressful and nothing came out of it. Just telling me to get lost.
- Not always believe auto dealers. They are crooks. The seat was fixed by a certified upholster and the springs were bent and needs a new cushion and Toyota said the warranty that they said was fixed was null and void. I hate my car would like to get rid of it but can't afford to.
- If anything more frequent update/emails.
- Explain more options and advice to first time buyers
- Yes, I asked for an explanation as to why the Entone system was not considered a design problem and was never answered.
- The arbitration process should be audio and/or video recorded.
- Panel could not find credible evidence this vehicle had a defect, malfunction, or nonconformity, although one existed (see enclosure re: Toyota special service campaign remedy notice received after arbitration decision) you need panels that listen to consumers.
- Doing more things electronically would help expedite the process I think.
- None, Great Service
- Give the consumer a sense that you care talk/listen. This is a person here...

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

Two respondents completed both the pre and post-decision surveys. Consumer A received a repair. Consumer B received a repurchase.

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

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

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
A	Repair	5	5
B	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:

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
A	Repair	5	1
B	Repurchase	4	2

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

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
A	Repair	5	1
B	Repurchase	1	2

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

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

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

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

**California Dispute Settlement Program  
(CDSP)**

FCA US, LLC

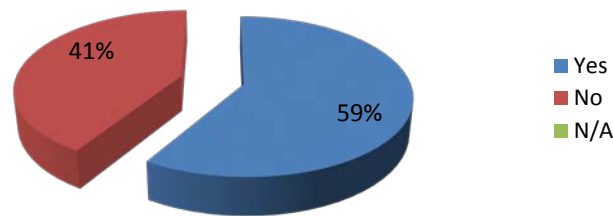
**(INCLUDES Chrysler, Dodge and  
Fiat)**

FCA US LLC,  
(Fiat Chrysler Automobiles)

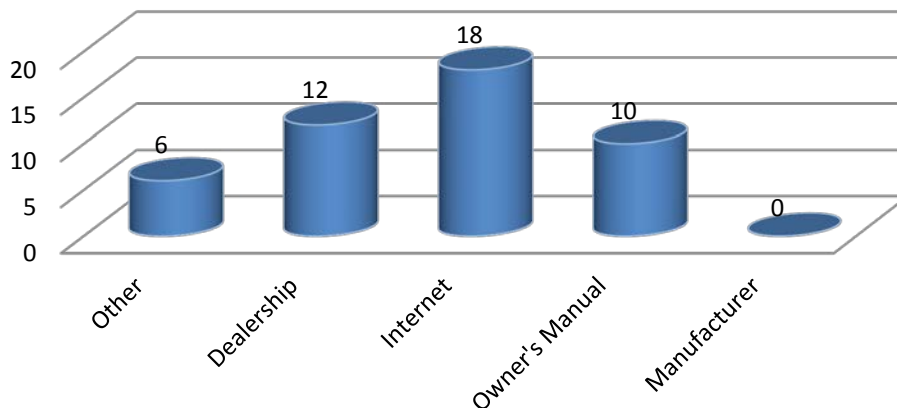
In 2018, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received 49 responses to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 265 consumers. Of these 265 consumers, 47 (18%) responded to the survey. The post-decision survey consisted of 13 questions designed to ascertain consumers' awareness of the Lemon Law, as well as the same questions asked on the pre-decision survey. A rating of 5 represents an excellent experience while a rating of 1 represents a poor experience.

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

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

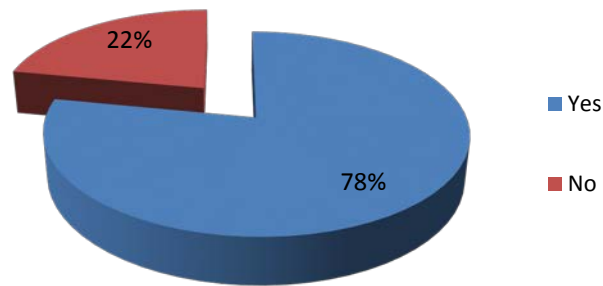


**2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?**

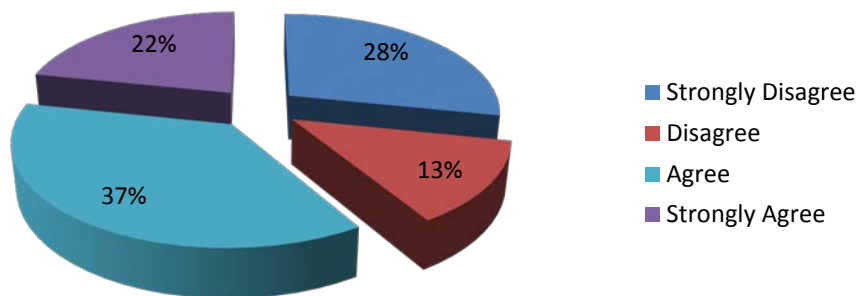




3. If you participated in a settlement or mediation process after applying for arbitration with the CDSP, were you informed that it was a voluntary process?

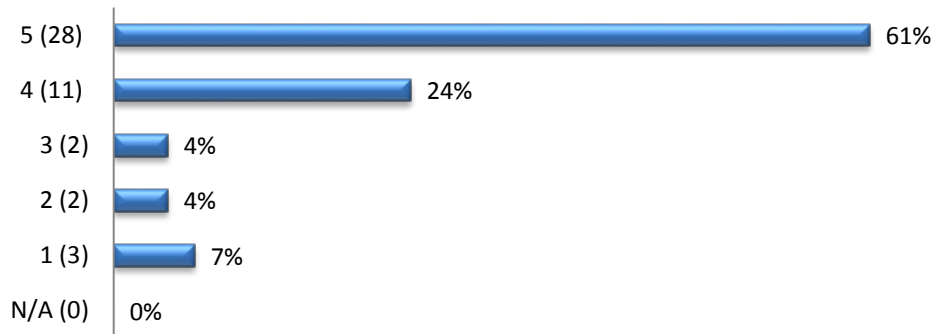


4. The arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns?

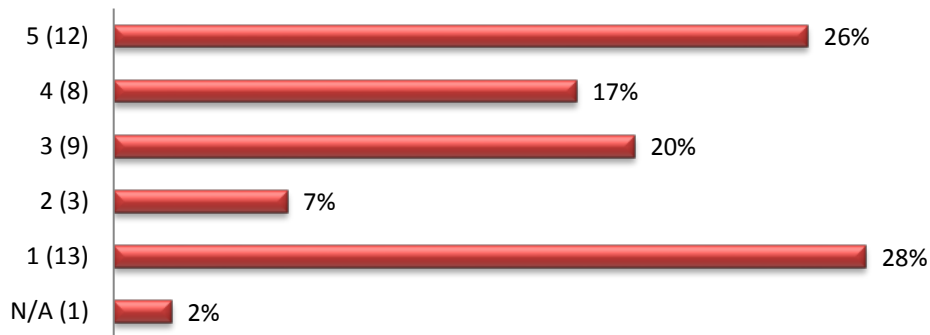


**5. In terms of overall satisfaction, how would you rate your experience with the CDSP staff?**

**Pre-Decision**



**Post-Decision**



On the post-decision survey, consumers had a much less favorable view of the CDSP staff than compared to the pre-decision survey.

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

- Easy process
- Very professional. The process was long though. Started the filing process in Nov. and had to wait for January. They always responded though and was overly detailed.
- They were unwilling to help, would not take or return call. Everything had to be by email for mail.
- Fairly responsive.
- Timely response
- Every question answered.
- CDSP case administrator did not forward lease contract to arbitrator.
- Very well run. Very timely.
- Very professional
- Very professional
- They did a great job at responding and setting a meeting.

- The process protects/benefits the manufacturer more than the consumer. Process should allow award of attorney fees so attorneys would be willing to represent consumers as most can't afford an attorney.
- CDSP case administrator was very helpful when the conference call system did not work and the conference had to be rescheduled to a different day.
- I believe that the arbitrator panel does not do a thorough investigation. They always side with the manufacturer.
- Very interesting process...More formal than I expected. If I went through this again I would be a little more prepared. Minor stuff/details though I would be more prepared.
- I had repeated communications issues with CDS, and did not receive the MRF prior to the hearing.
- Very prompt.
- Right on the ball.
- Very fast. Quick responses.
- They were nice. However, in an email I sent with a picture evidence, they printed it out with parts cut off, which was not like that in the email. So I hope it doesn't affect my case outcome.
- Fantastic.
- Great correspondence by email and writing by formal mail.
- I do believe they first rejected my claim without reading it.
- Very good. Although left a voicemail with a question and never heard back.
- Arbitrator was someone with integrity. Know what he is doing.
- All correspondence was prompt and professional.
- Left several messages for case administrator and never received a return call. In fact, could not reach anyone by phone.

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

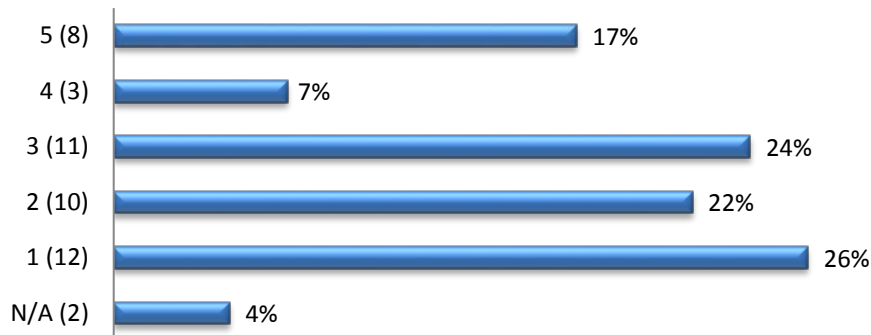
- The one caveat to this ranking would be the CDSP staff person assigned to my case. Tis person was very helpful and professional at all times.
- Everyone I talked with (~4 people) were very helpful.
- The arbitration staff could have been a little more responsive with the questions are late responses at the end of the process but all went well overall. After all you'll have a great product in vehicles!!!
- The staff was unaware of CA law. I had to get the State involved to complete the process and have an additional filing.
- Horrible experience
- I was not told video evidence had to be submitted before hearing my video evidence was not taken into account.
- I never spoke to anyone.
- I was given no concrete evidence as to why the case was ruled against me, with exception that the warranty period had expired. I provided evidence prior to the expiration and following the expiration date that detailed the problems I had and continue to have.
- The lawyer was not very friendly and all "business" making me feel uncomfortable. Style - needs improvement.
- Didn't listen at all.

- FCA Us LLC was ordered to repurchase the vehicle, but they refused to repurchase the vehicle within 30 days of the arbitration award begin accepted. Instead, a lawsuit had to be filed to force FCA US LLC to comply with the Arbitration Panel's ruling.
- I am sorry I wasted my time, money and mental stress submitting my complaint to the California Lemon Law. I should have attained an attorney.
- I filed a Documents Only Hearing. I provided at least 7 Service Requests where they fixed or attempted to fix something. After a year of going back and fourth to multiple Dealers, the Dealer decided what I was requesting (and that they were trying to fix) to be fixed, was actually a normal function. And so the Arbitrators decision was based on only what the Dealer said was normal, not on all of the documentation.
- Specifically requested test drive in location where I knew I could replicate "noise/vibration" and arbitrator refused to go to this location. The whole process was a waste of time!
- She was rude, wouldn't exchange any communication.
- They were not easy to contact by phone. I called many times without answer. Contact by email was a little more timely.
- Very professional. I finally felt heard.
- Submitted additional videos to argue Chryslers comments. Were not accepted because they were past a due date.
- The staff favors the manufacturer by bias. Staff was in the car and experience the problem and still ruled in favor of manufacturer.
- I feel the arbitrator didn't hear out the whole story correctly and didn't act and decide her decision on behave of protecting me and the situation of vehicle and the trouble I went through.
- I thought the process was fair though a second time around I may choose a different direction.
- At the end of the case the arbitrator said since he was not able to put hands on my car that he was unable to verify that my complaint still existed. Well I sent various documents and even a video of the car showing that the complaint still existed. Nowhere did it explain in the lemon law procedure that my case will be handled differently if I chose by email, phone conference or in person for my arbitration hearing...I feel cheated and I honestly feel it was unfair to deny my case due to them not being able to put hands on my car.
- Per your and my records my car was not subject to lemon law takeback, it was deemed repaired. However, it was not repaired and continued to have problems. New problem was it would not start. This problem started out slowly then it would take 4,5,6,7 times to start, finally the dashboard said key fob not detected, which I video tapes and sent to the dealership. They all saw it.

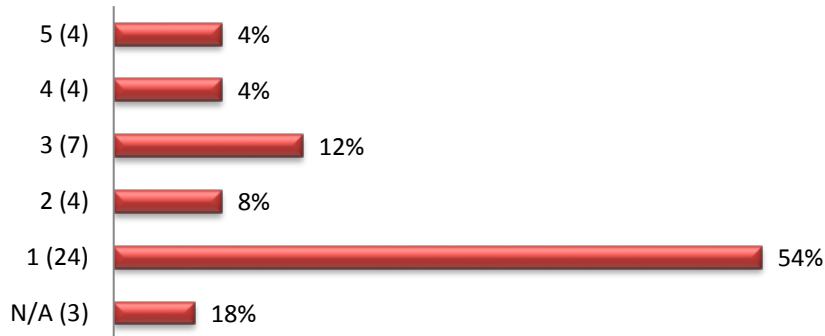
**6. In terms of overall satisfaction, how would you rate your experience:**

**A. The vehicle Manufacturer’s Representative at the hearing?**

**Pre-Decision**



**Post-Decision**



On the pre-decision survey, consumers had a favorable view of the Manufacturer’s Representative at the hearing than compared to the post-decision survey.

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

- Easy to schedule and good information.
- Should have attended the meeting.
- Doesn’t understand the issue that is happening.
- She already had her decision when it started.
- Daunting feeling to know about the attorney. They sounded very script hough.
- Via phone
- Fine
- Professional
- Through explain things.
- Just kept repeating same statement.
- Distracted, dismissive, unprepared at some points.
- He was a professional but not accurate with his facts.

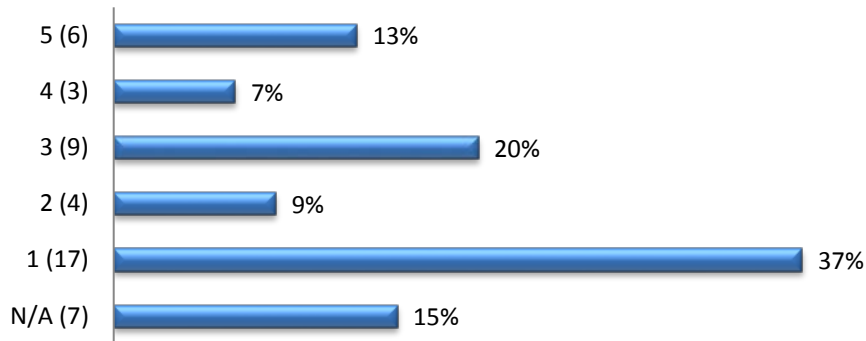
- Doing his job
- Condescending, not friendly
- Manufacturer Representative was not concerned with the safety of myself, my family, and other when the vehicle would malfunction.
- He was not paying attention and clearly had no interest in my case.
- Didn't know until end that he was not an employee of Dodge, but rather works for an outside law firm.
- It was a different person than the one that I was talking with for the past 3 months so they didn't know about any details.
- I did not attend a hearing, but from the documents the representative lied!
- They were fighting a losing case though the OEM rep was a little vague.
- Arguments about the pre-arbitration admission of a lemon law issue were insincere.
- No empathy or concern.
- Manipulating word.
- Doing her job.
- I didn't feel the facts (records – or my concerns) made any difference to the FCA representative.
- He was kind but very vague as far as response and kept deflecting the issue at hand.
- He had no concern for the safety of the vehicle. He was only concerned it got me from point A to B.
- The manufacturer's representative has all the facts wrong.
- The representative does not care about consumer at all – period!

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

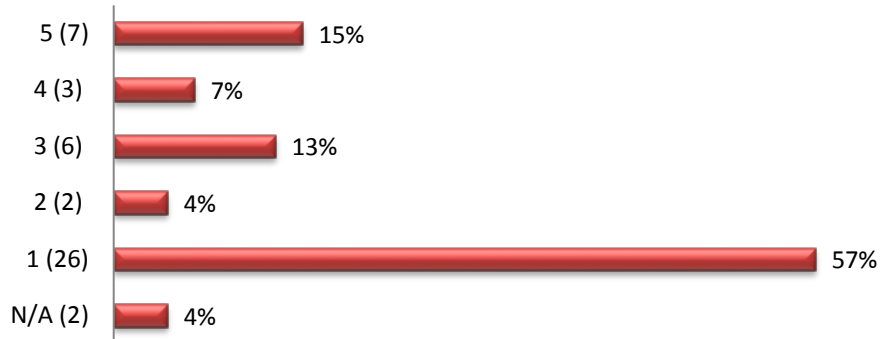
- The representative was a member of a law firm with ties to the manufacturer/industry and not an actual manufacturer employee.
- There was none
- The manufacturer's representative presented a fraudulent repair order to excuse the lack of fixing my vehicle regarding the six repair trips to the dealership. The Corporation stated they replaced the catalytic converter, the part ordered was for a 5L/6L engine and mine is a 4L, they supposedly fixed the problem. No, they did not replace the catalytic converter, the Corporation is lying and so was the representative.
- Representative kept repeating a prepared written statement. Did not address out issues and safety concerns.
- The woman for Jeep kept stating it was my responsibility to prove Jeep was malfunctioning. I provided several videos, apparently this was not enough! The woman was rude and acted like I was wasting her time!
- Many lies were told. The manufacturer tried very hard to discredit me. The manufacturer had terrible customer service.
- Representative lied on paper

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

**Pre-Decision**



**Post-Decision**



Consumers had a substantially unfavorable view of the Manufacturer's Representative in both pre and post decision (46% assessed a one (1) or two (1) ratings in the pre decision versus 61% on the post-decision).

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

- Very responsive
- Very defensive posture
- Never talked to FCA before hearing. Attempted to contact Customer Service but no response.
- Played phone tag with representative
- Very slow response and unprofessional
- Paper work was well put together and delivered in a timely fashion.
- Not helpful
- Mediation should be part of the process like with BBB Autoline. Very difficult to get in touch with a manufacturer representative to discuss case.
- They stopped talking to me and now will not return my calls.

- The documents show the representative lying!
- Besides the dealer, I was working with Jeep Corporate...when the rep found out I filed the "lemon law", he said we can no longer help you and hung up the phone.
- They never contacted me to discuss anything.
- They treated me unfairly.
- Manufacturer's representative didn't answer questions or address concerns.
- The rep did not show in person; only on the phone and read what was already submitted, Found the rep at arbitration arrogant and not interested in my plight.
- Both FCA representatives were hell bent on making the problem with my truck something I did or how I drove truck. Never once something wrong with truck!
- Again they would not own up to the fact that something is not right with my car. A brand new car shouldn't have the check engine light coming on. So far them to say, "well it gets you from point A to point B" is ignorant.
- I had no prior contact with the manufacturer representative prior to the call on the 19<sup>th</sup>.
- Responded to complaint.
- No contact with them.

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

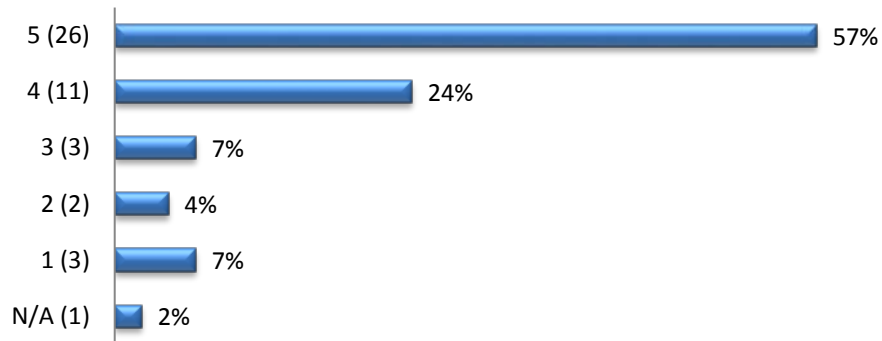
- I had no contact with the manufacturer's rep until the time of the hearing.
- After they knew I filed they stopped working with me.
- The manufacturer representatives were very communicated in their response to my questions and were right there with their responses.
- I still have not received my warranty refund as Chrysler is stating deliver must pay dealer says Chrysler must pay. Neither following the hearing Docs on the warranty.
- I was not listened to and I was never called back. I had to keep calling back over two weeks.
- I did not receive call backs from the dispute manager.
- I was offered a cash settlement for my time in the shop. I was told I wouldn't lose them if I went to arbitration, but the rep will not acknowledge my calls or emails.
- FCA US LLC was ordered to repurchase the vehicle but they refused to repurchase the vehicle within 30 days of the arbitration award begin accepted. Instead, a lawsuit had to be filed to force FCA US LLC to comply with the Arbitration Panel's ruling.
- Chrysler was no help.
- It was a documents only hearing. However, I had over 20 different interactions with Dodge and each time they just kept telling me they fixed it, or to take it in again to see if they can fix it.
- The manufacturer's representative would not speak with me once I filed the arbitration case. Also the manufacturer's rep that I had been speaking with for 4 months was not on the arbitration call. It doesn't make any sense because they were promising me payments and the manufacturer's rep on the arbitration call stated that is a different department, I don't know anything.



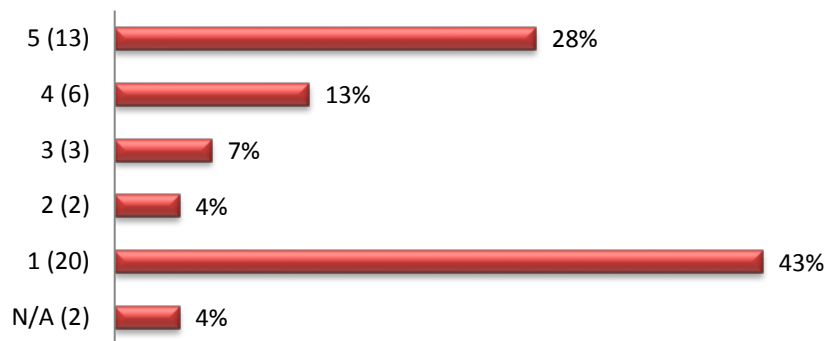
- Chrysler and its representatives were dismissive and disrespectful.
- After having 5 Chrysler vans – they were very insulting.
- Gave no resolution to the problem. Did not help in anyway. “you car, your problem” attitude.
- I was not happy at all and don't understand why they would put customers through all of this.

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

**Pre-Decision**



**Post-Decision**



Consumers had a substantially more favorable view of the arbitrator prior to receiving their decision (81% assessed a four (4) or five (5) ratings in the pre-decision versus 41% post decision).

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

- Good explanation of process and his role.
- Very professional
- Very intimidating. I felt badgered.
- Very direct
- Good
- A very good experience
- Very helpful. Seemed like a fair person.
- She did good at hearing both side and gave us her undivided attention.
- He was fair and reasonable.
- The arbitrator didn't even correctly add the receipts from the tow. These are two receipts.
- I believe this to waste a lot of time. Courts should the judge, not arbitration. This was a joke.

- Seemed very qualified and patient. Easily understandable. Just a little dry.
- My arguments are primarily with CDSP, not the arbitrator. But as a result, I felt uncertain.
- Seemed neutral
- He was misinformed. He tried listening to both sides, but he didn't get all the info. Not fair for him to make the decision.
- Very nice
- He seemed a bit lost and unprepared!
- He said his opening comments, let us each speak, and ended the hearing!
- The arbitrator did his job, as scripted, but I feel he made a decision in favor of the manufacturer before the process was done based on a statement he made to me that I could go back to the dealership and basically continue my complaints.
- Excellent!
- Arbitrator seemed fair and asked questions for clarification without bias.
- The arbitrator was very professional, clear, and fair.

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

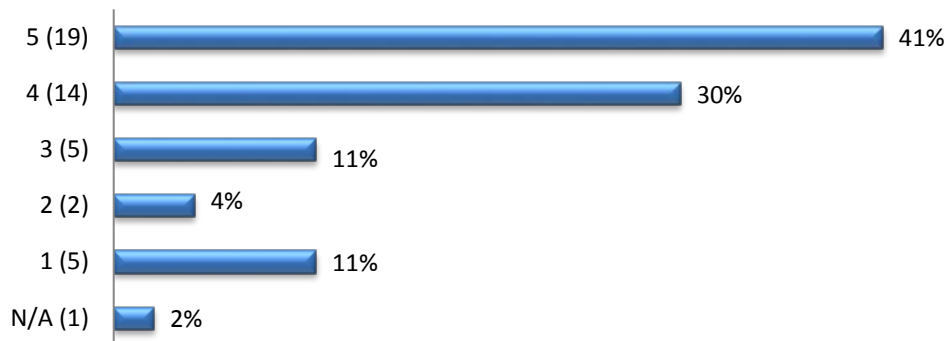
- I found the arbitrator to be overly pushy and intimidating at times. The experience seemed to follow a predetermined path and arrive at a foregone conclusion. Although my claim for repurchase of the vehicle by the manufacturer was denied, there was never any consideration of a lesser compensation. Is this not an option which the Arbitrator can exercise?
- It was very clear that the arbitrator had read all of my documents and knew the case very well...It was nice to know that my documents had been looked at before the call...Excellent Job!
- Not nice, rude
- All my evidence was not reviewed. YouTube tracks views. During the review time frame of my case the video links I submitted were not viewed, and they are absolutely vital to my case, one is the technician confirming my acceleration hesitation issue on voicemail record. This evidence was completely ignored.
- While she was professional I was not happy with the outcome.
- As stated, the arbitrator acknowledged the problems I had prior to and after the expiration date, but gave the only reason ruling against me that the warranty period had ended. I sought clarification and requested communication with superiors and/or oversight committee from the case handler and she did not put me in contact with a supervisor.
- Very curt!
- Happy with the fairness of the process and decision. Unhappy with the very slow compliance with decision by manufacturer.
- Was on their side, what a joke
- The arbitration panel made the correct call and ordered the vehicle be repurchased. FCA US LLC, however, dragged their feet and refused to timely complete the repurchase.
- Very clear and helpful
- The Arbitrator dismissed the fraudulent repair order. He dismissed the facts: 1) I had engine problems since 60,000 miles 2) My six repair visits to the dealership with engine light on stating engine problems 3) the numerous day I was without my vehicle. The

Arbitrator denied my case, Dodge should have repurchased my vehicle, given the numbers of visits to the Dodge dealership, the number of days I did not have the use of my vehicle and the monies I paid out for repairs because the dealership would not make the proper repairs to the vehicle. If the Arbitrator would have made an honest and fair decision, Dodge would have had to repurchase the Lemon vehicle. I produced copies that I met and exceeded all required maintenance and proved Dodge did not follow through on my 'Life Time Power Train Warranty'.

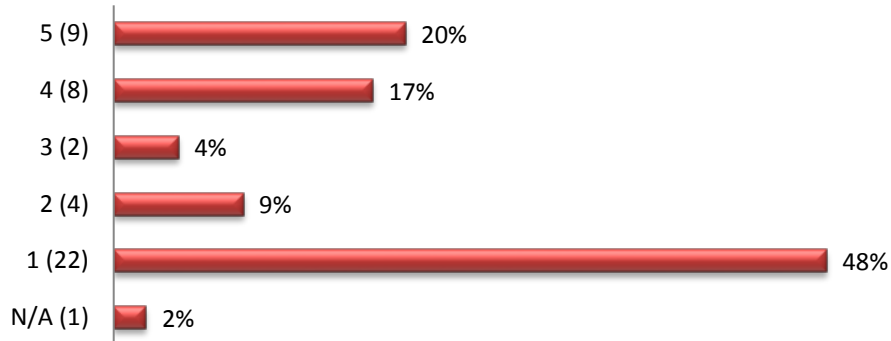
- I provided a lot of documentation; but because the dealer was now saying it's a normal function, the arbitrator denied my claim.
- Acted unprepared (seeing his file with our paperwork for the first time) also seemed unfamiliar with the telephone setup.
- The arbitrator did not see that I had two receipts for towing not one, so he didn't add the two towing charges together.
- Please hire arbitrators who are willing to test drive car longer than 10 min roundtrip!
- The arbitrator was very fair
- Very professional and informative
- Consumer has no chance, wish the arbitration would follow the lemon law.
- We don't agree with the final decision the arbitrator and Chrysler rep didn't weigh all the evidence only Chrysler side.
- Not happy. She didn't act of any help.
- Fair and very patient
- The arbitrator was horrible. He was not listening to what I was saying and he did not properly document my exact words. He didn't seem to care about my problem and or understand the sound system feature on my vehicle and how important it is. In all honesty the Arbitrator sounded very old in age on the phone and out of touch from current automotive business. I strongly believe California needs an arbitrator who is in touch with the current vehicles, current options current operations of these new aged high tech cars.

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

**Pre-Decision**



**Post-Decision**



Consumers had a substantially more favorable view of the entire arbitration process prior to receiving their decision (71% assessed a four (4) or five (5) ratings in the pre-decision versus 37% post).

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

- Again easy to follow process.
- Appreciate the timeliness and thoroughness.
- More information could be provided. I'm happy that they process is in place however, timeliness and visibility needs to improve on.
- CDSP staff were unwilling to help, would not take or return call. Everything had to be by email or mail.
- Straight forward
- Smooth process
- Smooth no issues
- Quick, effective
- Excellent and professional

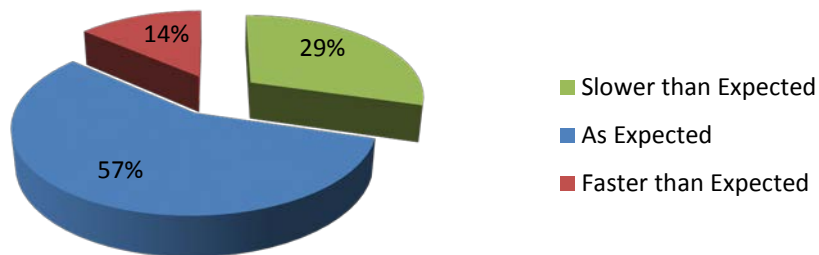
- The process seems fair.
- The experience was difficult to get to this point starting with the dealership, the corporate was extremely hard to get in contact with.
- Manufacturers are not genuine. Representative at CDSP was difficult to work with. Will likely just file lawsuit without going to arbitration.
- Total was of time and money.
- This was a one-sided arbitration. A waste of time. The biggest joke. Arbitrator are being paid to side with the manufacturer.
- Interesting process. Maybe like court though in a conference room.
- Intimidating but not bad.
- Horrible experience. Very stressful.
- Very smooth. Service manager was nice and arbitrator was fair.
- Unable to answer at this time! Not happy with the fact that CDSP arbitrator is paid by the car manufacturer! Seems very slanted!
- Loved that the DCA sends out a representative to the hearing.
- I feel all correspondence has been very professional. I feel I should have had an attorney present based on the process I experienced.
- I really do appreciate the effort you do to solve our issues with manufacturer's representatives.
- Thank you for being fair and protecting the consumer. Corporations don't care about being wrong.
- Fine. Although I wonder why it is necessary to receive hard copies of all documents when email would suffice.
- The dealership should have had a room for the arbitration. We di it in the show room.

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

- The waiting period seemed to be unnecessarily long. I felt extremely under represented during the hearing. These hearings strike me as an effort to appease the public's complaints while maintaining the protection of the manufacture/industry. I remain unsatisfied with the vehicle, and therefore the manufacturer as well as this entire process, but was not offered any recourse other than hiring my own legal representation at my expense.
- After I filed my documents, everything got moving fast...Excellent job!
- All evidence was not reviewed, and the process makes it difficult to submit video evidence or voicemail recordings of technicians confirming the issue.
- The determination stated I proved my case but then denied me compensation.
- It was a waste of time. I presented my case the same from beginning and was told my case was eligible. I went to a lot of work to present my case and then to get to the arbitration and be denied was confusing to my. Why did I do the process if I didn't have a case?
- I met all terms of satisfying my case and was ruled against due to the warranty period expiring. I had documentation showing that I had brought all problems to the dealership and manufacturer prior to the warranty expiration. The dealership/manufacturer postponed fixing my vehicle and/or did not fix my vehicle in excess of 7 attempts. I figure

this was to have the warranty period expire and ultimately not be responsible for fixing my vehicle.

- I would give this arbitration process a -10
  - I feel it was very on-sided (the Dealers) and the documentation I provided wasn't considered.
  - It was a waste of time for a few reasons 1) Manufacturer's rep had promised repayment of a rental car and towing expenses and either additional compensation or extended warranty or buy back. Since it was a different person, the manufacturer's rep stated this isn't my department, so I don't know what was promised. Total waste of time. 2) After I won the arbitration but did not accept the award, FCA (the manufacturer) will not speak to me. FCA stated in writing to the CA attorney general that since I choice arbitration all of their previous offers are void. If I would have know this I would never had gone through arbitration. This should be illegal for FCA to delay paying me what they promised so I take them to arbitration to get them to pay me what they promised and now FCA is saying you get nothing because you took us to arbitration. This should be illegal.
  - Terrible! I still have a \$50,000 car that sounds like shit!
  - Arbitrator are only in favor for the manufacturer.
  - They were not listening to our situation and didn't offer any advice if the problem persists. They really didn't care at all.
  - Bias to favor the manufacture leaving the owner with no resolution to a fix.
  - Not fair at all.
  - Everything went OK while sending emails back-and-forth to arbitration. Once the arbitration hearing took place I was feeling more and more disappointed by every minute that went by. I honestly feel cheated. I am very dissatisfied with the decision and how it was handled or lack thereof.
- 9. How would you rate the speed of the arbitration process relative to your expectations?**

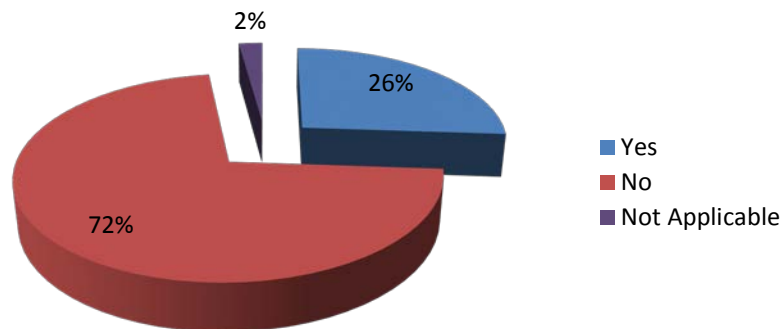


The following comments were provided regarding the speed of arbitration:

- Excellent job
- Looking for answers as to how long the process takes and it was fast as normal. And my truck helps me do my hobby so I was lost for the whole process!
- It went from email updates to waiting for the mail to arrive.
- I had to wait weeks for arbitration
- Manufacturer talking about 40 days to comply

- FCA US LLC was ordered to repurchase the vehicle but they refused to repurchase the vehicle within 30 days of the arbitration award being accepted. Instead, a lawsuit had to be filed to force FCA US LLC to comply with the Arbitration Panel's ruling.
- Didn't know what to expect, first time – last time using this organization.
- It shouldn't take very long, if you are only going to consider what the Dealer provides.
- It took forever to get responses, and there is no way of contacting any staff member.
- With how long the process took I don't believe they came with the correct decision. In this process of the speed of arbitration, it took longer for me to wait on driving my car. This made my couple of weeks not good because my car was broken and they should have taken it back.

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



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

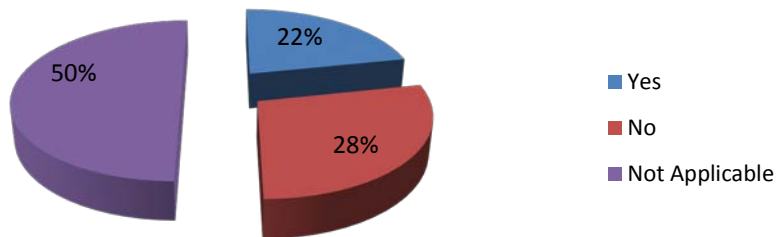
- Although I was never denied the ability to present evidence, I was prohibited from voicing my opinions about the operation of the vehicle. When I did have evidence which consisted of verbal exchanges with Dealerships employees and not documented, it was disallowed. Even the Dealership technician verified my claims which were documented.
- No, I felt that I had all the time I needed.
- Yes I had my paperwork and work orders, and took a test drive with the Arbitrator or mediator at the end of the process.
- The car went in again for issues related to transmission, they would except the doc. Had to contact State of Cal and refute based on Arbitration timing issues.
- They denied my ability to present evidence by willfully ignoring to review the video links.
- When the Arbitrator and I did a 'walk around' my vehicle, he told me to not turn on the engine, but to give him the mileage of my vehicle. If he would have listened to the engine, he would have heard the knocking noises. Making it difficult for him to deny my case.
- Documents only hearing. However, they didn't want to see the vehicle or hear the noises it was still making after a year of them trying to fix the same noise.
- Kind of, the manufacture's rep and arbitrator seems to say that since they couldn't see the vehicle, it didn't matter what I said. I would have let them see the vehicle if this was an issue.



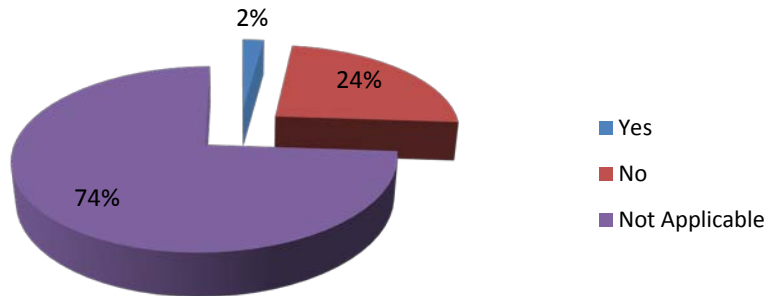
- Application I put in specifically requested location for test drive, I thought I would be able to present this, I was denied!
- Was not able to respond to Chrysler’s comments about my claim.
- Because my job has me travel for my duties. I was not home and able to gather evidence in on time. I was denied extension.
- The staff member experienced the issue and cut the evidence short because he said he has seen enough.
- No. But it really would have been nice if they told me “well in order for the arbitrator to fairly fulfill his investigation that he would need to verify the complaint physically in person with this matter”.

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

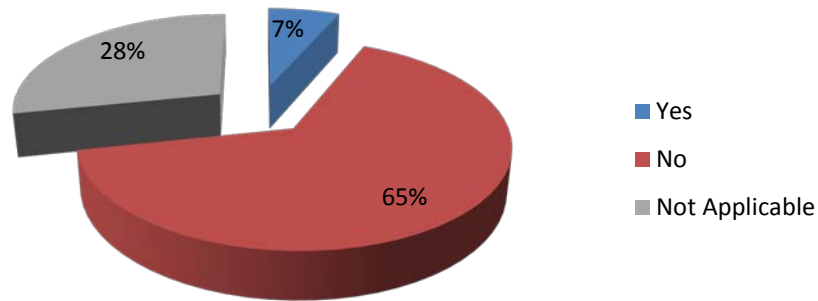
**A. Did the Manufacturer perform the award within the 30 days after you accepted the award?**



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



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



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

- I was unaware of the Lemon Law until well beyond the time restrictions (18 months) within which claims must be made. However, my claim was considered valid and went to arbitration despite exceeding the restriction.
- I assume you have no control over how fast the check was cut. I would have liked to have gotten a judgment so I could have file a writ to get my money faster...I sent a letter to their officer of service with a copy of ADR-106 that I was going to file with the Solano Court so I could get judgment to enforce the order (you have 15 days / a demand of payment / something that was not needed) Even this seemed to fall flat. The order was sent out on Jan 19, 2018 and on April 23, 2018 I deposited the check (-1 week I had an issue with the drop off of the Jeep). They seemed to be quick at wanting money for the mileage, how about 10%/yr interest...I knew if I filed I would have that darn Jeep (that I can't drive) in my driveway for >4months...Improvement-Have a built in penalty that starts on the 30<sup>th</sup> day and each week it goes up...Not sure if the above is of any help...
- Be Little more communicative at the end of the Arbitration process because I really needed a Truck and losing out on deals and shows.
- Clearer explanation of who needs to do what and when. A contact to ensure all parties meet the terms of the agreement.
- Everything not received no help
- Make sure they review all evidence like the are supposed to.
- Better instruction on what the arbitrator is looking for – opening and closing statements only which is hard to present and evidence.
- To help get the issue of the car fixed in a timely manner and making sure in actually got fixed by the dealership and that the owner was satisfied.
- The form in the arbitration agreement gives two options 1) repair 2) repurchase. The ruling was repurchase only just confusing, but the outcome was better with repurchase only.
- I proved my case but I was denied a replacement or refund.
- Don't let people go through the process if the case isn't a good one. I'm still not sure that I filed correctly, in that I asked for my vehicle to be repurchased and maybe there

was another choice that would have been more appropriate for my claim. The manufacturer did nothing.

- Simple common sense and supporting hard working citizens rather than giving billion dollar manufacturers bias would be a start.
- Define the oral phone conference agenda ahead of time so the plaintiff knows exactly to expect.
- Don't let them be so much one sided on the manufacturers side. What a joke.
- Arbitration awards should be complied with promptly, i.e. within 30 days.
- Must stop taking the favor of dealership and manufacturer side over customers.
- CDSP HQ is too close to Detroit for our comfort.
- Publish guidelines for the feasibility of a case ie, I had a repair done 3 times, but apparently it takes at least 4 repair attempts to win an arbitration case.
- FCA (manufacture's rep) should have to show the communication they have had and any settlement offers. For 4 months I had communicated with FCA and all that effort was wiped away by this arbitration.
- Increase radius of test drive
- I wish DCA of CDSP would have put more pressure on Chrysler, who took months to get me the check/turn-in date.
- Allow person filing a claim to answer Manufacturer's response. I sold my van at an auction as couldn't sell to a private party and feel good about it.
- Any and all evidence should be presented at all times. There should not be a time line. The arbitrators should follow the Lemon Law, not just side with the Manufacturers. Because that's who pays them. Arbitration is a joke. Consumers should not waste time with this. We should be able to go directly to court.
- Listening and trying to work with the customer instead of against the customer. I denied the decision.
- I never accepted the decision. I still am trying to fix the jeep.
- No because my car still makes the same noise it did before. And I am not happy. Why should I drive and pay for a broken car? I believe the arbitrator did not perform her job correctly by being on my side.
- I guess it is as fair as can be. Second time around I may go a different direction.
- Shorter review process

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

Five respondents completed both the pre and post-decision surveys. Consumers A, B, E, G, I, J, and K received denials, consumer C, D, and H received repurchase and consumer F received a reimbursement.

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

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

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
A	Denied	5	3
B	Denied	2	N/A
C	Repurchase	4	5

D	Repurchase	5	4
E	Denied	4	4
F	Reimbursement	5	4
G	Denied	1	2
H	Repurchase	5	5
I	Denied	4	N/A
J	Denied	1	1
K	Denied	5	5

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

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
A	Denied	2	1
B	Denied	N/A	N/A
C	Repurchase	2	1
D	Repurchase	3	1
E	Denied	4	4
F	Reimbursement	1	1
G	Denied	1	1
H	Repurchase	5	3
I	Denied	N/A	N/A
J	Denied	1	1
K	Denied	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 they filed for arbitration:

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
A	Denied	2	1
B	Denied	N/A	N/A
C	Repurchase	1	1
D	Repurchase	3	1
E	Denied	4	4
F	Reimbursement	1	1
G	Denied	1	1
H	Repurchase	1	1
I	Denied	N/A	N/A

J	Denied	1	1
K	Denied	5	5

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Denied	5	1
B	Denied	3	N/A
C	Repurchase	5	5
D	Repurchase	5	5
E	Denied	5	5
F	Reimbursement	1	1
G	Denied	1	1
H	Repurchase	5	5
I	Denied	N/A	N/A
J	Denied	1	1
K	Denied	5	N/A

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	Denied	5	1
B	Denied	2	1
C	Repurchase	5	5
D	Repurchase	4	4
E	Denied	4	5
F	Reimbursement	1	1
G	Denied	1	1
H	Repurchase	5	4
I	Denied	4	3
J	Denied	1	1
K	Denied	5	N/A

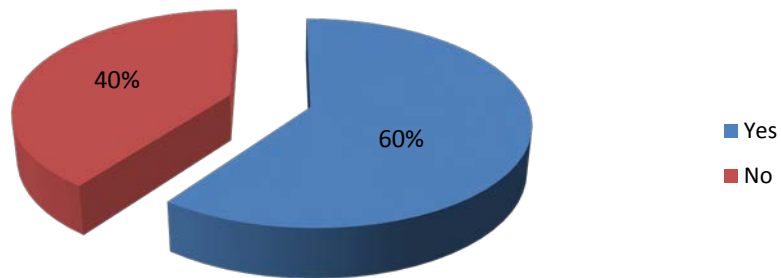
**California Dispute Settlement Program  
(CDSP)**

TESLA, INC

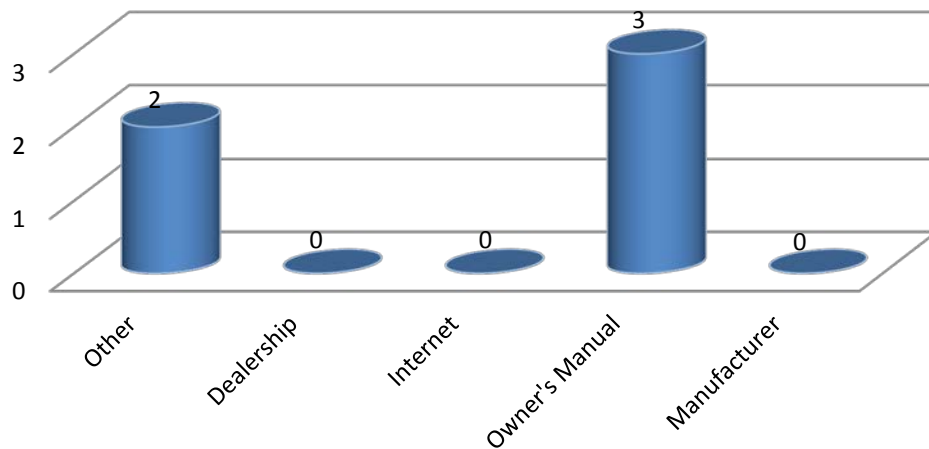
# Tesla, Inc.

In 2018, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received nine responses to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program staff, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted twenty-one consumer and received five responses.

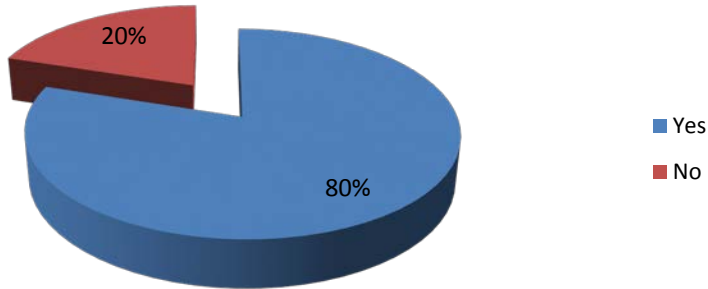
## 1. Before you purchased your vehicle, did you know about the California's Lemon Law?



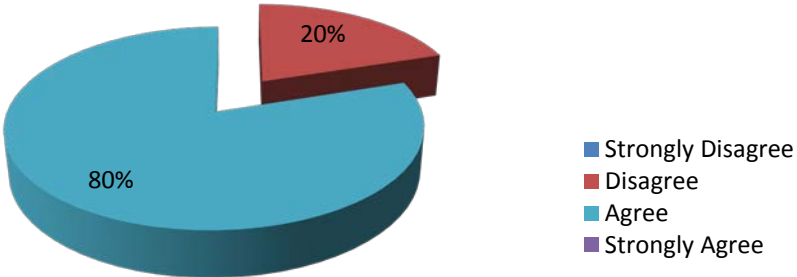
## 2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



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



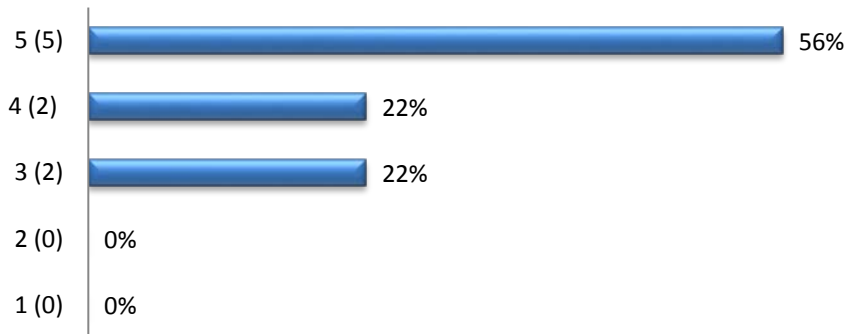
4. The Arbitration staff provides service in a timely manner and demonstrates a willingness to address questions and concerns?



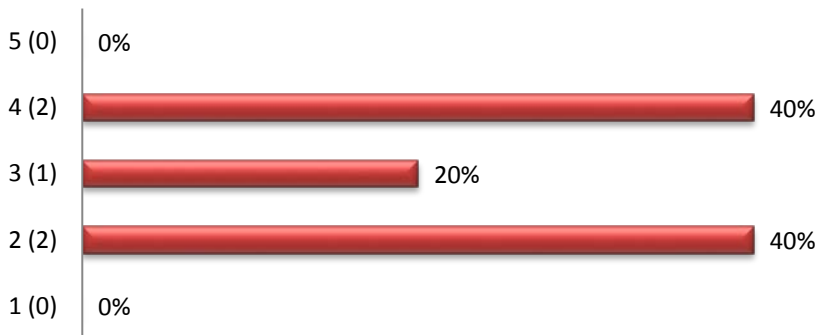


**5. In terms of overall satisfaction, how would you rate your experience with the CDSP Staff?**

**Pre-Decision**



**Post-Decision**



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

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

- E-mail was efficient but would like to talk
- Excellent. Stayed on top of things.
- Nice website to file case.

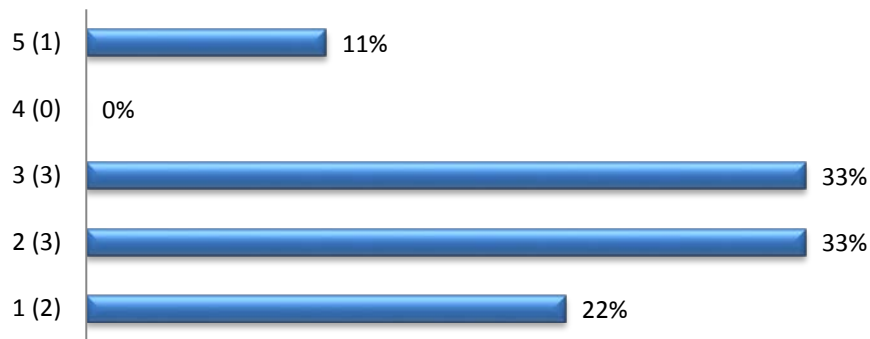
The following comments were provided on the post-decision survey:

- Claim was initially denied because vehicle was a Certified Preowned. We had to appeal. Guidelines regarding CPO warranties should be developed.
- The arbitrator never asked for evidences from the manufacturer's representative.

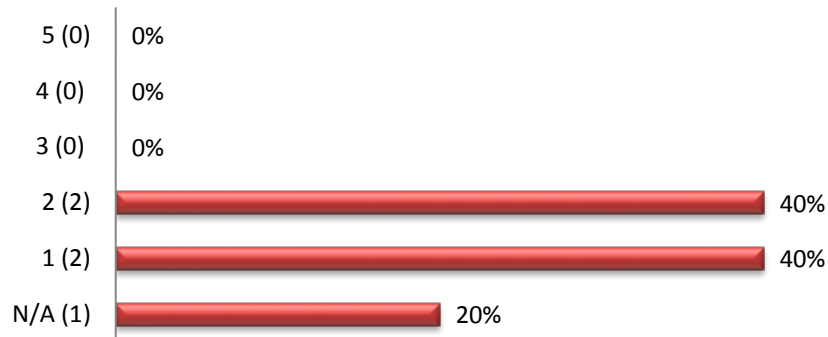
**6. In terms of overall satisfaction, how would you rate your experience with:**

**a. the Manufacturer Representative at the hearing?**

**Pre-Decision**



**Post-Decision**



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

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

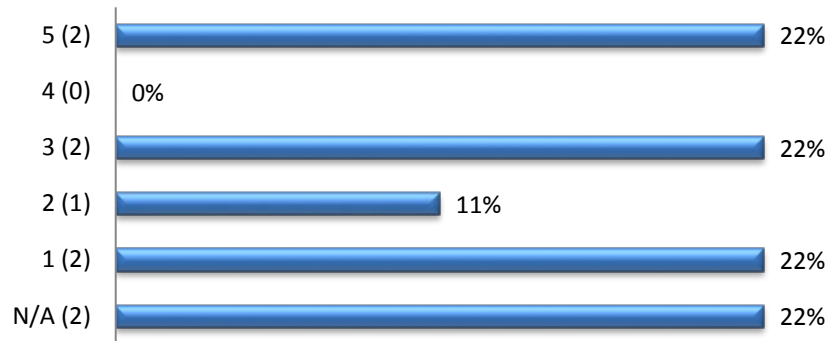
- Not briefed ahead of time and unprepared for hearing; tone was of no care
- He did his job
- Did not show up
- Manufacturer Representative was less than truthful

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

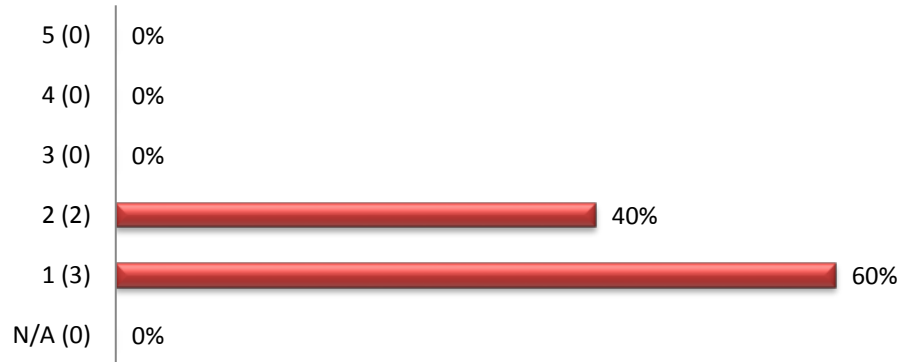
- Manufacturer Representatives should be required to provide evidences to back up their claims
- Manufacturer took too long to comply with award decision
- Manufacturer attempted to bully me into a settlement without making a specific offer unless I dropped the case

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

### Pre-Decision



### Post-Decision



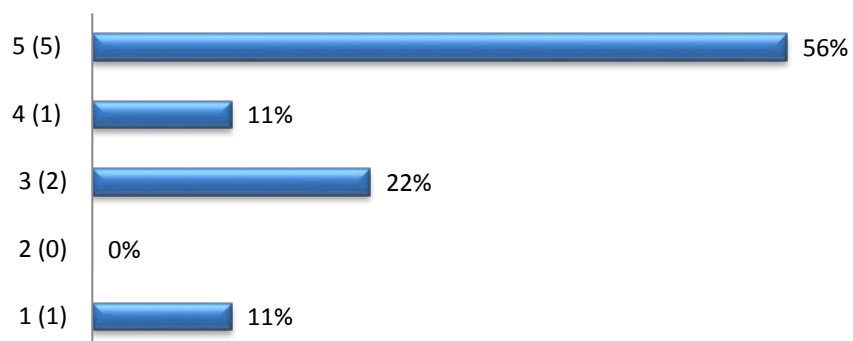
Consumers had a less favorable view of the Manufacturer Representative after the decision.

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

- Never received a response when we reached out
- Very fast
- Manufacturer Representatives told consumer to cancel arbitration

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

**Pre-Decision**



**Post-Decision**



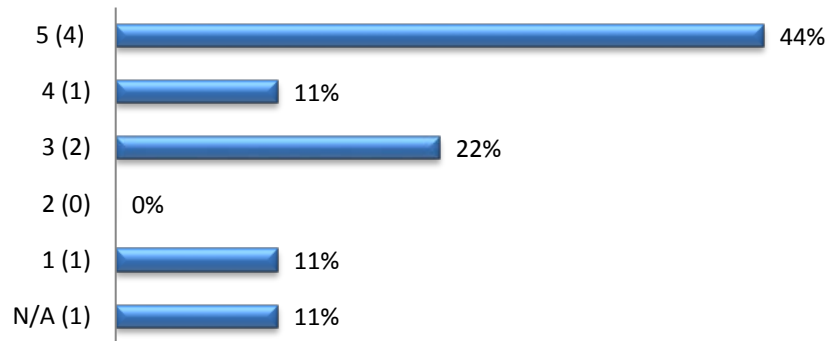
Consumers had a less favorable view of the Arbitrator after the decision.

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

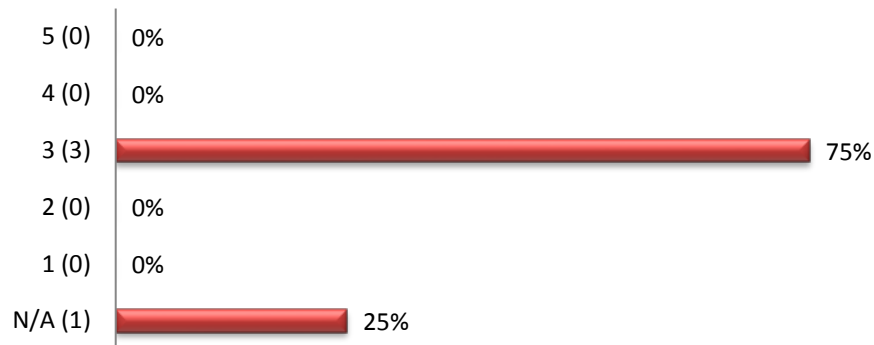
- Very Fair
- Arbitrator did not use regulatory criteria as a method of finding and instead used a method biased in favor of the manufacturer

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

**Pre-Decision**



**Post-Decision**



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

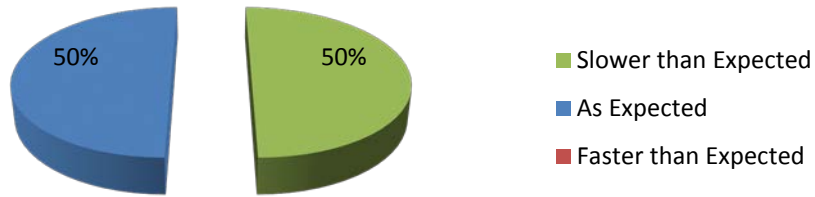
The following comments were provided in the pre-decision survey:

- CDSP Gave wrong date on email
- Received most information in a timely fashion
- Satisfied
- Tesla purchase agreement does not mention ACP, does not mention NCDS, only talks about AAA arbitration company
- Outcomes should be based on law not a higher standard

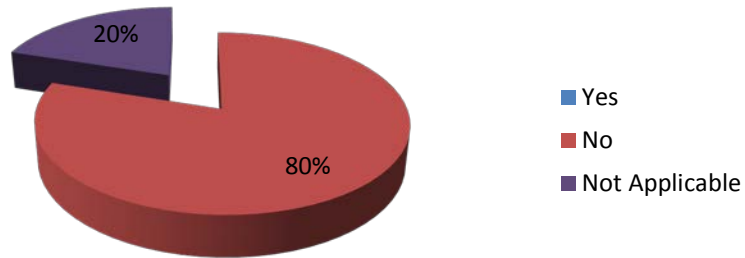
The following comments were provided in the post-decision survey:

- Tesla failed to repurchase the vehicle within 30 days.

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?

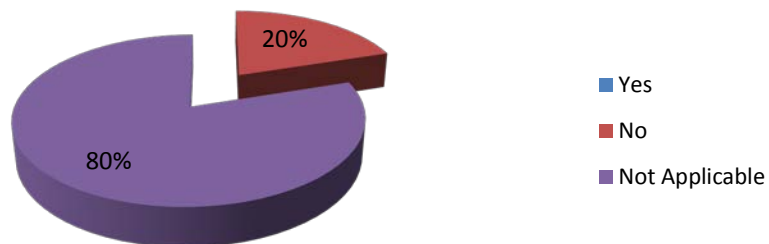


The following comments were provided in the post-decision survey:

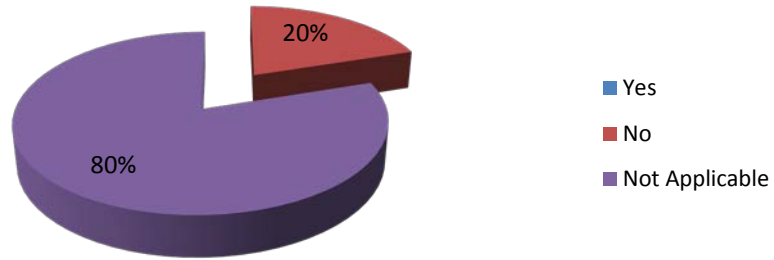
- The manufacturer was never presented their evidence against mine
- My evidence was of no use since the arbitrator denied my claim in spite of that.

11. If you received an award,

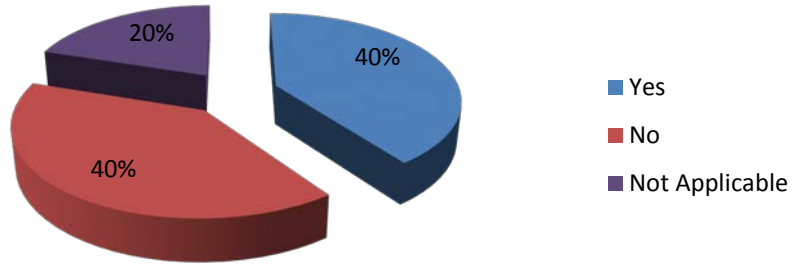
A. Did the Manufacturer perform the award within the 30 days after you accepted the award?



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



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



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

- Get an arbitrator who is at least knowledgeable about how battery works in an EV (electric vehicle).
- Follow-up regarding the arbitration process

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

Two respondents completed both the pre and post-decision surveys. Consumer A received a repurchase and Consumer B received a denial.

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

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

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

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

Consumer	Decision	Pre-Decision	Post-Decision
A	Repurchase	3	N/A
B	Denial	1	1

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

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

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

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

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	3	1
B	Denial	4	3



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

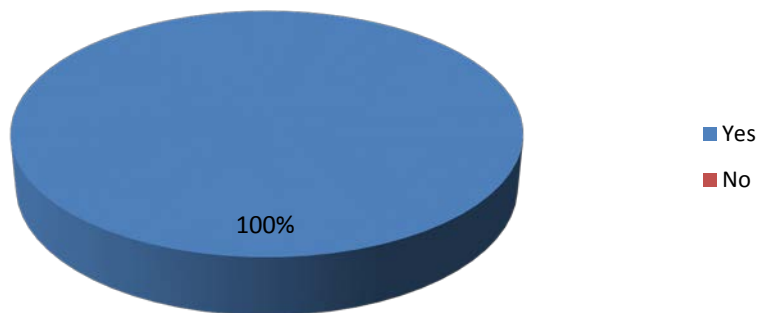
PORSCHE CARS  
NORTH AMERICA, INC.

# Porsche Cars North America

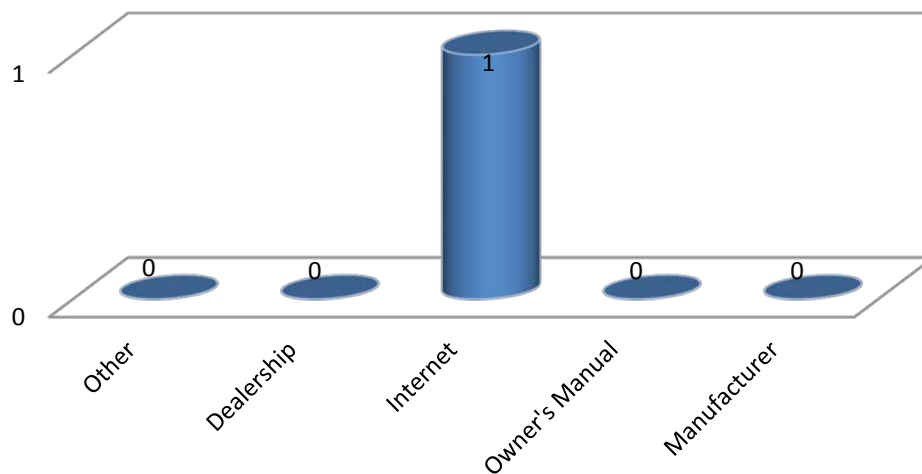
In 2018, the ACP administered both a pre-decision survey (conducted directly after the arbitration hearing) and a post-decision survey. The ACP received four responses to the pre-decision survey. The pre-decision survey consisted of four questions designed to gauge consumer satisfaction with the arbitration program staff, vehicle manufacturer, arbitrator, and overall arbitration process, independent of the decision the consumers received. For the post-decision survey, the ACP contacted 5 consumers. Of these 5 consumers, 1 (20%) responded to the survey. The post-decision survey consisted of 13 questions designed to ascertain consumers' awareness of the Lemon Law, as well as the same questions asked on the pre-decision survey. A rating of 5 represents an excellent experience while a rating of 1 represents a poor experience.

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

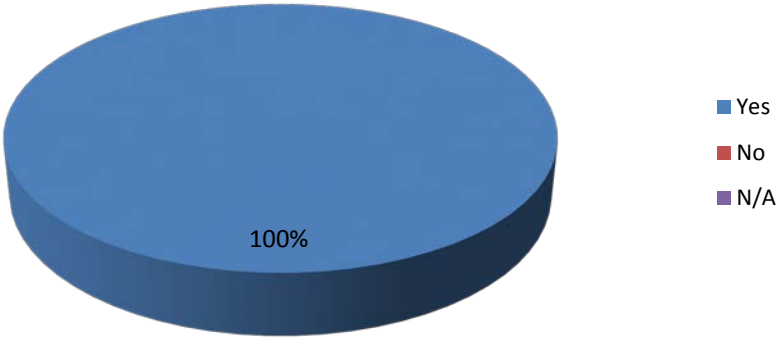
## 1. Before you purchased your vehicle, did you know about the California's Lemon Law?



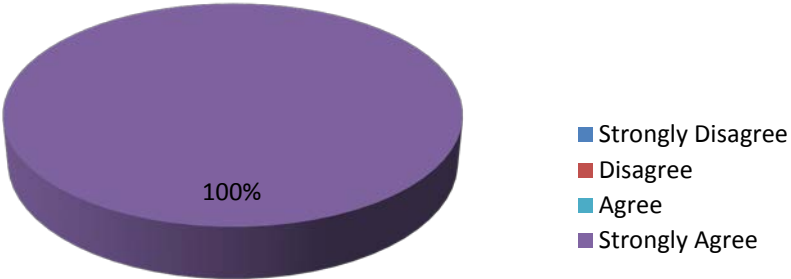
## 2. Before your hearing, where did you learn about applying for arbitration under California's Lemon Law?



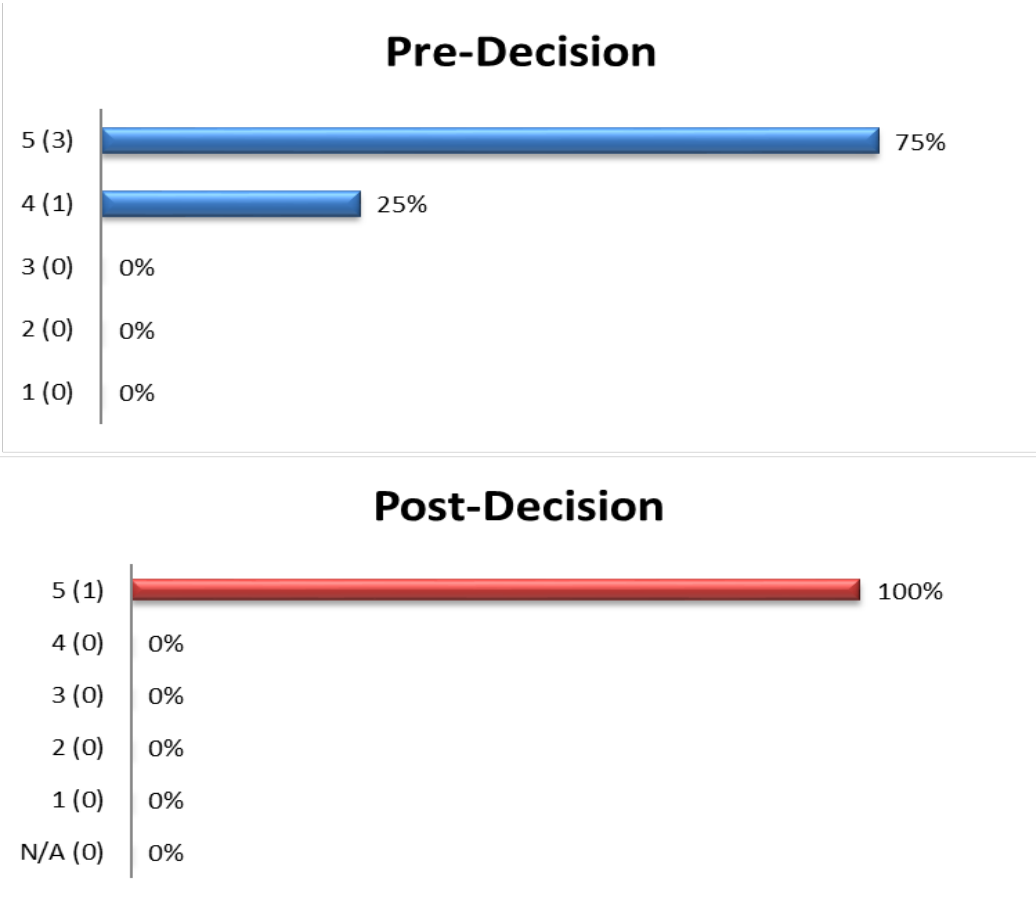
3. If you participated in a settlement or mediation process after applying for arbitration with CAP Motors, were you informed that it was a voluntary process?



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 so far with the entire arbitration process?**



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

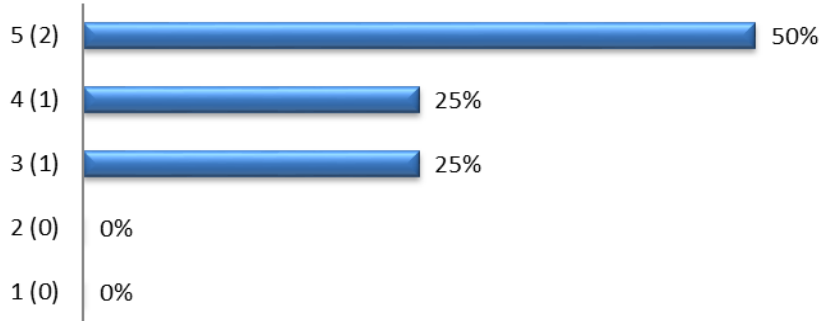
The following comments were provided on the pre-decision survey:

- CAP-Motors Staff was very responsive, very kind, and professional.

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

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

**Pre-Decision**



**Post-Decision**



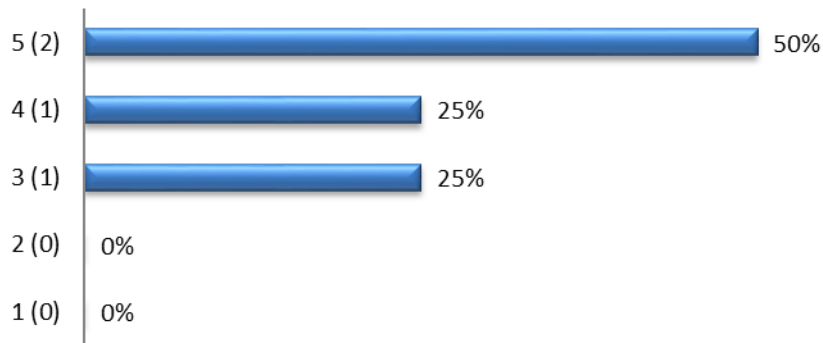
Consumers overall did not have a favorable view of the Manufacturer's Representative at the hearing according to pre and post surveys.

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

- The Porsche Representative seemed to bring up facts that had nothing to do with our particular case.

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

**Pre-Decision**



**Post-Decision**



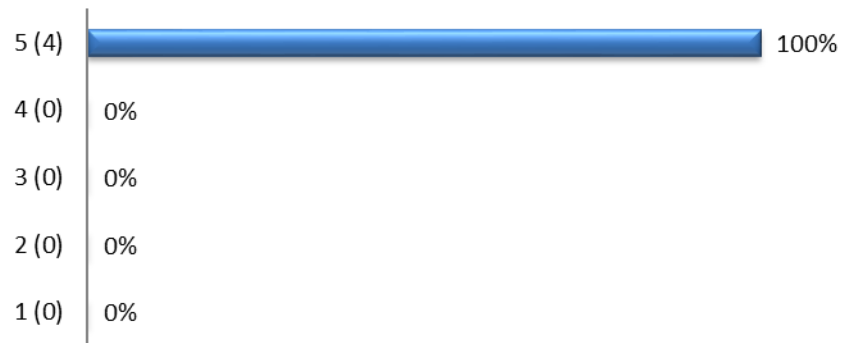
Consumers had a favorable view of the Manufacturer's Representative before the decision, but once the decision was rendered most did not comment and the one did not have a favorable view.

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

- They never wanted to help even though the vehicle was under warranty. They made us go through the laborious process of mediation to finally do what was right. They needed a mediation judgment to finally fix the problem.

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

**Pre-Decision**



**Post-Decision**



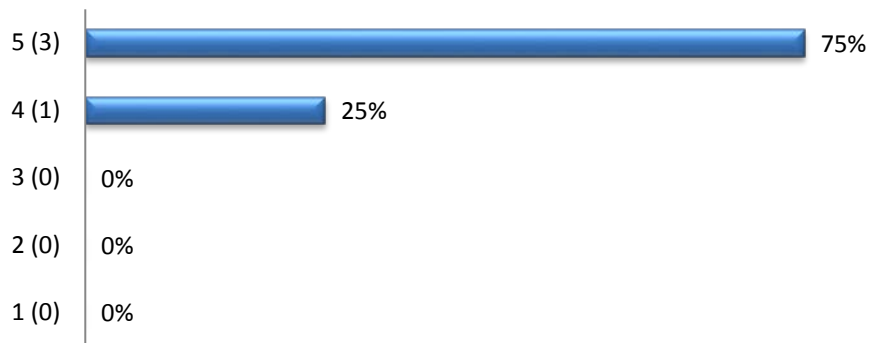
Consumers had the same favorable view of the Arbitrator on the post decision survey and the pre-decision survey.

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

- The arbitrator was very calm, patient, explained everything. Overall good experience thanks to the arbitrator's leadership.

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

### Pre-Decision



### Post-Decision



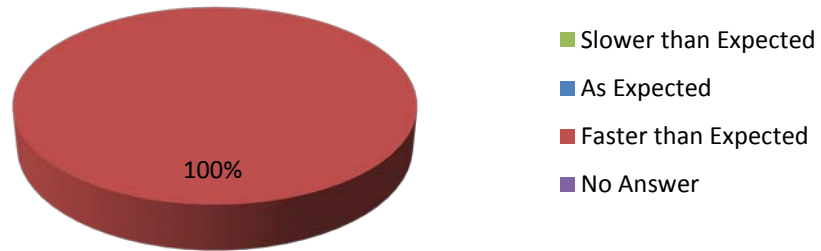
Consumers had a less favorable view of the entire arbitration process on the post decision survey.

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

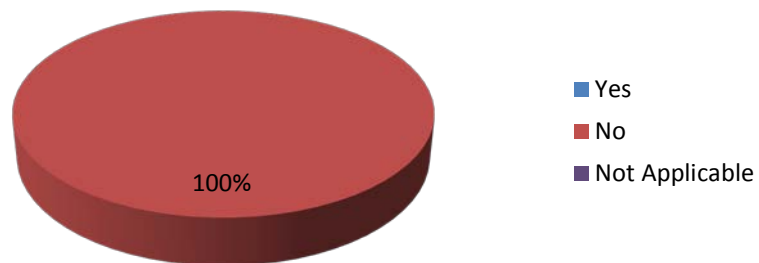
- The program was well organized with good communication from CAP-Motors.



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

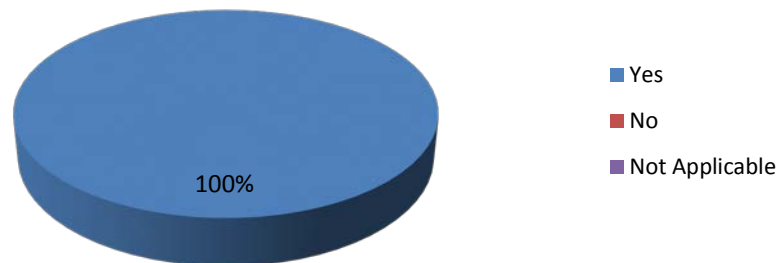


10. Were you ever denied the ability to present evidence?

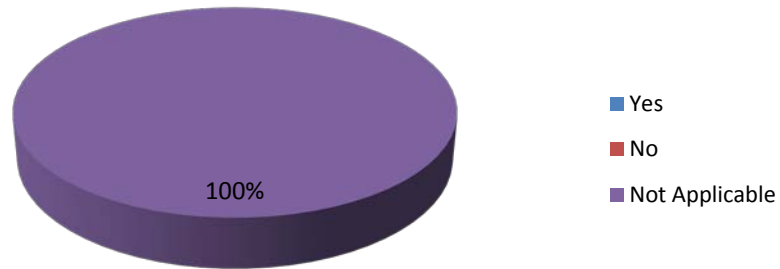


11. If you accepted the decision of the arbitrator:

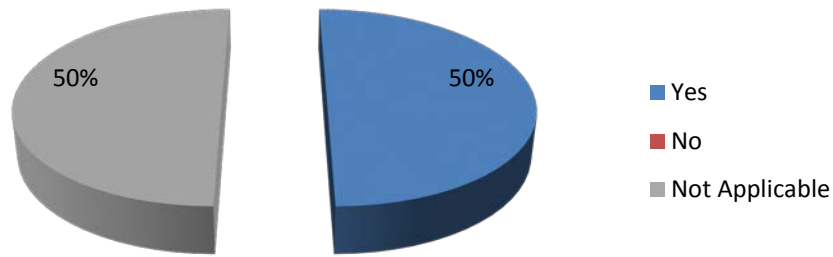
A. Did the Manufacturer perform the decision within 30 days after you accepted the decision?



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



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



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

- Make the manufacturer pay for lost time, or some kind of penalty to incentivize doing the right thing, making a repair, before making the consumer go through the arbitration process. Porsche spent money flying down an attorney for our hearing. That is a lot of money wasted. They should have just done the repair and been kind to us after purchasing their expensive vehicle.

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

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

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

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
<b>A</b>	Repair	4	5

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

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
<b>A</b>	Repair	3	1

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

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
<b>A</b>	Repair	3	1

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

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
<b>A</b>	Repair	5	5

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

<b>Consumer</b>	<b>Decision</b>	<b>Pre-Decision</b>	<b>Post-Decision</b>
<b>A</b>	Repair	4	4

## CONCLUSION

This year's survey shows the same percentage in responses received as in 2017: 19% in 2017 and 19% in 2018.

With a slight decrease of negative responses from 20% in 2017 to 19% in 2018, all consumers are still not being informed that the settlement or mediation process was a voluntary process; the programs should strive to reduce the negative responses and continue notifying consumers of this procedure.

When asked if the manufacturer performed the award within the 30 days required, a significant increase from 22% in 2017 to 34% in 2018 of consumers that responded stated that the award was not performed in the required time. As a follow up, consumers were also asked if they had agreed to the delay, while 68% stated it did not apply to them, 29% stated they did not agree to the delay, compared to 12% in 2017, and only 3% agreed to the delay.

The programs should continue to ensure consumers are aware that they could reapply for arbitration by getting an additional warranty repair. In 2017 and 2018, 49% of consumers were not aware of this.

The responses show consumers were very satisfied with the speed of the arbitration process with 66% having expectations met or exceeded and only 30% seeing the process as slower than expected.

The responses received from consumers suggest needed improvements in various important areas. Although 52% of consumers in 2018 rated their experience with the program staff with 4 and 5 ratings, 22% gave a 1 rating. Both the programs and manufacturers should consider increased training of staff in order to better handle consumers' questions and complaints.

In regard to the arbitrators, 50% rated their experience as a 4 and 5 rating with 31% giving a 1 rating.

And finally, with the overall satisfaction of the entire arbitration process, 45% rated a 4 or 5 while 34% rated a 1. Arbitration programs should continue to strive to obtain positive ratings from consumers who have used their arbitration process.