

**ARBITRATION CERTIFICATION PROGRAM**

401 S STREET, STE. 201
SACRAMENTO, CA 95814
TELEPHONE (916) 323-3406 FAX (916) 323-3968
<http://www.dca.ca.gov/acp>

**1999 ANNUAL CONSUMER SATISFACTION SURVEY****OVERVIEW**

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) conducts an annual survey. The purpose of the survey is to measure consumer satisfaction with the arbitration process. The survey is not intended, nor does it include, the satisfaction of the many of consumers who have had problems satisfied through early contact with dealers, manufacturers' customer service representatives, or other mediation efforts.

ACP also uses the survey as a monitoring mechanism to ensure that certified arbitration programs substantially comply with state and federal requirements. ACP discusses the survey findings with each certified arbitration program, requesting corrections to the process when necessary.

ACP surveys consumers who utilized state-certified arbitration programs to resolve warranty disputes after consumers receive notification of decisions. ACP mailed 2032 questionnaires achieving a 41% response rate.

Consumer responses to the survey were sorted according to state-certified arbitration program as follows:

BBB AUTO LINE (BBB)

AM General (Hummer), General Motors, Honda/Acura, Hyundai, Isuzu, Kia, Nissan/Infiniti, Porsche, Range Rover/Land Rover, Rolls Royce/Bentley, Saab, Saturn and Volkswagen/Audi

Customer Arbitration Board (CAB)

DaimlerChrysler Corporation

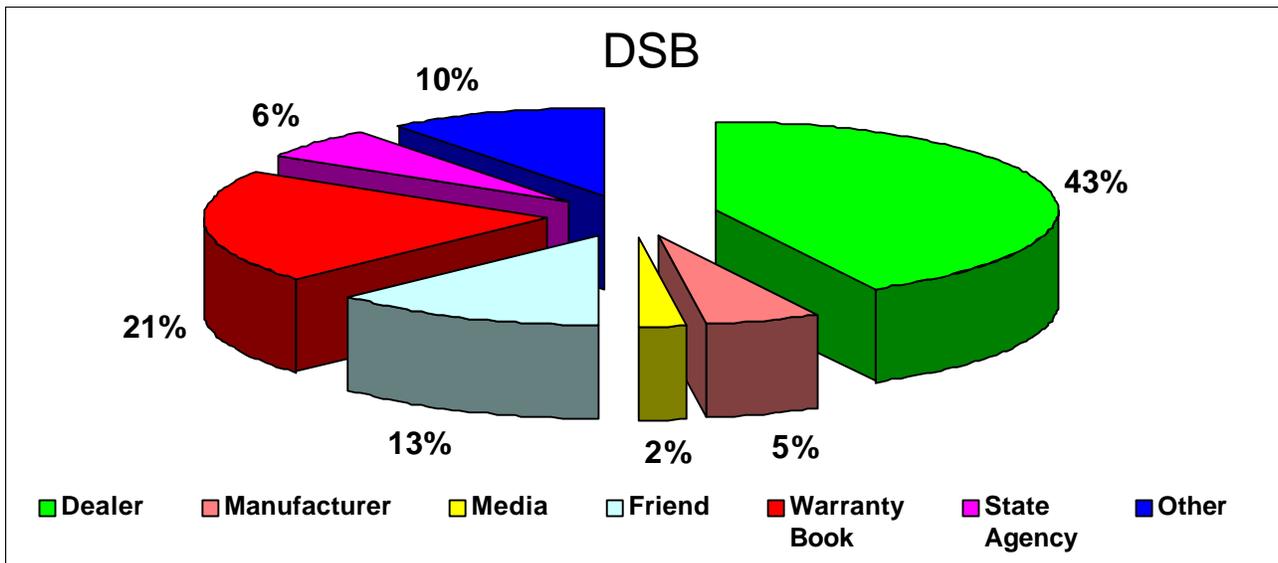
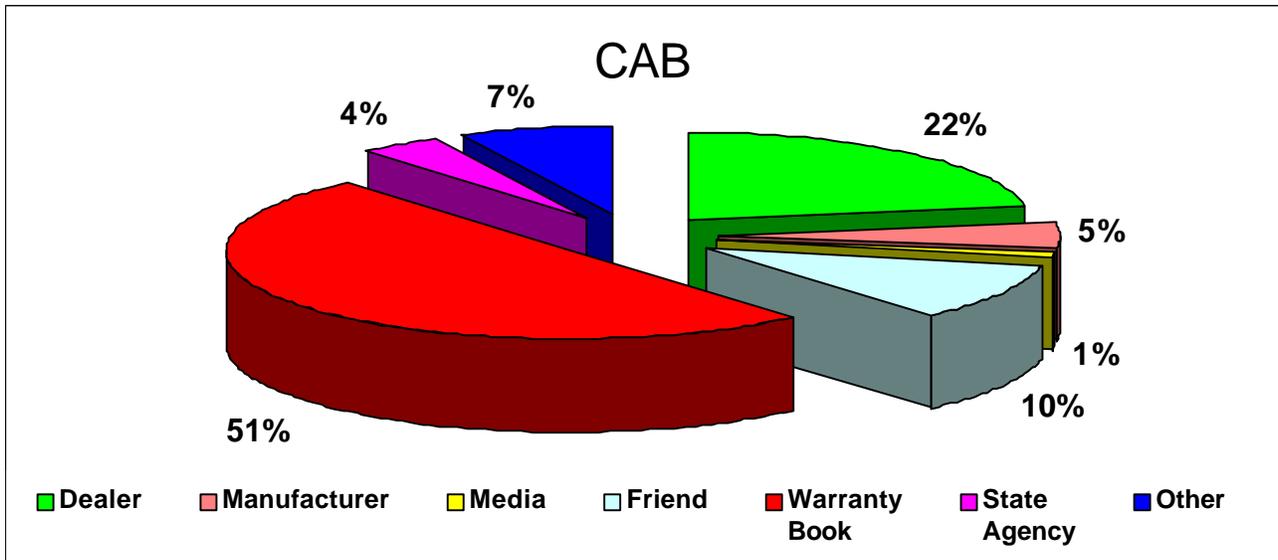
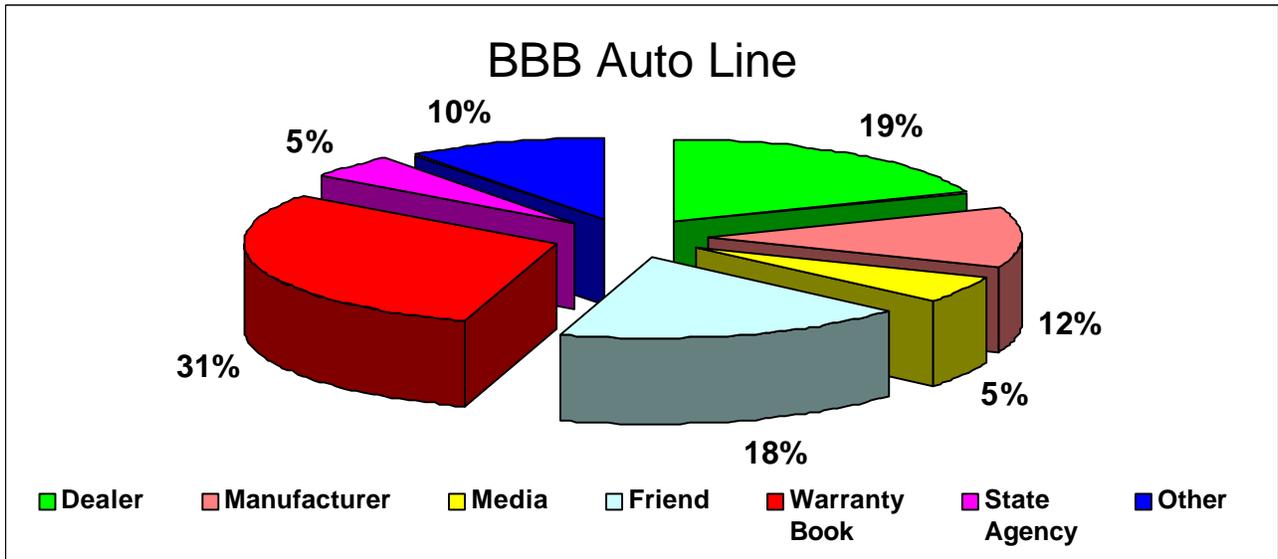
Dispute Settlement Board (DSB)

Ford Motor Company

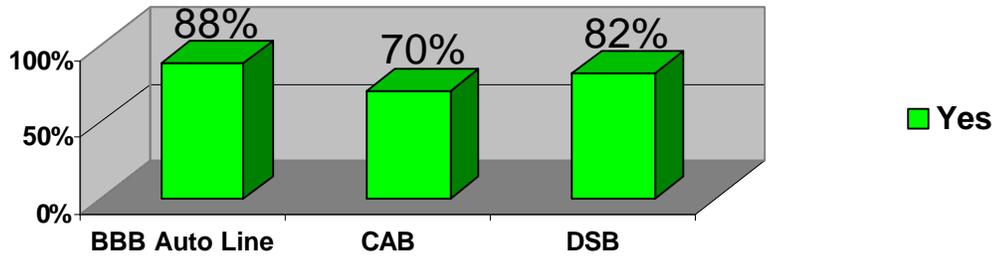
RESULTS

The results of ACP's 1999 Consumer Satisfaction Survey are listed on the following pages. Each Survey question is listed along with consumer responses.

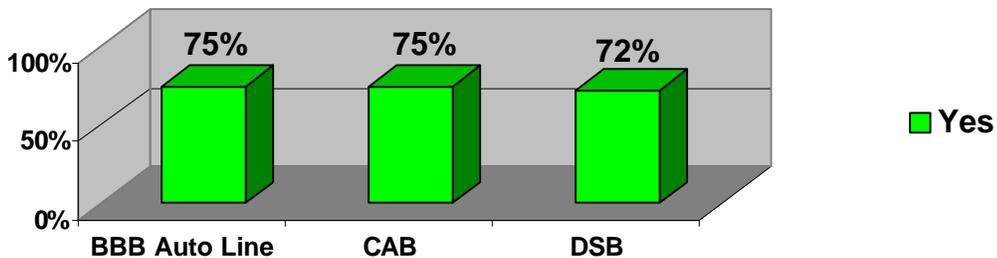
Question 1: How did you learn about the state-certified program?



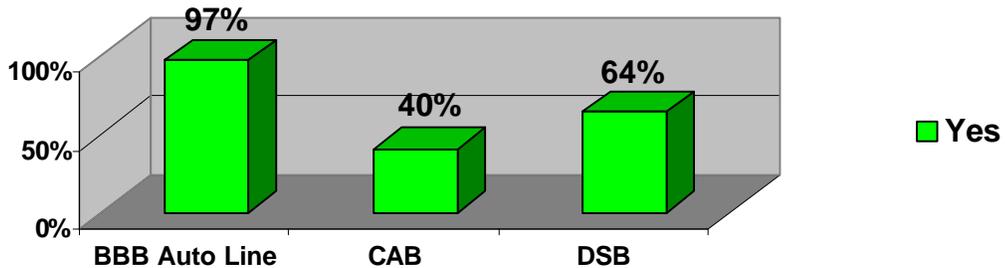
Question 2: Did the state-certified arbitration program provide you with enough information about the process to prepare your case?



Question 3: Were you given an opportunity to review and/or rebut any evidence submitted by the manufacturer?

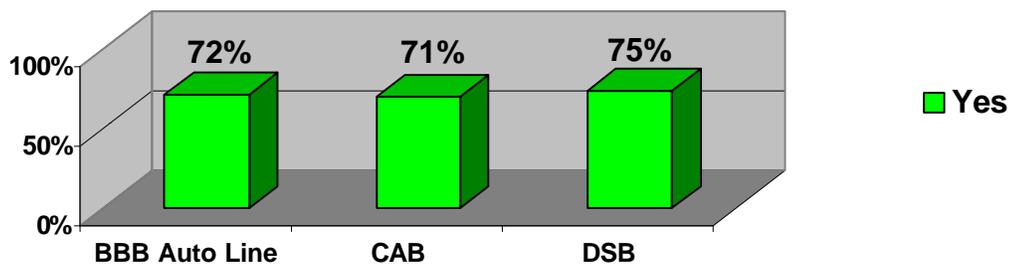


Question 4a: Did you make an oral presentation to the arbitration panel at the hearing?

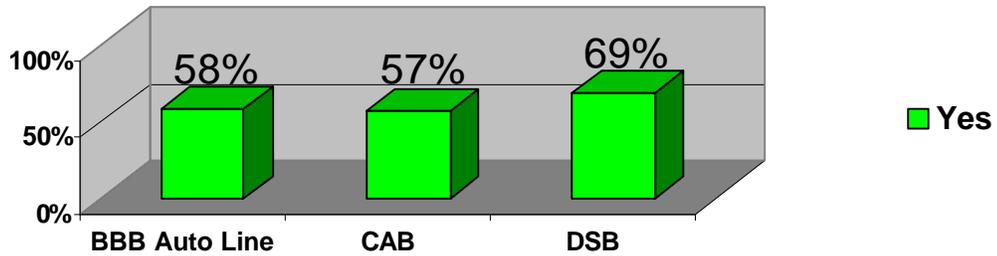


Question 4b: If yes, do you believe the arbitration panel took your presentation into consideration in arriving at the decision?

(Please Note: Some of the respondents failed to answer this question and/or answered it although it did not apply to them.)

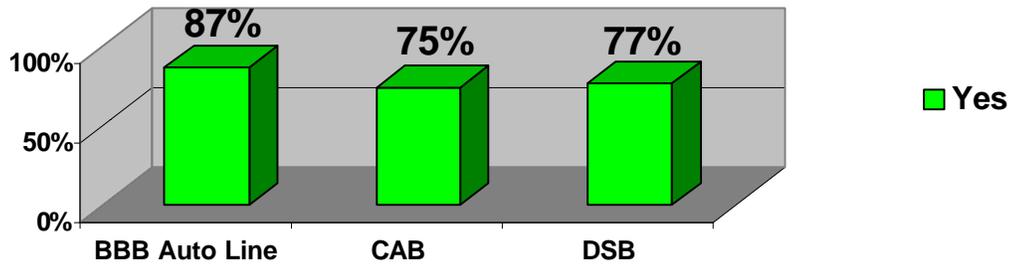


Question 5a: Was the decision in your favor?

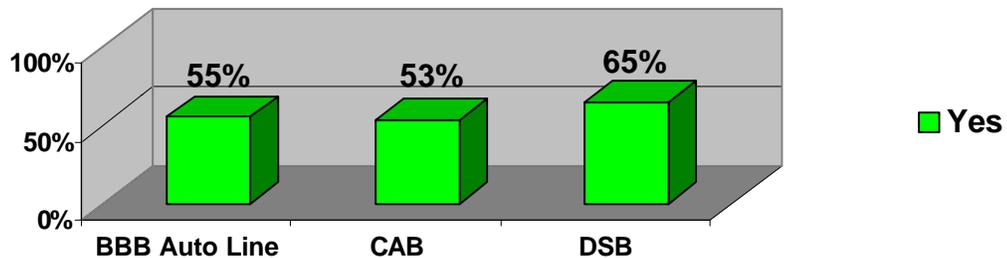


Question 5b: If yes, did the state-certified program follow up with you to confirm that the manufacturer complied with the decision?

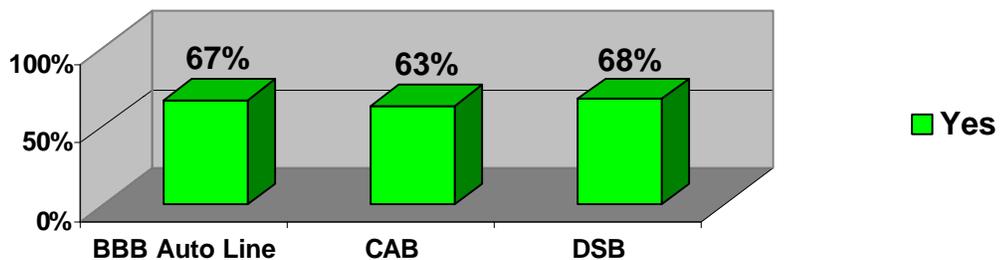
(Please Note: Some of the respondents failed to answer this question and/or answered it although it did not apply to them.)



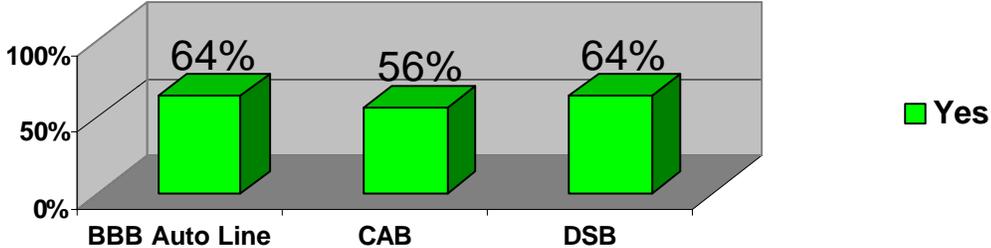
Question 6: Were you satisfied with the decision?



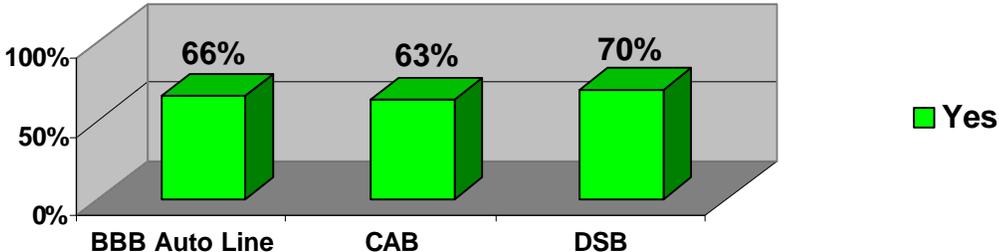
Question 7: Did you understand the reasons given to you by the arbitration panel for the decision?



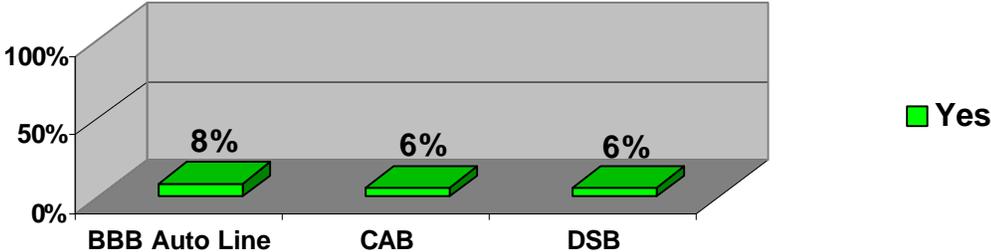
Question 8: Were you satisfied with the arbitration process?



Question 9: Would you recommend the arbitration process to others?



Question 10: Did you file a lawsuit after completing arbitration?



Question 11: Please tell us how you think the arbitration process and/or the arbitration program (BBB, CAB or DSB) could be improved:

BBB: Of the 1,030 surveys sent to consumers who utilized the BBB Auto Line in 1999, a total of 385 (37%) consumers responded. About 77% of the respondents provided additional written comments in response to the question about how the process and/or the BBB Auto Line could be improved.

Consumers receiving a favorable decision stated the following:

- BBB staff was friendly and informative
- Arbitrators were well trained
- The arbitration process was fair

Conversely, consumers receiving unfavorable decisions stated that:

- The BBB needed to hire more experienced arbitrators
- The arbitrator should have a knowledge of automotive repair
- More than one arbitrator should make the decision
- Arbitrators should provide a more detailed explanation for the decision

Consumers also suggested that the BBB have more convenient hearing sites, bilingual arbitrators, and to make the process more user friendly. Other suggestions for improvement included a follow up by the BBB to make sure the manufacturer complies with the arbitrators decision in a timely manner, to quicken the process of arbitration, and to have a car company representative present (in person) during the hearing. Consumers also requested information on what to expect at an arbitration hearing and for the BBB to provide evening hearings for those consumers who can not take the time off work.

CAB: Of the 487 surveys sent to consumers who utilized the CAB in 1999, a total of 144 (30%) responded. About 79% of the respondents provided additional written comments in response to the question about how the arbitration process could be improved.

Consumers receiving a favorable decision stated the following:

- The arbitrators were friendly and unbiased
- The process was quick and simple
- CAB was very efficient and helpful

Conversely, consumers receiving unfavorable decisions stated that:

- The arbitrators were bias, did not listen to the facts
- Arbitration process took to long
- Arbitrators did not provide an explanation for the decision
- More time to present case
- DaimlerChrysler needs to develop a better process and improve customer service

CAB
Continue

Other suggestions provided by the consumers included ideas such as having the option for a telephone conference, to be notified of the hearing through e-mail or voice mail, and more information on how to prepare for the arbitration hearing. Consumers also commented that the rules for the arbitration board should not have to be requested by the consumer, the rules should be given to them (the consumer) prior to the arbitration hearing.

DSB: Of the 515 surveys sent to consumers who utilized the DSB in 1999, a total of 302 (59%) responded. About 81% of the respondents provided written comments in response to the question about how the arbitration process could be improved.

Consumers receiving favorable decisions stated the following:

- Arbitration process clear, easy to follow and fair
- The people involved with the DSB were friendly and informative
- The arbitration process occurred in a timely manner

Conversely, consumers receiving unfavorable decisions stated:

- Arbitrators were bias towards the manufacturer
- Not enough time to explain problems during oral presentation
- Arbitration process took too long

Consumers also indicated that the DSB should be more involved with what takes place after the arbitration hearing such as making sure the manufacturer complies with the arbitrator's decision in the allotted time frame. Consumers also requested that the DSB do a follow up inspection to see if the same problems are still occurring with the vehicle. Consumers suggested that an independent mechanic inspect the vehicle. Consumers also requested that someone experienced with the arbitration process help the consumer prepare for the hearing. More advanced notice of the hearing date and time, more convenient hearing sites, and more flexible hearing schedules were also recommendations by the consumers.