



National
Center for
Dispute
Settlement
(NCDS)

Non-Binding
Automobile
Warranty
Arbitration
Program

APPENDIX
FOR NATIONAL AUDIT 2023

APPENDIX

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Appendix A

2023 Overall Study Results California

OVERALL SURVEY RESULTS: KEY FINDINGS

This section captures the overall survey results (raw) from the sample size of participants who partook in the audit surveys and compares the results found between the different outcomes of cases. The eight areas compared were the pre-filing experience with the dealer or manufacturer, filing of claim, experience after filing of claim, the evidentiary hearing process, post-award experience, arbitrator satisfaction, satisfaction with NCDS processing their claim, and settlement of claim (mediation only). The highest percentages were highlighted based on the responses for each question for ease of comparison.

Table 1. California Overall Survey Results and Comparison Between Outcomes

California - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Pre-filing Experience with Dealer or Manufacturer				
Survey Questions		Responses		
Before filing a claim with NCDS, did you attempt to contact the manufacturer directly to discuss your concerns?				
Answer Choices				
Yes		91.67%	96.77%	100.00%
No		8.33%	3.23%	0.00%
How many times, if any, did the dealer or manufacturer attempt to repair your car before you filed a claim with NCDS?				
Answer Choices				
One Time		0.00%	0.00%	11.11%
Two Times		16.67%	9.68%	11.11%
Three Times		16.67%	41.94%	11.11%
Other (please specify) - More than Three Times		66.67%	48.39%	66.67%

California - Audit Survey Results (Overall)	Arbitrated Award	Arbitrated No Action / No Award	Mediation
Pre-filing Experience with Dealer or Manufacturer			
Survey Questions	Responses		
How did you learn about the NCDS Non-Binding Automobile Warranty Arbitration Program?			
Answer Choices			
a. Manufacturer Customer Service Representative	25.00%	22.58%	11.11%
b. Other Manufacturer Representative	0.00%	3.23%	0.00%
c. Dealership Personnel	16.67%	9.68%	11.11%
d. Glove-Box Materials	16.67%	12.90%	22.22%
e. Internet or Social Media	25.00%	29.03%	55.56%
f. Brochures	0.00%	0.00%	0.00%
g. Attorney	16.67%	3.23%	11.11%
h. Friends, Family, Co-workers	0.00%	6.45%	11.11%
i. State Government Agency	0.00%	3.23%	0.00%
j. Prior Program Knowledge	0.00%	0.00%	11.11%
Other (please specify)	16.67%	16.13%	0.00%
How did the manufacturer or dealer inform you of the NCDS Arbitration Program?			
Answer Choices			
Talked over the phone	0.00%	27.27%	50.00%
Mailed or E-mailed Information	25.00%	18.18%	0.00%
Website	0.00%	27.27%	0.00%
Showroom Poster	0.00%	0.00%	0.00%
Other (please specify)	75.00%	27.27%	50.00%

California - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Filing of Claim				
Survey Questions		Responses		
What method did you use to file your claim with NCDS?				
Answer Choices				
E-File		100.00%	96.77%	100.00%
Mail		0.00%	3.23%	0.00%
After you filed your E-File claim with NCDS, how long did it take for an NCDS administrator to contact you?				
One Business Day		33.33%	16.67%	11.11%
Two Business Days		58.33%	40.00%	55.56%
Greater than two business days		8.33%	43.33%	33.33%
After you mailed and received an acknowledgement from NCDS that your claim had been received, how long did it take for an NCDS administrator to contact you?				
One Business Day		N/A	0.00%	N/A
Two Business Days		N/A	0.00%	N/A
Greater than two business days		N/A	100.00%	N/A

California - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Filing of Claim				
Survey Questions		Responses		
How clear were the instructions for filing the claim?				
Answer Choices				
Very Clear		75.00%	25.81%	88.89%
Somewhat Clear		25.00%	61.29%	11.11%
Not Clear		0.00%	9.68%	0.00%
Do Not Know		0.00%	3.23%	0.00%
Experience After Filing a Claim				
Whether you E-Filed or filed your claim by mail, did you <u>receive</u> the Frequently Asked Questions (FAQ) Packet at www.ncdsusa.org ?				
Answer Choices				
Yes		91.67%	67.74%	100.00%
No		8.33%	32.26%	0.00%
Whether you E-Filed or filed your claim by mail, did you <u>review</u> the Frequently Asked Questions (FAQ) Packet at www.ncdsusa.org ?				
Answer Choices				
Yes		91.67%	80.65%	88.89%
No		8.33%	19.35%	11.11%

California - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Experience After Filing a Claim				
Survey Questions		Responses		
How clear was the information presented in the FAQ?				
Answer Choices				
Very Clear		66.67%	25.81%	55.56%
Somewhat Clear		25.00%	48.39%	22.22%
Not Clear		0.00%	12.90%	0.00%
Do Not Know		8.33%	12.90%	22.22%
How helpful was the information presented in the FAQ?				
Answer Choices				
Very Helpful		50.00%	12.90%	44.44%
Moderately Helpful		41.67%	58.06%	22.22%
Not At All Helpful		0.00%	12.90%	0.00%
Do Not Know		8.33%	16.13%	33.33%
Did you <u>receive</u> the Non-Binding Program Rules at www.ncdsusa.org?				
Answer Choices				
Yes		83.33%	77.42%	88.89%
No		16.67%	22.58%	11.11%
Did you <u>review</u> the Non-Binding Program Rules at www.ncdsusa.org?				
Answer Choices				
Yes		83.33%	80.65%	77.78%
No		16.67%	19.35%	22.22%

California - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Experience After Filing a Claim				
Survey Questions		Responses		
How clear were the Program Rules?				
Answer Choices				
Very Clear		50.00%	16.13%	66.67%
Somewhat Clear		33.33%	51.61%	22.22%
Not Clear		0.00%	25.81%	0.00%
Do Not Know		16.67%	6.45%	11.11%
How helpful were the Program Rules in explaining the arbitration process?				
Answer Choices				
Very Helpful		66.67%	16.13%	77.78%
Moderately Helpful		33.33%	54.84%	22.22%
Not At All Helpful		0.00%	25.81%	0.00%
Do Not Know		0.00%	3.23%	0.00%
Did you receive a hearing notice from NCDS?				
Answer Choices				
Yes		100.00%	96.77%	N/A
No		0.00%	3.23%	N/A
Either before or after you received your hearing notice, did you hire an attorney to represent you or to be present at the hearing?				
Answer Choices				
Yes		8.33%	0.00%	N/A
No		91.67%	100.00%	N/A

California - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Experience After Filing a Claim				
Survey Questions		Responses		
<p>If you filed a documents only hearing, which of the following <u>best</u> describes why you chose a documents only hearing? Otherwise, select "No, I did not file a documents only hearing" below.</p> <p style="text-align: center;">Answer Choices</p> <p>a. More convenient to have an arbitration panel review documents</p> <p>b. Unable to get time off work</p> <p>c. Family or health conflicts</p> <p>Other (please specify)</p> <p>No, I did not file a documents only hearing</p>				
		75.00%	29.03%	N/A
		0.00%	0.00%	N/A
		0.00%	0.00%	N/A
		0.00%	12.90%	N/A
		25.00%	58.06%	N/A
The Evidentiary Hearing Process				
Did the arbitrator start the hearing on time?				
Answer Choices				
Yes		66.67%	94.44%	N/A
No		33.33%	5.56%	N/A
Did the arbitrator explain the arbitration hearing process to both parties? In other words, did the arbitrator explain that each party would be allowed to present and rebut evidence, and that the arbitrator did not have any conflicts of interest to disclose?				
Answer Choices				
Yes		100.00%	77.78%	N/A
No		0.00%	22.22%	N/A

California - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
The Evidentiary Hearing Process				
Survey Questions		Responses		
Did the arbitrator allow both parties a full and fair opportunity to present their proofs?				
Answer Choices				
Yes		100.00%	55.56%	N/A
No		0.00%	44.44%	N/A
During the hearing, did you or the manufacturer request a third party, independent technical inspection of your vehicle?				
Answer Choices				
Yes		0.00%	5.56%	N/A
No		100.00%	94.44%	N/A
Post-award Experience				
How was the arbitrator's decision communicated to you?				
Answer Choices				
By Email		100.00%	87.10%	N/A
By Mail		0.00%	3.23%	N/A
Other Method (please specify)		0.00%	9.68%	N/A

California - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Post-award Experience				
Survey Questions		Responses		
Which of the following <u>best</u> describes the decision made by the arbitrator?				
Answer Choices				
A refund, where the manufacturer would give you money for your car		66.67%	3.23%	62.50%
A replacement, where the manufacturer would replace your existing car with a new car		25.00%	0.00%	12.50%
Reimbursement, where the manufacturer would reimburse you for incidental costs associated with the repair of your car		0.00%	0.00%	0.00%
A Repair		8.33%	3.23%	12.50%
No Relief Granted		0.00%	93.55%	12.50%
Did the arbitrator accurately identify the nature of the non-conformity you alleged in your claim?				
Answer Choices				
Yes		100.00%	25.81%	N/A
No		0.00%	74.19%	N/A
Did the arbitrator include a summary of the testimony at the hearing?				
Answer Choices				
Yes		100.00%	54.84%	N/A
No		0.00%	45.16%	N/A

California - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Post-award Experience				
Survey Questions		Responses		
Was the arbitrator's decision clear?				
Answer Choices				
Yes		91.67%	45.16%	N/A
No		8.33%	54.84%	N/A
Did the arbitrator render a reasoned decision? <i>Please Note: This means whether or not you agreed with the decision, the arbitrator provided rationale for why the decision was reached.</i>				
Answer Choices				
Yes		100.00%	35.48%	N/A
No		0.00%	64.52%	N/A
Did you return to NCDS the Decision Acceptance / Rejection Form?				
Answer Choices				
Yes		100.00%	35.48%	N/A
No		0.00%	64.52%	N/A

California - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Arbitrator Satisfaction				
Survey Questions		Responses		
How would you rate the arbitrator in terms of understanding the facts of your case?				
Answer Choices				
Excellent		83.33%	3.23%	N/A
Good		16.67%	12.90%	N/A
Average		0.00%	6.45%	N/A
Poor		0.00%	77.42%	N/A
How would you rate the arbitrator's objectivity and fairness?				
Answer Choices				
Excellent		75.00%	3.23%	N/A
Good		25.00%	9.68%	N/A
Average		0.00%	12.90%	N/A
Poor		0.00%	74.19%	N/A
How would you rate the arbitrator's impartiality during the hearing?				
Answer Choices				
Excellent		75.00%	3.23%	N/A
Good		16.67%	9.68%	N/A
Average		8.33%	9.68%	N/A
Poor		0.00%	77.42%	N/A

California - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Arbitrator Satisfaction				
Survey Questions		Responses		
How would you rate the arbitrator's impartiality with respect to the decision?				
Answer Choices				
Excellent		83.33%	3.23%	N/A
Good		8.33%	6.45%	N/A
Average		8.33%	6.45%	N/A
Poor		0.00%	83.87%	N/A
Satisfaction with NCDS Processing Claim				
How would you rate the timeliness of the communications between you and the NCDS administrator?				
Answer Choices				
Excellent		83.33%	22.58%	100.00%
Good		16.67%	25.81%	0.00%
Fair		0.00%	25.81%	0.00%
Poor		0.00%	25.81%	0.00%
How would you rate the helpfulness of the NCDS staff?				
Answer Choices				
Excellent		75.00%	19.35%	88.89%
Good		16.67%	25.81%	11.11%
Fair		8.33%	25.81%	0.00%
Poor		0.00%	29.03%	0.00%

California - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Satisfaction with NCDS Processing Claim				
Survey Questions		Responses		
How would you rate your overall experience under the NCDS Arbitration Program?				
Answer Choices				
Excellent		66.67%	6.45%	88.89%
Good		16.67%	19.35%	11.11%
Fair		16.67%	3.23%	0.00%
Poor		0.00%	70.97%	0.00%
Would you recommend the NCDS Arbitration Program to friends and family?				
Answer Choices				
Yes		91.67%	6.45%	100.00%
No		8.33%	93.55%	0.00%

California - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Settlement of Claim *Mediation Only*				
Survey Questions		Responses		
Before the case proceeded to arbitration, did you agree to settle your case with the manufacturer?				
Yes		N/A	N/A	88.89%
No		N/A	N/A	11.11%
After you reached a settlement, did you receive a letter from NCDS explaining the terms of the settlement?				
Yes		N/A	N/A	50.00%
No		N/A	N/A	50.00%
After you received your settlement confirmation, did you pursue your case further?				
Yes		N/A	N/A	12.50%
No		N/A	N/A	87.50%
If so, please let us know the method you used.				
Re-initiated contact with NCDS		N/A	N/A	100.00%
Contacted an attorney		N/A	N/A	0.00%
Contacted a state agency		N/A	N/A	0.00%
Contacted dealer or manufacturer		N/A	N/A	0.00%
Other (please specify)		N/A	N/A	0.00%

Appendix B

2023 Charts of Survey Questions California

Figure 1 – Arbitrated Award Survey Results California

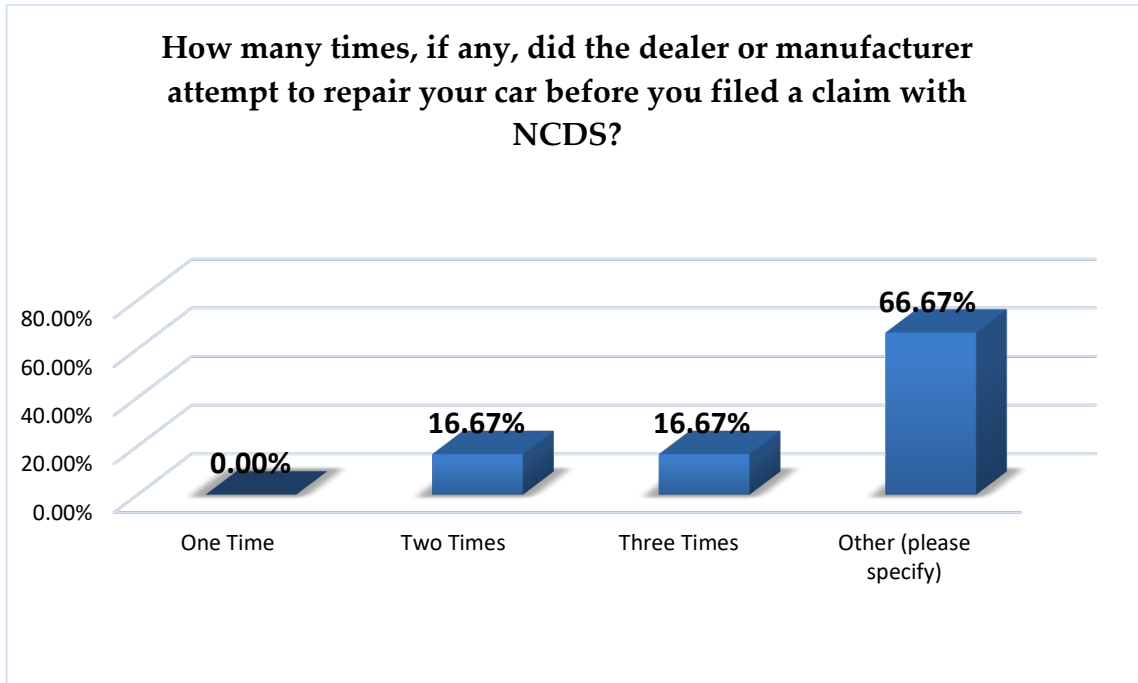


Figure 2 – Arbitrated Award Survey Results California

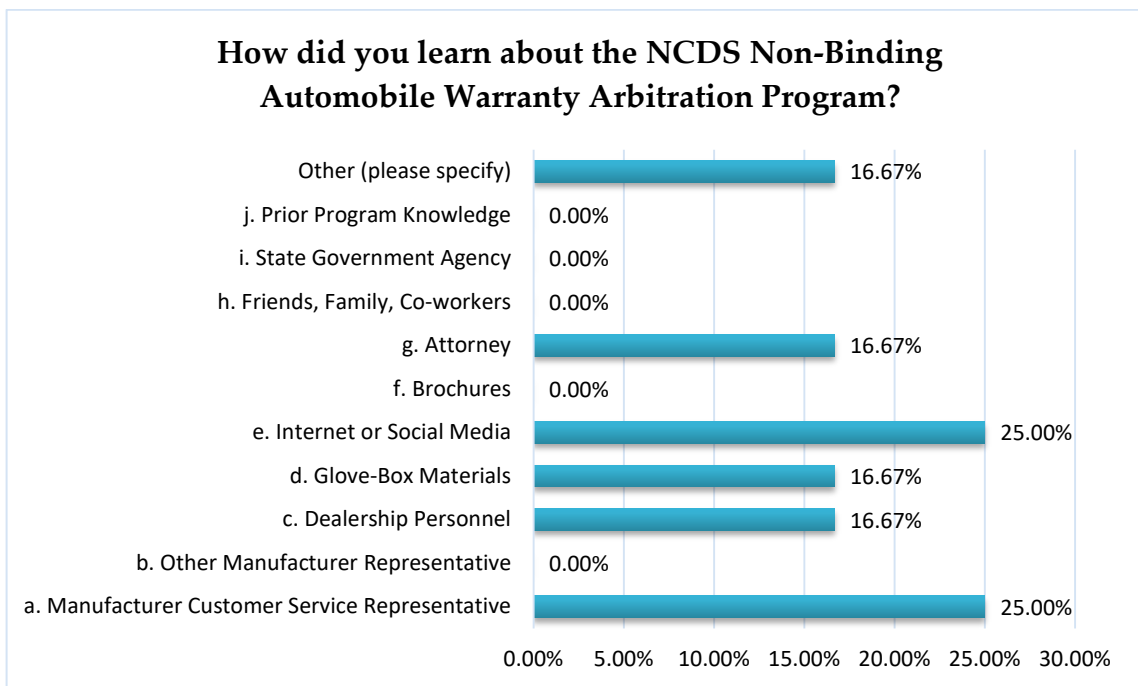


Figure 3 – Arbitrated Award Survey Results California

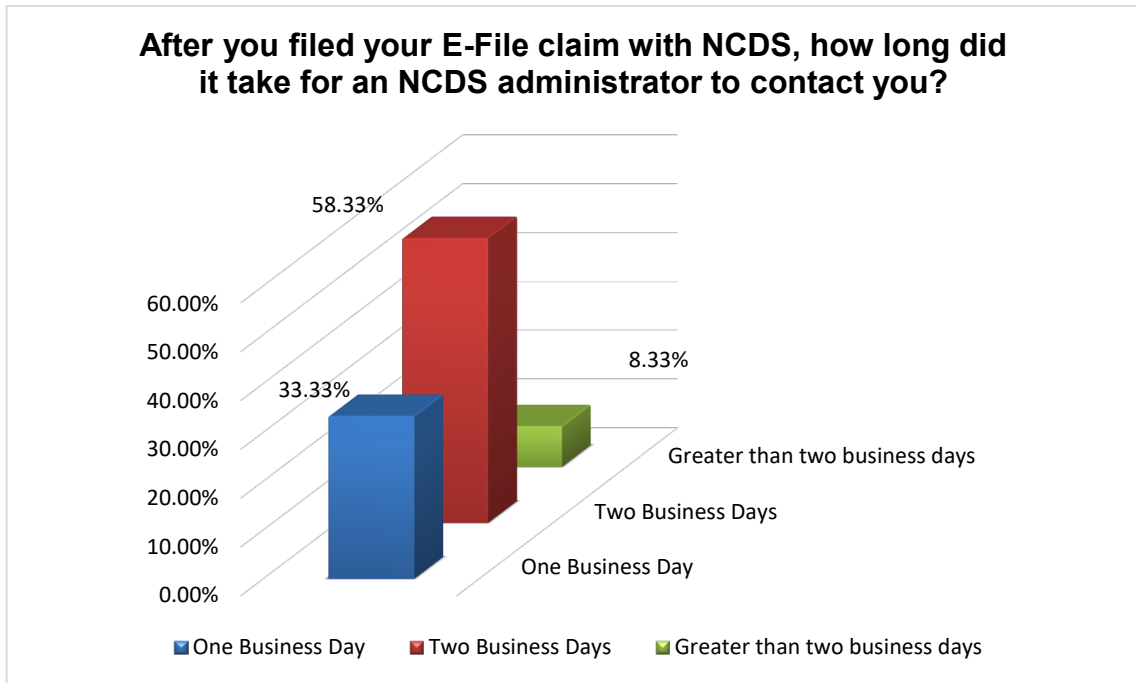


Figure 4 – Arbitrated Award Survey Results California

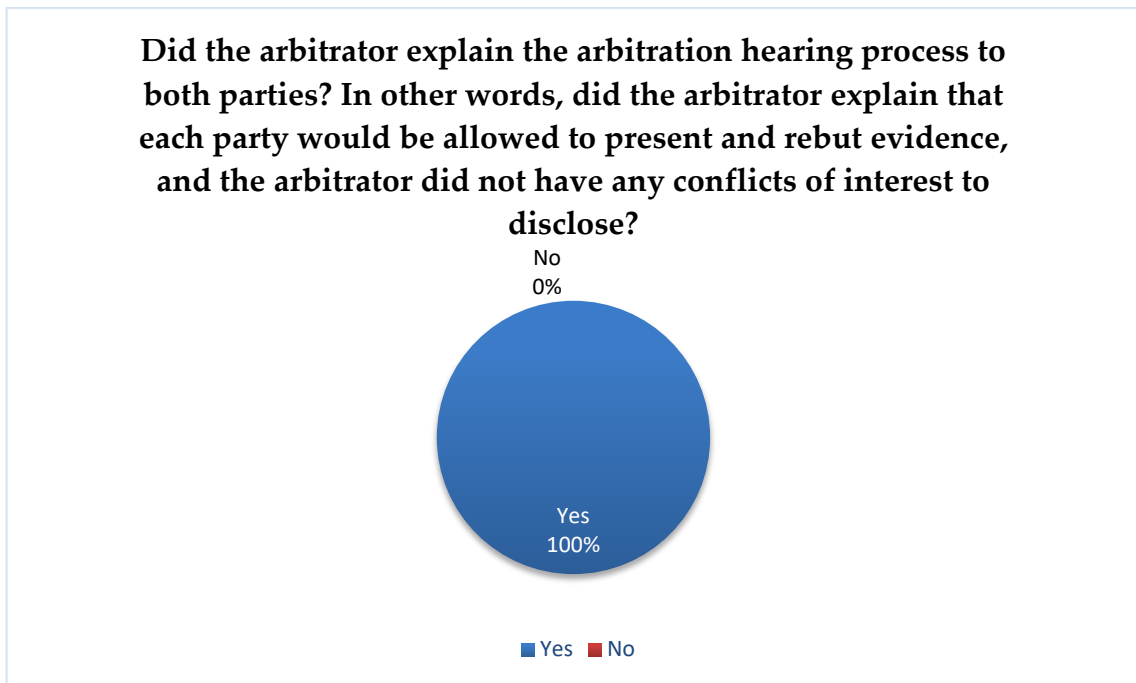


Figure 5 – Arbitrated Award Survey Results California

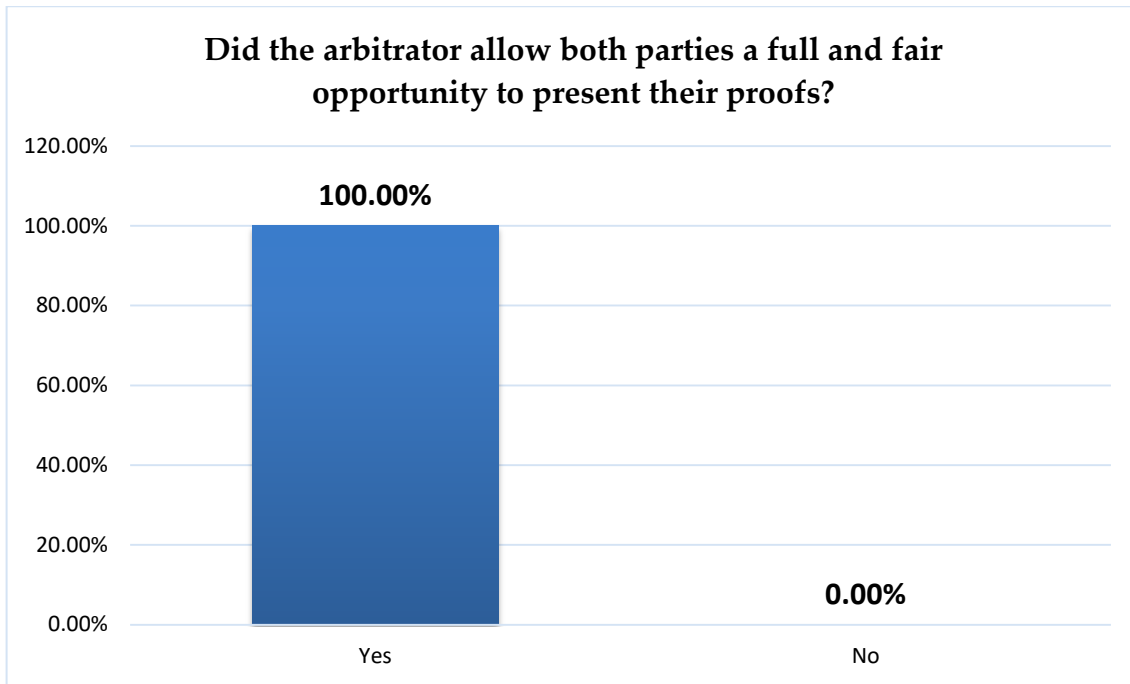


Figure 6 – Arbitrated Award Survey Results California

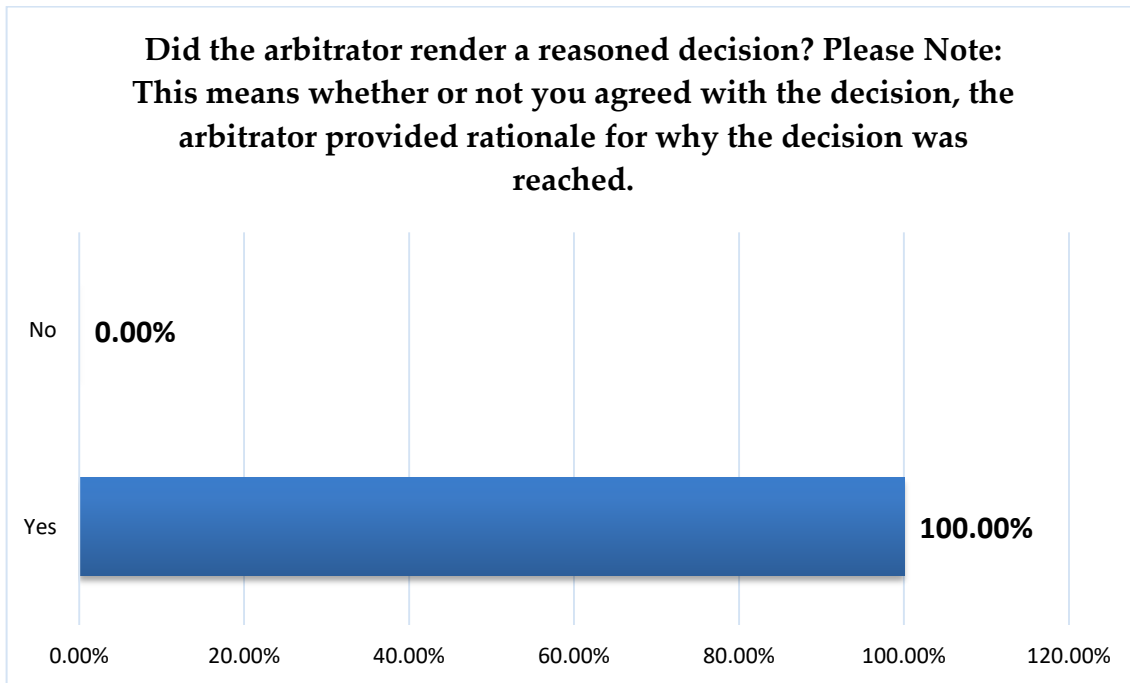


Figure 7 – Arbitrated Award Survey Results California

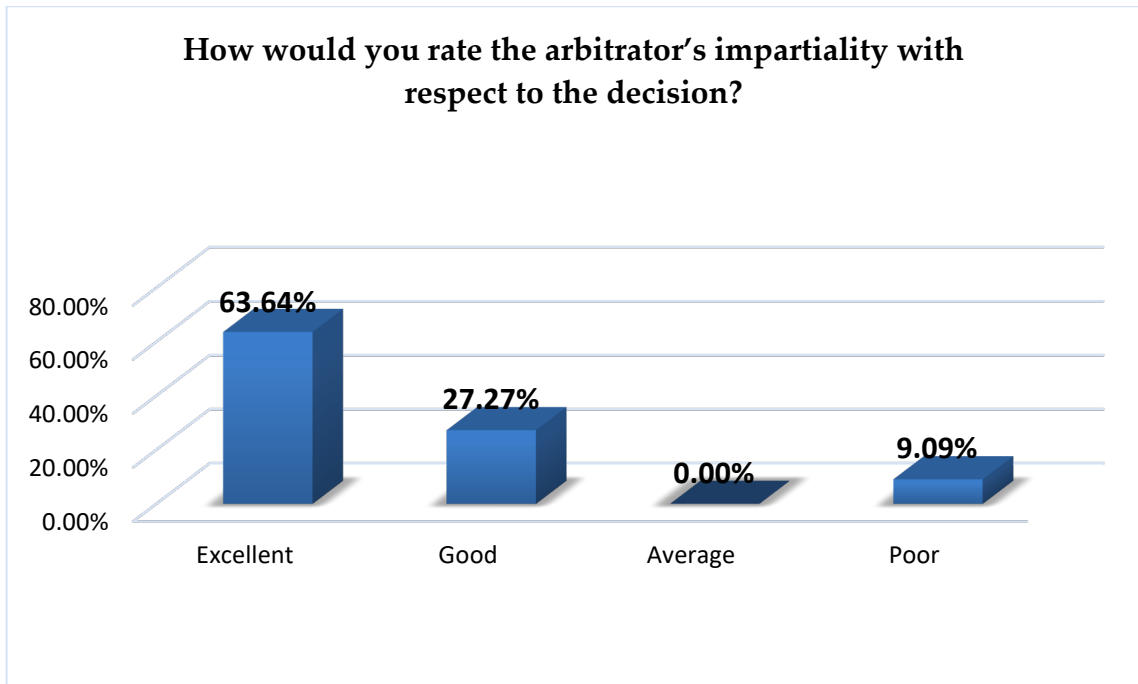


Figure 8 – Arbitrated Award Survey Results California

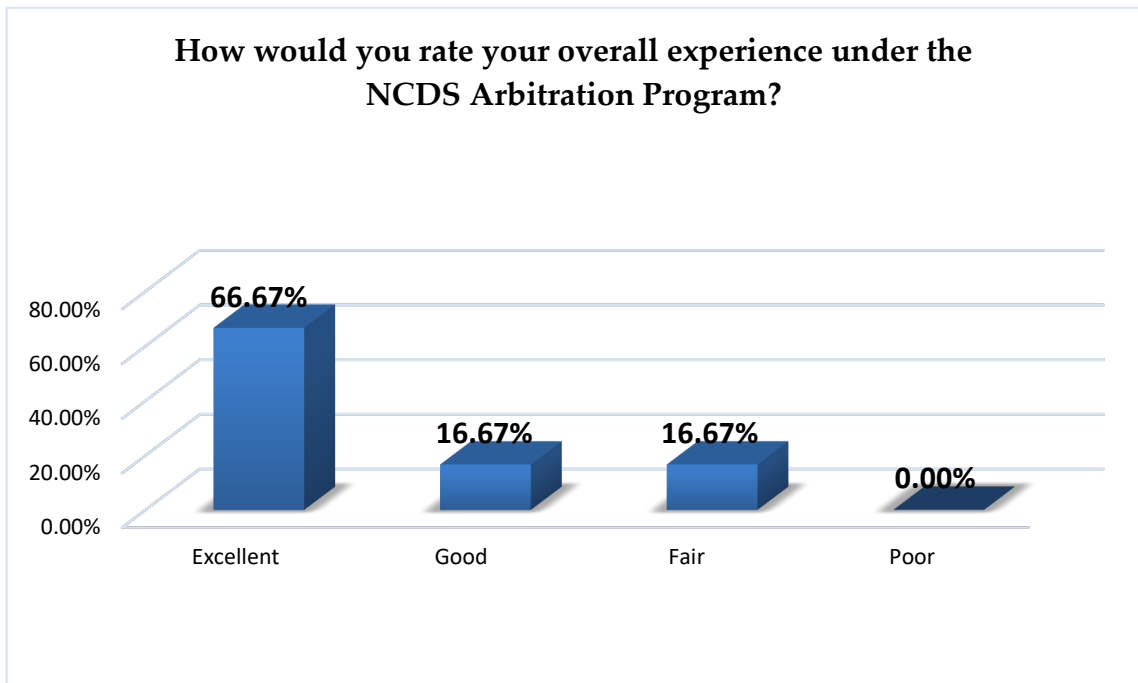


Figure 9 – Arbitrated Award No Action Survey Results California

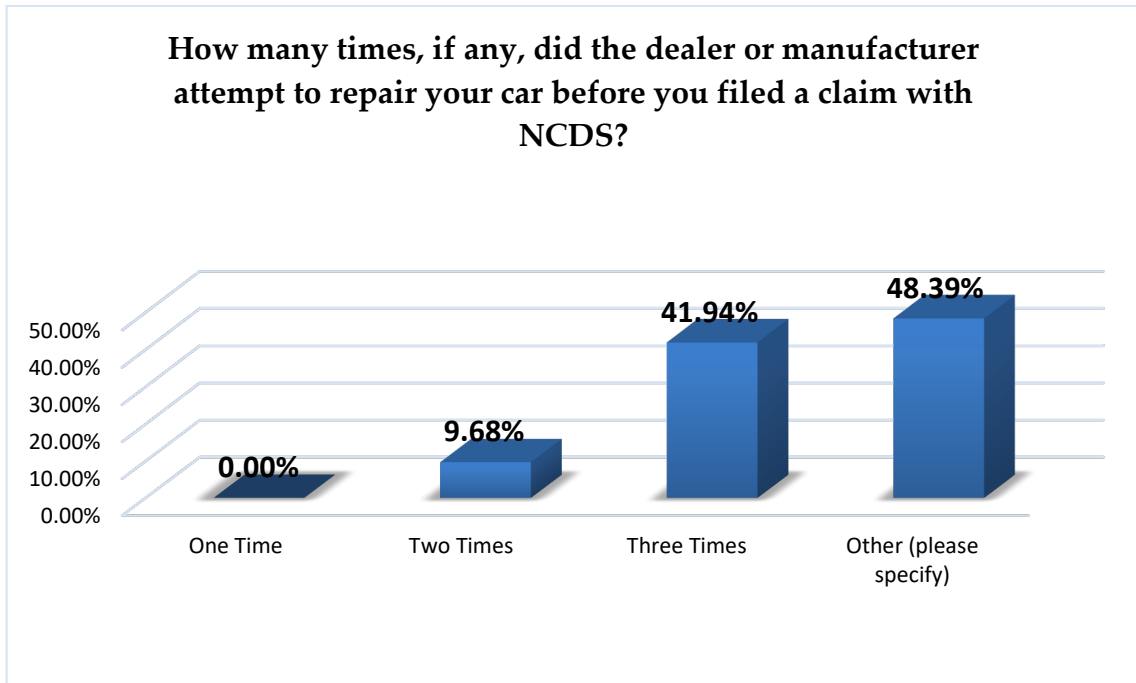


Figure 10 – Arbitrated Award No Action Survey Results California

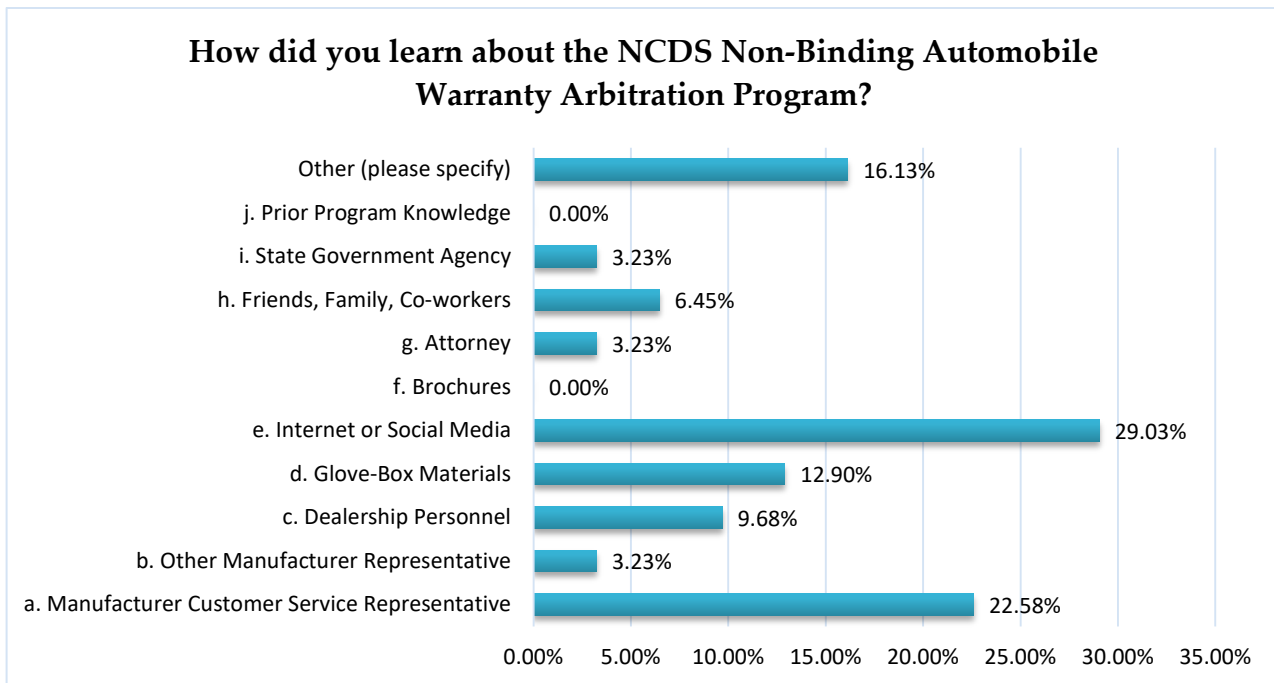


Figure 11 – Arbitrated Award No Action Survey Results California

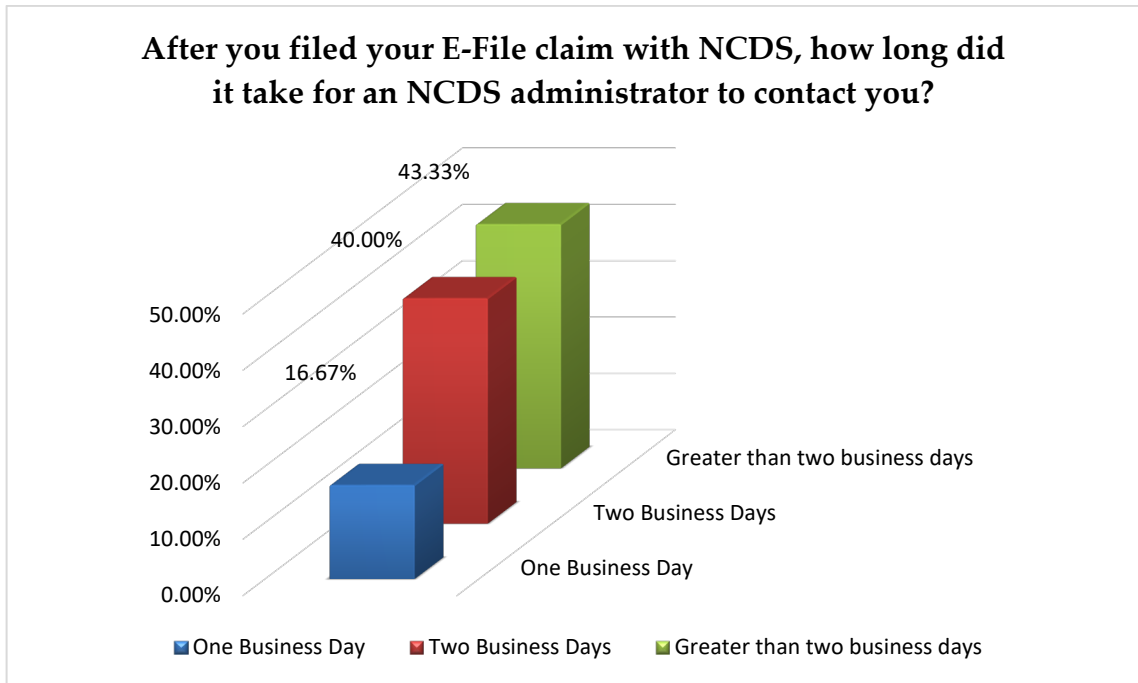


Figure 12 – Arbitrated Award No Action Survey Results California

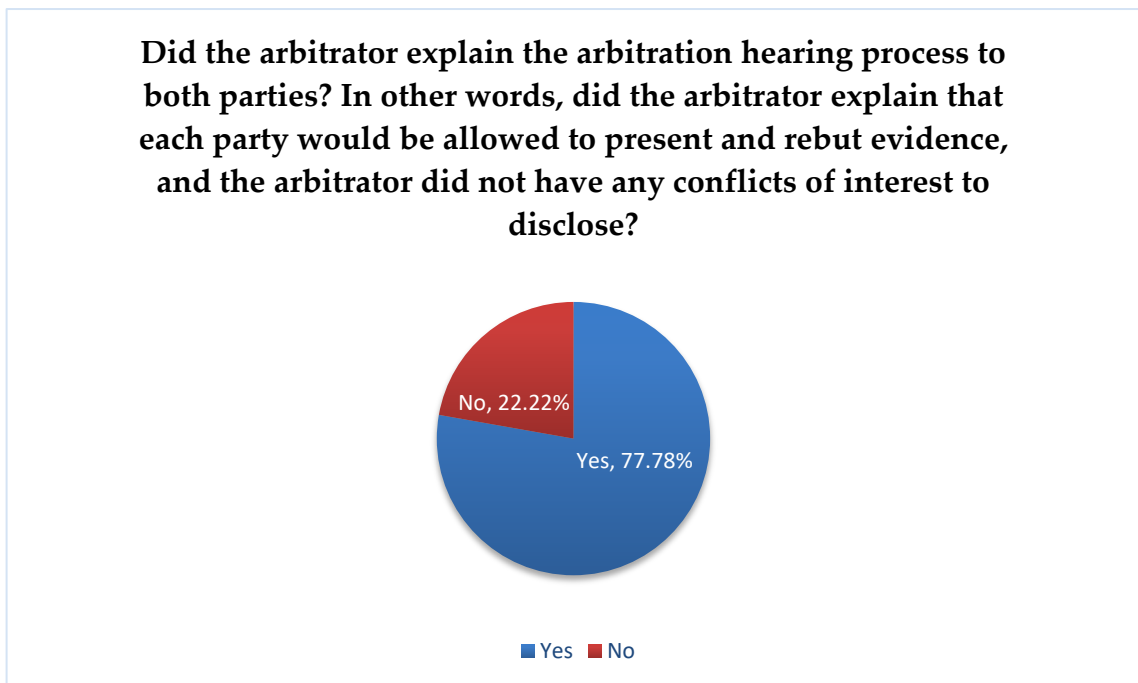


Figure 13 – Arbitrated Award No Action Survey Results California

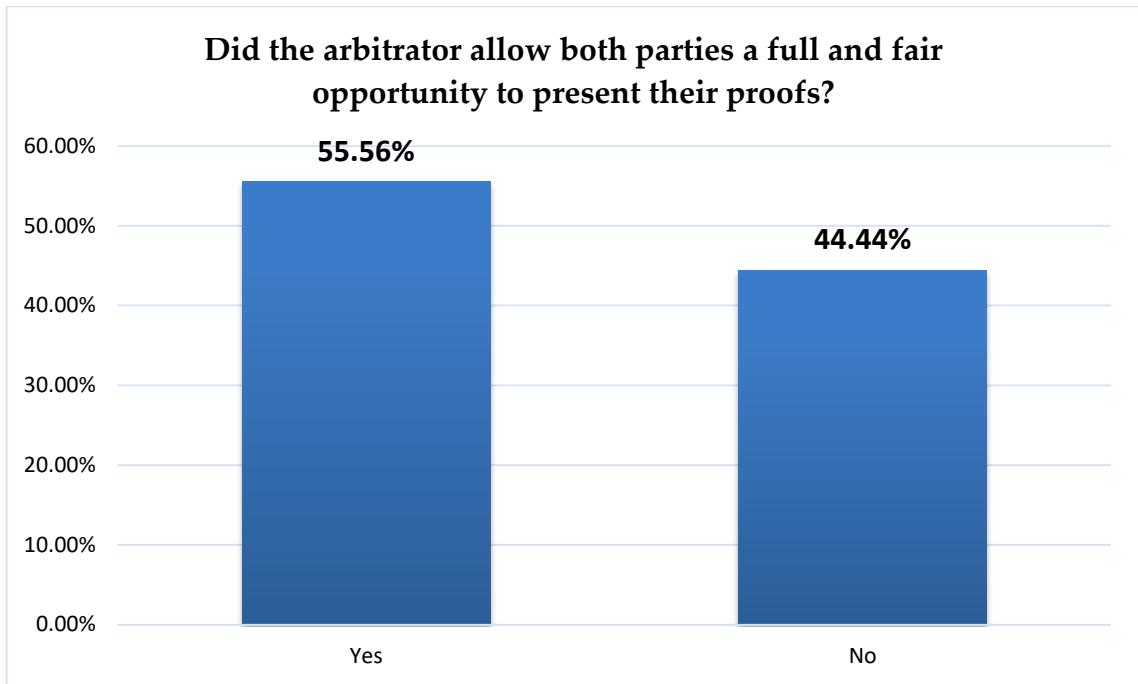


Figure 14 – Arbitrated Award No Action Survey Results California

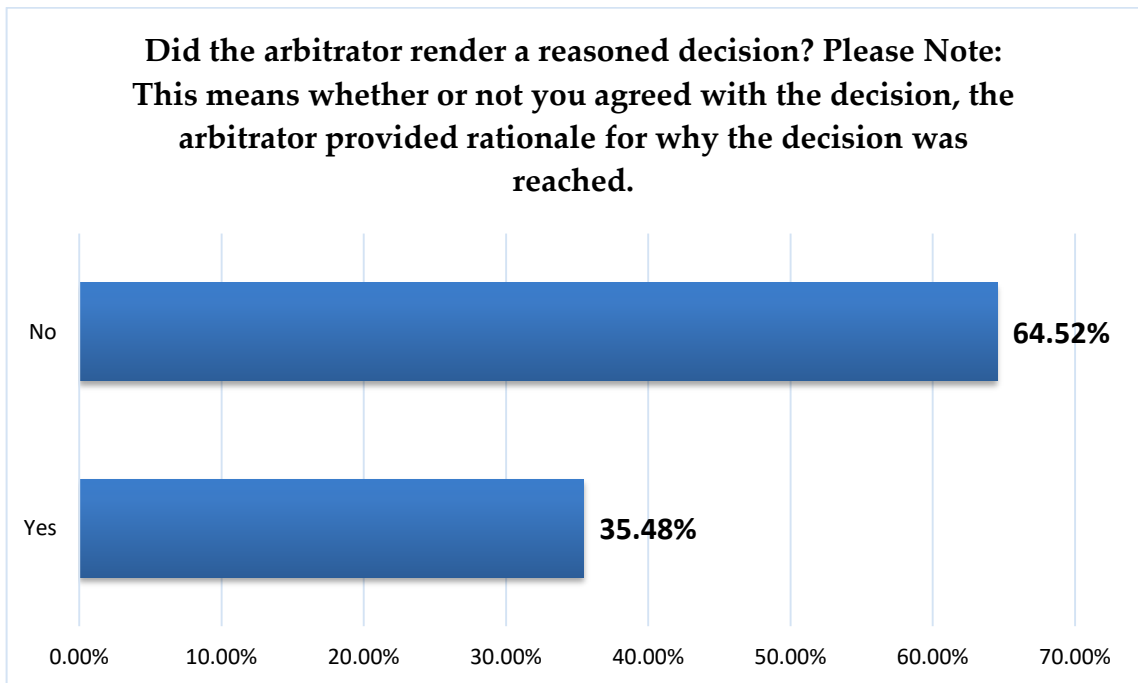


Figure 15 – Arbitrated Award No Action Survey Results California

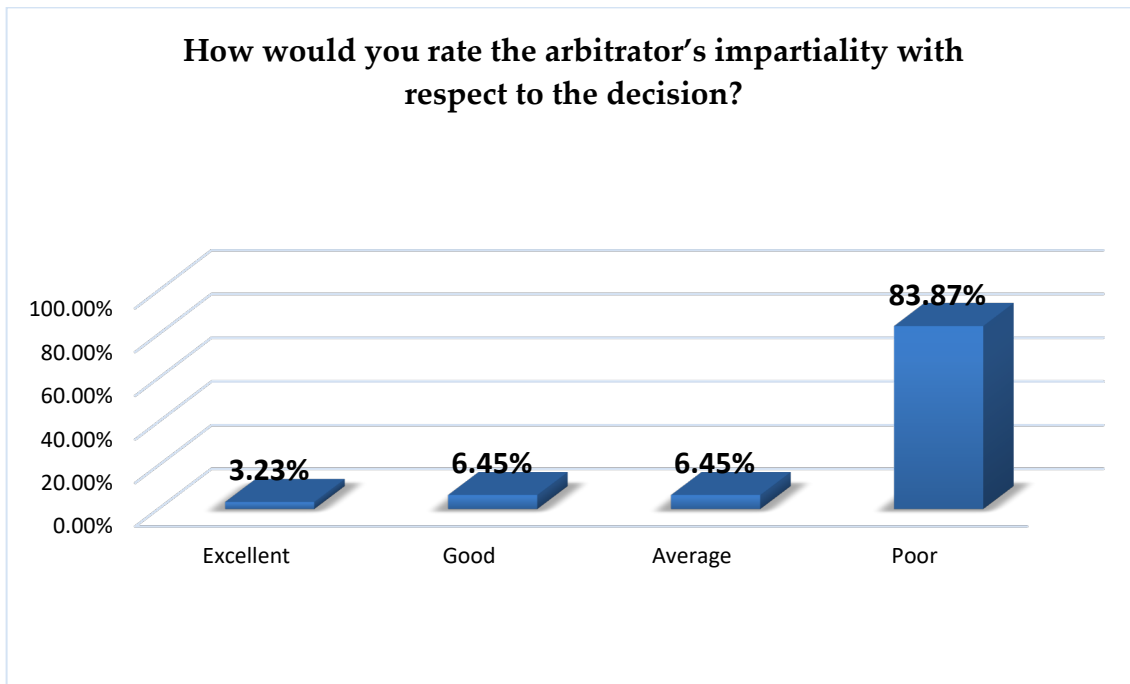


Figure 16 – Arbitrated Award No Action Survey Results California

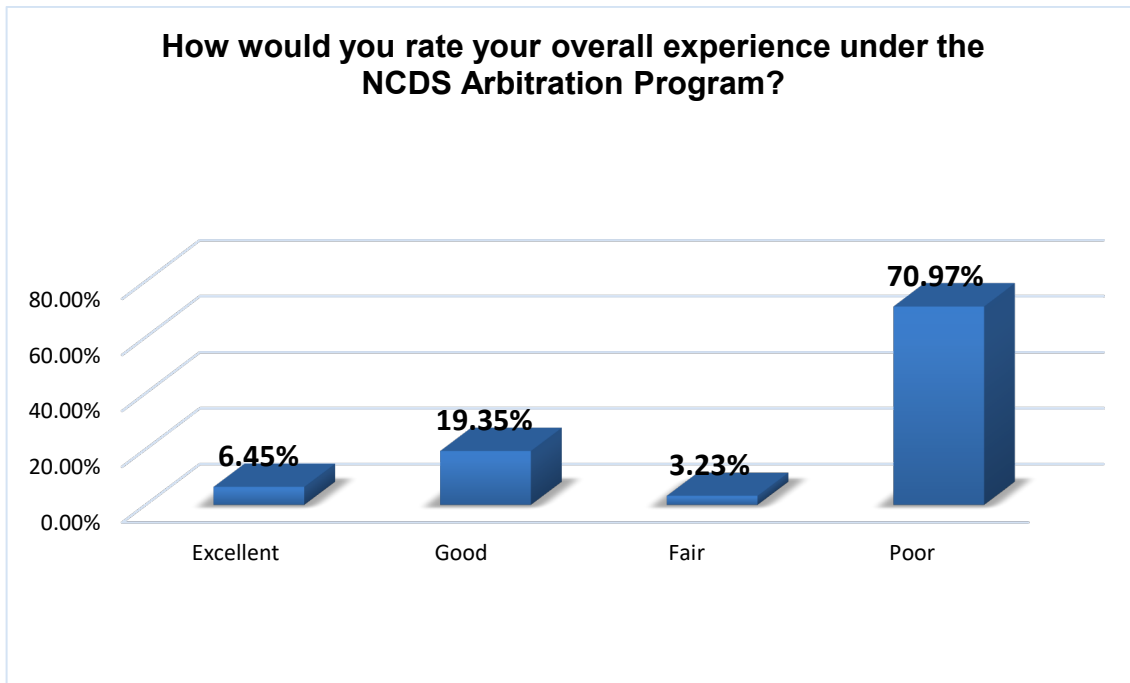


Figure 17 – Mediated Survey Results California

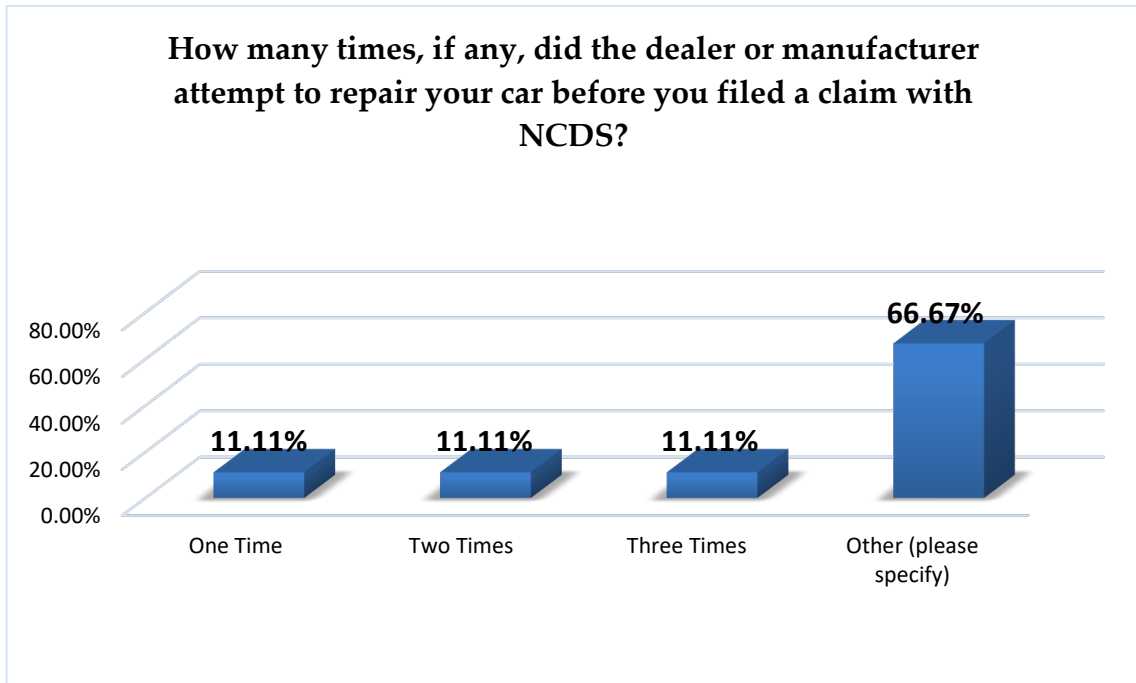


Figure 18 – Mediated Survey Results California

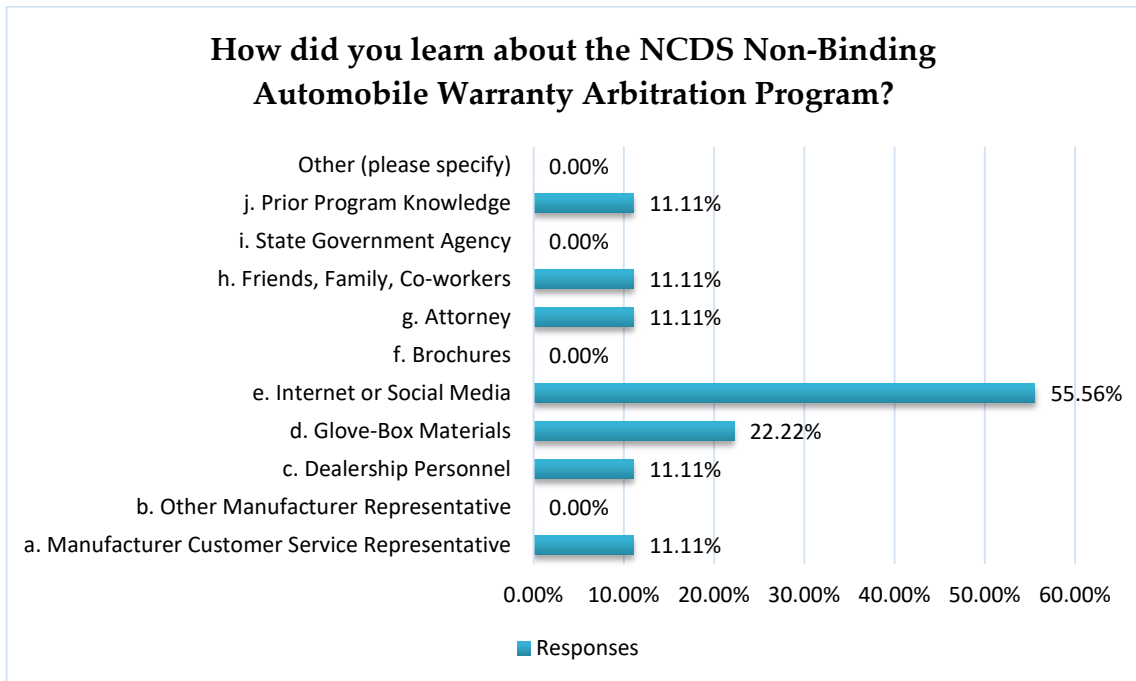
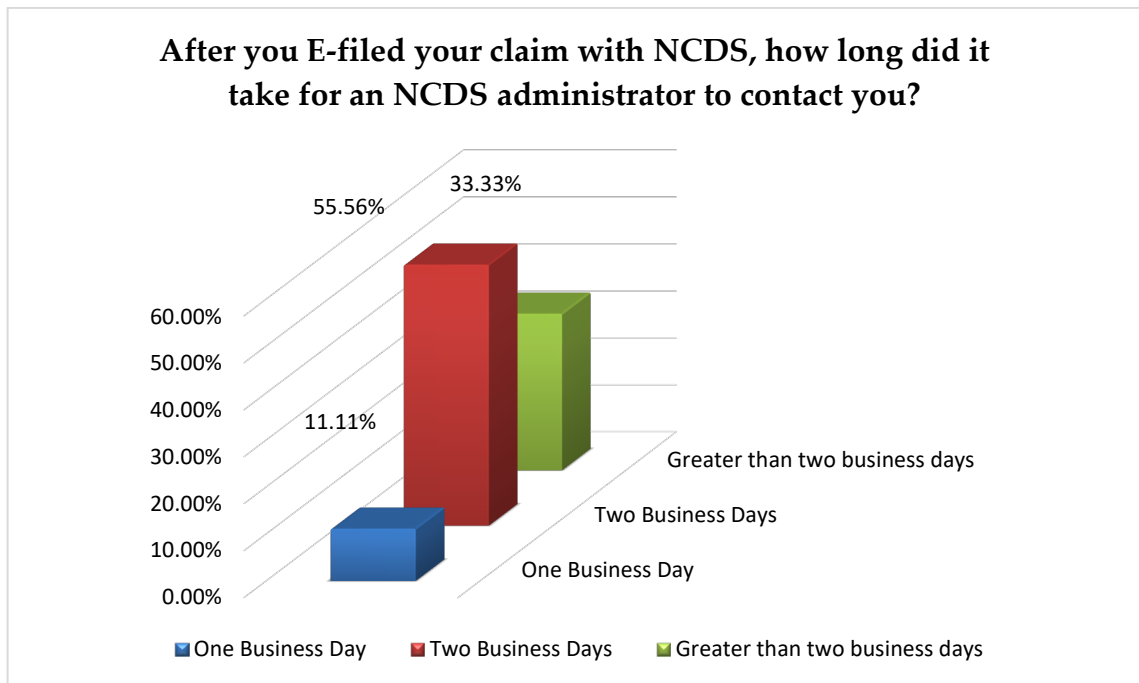


Figure 19 – Mediated Survey Results California



Appendix C

2023 Overall Study Results Ohio

This section captures the overall survey results (raw) from the sample size of participants who partook in the audit surveys and compares the results found between the different outcomes of cases. The eight areas compared were the pre-filing experience with the dealer or manufacturer, filing of claim, experience after filing of claim, the evidentiary hearing process, post-award experience, arbitrator satisfaction, satisfaction with NCDS processing their claim, and settlement of claim (mediation only). The highest percentages were highlighted based on the responses for each question for ease of comparison.

Figure 1. Ohio Overall Survey Results and Comparison Between Outcomes

Ohio - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Pre-filing Experience with Dealer or Manufacturer				
Survey Questions		Responses		
Before filing a claim with NCDS, did you attempt to contact the manufacturer directly to discuss your concerns?				
Answer Choices				
Yes		100.00%	100.00%	NO RESPONSES
No		0.00%	0.00%	NO RESPONSES
How many times, if any, did the dealer or manufacturer attempt to repair your car before you filed a claim with NCDS?				
Answer Choices				
One Time		0.00%	0.00%	NO RESPONSES
Two Times		0.00%	40.00%	NO RESPONSES
Three Times		0.00%	30.00%	NO RESPONSES
Other (please specify) - More than Three Times		100.00%	30.00%	NO RESPONSES

Ohio - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Pre-filing Experience with Dealer or Manufacturer				
Survey Questions		Responses		
How did you learn about the NCDS Non-Binding Automobile Warranty Arbitration Program?				
Answer Choices				
a. Manufacturer Customer Service Representative		0.00%	10.00%	NO RESPONSES
b. Other Manufacturer Representative		0.00%	0.00%	NO RESPONSES
c. Dealership Personnel		0.00%	30.00%	NO RESPONSES
d. Glove-Box Materials		100.00%	10.00%	NO RESPONSES
e. Internet or Social Media		0.00%	30.00%	NO RESPONSES
f. Brochures		0.00%	0.00%	NO RESPONSES
g. Attorney		0.00%	0.00%	NO RESPONSES
h. Friends, Family, Co-workers		0.00%	0.00%	NO RESPONSES
i. State Government Agency		0.00%	10.00%	NO RESPONSES
j. Prior Program Knowledge		0.00%	0.00%	NO RESPONSES
Other (please specify)		0.00%	10.00%	NO RESPONSES
How did the manufacturer or dealer inform you of the NCDS Arbitration Program?				
Answer Choices				
Talked over the phone		N/A	25.00%	NO RESPONSES
Mailed or E-mailed Information		N/A	0.00%	NO RESPONSES
Website		N/A	25.00%	NO RESPONSES
Showroom Poster		N/A	0.00%	NO RESPONSES
Other (please specify)		N/A	50.00%	NO RESPONSES

Ohio - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Filing of Claim				
Survey Questions		Responses		
What method did you use to file your claim with NCDS?				
Answer Choices				
E-File		100.00%	100.00%	NO RESPONSES
Mail		0.00%	0.00%	NO RESPONSES
After you filed your E-File claim with NCDS, how long did it take for an NCDS administrator to contact you?				
One Business Day		0.00%	30.00%	NO RESPONSES
Two Business Days		100.00%	40.00%	NO RESPONSES
Greater than two business days		0.00%	30.00%	NO RESPONSES
After you mailed and received an acknowledgement from NCDS that your claim had been received, how long did it take for an NCDS administrator to contact you?				
One Business Day		N/A	N/A	NO RESPONSES
Two Business Days		N/A	N/A	NO RESPONSES
Greater than two business days		N/A	N/A	NO RESPONSES

Ohio - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Filing of Claim				
Survey Questions		Responses		
How clear were the instructions for filing the claim?				
Answer Choices				
Very Clear		100.00%	40.00%	NO RESPONSES
Somewhat Clear		0.00%	50.00%	NO RESPONSES
Not Clear		0.00%	10.00%	NO RESPONSES
Do Not Know		0.00%	0.00%	NO RESPONSES
Experience After Filing a Claim				
Whether you E-Filed or filed your claim by mail, did you <u>receive</u> the Frequently Asked Questions (FAQ) Packet at www.ncdsusa.org?				
Answer Choices				
Yes		100.00%	80.00%	NO RESPONSES
No		0.00%	20.00%	NO RESPONSES
Whether you E-Filed or filed your claim by mail, did you <u>review</u> the Frequently Asked Questions (FAQ) Packet at www.ncdsusa.org?				
Answer Choices				
Yes		100.00%	80.00%	NO RESPONSES
No		0.00%	20.00%	NO RESPONSES

Ohio - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Experience After Filing a Claim				
Survey Questions		Responses		
How clear was the information presented in the FAQ?				
Answer Choices				
Very Clear		100.00%	40.00%	NO RESPONSES
Somewhat Clear		0.00%	40.00%	NO RESPONSES
Not Clear		0.00%	10.00%	NO RESPONSES
Do Not Know		0.00%	10.00%	NO RESPONSES
How helpful was the information presented in the FAQ?				
Answer Choices				
Very Helpful		100.00%	30.00%	NO RESPONSES
Moderately Helpful		0.00%	50.00%	NO RESPONSES
Not At All Helpful		0.00%	10.00%	NO RESPONSES
Do Not Know		0.00%	10.00%	NO RESPONSES
Did you <u>receive</u> the Non-Binding Program Rules at www.ncdsusa.org?				
Answer Choices				
Yes		100.00%	90.00%	NO RESPONSES
No		0.00%	10.00%	NO RESPONSES
Did you <u>review</u> the Non-Binding Program Rules at www.ncdsusa.org?				
Answer Choices				
Yes		100.00%	90.00%	NO RESPONSES
No		0.00%	10.00%	NO RESPONSES

Ohio - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
		Experience After Filing a Claim		
Survey Questions		Responses		
How clear were the Program Rules?				
Answer Choices				
Very Clear		100.00%	40.00%	NO RESPONSES
Somewhat Clear		0.00%	40.00%	NO RESPONSES
Not Clear		0.00%	20.00%	NO RESPONSES
Do Not Know		0.00%	0.00%	NO RESPONSES
How helpful were the Program Rules in explaining the arbitration process?				
Answer Choices				
Very Helpful		100.00%	40.00%	NO RESPONSES
Moderately Helpful		0.00%	40.00%	NO RESPONSES
Not At All Helpful		0.00%	20.00%	NO RESPONSES
Do Not Know		0.00%	0.00%	NO RESPONSES
Did you receive a hearing notice from NCDS?				
Answer Choices				
Yes		100.00%	90.00%	NO RESPONSES
No		0.00%	10.00%	NO RESPONSES
Either before or after you received your hearing notice, did you hire an attorney to represent you or to be present at the hearing?				
Answer Choices				
Yes		0.00%	10.00%	NO RESPONSES
No		100.00%	90.00%	NO RESPONSES

Ohio - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Experience After Filing a Claim				
Survey Questions		Responses		
<p>If you filed a documents only hearing, which of the following <u>best</u> describes why you chose a documents only hearing? Otherwise, select "No, I did not file a documents only hearing" below.</p> <p style="text-align: center;">Answer Choices</p> <p>a. More convenient to have an arbitration panel review documents</p> <p>b. Unable to get time off work</p> <p>c. Family or health conflicts</p> <p>Other (please specify)</p> <p>No, I did not file a documents only hearing</p>				
		0.00%	30.00%	NO RESPONSES
		0.00%	20.00%	NO RESPONSES
		0.00%	0.00%	NO RESPONSES
		0.00%	20.00%	NO RESPONSES
		100.00%	30.00%	NO RESPONSES
The Evidentiary Hearing Process				
Did the arbitrator start the hearing on time?				
Answer Choices				
Yes		100.00%	100.00%	NO RESPONSES
No		0.00%	0.00%	NO RESPONSES
Did the arbitrator explain the arbitration hearing process to both parties? In other words, did the arbitrator explain that each party would be allowed to present and rebut evidence, and that the arbitrator did not have any conflicts of interest to disclose?				
Answer Choices				
Yes		100.00%	100.00%	NO RESPONSES
No		0.00%	0.00%	NO RESPONSES

Ohio - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
The Evidentiary Hearing Process				
Survey Questions		Responses		
Did the arbitrator allow both parties a full and fair opportunity to present their proofs?				
Answer Choices				
Yes		100.00%	100.00%	NO RESPONSES
No		0.00%	0.00%	NO RESPONSES
During the hearing, did you or the manufacturer request a third party, independent technical inspection of your vehicle?				
Answer Choices				
Yes		0.00%	0.00%	NO RESPONSES
No		100.00%	100.00%	NO RESPONSES
Post-award Experience				
How was the arbitrator's decision communicated to you?				
Answer Choices				
By Email		100.00%	80.00%	NO RESPONSES
By Mail		0.00%	10.00%	NO RESPONSES
Other Method (please specify)		0.00%	10.00%	NO RESPONSES

Ohio - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Post-award Experience				
Survey Questions		Responses		
Which of the following <u>best</u> describes the decision made by the arbitrator?				
Answer Choices				
A refund, where the manufacturer would give you money for your car		100.00%	10.00%	NO RESPONSES
A replacement, where the manufacturer would replace your existing car with a new car		0.00%	0.00%	NO RESPONSES
Reimbursement, where the manufacturer would reimburse you for incidental costs associated with the repair of your car		0.00%	0.00%	NO RESPONSES
A Repair		0.00%	0.00%	NO RESPONSES
No Relief Granted		0.00%	90.00%	NO RESPONSES
Did the arbitrator accurately identify the nature of the non-conformity you alleged in your claim?				
Answer Choices				
Yes		100.00%	20.00%	NO RESPONSES
No		0.00%	80.00%	NO RESPONSES
Did the arbitrator include a summary of the testimony at the hearing?				
Answer Choices				
Yes		100.00%	60.00%	NO RESPONSES
No		0.00%	40.00%	NO RESPONSES

Ohio - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Post-award Experience				
Survey Questions		Responses		
Was the arbitrator's decision clear?				
Answer Choices				
Yes		100.00%	50.00%	NO RESPONSES
No		0.00%	50.00%	NO RESPONSES
Did the arbitrator render a reasoned decision? Please Note: This means whether or not you agreed with the decision, the arbitrator provided rationale for why the decision was reached.				
Answer Choices				
Yes		50.00%	60.00%	NO RESPONSES
No		50.00%	40.00%	NO RESPONSES
Did you return to NCDS the Decision Acceptance / Rejection Form?				
Answer Choices				
Yes		50.00%	30.00%	NO RESPONSES
No		50.00%	70.00%	NO RESPONSES

Ohio - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Arbitrator Satisfaction				
Survey Questions		Responses		
How would you rate the arbitrator in terms of understanding the facts of your case?				
Answer Choices				
Excellent		50.00%	10.00%	NO RESPONSES
Good		0.00%	0.00%	NO RESPONSES
Average		50.00%	30.00%	NO RESPONSES
Poor		0.00%	60.00%	NO RESPONSES
How would you rate the arbitrator's objectivity and fairness?				
Answer Choices				
Excellent		50.00%	10.00%	NO RESPONSES
Good		0.00%	0.00%	NO RESPONSES
Average		50.00%	30.00%	NO RESPONSES
Poor		0.00%	60.00%	NO RESPONSES
How would you rate the arbitrator's impartiality during the hearing?				
Answer Choices				
Excellent		50.00%	10.00%	NO RESPONSES
Good		0.00%	0.00%	NO RESPONSES
Average		50.00%	30.00%	NO RESPONSES
Poor		0.00%	60.00%	NO RESPONSES

Ohio - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
		Arbitrator Satisfaction		
Survey Questions		Responses		
How would you rate the arbitrator's impartiality with respect to the decision?				
Answer Choices				
Excellent		50.00%	10.00%	NO RESPONSES
Good		0.00%	0.00%	NO RESPONSES
Average		50.00%	30.00%	NO RESPONSES
Poor		0.00%	60.00%	NO RESPONSES
Satisfaction with NCDS Processing Claim				
How would you rate the timeliness of the communications between you and the NCDS administrator?				
Answer Choices				
Excellent		100.00%	20.00%	NO RESPONSES
Good		0.00%	50.00%	NO RESPONSES
Fair		0.00%	20.00%	NO RESPONSES
Poor		0.00%	10.00%	NO RESPONSES
How would you rate the helpfulness of the NCDS staff?				
Answer Choices				
Excellent		100.00%	20.00%	NO RESPONSES
Good		0.00%	40.00%	NO RESPONSES
Fair		0.00%	30.00%	NO RESPONSES
Poor		0.00%	10.00%	NO RESPONSES

Ohio - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
		Satisfaction with NCDS Processing Claim		
Survey Questions		Responses		
How would you rate your overall experience under the NCDS Arbitration Program?				
Answer Choices				
Excellent		100.00%	10.00%	NO RESPONSES
Good		0.00%	0.00%	NO RESPONSES
Fair		0.00%	20.00%	NO RESPONSES
Poor		0.00%	70.00%	NO RESPONSES
Would you recommend the NCDS Arbitration Program to friends and family?				
Answer Choices				
Yes		100.00%	10.00%	NO RESPONSES
No		0.00%	90.00%	NO RESPONSES

Ohio - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Settlement of Claim *Mediation Only*				
Survey Questions	Responses			
Before the case proceeded to arbitration, did you agree to settle your case with the manufacturer?				
Yes	N/A	N/A	NO RESPONSES	
No	N/A	N/A	NO RESPONSES	
After you reached a settlement, did you receive a letter from NCDS explaining the terms of the settlement?				
Yes	N/A	N/A	NO RESPONSES	
No	N/A	N/A	NO RESPONSES	
After you received your settlement confirmation, did you pursue your case further?				
Yes	N/A	N/A	NO RESPONSES	
No	N/A	N/A	NO RESPONSES	
If so, please let us know the method you used.				
Re-initiated contact with NCDS	N/A	N/A	NO RESPONSES	
Contacted an attorney	N/A	N/A	NO RESPONSES	
Contacted a state agency	N/A	N/A	NO RESPONSES	
Contacted dealer or manufacturer	N/A	N/A	NO RESPONSES	
Other (please specify)	N/A	N/A	NO RESPONSES	

Appendix D

2023 Charts of Survey Questions Ohio

Figure 1 – Arbitrated Award Survey Results Ohio

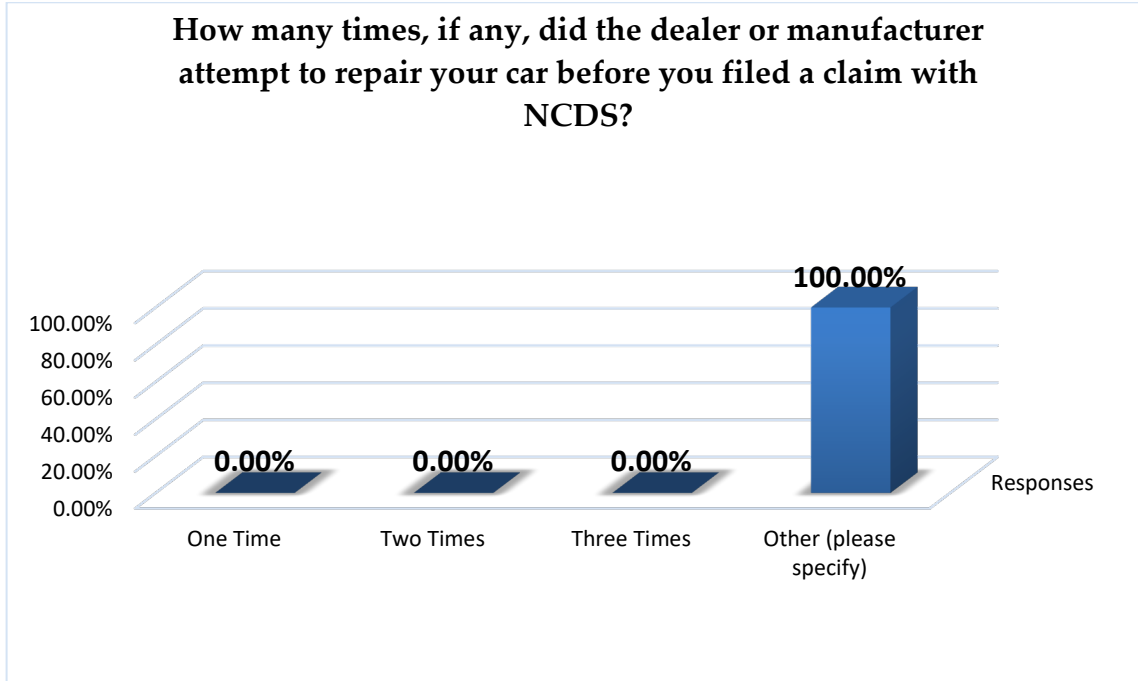


Figure 2 – Arbitrated Award Survey Results Ohio

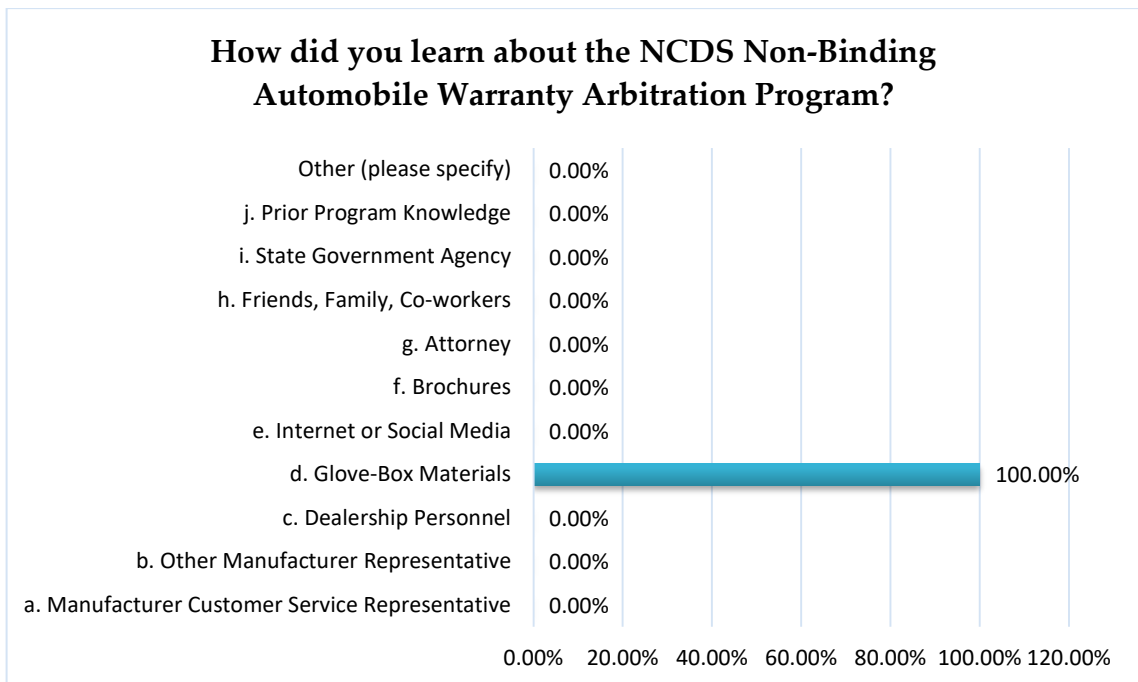


Figure 3 – Arbitrated Award Survey Results Ohio

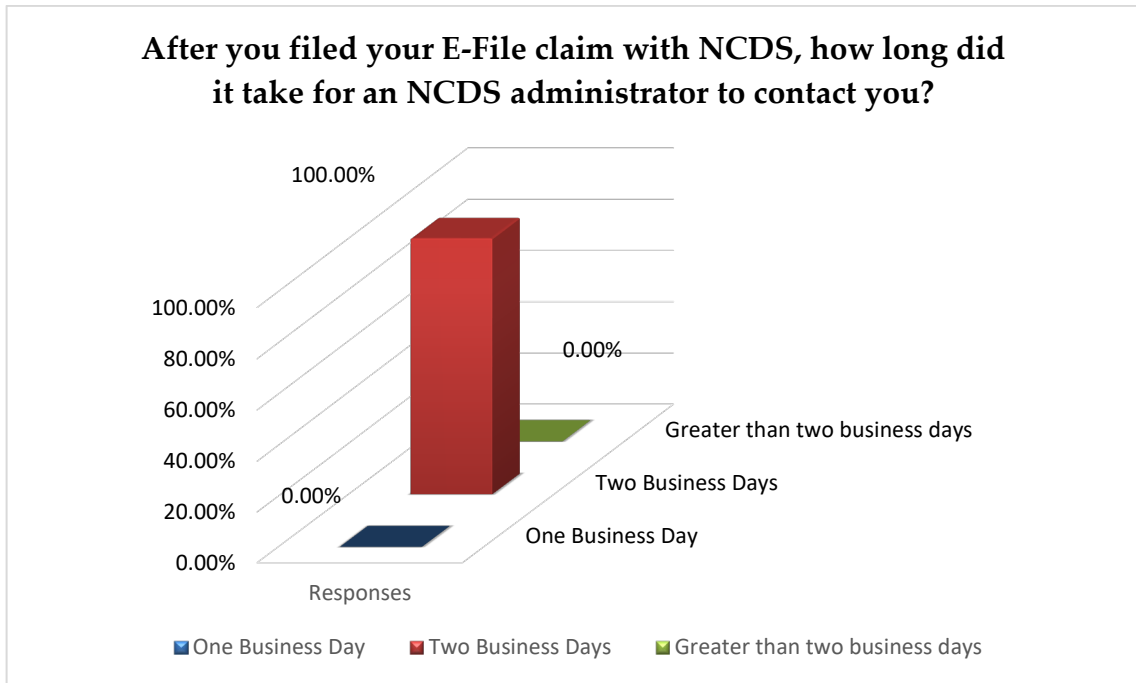


Figure 4 – Arbitrated Award Survey Results Ohio

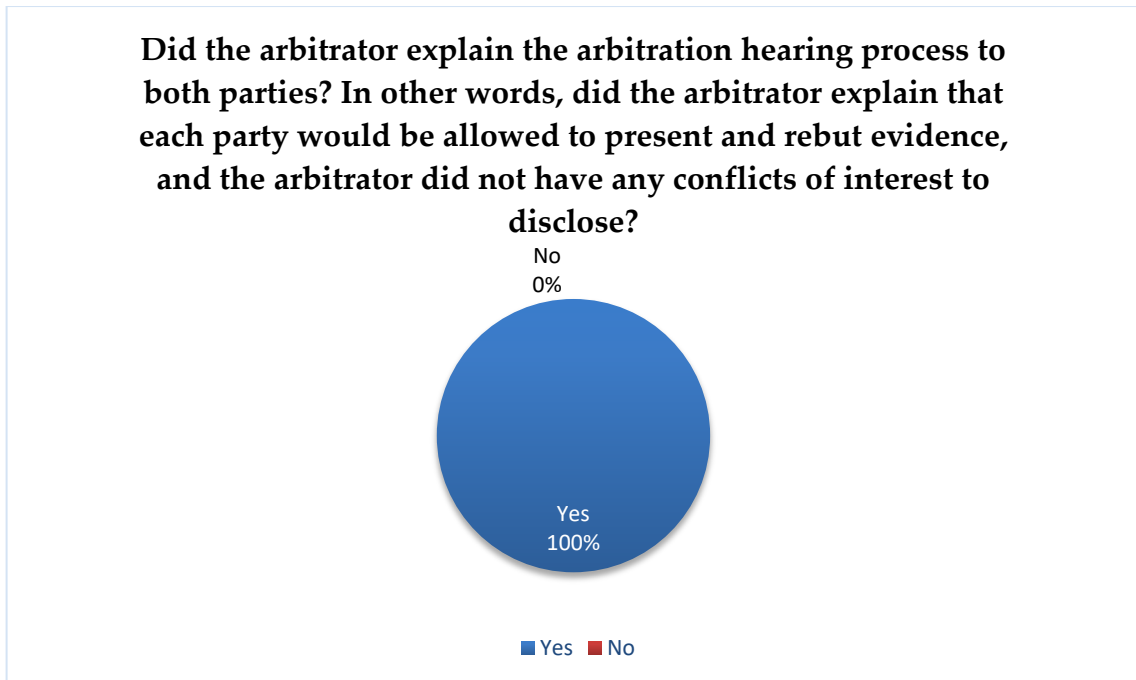


Figure 5 – Arbitrated Award Survey Results Ohio

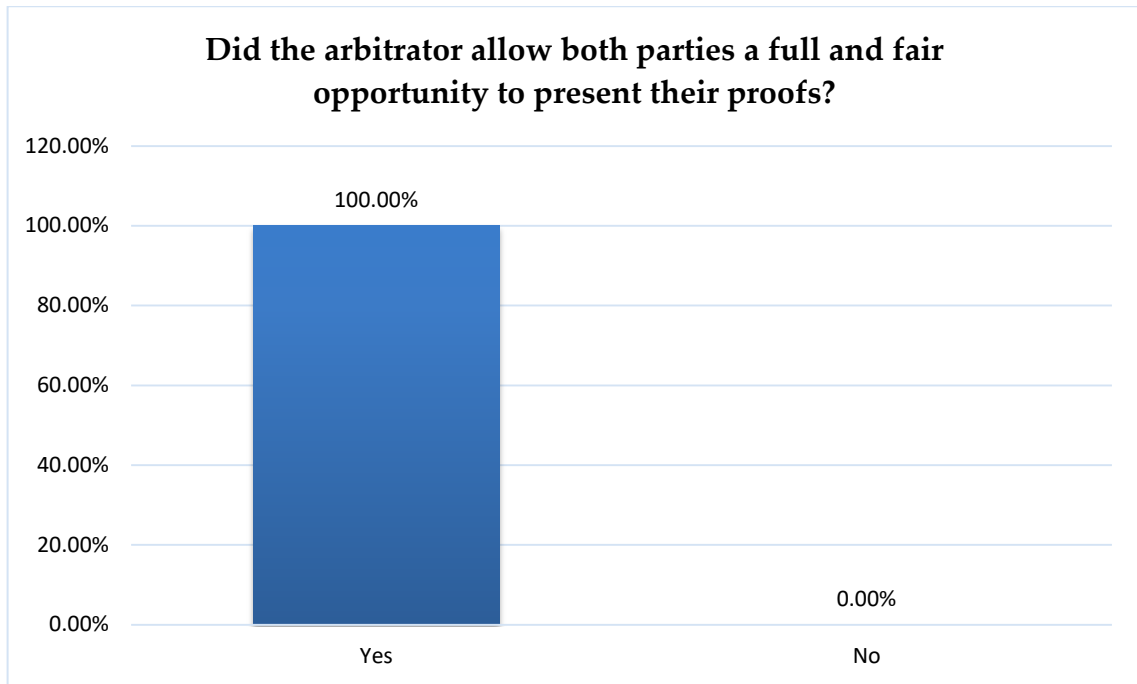


Figure 6 – Arbitrated Award Survey Results Ohio

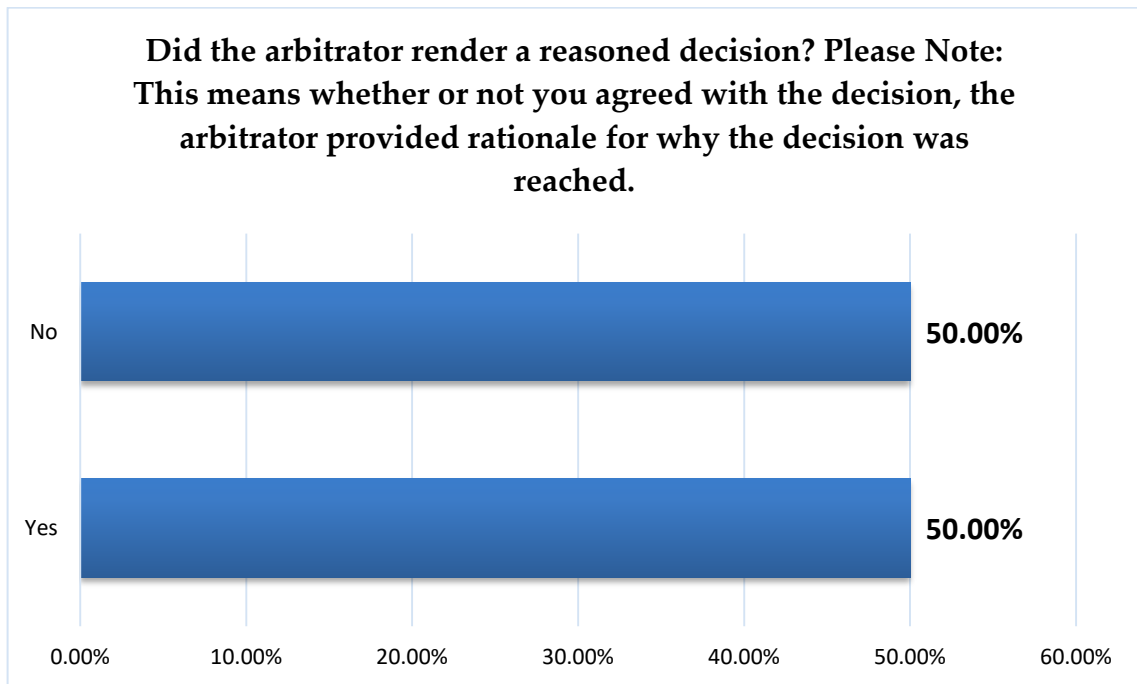


Figure 7 – Arbitrated Award Survey Results Ohio

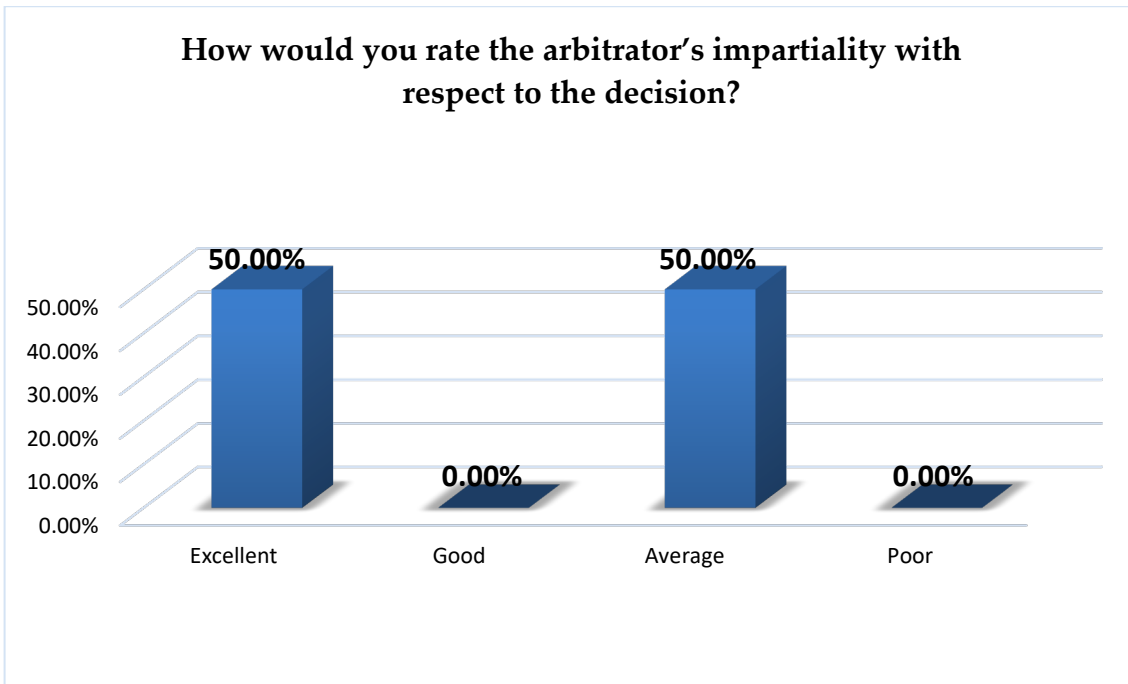


Figure 8 – Arbitrated Award Survey Results Ohio

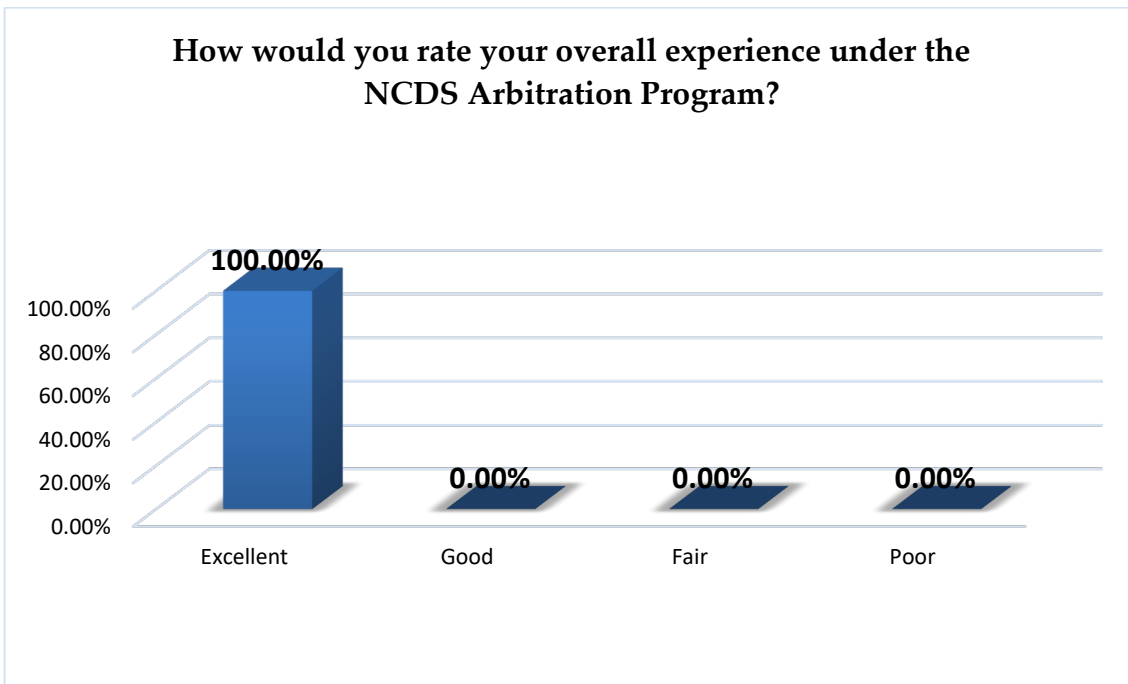


Figure 9 – Arbitrated Award No Action Survey Results Ohio

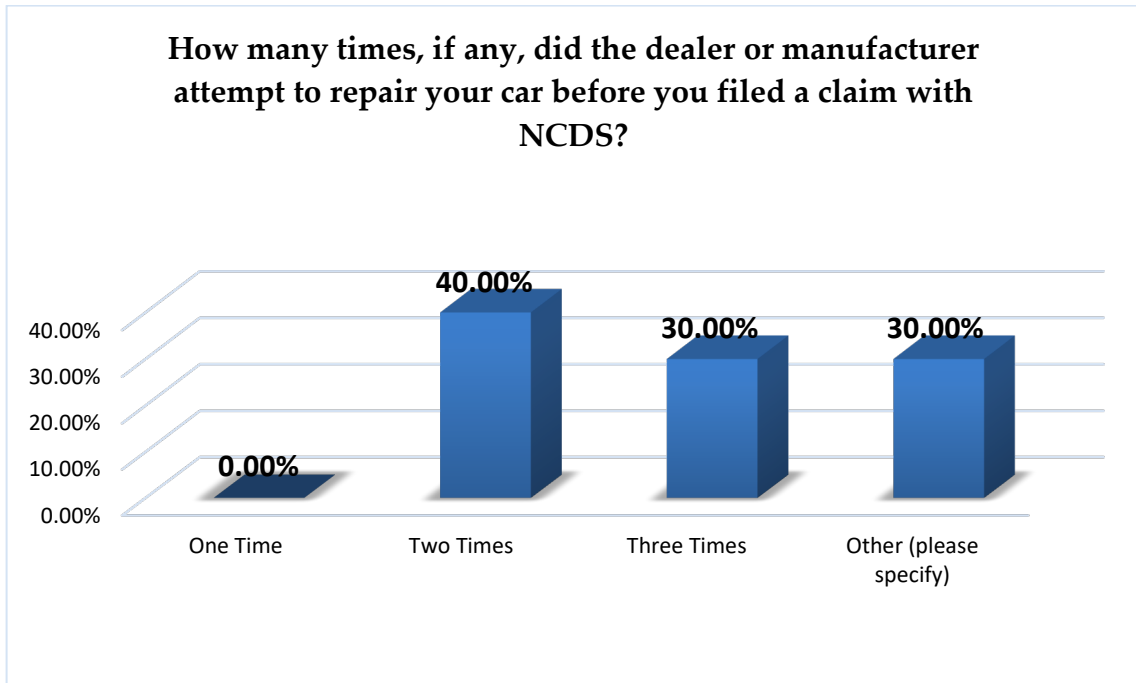


Figure 10 – Arbitrated Award No Action Survey Results Ohio

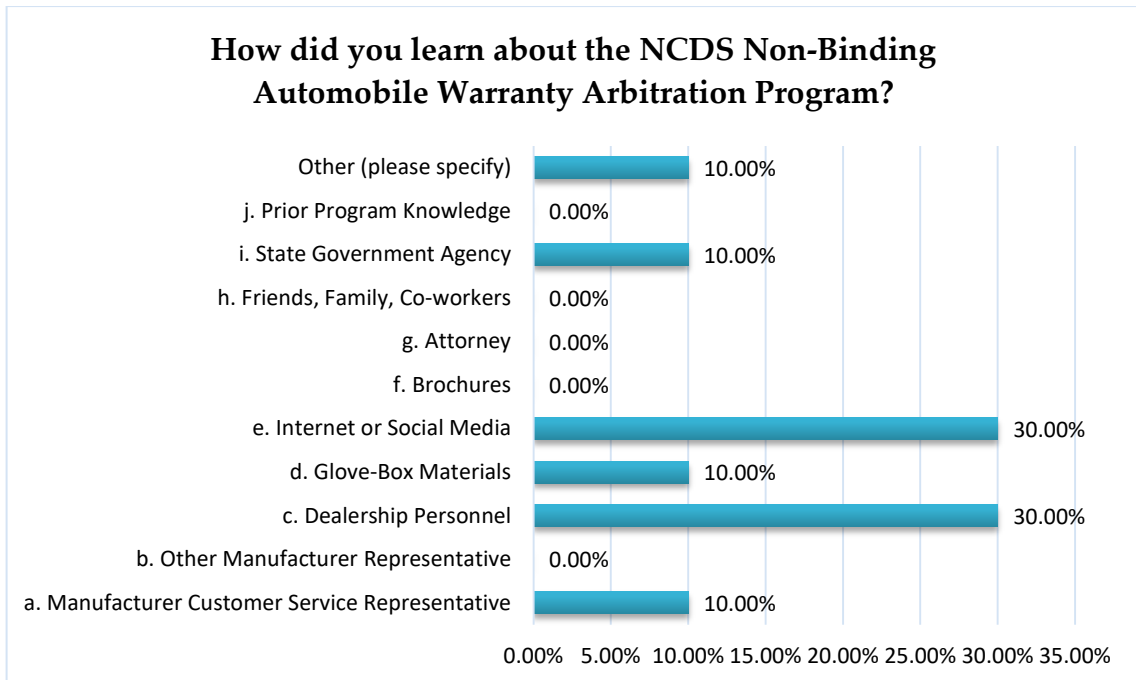


Figure 11 – Arbitrated Award No Action Survey Results Ohio

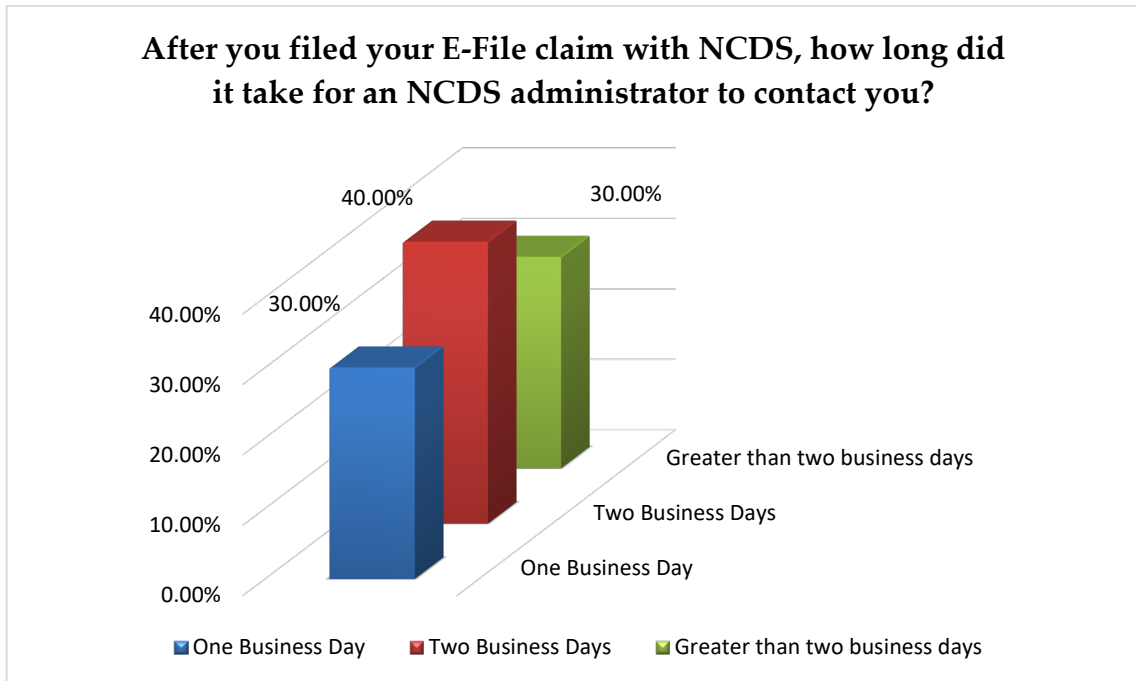


Figure 12 – Arbitrated Award No Action Survey Results Ohio

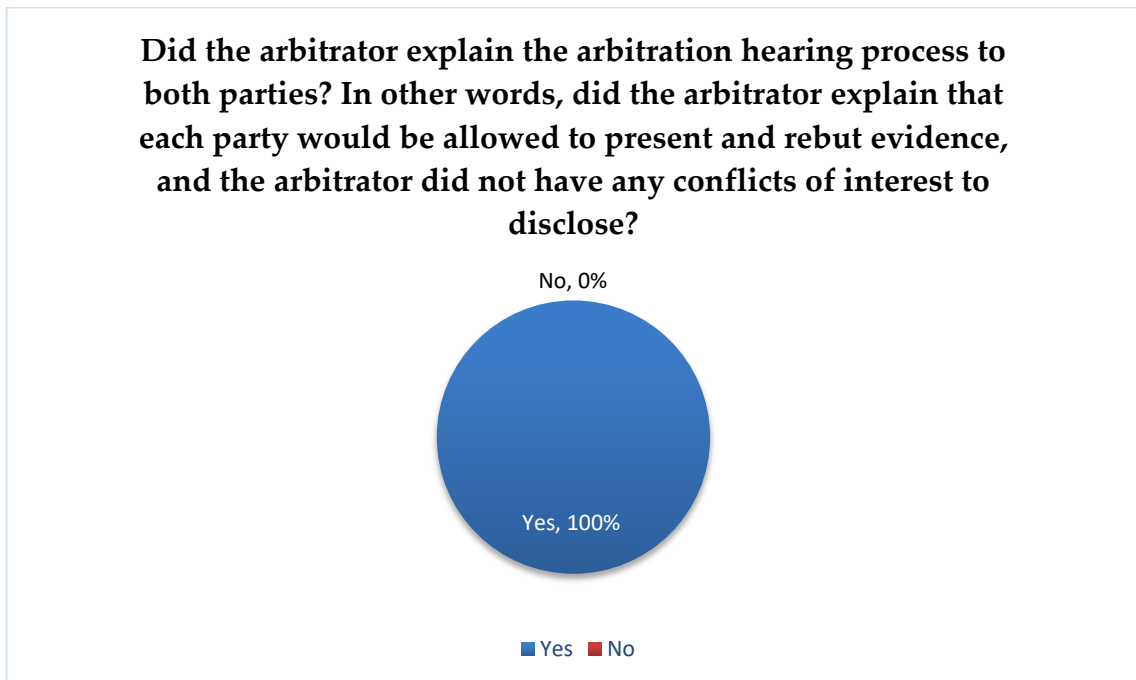


Figure 13 – Arbitrated Award No Action Survey Results Ohio

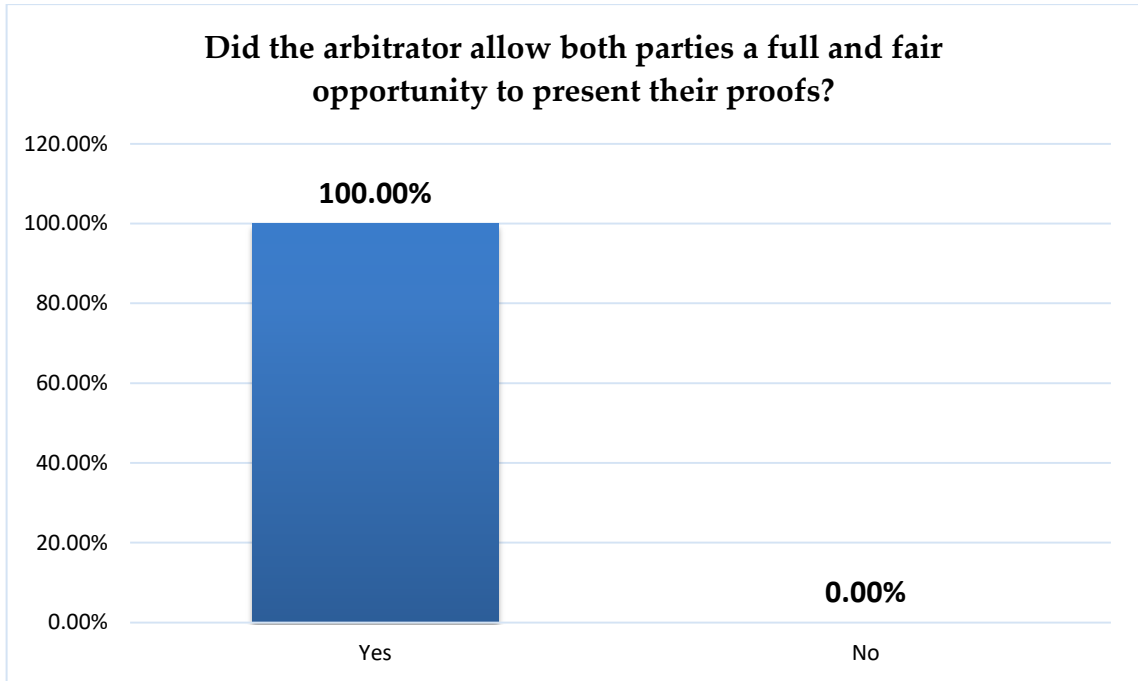


Figure 14 – Arbitrated Award No Action Survey Results Ohio

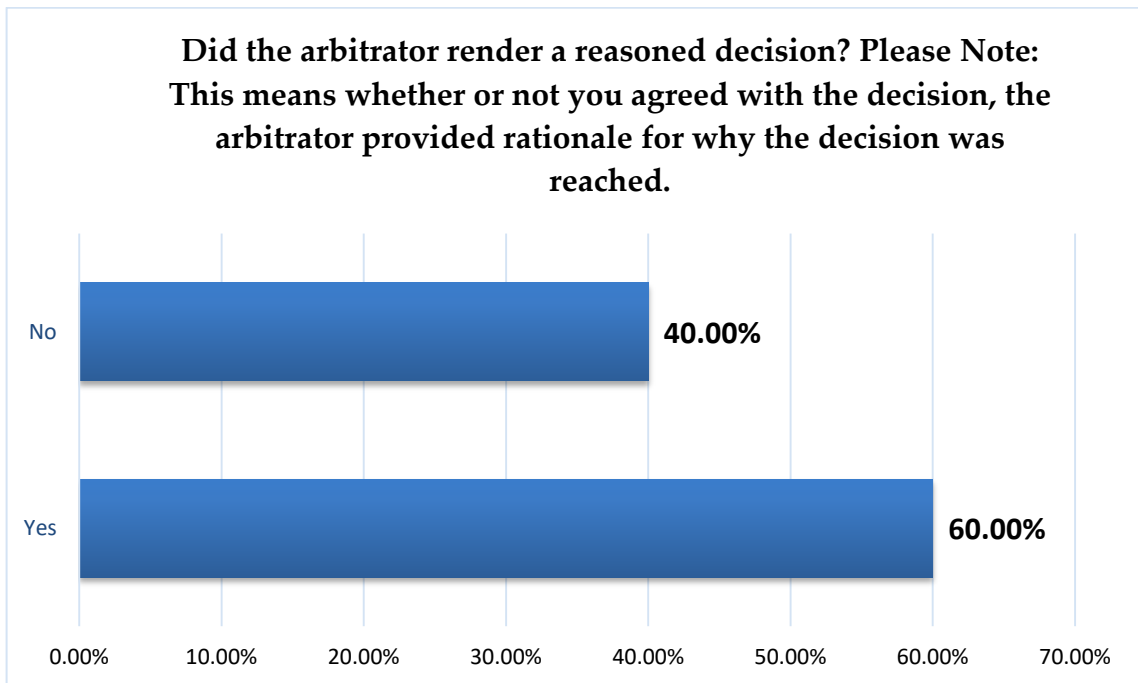


Figure 15 – Arbitrated Award No Action Survey Results Ohio

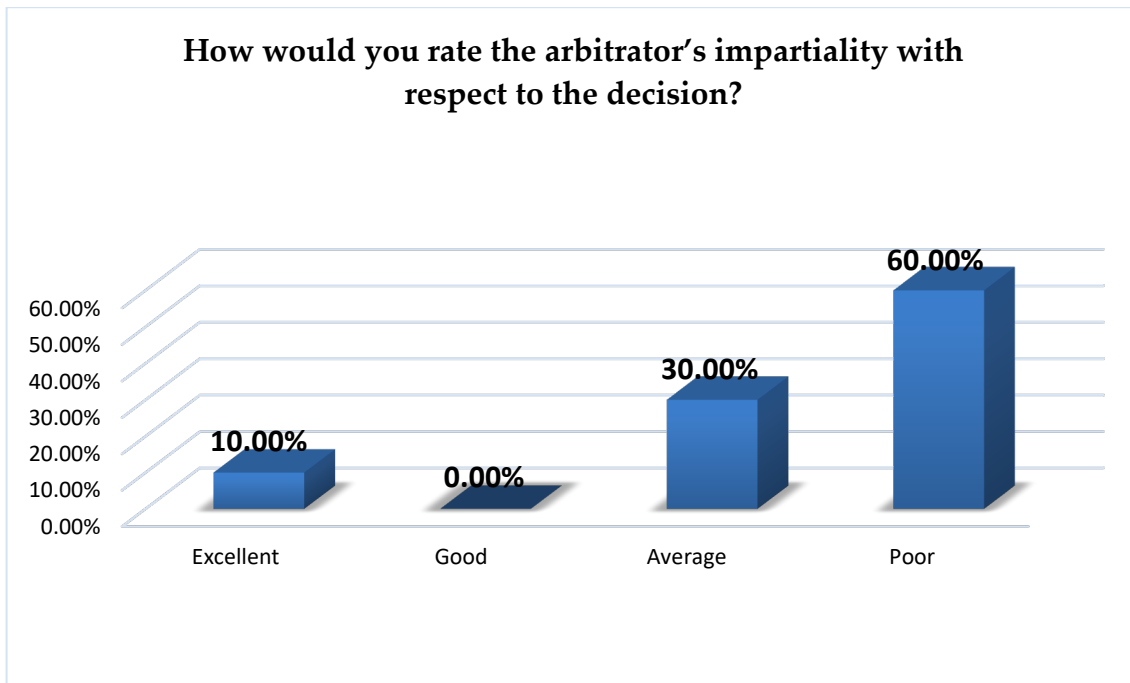
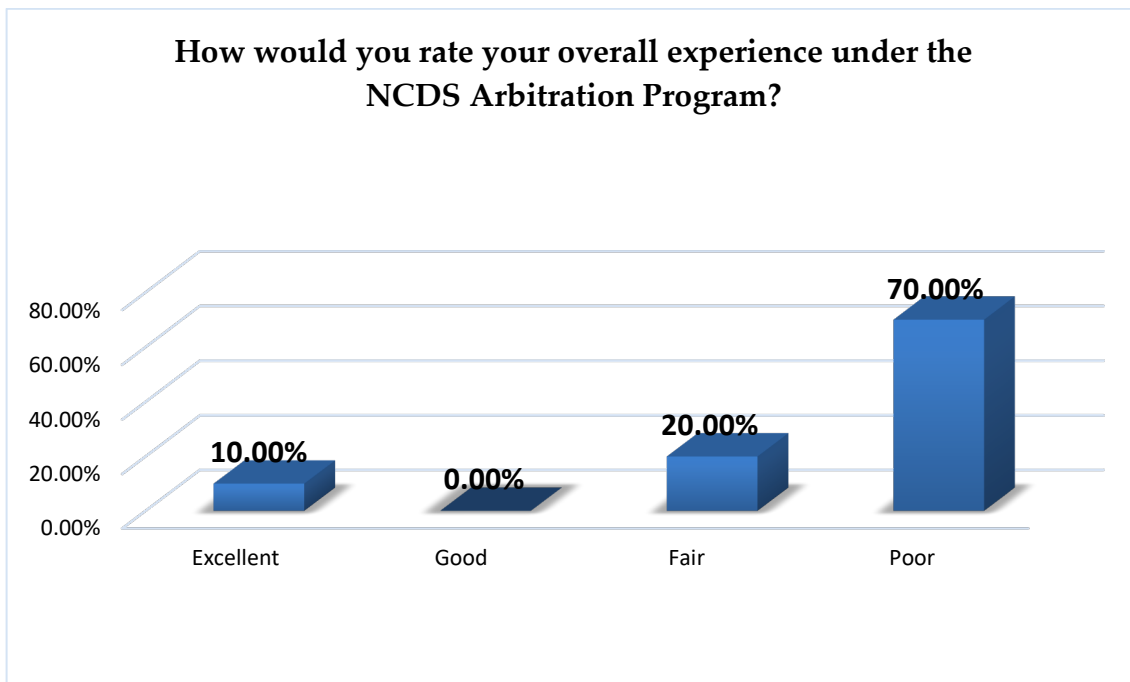


Figure 16 – Arbitrated Award No Action Survey Results Ohio



Appendix E

2023 Overall Study Results Florida

This section captures the overall survey results (raw) from the sample size of participants who partook in the audit surveys and compares the results found between the different outcomes of cases. The eight areas compared were the pre-filing experience with the dealer or manufacturer, filing of claim, experience after filing of claim, the evidentiary hearing process, post-award experience, arbitrator satisfaction, satisfaction with NCDS processing their claim, and settlement of claim (mediation only). The highest percentages were highlighted based on the responses for each question for ease of comparison.

Figure 1. Florida Overall Survey Results and Comparison Between Outcomes

Florida - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Pre-filing Experience with Dealer or Manufacturer				
Survey Questions		Responses		
Before filing a claim with NCDS, did you attempt to contact the manufacturer directly to discuss your concerns?				
Answer Choices				
Yes		100.00%	100.00%	100.00%
No		0.00%	0.00%	0.00%
How many times, if any, did the dealer or manufacturer attempt to repair your car before you filed a claim with NCDS?				
Answer Choices				
One Time		0.00%	0.00%	0.00%
Two Times		0.00%	4.55%	25.00%
Three Times		100.00%	40.91%	75.00%
Other (please specify) - More than Three Times		0.00%	54.55%	0.00%

Florida - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Pre-filing Experience with Dealer or Manufacturer				
Survey Questions		Responses		
How did you learn about the NCDS Non-Binding Automobile Warranty Arbitration Program?				
Answer Choices				
a. Manufacturer Customer Service Representative		0.00%	22.73%	50.00%
b. Other Manufacturer Representative		0.00%	0.00%	0.00%
c. Dealership Personnel		0.00%	13.64%	0.00%
d. Glove-Box Materials		0.00%	22.73%	0.00%
e. Internet or Social Media		100.00%	40.91%	0.00%
f. Brochures		0.00%	0.00%	0.00%
g. Attorney		0.00%	0.00%	0.00%
h. Friends, Family, Co-workers		0.00%	0.00%	25.00%
i. State Government Agency		0.00%	13.64%	0.00%
j. Prior Program Knowledge		0.00%	0.00%	0.00%
Other (please specify)		100.00%	4.55%	25.00%
How did the manufacturer or dealer inform you of the NCDS Arbitration Program?				
Answer Choices				
Talked over the phone		N/A	42.86%	100.00%
Mailed or E-mailed Information		N/A	14.29%	0.00%
Website		N/A	28.57%	0.00%
Showroom Poster		N/A	0.00%	0.00%
Other (please specify)		N/A	14.29%	0.00%

Florida - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Filing of Claim				
Survey Questions		Responses		
What method did you use to file your claim with NCDS?				
Answer Choices				
E-File		100.00%	86.36%	75.00%
Mail		0.00%	13.64%	25.00%
After you filed your E-File claim with NCDS, how long did it take for an NCDS administrator to contact you?				
One Business Day		0.00%	5.26%	0.00%
Two Business Days		0.00%	52.63%	66.67%
Greater than two business days		100.00%	42.11%	33.33%
After you mailed and received an acknowledgement from NCDS that your claim had been received, how long did it take for an NCDS administrator to contact you?				
One Business Day		N/A	0.00%	0.00%
Two Business Days		N/A	100.00%	0.00%
Greater than two business days		N/A	0.00%	100.00%

Florida - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Filing of Claim				
Survey Questions		Responses		
How clear were the instructions for filing the claim?				
Answer Choices				
Very Clear		0.00%	59.09%	100.00%
Somewhat Clear		100.00%	36.36%	0.00%
Not Clear		0.00%	4.55%	0.00%
Do Not Know		0.00%	0.00%	0.00%
Experience After Filing a Claim				
Whether you E-Filed or filed your claim by mail, did you <u>receive</u> the Frequently Asked Questions (FAQ) Packet at www.ncdsusa.org ?				
Answer Choices				
Yes		0.00%	77.27%	100.00%
No		100.00%	22.73%	0.00%
Whether you E-Filed or filed your claim by mail, did you <u>review</u> the Frequently Asked Questions (FAQ) Packet at www.ncdsusa.org ?				
Answer Choices				
Yes		100.00%	90.91%	100.00%
No		0.00%	9.09%	0.00%

Florida - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Experience After Filing a Claim				
Survey Questions		Responses		
How clear was the information presented in the FAQ?				
Answer Choices				
Very Clear		0.00%	27.27%	100.00%
Somewhat Clear		100.00%	63.64%	0.00%
Not Clear		0.00%	4.55%	0.00%
Do Not Know		0.00%	4.55%	0.00%
How helpful was the information presented in the FAQ?				
Answer Choices				
Very Helpful		0.00%	18.18%	100.00%
Moderately Helpful		100.00%	54.55%	0.00%
Not At All Helpful		0.00%	22.73%	0.00%
Do Not Know		0.00%	4.55%	0.00%
Did you <u>receive</u> the Non-Binding Program Rules at www.ncdsusa.org?				
Answer Choices				
Yes		100.00%	77.27%	100.00%
No		0.00%	22.73%	0.00%
Did you <u>review</u> the Non-Binding Program Rules at www.ncdsusa.org?				
Answer Choices				
Yes		100.00%	81.82%	100.00%
No		0.00%	18.18%	0.00%

Florida - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Experience After Filing a Claim				
Survey Questions	Responses			
How clear were the Program Rules?				
Answer Choices				
Very Clear	0.00%	27.27%	100.00%	
Somewhat Clear	100.00%	50.00%	0.00%	
Not Clear	0.00%	9.09%	0.00%	
Do Not Know	0.00%	13.64%	0.00%	
How helpful were the Program Rules in explaining the arbitration process?				
Answer Choices				
Very Helpful	0.00%	27.27%	100.00%	
Moderately Helpful	100.00%	40.91%	0.00%	
Not At All Helpful	0.00%	18.18%	0.00%	
Do Not Know	0.00%	13.64%	0.00%	
Did you receive a hearing notice from NCDS?				
Answer Choices				
Yes	100.00%	86.36%	N/A	
No	0.00%	13.64%	N/A	
Either before or after you received your hearing notice, did you hire an attorney to represent you or to be present at the hearing?				
Answer Choices				
Yes	0.00%	0.00%	N/A	
No	100.00%	100.00%	N/A	

Florida - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Experience After Filing a Claim				
Survey Questions		Responses		
<p>If you filed a documents only hearing, which of the following <u>best</u> describes why you chose a documents only hearing? Otherwise, select "No, I did not file a documents only hearing" below.</p> <p style="text-align: center;">Answer Choices</p> <p>a. More convenient to have an arbitration panel review documents</p> <p>b. Unable to get time off work</p> <p>c. Family or health conflicts</p> <p>Other (please specify)</p> <p>No, I did not file a documents only hearing</p>				
		0.00%	36.36%	N/A
		0.00%	50.00%	N/A
		0.00%	9.09%	N/A
		0.00%	0.00%	N/A
		100.00%	4.55%	N/A
The Evidentiary Hearing Process				
Did the arbitrator start the hearing on time?				
Answer Choices				
Yes		100.00%	62.50%	N/A
No		0.00%	37.50%	N/A
Did the arbitrator explain the arbitration hearing process to both parties? In other words, did the arbitrator explain that each party would be allowed to present and rebut evidence, and that the arbitrator did not have any conflicts of interest to disclose?				
Answer Choices				
Yes		100.00%	75.00%	N/A
No		0.00%	25.00%	N/A

Florida - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
The Evidentiary Hearing Process				
Survey Questions		Responses		
Did the arbitrator allow both parties a full and fair opportunity to present their proofs?				
Answer Choices				
Yes		0.00%	62.50%	N/A
No		100.00%	37.50%	N/A
During the hearing, did you or the manufacturer request a third party, independent technical inspection of your vehicle?				
Answer Choices				
Yes		0.00%	0.00%	N/A
No		100.00%	100.00%	N/A
Post-award Experience				
How was the arbitrator's decision communicated to you?				
Answer Choices				
By Email		100.00%	81.82%	N/A
By Mail		0.00%	13.64%	N/A
Other Method (please specify)		0.00%	4.55%	N/A

Florida - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Post-award Experience				
Survey Questions		Responses		
Which of the following <u>best</u> describes the decision made by the arbitrator?				
Answer Choices				
A refund, where the manufacturer would give you money for your car		100.00%	4.55%	75.00%
A replacement, where the manufacturer would replace your existing car with a new car		0.00%	0.00%	25.00%
Reimbursement, where the manufacturer would reimburse you for incidental costs associated with the repair of your car		0.00%	0.00%	0.00%
A Repair		0.00%	4.55%	0.00%
No Relief Granted		0.00%	90.91%	0.00%
Did the arbitrator accurately identify the nature of the non-conformity you alleged in your claim?				
Answer Choices				
Yes		0.00%	31.82%	N/A
No		100.00%	68.18%	N/A
Did the arbitrator include a summary of the testimony at the hearing?				
Answer Choices				
Yes		0.00%	59.09%	N/A
No		100.00%	40.91%	N/A

Florida - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Post-award Experience				
Survey Questions		Responses		
Was the arbitrator's decision clear?				
Answer Choices				
Yes		100.00%	45.45%	N/A
No		0.00%	54.55%	N/A
Did the arbitrator render a reasoned decision? Please Note: This means whether or not you agreed with the decision, the arbitrator provided rationale for why the decision was reached.				
Answer Choices				
Yes		100.00%	45.45%	N/A
No		0.00%	54.55%	N/A
Did you return to NCDS the Decision Acceptance / Rejection Form?				
Answer Choices				
Yes		100.00%	54.55%	N/A
No		0.00%	45.45%	N/A

Florida - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Arbitrator Satisfaction				
Survey Questions		Responses		
How would you rate the arbitrator in terms of understanding the facts of your case?				
Answer Choices				
Excellent		0.00%	0.00%	N/A
Good		0.00%	9.09%	N/A
Average		0.00%	9.09%	N/A
Poor		100.00%	81.82%	N/A
How would you rate the arbitrator's objectivity and fairness?				
Answer Choices				
Excellent		0.00%	0.00%	N/A
Good		0.00%	0.00%	N/A
Average		0.00%	4.55%	N/A
Poor		100.00%	95.45%	N/A
How would you rate the arbitrator's impartiality during the hearing?				
Answer Choices				
Excellent		0.00%	0.00%	N/A
Good		0.00%	0.00%	N/A
Average		0.00%	22.73%	N/A
Poor		100.00%	77.27%	N/A

Florida - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Arbitrator Satisfaction				
Survey Questions		Responses		
How would you rate the arbitrator's impartiality with respect to the decision?				
Answer Choices				
Excellent		0.00%	0.00%	N/A
Good		0.00%	0.00%	N/A
Average		100.00%	9.09%	N/A
Poor		0.00%	90.91%	N/A
Satisfaction with NCDS Processing Claim				
How would you rate the timeliness of the communications between you and the NCDS administrator?				
Answer Choices				
Excellent		0.00%	13.64%	100.00%
Good		0.00%	45.45%	0.00%
Fair		0.00%	9.09%	0.00%
Poor		100.00%	31.82%	0.00%
How would you rate the helpfulness of the NCDS staff?				
Answer Choices				
Excellent		0.00%	9.09%	100.00%
Good		0.00%	50.00%	0.00%
Fair		0.00%	4.55%	0.00%
Poor		100.00%	36.36%	0.00%

Florida - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Arbitrator Satisfaction				
Survey Questions		Responses		
How would you rate your overall experience under the NCDS Arbitration Program?				
Answer Choices				
Excellent		0.00%	0.00%	100.00%
Good		0.00%	13.64%	0.00%
Fair		0.00%	13.64%	0.00%
Poor		100.00%	72.73%	0.00%
Would you recommend the NCDS Arbitration Program to friends and family?				
Answer Choices				
Yes		0.00%	9.09%	100.00%
No		100.00%	90.91%	0.00%

Florida - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Settlement of Claim *Mediation Only*				
Survey Questions		Responses		
Before the case proceeded to arbitration, did you agree to settle your case with the manufacturer?				
Yes		N/A	N/A	100.00%
No		N/A	N/A	0.00%
After you reached a settlement, did you receive a letter from NCDS explaining the terms of the settlement?				
Yes		N/A	N/A	75.00%
No		N/A	N/A	25.00%
After you received your settlement confirmation, did you pursue your case further?				
Yes		N/A	N/A	25.00%
No		N/A	N/A	75.00%
If so, please let us know the method you used.				
Re-initiated contact with NCDS		N/A	N/A	100.00%
Contacted an attorney		N/A	N/A	0.00%
Contacted a state agency		N/A	N/A	0.00%
Contacted dealer or manufacturer		N/A	N/A	0.00%
Other (please specify)		N/A	N/A	0.00%

Appendix F

2023 Charts of Survey Questions Florida

Figure 1 – Arbitrated Award Survey Results Florida

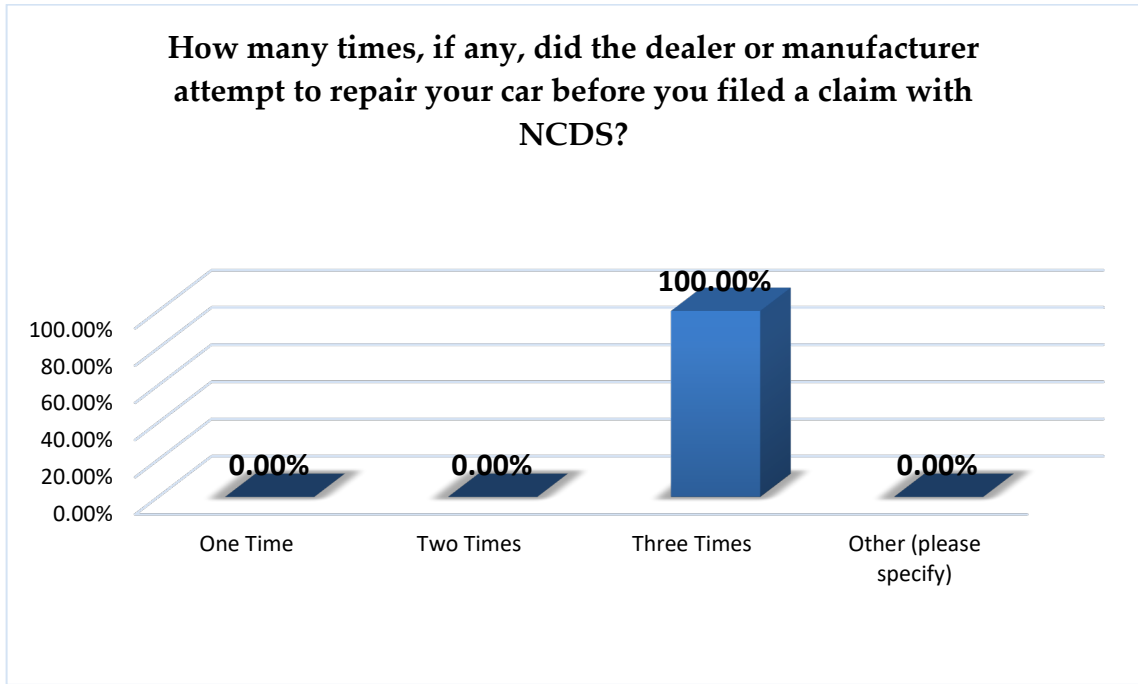


Figure 2 – Arbitrated Award Survey Results Florida

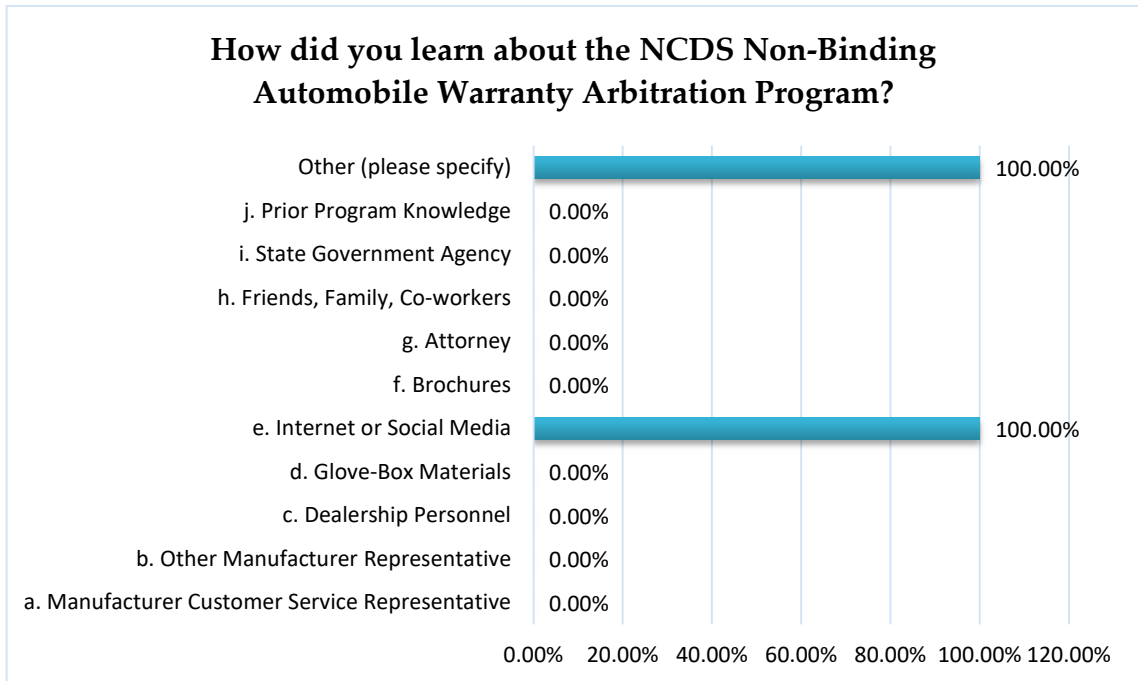


Figure 3 – Arbitrated Award Survey Results Florida

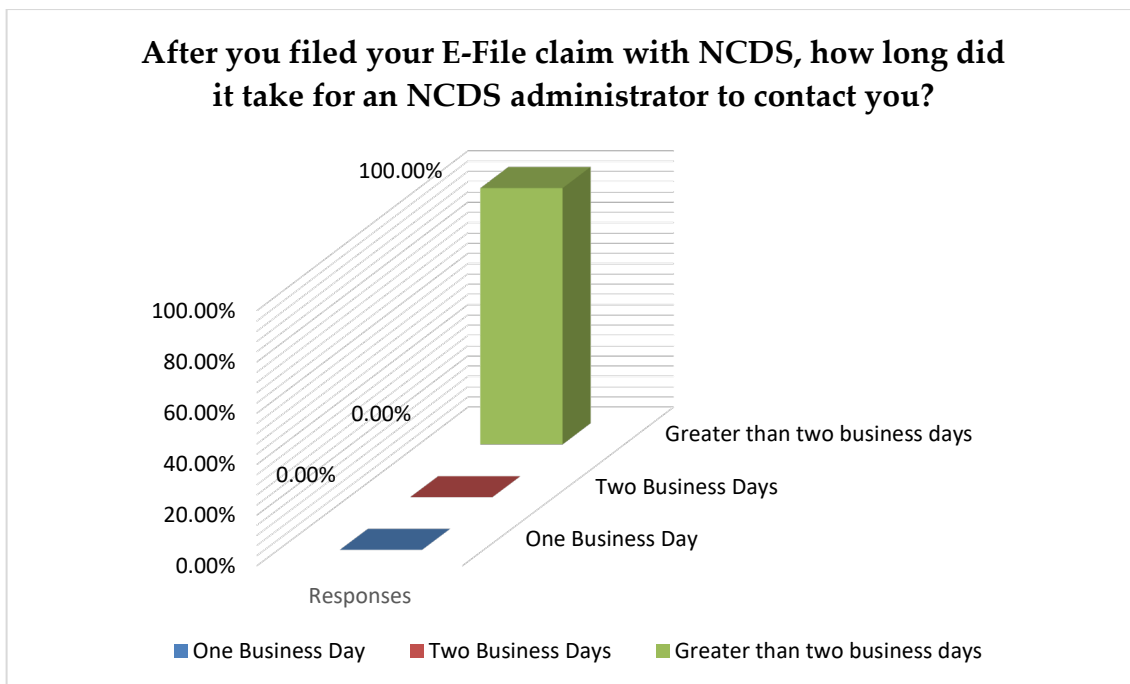


Figure 4 – Arbitrated Award Survey Results Florida

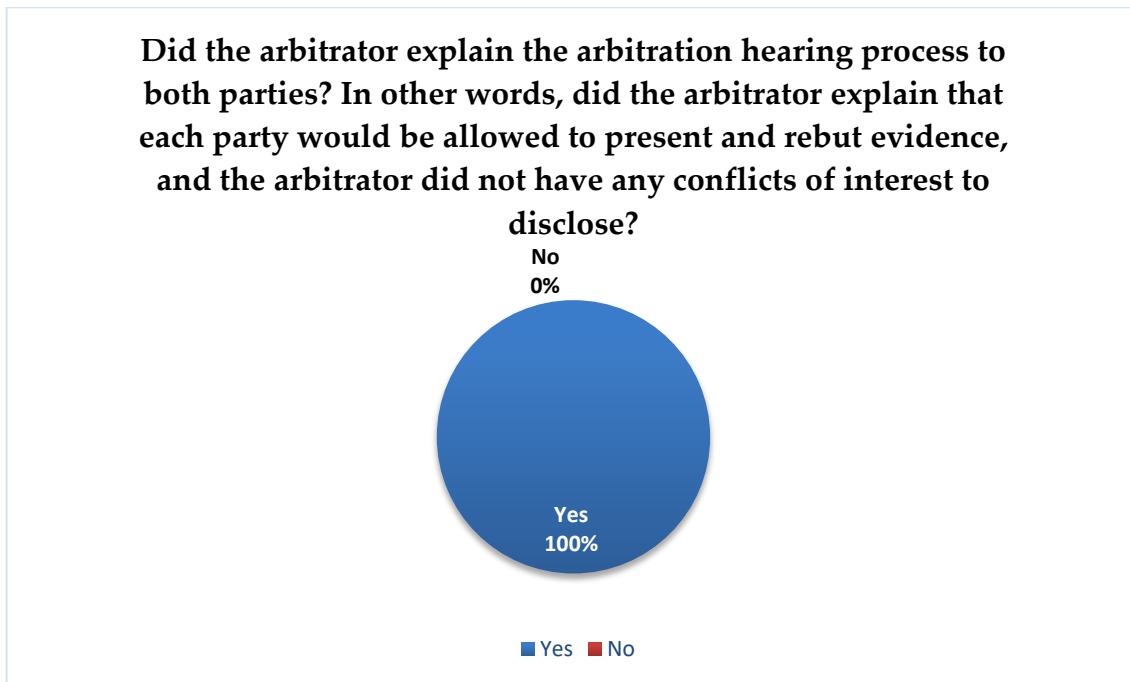


Figure 5 – Arbitrated Award Survey Results Florida

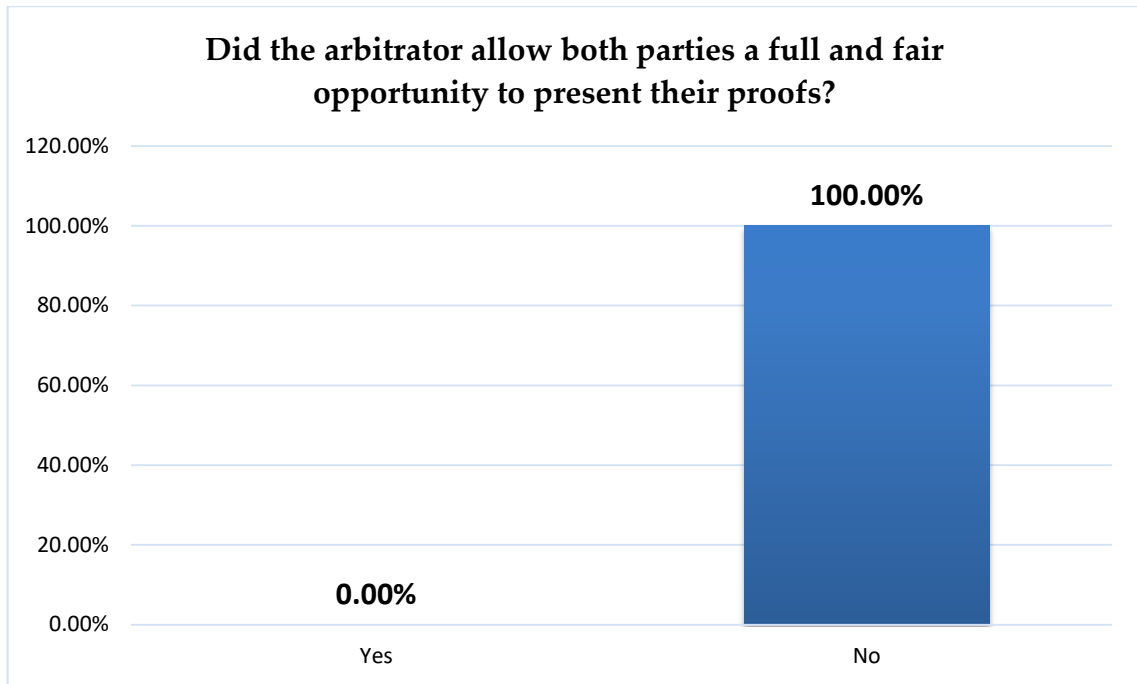


Figure 6 – Arbitrated Award Survey Results Florida

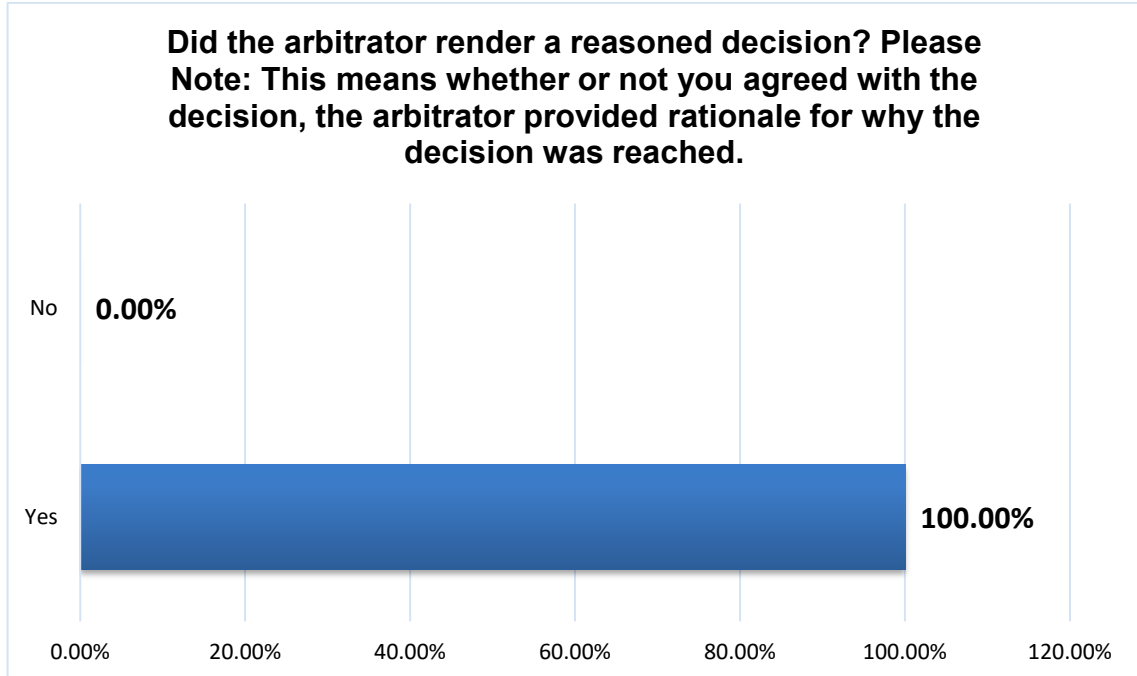


Figure 7 – Arbitrated Award Survey Results Florida

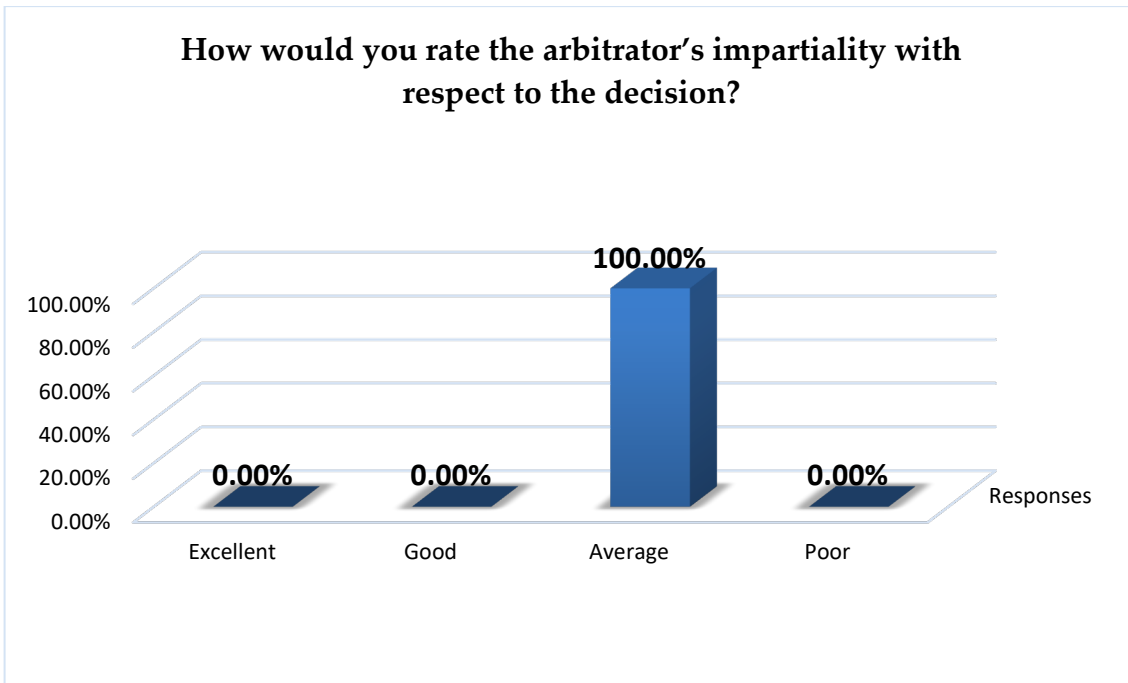


Figure 8 – Arbitrated Award Survey Results Florida

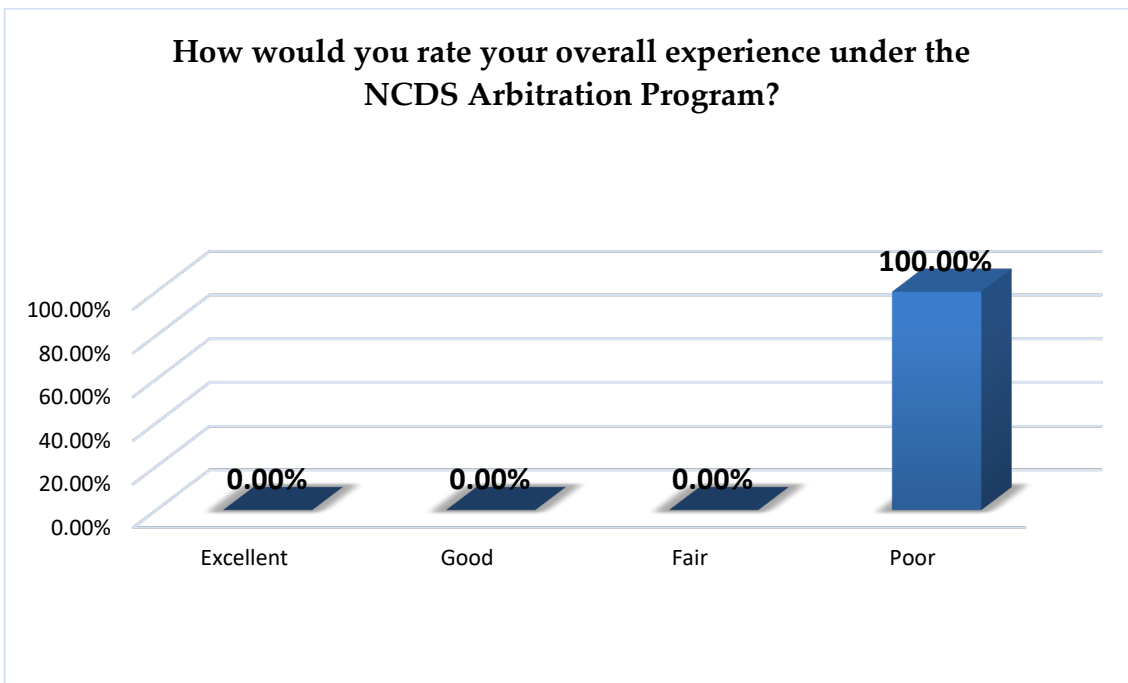


Figure 9 – Arbitrated Award No Action Survey Results Florida

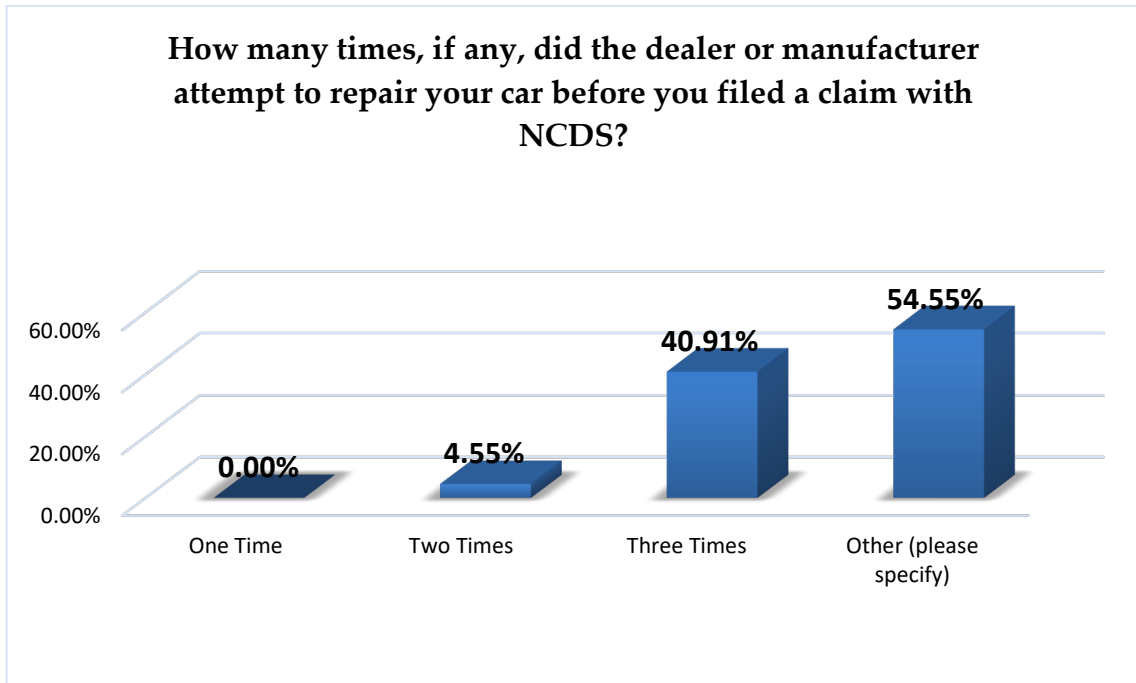


Figure 10 – Arbitrated Award No Action Survey Results Florida

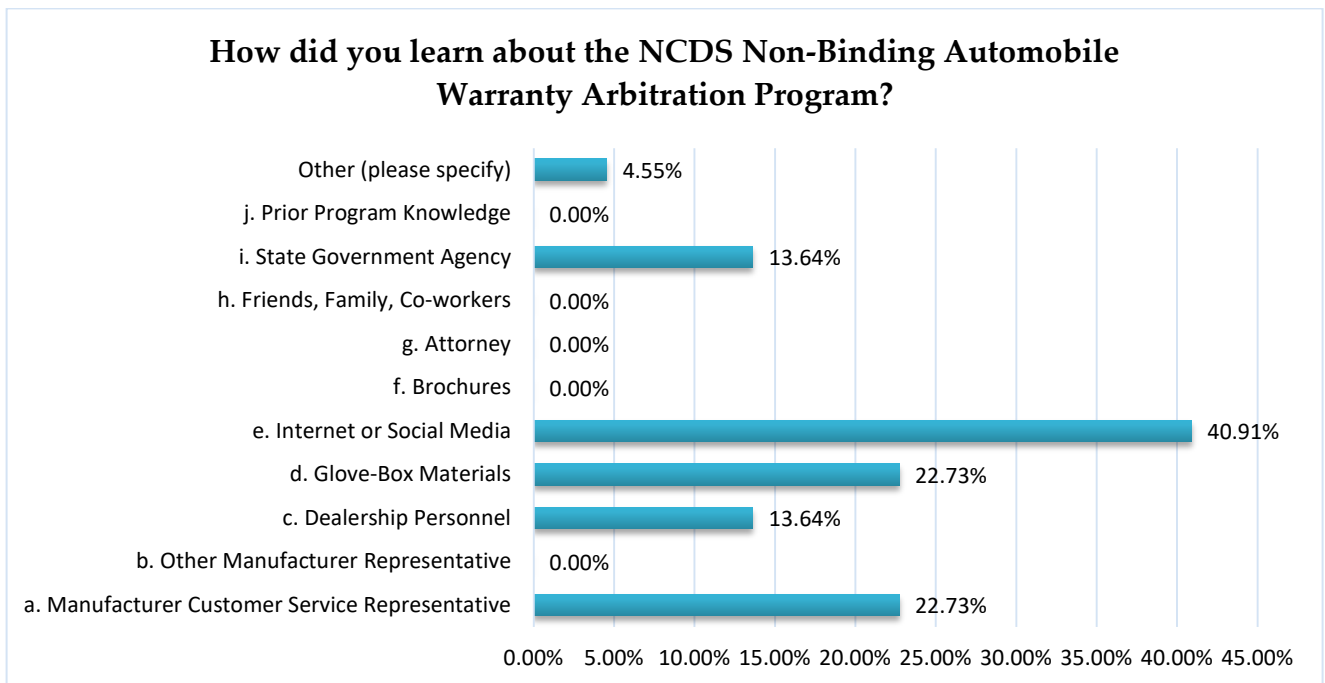


Figure 11 – Arbitrated Award No Action Survey Results Florida

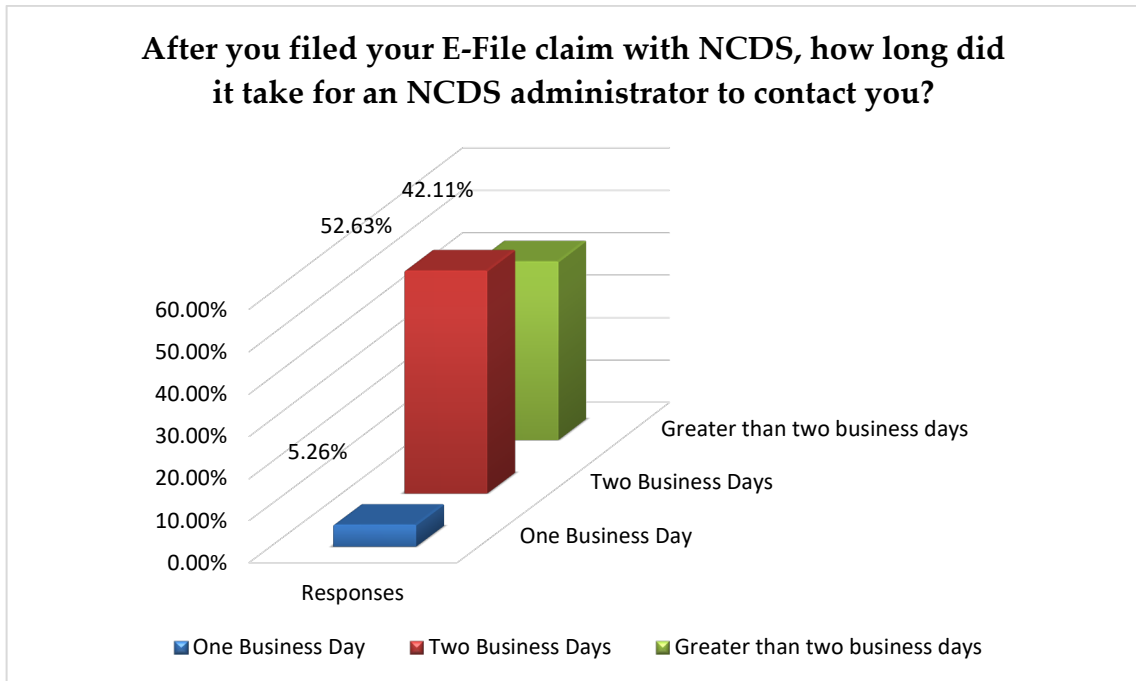


Figure 12 – Arbitrated Award No Action Survey Results Florida

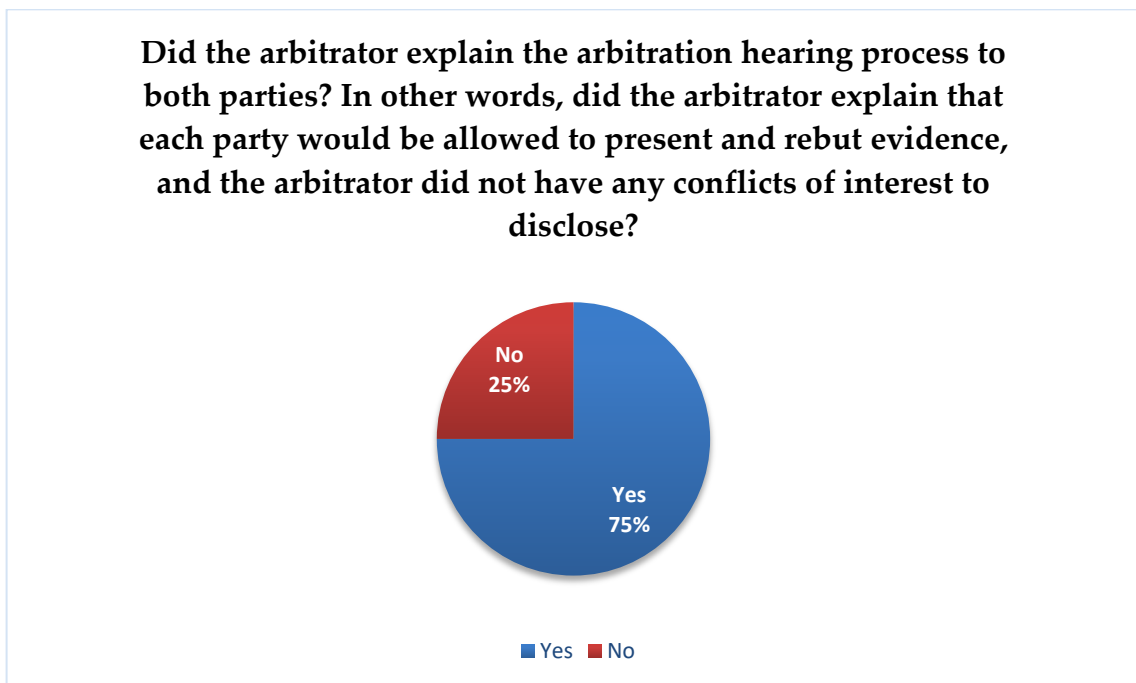


Figure 13 – Arbitrated Award No Action Survey Results Florida

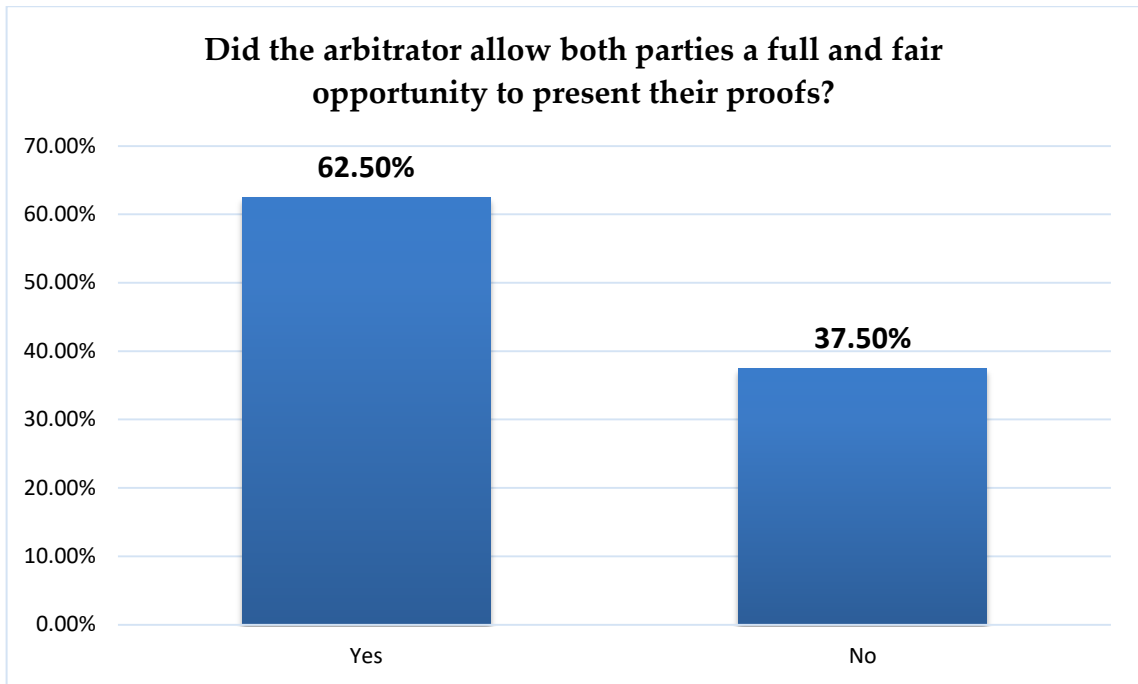


Figure 14 – Arbitrated Award No Action Survey Results Florida

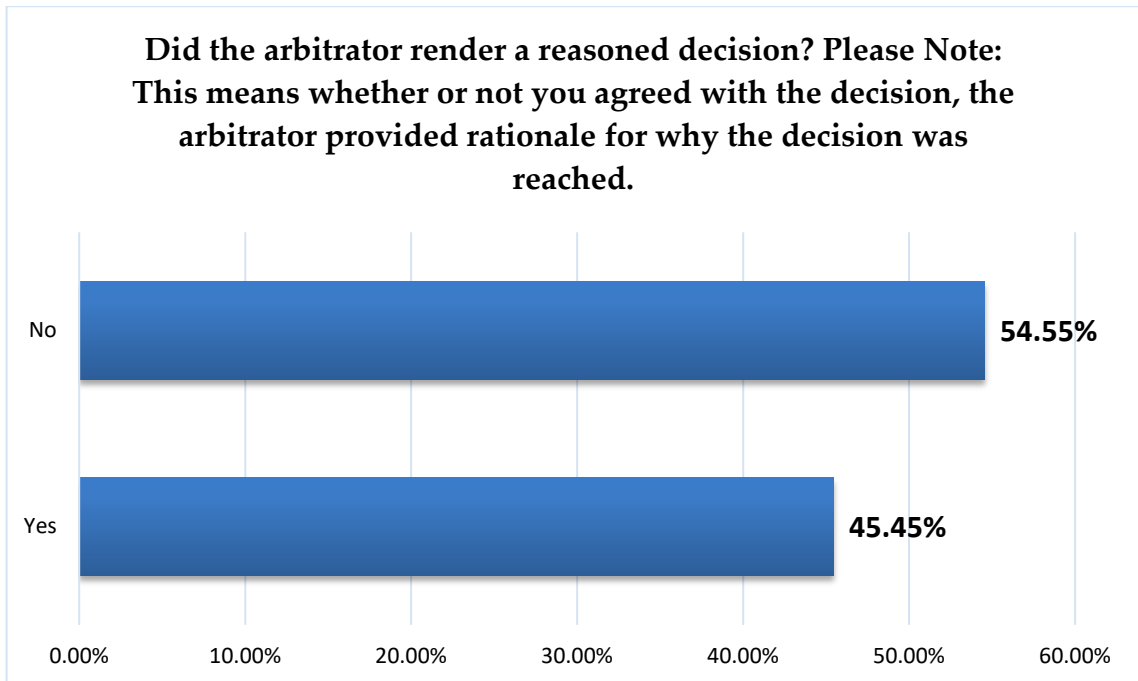


Figure 15 – Arbitrated Award No Action Survey Results Florida

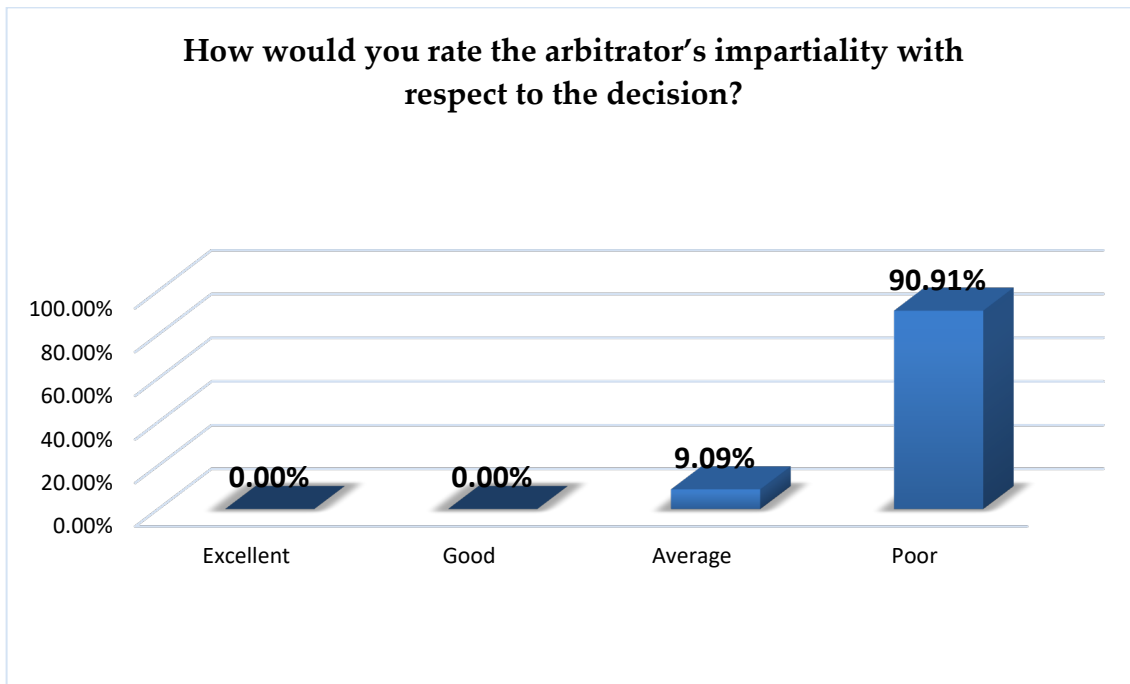


Figure 16 – Arbitrated Award No Action Survey Results Florida

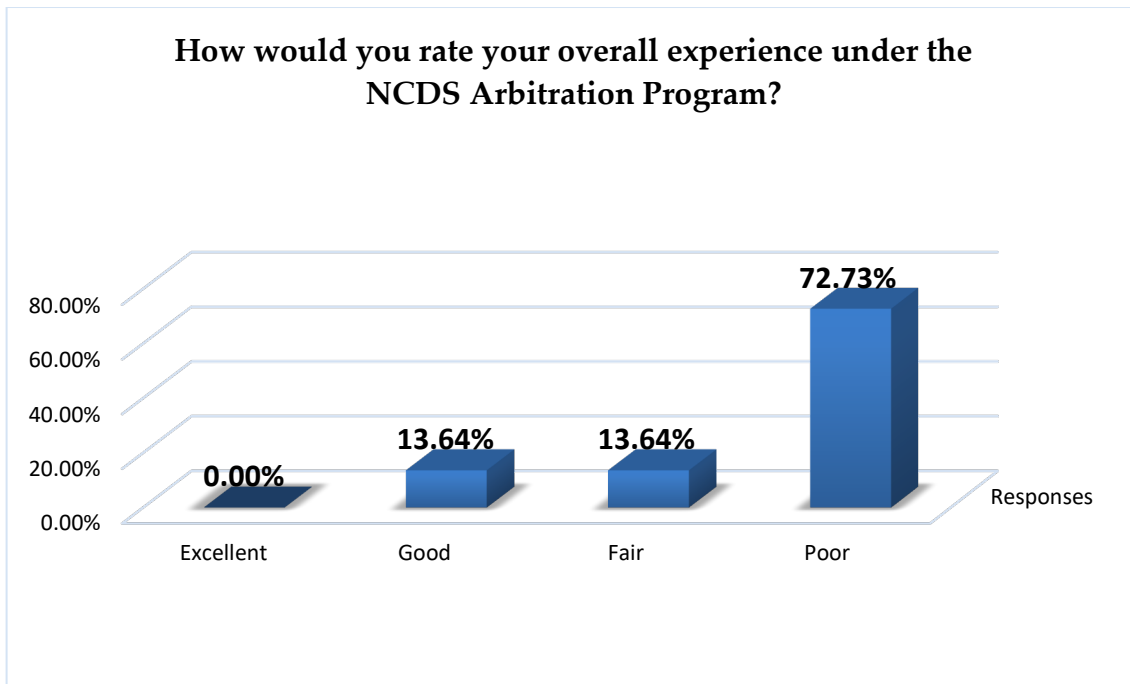


Figure 17 – Mediated Survey Results Florida

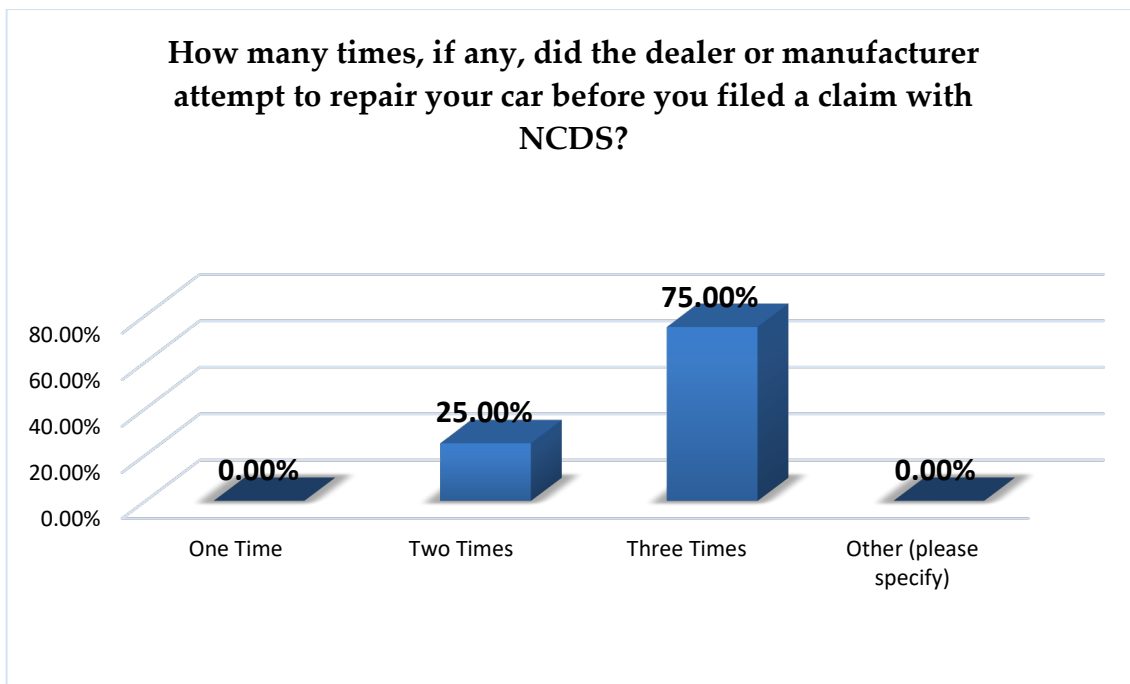


Figure 18 – Mediated Survey Results Florida

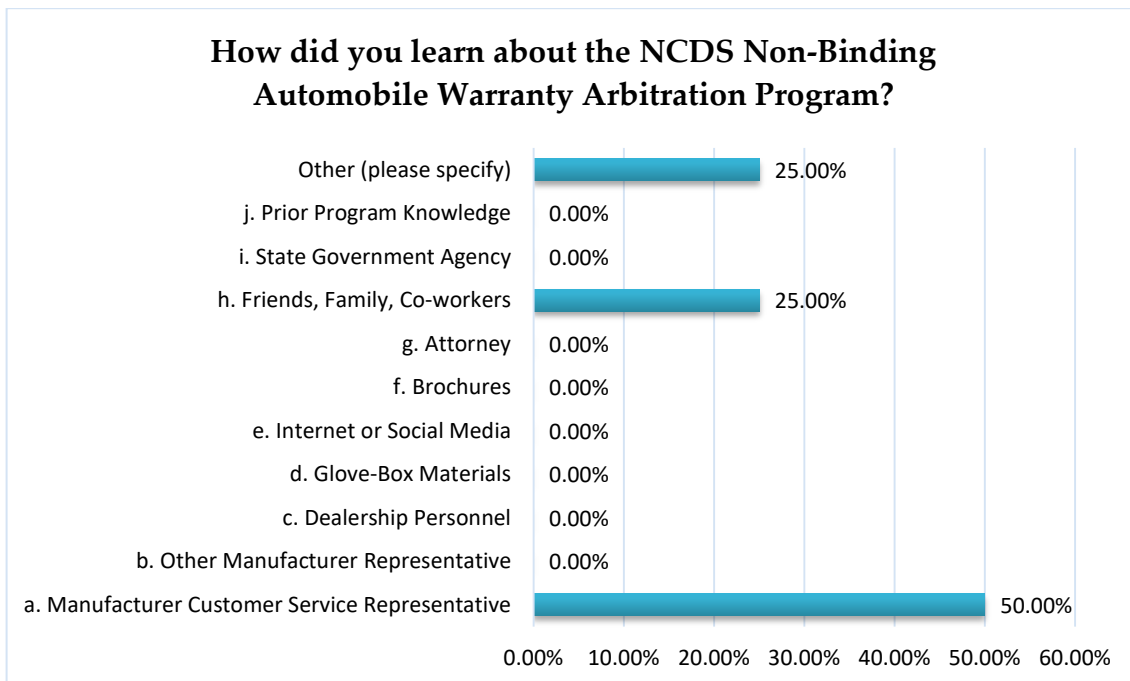
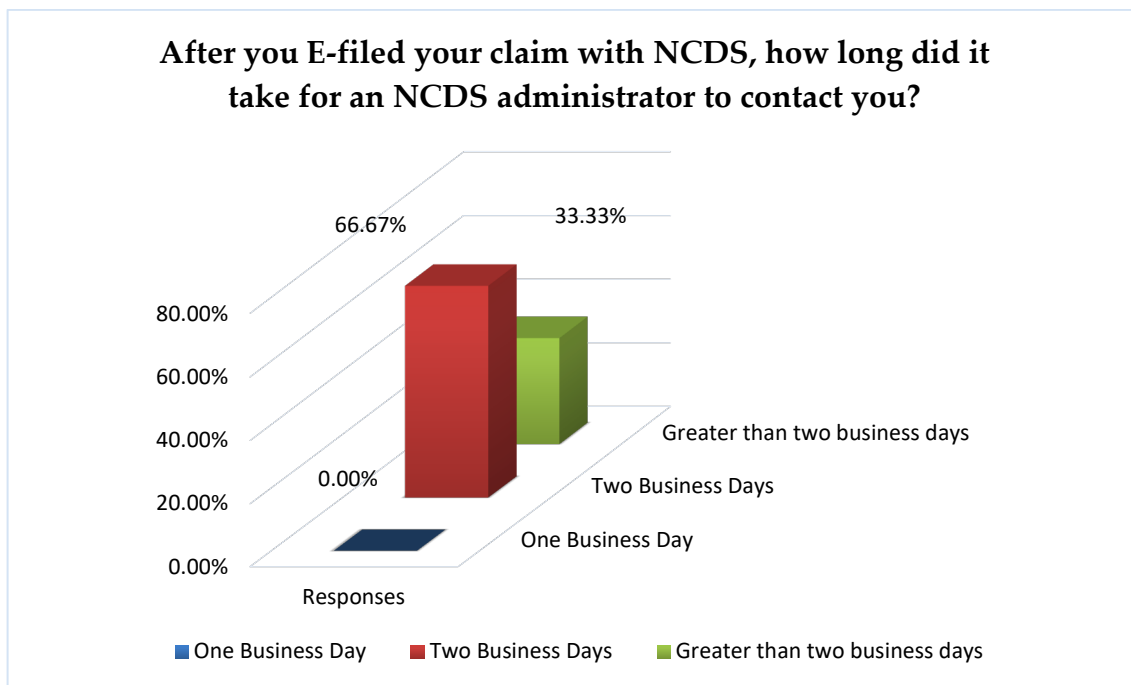


Figure 19 – Mediated Survey Results Florida



Appendix G

2023 Overall Study Results National

OVERALL SURVEY RESULTS: KEY FINDINGS

This section captures the overall survey results (raw) from the sample size of participants who partook in the audit surveys and compares the results found between the different outcomes of cases. The eight areas compared were the pre-filing experience with the dealer or manufacturer, filing of claim, experience after filing a claim, the evidentiary hearing process, post-award experience, arbitrator satisfaction, satisfaction with NCDS processing their claim, and settlement of claim (mediation only). The highest percentages were highlighted based on the responses for each question for ease of comparison.

Figure 1. – National Overall Survey Results and Comparison Between Outcomes

National - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Pre-filing Experience with Dealer or Manufacturer				
Survey Questions		Responses		
Before filing a claim with NCDS, did you attempt to contact the manufacturer directly to discuss your concerns?				
Answer Choices				
Yes		97.44%	96.18%	93.75%
No		2.56%	3.82%	6.25%
How many times, if any, did the dealer or manufacturer attempt to repair your car before you filed a claim with NCDS?				
Answer Choices				
One Time		5.13%	3.05%	25.00%
Two Times		10.26%	7.63%	0.00%
Three Times		23.08%	32.82%	37.50%
Other (please specify) - More than Three Times		61.54%	56.49%	37.50%

National - Audit Survey Results (Overall)			
	Arbitrated Award	Arbitrated No Action / No Award	Mediation
Pre-filing Experience with Dealer or Manufacturer			
Survey Questions	Responses		
How did you learn about the NCDS Non-Binding Automobile Warranty Arbitration Program?			
Answer Choices			
a. Manufacturer Customer Service Representative	28.21%	32.06%	31.25%
b. Other Manufacturer Representative	2.56%	3.05%	0.00%
c. Dealership Personnel	2.56%	17.56%	0.00%
d. Glove-Box Materials	23.08%	7.63%	25.00%
e. Internet or Social Media	28.21%	17.56%	37.50%
f. Brochures	2.56%	1.53%	6.25%
g. Attorney	7.69%	3.82%	12.50%
h. Friends, Family, Co-workers	2.56%	7.63%	0.00%
i. State Government Agency	0.00%	5.34%	6.25%
j. Prior Program Knowledge	0.00%	0.76%	0.00%
Other (please specify)	15.38%	12.98%	6.25%
How did the manufacturer or dealer inform you of the NCDS Arbitration Program?			
Answer Choices			
Talked over the phone	66.67%	56.72%	60.00%
Mailed or E-mailed Information	8.33%	20.90%	40.00%
Website	16.67%	5.97%	0.00%
Showroom Poster	0.00%	2.99%	0.00%
Other (please specify)	8.33%	13.43%	0.00%

National - Audit Survey Results (Overall)			
	Arbitrated Award	Arbitrated No Action / No Award	Mediation
Filing of Claim			
Survey Questions	Responses		
What method did you use to file your claim with NCDS?			
Answer Choices			
E-File	94.87%	96.18%	93.75%
Mail	5.13%	3.82%	6.25%
After you filed your E-File claim with NCDS, how long did it take for an NCDS administrator to contact you?			
One Business Day	40.54%	17.46%	46.67%
Two Business Days	45.95%	35.71%	40.00%
Greater than two business days	13.51%	46.83%	13.33%
After you mailed and received an acknowledgement from NCDS that your claim had been received, how long did it take for an NCDS administrator to contact you?			
One Business Day	0.00%	0.00%	0.00%
Two Business Days	100.00%	20.00%	0.00%
Greater than two business days	0.00%	80.00%	100.00%

National - Audit Survey Results (Overall)			
	Arbitrated Award	Arbitrated No Action / No Award	Mediation
Filing of Claim			
Survey Questions	Responses		
How clear were the instructions for filing the claim?			
Answer Choices			
Very Clear	69.23%	29.01%	62.50%
Somewhat Clear	25.64%	54.20%	25.00%
Not Clear	5.13%	16.03%	12.50%
Do Not Know	0.00%	0.76%	0.00%
Experience After Filing a Claim			
Whether you E-Filed or filed your claim by mail, did you <u>receive</u> the Frequently Asked Questions (FAQ) Packet at www.ncdsusa.org?			
Answer Choices			
Yes	94.87%	74.81%	87.50%
No	5.13%	25.19%	12.50%
Whether you E-Filed or filed your claim by mail, did you <u>review</u> the Frequently Asked Questions (FAQ) Packet at www.ncdsusa.org?			
Answer Choices			
Yes	89.74%	75.57%	81.25%
No	10.26%	24.43%	18.75%

National - Audit Survey Results (Overall)			
	Arbitrated Award	Arbitrated No Action / No Award	Mediation
Experience After Filing a Claim			
Survey Questions		Responses	
How clear was the information presented in the FAQ?			
Answer Choices			
Very Clear	56.41%	23.66%	56.25%
Somewhat Clear	35.90%	44.27%	31.25%
Not Clear	2.56%	16.03%	0.00%
Do Not Know	5.13%	16.03%	12.50%
How helpful was the information presented in the FAQ?			
Answer Choices			
Very Helpful	58.97%	16.79%	56.25%
Moderately Helpful	28.21%	44.27%	12.50%
Not At All Helpful	7.69%	23.66%	6.25%
Do Not Know	5.13%	15.27%	25.00%
Did you <u>receive</u> the Non-Binding Program Rules at www.ncdsusa.org?			
Answer Choices			
Yes	89.74%	77.86%	87.50%
No	10.26%	22.14%	12.50%
Did you <u>review</u> the Non-Binding Program Rules at www.ncdsusa.org?			
Answer Choices			
Yes	92.31%	77.86%	93.75%
No	7.69%	22.14%	6.25%

National - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Experience After Filing a Claim				
Survey Questions		Responses		
How clear were the Program Rules?				
Answer Choices				
Very Clear		66.67%	19.85%	43.75%
Somewhat Clear		23.08%	51.15%	37.50%
Not Clear		5.13%	20.61%	6.25%
Do Not Know		5.13%	8.40%	12.50%
How helpful were the Program Rules in explaining the arbitration process?				
Answer Choices				
Very Helpful		64.10%	18.32%	43.75%
Moderately Helpful		28.21%	41.98%	37.50%
Not At All Helpful		7.69%	32.82%	12.50%
Do Not Know		0.00%	6.87%	6.25%
Did you receive a hearing notice from NCDS?				
Answer Choices				
Yes		100.00%	94.66%	N/A
No		0.00%	5.34%	N/A
Either before or after you received your hearing notice, did you hire an attorney to represent you or to be present at the hearing?				
Answer Choices				
Yes		2.56%	3.82%	N/A
No		97.44%	96.18%	N/A

National - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Experience After Filing a Claim				
Survey Questions		Responses		
<p>If you filed a documents only hearing, which of the following <u>best</u> describes why you chose a documents only hearing? Otherwise, select "No, I did not file a documents only hearing" below.</p>				
Answer Choices				
a. More convenient to have an arbitration panel review documents		33.33%	36.64%	N/A
b. Unable to get time off work		2.56%	6.87%	N/A
c. Family or health conflicts		0.00%	3.82%	N/A
Other (please specify)		7.69%	12.21%	N/A
No, I did not file a documents only hearing		56.41%	40.46%	N/A
The Evidentiary Hearing Process				
Did the arbitrator start the hearing on time?				
Answer Choices				
Yes		95.45%	77.36%	N/A
No		4.55%	22.64%	N/A
Did the arbitrator explain the arbitration hearing process to both parties? In other words, did the arbitrator explain that each party would be allowed to present and rebut evidence, and that the arbitrator did not have any conflicts of interest to disclose?				
Answer Choices				
Yes		100.00%	84.91%	N/A
No		0.00%	15.09%	N/A

National - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
The Evidentiary Hearing Process				
Survey Questions		Responses		
Did the arbitrator allow both parties a full and fair opportunity to present their proofs?				
Answer Choices				
Yes		95.45%	60.38%	N/A
No		4.55%	39.62%	N/A
During the hearing, did you or the manufacturer request a third party, independent technical inspection of your vehicle?				
Answer Choices				
Yes		4.55%	7.55%	N/A
No		95.45%	92.45%	N/A
Post-award Experience				
How was the arbitrator's decision communicated to you?				
Answer Choices				
By Email		97.44%	88.55%	N/A
By Mail		2.56%	7.63%	N/A
Other Method (please specify)		0.00%	3.82%	N/A

National - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Post-award Experience				
Survey Questions		Responses		
Which of the following <u>best</u> describes the decision made by the arbitrator?				
Answer Choices				
A refund, where the manufacturer would give you money for your car		66.67%	1.53%	58.33%
A replacement, where the manufacturer would replace your existing car with a new car		15.38%	0.76%	0.00%
Reimbursement, where the manufacturer would reimburse you for incidental costs associated with the repair of your car		2.56%	0.76%	41 .67%
A Repair		12.82%	1.53%	0.00%
No Relief Granted		2.56%	95.42%	0.00%
Did the arbitrator accurately identify the nature of the non-conformity you alleged in your claim?				
Answer Choices				
Yes		87.18%	17.56%	N/A
No		12.82%	82.44%	N/A
Did the arbitrator include a summary of the testimony at the hearing?				
Answer Choices				
Yes		89.74%	58.78%	N/A
No		10.26%	41.22%	N/A

National - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Post-award Experience				
Survey Questions		Responses		
Was the arbitrator's decision clear?				
Answer Choices				
Yes		94.87%	49.62%	N/A
No		5.13%	50.38%	N/A
Did the arbitrator render a reasoned decision? Please Note: This means whether or not you agreed with the decision, the arbitrator provided rationale for why the decision was reached.				
Answer Choices				
Yes		92.31%	39.69%	N/A
No		7.69%	60.31%	N/A
Did you return to NCDS the Decision Acceptance / Rejection Form?				
Answer Choices				
Yes		92.31%	54.20%	N/A
No		7.69%	45.80%	N/A

National - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Arbitrator Satisfaction				
Survey Questions		Responses		
How would you rate the arbitrator in terms of understanding the facts of your case?				
Answer Choices				
Excellent		79.49%	3.82%	N/A
Good		10.26%	6.87%	N/A
Average		5.13%	22.90%	N/A
Poor		5.13%	66.41%	N/A
How would you rate the arbitrator's objectivity and fairness?				
Answer Choices				
Excellent		79.49%	3.05%	N/A
Good		7.69%	5.34%	N/A
Average		7.69%	17.56%	N/A
Poor		5.13%	74.05%	N/A
How would you rate the arbitrator's impartiality during the hearing?				
Answer Choices				
Excellent		74.36%	4.58%	N/A
Good		15.38%	7.63%	N/A
Average		5.13%	20.61%	N/A
Poor		5.13%	67.18%	N/A

National - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Arbitrator Satisfaction				
Survey Questions		Responses		
How would you rate the arbitrator's impartiality with respect to the decision?				
Answer Choices				
Excellent		76.92%	1.53%	N/A
Good		12.82%	5.34%	N/A
Average		5.13%	15.27%	N/A
Poor		5.13%	77.86%	N/A
Satisfaction with NCDS Processing Claim				
How would you rate the timeliness of the communications between you and the NCDS administrator?				
Answer Choices				
Excellent		64.10%	18.32%	56.25%
Good		28.21%	31.30%	37.50%
Fair		5.13%	31.30%	0.00%
Poor		2.56%	19.08%	6.25%
How would you rate the helpfulness of the NCDS staff?				
Answer Choices				
Excellent		66.67%	19.08%	62.50%
Good		23.08%	25.19%	25.00%
Fair		5.13%	19.08%	6.25%
Poor		5.13%	36.64%	6.25%

National - Audit Survey Results (Overall)	Arbitrated Award	Arbitrated No Action / No Award	Mediation
Satisfaction with NCDS Processing Claim			
Survey Questions	Responses		
How would you rate your overall experience under the NCDS Arbitration Program?			
Answer Choices			
Excellent	64.10%	3.82%	56.25%
Good	15.38%	2.29%	12.50%
Fair	7.69%	16.03%	12.50%
Poor	12.82%	77.86%	18.75%
Would you recommend the NCDS Arbitration Program to friends and family?			
Answer Choices			
Yes	79.49%	10.69%	81.25%
No	20.51%	89.31%	18.75%

National - Audit Survey Results (Overall)		Arbitrated Award	Arbitrated No Action / No Award	Mediation
Settlement of Claim *Mediation Only*				
Survey Questions		Responses		
Before the case proceeded to arbitration, did you agree to settle your case with the manufacturer?				
Yes		N/A	N/A	75.00%
No		N/A	N/A	25.00%
After you reached a settlement, did you receive a letter from NCDS explaining the terms of the settlement?				
Yes		N/A	N/A	50.00%
No		N/A	N/A	50.00%
After you received your settlement confirmation, did you pursue your case further?				
Yes		N/A	N/A	16.67%
No		N/A	N/A	83.33%
If so, please let us know the method you used.				
Re-initiated contact with NCDS		N/A	N/A	0.00%
Contacted an attorney		N/A	N/A	0.00%
Contacted a state agency		N/A	N/A	0.00%
Contacted dealer or manufacturer		N/A	N/A	50.00%
Other (please specify)		N/A	N/A	50.00%

Appendix H

2023 Charts of Survey Questions National

Figure 1 – Arbitrated Award Survey Results National

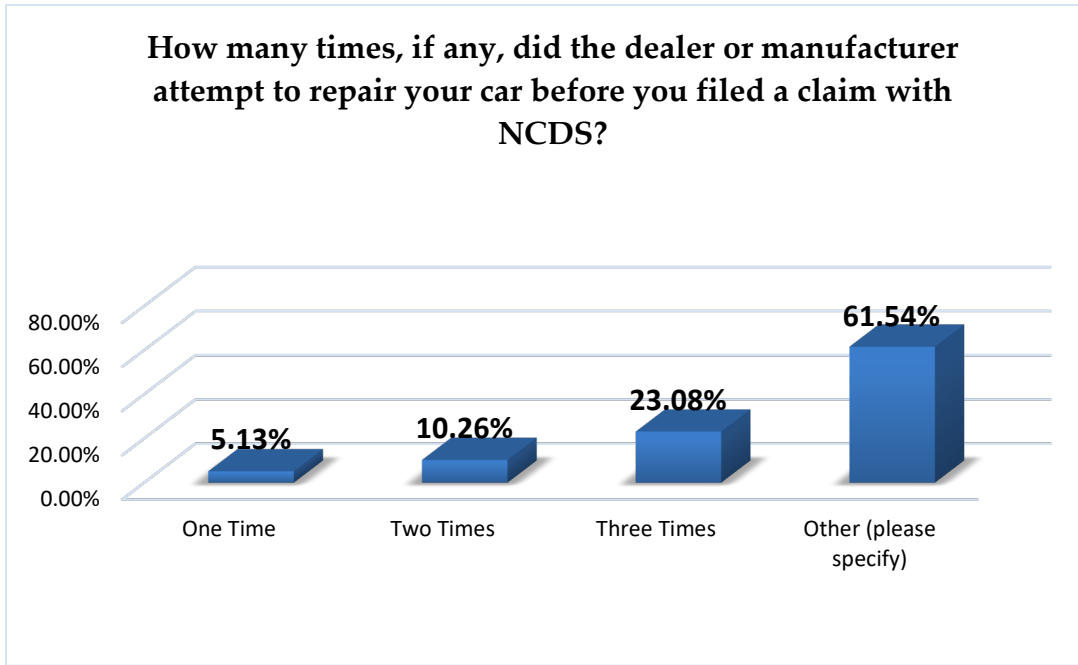


Figure 2 – Arbitrated Award Survey Results National

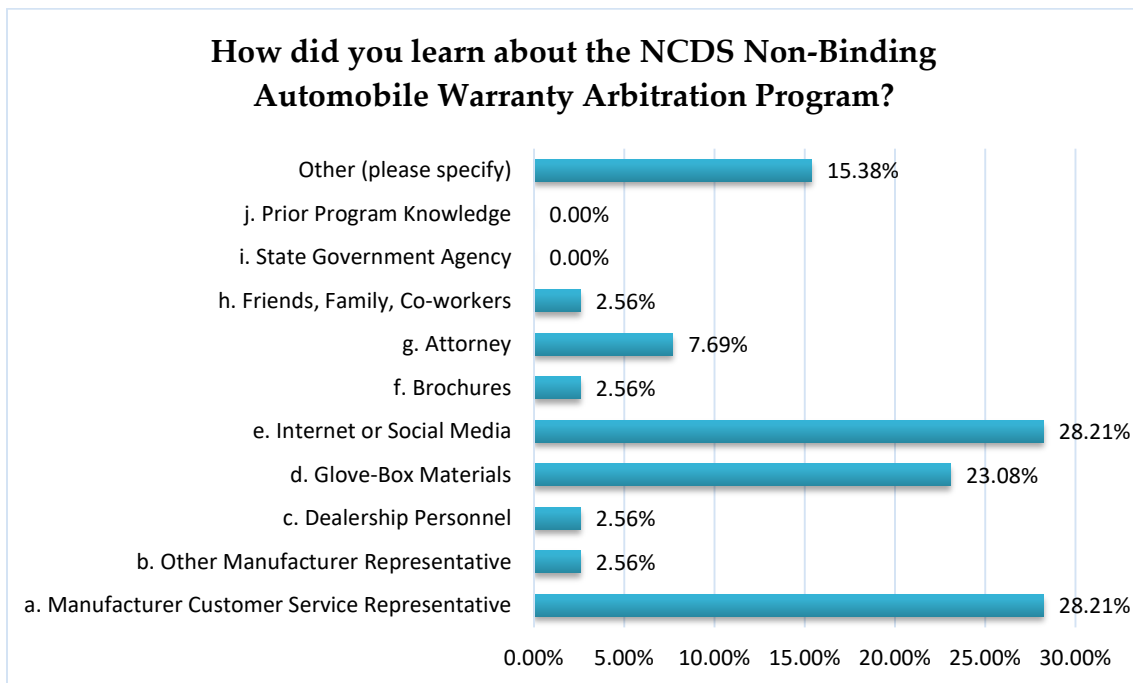


Figure 3 – Arbitrated Award Survey Results National

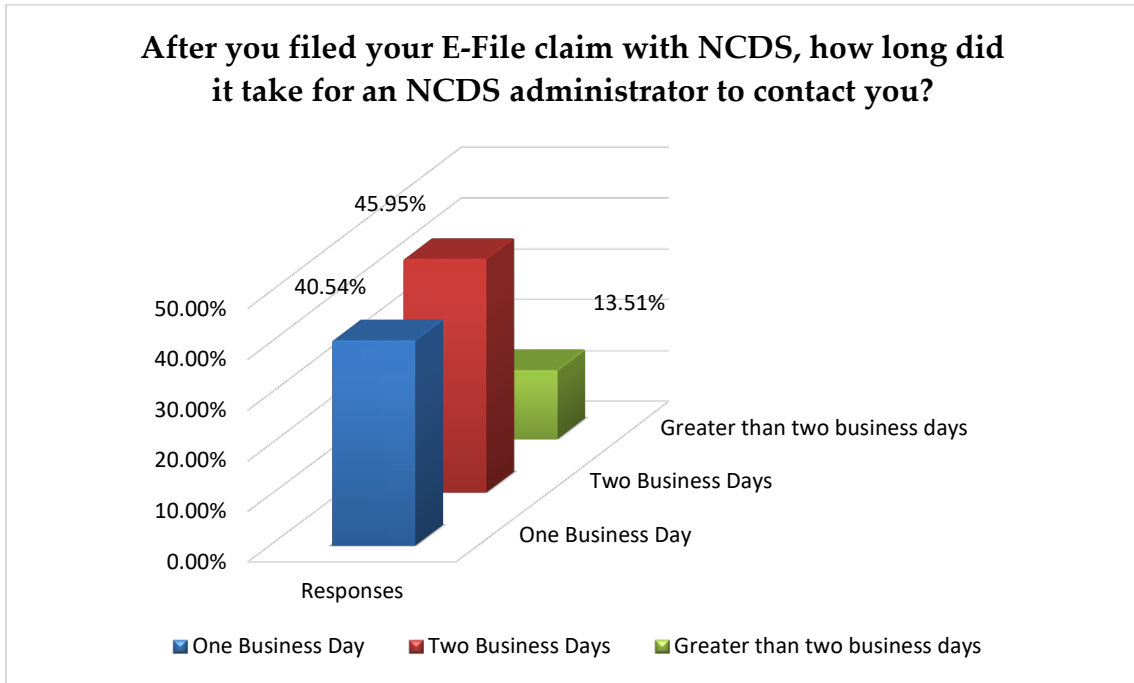


Figure 4 – Arbitrated Award Survey Results National

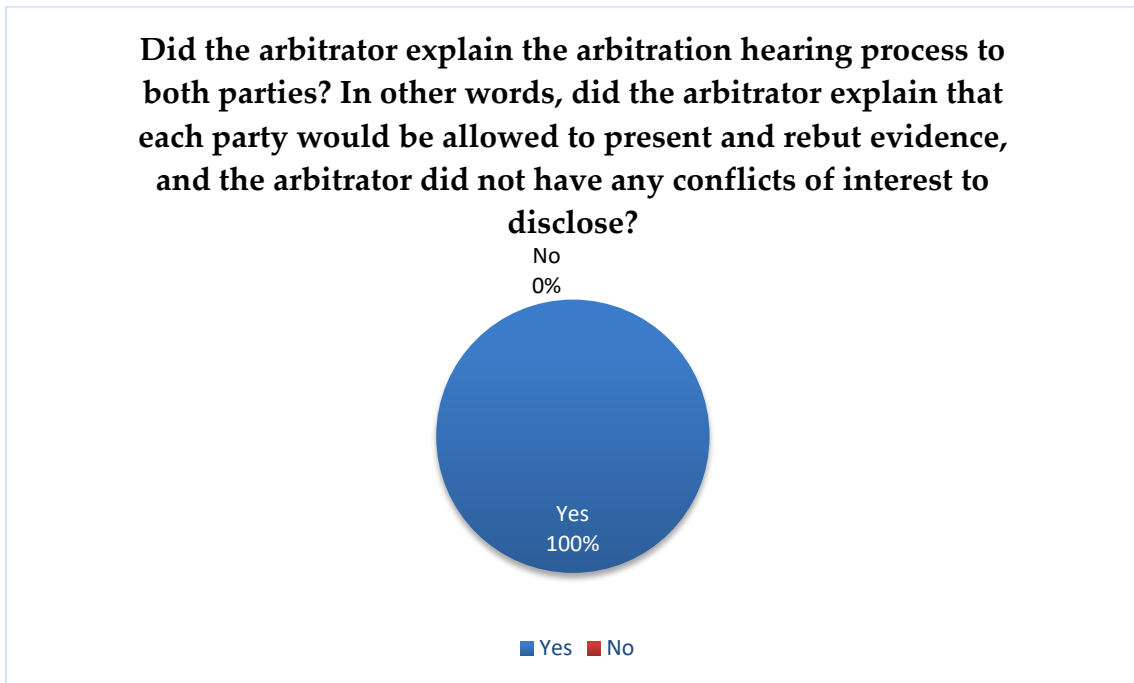


Figure 5 – Arbitrated Award Survey Results National

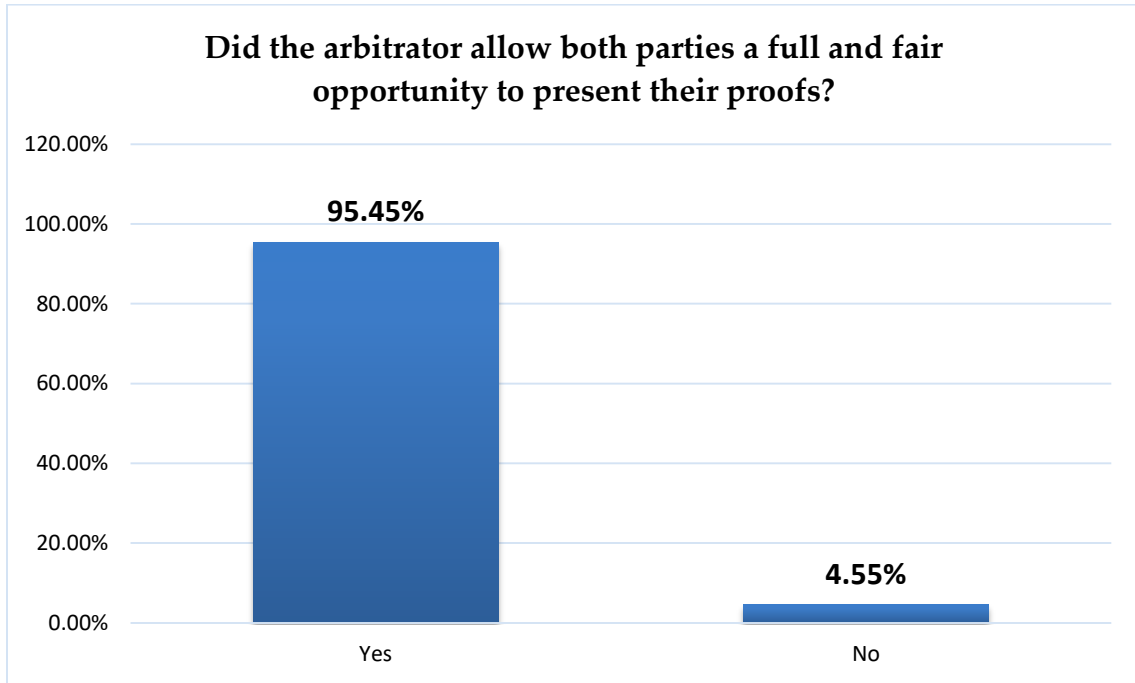


Figure 6 – Arbitrated Award Survey Results National

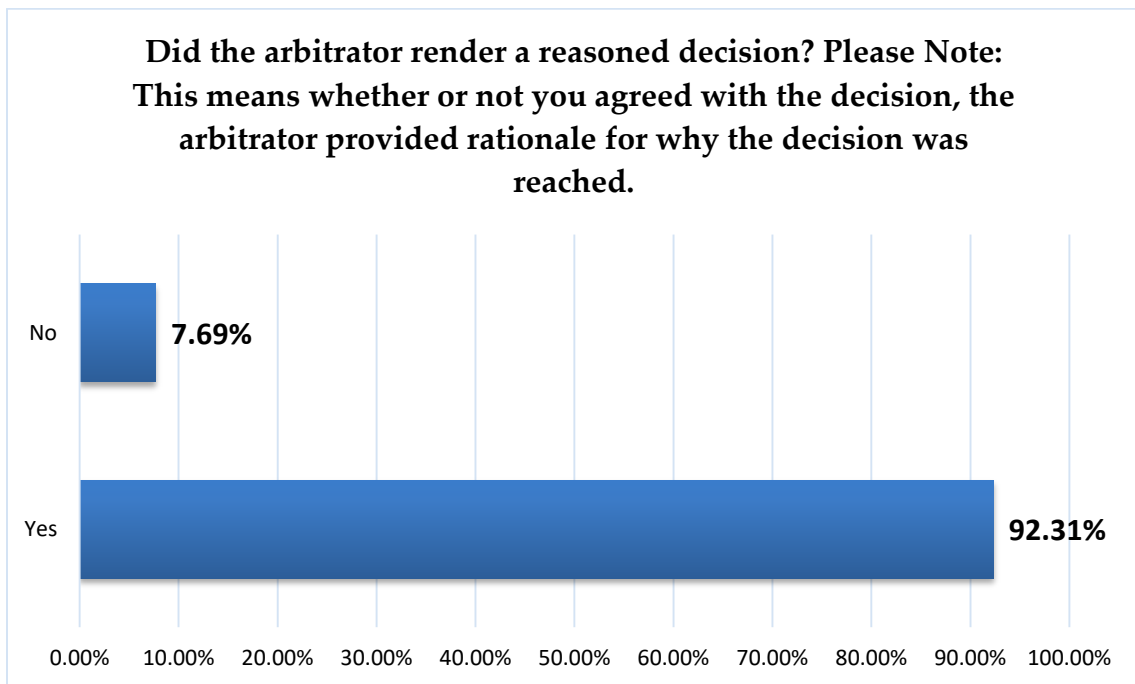


Figure 7 – Arbitrated Award Survey Results National

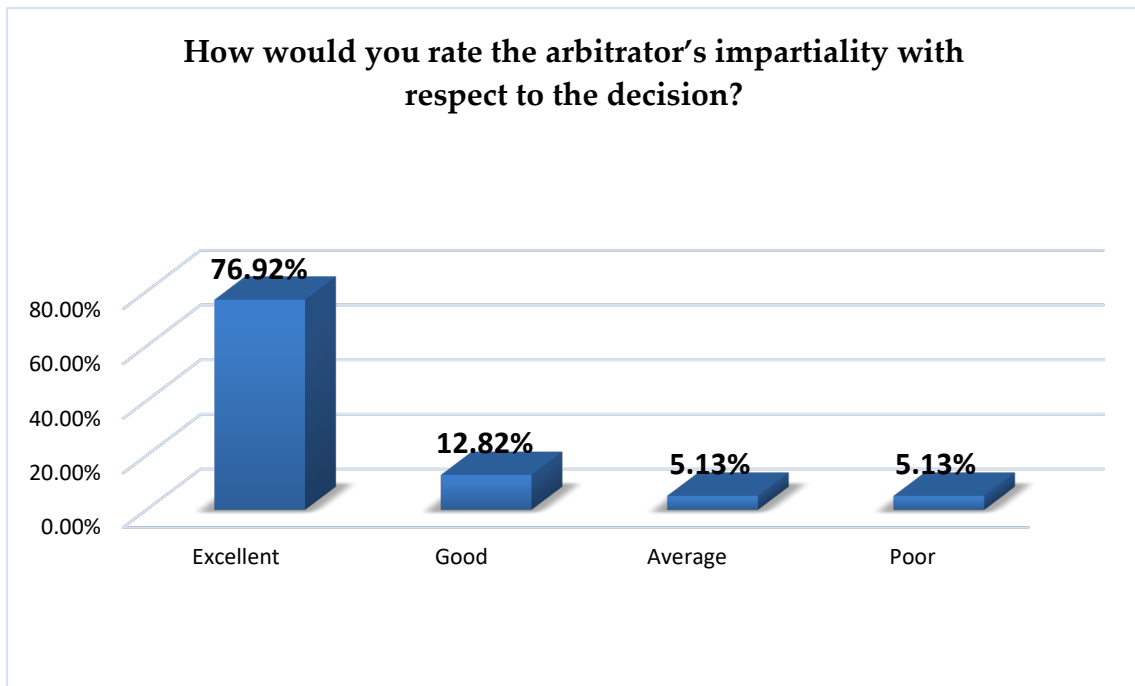


Figure 8 – Arbitrated Award Survey Results National

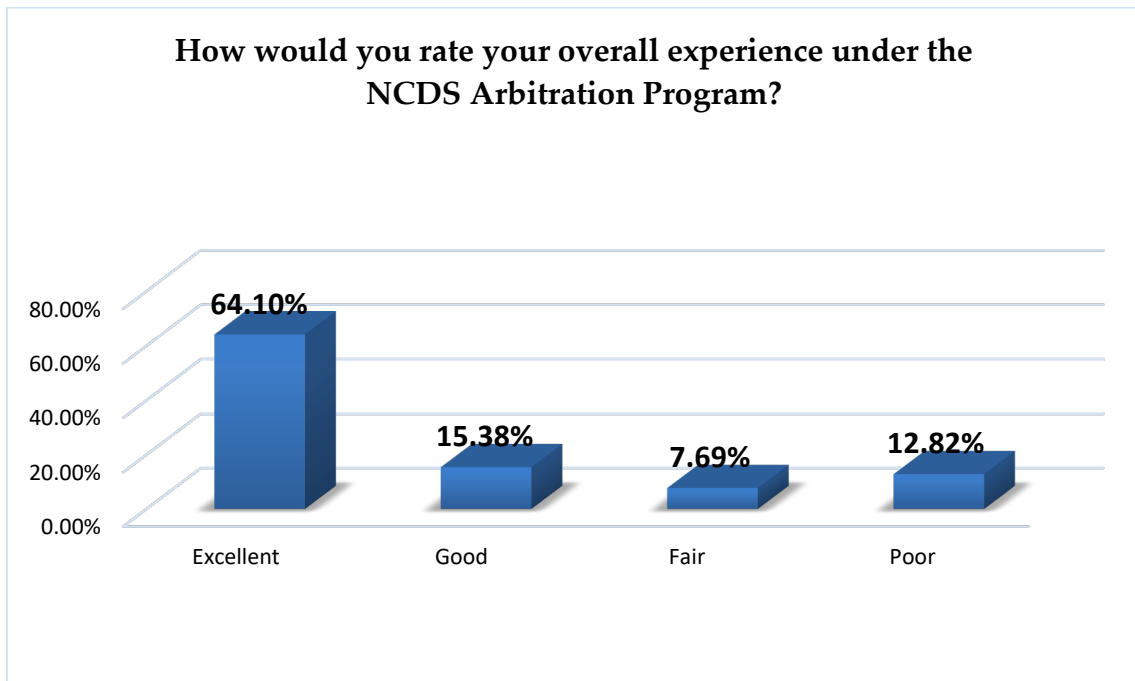


Figure 9 – Arbitrated Award No Action Survey Results National

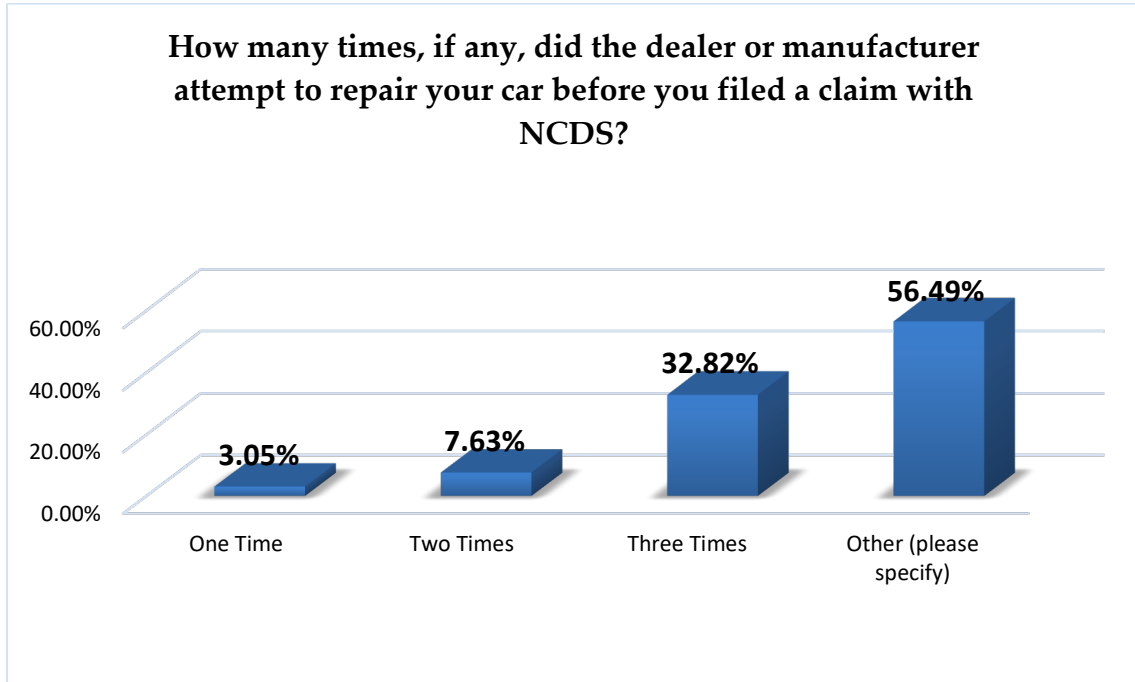


Figure 10 – Arbitrated Award No Action Survey Results National

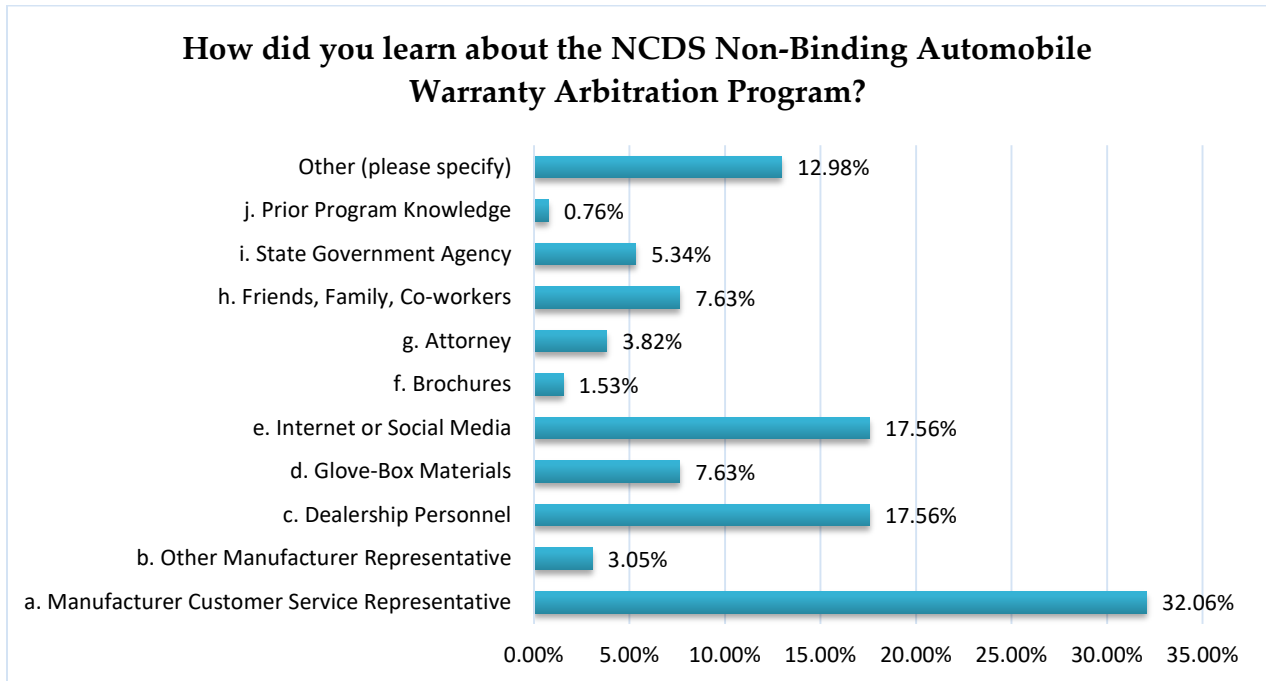


Figure 11 – Arbitrated Award No Action Survey Results National

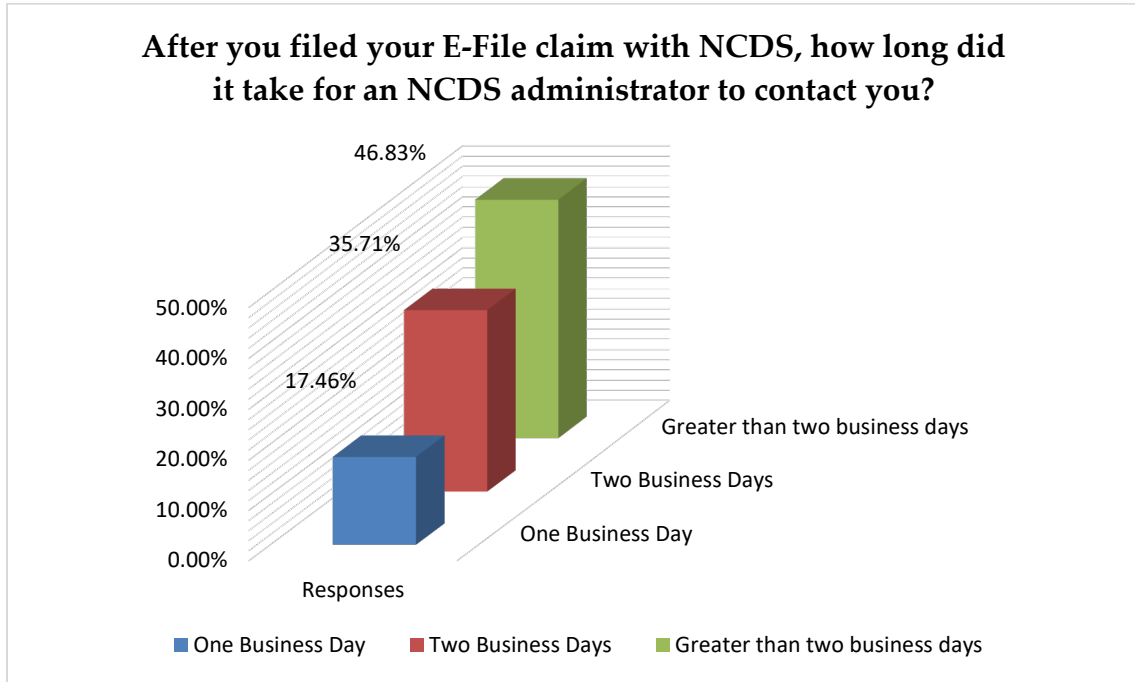


Figure 12 – Arbitrated Award No Action Survey Results National

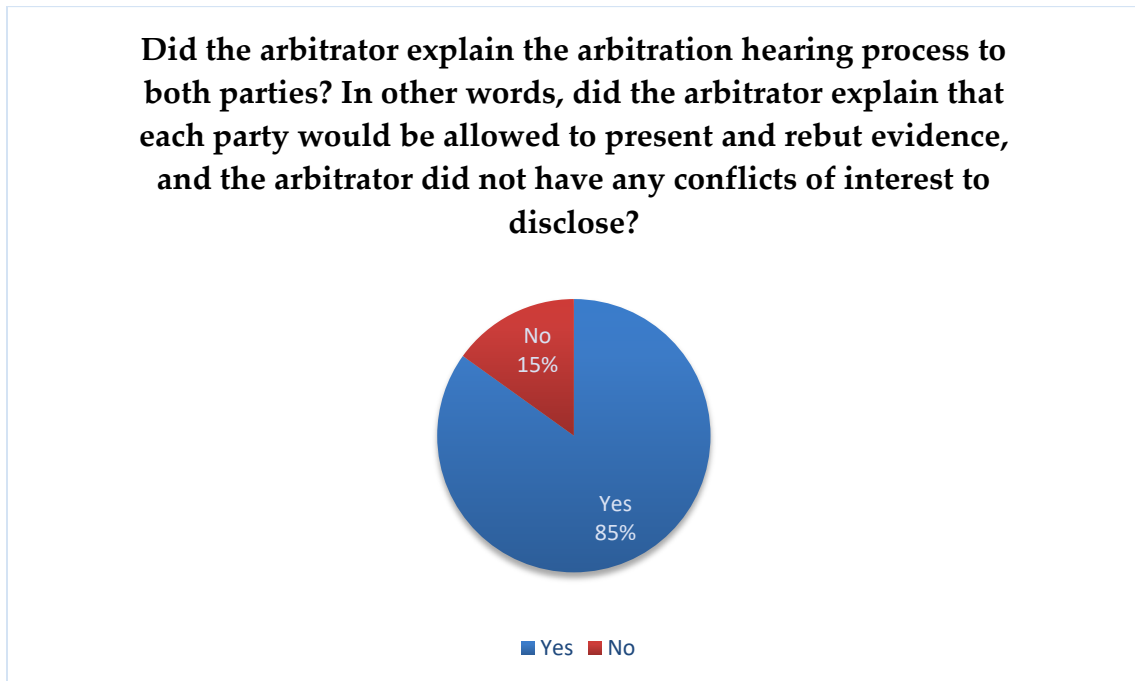


Figure 13 – Arbitrated Award No Action Survey Results National

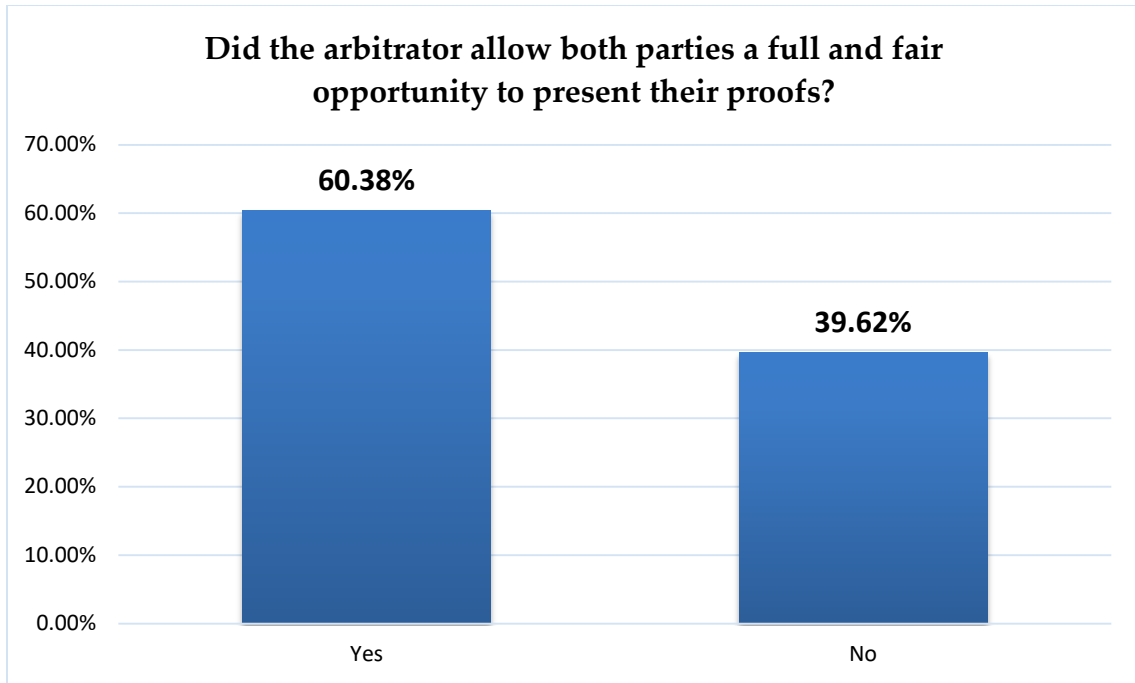


Figure 14 – Arbitrated Award No Action Survey Results National

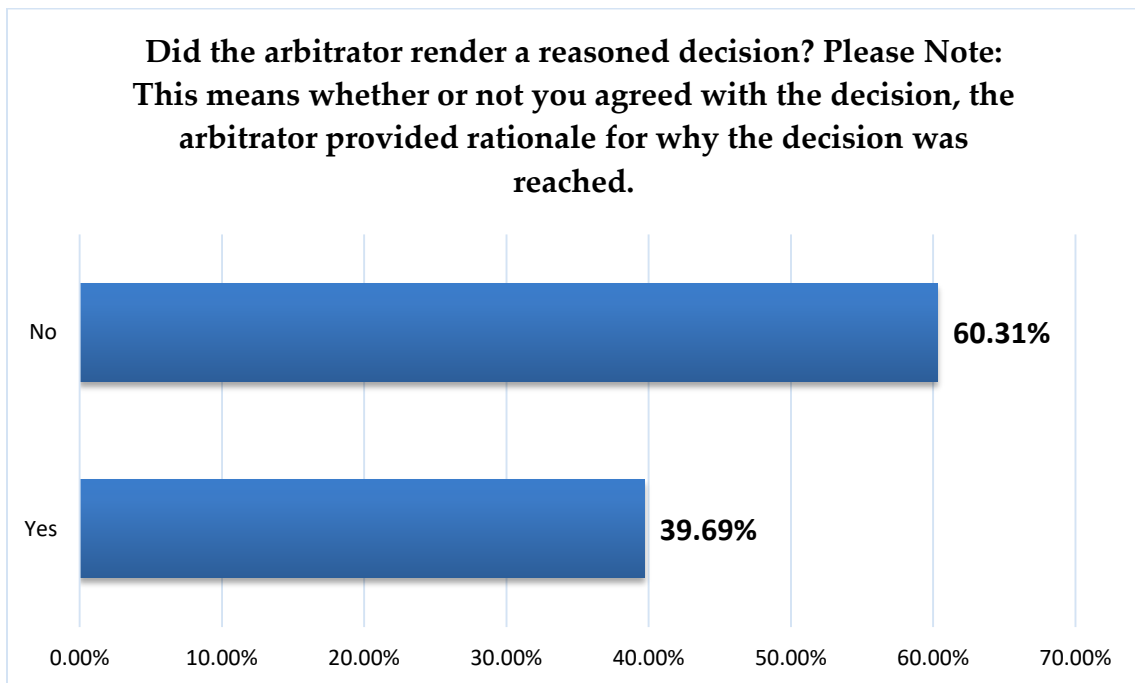


Figure 15 – Arbitrated Award No Action Survey Results National

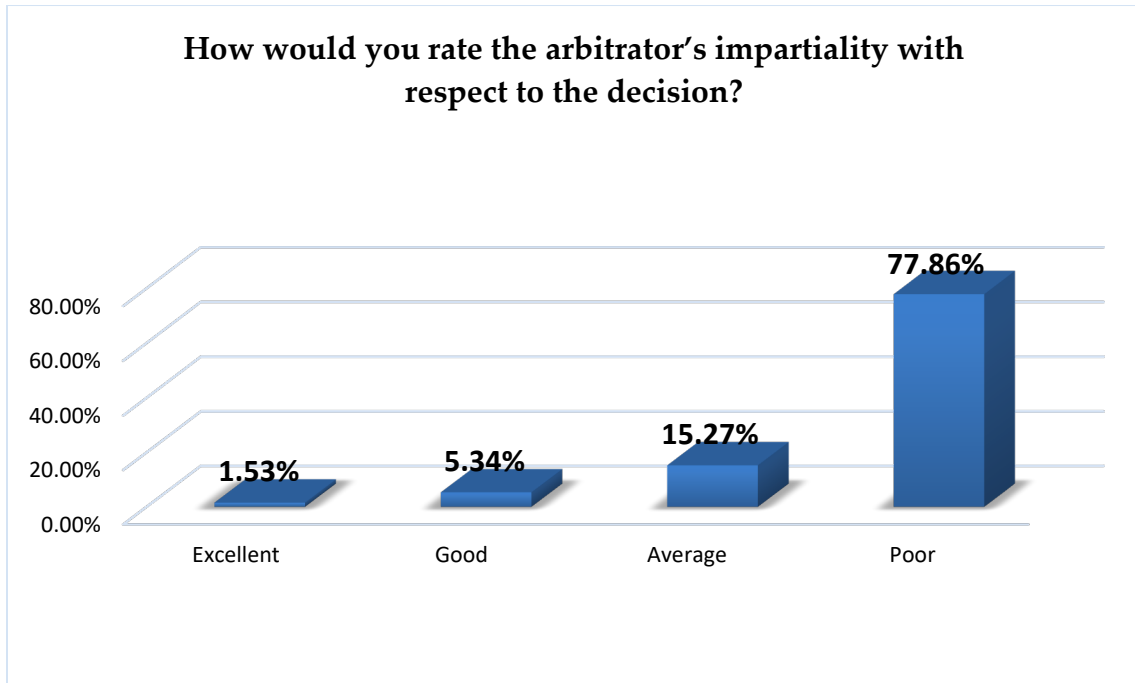


Figure 16 – Arbitrated Award No Action Survey Results National

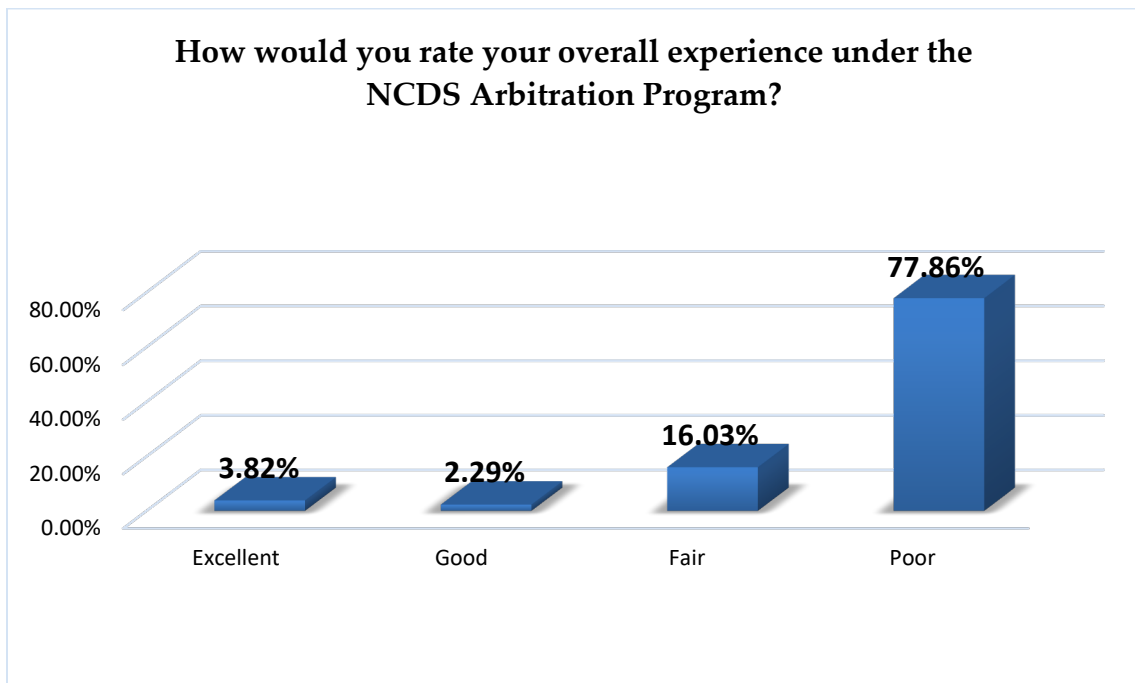


Figure 17 – Mediated Survey Results National

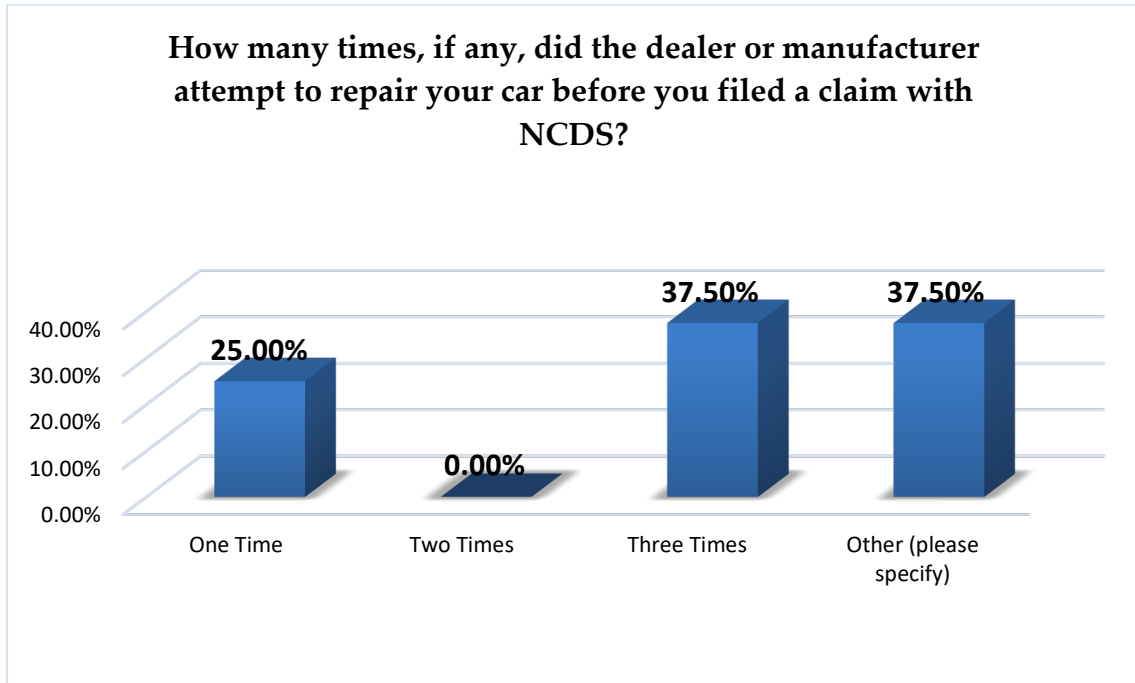


Figure 18 – Mediated Survey Results National

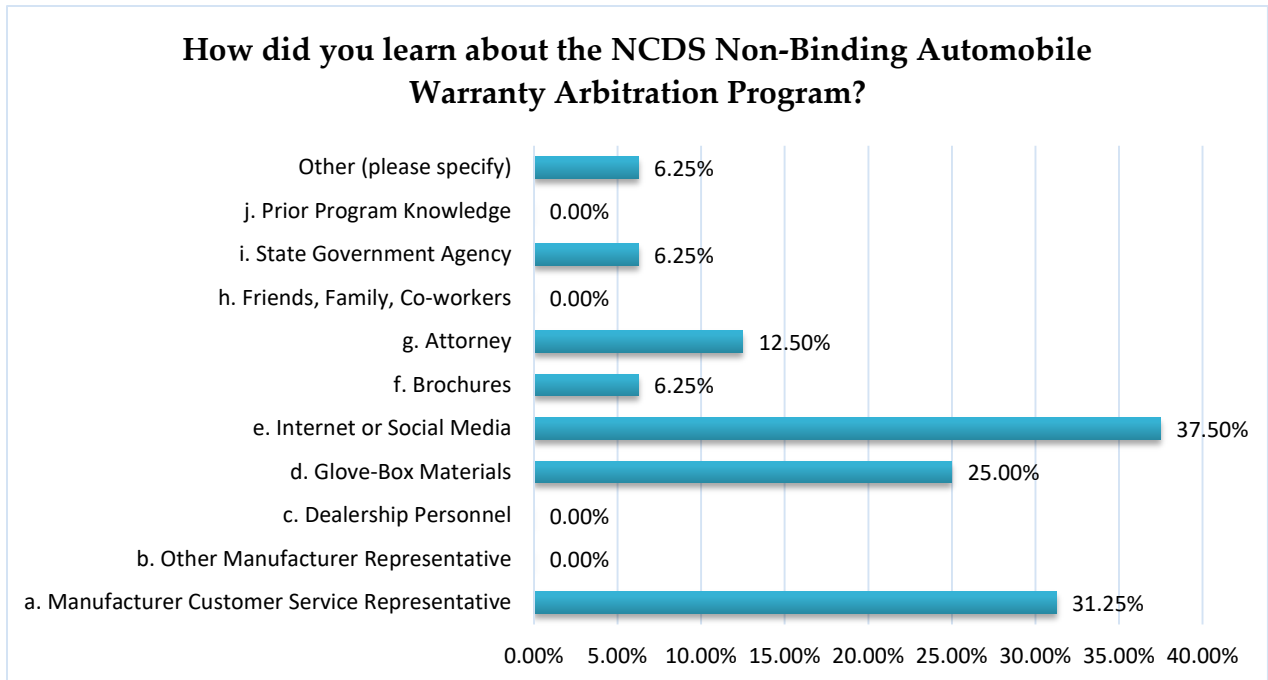


Figure 19 – Mediated Survey Results National

