

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY



**NFDA DEALER ATTITUDE SURVEY
RESULTS
WINTER 2017**

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NFDA

DEALER ATTITUDE SURVEY RESULTS

WINTER 2017

We are pleased to reveal the findings of the latest Dealer Attitude Survey conducted in January 2017 by the National Franchised Dealers Association (NFDA), which represents the interests of the UK's franchised car dealer sector through business support to its members and parliamentary lobbying on behalf of the industry.

This survey is carried out on a twice-yearly basis, and examines how dealers view the major issues currently affecting them, while also evaluating how these views are changing over time. It also offers franchised dealers and their respective manufacturers a clear idea of the balance of opinion held on a range of views within their networks.

The charts on the following pages set out the views from dealers in twenty nine networks. Each rating reflects the consensus view based on responses from typically one in four dealers within each network. You will also find the rankings for each question at the end of the charts.

Dealers were asked to respond to questions covering significant aspects of their business relationship with their manufacturer. From these responses scores have been produced on a simple ten point scale, running from 1 – extremely dissatisfied to 10 – extremely satisfied.

NB: The Abarth franchise have now been added to this survey.

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March 2017

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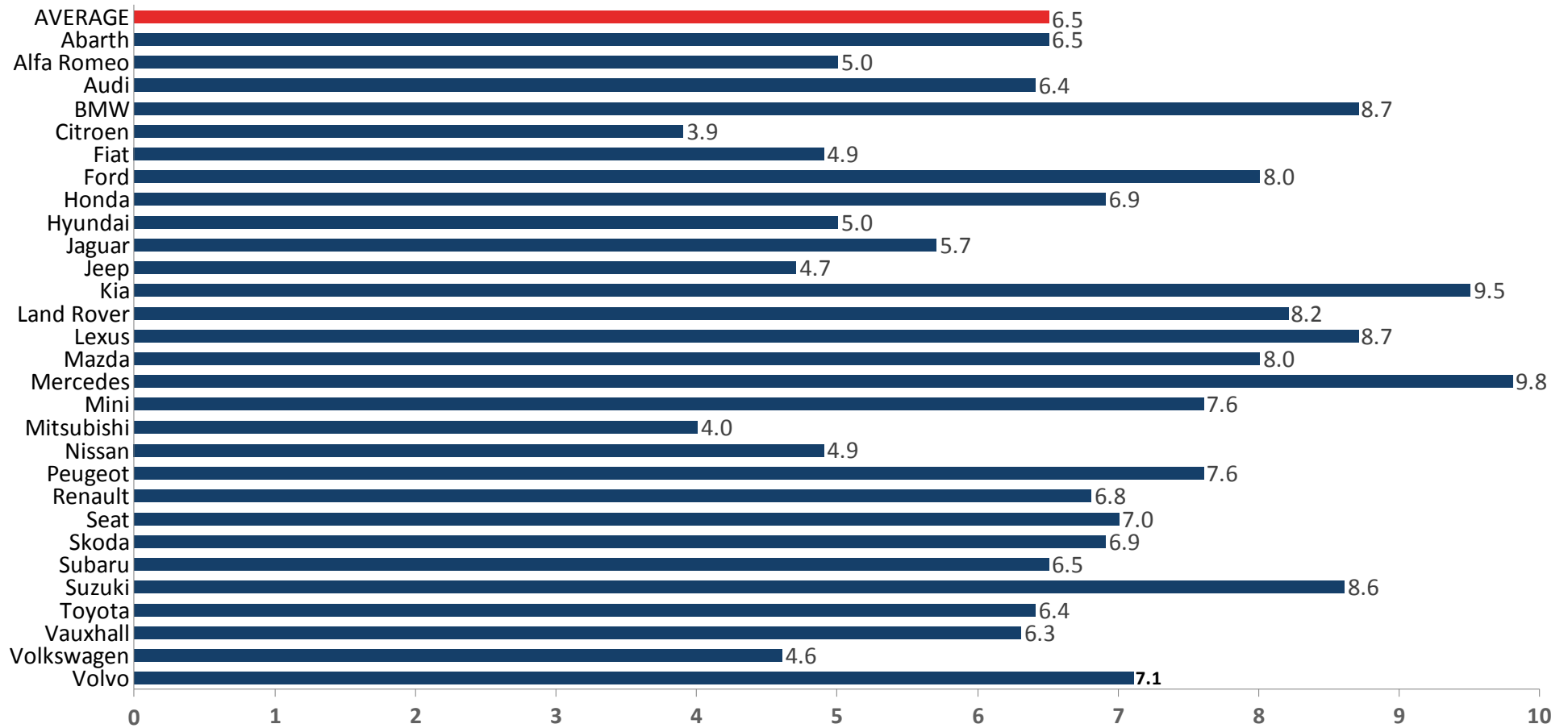
NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

DEALER ATTITUDE SURVEY WINTER 2017 BREAKDOWN OF RESPONDENTS

FRANCHISE	NUMBER OF RESPONDENTS	TOTAL NETWORK SIZE	RESPONSE RATE %
Abarth	33	98	34
Alfa Romeo	26	62	42
Audi	34	124	27
BMW	19	146	13
Citroen	82	176	47
Fiat	104	157	66
Ford	90	475	19
Honda	87	154	56
Hyundai	108	158	68
Jaguar	42	85	49
Jeep	35	96	36
Kia	96	187	51
Land Rover	30	119	25
Lexus	11	47	23
Mazda	67	130	52
Mercedes	13	38	34
Mini	16	143	11
Mitsubishi	36	106	34
Nissan	70	197	36
Peugeot	113	179	63
Renault	114	151	81
Seat	40	131	31
Skoda	58	79	73
Subaru	20	73	27
Suzuki	38	163	23
Toyota	66	177	37
Vauxhall	87	234	37
Volkswagen	116	196	59
Volvo	53	121	44
TOTAL	1704	4202	41

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Q3. Thinking about the value of this franchise, how likely are you to recommend this brand on a scale of 1 to 10?

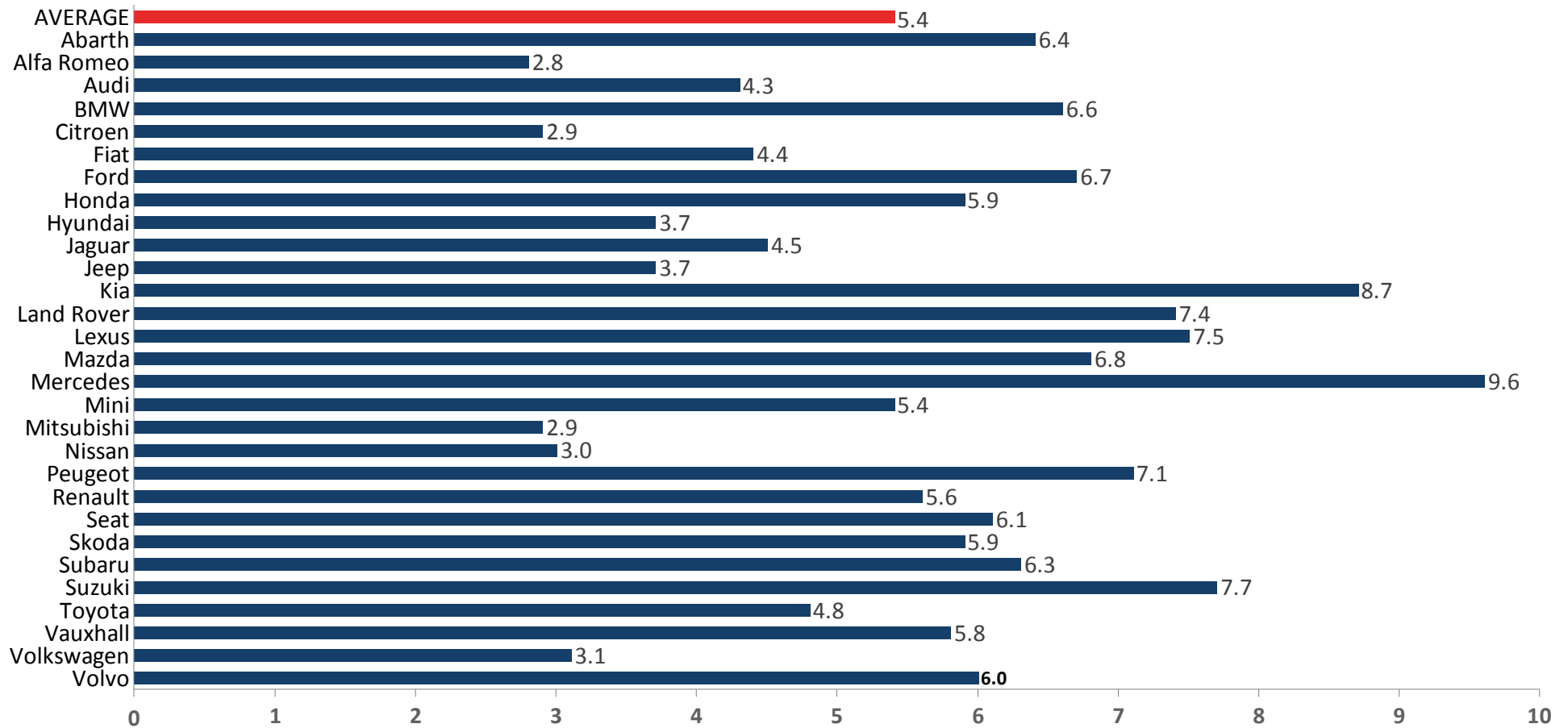


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	7.7	Land Rover	8.6	Nissan	5.7	Suzuki	9.1		
Alfa Romeo	4.0	Honda	6.8	Lexus	8.9	Peugeot	6.5	Toyota	7.5		
Audi	6.8	Hyundai	6.4	Mazda	7.6	Renault	7.1	Vauxhall	6.2		
BMW	8.6	Jaguar	4.5	Mercedes	9.7	Seat	6.2	Volkswagen	5.0		
Citroen	4.7	Jeep	5.7	Mini	8.2	Skoda	5.9	Volvo	8.0		
Fiat	5.6	Kia	9.4	Mitsubishi	4.7	Subaru	6.4			AVERAGE	6.7

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Q4a. How satisfied are you with the current profit return from representing your franchise?

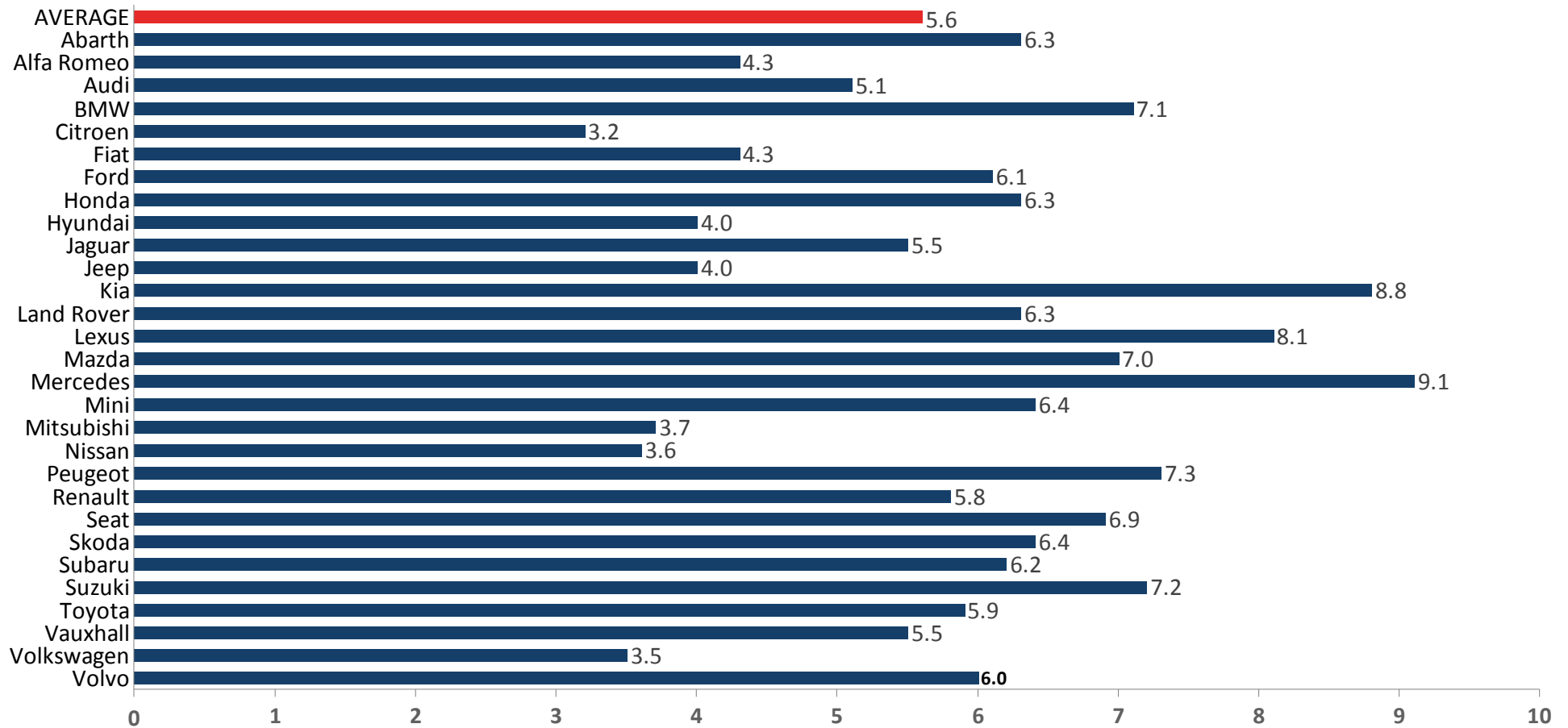


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	6.1	Land Rover	8.5	Nissan	4.7	Suzuki	8.3		
Alfa Romeo	2.9	Honda	5.9	Lexus	7.2	Peugeot	5.2	Toyota	6.1		
Audi	4.7	Hyundai	4.8	Mazda	6.5	Renault	6.5	Vauxhall	5.1		
BMW	6.7	Jaguar	3.2	Mercedes	9.1	Seat	5.3	Volkswagen	2.9		
Citroen	3.9	Jeep	5.5	Mini	6.5	Skoda	4.7	Volvo	6.7		
Fiat	4.7	Kia	8.5	Mitsubishi	4.0	Subaru	6.1			AVERAGE	5.5

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Q4b. How satisfied are you with the future profit return from representing your business?

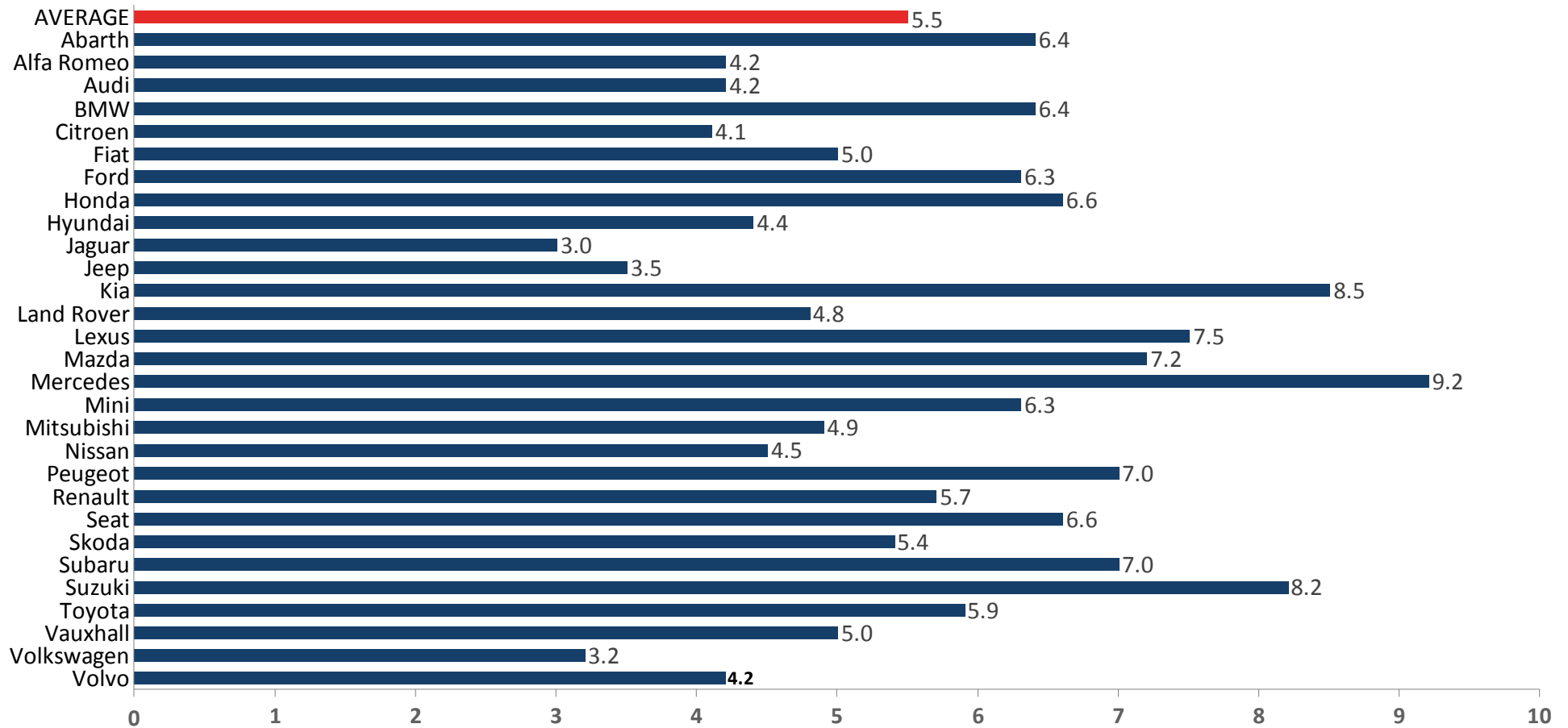


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	6.0	Land Rover	7.6	Nissan	5.5	Suzuki	8.3		
Alfa Romeo	5.1	Honda	6.2	Lexus	8.2	Peugeot	6.3	Toyota	6.7		
Audi	4.8	Hyundai	5.0	Mazda	6.9	Renault	6.4	Vauxhall	5.4		
BMW	7.0	Jaguar	4.6	Mercedes	9.0	Seat	5.8	Volkswagen	4.4		
Citroen	3.5	Jeep	5.8	Mini	6.9	Skoda	5.3	Volvo	7.4		
Fiat	5.3	Kia	8.6	Mitsubishi	4.8	Subaru	5.8			AVERAGE	5.9

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Q4c. How satisfied are you with the required level of capital investment?

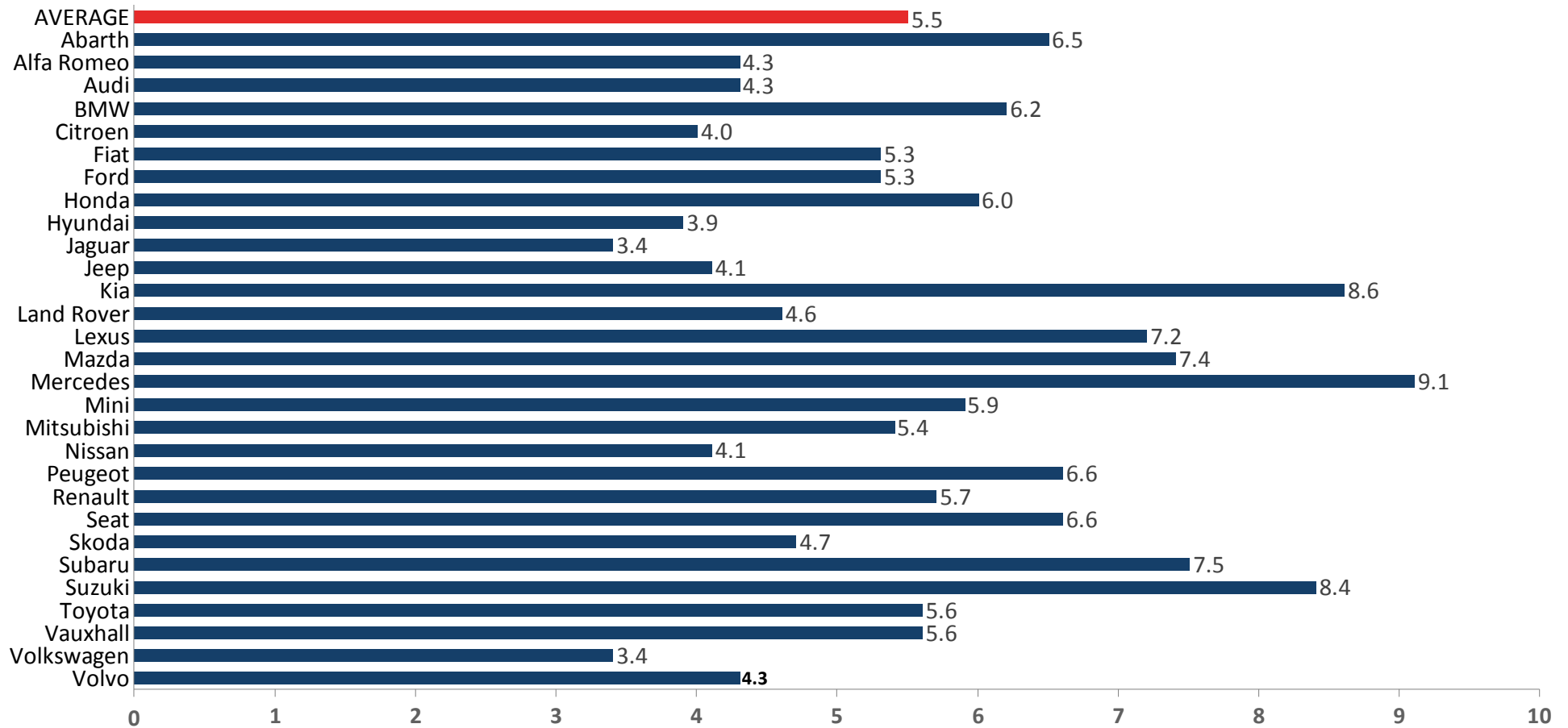


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	5.5	Land Rover	6.0	Nissan	4.9	Suzuki	8.4		
Alfa Romeo	4.0	Honda	6.1	Lexus	8.0	Peugeot	5.5	Toyota	6.3		
Audi	4.8	Hyundai	5.3	Mazda	6.3	Renault	6.7	Vauxhall	4.3		
BMW	6.1	Jaguar	3.3	Mercedes	9.1	Seat	5.9	Volkswagen	3.6		
Citroen	4.5	Jeep	4.9	Mini	6.3	Skoda	4.6	Volvo	5.2		
Fiat	6.2	Kia	8.2	Mitsubishi	5.5	Subaru	6.5			AVERAGE	5.6

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Q4d. How satisfied are you with the cost required in your dealership to meet franchised standards?

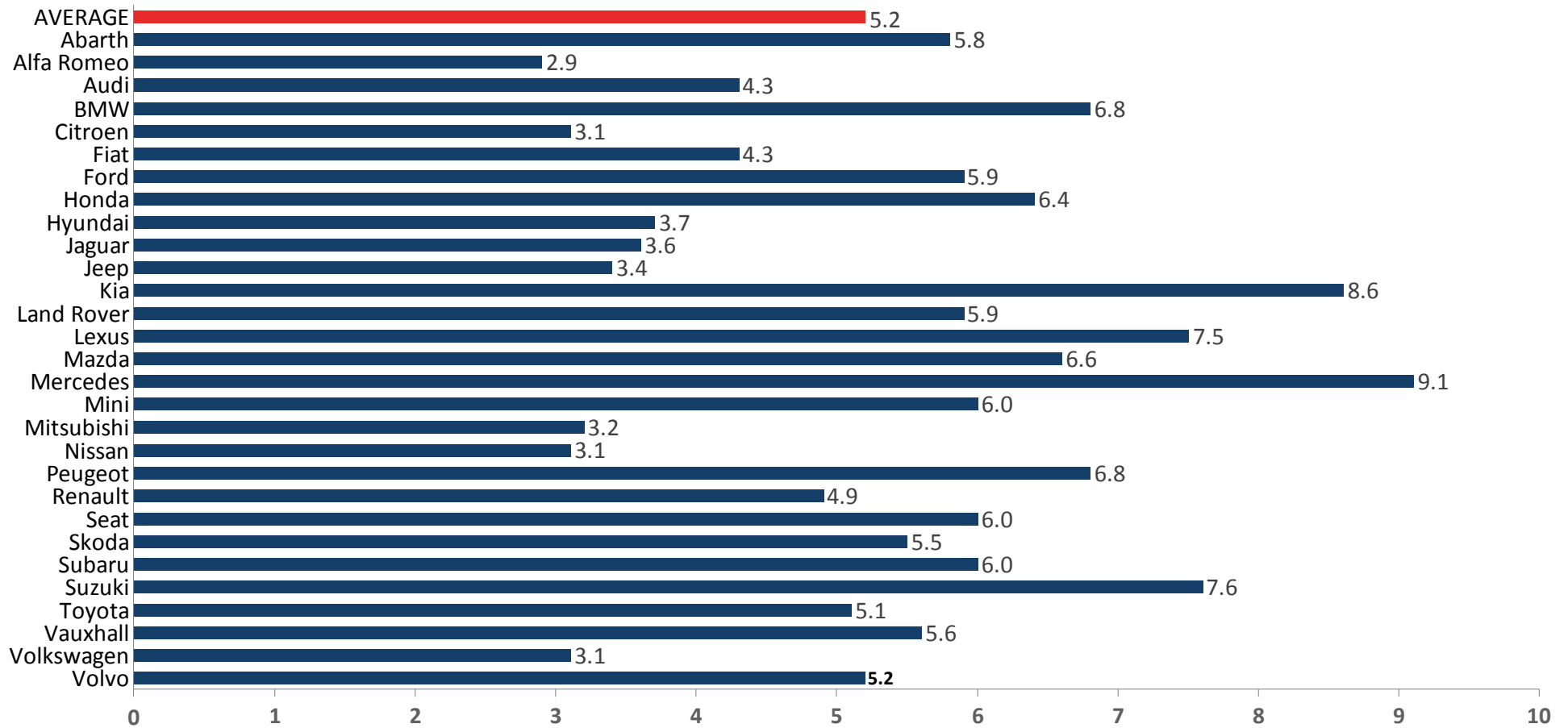


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	4.3	Land Rover	6.4	Nissan	4.9	Suzuki	8.5		
Alfa Romeo	4.3	Honda	5.8	Lexus	7.4	Peugeot	5.1	Toyota	6.3		
Audi	4.5	Hyundai	5.0	Mazda	6.4	Renault	6.1	Vauxhall	5.4		
BMW	6.1	Jaguar	3.1	Mercedes	9.0	Seat	5.7	Volkswagen	3.8		
Citroen	3.9	Jeep	4.8	Mini	6.2	Skoda	4.6	Volvo	5.6		
Fiat	5.0	Kia	8.3	Mitsubishi	6.0	Subaru	7.2			AVERAGE	5.5

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Q4e. How satisfied are you with the return on capital for your dealership?

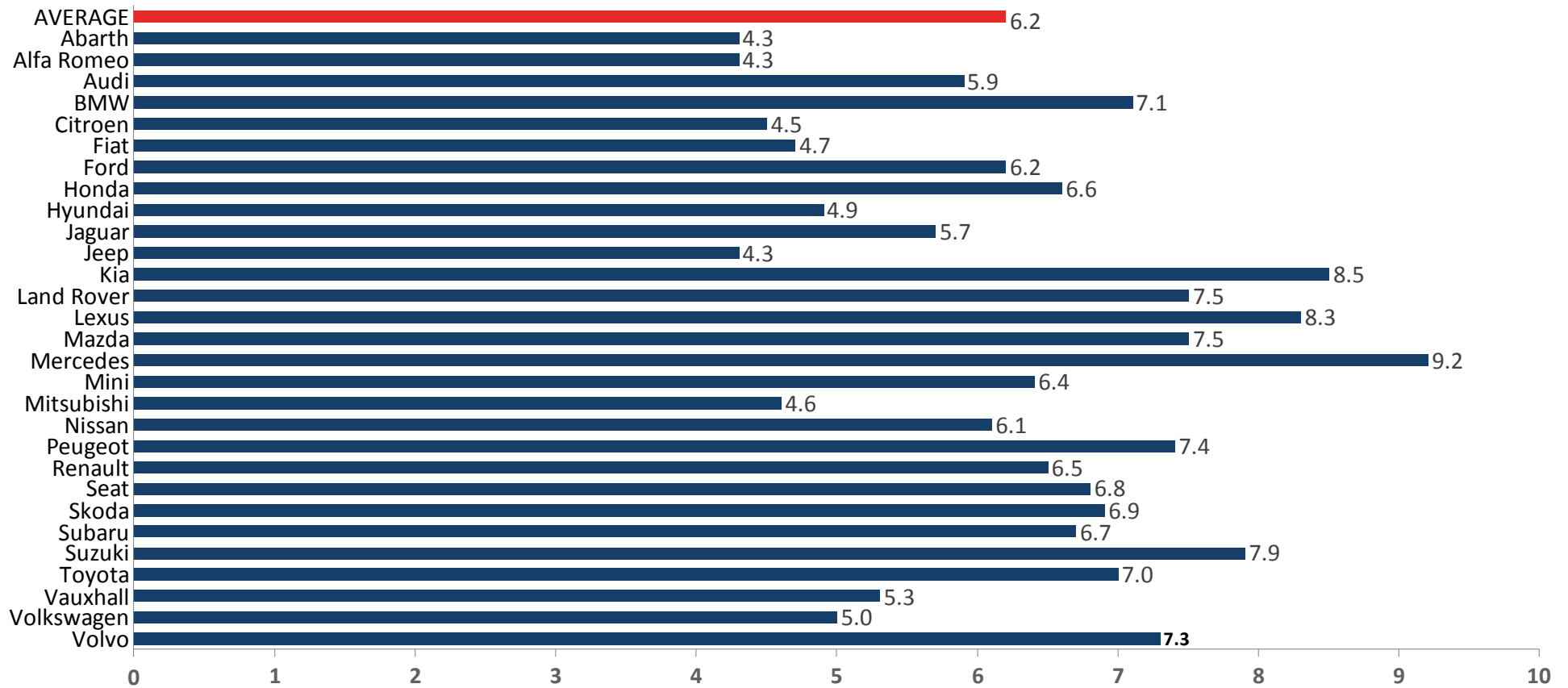


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	5.5	Land Rover	7.6	Nissan	4.8	Suzuki	8.2		
Alfa Romeo	3.0	Honda	5.7	Lexus	7.5	Peugeot	5.2	Toyota	6.1		
Audi	4.6	Hyundai	4.7	Mazda	6.0	Renault	5.9	Vauxhall	5.3		
BMW	6.6	Jaguar	2.9	Mercedes	9.1	Seat	5.0	Volkswagen	3.0		
Citroen	3.7	Jeep	4.9	Mini	6.3	Skoda	4.7	Volvo	5.6		
Fiat	4.8	Kia	8.4	Mitsubishi	4.2	Subaru	6.1			AVERAGE	5.3

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Q4f. How satisfied are you with the number of sales points and the volume available per dealership in your network?

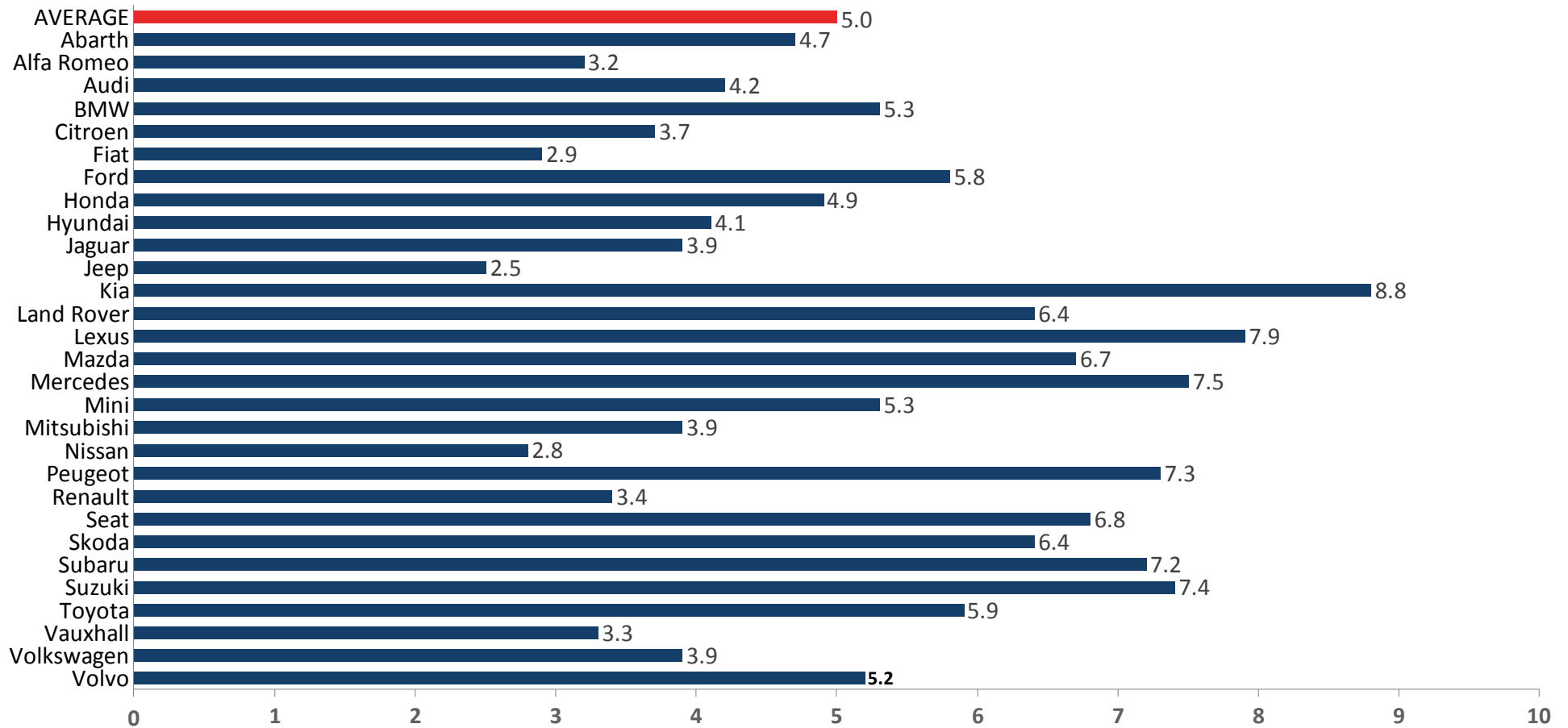


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	5.8	Land Rover	7.3	Nissan	6.1	Suzuki	8.5		
Alfa Romeo	5.4	Honda	6.2	Lexus	8.4	Peugeot	6.0	Toyota	7.3		
Audi	6.4	Hyundai	5.9	Mazda	7.1	Renault	7.0	Vauxhall	6.1		
BMW	7.0	Jaguar	4.2	Mercedes	9.1	Seat	6.1	Volkswagen	5.7		
Citroen	5.3	Jeep	5.5	Mini	6.6	Skoda	5.9	Volvo	7.4		
Fiat	5.4	Kia	8.4	Mitsubishi	5.4	Subaru	6.2			AVERAGE	6.4

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Q5a. How satisfied are you that the volume target aspirations of your manufacturer are realistic?

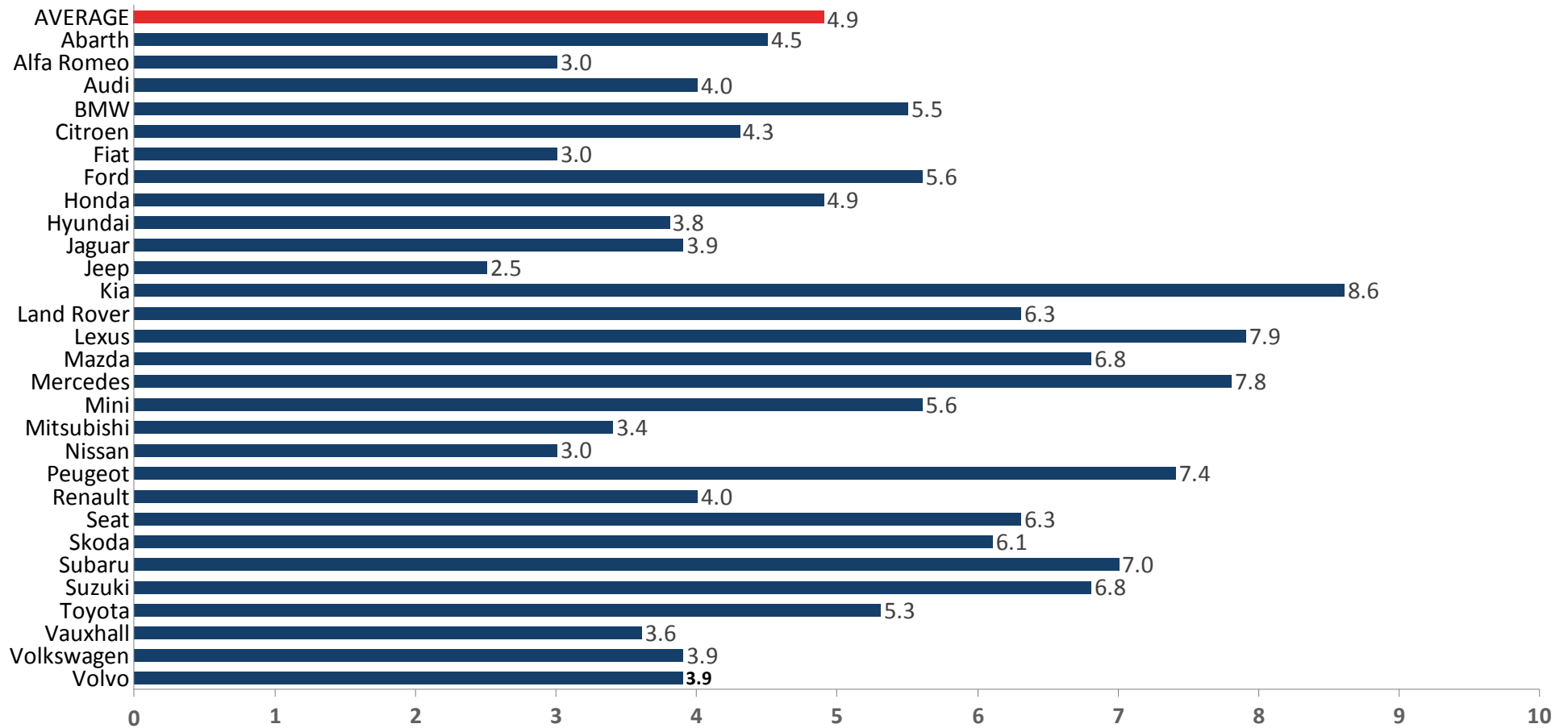


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	5.1	Land Rover	7.8	Nissan	5.0	Suzuki	8.0		
Alfa Romeo	4.9	Honda	5.0	Lexus	7.0	Peugeot	6.5	Toyota	6.3		
Audi	3.7	Hyundai	4.6	Mazda	7.1	Renault	3.5	Vauxhall	3.4		
BMW	5.0	Jaguar	3.9	Mercedes	8.7	Seat	6.1	Volkswagen	3.7		
Citroen	3.2	Jeep	3.8	Mini	6.0	Skoda	5.4	Volvo	6.4		
Fiat	3.6	Kia	8.6	Mitsubishi	4.6	Subaru	7.6			AVERAGE	5.2

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Q5b. How satisfied are you with your new car targeting process?

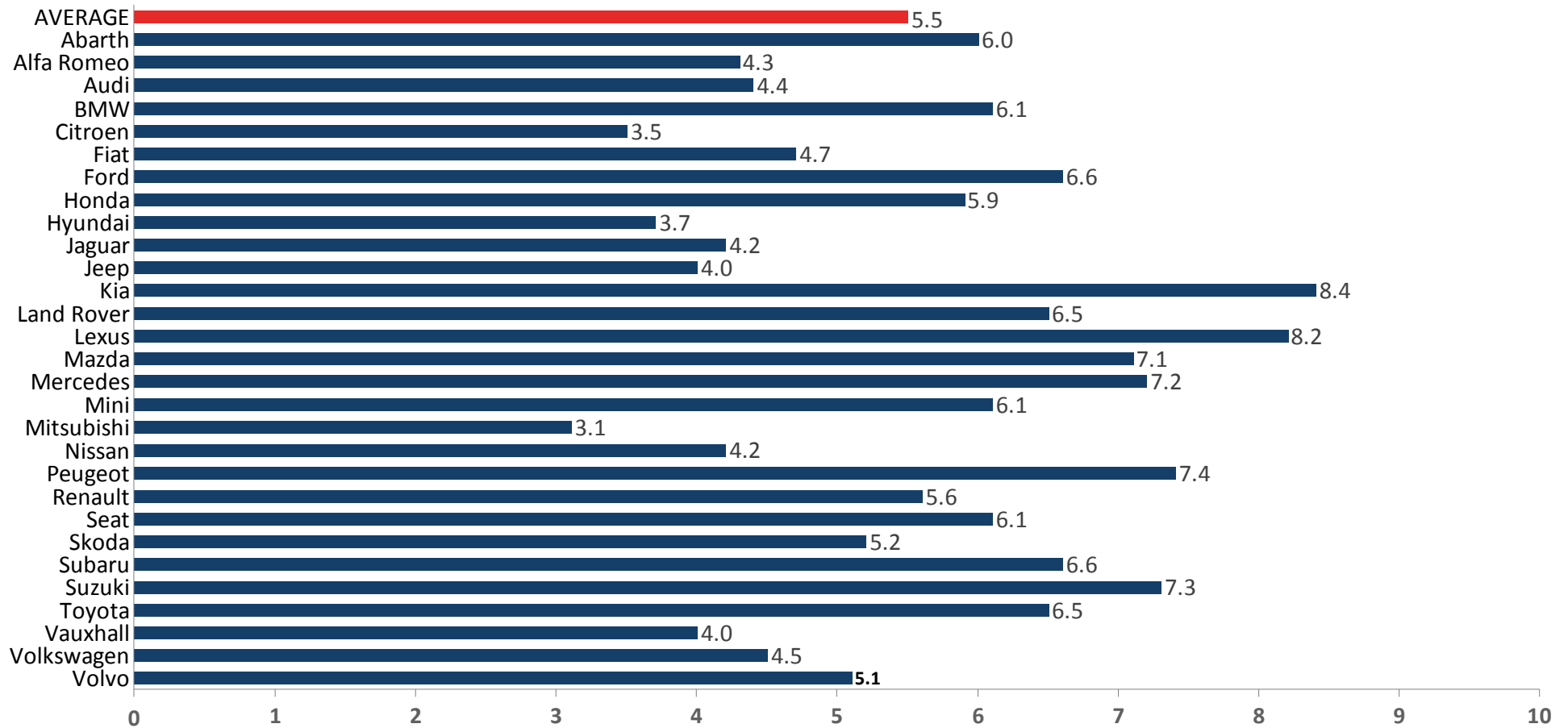


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	4.7	Land Rover	7.3	Nissan	4.4	Suzuki	7.6		
Alfa Romeo	4.6	Honda	5.0	Lexus	7.1	Peugeot	6.6	Toyota	5.9		
Audi	3.7	Hyundai	4.4	Mazda	6.6	Renault	3.9	Vauxhall	3.8		
BMW	5.6	Jaguar	3.9	Mercedes	8.7	Seat	5.9	Volkswagen	3.3		
Citroen	3.1	Jeep	3.6	Mini	6.4	Skoda	5.1	Volvo	5.6		
Fiat	3.4	Kia	8.2	Mitsubishi	4.6	Subaru	7.2			AVERAGE	5.0

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Q5c. How satisfied are you with your total margin on new vehicles?

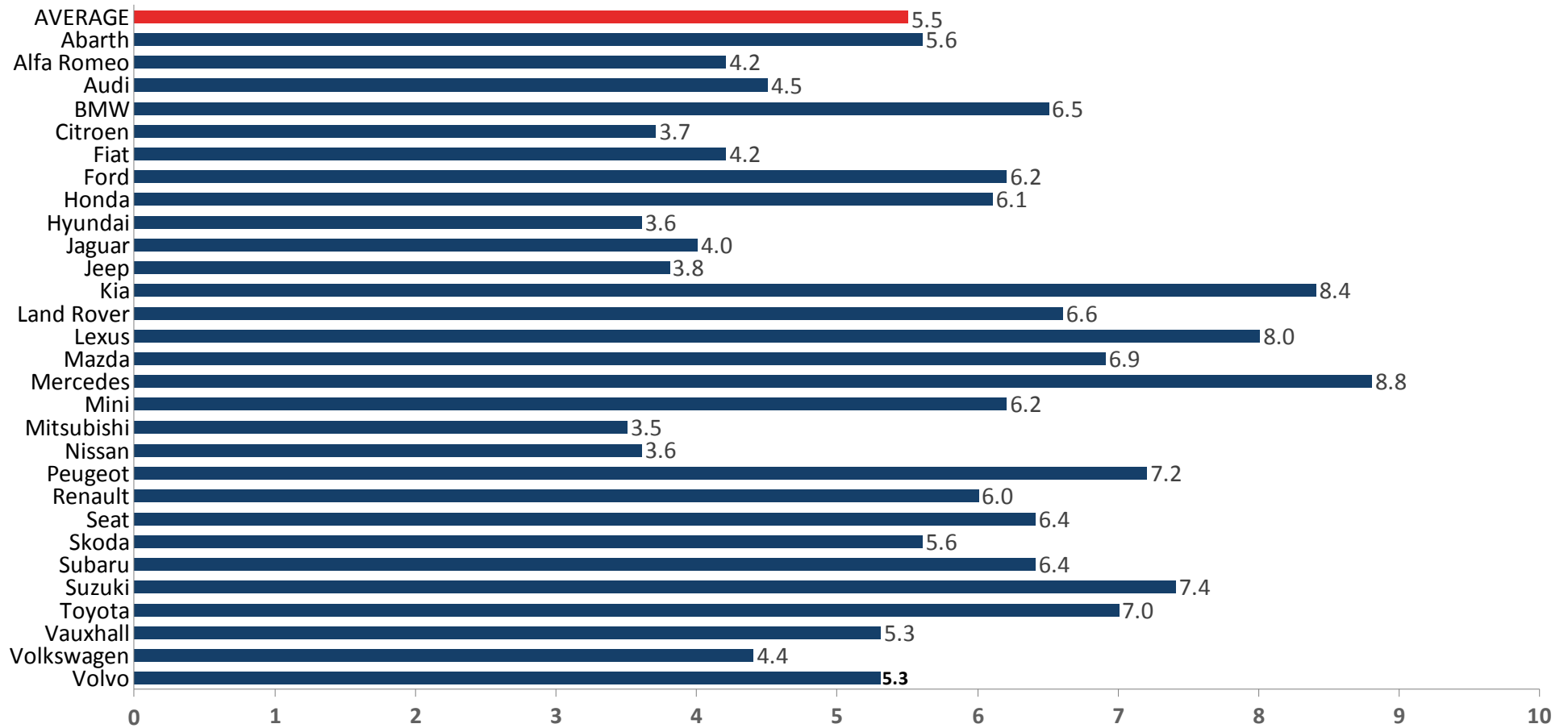


PREVIOUS SURVEY RESULTS - SUMMER 2016

Abarth	new	Ford	6.5	Land Rover	7.8	Nissan	4.9	Suzuki	7.9		
Alfa Romeo	5.1	Honda	5.7	Lexus	8.2	Peugeot	6.1	Toyota	6.7		
Audi	4.6	Hyundai	4.6	Mazda	6.4	Renault	6.6	Vauxhall	4.5		
BMW	5.6	Jaguar	3.6	Mercedes	9.1	Seat	5.9	Volkswagen	5.0		
Citroen	3.7	Jeep	5.4	Mini	6.2	Skoda	3.9	Volvo	5.7		
Fiat	5.0	Kia	8.5	Mitsubishi	4.6	Subaru	6.7			AVERAGE	5.7

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Q5d. How satisfied are you with your current bonus and rebate rates on new car sales?

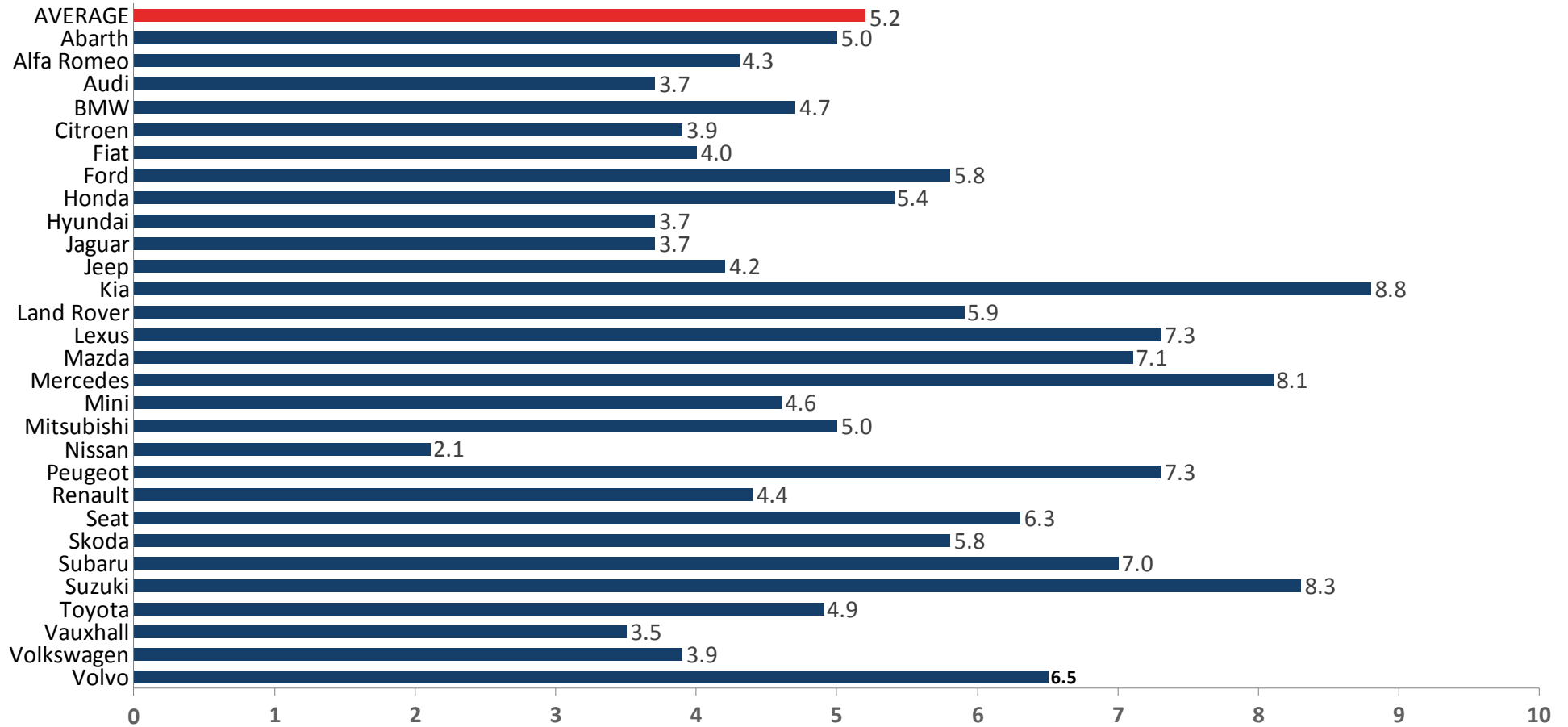


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	5.3	Land Rover	6.9	Nissan	5.1	Suzuki	8.6		
Alfa Romeo	4.6	Honda	5.5	Lexus	7.4	Peugeot	6.3	Toyota	5.9		
Audi	4.6	Hyundai	4.6	Mazda	5.7	Renault	6.5	Vauxhall	5.5		
BMW	6.5	Jaguar	3.6	Mercedes	9.2	Seat	5.9	Volkswagen	4.6		
Citroen	3.9	Jeep	5.3	Mini	6.7	Skoda	5.2	Volvo	5.6		
Fiat	5.1	Kia	8.0	Mitsubishi	4.9	Subaru	7.2			AVERAGE	5.7

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Q5e. How satisfied are you with your manufacturer's inducement to self register vehicles?

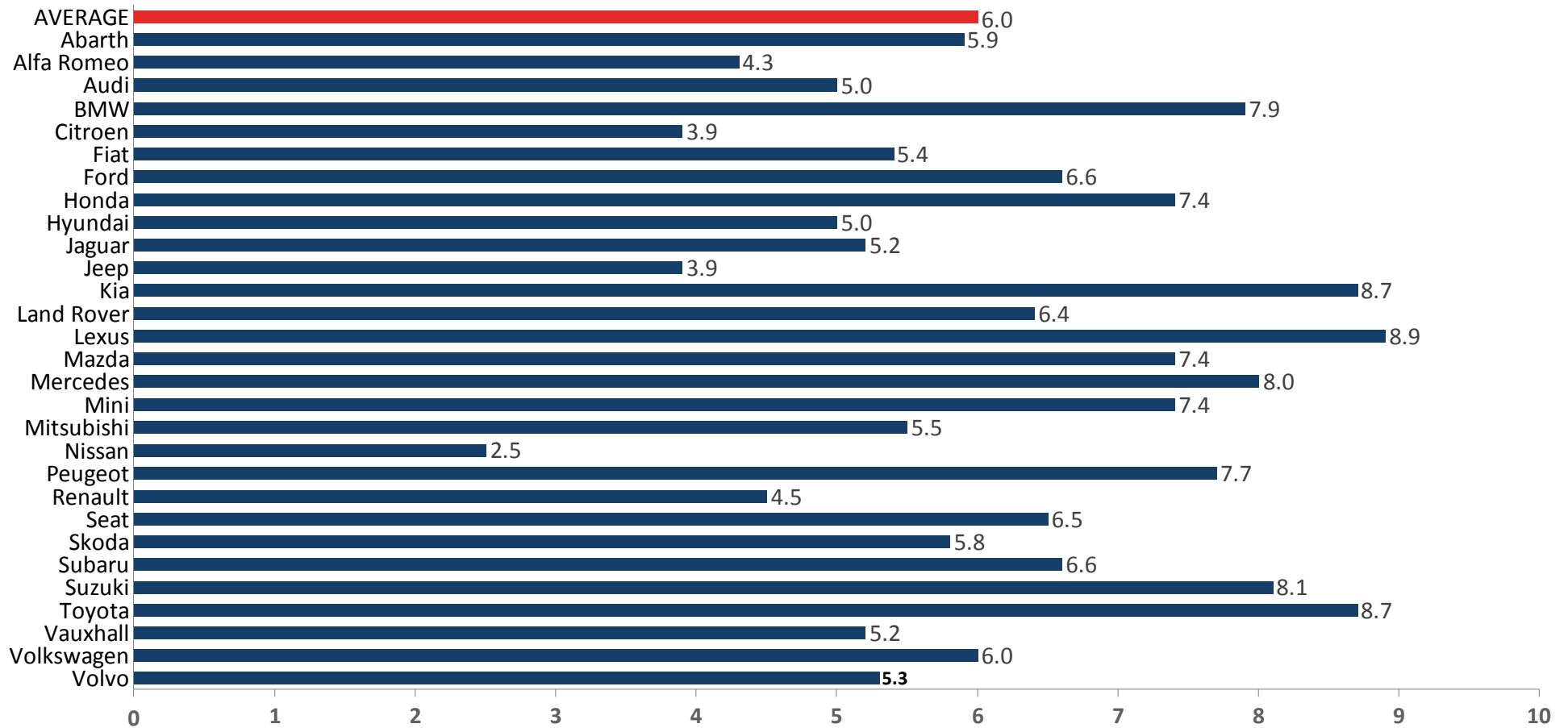


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	6.0	Land Rover	6.7	Nissan	4.2	Suzuki	8.3		
Alfa Romeo	3.6	Honda	5.4	Lexus	5.1	Peugeot	6.3	Toyota	5.7		
Audi	3.5	Hyundai	4.6	Mazda	6.6	Renault	4.3	Vauxhall	3.7		
BMW	4.8	Jaguar	4.1	Mercedes	8.8	Seat	5.9	Volkswagen	3.4		
Citroen	3.7	Jeep	4.5	Mini	6.0	Skoda	4.8	Volvo	6.8		
Fiat	3.8	Kia	8.7	Mitsubishi	4.6	Subaru	6.3			AVERAGE	5.2

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Q5f. How satisfied are you with the fairness of your manufacturer's new car ordering and stocking policies?

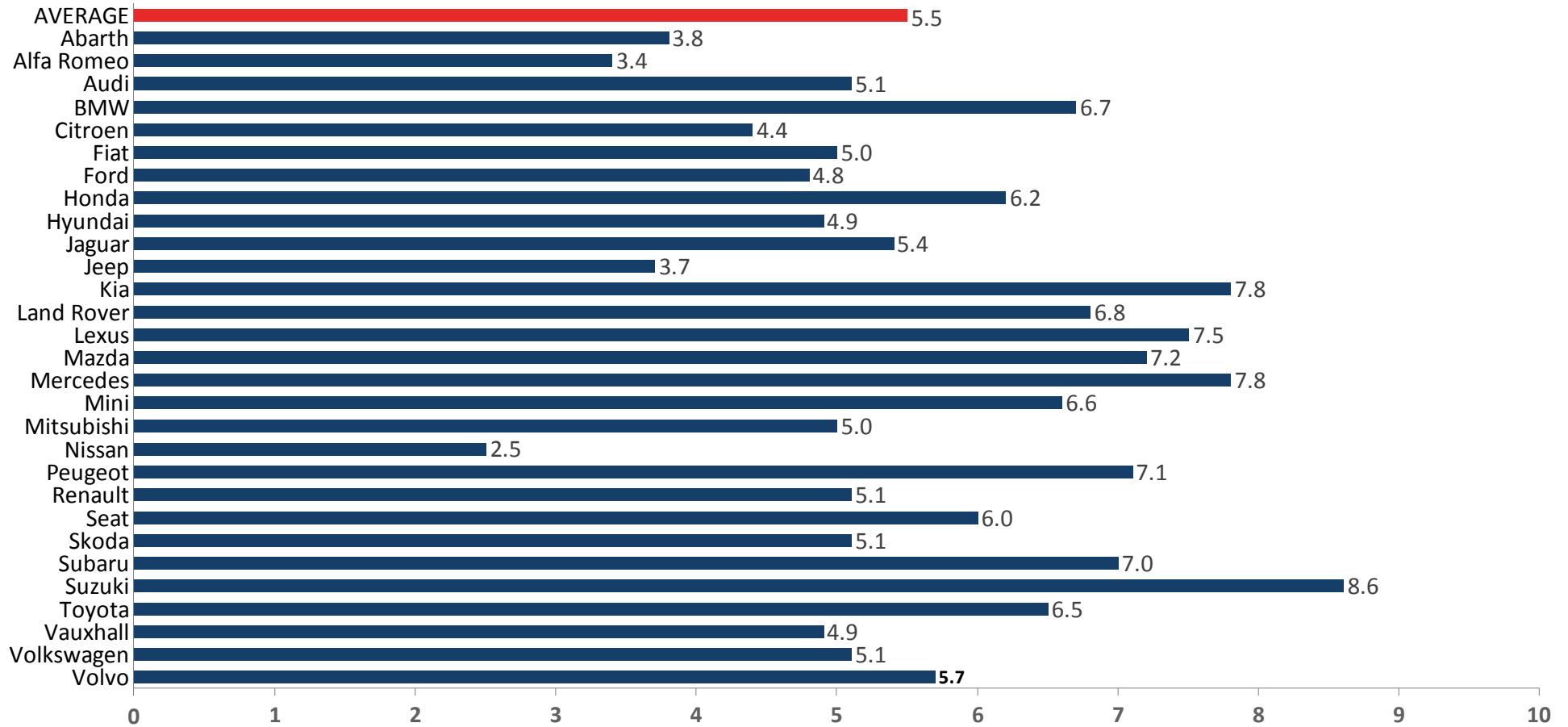


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	6.1	Land Rover	7.1	Nissan	5.0	Suzuki	7.8		
Alfa Romeo	5.6	Honda	7.4	Lexus	9.0	Peugeot	6.7	Toyota	8.9		
Audi	5.4	Hyundai	5.7	Mazda	6.9	Renault	4.7	Vauxhall	6.1		
BMW	7.7	Jaguar	4.9	Mercedes	9.1	Seat	6.4	Volkswagen	6.1		
Citroen	4.7	Jeep	6.0	Mini	7.8	Skoda	5.2	Volvo	5.5		
Fiat	5.8	Kia	8.8	Mitsubishi	5.7	Subaru	6.7			AVERAGE	6.3

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Q5g. How satisfied are you with the number of demonstrator units required?

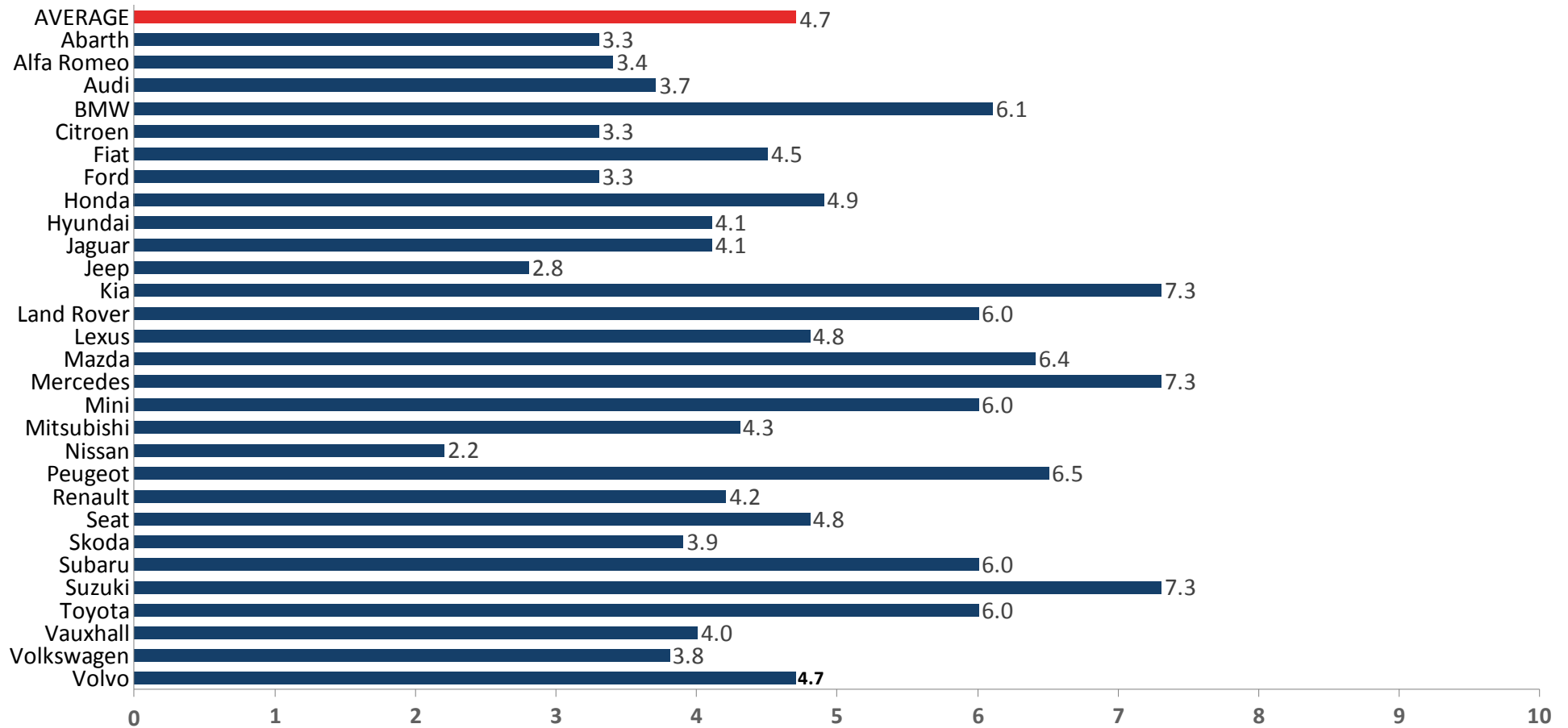


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	5.1	Land Rover	7.6	Nissan	2.7	Suzuki	8.4		
Alfa Romeo	5.3	Honda	6.2	Lexus	7.0	Peugeot	6.0	Toyota	7.6		
Audi	5.9	Hyundai	5.7	Mazda	7.1	Renault	6.0	Vauxhall	5.6		
BMW	7.6	Jaguar	4.3	Mercedes	7.9	Seat	5.3	Volkswagen	4.2		
Citroen	3.9	Jeep	5.4	Mini	7.6	Skoda	4.7	Volvo	6.8		
Fiat	5.5	Kia	7.8	Mitsubishi	5.9	Subaru	6.6			AVERAGE	5.8

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Q5h. How satisfied are you with the overall cost of registering and maintaining your demonstrator fleet?

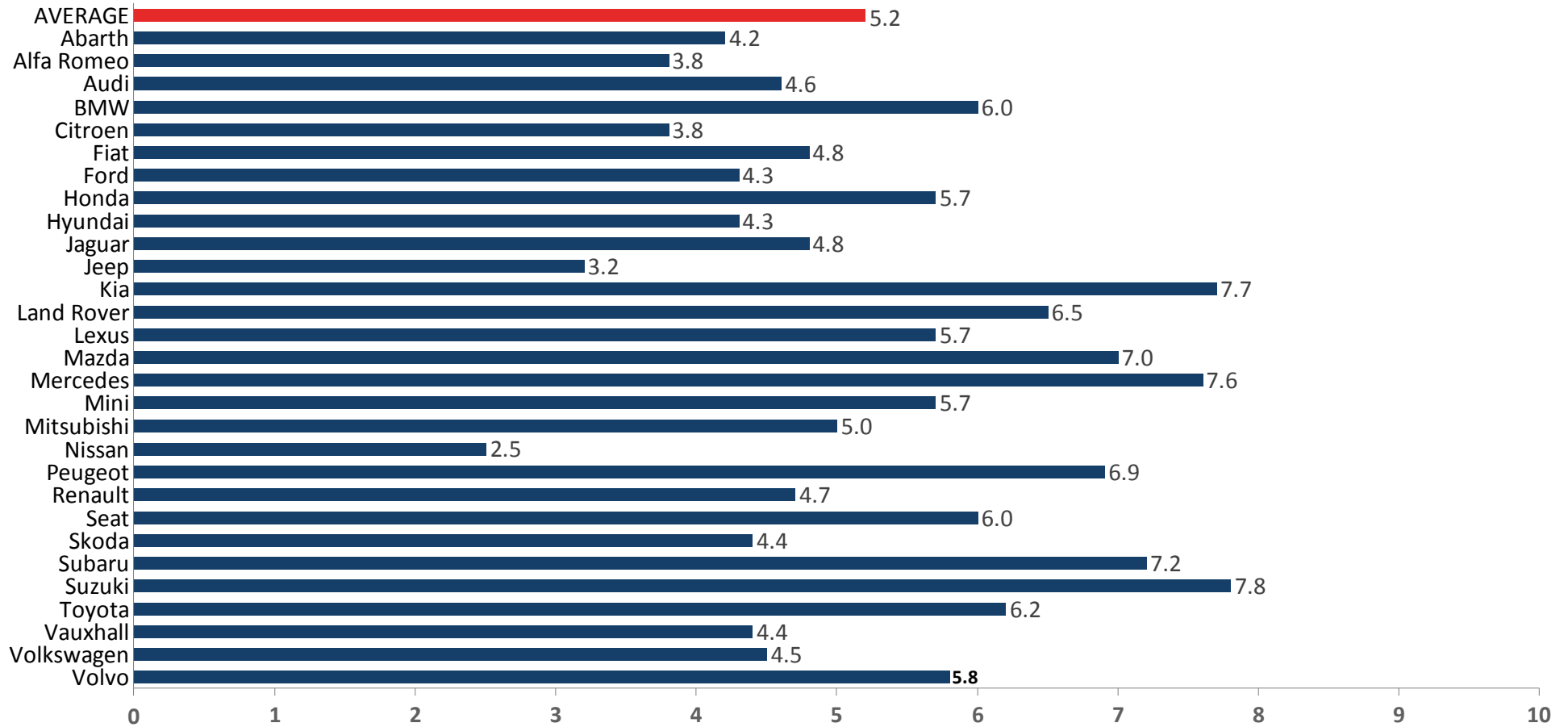


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	3.5	Land Rover	7.1	Nissan	2.7	Suzuki	7.8		
Alfa Romeo	4.3	Honda	5.3	Lexus	5.8	Peugeot	4.9	Toyota	5.9		
Audi	4.7	Hyundai	4.6	Mazda	5.8	Renault	5.5	Vauxhall	4.2		
BMW	6.3	Jaguar	3.6	Mercedes	7.7	Sat	4.7	Volkswagen	3.2		
Citroen	3.1	Jeep	4.5	Mini	6.8	Skoda	3.9	Volvo	5.8		
Fiat	4.1	Kia	7.4	Mitsubishi	5.2	Subaru	5.8			AVERAGE	4.8

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q5i. How satisfied are you with the fairness of your manufacturers demonstrator programme?

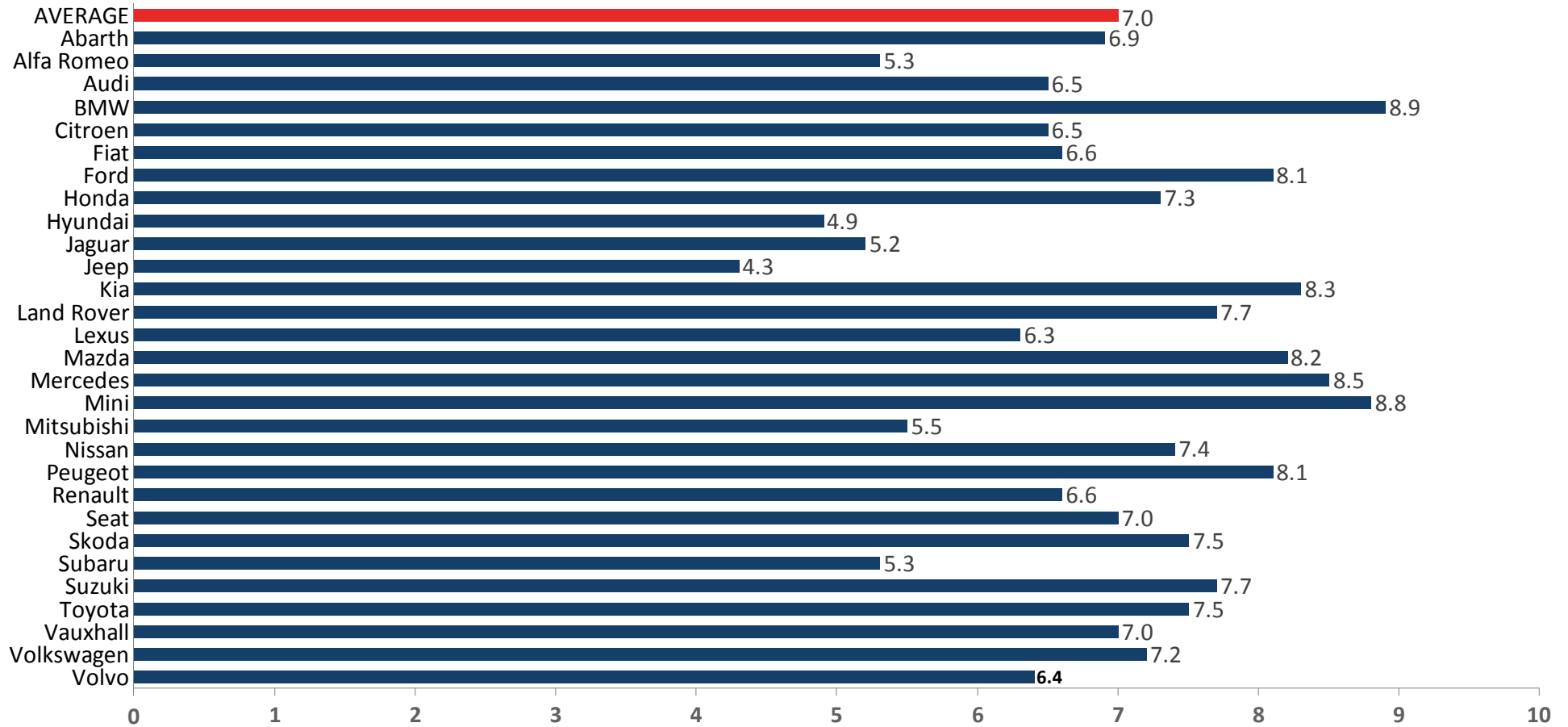


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	4.7	Land Rover	6.8	Nissan	3.2	Suzuki	8.3		
Alfa Romeo	4.8	Honda	5.6	Lexus	7.2	Peugeot	5.5	Toyota	6.6		
Audi	5.7	Hyundai	4.9	Mazda	6.5	Renault	5.9	Vauxhall	3.8		
BMW	7.4	Jaguar	3.9	Mercedes	8.9	Seat	5.4	Volkswagen	4.0		
Citroen	3.7	Jeep	5.2	Mini	7.2	Skoda	4.7	Volvo	6.4		
Fiat	4.6	Kia	7.7	Mitsubishi	5.6	Subaru	6.6			AVERAGE	5.4

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q6a. How satisfied are you with the competitiveness of your manufacturer's finance programme?

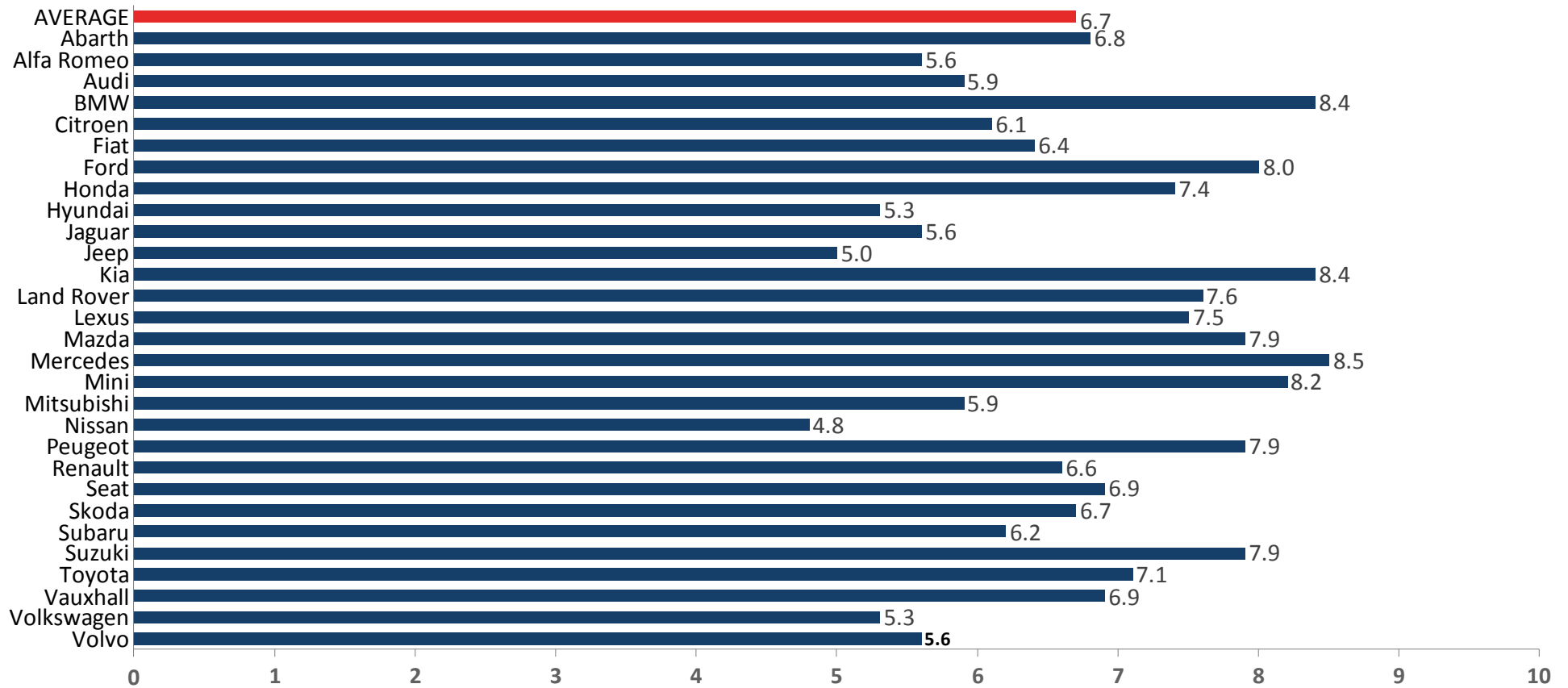


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	7.4	Land Rover	7.3	Nissan	7.7	Suzuki	8.2		
Alfa Romeo	7.1	Honda	7.5	Lexus	8.3	Peugeot	6.7	Toyota	8.1		
Audi	7.5	Hyundai	5.4	Mazda	8.0	Renault	7.3	Vauxhall	7.8		
BMW	8.5	Jaguar	6.0	Mercedes	9.5	Seat	7.3	Volkswagen	7.0		
Citroen	6.6	Jeep	6.5	Mini	8.3	Skoda	6.9	Volvo	7.2		
Fiat	6.9	Kia	8.6	Mitsubishi	4.5	Subaru	6.3			AVERAGE	7.2

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q6b. How satisfied are you with the reasonableness of the finance penetration and renewal targets set by your manufacturer?

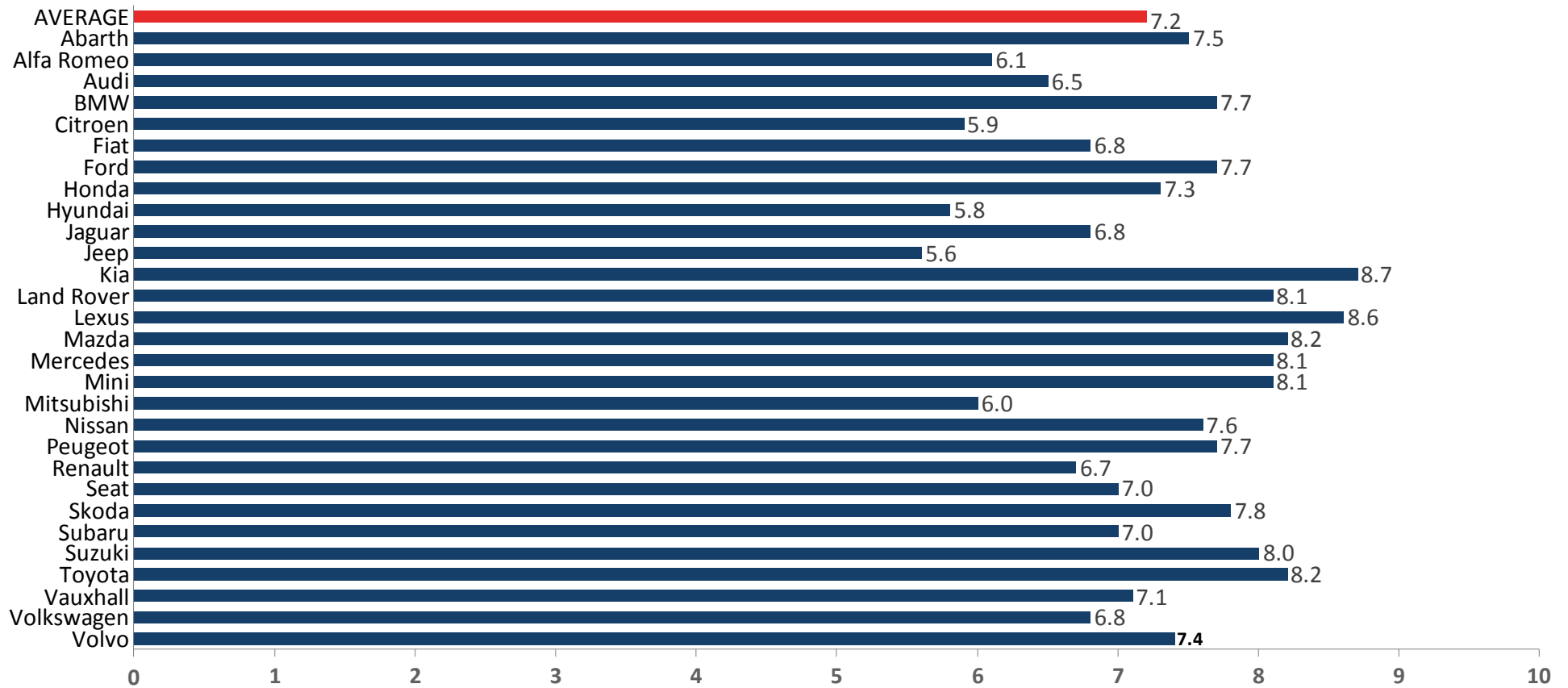


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	7.7	Land Rover	7.5	Nissan	6.6	Suzuki	7.9		
Alfa Romeo	7.1	Honda	7.5	Lexus	8.5	Peugeot	7.0	Toyota	7.8		
Audi	6.5	Hyundai	6.0	Mazda	8.0	Renault	7.1	Vauxhall	7.7		
BMW	8.2	Jaguar	5.9	Mercedes	9.2	Seat	7.0	Volkswagen	5.3		
Citroen	6.4	Jeep	6.4	Mini	8.1	Skoda	6.3	Volvo	6.1		
Fiat	6.6	Kia	8.4	Mitsubishi	5.3	Subaru	6.8			AVERAGE	6.9

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Q6c. How satisfied are you with the reasonableness of the underwriting stance and customer service aspects of your manufacturer's finance programme?

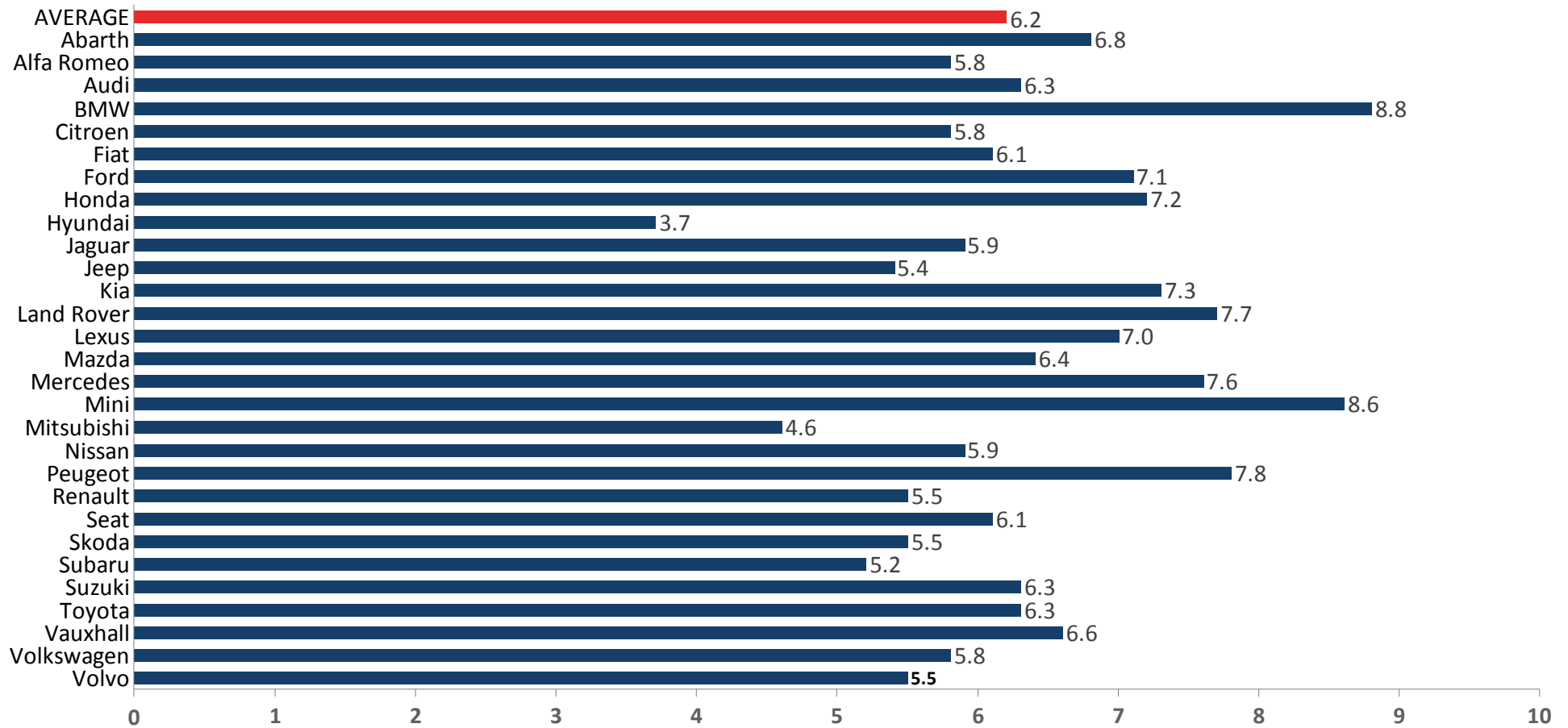


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	7.6	Land Rover	7.9	Nissan	7.7	Suzuki	8.0		
Alfa Romeo	7.2	Honda	7.5	Lexus	8.6	Peugeot	6.7	Toyota	8.4		
Audi	7.0	Hyundai	6.2	Mazda	7.6	Renault	7.7	Vauxhall	7.5		
BMW	7.5	Jaguar	6.8	Mercedes	8.2	Seat	7.1	Volkswagen	7.4		
Citroen	6.0	Jeep	6.4	Mini	7.5	Skoda	6.6	Volvo	7.6		
Fiat	6.6	Kia	8.2	Mitsubishi	5.6	Subaru	6.9			AVERAGE	7.2

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q6d. How satisfied are you with the earnings potential of your manufacturer's finance programme?

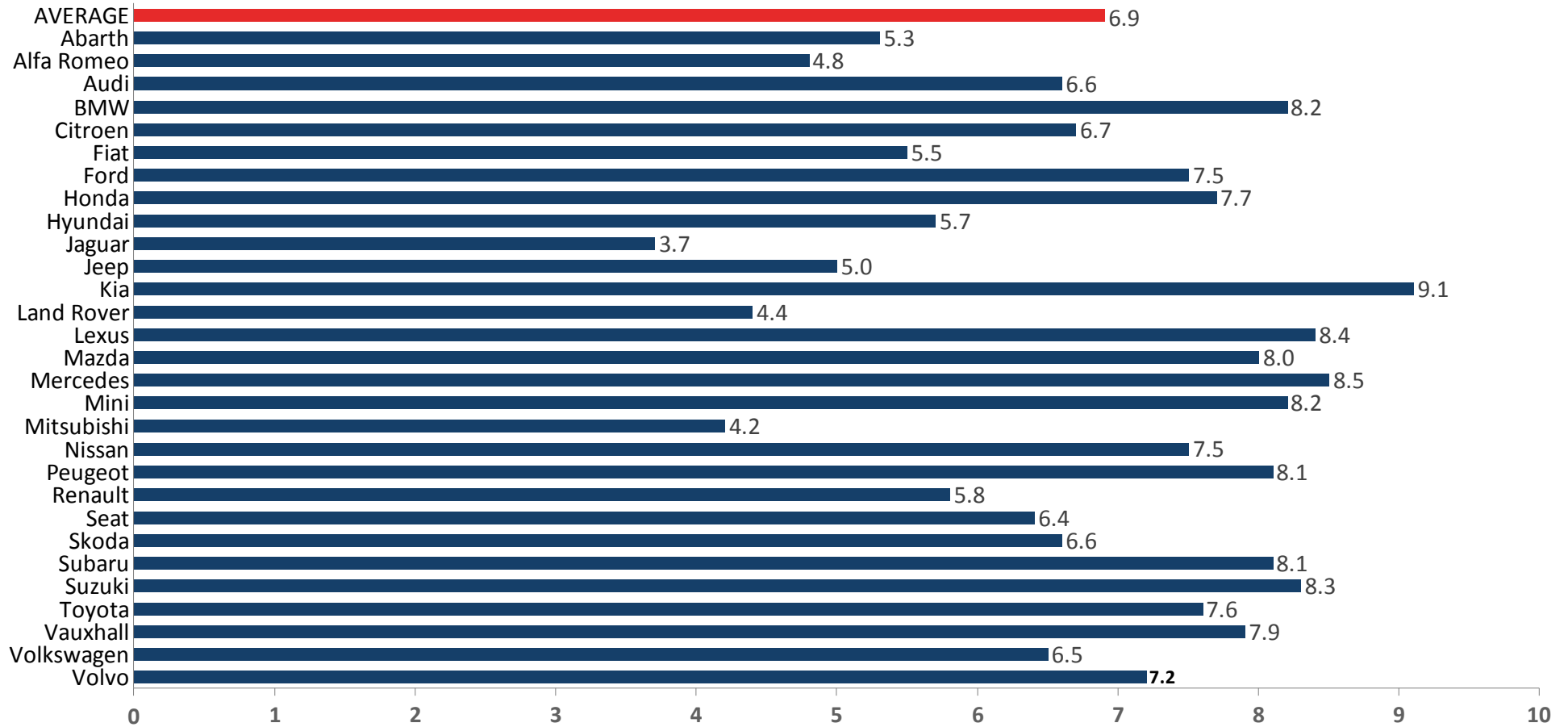


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	7.0	Land Rover	7.3	Nissan	6.2	Suzuki	6.9		
Alfa Romeo	6.4	Honda	7.1	Lexus	7.8	Peugeot	6.9	Toyota	7.5		
Audi	6.7	Hyundai	5.4	Mazda	6.1	Renault	5.9	Vauxhall	7.0		
BMW	8.0	Jaguar	6.1	Mercedes	9.0	Seat	6.6	Volkswagen	6.2		
Citroen	6.4	Jeep	6.2	Mini	8.0	Skoda	4.9	Volvo	6.0		
Fiat	6.6	Kia	7.9	Mitsubishi	4.5	Subaru	6.5			AVERAGE	6.6

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q7a. How satisfied are you with your manufacturer's used car standards?

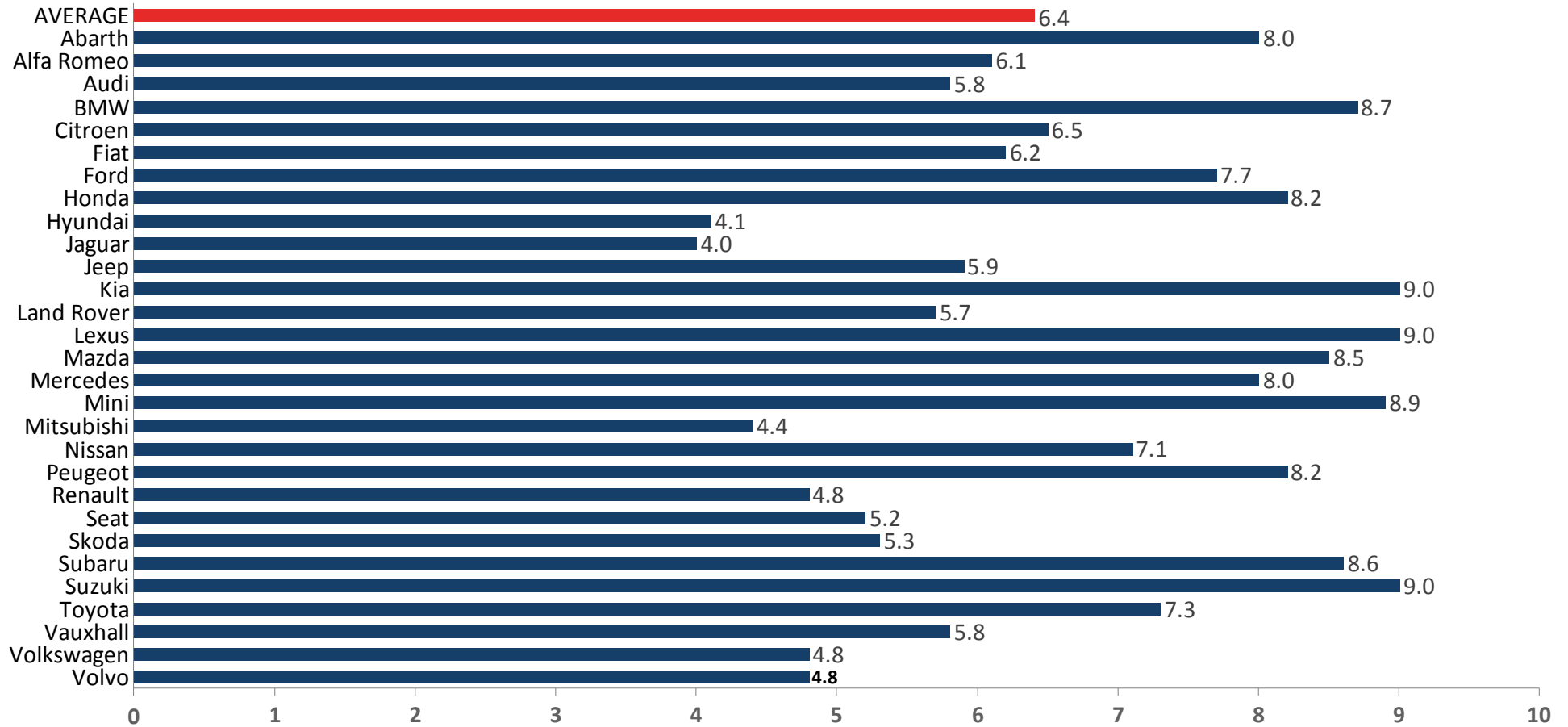


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	6.8	Land Rover	5.2	Nissan	7.7	Suzuki	8.0		
Alfa Romeo	4.9	Honda	7.5	Lexus	8.8	Peugeot	7.1	Toyota	7.7		
Audi	7.5	Hyundai	5.7	Mazda	7.1	Renault	6.9	Vauxhall	8.2		
BMW	8.5	Jaguar	3.6	Mercedes	9.0	Seat	6.7	Volkswagen	6.9		
Citroen	6.9	Jeep	4.9	Mini	8.4	Skoda	5.8	Volvo	7.4		
Fiat	5.3	Kia	9.0	Mitsubishi	4.7	Subaru	7.6			AVERAGE	7.0

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q7b. How satisfied are you with the targets set by your manufacturer for used cars?

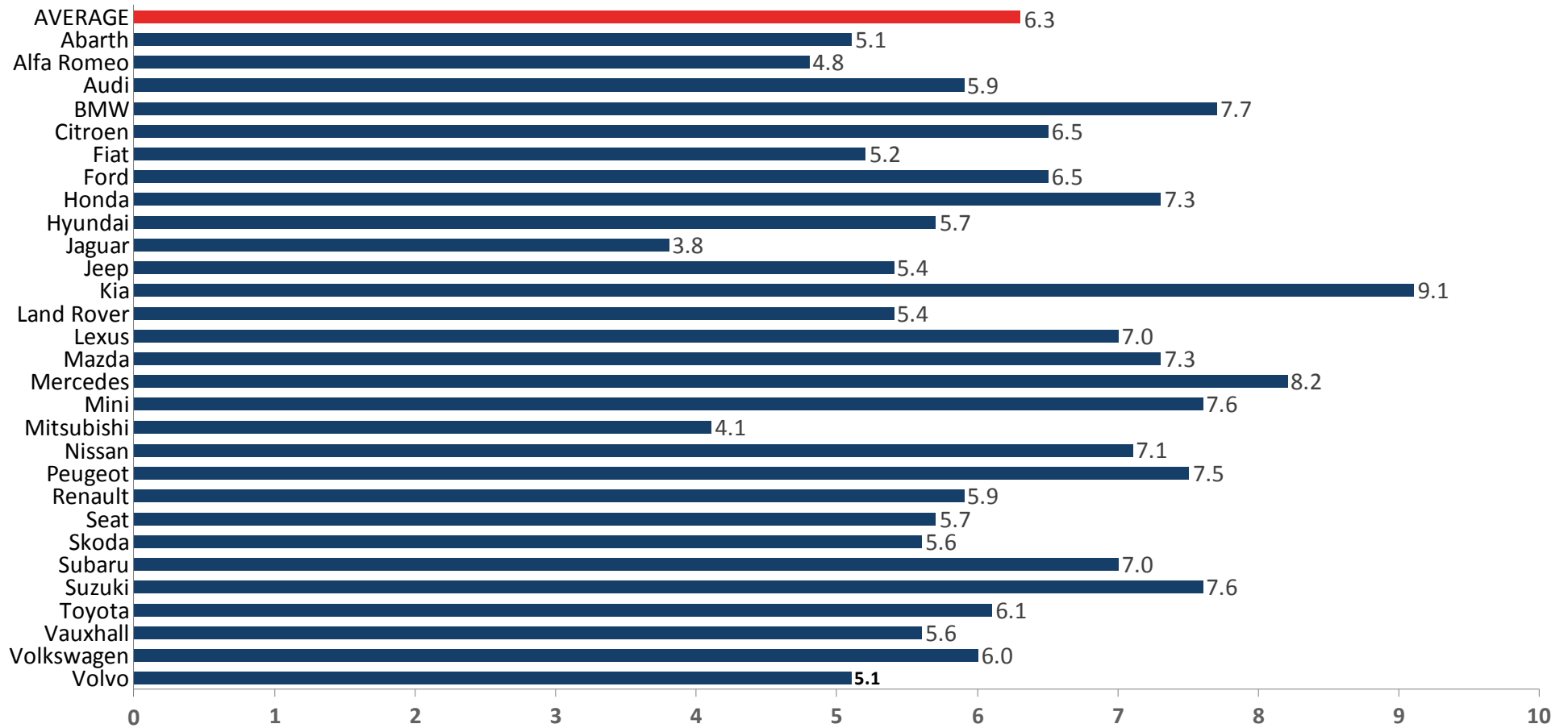


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	6.3	Land Rover	6.3	Nissan	7.4	Suzuki	8.7		
Alfa Romeo	7.3	Honda	7.5	Lexus	8.0	Peugeot	7.0	Toyota	6.3		
Audi	6.7	Hyundai	4.8	Mazda	7.9	Renault	7.8	Vauxhall	7.8		
BMW	8.8	Jaguar	4.6	Mercedes	9.1	Seat	6.3	Volkswagen	5.0		
Citroen	6.0	Jeep	7.6	Mini	8.6	Skoda	5.3	Volvo	6.8		
Fiat	5.0	Kia	8.9	Mitsubishi	4.6	Subaru	6.7			AVERAGE	6.7

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q7c. How satisfied are you with the cost and quality of your manufacturer's used car warranties?

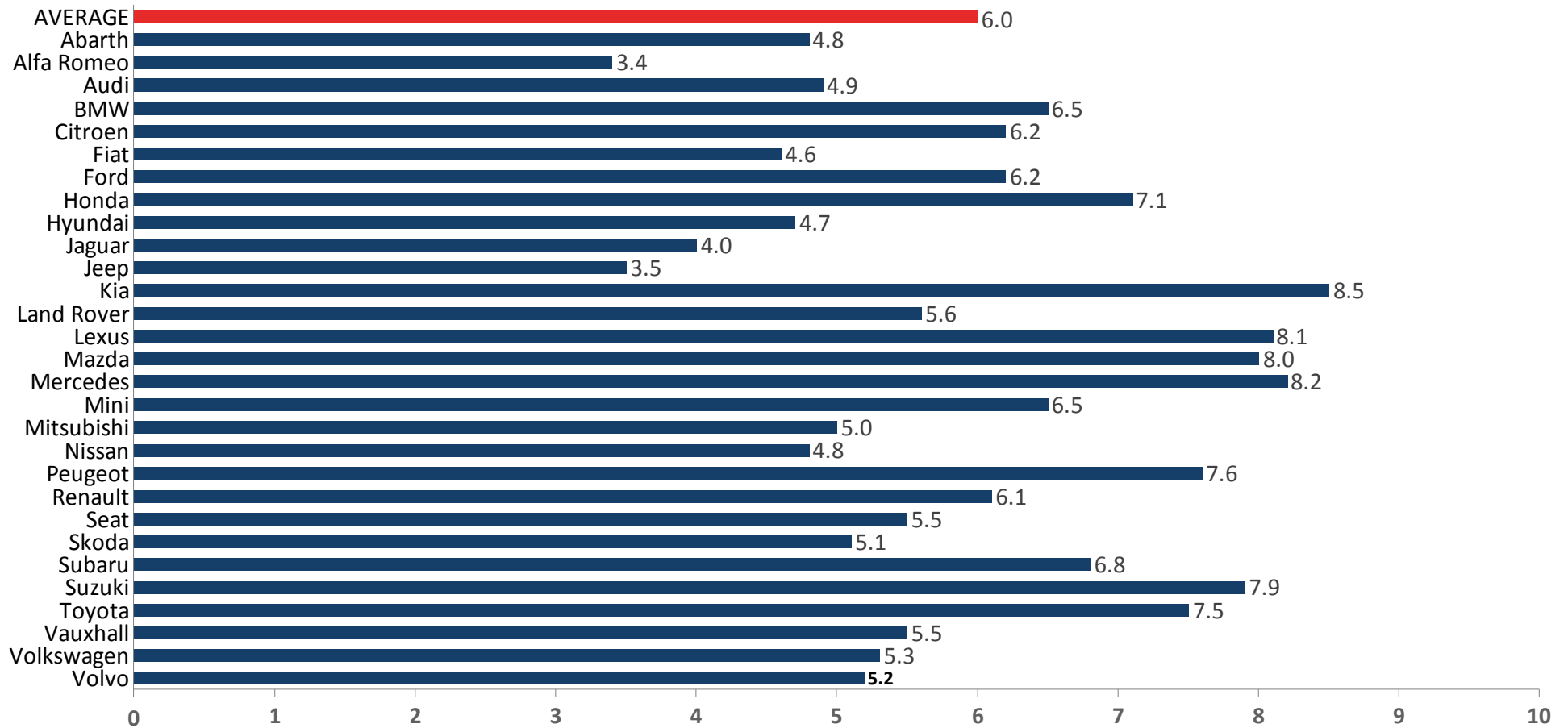


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	5.8	Land Rover	4.9	Nissan	7.3	Suzuki	6.9		
Alfa Romeo	4.8	Honda	7.4	Lexus	6.7	Peugeot	6.4	Toyota	6.6		
Audi	6.8	Hyundai	5.5	Mazda	6.1	Renault	6.4	Vauxhall	6.1		
BMW	8.5	Jaguar	4.1	Mercedes	8.9	Seat	6.3	Volkswagen	6.5		
Citroen	6.4	Jeep	4.9	Mini	8.3	Skoda	5.4	Volvo	6.3		
Fiat	4.7	Kia	9.2	Mitsubishi	4.7	Subaru	5.7			AVERAGE	6.4

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q8a. How satisfied are you with your manufacturer's target setting for aftersales?

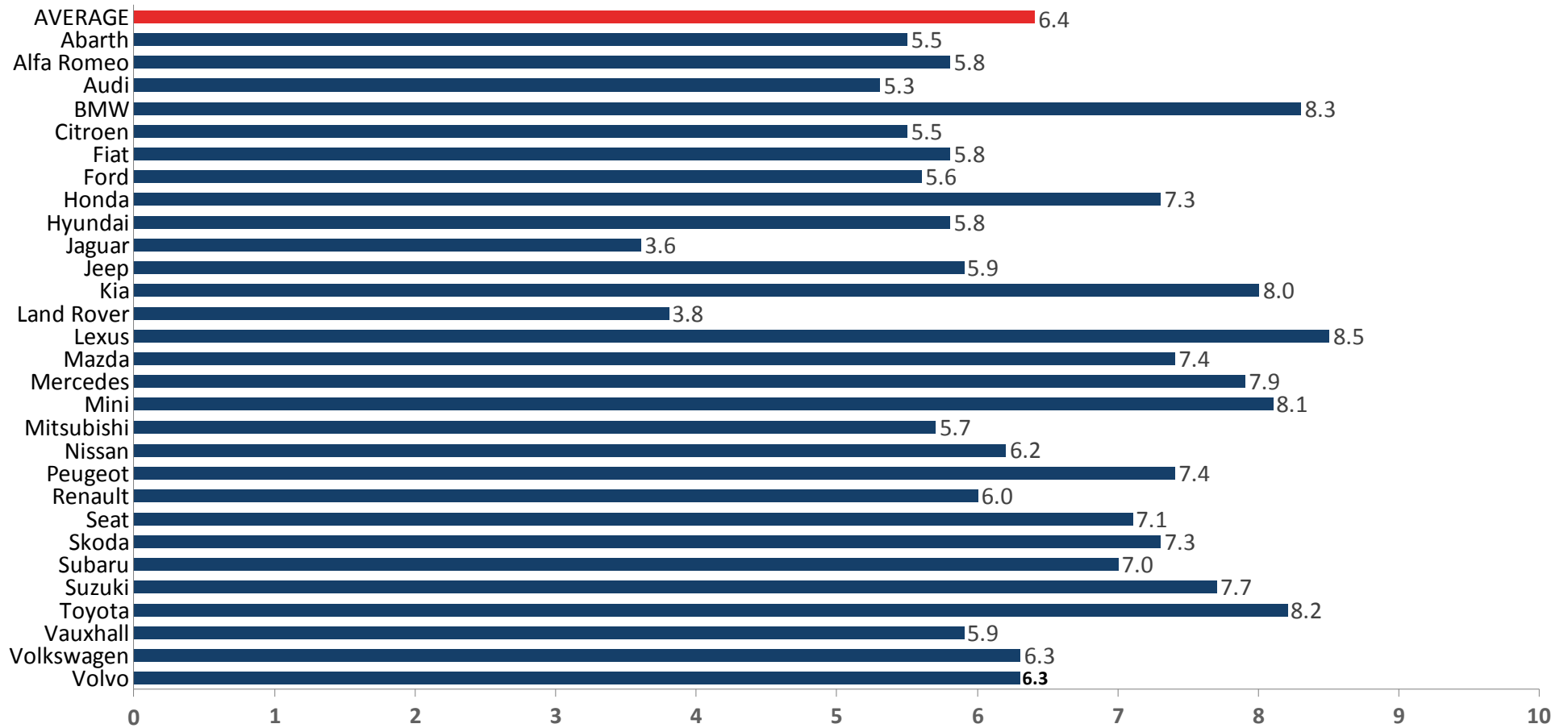


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	5.7	Land Rover	5.4	Nissan	6.1	Suzuki	8.0		
Alfa Romeo	4.8	Honda	6.9	Lexus	7.1	Peugeot	6.4	Toyota	7.3		
Audi	5.6	Hyundai	4.8	Mazda	6.3	Renault	6.5	Vauxhall	6.3		
BMW	6.7	Jaguar	4.8	Mercedes	8.0	Seat	6.4	Volkswagen	3.9		
Citroen	5.5	Jeep	5.4	Mini	6.9	Skoda	4.9	Volvo	6.2		
Fiat	4.8	Kia	8.3	Mitsubishi	5.7	Subaru	7.2			AVERAGE	6.0

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q8b. How satisfied are you with the quality of technical support?

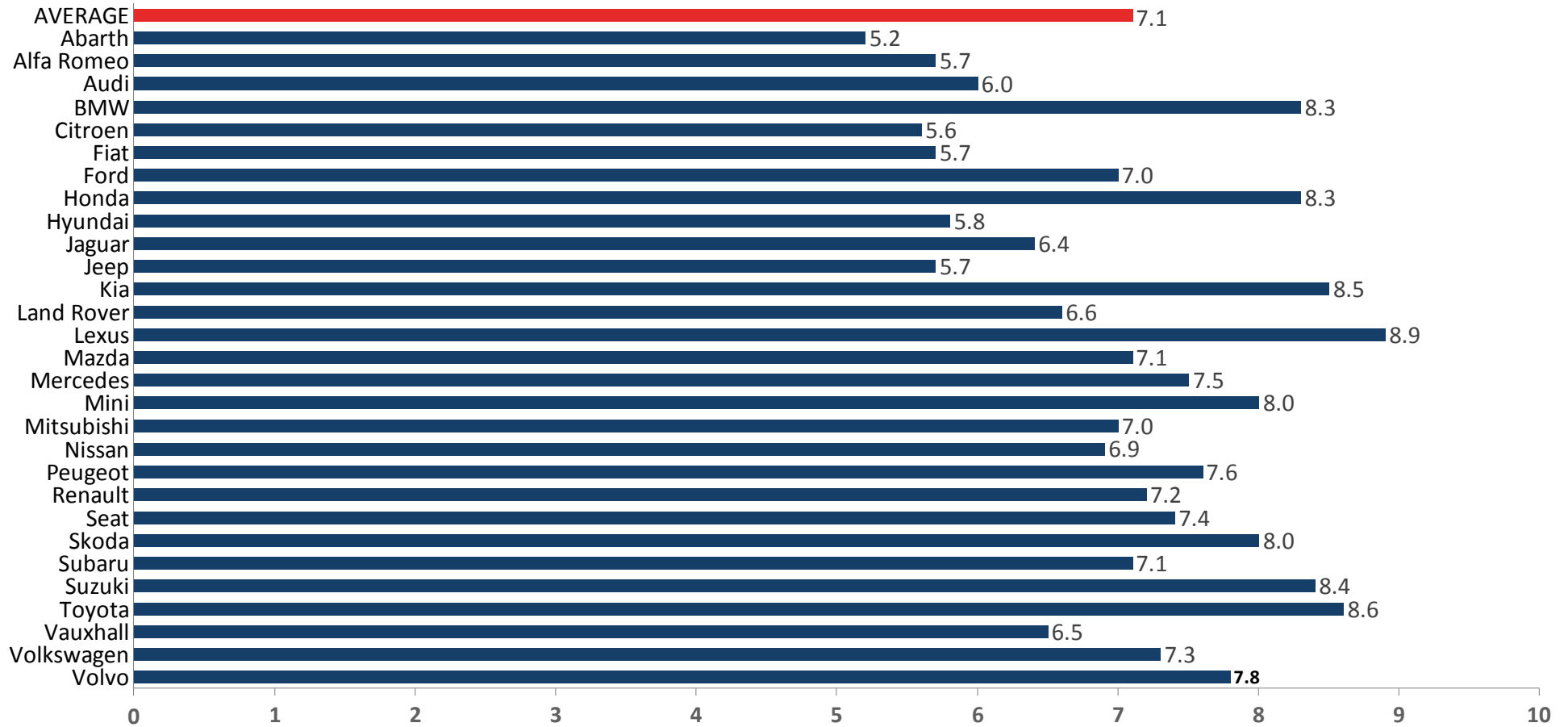


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	6.0	Land Rover	4.0	Nissan	6.6	Suzuki	7.9		
Alfa Romeo	5.9	Honda	7.4	Lexus	6.7	Peugeot	6.2	Toyota	7.6		
Audi	6.1	Hyundai	5.6	Mazda	6.7	Renault	7.0	Vauxhall	6.4		
BMW	8.5	Jaguar	3.5	Mercedes	7.6	Seat	7.0	Volkswagen	6.9		
Citroen	4.8	Jeep	6.2	Mini	8.7	Skoda	6.4	Volvo	5.9		
Fiat	5.9	Kia	7.9	Mitsubishi	6.2	Subaru	6.8			AVERAGE	6.5

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q8c. How satisfied are you with the availability of parts?

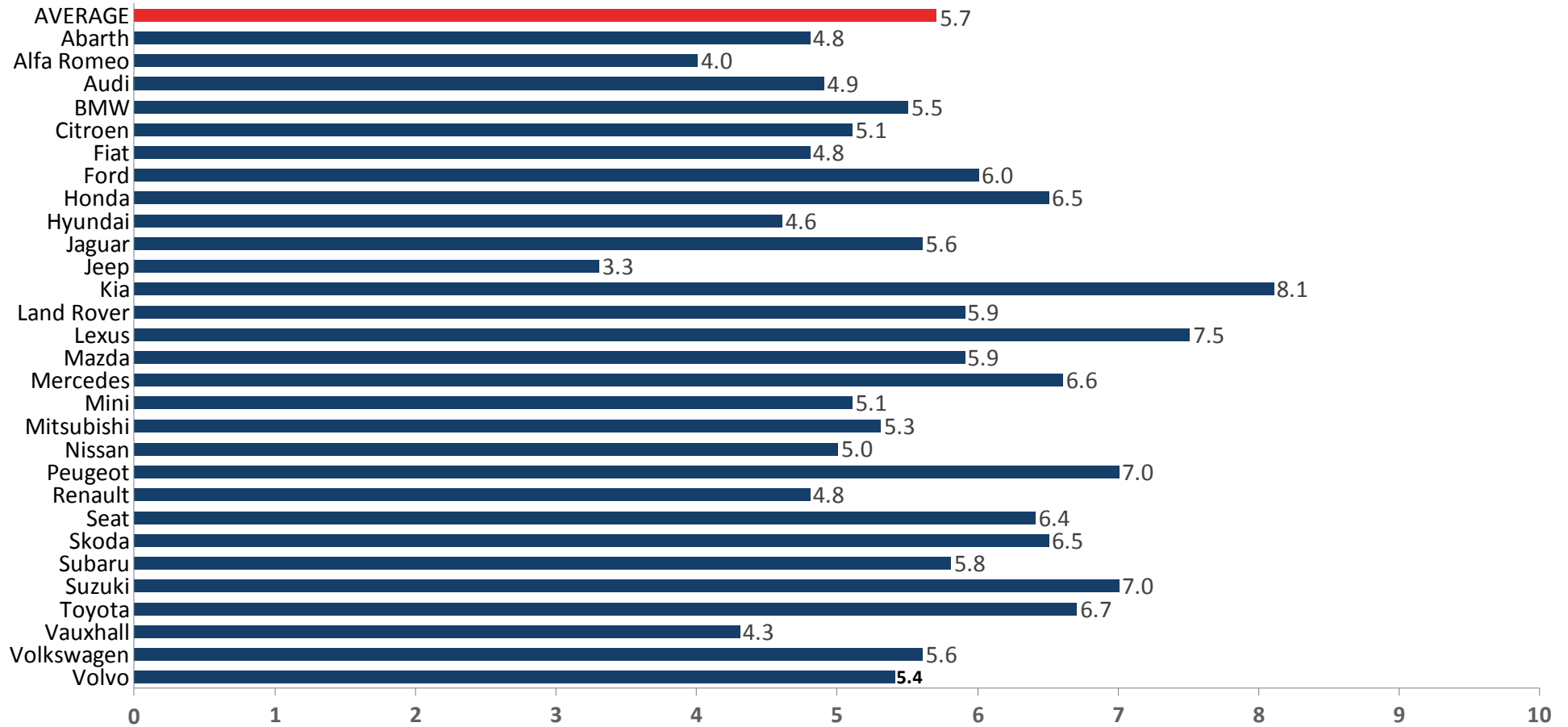


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	5.0	Land Rover	6.2	Nissan	7.3	Suzuki	8.4		
Alfa Romeo	5.9	Honda	7.4	Lexus	9.1	Peugeot	6.4	Toyota	8.5		
Audi	7.2	Hyundai	5.9	Mazda	6.1	Renault	7.3	Vauxhall	6.9		
BMW	8.1	Jaguar	5.5	Mercedes	7.8	Seat	7.2	Volkswagen	7.7		
Citroen	4.8	Jeep	5.9	Mini	8.1	Skoda	7.3	Volvo	8.0		
Fiat	5.9	Kia	8.3	Mitsubishi	6.7	Subaru	7.1			AVERAGE	6.9

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q8d. How satisfied are you with the price of manufacturer parts compared with parts factors?

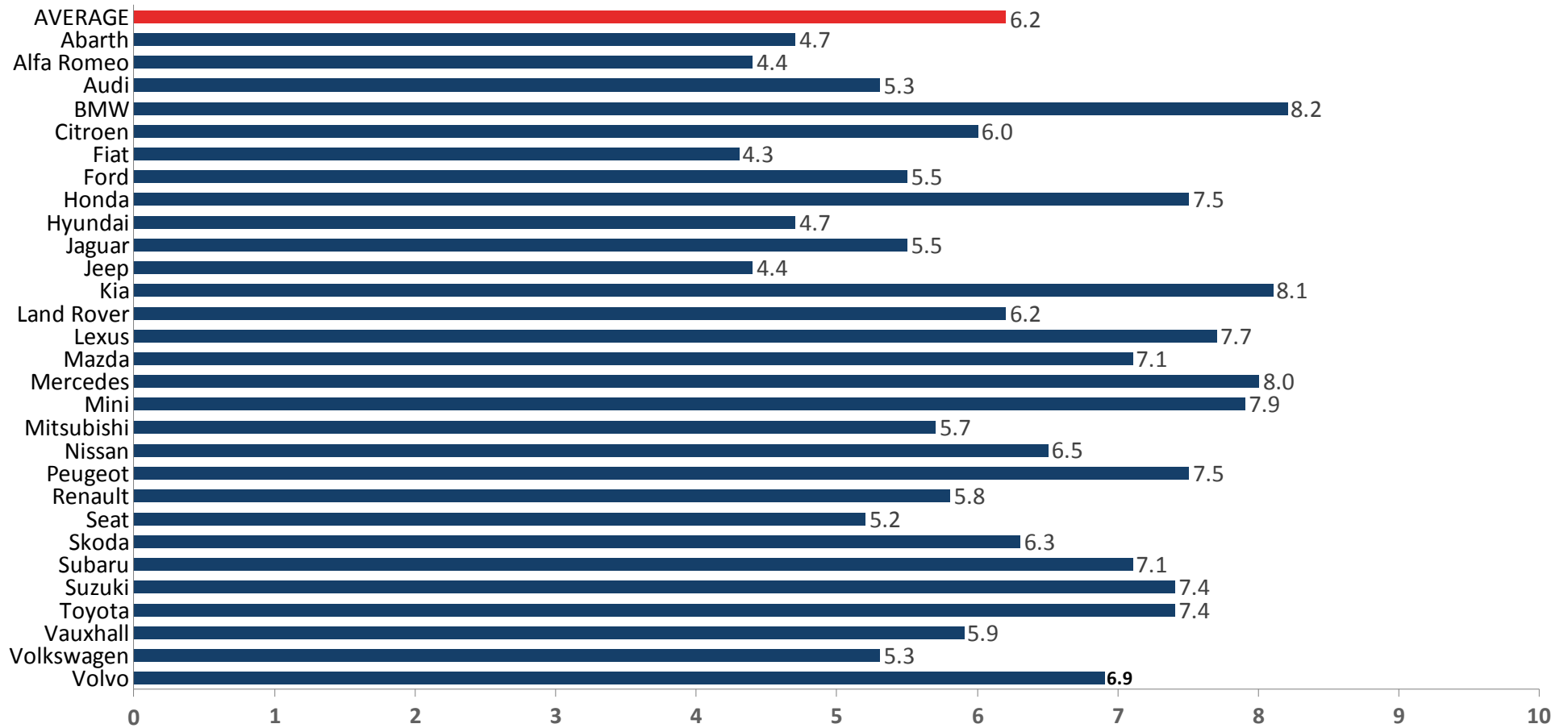


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	6.1	Land Rover	5.3	Nissan	6.4	Suzuki	7.4		
Alfa Romeo	4.6	Honda	6.3	Lexus	7.1	Peugeot	5.8	Toyota	6.2		
Audi	5.9	Hyundai	4.7	Mazda	4.8	Renault	6.2	Vauxhall	4.5		
BMW	6.7	Jaguar	4.7	Mercedes	7.4	Seat	6.5	Volkswagen	6.1		
Citroen	4.7	Jeep	4.8	Mini	5.7	Skoda	6.0	Volvo	5.9		
Fiat	4.8	Kia	7.7	Mitsubishi	5.1	Subaru	4.7			AVERAGE	5.8

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q8e. How satisfied are you with the service retained earnings?

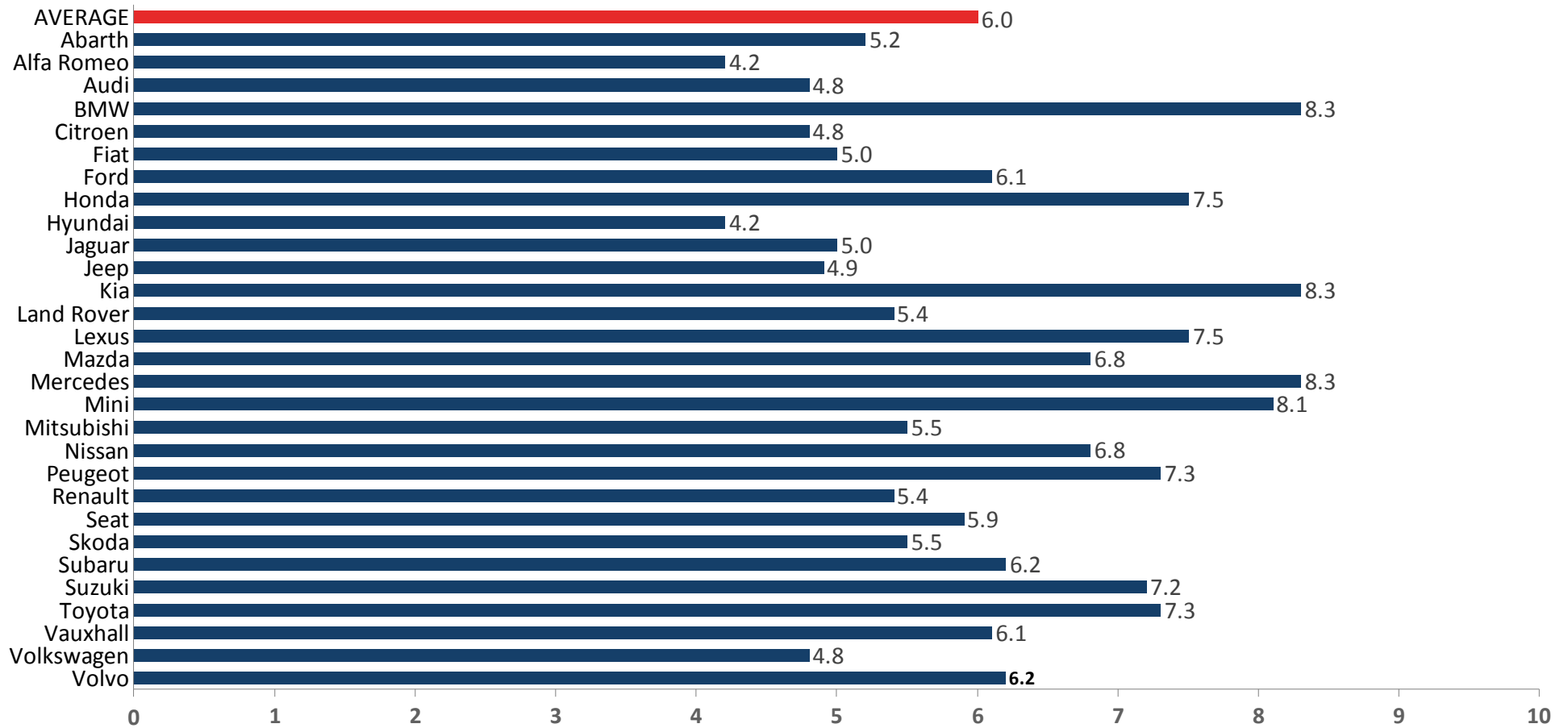


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	5.8	Land Rover	6.5	Nissan	6.6	Suzuki	7.7		
Alfa Romeo	5.1	Honda	7.4	Lexus	8.9	Peugeot	6.5	Toyota	7.2		
Audi	6.2	Hyundai	4.8	Mazda	6.2	Renault	6.2	Vauxhall	6.2		
BMW	7.9	Jaguar	4.5	Mercedes	8.5	Seat	6.2	Volkswagen	5.6		
Citroen	5.9	Jeep	5.6	Mini	8.1	Skoda	6.0	Volvo	7.0		
Fiat	4.6	Kia	7.8	Mitsubishi	6.0	Subaru	6.9			AVERAGE	6.3

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q8f. How satisfied are you with your manufacturer's service plan rates and recovery?

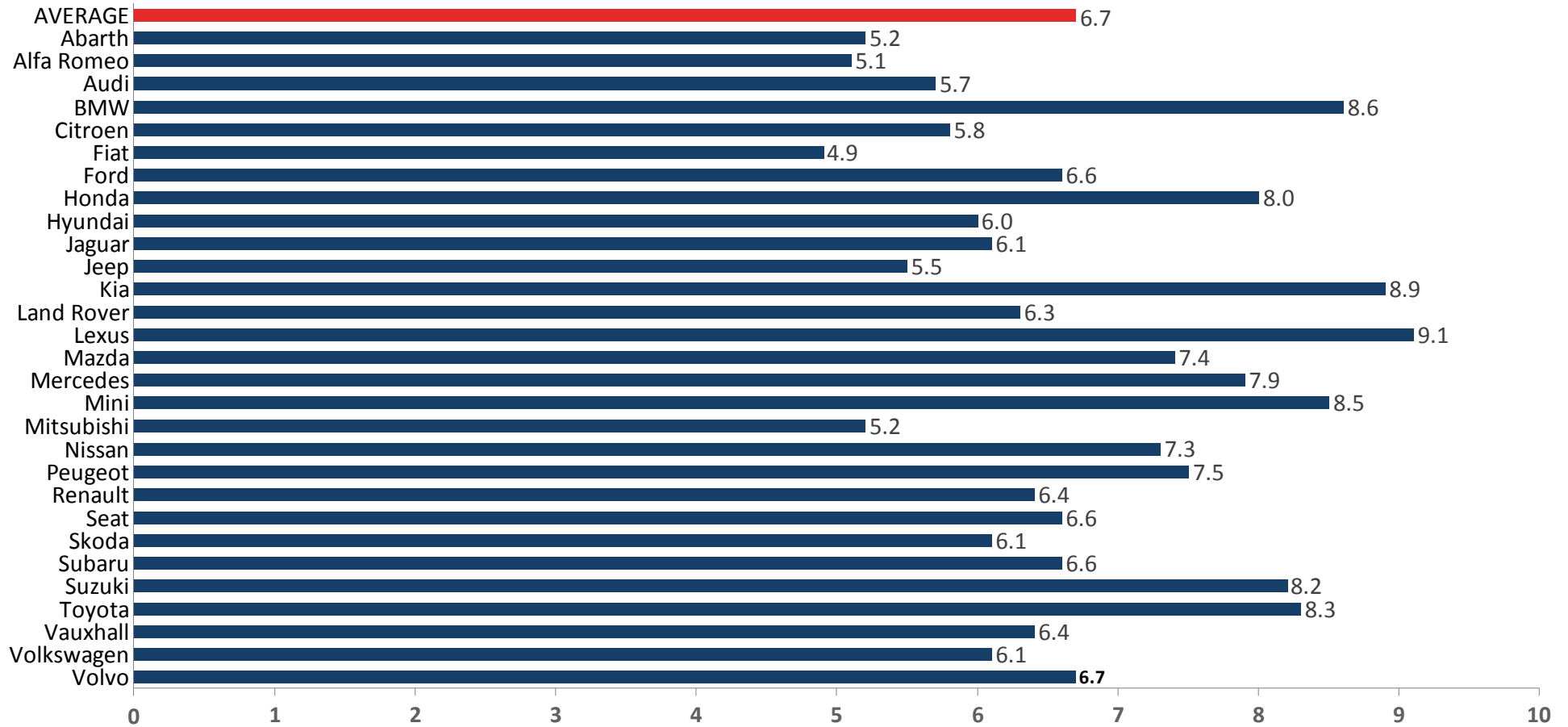


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	5.8	Land Rover	5.8	Nissan	6.4	Suzuki	7.2		
Alfa Romeo	4.7	Honda	7.1	Lexus	7.6	Peugeot	6.2	Toyota	7.4		
Audi	5.5	Hyundai	4.6	Mazda	6.1	Renault	6.3	Vauxhall	6.7		
BMW	8.6	Jaguar	4.6	Mercedes	8.8	Seat	5.8	Volkswagen	5.0		
Citroen	4.2	Jeep	5.3	Mini	8.6	Skoda	5.1	Volvo	6.7		
Fiat	4.6	Kia	8.2	Mitsubishi	5.5	Subaru	5.9			AVERAGE	6.1

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q8g. How satisfied are you with the fairness of your manufacturer's warranty policy for you and your customers?

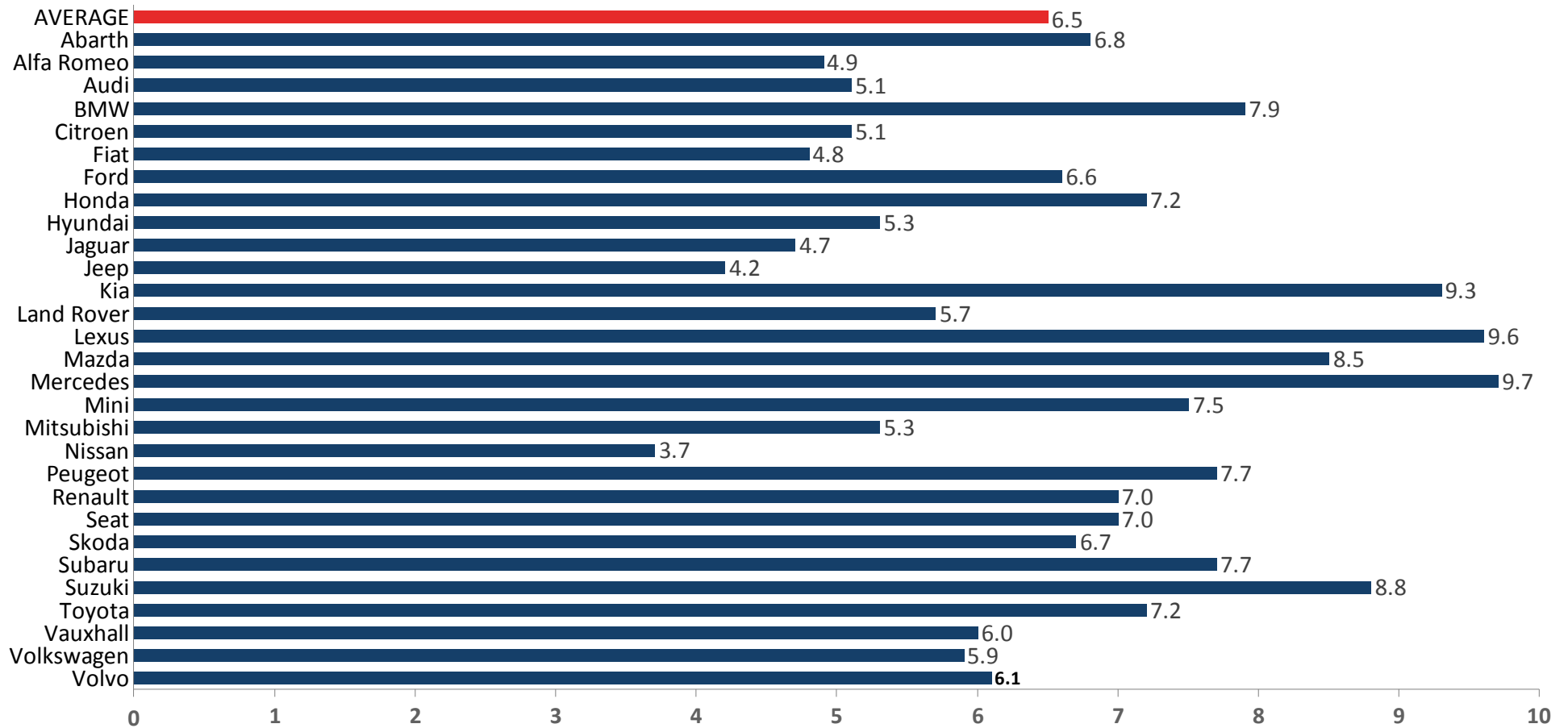


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	5.6	Land Rover	6.9	Nissan	6.5	Suzuki	8.3		
Alfa Romeo	5.8	Honda	7.9	Lexus	7.3	Peugeot	6.5	Toyota	7.9		
Audi	6.4	Hyundai	5.7	Mazda	6.3	Renault	7.2	Vauxhall	7.0		
BMW	8.8	Jaguar	5.0	Mercedes	8.8	Seat	6.7	Volkswagen	6.6		
Citroen	5.1	Jeep	6.4	Mini	8.7	Skoda	5.7	Volvo	6.5		
Fiat	5.1	Kia	9.0	Mitsubishi	5.2	Subaru	6.6			AVERAGE	6.7

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q9a. How satisfied are you with your ability to do business with your manufacturer on a day-to-day basis?

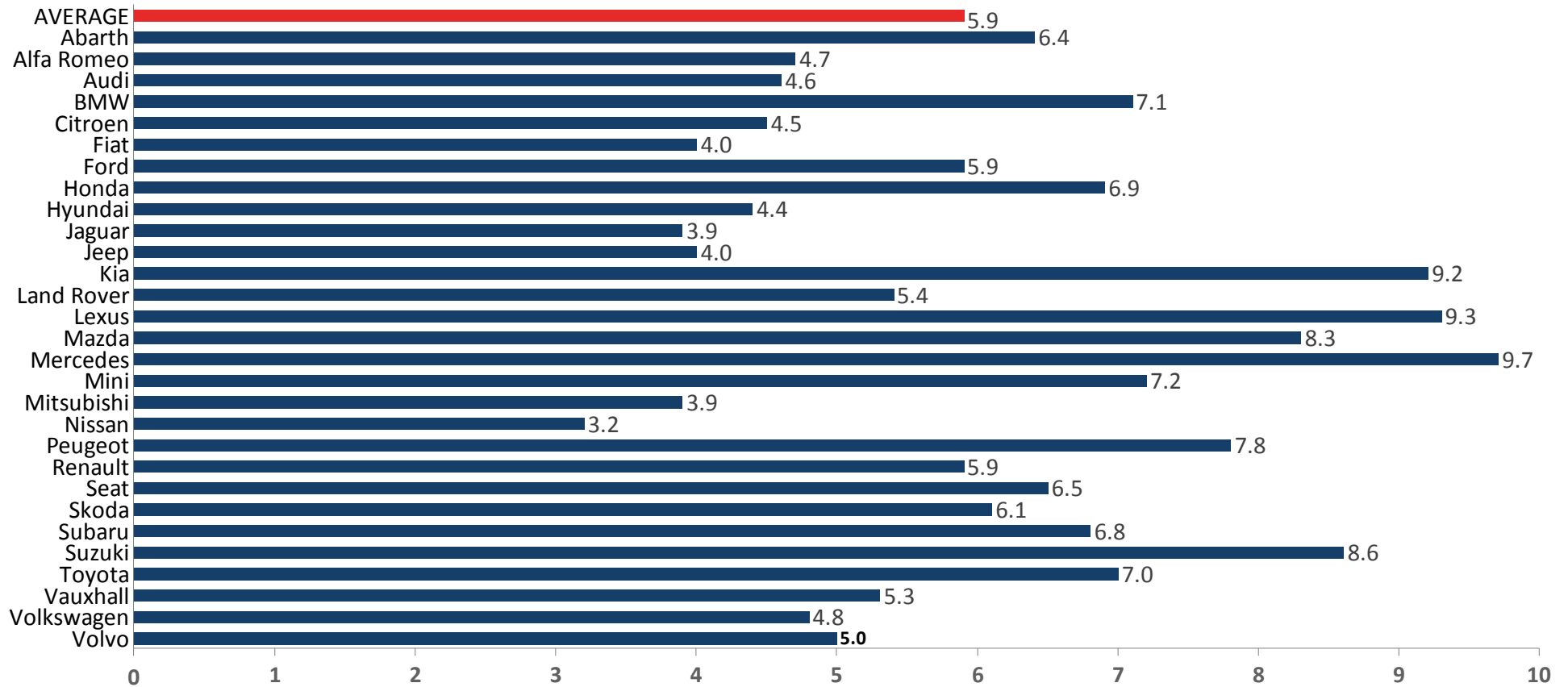


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	6.4	Land Rover	6.3	Nissan	6.1	Suzuki	9.1		
Alfa Romeo	5.9	Honda	6.7	Lexus	9.6	Peugeot	6.7	Toyota	7.9		
Audi	5.4	Hyundai	6.2	Mazda	8.0	Renault	7.3	Vauxhall	6.6		
BMW	8.1	Jaguar	4.4	Mercedes	9.5	Seat	6.7	Volkswagen	5.1		
Citroen	4.6	Jeep	6.1	Mini	8.4	Skoda	6.3	Volvo	7.6		
Fiat	5.2	Kia	9.4	Mitsubishi	5.0	Subaru	7.4			AVERAGE	6.6

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q9b. How satisfied are you that the management of your manufacturer actually takes dealers views and opinions into account?

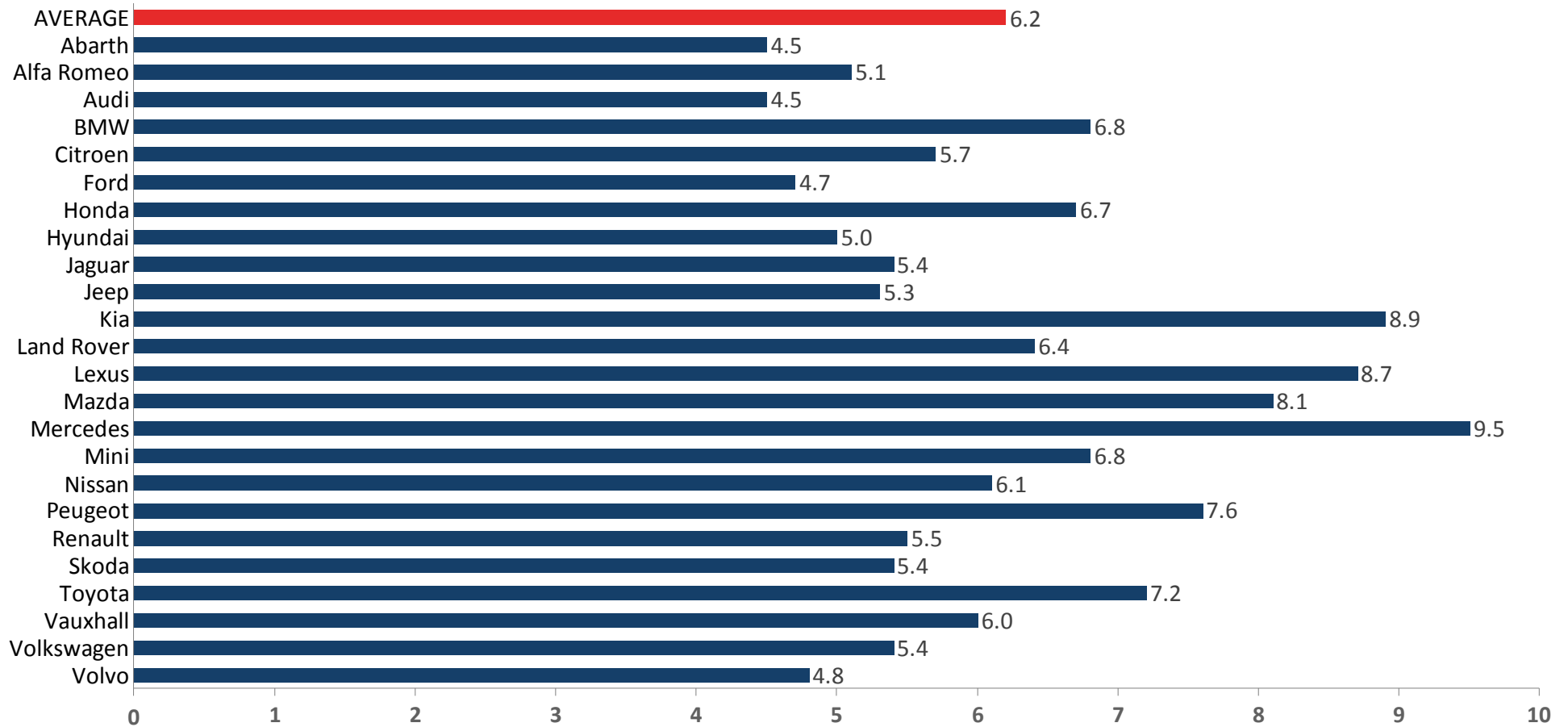


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	5.3	Land Rover	5.2	Nissan	5.3	Suzuki	8.8		
Alfa Romeo	5.3	Honda	6.2	Lexus	9.8	Peugeot	7.0	Toyota	8.0		
Audi	4.1	Hyundai	5.1	Mazda	7.2	Renault	6.3	Vauxhall	6.4		
BMW	7.2	Jaguar	4.1	Mercedes	9.3	Seat	6.5	Volkswagen	4.5		
Citroen	3.8	Jeep	5.5	Mini	8.1	Skoda	6.2	Volvo	6.8		
Fiat	4.5	Kia	9.2	Mitsubishi	3.6	Subaru	7.1			AVERAGE	6.1

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q9c. How satisfied are you with your manufacturer's dealer council/franchise board?

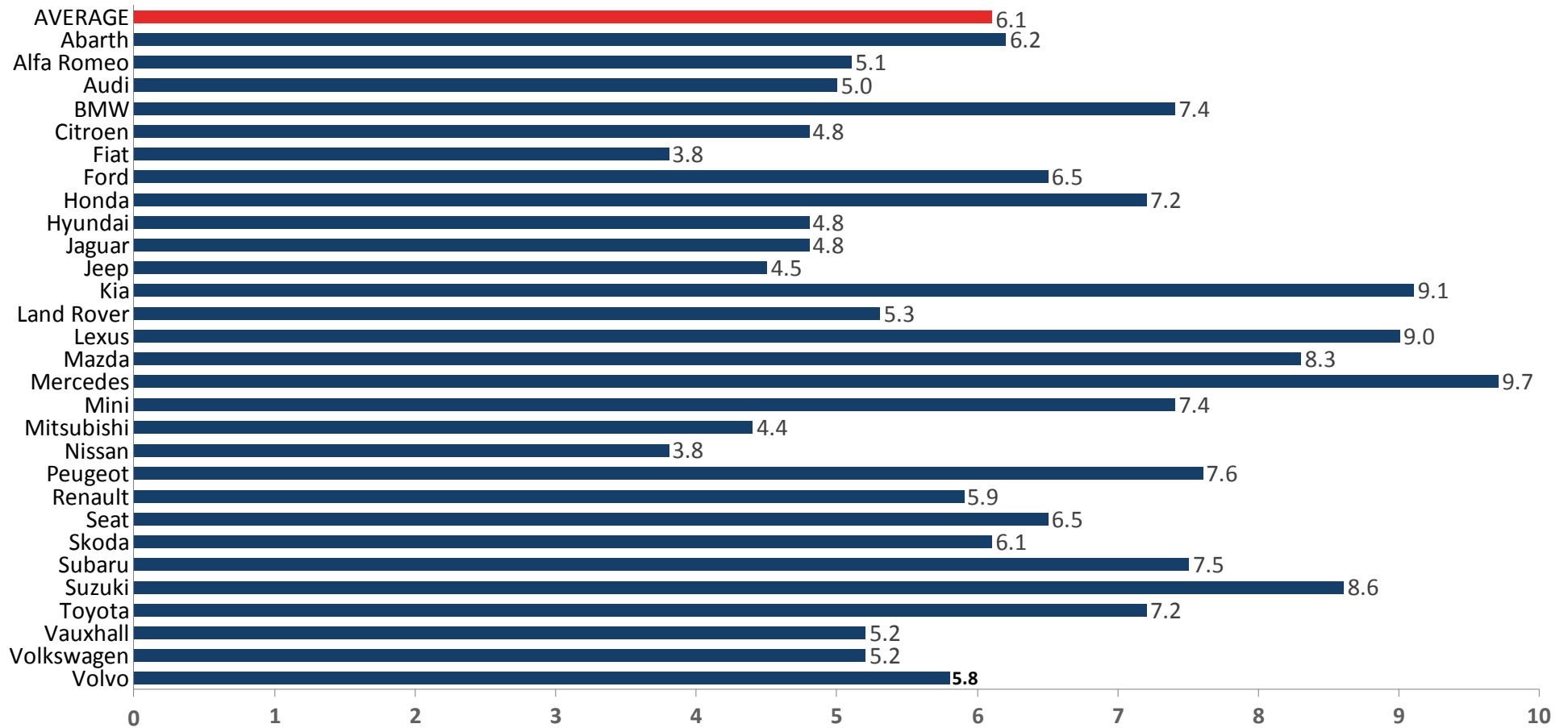


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Honda	6.0	Lexus	8.7	Renault	6.4				
Alfa Romeo	4.4	Hyundai	5.3	Mazda	5.9	Skoda	5.8				
Audi	4.6	Jaguar	4.8	Mercedes	9.4	Toyota	7.8				
BMW	7.3	Jeep	4.3	Mini	7.5	Vauxhall	6.1				
Citroen	5.4	Kia	8.9	Nissan	5.5	Volkswagen	5.5				
Ford	5.0	Land Rover	6.7	Peugeot	6.5	Volvo	6.3			AVERAGE	6.2

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q9d. How satisfied are you with your manufacturer's response to your communications with them?

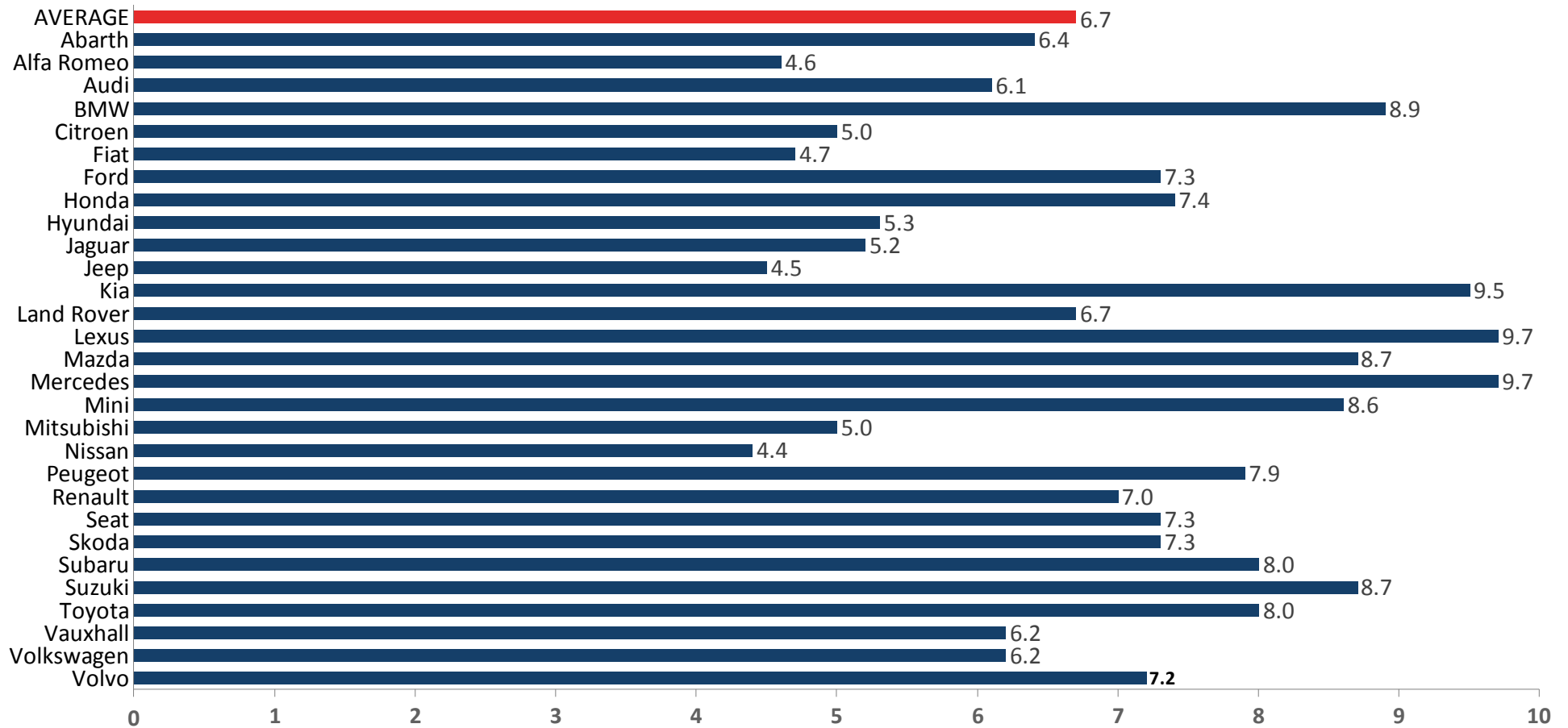


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	5.8	Land Rover	6.0	Nissan	5.7	Suzuki	8.8		
Alfa Romeo	5.6	Honda	6.4	Lexus	9.3	Peugeot	6.6	Toyota	7.9		
Audi	4.8	Hyundai	5.3	Mazda	7.7	Renault	6.8	Vauxhall	6.5		
BMW	7.7	Jaguar	4.1	Mercedes	9.5	Seat	6.7	Volkswagen	4.8		
Citroen	4.4	Jeep	5.7	Mini	8.0	Skoda	6.0	Volvo	6.7		
Fiat	5.3	Kia	9.2	Mitsubishi	4.6	Subaru	6.9			AVERAGE	6.3

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q9e. How satisfied are you with the professionalism of your manufacturer?

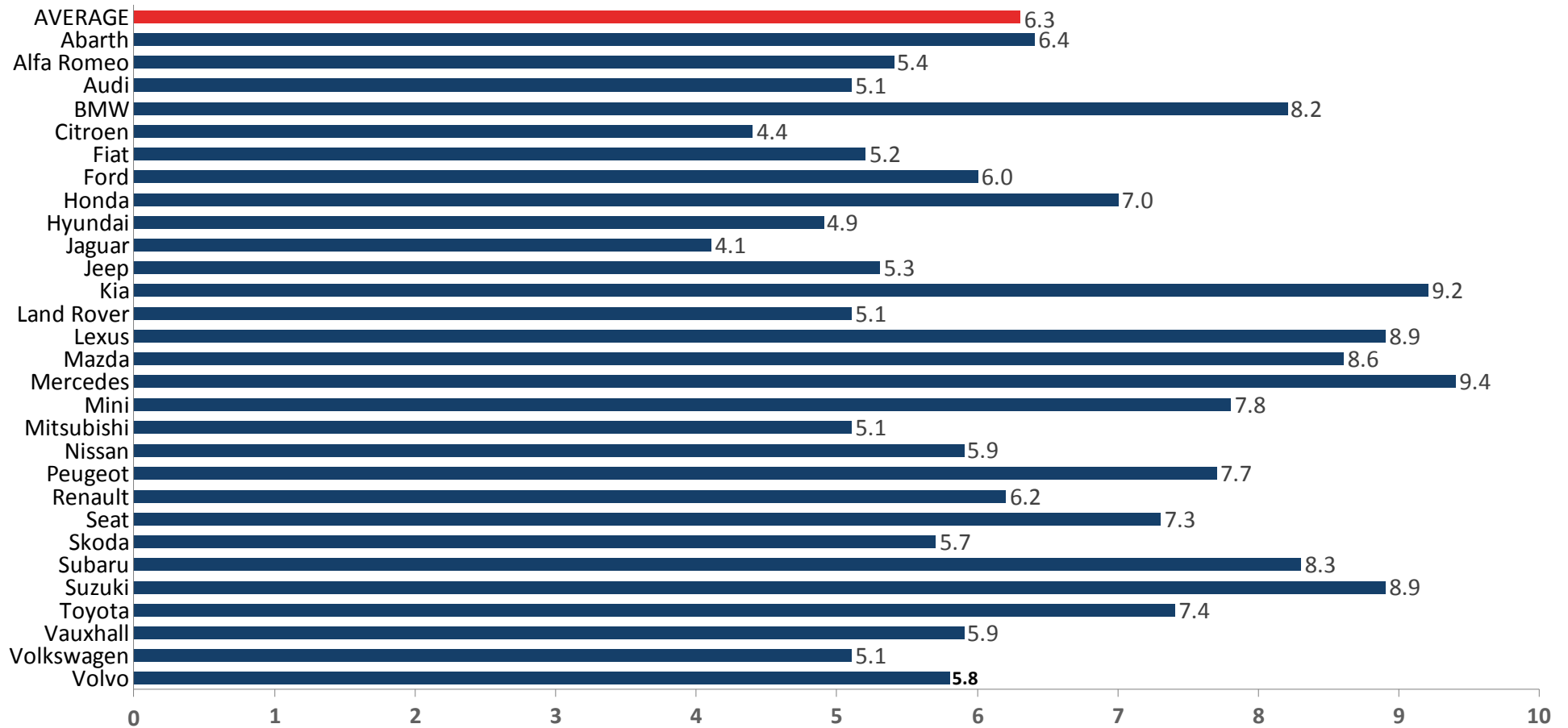


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	6.6	Land Rover	6.0	Nissan	6.4	Suzuki	8.9		
Alfa Romeo	4.8	Honda	7.2	Lexus	9.8	Peugeot	7.0	Toyota	8.6		
Audi	6.4	Hyundai	6.2	Mazda	7.8	Renault	7.1	Vauxhall	7.2		
BMW	9.0	Jaguar	4.6	Mercedes	9.6	Seat	7.2	Volkswagen	6.6		
Citroen	4.9	Jeep	5.9	Mini	9.0	Skoda	7.0	Volvo	7.3		
Fiat	5.2	Kia	9.5	Mitsubishi	5.4	Subaru	7.0			AVERAGE	7.0

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q9f. How satisfied are you that your manufacturer dealer standards are fair and reasonable?

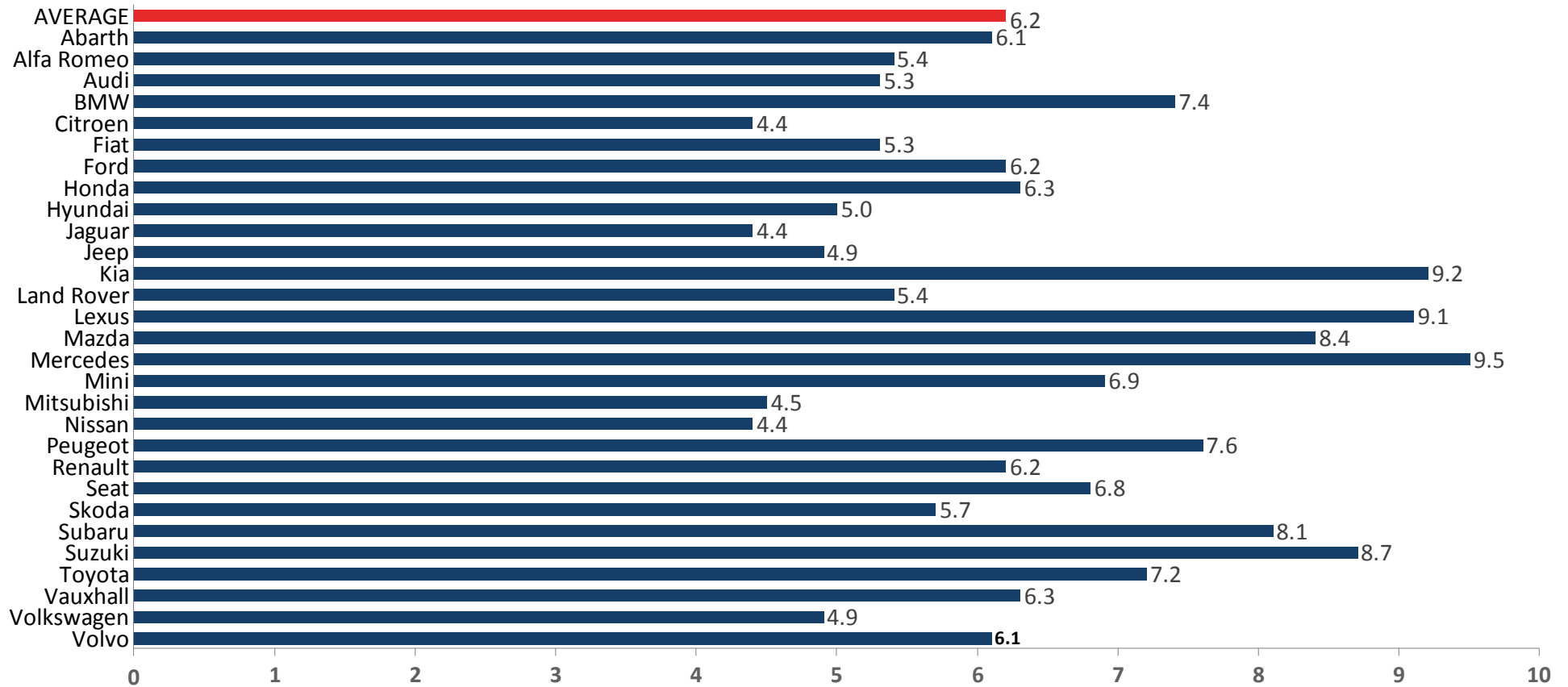


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	5.2	Land Rover	4.8	Nissan	6.0	Suzuki	8.9		
Alfa Romeo	4.6	Honda	6.6	Lexus	9.5	Peugeot	6.5	Toyota	7.3		
Audi	6.0	Hyundai	5.7	Mazda	7.7	Renault	6.5	Vauxhall	7.4		
BMW	8.4	Jaguar	3.9	Mercedes	9.5	Seat	7.0	Volkswagen	5.7		
Citroen	4.1	Jeep	5.8	Mini	8.5	Skoda	5.9	Volvo	6.9		
Fiat	5.2	Kia	9.3	Mitsubishi	6.1	Subaru	7.7			AVERAGE	6.4

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q9g. How satisfied are you that the performance measures used by your manufacturer on your business are fair and reasonable?

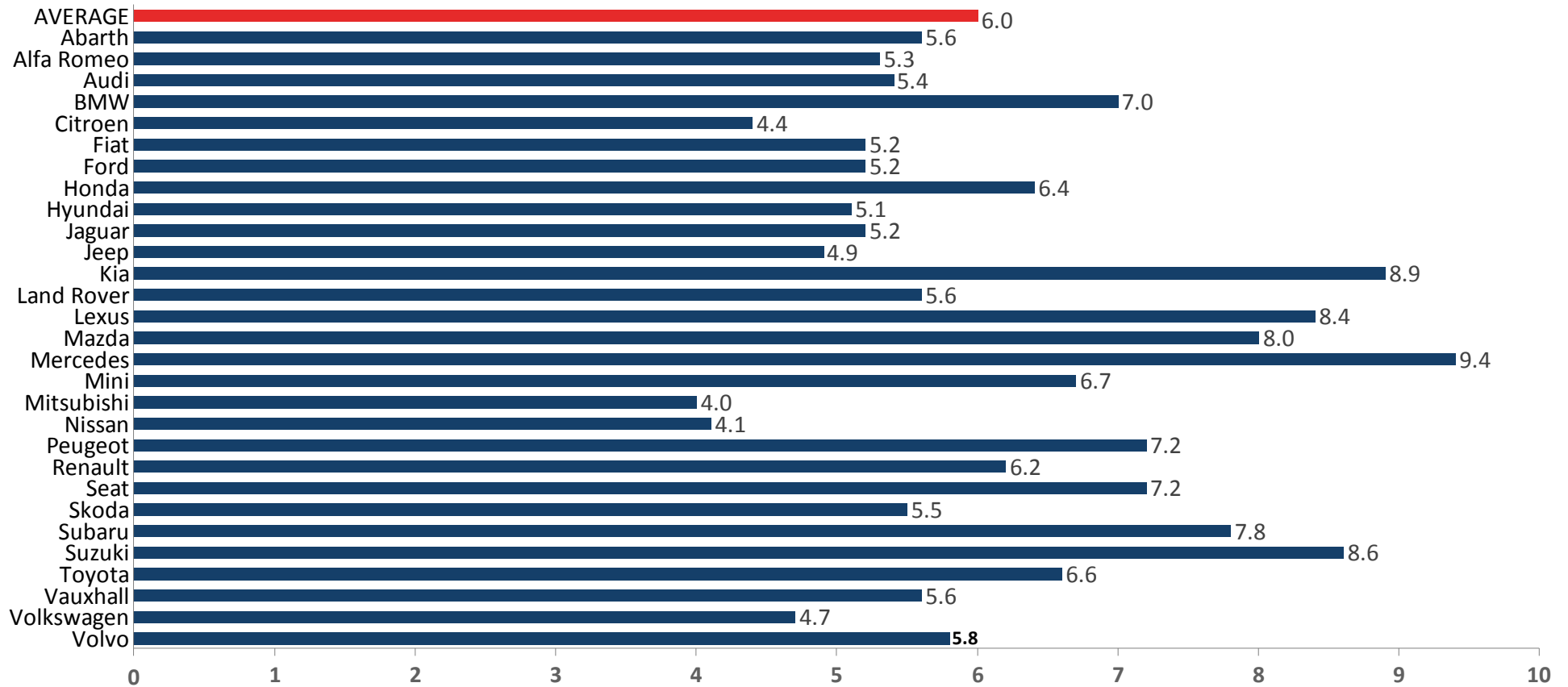


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	5.7	Land Rover	5.1	Nissan	6.0	Suzuki	8.8		
Alfa Romeo	5.2	Honda	5.8	Lexus	9.2	Peugeot	6.6	Toyota	7.2		
Audi	5.5	Hyundai	5.8	Mazda	7.5	Renault	6.3	Vauxhall	7.2		
BMW	8.1	Jaguar	4.2	Mercedes	9.3	Seat	6.7	Volkswagen	5.0		
Citroen	4.0	Jeep	5.4	Mini	8.2	Skoda	5.7	Volvo	6.6		
Fiat	4.8	Kia	9.1	Mitsubishi	5.7	Subaru	7.1			AVERAGE	6.3

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q9h. How satisfied are you with the penalties and escalation process for weak performance used by your manufacturer are fair and reasonable?

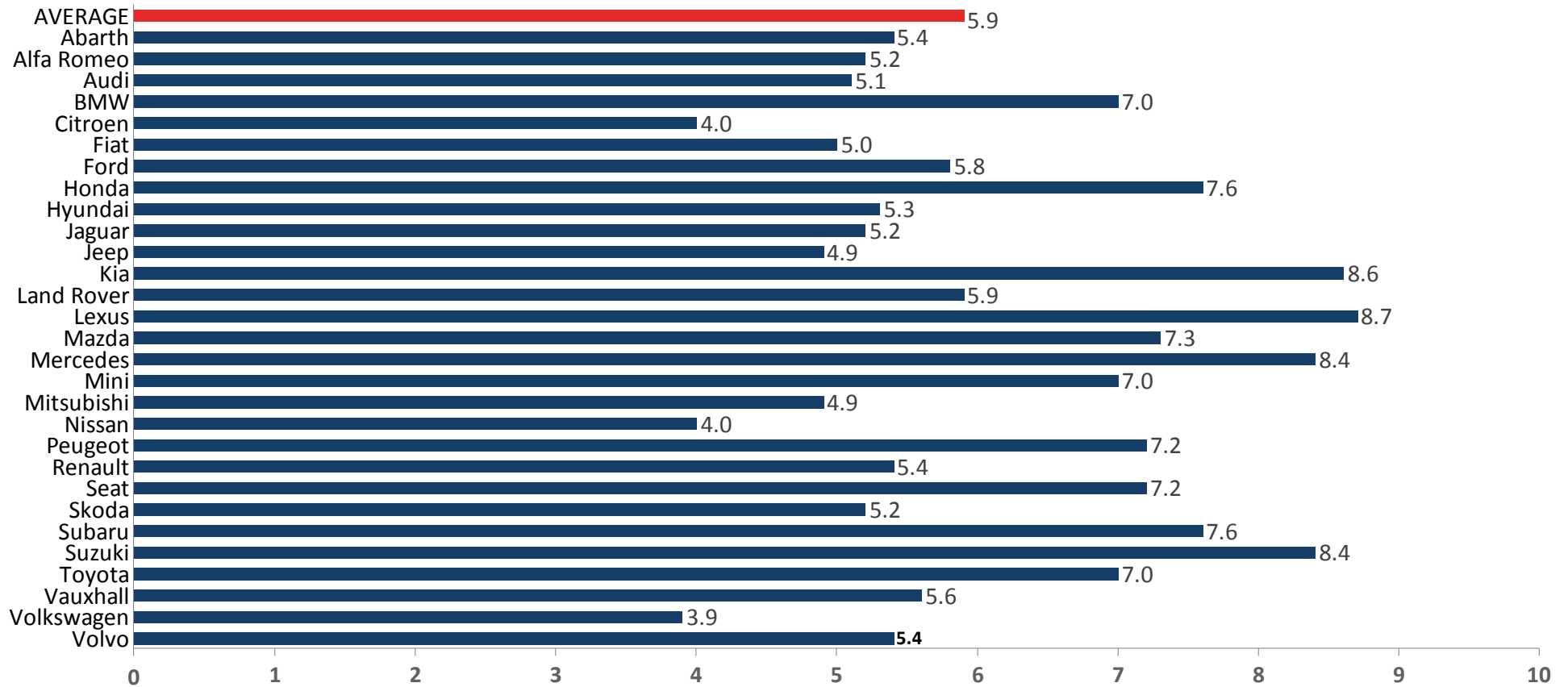


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	4.9	Land Rover	4.3	Nissan	6.0	Suzuki	8.5		
Alfa Romeo	5.1	Honda	5.4	Lexus	9.5	Peugeot	6.2	Toyota	7.3		
Audi	5.6	Hyundai	5.5	Mazda	7.2	Renault	6.7	Vauxhall	7.3		
BMW	7.9	Jaguar	3.8	Mercedes	9.4	Seat	6.5	Volkswagen	4.6		
Citroen	4.2	Jeep	5.6	Mini	8.0	Skoda	5.4	Volvo	6.2		
Fiat	5.3	Kia	8.8	Mitsubishi	4.7	Subaru	7.5			AVERAGE	6.1

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q9i. How satisfied are you with the incentives and penalty regime that underpins your manufacturer's CSI programme?

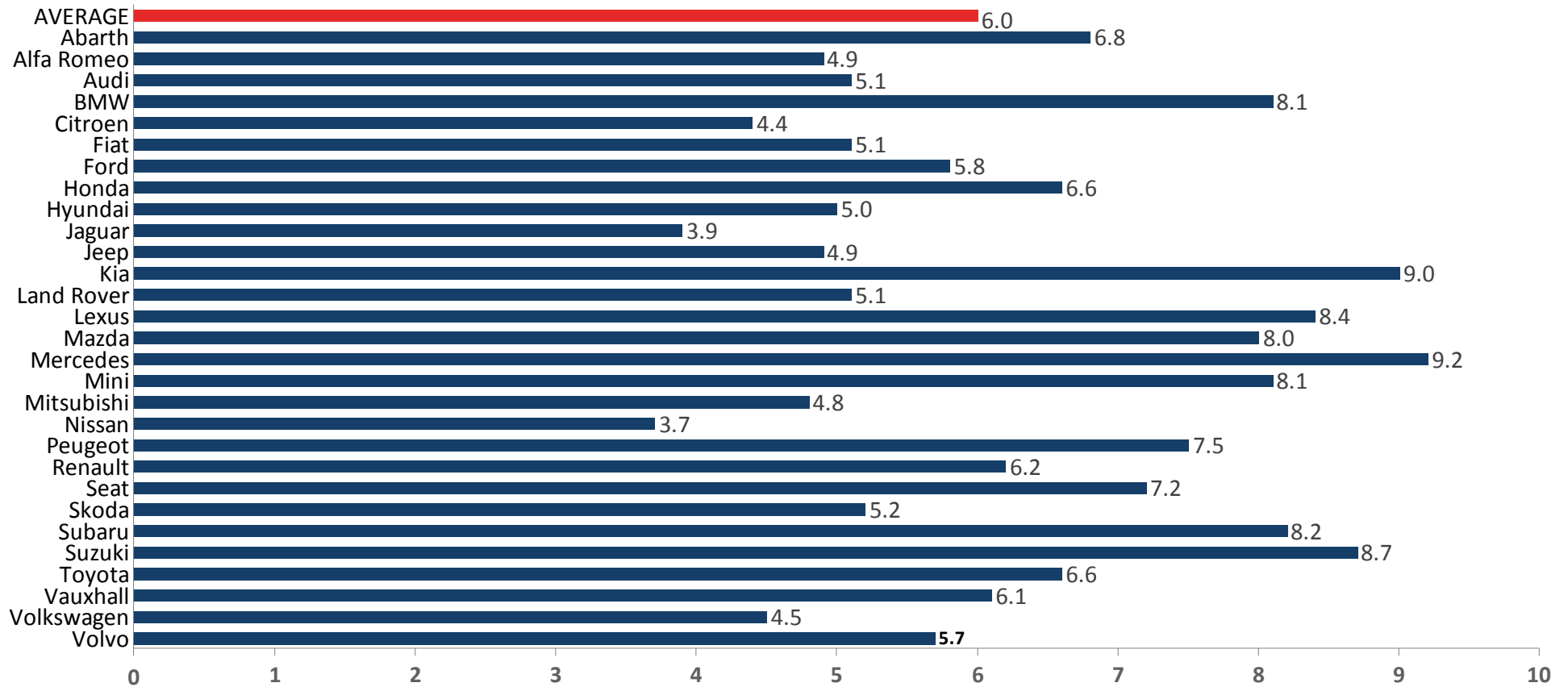


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	4.9	Land Rover	5.5	Nissan	4.5	Suzuki	8.4		
Alfa Romeo	5.1	Honda	6.4	Lexus	9.1	Peugeot	5.8	Toyota	7.7		
Audi	5.7	Hyundai	5.4	Mazda	6.4	Renault	4.5	Vauxhall	7.6		
BMW	7.6	Jaguar	4.1	Mercedes	9.1	Seat	6.3	Volkswagen	4.3		
Citroen	3.6	Jeep	5.0	Mini	7.8	Skoda	4.9	Volvo	5.6		
Fiat	4.8	Kia	8.5	Mitsubishi	5.3	Subaru	7.6			AVERAGE	5.8

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q9j. How satisfied are you with your manufacturer's procedures and controls on your business are fair and reasonable?

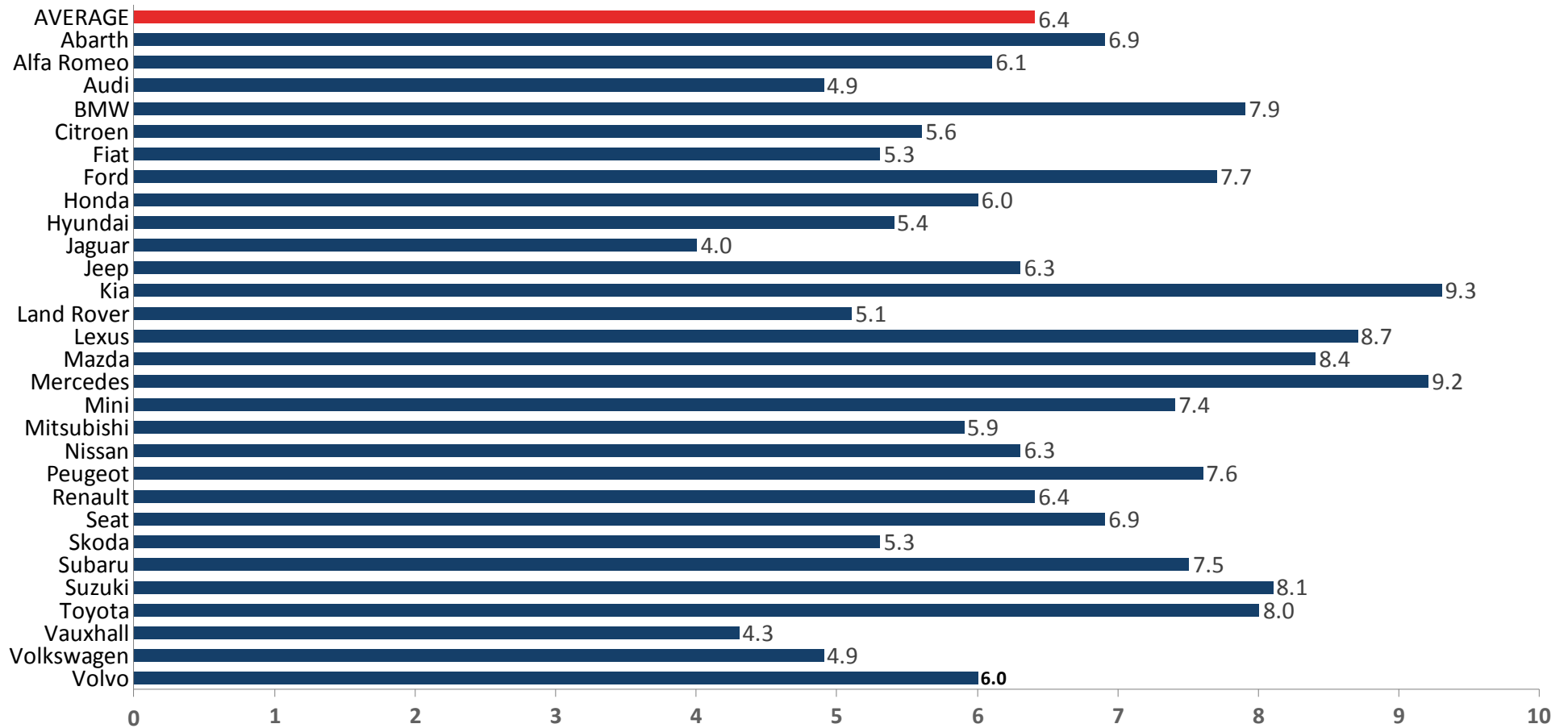


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	5.4	Land Rover	5.0	Nissan	5.7	Suzuki	8.6		
Alfa Romeo	5.3	Honda	5.3	Lexus	8.9	Peugeot	6.4	Toyota	7.4		
Audi	5.8	Hyundai	5.7	Mazda	7.2	Renault	6.3	Vauxhall	6.8		
BMW	8.2	Jaguar	3.7	Mercedes	9.3	Seat	6.3	Volkswagen	5.2		
Citroen	3.9	Jeep	5.4	Mini	8.2	Skoda	5.7	Volvo	6.5		
Fiat	5.2	Kia	8.9	Mitsubishi	5.1	Subaru	7.7			AVERAGE	6.2

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q9k. How satisfied are you with the value of sales field staff to your business?

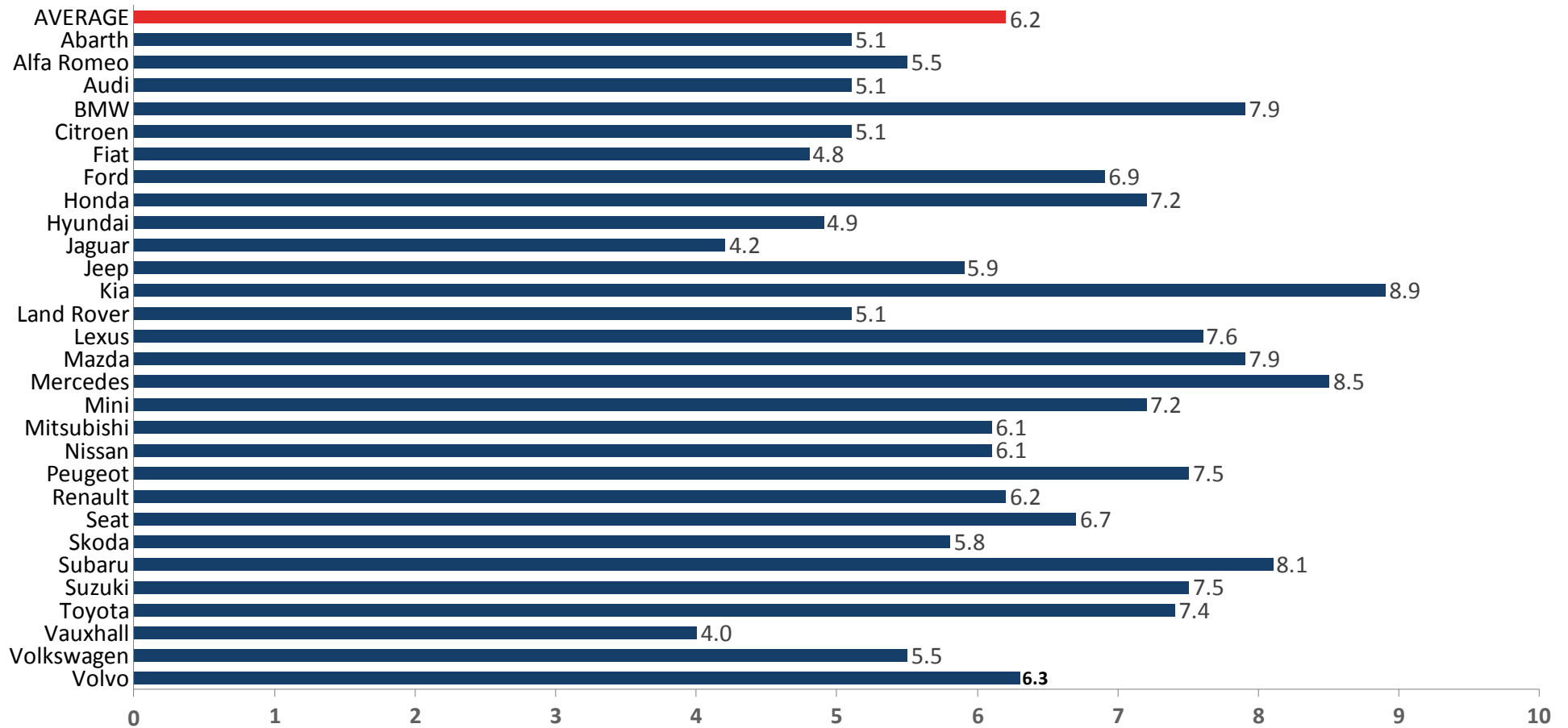


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	7.0	Land Rover	5.8	Nissan	6.1	Suzuki	8.1		
Alfa Romeo	6.4	Honda	6.0	Lexus	8.7	Peugeot	5.7	Toyota	7.9		
Audi	6.0	Hyundai	5.8	Mazda	8.3	Renault	7.5	Vauxhall	7.5		
BMW	7.1	Jaguar	4.7	Mercedes	8.8	Seat	6.6	Volkswagen	5.2		
Citroen	5.0	Jeep	6.3	Mini	8.0	Skoda	6.1	Volvo	6.4		
Fiat	6.1	Kia	9.2	Mitsubishi	5.7	Subaru	7.1			AVERAGE	6.6

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q9I. How satisfied are you with the value of aftersales field staff to your business?

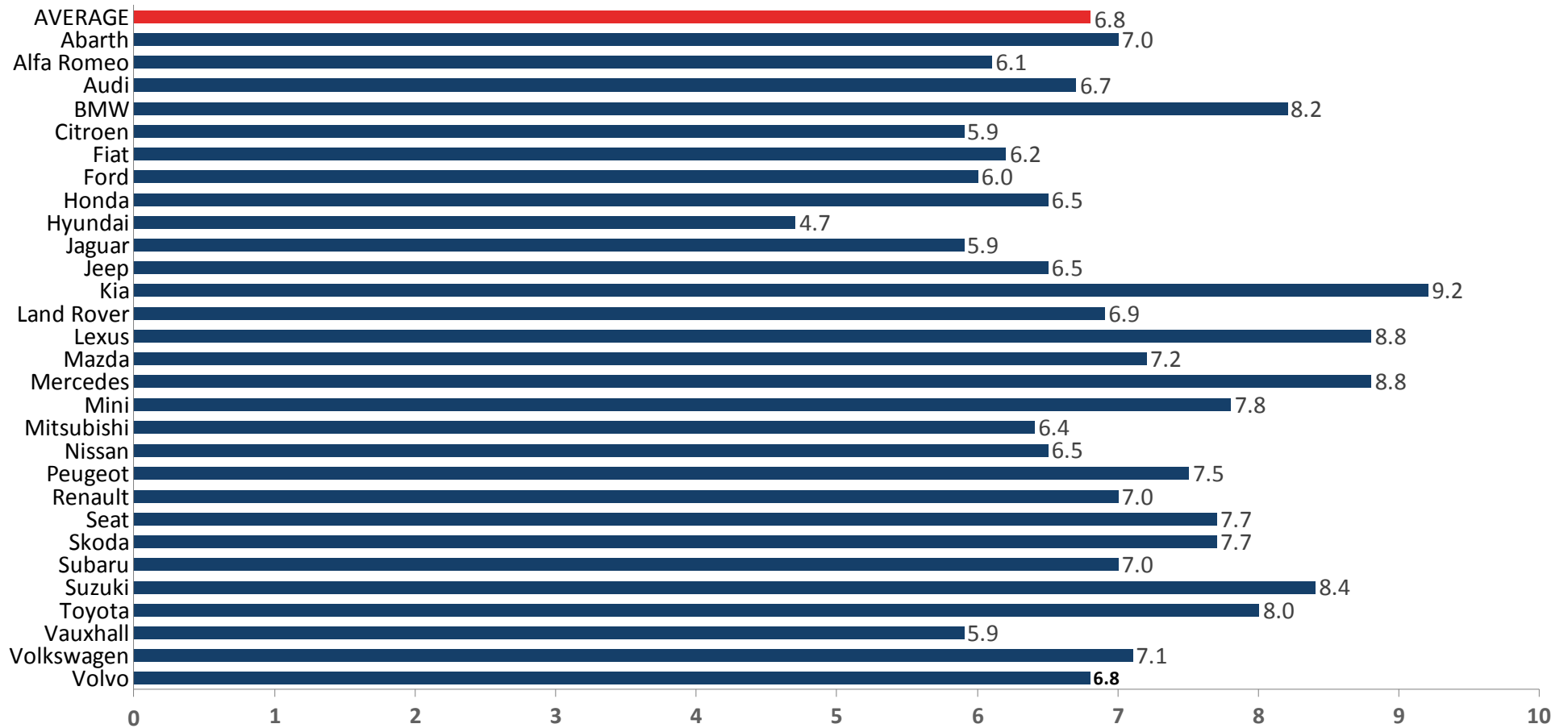


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	6.1	Land Rover	6.4	Nissan	6.2	Suzuki	7.9		
Alfa Romeo	5.6	Honda	6.1	Lexus	7.7	Peugeot	5.8	Toyota	6.9		
Audi	6.2	Hyundai	5.2	Mazda	7.3	Renault	7.1	Vauxhall	7.3		
BMW	8.2	Jaguar	5.0	Mercedes	7.7	Seat	6.8	Volkswagen	5.2		
Citroen	4.9	Jeep	6.4	Mini	8.3	Skoda	5.9	Volvo	6.6		
Fiat	5.5	Kia	8.7	Mitsubishi	5.7	Subaru	6.7			AVERAGE	6.4

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q9m. How satisfied are you with the quality of your manufacturer's training?

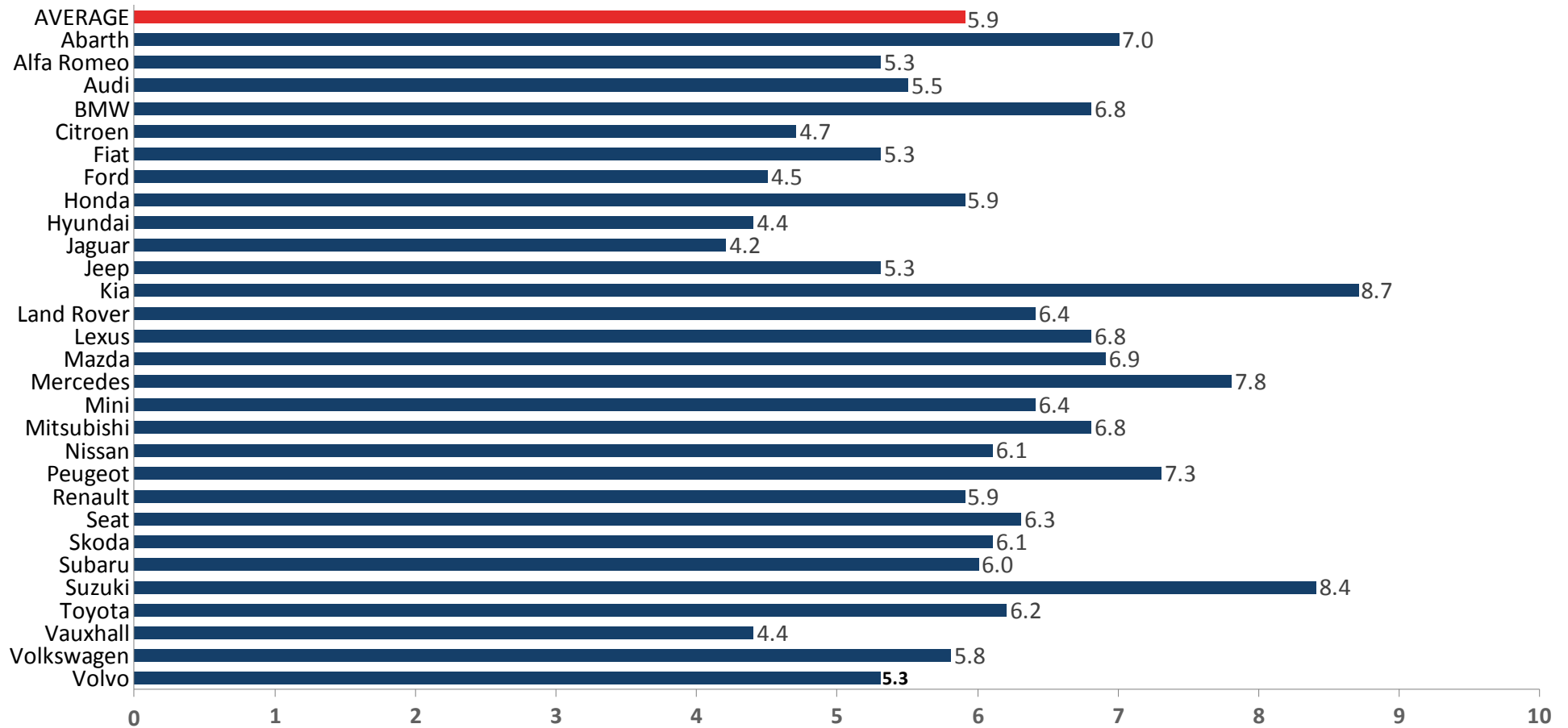


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	5.7	Land Rover	6.7	Nissan	6.2	Suzuki	8.4		
Alfa Romeo	6.1	Honda	5.8	Lexus	9.0	Peugeot	5.9	Toyota	8.3		
Audi	7.5	Hyundai	5.8	Mazda	6.2	Renault	7.0	Vauxhall	6.9		
BMW	8.8	Jaguar	5.6	Mercedes	8.7	Seat	7.4	Volkswagen	7.5		
Citroen	6.2	Jeep	6.1	Mini	8.7	Skoda	6.9	Volvo	6.9		
Fiat	6.0	Kia	9.2	Mitsubishi	6.8	Subaru	7.0			AVERAGE	6.9

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q9n. How satisfied are you with the cost of manufacturer's training?

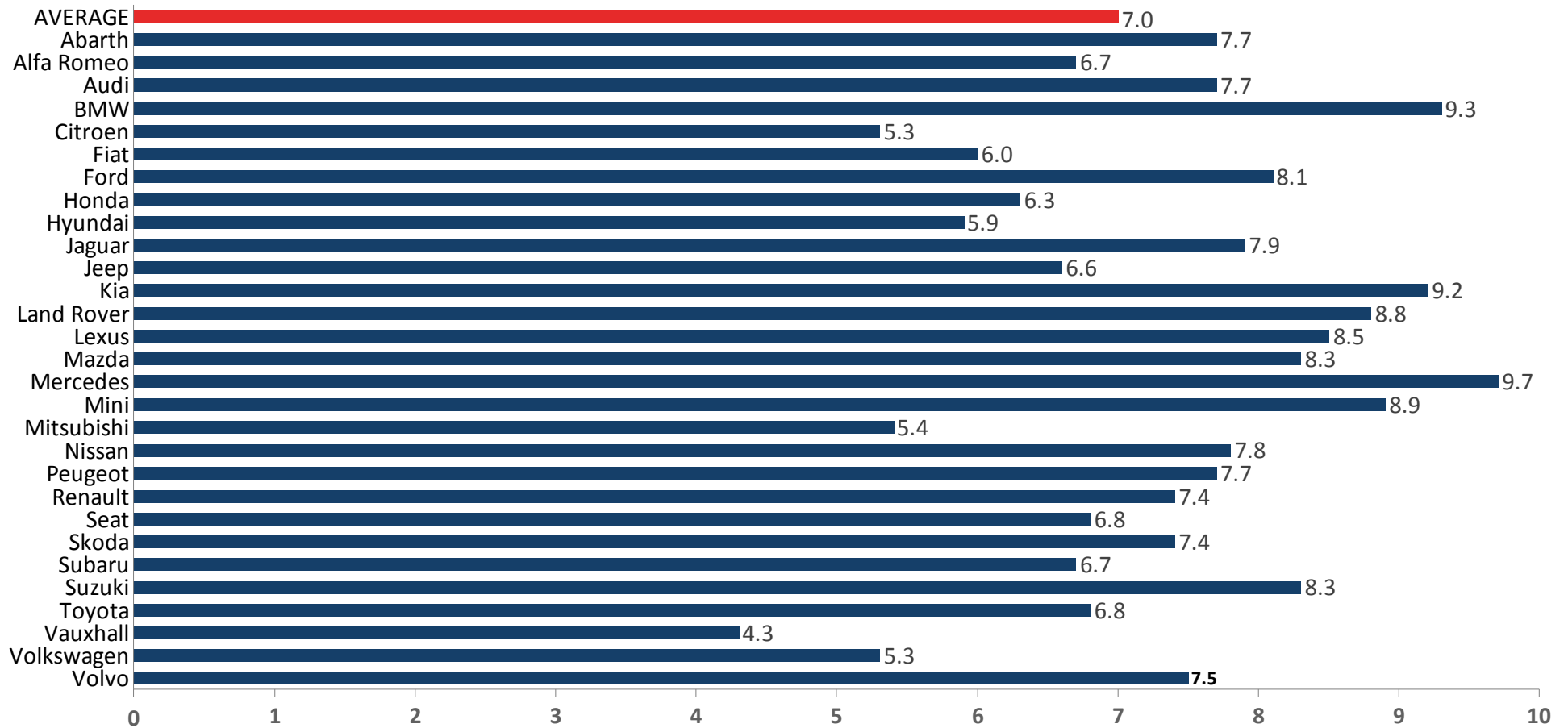


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	4.2	Land Rover	6.3	Nissan	5.3	Suzuki	8.5		
Alfa Romeo	6.2	Honda	5.5	Lexus	7.4	Peugeot	5.6	Toyota	6.5		
Audi	6.5	Hyundai	5.1	Mazda	5.3	Renault	6.7	Vauxhall	5.5		
BMW	6.6	Jaguar	4.4	Mercedes	8.3	Seat	6.8	Volkswagen	6.3		
Citroen	4.5	Jeep	5.5	Mini	7.0	Skoda	6.2	Volvo	6.6		
Fiat	5.2	Kia	8.7	Mitsubishi	6.8	Subaru	6.9			AVERAGE	6.0

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q10a. How satisfied are you with the product image?

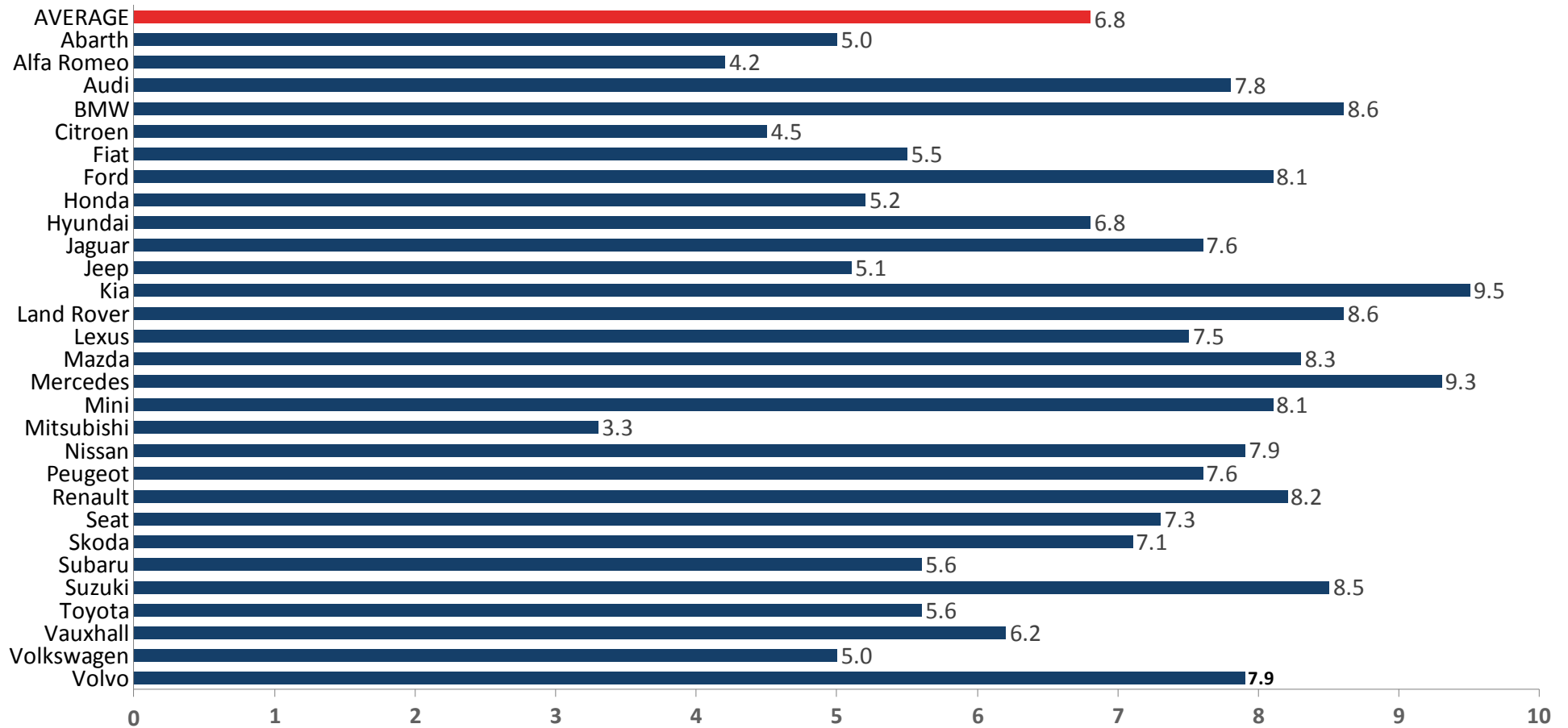


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	7.8	Land Rover	9.5	Nissan	7.7	Suzuki	8.6		
Alfa Romeo	5.7	Honda	6.0	Lexus	7.6	Peugeot	6.3	Toyota	6.5		
Audi	8.0	Hyundai	6.5	Mazda	8.2	Renault	7.9	Vauxhall	6.5		
BMW	9.2	Jaguar	7.3	Mercedes	9.7	Seat	6.9	Volkswagen	5.9		
Citroen	6.1	Jeep	7.4	Mini	9.0	Skoda	6.6	Volvo	7.2		
Fiat	6.3	Kia	9.1	Mitsubishi	6.3	Subaru	6.6			AVERAGE	7.1

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q10b. How satisfied are you with the frequency of introduction of new models?

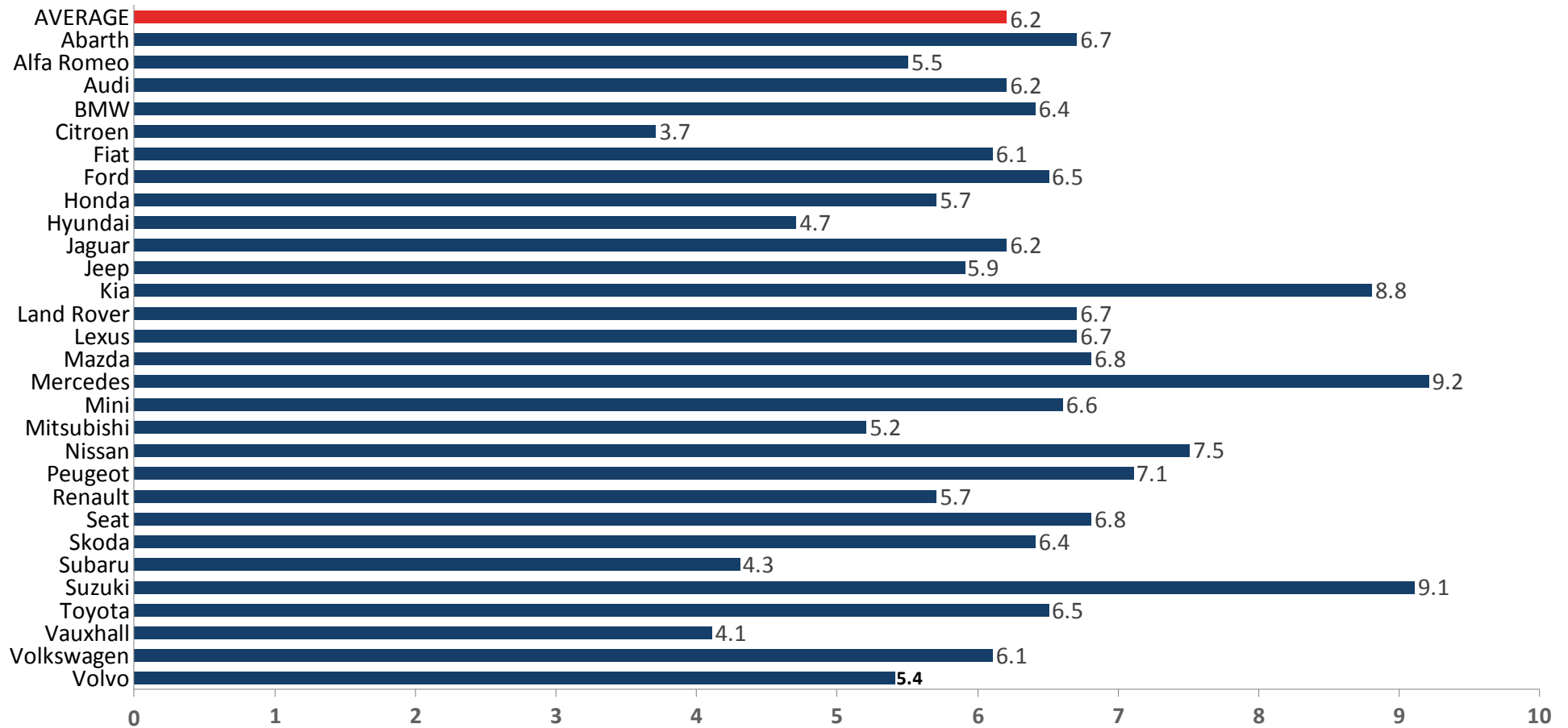


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	8.0	Land Rover	8.7	Nissan	7.1	Suzuki	8.5		
Alfa Romeo	2.5	Honda	4.9	Lexus	5.5	Peugeot	6.5	Toyota	5.3		
Audi	8.0	Hyundai	7.4	Mazda	8.3	Renault	8.4	Vauxhall	7.0		
BMW	8.6	Jaguar	6.8	Mercedes	9.7	Seat	6.3	Volkswagen	6.6		
Citroen	5.7	Jeep	6.6	Mini	8.4	Skoda	6.6	Volvo	7.4		
Fiat	6.4	Kia	9.3	Mitsubishi	4.7	Subaru	6.3			AVERAGE	7.0

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q10c. How satisfied are you with the product advertising?

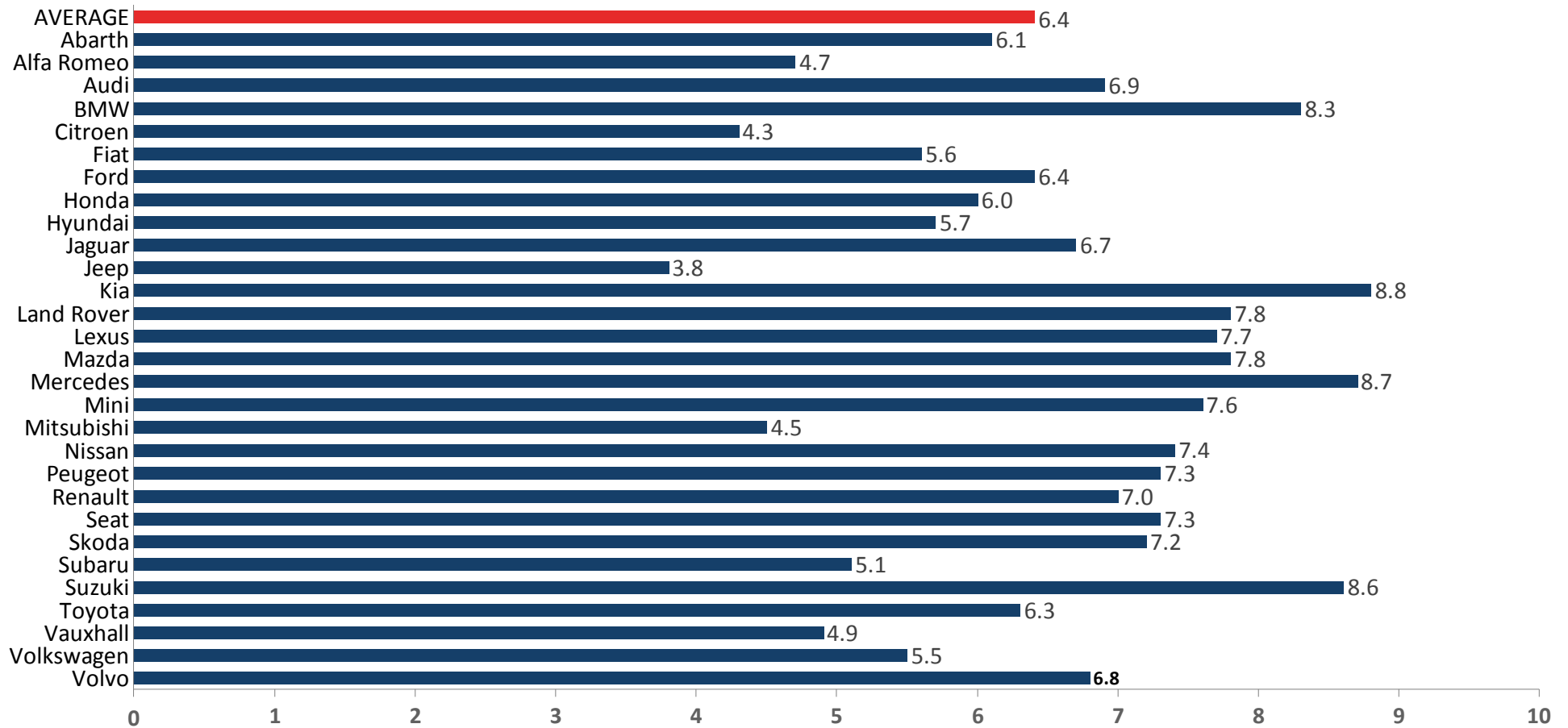


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	6.7	Land Rover	6.6	Nissan	7.1	Suzuki	9.0		
Alfa Romeo	5.0	Honda	4.9	Lexus	6.8	Peugeot	5.9	Toyota	6.5		
Audi	6.3	Hyundai	4.9	Mazda	6.5	Renault	6.4	Vauxhall	5.4		
BMW	7.5	Jaguar	3.8	Mercedes	9.4	Seat	6.6	Volkswagen	6.9		
Citroen	4.1	Jeep	6.8	Mini	8.0	Skoda	6.1	Volvo	5.1		
Fiat	6.1	Kia	8.5	Mitsubishi	6.0	Subaru	4.9			AVERAGE	6.3

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q10d. How satisfied are you with the product value and pricing?

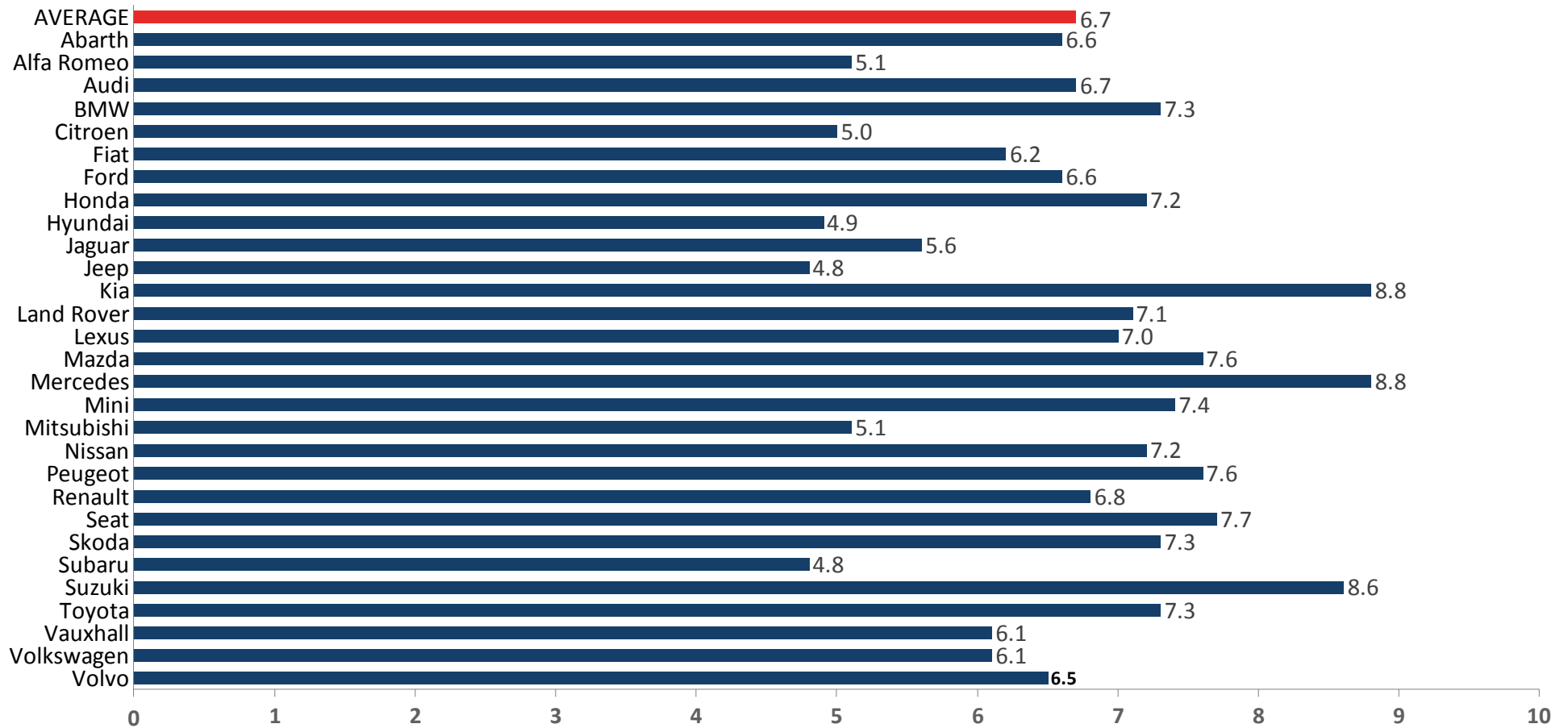


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	7.4	Land Rover	7.9	Nissan	6.9	Suzuki	8.8		
Alfa Romeo	3.8	Honda	5.9	Lexus	7.2	Peugeot	6.0	Toyota	6.8		
Audi	7.4	Hyundai	6.0	Mazda	7.1	Renault	7.5	Vauxhall	6.4		
BMW	8.3	Jaguar	5.9	Mercedes	9.5	Seat	6.8	Volkswagen	6.2		
Citroen	5.3	Jeep	6.0	Mini	7.9	Skoda	6.3	Volvo	6.5		
Fiat	6.0	Kia	8.9	Mitsubishi	5.2	Subaru	6.3			AVERAGE	6.7

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q10e. How satisfied are you with the strength of consumer offers?

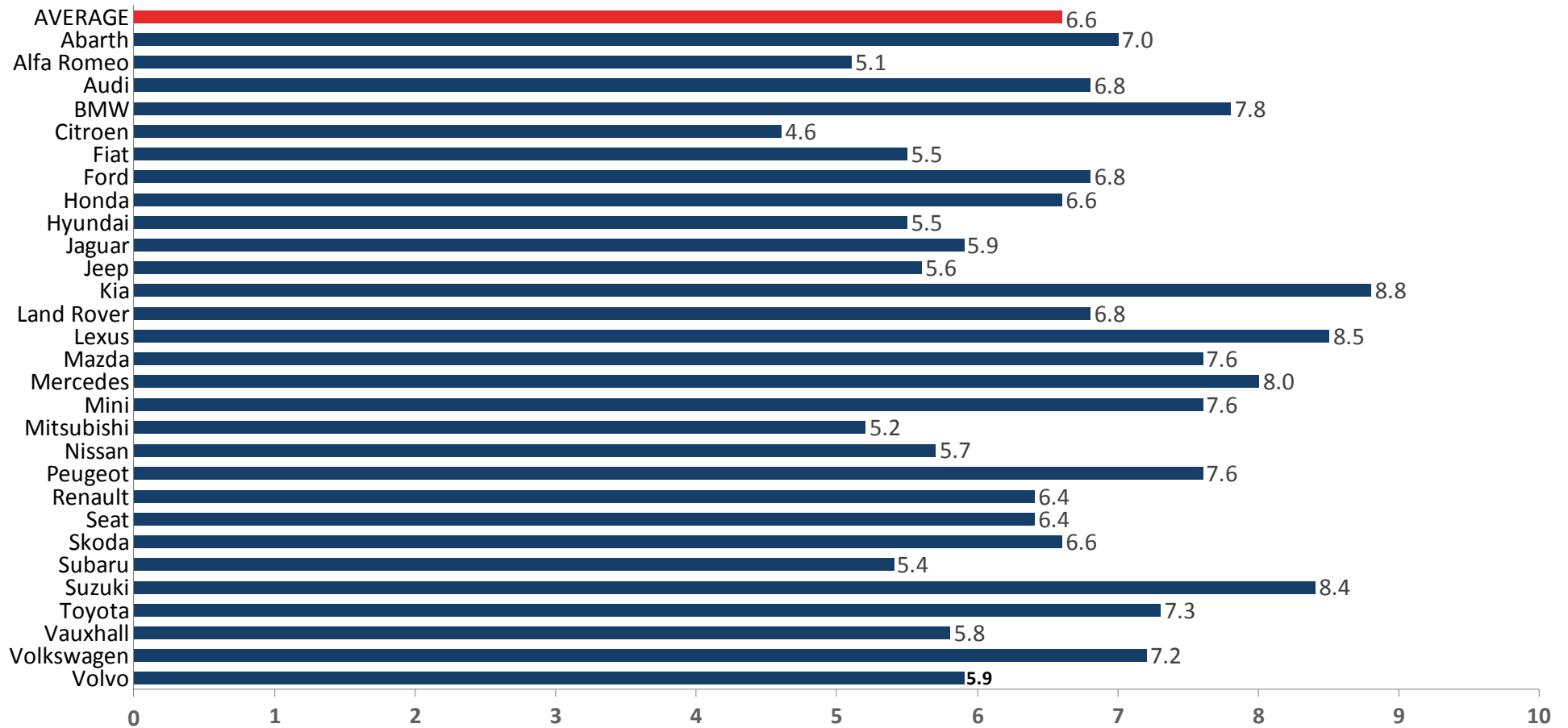


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	6.8	Land Rover	6.9	Nissan	7.8	Suzuki	8.8		
Alfa Romeo	5.7	Honda	6.8	Lexus	6.9	Peugeot	6.4	Toyota	7.1		
Audi	7.4	Hyundai	5.2	Mazda	7.1	Renault	7.1	Vauxhall	7.1		
BMW	7.5	Jaguar	4.1	Mercedes	9.5	Seat	6.9	Volkswagen	7.1		
Citroen	5.8	Jeep	6.1	Mini	7.7	Skoda	7.2	Volvo	6.9		
Fiat	6.0	Kia	8.8	Mitsubishi	4.6	Subaru	5.7			AVERAGE	6.8

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q10f. How satisfied are you with the future proofing their digital marketing?

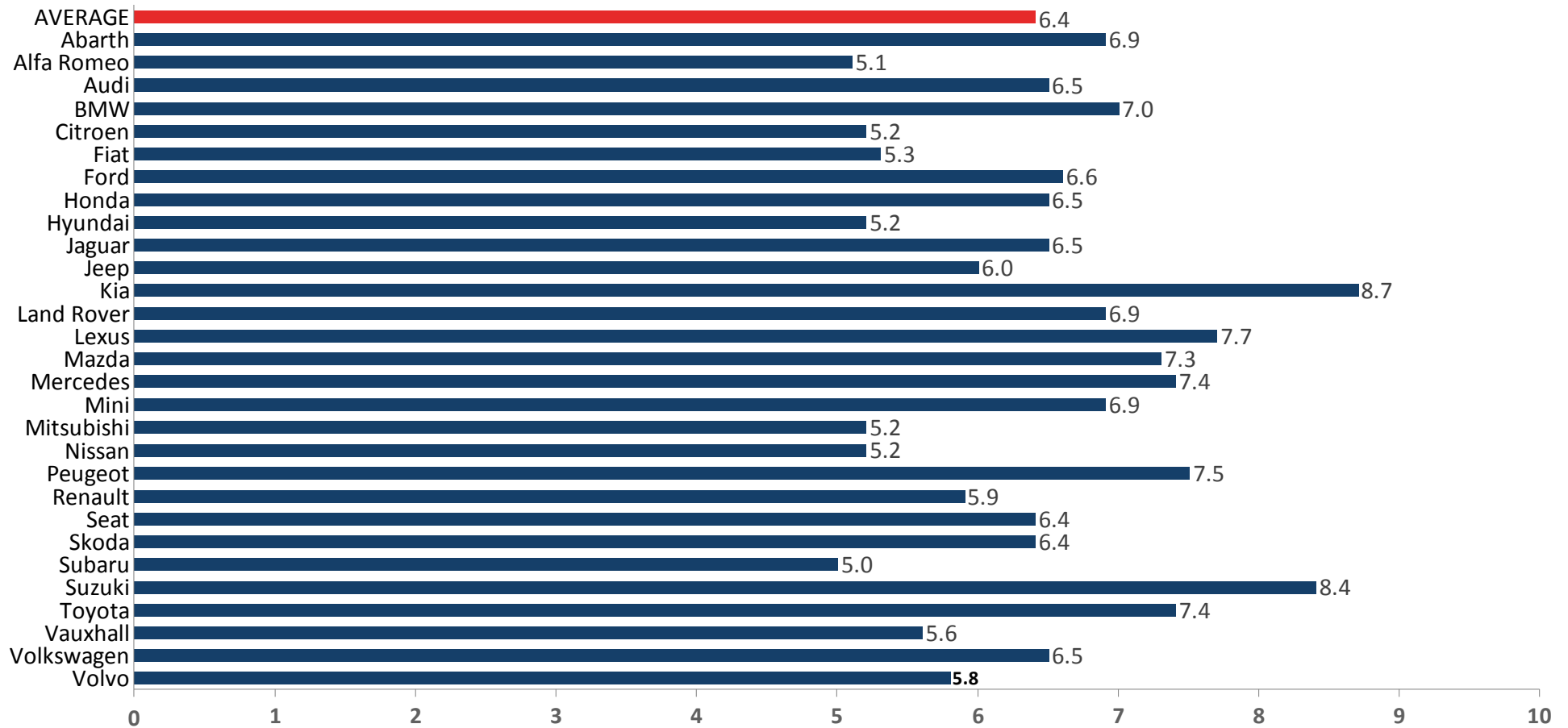


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	6.9	Land Rover	7.7	Nissan	6.9	Suzuki	8.4		
Alfa Romeo	5.4	Honda	6.0	Lexus	7.2	Peugeot	7.1	Toyota	7.7		
Audi	7.1	Hyundai	5.8	Mazda	7.1	Renault	6.3	Vauxhall	7.3		
BMW	8.2	Jaguar	4.9	Mercedes	7.6	Seat	6.3	Volkswagen	7.7		
Citroen	5.5	Jeep	6.6	Mini	8.0	Skoda	6.3	Volvo	6.2		
Fiat	6.0	Kia	8.7	Mitsubishi	6.2	Subaru	5.8			AVERAGE	6.8

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q10g. How satisfied are you with the social media proposition?

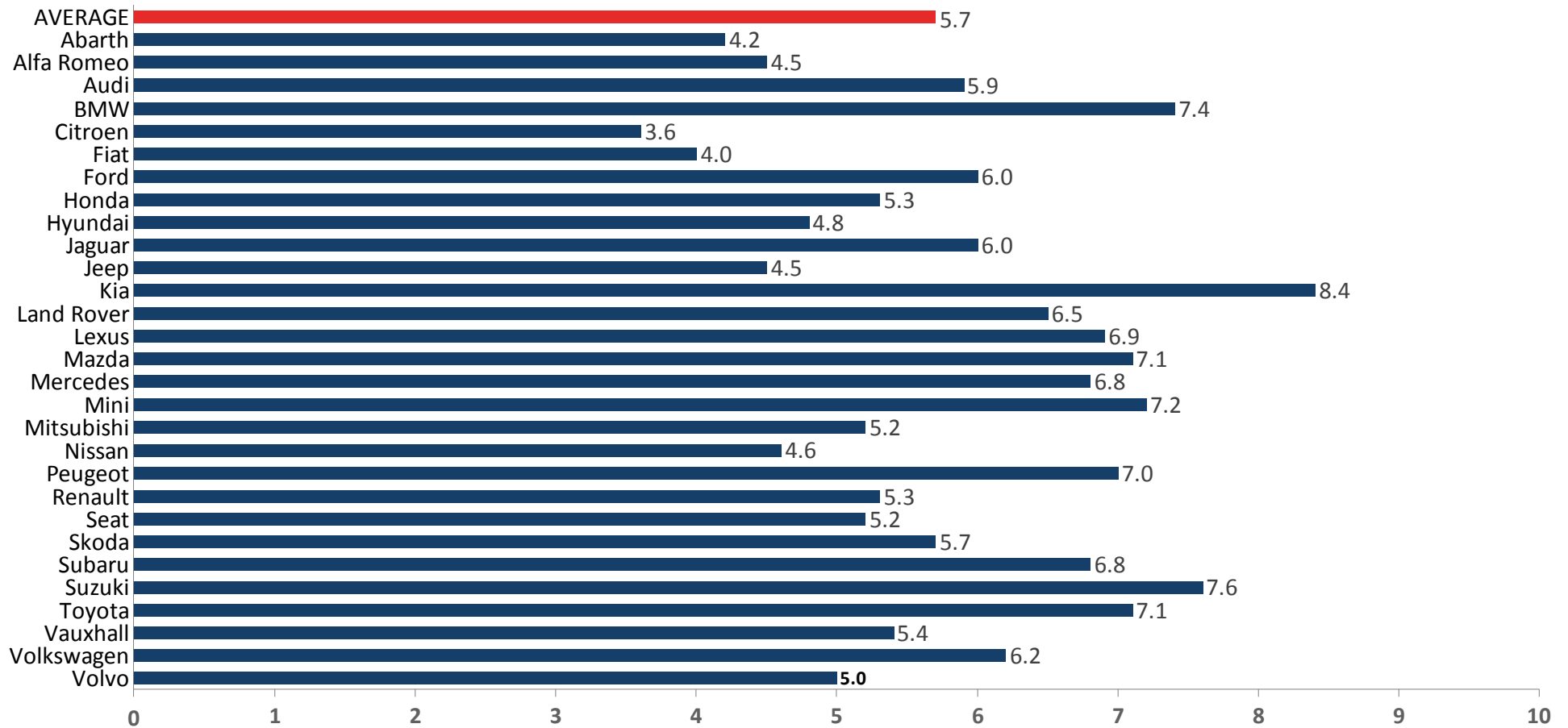


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	6.5	Land Rover	7.5	Nissan	6.8	Suzuki	8.4		
Alfa Romeo	5.4	Honda	5.3	Lexus	7.2	Peugeot	6.5	Toyota	8.0		
Audi	7.0	Hyundai	5.3	Mazda	7.0	Renault	6.3	Vauxhall	7.1		
BMW	8.3	Jaguar	4.7	Mercedes	7.7	Seat	6.1	Volkswagen	6.9		
Citroen	5.5	Jeep	6.7	Mini	8.3	Skoda	6.0	Volvo	6.3		
Fiat	5.6	Kia	8.5	Mitsubishi	5.9	Subaru	5.3			AVERAGE	6.6

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q10h. How satisfied are you with the integrating with their dealers websites?

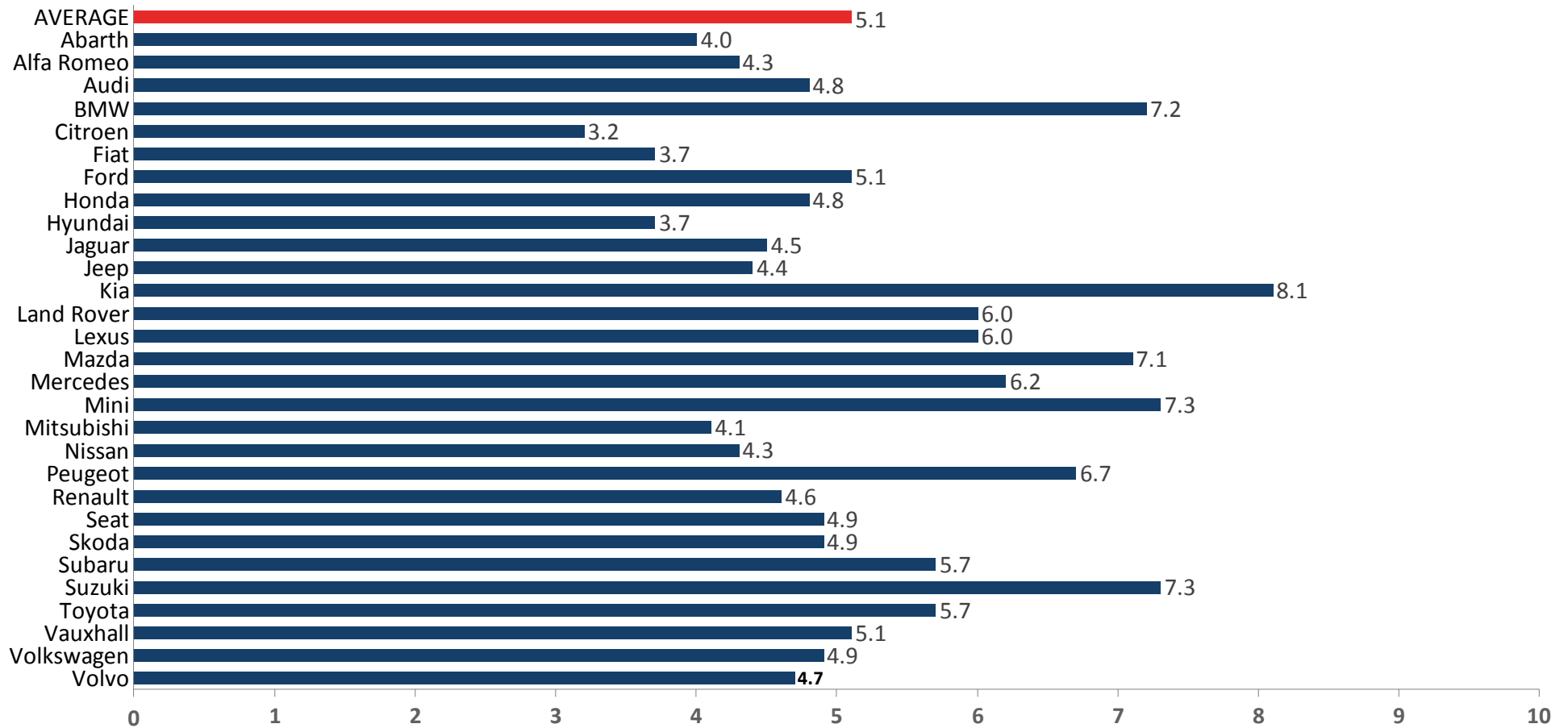


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	6.0	Land Rover	6.5	Nissan	5.8	Suzuki	7.6		
Alfa Romeo	3.6	Honda	5.2	Lexus	6.8	Peugeot	5.2	Toyota	7.4		
Audi	6.1	Hyundai	5.2	Mazda	7.0	Renault	6.2	Vauxhall	6.8		
BMW	8.0	Jaguar	5.1	Mercedes	6.9	Seat	5.9	Volkswagen	5.4		
Citroen	4.4	Jeep	4.3	Mini	7.9	Skoda	5.6	Volvo	5.5		
Fiat	3.5	Kia	8.2	Mitsubishi	5.8	Subaru	6.3			AVERAGE	5.9

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q10i. How satisfied are you with the assisting dealers with their own websites?

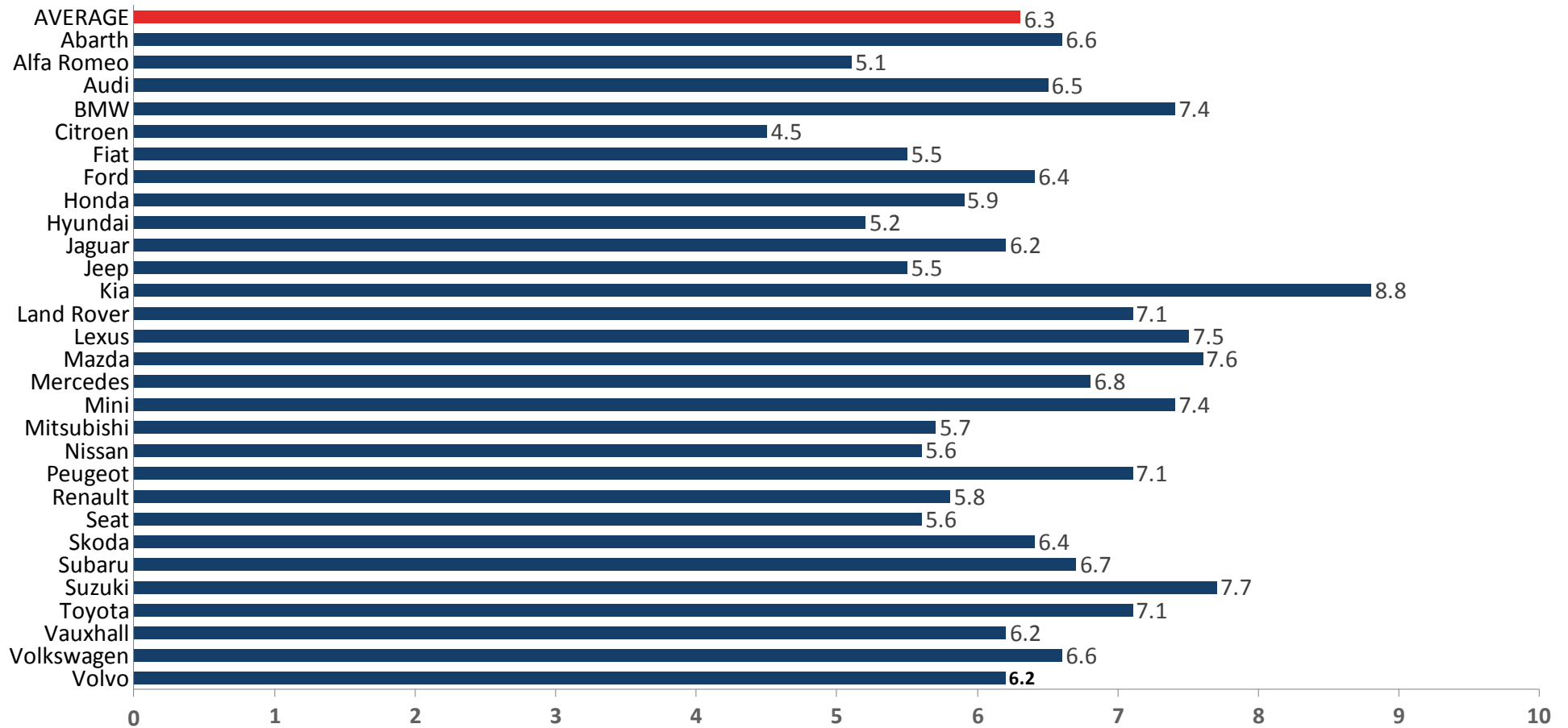


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	4.9	Land Rover	5.5	Nissan	5.1	Suzuki	7.1		
Alfa Romeo	4.1	Honda	4.1	Lexus	6.5	Peugeot	4.5	Toyota	6.7		
Audi	5.1	Hyundai	4.4	Mazda	6.6	Renault	5.2	Vauxhall	6.9		
BMW	7.7	Jaguar	3.8	Mercedes	6.9	Seat	5.3	Volkswagen	4.2		
Citroen	3.7	Jeep	4.6	Mini	7.9	Skoda	5.0	Volvo	4.4		
Fiat	3.8	Kia	7.7	Mitsubishi	4.7	Subaru	6.0			AVERAGE	5.2

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q10j. How satisfied are you with the quality and user friendliness of your manufacturer's web presence?

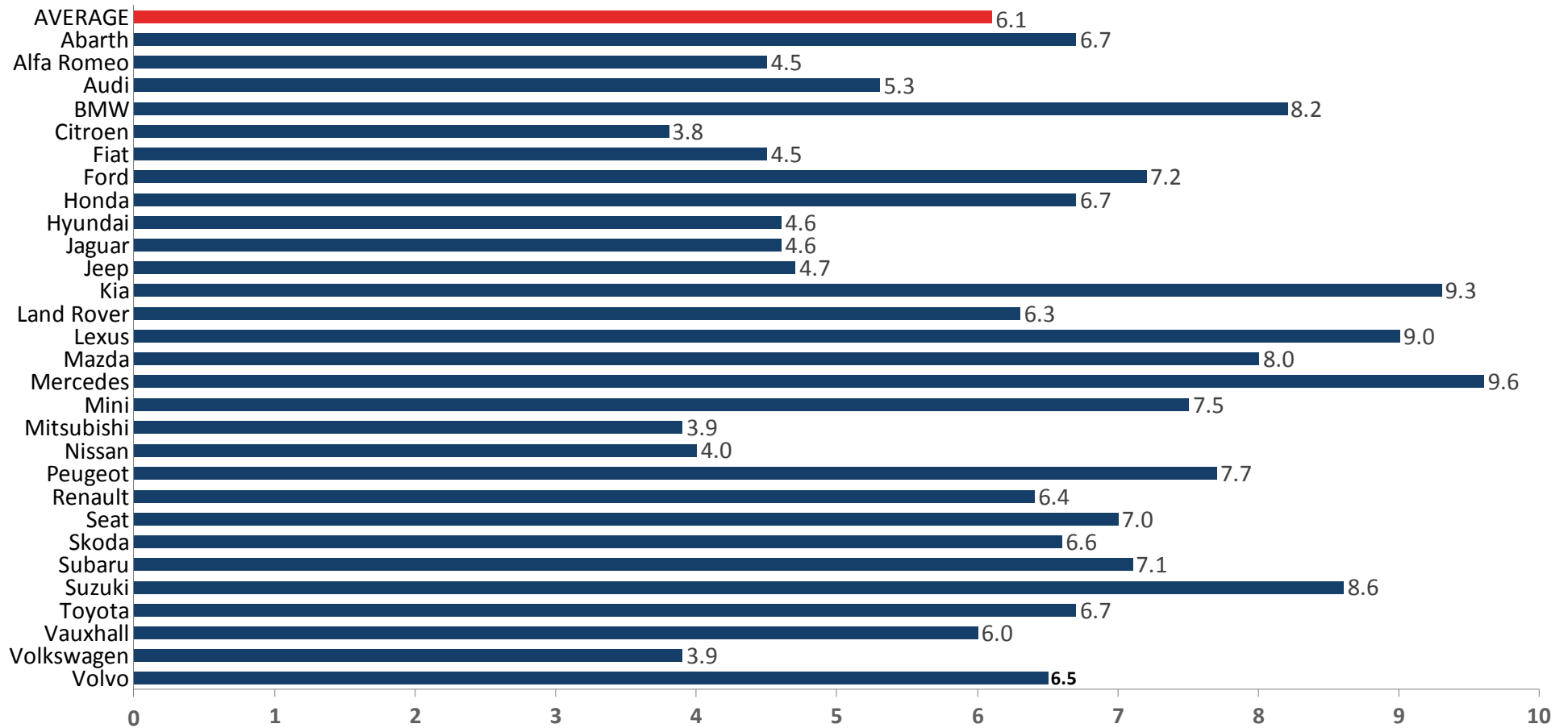


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	7.0	Land Rover	7.2	Nissan	6.2	Suzuki	7.5		
Alfa Romeo	4.8	Honda	5.6	Lexus	7.1	Peugeot	6.1	Toyota	7.3		
Audi	6.8	Hyundai	5.4	Mazda	7.5	Renault	6.1	Vauxhall	7.0		
BMW	7.9	Jaguar	5.2	Mercedes	6.6	Seat	6.1	Volkswagen	6.8		
Citoren	5.5	Jeep	5.4	Mini	8.2	Skoda	6.4	Volvo	5.6		
Fiat	4.6	Kia	8.3	Mitsubishi	6.0	Subaru	6.1			AVERAGE	6.4

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q11. How would you rate your manufacturer overall on a scale of 1 to 10?

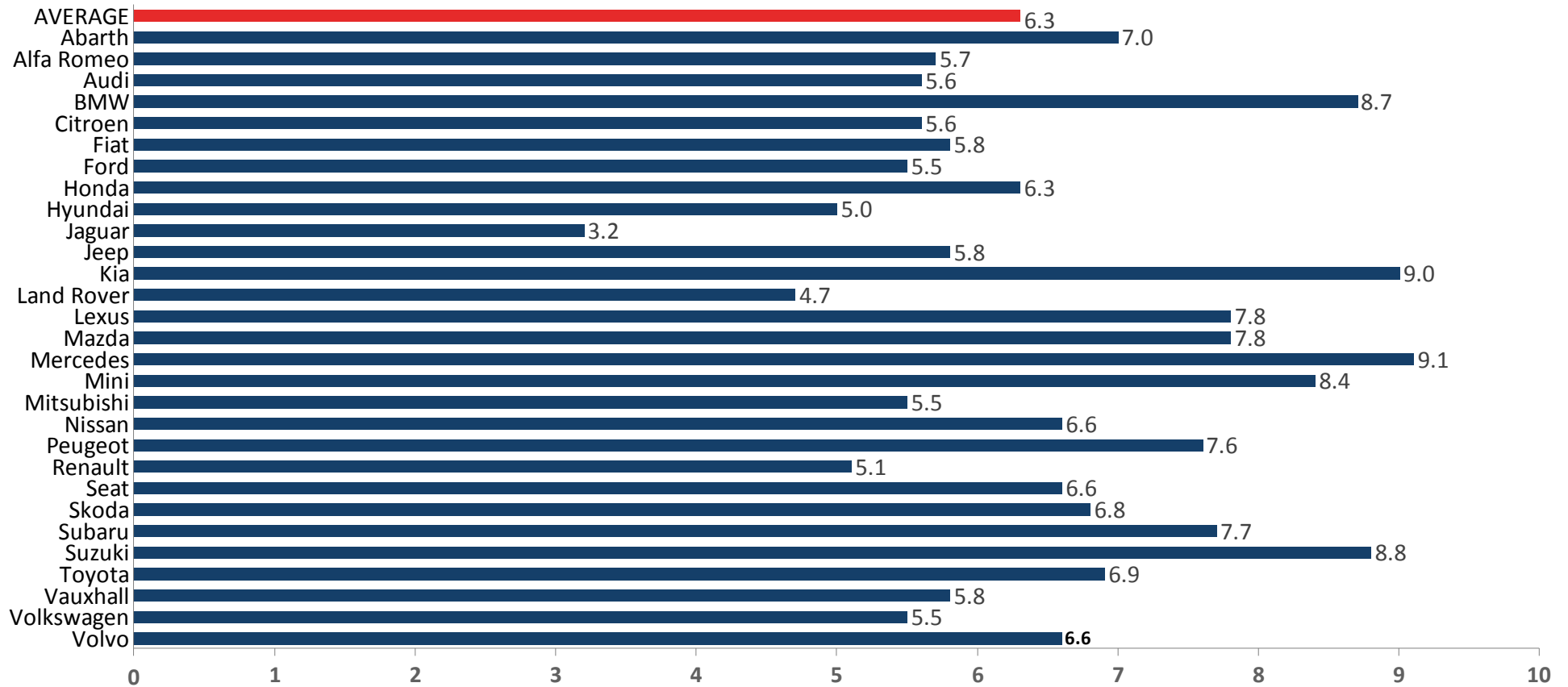


PREVIOUS SURVEY RESULTS – SUMMER 2016

Abarth	new	Ford	6.6	Land Rover	7.4	Nissan	5.3	Suzuki	8.9		
Alfa Romeo	3.8	Honda	6.3	Lexus	9.0	Peugeot	6.4	Toyota	7.1		
Audi	5.5	Hyundai	5.6	Mazda	7.6	Renault	6.6	Vauxhall	5.9		
BMW	8.1	Jaguar	4.2	Mercedes	9.5	Seat	6.2	Volkswagen	4.5		
Citroen	3.6	Jeep	6.0	Mini	7.8	Skoda	5.9	Volvo	7.5		
Fiat	5.1	Kia	9.2	Mitsubishi	4.6	Subaru	6.7			AVERAGE	6.2

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q12. How satisfied are you with your manufacturer's process in dealing with customer complaints under the Consumer Rights Act



PREVIOUS SURVEY RESULTS – WINTER 2016

Abarth	new	Ford	5.8	Land Rover	4.9	Nissan	6.1	Suzuki	8.4		
Alfa Romeo	5.1	Honda	6.5	Lexus	8.6	Peugeot	6.4	Toyota	8.3		
Audi	5.9	Hyundai	5.8	Mazda	7.5	Renault	6.3	Vauxhall	5.9		
BMW	8.4	Jaguar	4.5	Mercedes	8.9	Seat	6.8	Volkswagen	6.3		
Citroen	4.8	Jeep	5.4	Mini	8.2	Skoda	6.2	Volvo	6.9		
Fiat	5.1	Kia	8.8	Mitsubishi	5.0	Subaru	6.7			AVERAGE	6.4

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q3: How likely are you to recommend this brand?

Mercedes	9.8	Ford	8.0	Honda	6.9	Toyota	6.4	Nissan	4.9		
Kia	9.5	Mazda	8.0	Skoda	6.9	Vauxhall	6.3	Jeep	4.7		
BMW	8.7	Mini	7.6	Renault	6.8	Jaguar	5.7	Volkswagen	4.6		
Lexus	8.7	Peugeot	7.6	Abarth	6.5	Alfa Romeo	5.0	Mitsubishi	4.0		
Suzuki	8.6	Volvo	7.1	Subaru	6.5	Hyundai	5.0	Citroen	3.9		
Land Rover	8.2	Seat	7.0	Audi	6.4	Fiat	4.9			Average	6.5

Q4a: How satisfied/dissatisfied are you with: The current profit return from representing your franchise?

Mercedes	9.6	Mazda	6.8	Volvo	6.0	Toyota	4.8	Volkswagen	3.1		
Kia	8.7	Ford	6.7	Honda	5.9	Jaguar	4.5	Nissan	3.0		
Suzuki	7.7	BMW	6.6	Skoda	5.9	Fiat	4.4	Citroen	2.9		
Lexus	7.5	Abarth	6.4	Vauxhall	5.8	Audi	4.3	Mitsubishi	2.9		
Land Rover	7.4	Subaru	6.3	Renault	5.6	Hyundai	3.7	Alfa Romeo	2.8		
Peugeot	7.1	Seat	6.1	Mini	5.4	Jeep	3.7			Average	5.4

Q4b: How satisfied/dissatisfied are you with: The future profit return from representing your franchise?

Mercedes	9.1	Mazda	7.0	Land Rover	6.3	Jaguar	5.5	Jeep	4.0		
Kia	8.8	Seat	6.9	Subaru	6.2	Vauxhall	5.5	Mitsubishi	3.7		
Lexus	8.1	Mini	6.4	Ford	6.1	Audi	5.1	Nissan	3.6		
Peugeot	7.3	Skoda	6.4	Volvo	6.0	Alfa Romeo	4.3	Volkswagen	3.5		
Suzuki	7.2	Abarth	6.3	Toyota	5.9	Fiat	4.3	Citroen	3.2		
BMW	7.1	Honda	6.3	Renault	5.8	Hyundai	4.0			Average	5.6

Q4c: How satisfied/dissatisfied are you with: The required level of capital investment?

Mercedes	9.2	Subaru	7.0	Mini	6.3	Mitsubishi	4.9	Volvo	4.2		
Kia	8.5	Honda	6.6	Toyota	5.9	Land Rover	4.8	Citroen	4.1		
Suzuki	8.2	Seat	6.6	Renault	5.7	Nissan	4.5	Jeep	3.5		
Lexus	7.5	Abarth	6.4	Skoda	5.4	Hyundai	4.4	Volkswagen	3.2		
Mazda	7.2	BMW	6.4	Fiat	5.0	Alfa Romeo	4.2	Jaguar	3.0		
Peugeot	7.0	Ford	6.3	Vauxhall	5.0	Audi	4.2			Average	5.5

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q4d: How satisfied/dissatisfied are you with: The cost required in your dealership to meet franchised standards?

Mercedes	9.1	Peugeot	6.6	Renault	5.7	Skoda	4.7	Nissan	4.1		
Kia	8.6	Seat	6.6	Toyota	5.6	Land Rover	4.6	Citroen	4.0		
Suzuki	8.4	Abarth	6.5	Vauxhall	5.6	Alfa Romeo	4.3	Hyundai	3.9		
Subaru	7.5	BMW	6.2	Mitsubishi	5.4	Audi	4.3	Jaguar	3.4		
Mazda	7.4	Honda	6.0	Fiat	5.3	Volvo	4.3	Volkswagen	3.4		
Lexus	7.2	Mini	5.9	Ford	5.3	Jeep	4.1			Average	5.5

Q4e: How satisfied/dissatisfied are you with: The return on capital for your dealership?

Mercedes	9.1	Mazda	6.6	Land Rover	5.9	Renault	4.9	Mitsubishi	3.2		
Kia	8.6	Honda	6.4	Abarth	5.8	Audi	4.3	Citroen	3.1		
Suzuki	7.6	Mini	6.0	Vauxhall	5.6	Fiat	4.3	Nissan	3.1		
Lexus	7.5	Seat	6.0	Skoda	5.5	Hyundai	3.7	Volkswagen	3.1		
BMW	6.8	Subaru	6.0	Volvo	5.2	Jaguar	3.6	Alfa Romeo	2.9		
Peugeot	6.8	Ford	5.9	Toyota	5.1	Jeep	3.4			Average	5.2

Q4f: How satisfied/dissatisfied are you with: The number of sales points and the volume available per dealership in your network?

Mercedes	9.2	Peugeot	7.4	Subaru	6.7	Audi	5.9	Mitsubishi	4.6		
Kia	8.5	Volvo	7.3	Honda	6.6	Jaguar	5.7	Citroen	4.5		
Lexus	8.3	BMW	7.1	Renault	6.5	Vauxhall	5.3	Abarth	4.3		
Suzuki	7.9	Toyota	7.0	Mini	6.4	Volkswagen	5.0	Alfa Romeo	4.3		
Land Rover	7.5	Skoda	6.9	Ford	6.2	Hyundai	4.9	Jeep	4.3		
Mazda	7.5	Seat	6.8	Nissan	6.1	Fiat	4.7			Average	6.2

Q5a: How satisfied/dissatisfied are you with: The volume target aspirations of your manufacturer are realistic?

Kia	8.8	Seat	6.8	BMW	5.3	Hyundai	4.1	Vauxhall	3.3		
Lexus	7.9	Mazda	6.7	Mini	5.3	Jaguar	3.9	Alfa Romeo	3.2		
Mercedes	7.5	Land Rover	6.4	Volvo	5.2	Mitsubishi	3.9	Fiat	2.9		
Suzuki	7.4	Skoda	6.4	Honda	4.9	Volkswagen	3.9	Nissan	2.8		
Peugeot	7.3	Toyota	5.9	Abarth	4.7	Citroen	3.7	Jeep	2.5		
Subaru	7.2	Ford	5.8	Audi	4.2	Renault	3.4			Average	5.0

NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE WINTER 2017 SURVEY

Q5b: How satisfied/dissatisfied are you with: Your new car targeting process?

Kia	8.6	Suzuki	6.8	BMW	5.5	Renault	4.0	Mitsubishi	3.4		
Lexus	7.9	Land Rover	6.3	Toyota	5.3	Jaguar	3.9	Alfa Romeo	3.0		
Mercedes	7.8	Seat	6.3	Honda	4.9	Volkswagen	3.9	Fiat	3.0		
Peugeot	7.4	Skoda	6.1	Abarth	4.5	Volvo	3.9	Nissan	3.0		
Subaru	7.0	Ford	5.6	Citroen	4.3	Hyundai	3.8	Jeep	2.5		
Mazda	6.8	Mini	5.6	Audi	4.0	Vauxhall	3.6			Average	4.9

Q5c: How satisfied/dissatisfied are you with: Your total margin on new vehicles?

Kia	8.4	Ford	6.6	Seat	6.1	Fiat	4.7	Jeep	4.0		
Lexus	8.2	Subaru	6.6	Abarth	6.0	Volkswagen	4.5	Vauxhall	4.0		
Peugeot	7.4	Land Rover	6.5	Honda	5.9	Audi	4.4	Hyundai	3.7		
Suzuki	7.3	Toyota	6.5	Renault	5.6	Alfa Romeo	4.3	Citroen	3.5		
Mercedes	7.2	BMW	6.1	Skoda	5.2	Jaguar	4.2	Mitsubishi	3.1		
Mazda	7.1	Mini	6.1	Volvo	5.1	Nissan	4.2			Average	5.5

Q5d: How satisfied/dissatisfied are you with: Your current bonus and rebates rates on new car sales?

Mercedes	8.8	Mazda	6.9	Mini	6.2	Volvo	5.3	Jeep	3.8		
Kia	8.4	Land Rover	6.6	Honda	6.1	Audi	4.5	Citroen	3.7		
Lexus	8.0	BMW	6.5	Renault	6.0	Volkswagen	4.4	Hyundai	3.6		
Suzuki	7.4	Seat	6.4	Abarth	5.6	Alfa Romeo	4.2	Nissan	3.6		
Peugeot	7.2	Subaru	6.4	Skoda	5.6	Fiat	4.2	Mitsubishi	3.5		
Toyota	7.0	Ford	6.2	Vauxhall	5.3	Jaguar	4.0			Average	5.5

Q5e: How satisfied/dissatisfied are you with: Manufacturer inducement to self register vehicles?

Kia	8.8	Subaru	7.0	Honda	5.4	Renault	4.4	Audi	3.7		
Suzuki	8.3	Volvo	6.5	Abarth	5.0	Alfa Romeo	4.3	Hyundai	3.7		
Mercedes	8.1	Seat	6.3	Mitsubishi	5.0	Jeep	4.2	Jaguar	3.7		
Lexus	7.3	Land Rover	5.9	Toyota	4.9	Fiat	4.0	Vauxhall	3.5		
Peugeot	7.3	Ford	5.8	BMW	4.7	Citroen	3.9	Nissan	2.1		
Mazda	7.1	Skoda	5.8	Mini	4.6	Volkswagen	3.9			Average	5.2

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Q5f: How satisfied/dissatisfied are you with: The fairness of your manufacturer's new car ordering and stocking policies?

Lexus	8.9	Peugeot	7.7	Seat	6.5	Fiat	5.4	Renault	4.5		
Kia	8.7	Honda	7.4	Land Rover	6.4	Volvo	5.3	Alfa Romeo	4.3		
Toyota	8.7	Mazda	7.4	Volkswagen	6.0	Jaguar	5.2	Citroen	3.9		
Suzuki	8.1	Mini	7.4	Abarth	5.9	Vauxhall	5.2	Jeep	3.9		
Mercedes	8.0	Ford	6.6	Skoda	5.8	Audi	5.0	Nissan	2.5		
BMW	7.9	Subaru	6.6	Mitsubishi	5.5	Hyundai	5.0			Average	6.0

Q5g: How satisfied/dissatisfied are you with: The number of demonstrator units required?

Suzuki	8.6	Subaru	7.0	Seat	6.0	Volkswagen	5.1	Citroen	4.4		
Kia	7.8	Land Rover	6.8	Volvo	5.7	Fiat	5.0	Abarth	3.8		
Mercedes	7.8	BMW	6.7	Jaguar	5.4	Mitsubishi	5.0	Jeep	3.7		
Lexus	7.5	Mini	6.6	Audi	5.1	Hyundai	4.9	Alfa Romeo	3.4		
Mazda	7.2	Toyota	6.5	Renault	5.1	Vauxhall	4.9	Nissan	2.5		
Peugeot	7.1	Honda	6.2	Skoda	5.1	Ford	4.8			Average	5.5

Q5h: How satisfied/dissatisfied are you with: The overall cost of registering and maintaining your demonstrator fleet?

Kia	7.3	Land Rover	6.0	Seat	4.8	Jaguar	4.1	Abarth	3.3		
Mercedes	7.3	Mini	6.0	Volvo	4.7	Vauxhall	4.0	Citroen	3.3		
Suzuki	7.3	Subaru	6.0	Fiat	4.5	Skoda	3.9	Ford	3.3		
Peugeot	6.5	Toyota	6.0	Mitsubishi	4.3	Volkswagen	3.8	Jeep	2.8		
Mazda	6.4	Honda	4.9	Renault	4.2	Audi	3.7	Nissan	2.2		
BMW	6.1	Lexus	4.8	Hyundai	4.1	Alfa Romeo	3.4			Average	4.7

Q5i: How satisfied/dissatisfied are you with: The fairness of your manufacturer's demonstrator programme?

Suzuki	7.8	Land Rover	6.5	Lexus	5.7	Audi	4.6	Abarth	4.2		
Kia	7.7	Toyota	6.2	Mini	5.7	Volkswagen	4.5	Alfa Romeo	3.8		
Mercedes	7.6	BMW	6.0	Mitsubishi	5.0	Skoda	4.4	Citroen	3.8		
Subaru	7.2	Seat	6.0	Fiat	4.8	Vauxhall	4.4	Jeep	3.2		
Mazda	7.0	Volvo	5.8	Jaguar	4.8	Ford	4.3	Nissan	2.5		
Peugeot	6.9	Honda	5.7	Renault	4.7	Hyundai	4.3			Average	5.2

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Q6a: How satisfied/dissatisfied are you with: The competitiveness of your manufacturer's finance programme?

BMW	8.9	Peugeot	8.1	Honda	7.3	Renault	6.6	Alfa Romeo	5.3		
Mini	8.8	Land Rover	7.7	Volkswagen	7.2	Audi	6.5	Subaru	5.3		
Mercedes	8.5	Suzuki	7.7	Seat	7.0	Citroen	6.5	Jaguar	5.2		
Kia	8.3	Skoda	7.5	Vauxhall	7.0	Volvo	6.4	Hyundai	4.9		
Mazda	8.2	Toyota	7.5	Abarth	6.9	Lexus	6.3	Jeep	4.3		
Ford	8.1	Nissan	7.4	Fiat	6.6	Mitsubishi	5.5			Average	7.0

Q6b: How satisfied/dissatisfied are you with: The reasonableness of the finance penetration and renewal targets set by your manufacturer?

Mercedes	8.5	Peugeot	7.9	Seat	6.9	Subaru	6.2	Volvo	5.6		
BMW	8.4	Suzuki	7.9	Vauxhall	6.9	Citroen	6.1	Hyundai	5.3		
Kia	8.4	Land Rover	7.6	Abarth	6.8	Audi	5.9	Volkswagen	5.3		
Mini	8.2	Lexus	7.5	Skoda	6.7	Mitsubishi	5.9	Jeep	5.0		
Ford	8.0	Honda	7.4	Renault	6.6	Alfa Romeo	5.6	Nissan	4.8		
Mazda	7.9	Toyota	7.1	Fiat	6.4	Jaguar	5.6			Average	6.7

Q6c: How satisfied/dissatisfied are you with: The reasonableness of the underwriting stance and customer service aspects of your manufacturer's finance programme?

Kia	8.7	Mini	8.1	Nissan	7.6	Subaru	7.0	Alfa Romeo	6.1		
Lexus	8.6	Suzuki	8.0	Abarth	7.5	Fiat	6.8	Mitsubishi	6.0		
Mazda	8.2	Skoda	7.8	Volvo	7.4	Jaguar	6.8	Citroen	5.9		
Toyota	8.2	BMW	7.7	Honda	7.3	Volkswagen	6.8	Hyundai	5.8		
Land Rover	8.1	Ford	7.7	Vauxhall	7.1	Renault	6.7	Jeep	5.6		
Mercedes	8.1	Peugeot	7.7	Seat	7.0	Audi	6.5			Average	7.2

Q6d: How satisfied/dissatisfied are you with: The earnings potential of your manufacturer's finance programme?

BMW	8.8	Honda	7.2	Audi	6.3	Nissan	5.9	Volvo	5.5		
Mini	8.6	Ford	7.1	Suzuki	6.3	Alfa Romeo	5.8	Jeep	5.4		
Peugeot	7.8	Lexus	7.0	Toyota	6.3	Citroen	5.8	Subaru	5.2		
Land Rover	7.7	Abarth	6.8	Fiat	6.1	Volkswagen	5.8	Mitsubishi	4.6		
Mercedes	7.6	Vauxhall	6.6	Seat	6.1	Renault	5.5	Hyundai	3.7		
Kia	7.3	Mazda	6.4	Jaguar	5.9	Skoda	5.5			Average	6.2

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Q7a: How satisfied/dissatisfied are you with: Your manufacturer's used car standards?

Kia	9.1	Peugeot	8.1	Ford	7.5	Volkswagen	6.5	Jeep	5.0		
Mercedes	8.5	Subaru	8.1	Nissan	7.5	Seat	6.4	Alfa Romeo	4.8		
Lexus	8.4	Mazda	8.0	Volvo	7.2	Renault	5.8	Land Rover	4.4		
Suzuki	8.3	Vauxhall	7.9	Citroen	6.7	Hyundai	5.7	Mitsubishi	4.2		
BMW	8.2	Honda	7.7	Audi	6.6	Fiat	5.5	Jaguar	3.7		
Mini	8.2	Toyota	7.6	Skoda	6.6	Abarth	5.3			Average	6.9

Q7b: How satisfied/dissatisfied are you with: The targets set by your manufacturer for used cars? (If applicable)

Kia	9.0	Mazda	8.5	Toyota	7.3	Audi	5.8	Volkswagen	4.8		
Lexus	9.0	Honda	8.2	Nissan	7.1	Vauxhall	5.8	Volvo	4.8		
Suzuki	9.0	Peugeot	8.2	Citroen	6.5	Land Rover	5.7	Mitsubishi	4.4		
Mini	8.9	ABarth	8.0	Fiat	6.2	Skoda	5.3	Hyundai	4.1		
BMW	8.7	Mercedes	8.0	Alfa Romeo	6.1	Seat	5.2	Jaguar	4.0		
Subaru	8.6	Ford	7.7	Jeep	5.9	Renault	4.8			Average	6.4

Q7c: How satisfied/dissatisfied are you with: The cost and quality of your manufacturer's used car warranties?

Kia	9.1	Honda	7.3	Ford	6.5	Seat	5.7	Abarth	5.1		
Mercedes	8.2	Mazda	7.3	Toyota	6.1	Skoda	5.6	Volvo	5.1		
BMW	7.7	Nissan	7.1	Volkswagen	6.0	Vauxhall	5.6	Alfa Romeo	4.8		
Mini	7.6	Lexus	7.0	Audi	5.9	Jeep	5.4	Mitsubishi	4.1		
Suzuki	7.6	Subaru	7.0	Renault	5.9	Land Rover	5.4	Jaguar	3.8		
Peugeot	7.5	Citroen	6.5	Hyundai	5.7	Fiat	5.2			Average	6.3

Q8a: How satisfied/dissatisfied are you with: Your manufacturer's target setting for aftersales?

Kia	8.5	Toyota	7.5	Ford	6.2	Volvo	5.2	Hyundai	4.7		
Mercedes	8.2	Honda	7.1	Renault	6.1	Skoda	5.1	Fiat	4.6		
Lexus	8.1	Subaru	6.8	Land Rover	5.6	Mitsubishi	5.0	Jaguar	4.0		
Mazda	8.0	BMW	6.5	Seat	5.5	Audi	4.9	Jeep	3.5		
Suzuki	7.9	Mini	6.5	Vauxhall	5.5	Abarth	4.8	Alfa Romeo	3.4		
Peugeot	7.6	Citroen	6.2	Volkswagen	5.3	Nissan	4.8			Average	6.0

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Q8b: How satisfied/dissatisfied are you with: Quality of technical support?

Lexus	8.5	Suzuki	7.7	Subaru	7.0	Vauxhall	5.9	Abarth	5.5		
BMW	8.3	Mazda	7.4	Volkswagen	6.3	Alfa Romeo	5.8	Citroen	5.5		
Toyota	8.2	Peugeot	7.4	Volvo	6.3	Fiat	5.8	Audi	5.3		
Mini	8.1	Honda	7.3	Nissan	6.2	Hyundai	5.8	Land Rover	3.8		
Kia	8.0	Skoda	7.3	Renault	6.0	Mitsubishi	5.7	Jaguar	3.6		
Mercedes	7.9	Seat	7.1	Jeep	5.9	Ford	5.6			Average	6.4

Q8c: How satisfied/dissatisfied are you with: Availability of parts?

Lexus	8.9	Mini	8.0	Volkswagen	7.3	Nissan	6.9	Alfa Romeo	5.7		
Toyota	8.6	Skoda	8.0	Renault	7.2	Land Rover	6.6	Fiat	5.7		
Kia	8.5	Volvo	7.8	Mazda	7.1	Vauxhall	6.5	Jeep	5.7		
Suzuki	8.4	Peugeot	7.6	Subaru	7.1	Jaguar	6.4	Citroen	5.6		
BMW	8.3	Mercedes	7.5	Ford	7.0	Audi	6.0	Abarth	5.2		
Honda	8.3	Seat	7.4	Mitsubishi	7.0	Hyundai	5.8			Average	7.1

Q8d: How satisfied/dissatisfied are you with: Price of manufacturer's parts compared with parts factors?

Kia	8.1	Honda	6.5	Subaru	5.8	Citroen	5.1	Renault	4.8		
Lexus	7.5	Skoda	6.5	Jaguar	5.6	Mini	5.1	Hyundai	4.6		
Peugeot	7.0	Seat	6.4	Volkswagen	5.6	Nissan	5.0	Vauxhall	4.3		
Suzuki	7.0	Ford	6.0	BMW	5.5	Audi	4.9	Alfa Romeo	4.0		
Toyota	6.7	Land Rover	5.9	Volvo	5.4	Abarth	4.8	Jeep	3.3		
Mercedes	6.6	Mazda	5.9	Mitsubishi	5.3	Fiat	4.8			Average	5.7

Q8e: How satisfied/dissatisfied are you with: Service retained earnings?

BMW	8.2	Peugeot	7.5	Nissan	6.5	Mitsubishi	5.7	Abarth	4.7		
Kia	8.1	Suzuki	7.4	Skoda	6.3	Ford	5.5	Hyundai	4.7		
Mercedes	8.0	Toyota	7.4	Land Rover	6.2	Jaguar	5.5	Alfa Romeo	4.4		
Mini	7.9	Mazda	7.1	Citroen	6.0	Audi	5.3	Jeep	4.4		
Lexus	7.7	Subaru	7.1	Vauxhall	5.9	Volkswagen	5.3	Fiat	4.3		
Honda	7.5	Volvo	6.9	Renault	5.8	Seat	5.2			Average	6.2

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Q8f: How satisfied/dissatisfied are you with: Manufacturer service plan rates and recovery?

BMW	8.3	Peugeot	7.3	Volvo	6.2	Land Rover	5.4	Audi	4.8		
Kia	8.3	Toyota	7.3	Ford	6.1	Renault	5.4	Citroen	4.8		
Mercedes	8.3	Suzuki	7.2	Vauxhall	6.1	Abarth	5.2	Volkswagen	4.8		
Mini	8.1	Mazda	6.8	Seat	5.9	Fiat	5.0	Alfa Romeo	4.2		
Honda	7.5	Nissan	6.8	Mitsubishi	5.5	Jaguar	5.0	Hyundai	4.2		
Lexus	7.5	Subaru	6.2	Skoda	5.5	Jeep	4.9			Average	6.0

Q8g: How satisfied/dissatisfied are you with: The fairness of your manufacturer's warranty policy for you and your customers?

Lexus	9.1	Honda	8.0	Ford	6.6	Jaguar	6.1	Jeep	5.5		
Kia	8.9	Mercedes	7.9	Seat	6.6	Skoda	6.1	Abarth	5.2		
BMW	8.6	Peugeot	7.5	Subaru	6.6	Volkswagen	6.1	Mitsubishi	5.2		
Mini	8.5	Mazda	7.4	Renault	6.4	Hyundai	6.0	Alfa Romeo	5.1		
Toyota	8.3	Nissan	7.3	Vauxhall	6.4	Citroen	5.8	Fiat	4.9		
Suzuki	8.2	Volvo	6.7	Land Rover	6.3	Audi	5.7			Average	6.7

Q8h: How satisfied are you with your manufacturer's policy for stocking for parts/accessories?

Lexus	9.2	Suzuki	7.9	Volvo	7.0	Land Rover	6.2	Citroen	5.1		
Kia	8.7	Mercedes	7.5	Mitsubishi	6.9	Nissan	6.2	Fiat	4.8		
Toyota	8.7	Peugeot	7.3	Skoda	6.6	Volkswagen	6.1	Alfa Romeo	4.7		
Mini	8.4	Subaru	7.2	Seat	6.4	Jaguar	6.0	Abarth	4.5		
BMW	8.1	Mazda	7.0	Vauxhall	6.4	Audi	5.4	Jeep	4.5		
Honda	8.0	Renault	7.0	Ford	6.2	Hyundai	5.2			Average	6.6

Q9a: How satisfied/dissatisfied are you with: Your ability to do business with your manufacturer on a day-to-day basis?

Mercedes	9.7	Peugeot	7.7	Seat	7.0	Volkswagen	5.9	Alfa Romeo	4.9		
Lexus	9.6	Subaru	7.7	Abarth	6.8	Land Rover	5.7	Fiat	4.8		
Kia	9.3	Mini	7.5	Skoda	6.7	Hyundai	5.3	Jaguar	4.7		
Suzuki	8.8	Honda	7.2	Ford	6.6	Mitsubishi	5.3	Jeep	4.2		
Mazda	8.5	Toyota	7.2	Volvo	6.1	Audi	5.1	Nissan	3.7		
BMW	7.9	Renault	7.0	Vauxhall	6.0	Citroen	5.1			Average	6.5

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Q9b: How satisfied/dissatisfied are you with: The management of your manufacturer actually takes dealers' views and opinions into account?

Mercedes	9.7	Mini	7.2	Abarth	6.4	Volvo	5.0	Fiat	4.0		
Lexus	9.3	BMW	7.1	Skoda	6.1	Volkswagen	4.8	Jeep	4.0		
Kia	9.2	Toyota	7.0	Ford	5.9	Alfa Romeo	4.7	Jaguar	3.9		
Suzuki	8.6	Honda	6.9	Renault	5.9	Audi	4.6	Mitsubishi	3.9		
Mazda	8.3	Subaru	6.8	Land Rover	5.4	Citroen	4.5	Nissan	3.2		
Peugeot	7.8	Seat	6.5	Vauxhall	5.3	Hyundai	4.4			Average	5.9

Q9c: How satisfied/dissatisfied are you with: Your manufacturer's dealer council/franchise board? (If applicable)

Mercedes	9.5	BMW	6.8	Citroen	5.7	Alfa Romeo	5.1				
Kia	8.9	Mini	6.8	Renault	5.5	Hyundai	5.0				
Lexus	8.7	Honda	6.7	Jaguar	5.4	Volvo	4.8				
Mazda	8.1	Land Rover	6.4	Skoda	5.4	Ford	4.7				
Peugeot	7.6	Nissan	6.1	Volkswagen	5.4	Abarth	4.5				
Toyota	7.2	Vauxhall	6.0	Jeep	5.3	Audi	4.5			Average	6.2

Q9d: How satisfied/dissatisfied are you with: Your manufacturer's response to your communications with them?

Mercedes	9.7	Subaru	7.5	Seat	6.5	Vauxhall	5.2	Jaguar	4.8		
Kia	9.1	BMW	7.4	Abarth	6.2	Volkswagen	5.2	Jeep	4.5		
Lexus	9.0	Mini	7.4	Skoda	6.1	Alfa Romeo	5.1	Mitsubishi	4.4		
Suzuki	8.6	Honda	7.2	Renault	5.9	Audi	5.0	Fiat	3.8		
Mazda	8.3	Toyota	7.2	Volvo	5.8	Citroen	4.8	Nissan	3.8		
Peugeot	7.6	Ford	6.5	Land Rover	5.3	Hyundai	4.8			Average	6.1

Q9e: How satisfied/dissatisfied are you with: The professionalism of your manufacturer?

Lexus	9.7	Mini	8.6	Seat	7.3	Vauxhall	6.2	Mitsubishi	5.0		
Mercedes	9.7	Subaru	8.0	Skoda	7.3	Volkswagen	6.2	Fiat	4.7		
Kia	9.5	Toyota	8.0	Volvo	7.2	Audi	6.1	Alfa Romeo	4.6		
BMW	8.9	Peugeot	7.9	Renault	7.0	Hyundai	5.3	Jeep	4.5		
Mazda	8.7	Honda	7.4	Land Rover	6.7	Jaguar	5.2	Nissan	4.4		
Suzuki	8.7	Ford	7.3	Abarth	6.4	Citroen	5.0			Average	6.7

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Q9f: How satisfied/dissatisfied are you with: That your manufacturer dealer standards are fair and reasonable?

Mercedes	9.4	BMW	8.2	Abarth	6.4	Skoda	5.7	Mitsubishi	5.1		
Kia	9.2	Mini	7.8	Renault	6.2	Alfa Romeo	5.4	Volkswagen	5.1		
Lexus	8.9	Peugeot	7.7	Ford	6.0	Jeep	5.3	Hyundai	4.9		
Suzuki	8.9	Toyota	7.4	Nissan	5.9	Fiat	5.2	Citroen	4.4		
Mazda	8.6	Seat	7.3	Vauxhall	5.9	Audi	5.1	Jaguar	4.1		
Subaru	8.3	Honda	7.0	Volvo	5.8	Land Rover	5.1			Average	6.3

Q9g: How satisfied/dissatisfied are you with: The performance measures used by your manufacturer on your business are fair and reasonable?

Mercedes	9.5	Peugeot	7.6	Vauxhall	6.3	Alfa Romeo	5.4	Volkswagen	4.9		
Kia	9.2	BMW	7.4	Ford	6.2	Land Rover	5.4	Mitsubishi	4.5		
Lexus	9.1	Toyota	7.2	Renault	6.2	Audi	5.3	Citroen	4.4		
Suzuki	8.7	Mini	6.9	Abarth	6.1	Fiat	5.3	Jaguar	4.4		
Mazda	8.4	Seat	6.9	Volvo	6.1	Hyundai	5.0	Nissan	4.4		
Subaru	8.1	Honda	6.3	Skoda	5.7	Jeep	4.9			Average	6.2

Q9h: How satisfied/dissatisfied are you with: The penalties and escalation process for weak performance used by your manufacturer are fair and reasonable?

Mercedes	9.4	Peugeot	7.2	Renault	6.2	Audi	5.4	Jeep	4.9		
Kia	8.9	Seat	7.2	Volvo	5.8	Alfa Romeo	5.3	Volkswagen	4.7		
Suzuki	8.6	BMW	7.0	Abarth	5.6	Fiat	5.2	Citroen	4.4		
Lexus	8.4	Mini	6.7	Land Rover	5.6	Ford	5.2	Nissan	4.1		
Mazda	8.0	Toyota	6.6	Vauxhall	5.6	Jaguar	5.2	Mitsubishi	4.0		
Subaru	7.8	Honda	6.4	Skoda	5.5	Hyundai	5.1			Average	6.0

Q9i: How satisfied/dissatisfied are you with: The incentives and penalty regime that underpins your manufacturer's CSI programme?

Lexus	8.7	Mazda	7.3	Land Rover	5.9	Hyundai	5.3	Jeep	4.9		
Kia	8.6	Peugeot	7.2	Ford	5.8	Alfa Romeo	5.2	Mitsubishi	4.9		
Mercedes	8.4	Seat	7.2	Vauxhall	5.6	Jaguar	5.2	Citroen	4.0		
Suzuki	8.4	BMW	7.0	Abarth	5.4	Skoda	5.2	Nissan	4.0		
Honda	7.6	Mini	7.0	Renault	5.4	Audi	5.1	Volkswagen	3.9		
Subaru	7.6	Toyota	7.0	Volvo	5.4	Fiat	5.0			Average	5.9

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Q9j: How satisfied/dissatisfied are you with: Your manufacturer's procedures and controls on your business are fair and reasonable?

Mercedes	9.2	Mini	8.1	Toyota	6.6	Audi	5.1	Mitsubishi	4.8		
Kia	9.0	Mazda	8.0	Renault	6.2	Fiat	5.1	Volkswagen	4.5		
Suzuki	8.7	Peugeot	7.5	Vauxhall	6.1	Land Rover	5.1	Citroen	4.4		
Lexus	8.4	Seat	7.2	Ford	5.8	Hyundai	5.0	Jaguar	3.9		
Subaru	8.2	Abarth	6.8	Volvo	5.7	Alfa Romeo	4.9	Nissan	3.7		
BMW	8.1	Honda	6.6	Skoda	5.2	Jeep	4.9			Average	6.0

Q9k: How satisfied/dissatisfied are you with: The value of sales field staff to your business?

Kia	9.3	BMW	7.9	Seat	6.9	Volvo	6.0	Land Rover	5.1		
Mercedes	9.2	Ford	7.7	Renault	6.4	Mitsubishi	5.9	Audi	4.9		
Lexus	8.7	Peugeot	7.6	Jeep	6.3	Citroen	5.6	Volkswagen	4.9		
Mazda	8.4	Subaru	7.5	Nissan	6.3	Hyundai	5.4	Vauxhall	4.3		
Suzuki	8.1	Mini	7.4	Alfa Romeo	6.1	Fiat	5.3	Jaguar	4.0		
Toyota	8.0	Abarth	6.9	Honda	6.0	Skoda	5.3			Average	6.4

Q9l: How satisfied/dissatisfied are you with: The value of aftersales field staff to your business?

Kia	8.9	Peugeot	7.5	Seat	6.7	Skoda	5.8	Land Rover	5.1		
Mercedes	8.5	Suzuki	7.5	Volvo	6.3	Alfa Romeo	5.5	Hyundai	4.9		
Subaru	8.1	Toyota	7.4	Renault	6.2	Volkswagen	5.5	Fiat	4.8		
BMW	7.9	Honda	7.2	Mitsubishi	6.1	Abarth	5.1	Jaguar	4.2		
Mazda	7.9	Mini	7.2	Nissan	6.1	Audi	5.1	Vauxhall	4.0		
Lexus	7.6	Ford	6.9	Jeep	5.9	Citroen	5.1			Average	6.2

Q9m: How satisfied/dissatisfied are you with: The quality of your manufacturer's training?

Kia	9.2	Mini	7.8	Abarth	7.0	Honda	6.5	Ford	6.0		
Lexus	8.8	Seat	7.7	Renault	7.0	Jeep	6.5	Citroen	5.9		
Mercedes	8.8	Skoda	7.7	Subaru	7.0	Nissan	6.5	Jaguar	5.9		
Suzuki	8.4	Peugeot	7.5	Land Rover	6.9	Mitsubishi	6.4	Vauxhall	5.9		
BMW	8.2	Mazda	7.2	Volvo	6.8	Fiat	6.2	Hyundai	4.7		
Toyota	8.0	Volkswagen	7.1	Audi	6.7	Alfa Romeo	6.1			Average	6.8

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Q9n: How satisfied/dissatisfied are you with: The cost of your manufacturer's training?

Kia	8.7	BMW	6.8	Toyota	6.2	Volkswagen	5.8	Citroen	4.7		
Suzuki	8.4	Lexus	6.8	Nissan	6.1	Audi	5.5	Ford	4.5		
Mercedes	7.8	Mitsubishi	6.8	Skoda	6.1	Alfa Romeo	5.3	Hyundai	4.4		
Peugeot	7.3	Land Rover	6.4	Subaru	6.0	Fiat	5.3	Vauxhall	4.4		
Abarth	7.0	Mini	6.4	Honda	5.9	Jeep	5.3	Jaguar	4.2		
Mazda	6.9	Seat	6.3	Renault	5.9	Volvo	5.3			Average	5.9

10a: How satisfied/dissatisfied are you with: Frequency of introduction of new models?

Mercedes	9.7	Mazda	8.3	Audi	7.7	Toyota	6.8	Hyundai	5.9		
BMW	9.3	Suzuki	8.3	Peugeot	7.7	Alfa Romeo	6.7	Mitsubishi	5.4		
Kia	9.2	Ford	8.1	Volvo	7.5	Subaru	6.7	Citroen	5.3		
Mini	8.9	Jaguar	7.9	Renault	7.4	Jeep	6.6	Volkswagen	5.3		
Land Rover	8.8	Nissan	7.8	Skoda	7.4	Honda	6.3	Vauxhall	4.3		
Lexus	8.5	Abarth	7.7	Seat	6.8	Fiat	6.0			Average	7.0

Q10b: How satisfied/dissatisfied are you with: Product image?

Kia	9.5	Renault	8.2	Jaguar	7.6	Vauxhall	6.2	Abarth	5.0		
Mercedes	9.3	Ford	8.1	Peugeot	7.6	Subaru	5.6	Volkswagen	5.0		
BMW	8.6	Mini	8.1	Lexus	7.5	Toyota	5.6	Citroen	4.5		
Land Rover	8.6	Nissan	7.9	Seat	7.3	Fiat	5.5	Alfa Romeo	4.2		
Suzuki	8.5	Volvo	7.9	Skoda	7.1	Honda	5.2	Mitsubishi	3.3		
Mazda	8.3	Audi	7.8	Hyundai	6.8	Jeep	5.1			Average	6.8

Q10c: How satisfied/dissatisfied are you with: Product advertising?

Mercedes	9.2	Seat	6.8	Toyota	6.5	Volkswagen	6.1	Mitsubishi	5.2		
Suzuki	9.1	Abarth	6.7	BMW	6.4	Jeep	5.9	Hyundai	4.7		
Kia	8.8	Land Rover	6.7	Skoda	6.4	Honda	5.7	Subaru	4.3		
Nissan	7.5	Lexus	6.7	Audi	6.2	Renault	5.7	Vauxhall	4.1		
Peugeot	7.1	Mini	6.6	Jaguar	6.2	Alfa Romeo	5.5	Citroen	3.7		
Mazda	6.8	Ford	6.5	Fiat	6.1	Volvo	5.4			Average	6.2

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Q10d: How satisfied/dissatisfied are you with: Product value and pricing?

Kia	8.8	Lexus	7.7	Renault	7.0	Abarth	6.1	Vauxhall	4.9		
Mercedes	8.7	Mini	7.6	Audi	6.9	Honda	6.0	Alfa Romeo	4.7		
Suzuki	8.6	Nissan	7.4	Volvo	6.8	Hyundai	5.7	Mitsubishi	4.5		
BMW	8.3	Peugeot	7.3	Jaguar	6.7	Fiat	5.6	Citroen	4.3		
Land Rover	7.8	Seat	7.3	Ford	6.4	Volkswagen	5.5	Jeep	3.8		
Mazda	7.8	Skoda	7.2	Toyota	6.3	Subaru	5.1			Average	6.4

Q10e: How satisfied/dissatisfied are you with: Strength of consumer offers?

Kia	8.8	Mini	7.4	Land Rover	7.1	Volvo	6.5	Mitsubishi	5.1		
Mercedes	8.8	BMW	7.3	Lexus	7.0	Fiat	6.2	Citroen	5.0		
Suzuki	8.6	Skoda	7.3	Renault	6.8	Vauxhall	6.1	Hyundai	4.9		
Seat	7.7	Toyota	7.3	Audi	6.7	Volkswagen	6.1	Jeep	4.8		
Mazda	7.6	Honda	7.2	Abarth	6.6	Jaguar	5.6	Subaru	4.8		
Peugeot	7.6	Nissan	7.2	Ford	6.1	Alfa Romeo	5.1			Average	6.7

Q10f: How satisfied/dissatisfied are you with: Future proofing their digital marketing?

Kia	8.8	Mini	7.6	Ford	6.8	Jaguar	5.9	Hyundai	5.5		
Lexus	8.5	Peugeot	7.6	Land Rover	6.8	Volvo	5.9	Subaru	5.4		
Suzuki	8.4	Toyota	7.3	Honda	6.6	Vauxhall	5.8	Mitsubishi	5.2		
Mercedes	8.0	Volkswagen	7.2	Skoda	6.6	Nissan	5.7	Alfa Romeo	5.1		
BMW	7.8	Abarth	7.0	Renault	6.4	Jeep	5.6	Citroen	4.6		
Mazda	7.6	Audi	6.8	Seat	6.4	Fiat	5.5			Average	6.6

Q10g : How satisfied/dissatisfied are you with: Social media proposition?

Kia	8.7	Mazda	7.3	Audi	6.5	Jeep	6.0	Hyundai	5.2		
Suzuki	8.4	BMW	7.0	Honda	6.5	Renault	5.9	Mitsubishi	5.2		
Lexus	7.7	Abarth	6.9	Jaguar	6.5	Volvo	5.8	Nissan	5.2		
Peugeot	7.5	Land Rover	6.9	Volkswagen	6.5	Vauxhall	5.6	Alfa Romeo	5.1		
Mercedes	7.4	Mini	6.9	Seat	6.4	Fiat	5.3	Subaru	5.0		
Toyota	7.4	Ford	6.6	Skoda	6.4	Citroen	5.2			Average	6.4

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Q10h: How satisfied/dissatisfied are you with: Integrating with their dealer's websites?

Kia	8.4	Peugeot	7.0	Ford	6.0	Renault	5.3	Alfa Romeo	4.5		
Suzuki	7.6	Lexus	6.9	Jaguar	6.0	Mitsubishi	5.2	Jeep	4.5		
BMW	7.4	Mercedes	6.8	Audi	5.9	Seat	5.2	Abarth	4.2		
Mini	7.2	Subaru	6.8	Skoda	5.7	Volvo	5.0	Fiat	4.0		
Mazda	7.1	Land Rover	6.5	Vauxhall	5.4	Hyundai	4.8	Citroen	3.6		
Toyota	7.1	Volkswagen	6.2	Honda	5.3	Nissan	4.6			Average	5.7

Q10i: How satisfied/dissatisfied are you with: Assisting dealers with their own websites?

Kia	8.1	Mercedes	6.2	Vauxhall	5.1	Volvo	4.7	Mitsubishi	4.1		
Mini	7.3	Land Rover	6.0	Seat	4.9	Renault	4.6	Abarth	4.0		
Suzuki	7.3	Lexus	6.0	Skoda	4.9	Jaguar	4.5	Fiat	3.7		
BMW	7.2	Subaru	5.7	Volkswagen	4.9	Jeep	4.4	Hyundai	3.7		
Mazda	7.1	Toyota	5.7	Audi	4.8	Alfa Romeo	4.3	Citroen	3.2		
Peugeot	6.7	Ford	5.1	Honda	4.8	Nissan	4.3			Average	5.1

Q10j: How satisfied/dissatisfied are you with: The quality and user friendliness of your manufacturer's web presence?

Kia	8.8	Land Rover	7.1	Volkswagen	6.6	Volvo	6.2	Fiat	5.5		
Suzuki	7.7	Peugeot	7.1	Audi	6.5	Honda	5.9	Jeep	5.5		
Mazda	7.6	Toyota	7.1	Ford	6.4	Renault	5.8	Hyundai	5.2		
Lexus	7.5	Mercedes	6.8	Skoda	6.4	Mitsubishi	5.7	Alfa Romeo	5.1		
BMW	7.4	Subaru	6.7	Jaguar	6.2	Nissan	5.6	Citroen	4.5		
Mini	7.4	Abarth	6.6	Vauxhall	6.2	Seat	5.6			Average	6.3

Q11: Considering all your answers, how would you rate your manufacturer overall?

Mercedes	9.6	Peugeot	7.7	Honda	6.7	Vauxhall	6.0	Fiat	4.5		
Kia	9.3	Mini	7.5	Toyota	6.7	Audi	5.3	Nissan	4.0		
Lexus	9.0	Ford	7.2	Skoda	6.6	Jeep	4.7	Mitsubishi	3.9		
Suzuki	8.6	Subaru	7.1	Volvo	6.5	Hyundai	4.6	Volkswagen	3.9		
BMW	8.2	Seat	7.0	Renault	6.4	Jaguar	4.6	Citroen	3.8		
Mazda	8.0	Abarth	6.7	Land Rover	6.3	Alfa Romeo	4.5			Average	6.1

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Q12: How satisfied are you with your manufacturer's process in dealing with customer complaints under the new Consumer Rights Act?

Mercedes	9.1	Mazda	7.8	Nissan	6.6	Vauxhall	5.8	Volkswagen	5.5		
Kia	9.0	Subaru	7.7	Seat	6.6	Alfa Romeo	5.7	Renault	5.1		
Suzuki	8.8	Peugeot	7.6	Volvo	6.6	Audi	5.6	Hyundai	5.0		
BMW	8.7	Abarth	7.0	Honda	6.3	Citroen	5.6	Land Rover	4.7		
Mini	8.4	Toyota	6.9	Fiat	5.8	Ford	5.5	Jaguar	3.2		
Lexus	7.8	Skoda	6.8	Jeep	5.8	Mitsubishi	5.5			Average	6.3