



**NFDA DEALER ATTITUDE SURVEY  
RESULTS  
SUMMER 2017**

# NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

## NFDA

### DEALER ATTITUDE SURVEY RESULTS

#### SUMMER 2017

We are pleased to reveal the findings of the latest Dealer Attitude Survey conducted in July 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.

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**September 2017**  
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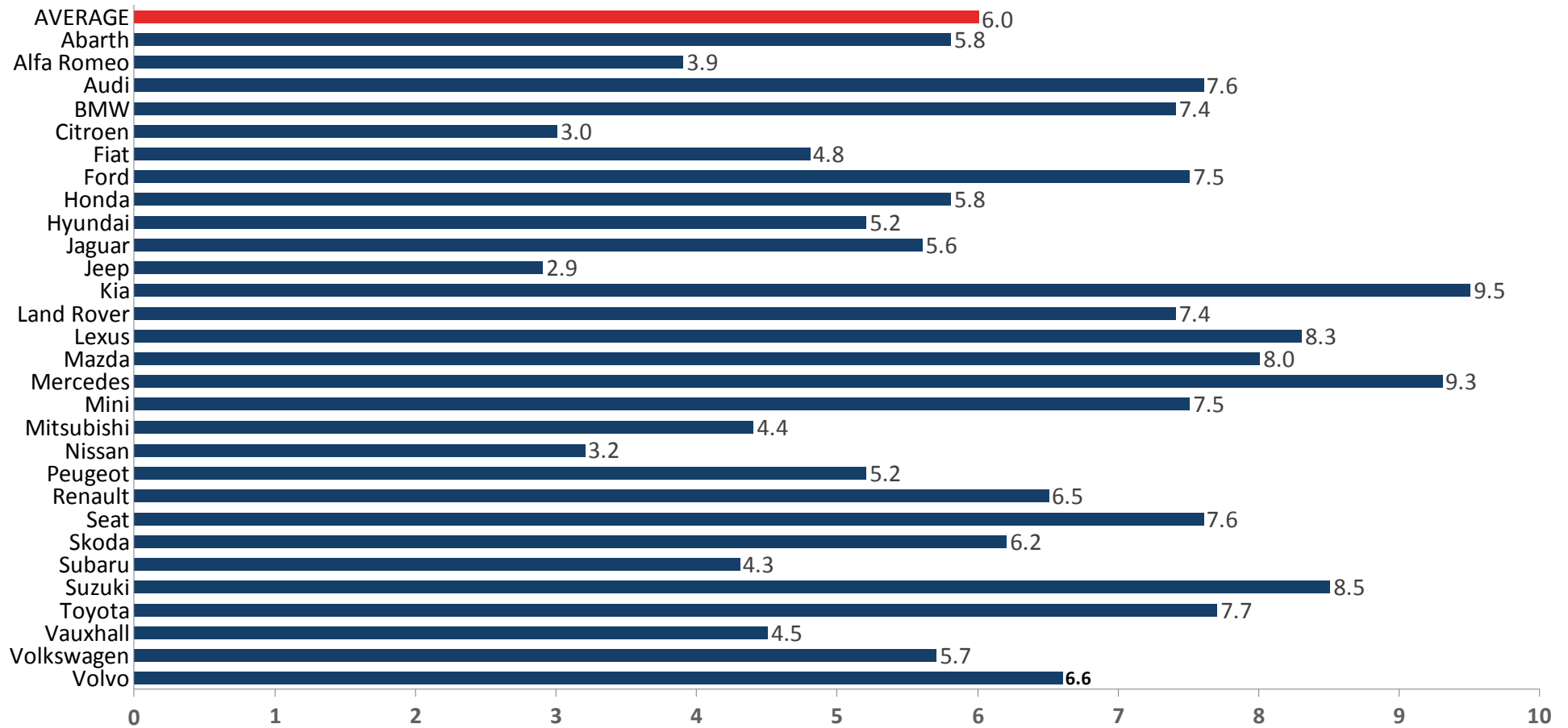
## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

### DEALER ATTITUDE SURVEY SUMMER 2017 BREAKDOWN OF RESPONDENTS

FRANCHISE	NUMBER OF RESPONDENTS	TOTAL NETWORK SIZE	RESPONSE RATE %
Abarth	26	98	27
Alfa Romeo	18	49	37
Audi	36	124	29
BMW	30	147	20
Citroen	99	163	61
Fiat	55	145	38
Ford	81	462	18
Honda	88	154	57
Hyundai	109	158	69
Jaguar	23	85	27
Jeep	24	60	40
Kia	101	187	54
Land Rover	34	119	29
Lexus	20	47	43
Mazda	70	130	54
Mercedes	21	39	54
Mini	26	129	20
Mitsubishi	58	91	64
Nissan	76	178	43
Peugeot	105	171	61
Renault	85	151	56
Seat	48	118	41
Skoda	48	128	38
Subaru	22	73	30
Suzuki	52	159	33
Toyota	77	177	44
Vauxhall	148	326	45
Volkswagen	114	194	59
Volvo	60	122	49
<b>TOTAL</b>	<b>1754</b>	<b>4184</b>	<b>42</b>

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

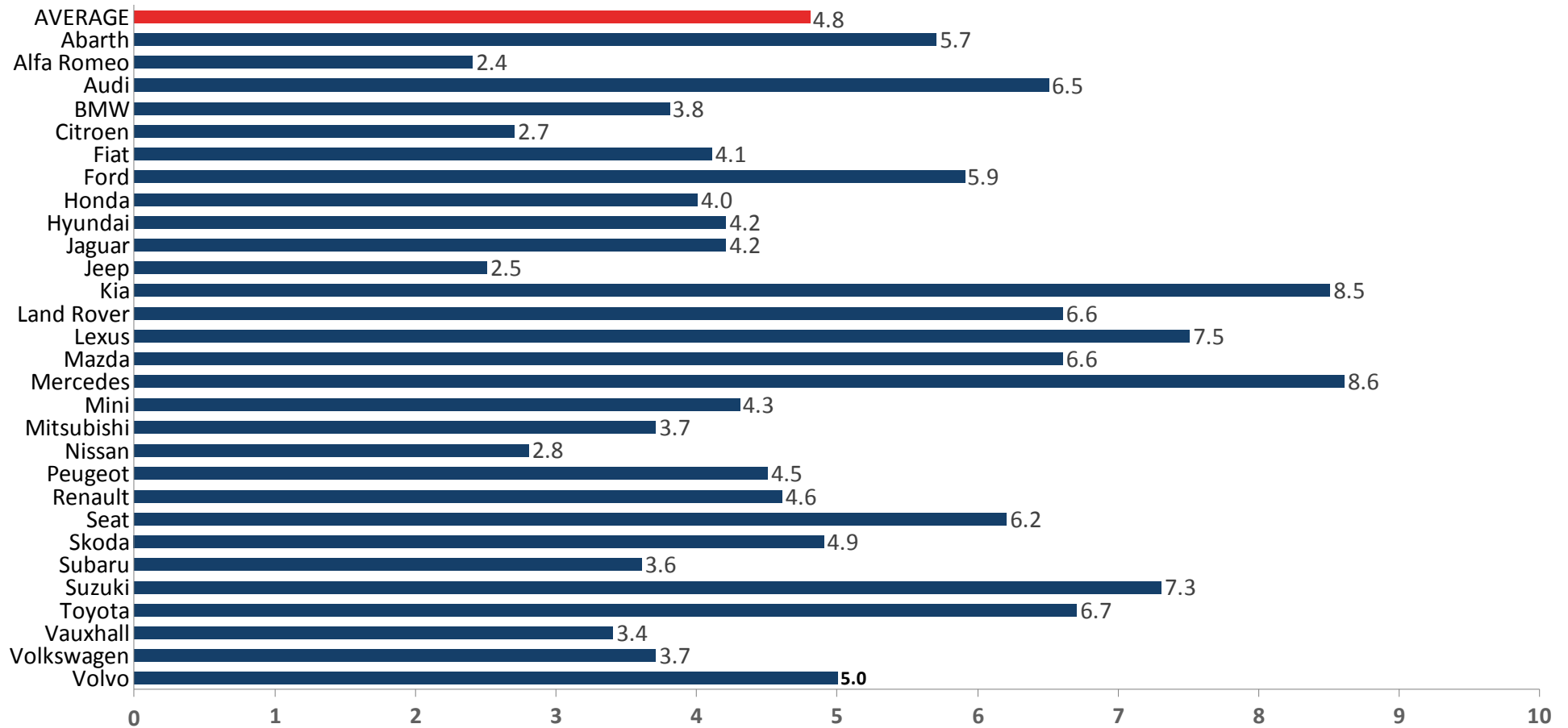


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

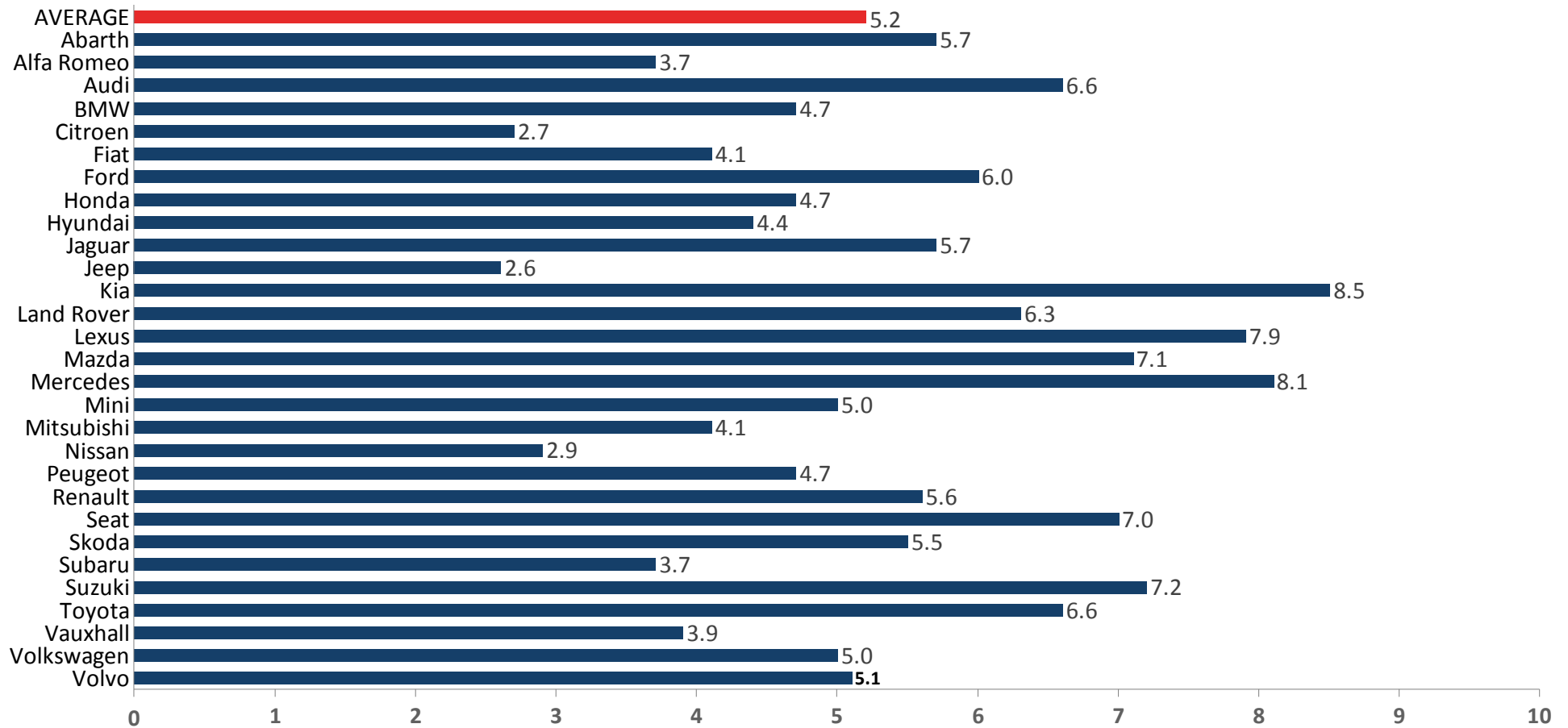


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

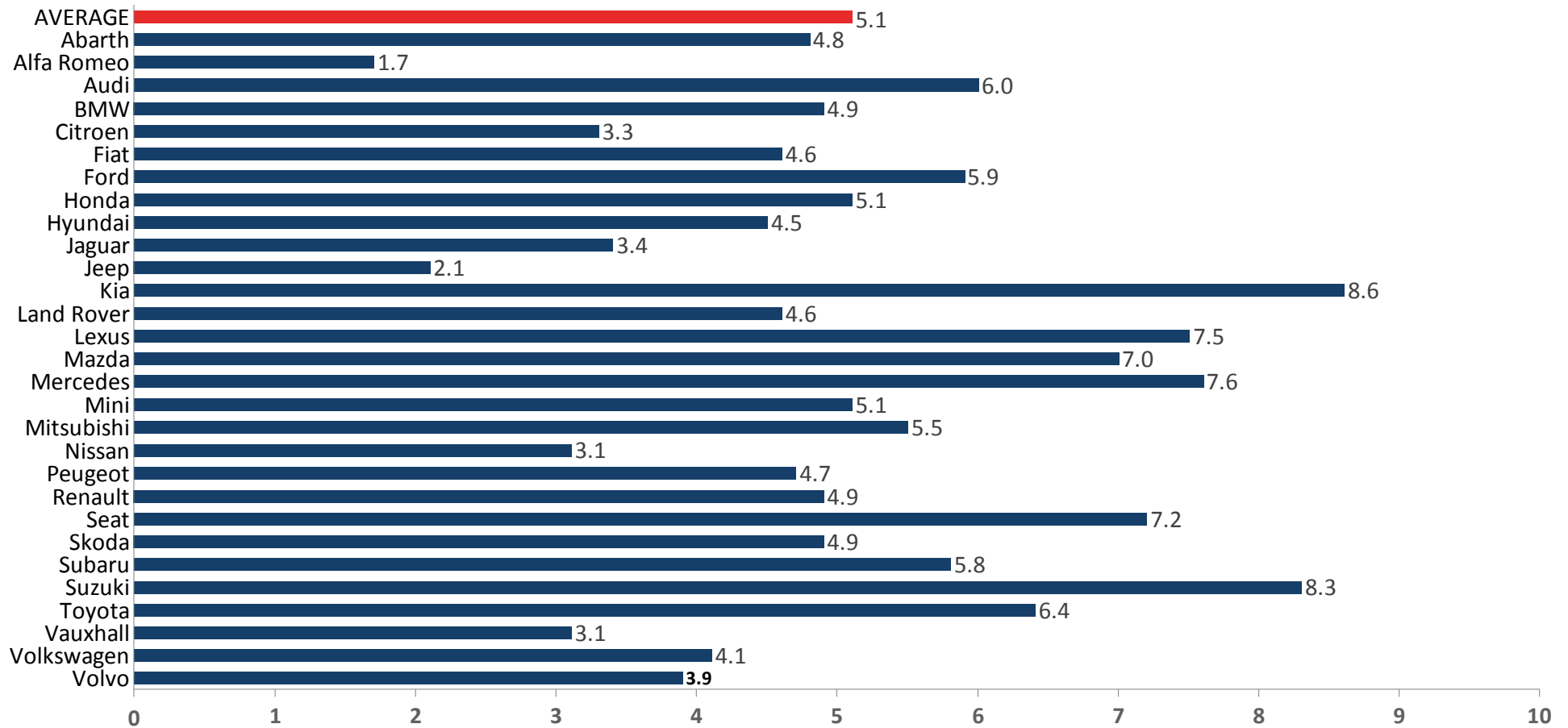


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

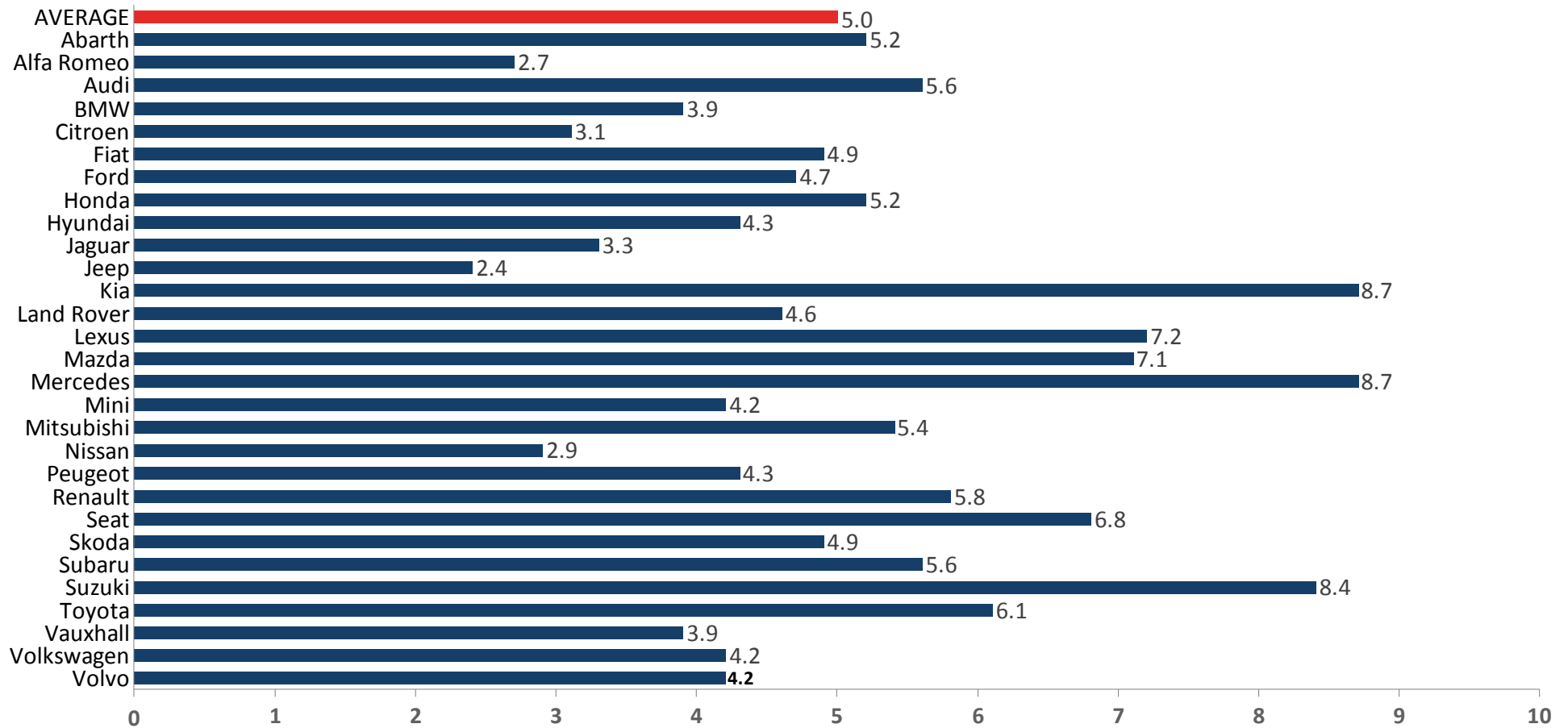


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

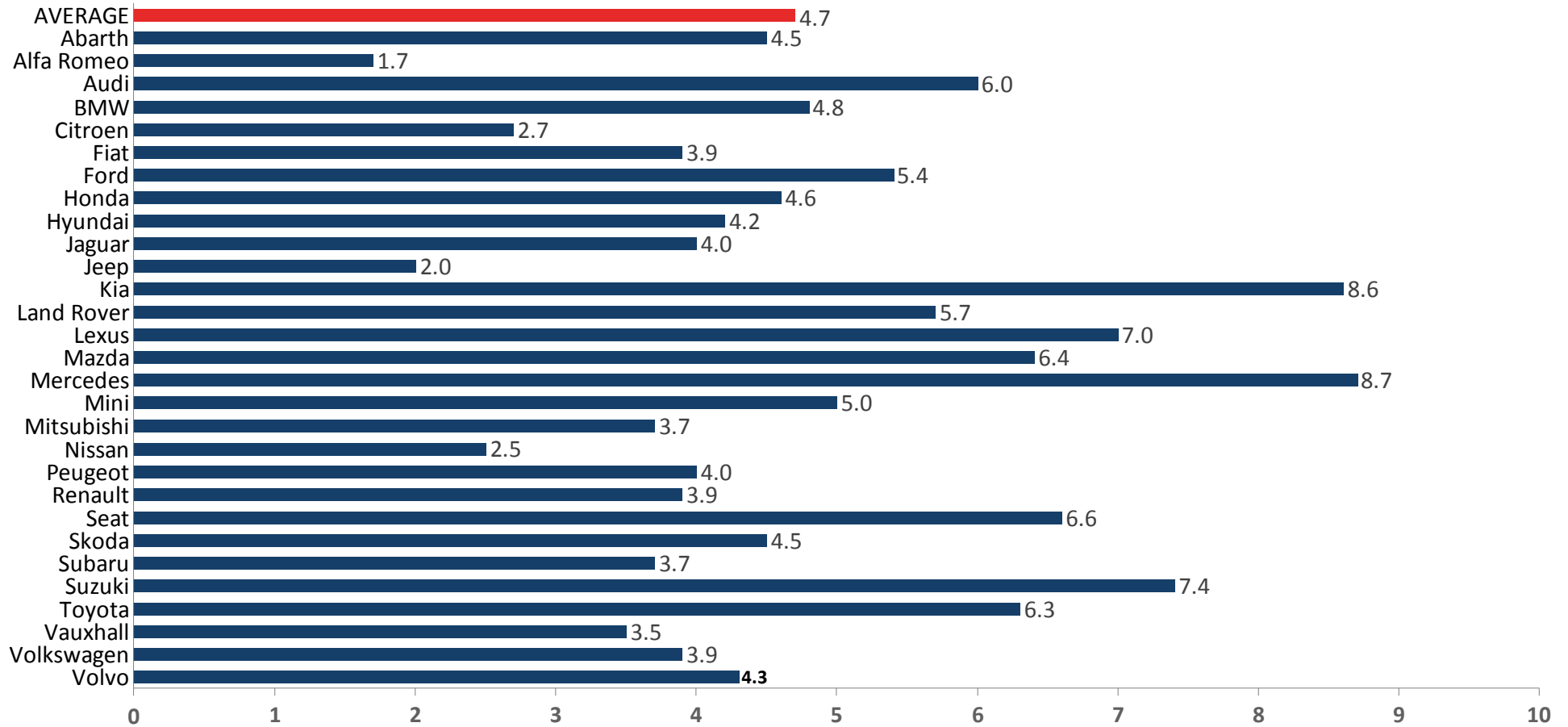


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

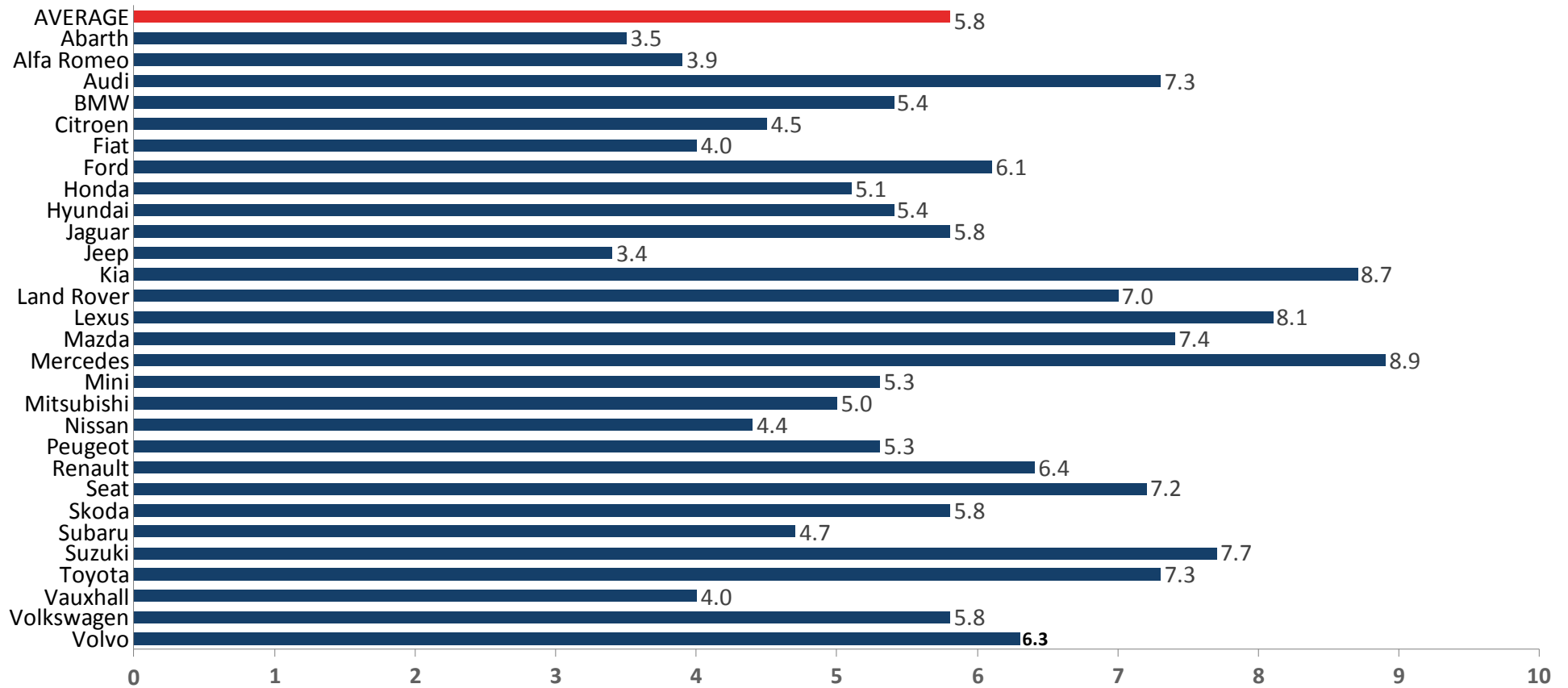


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

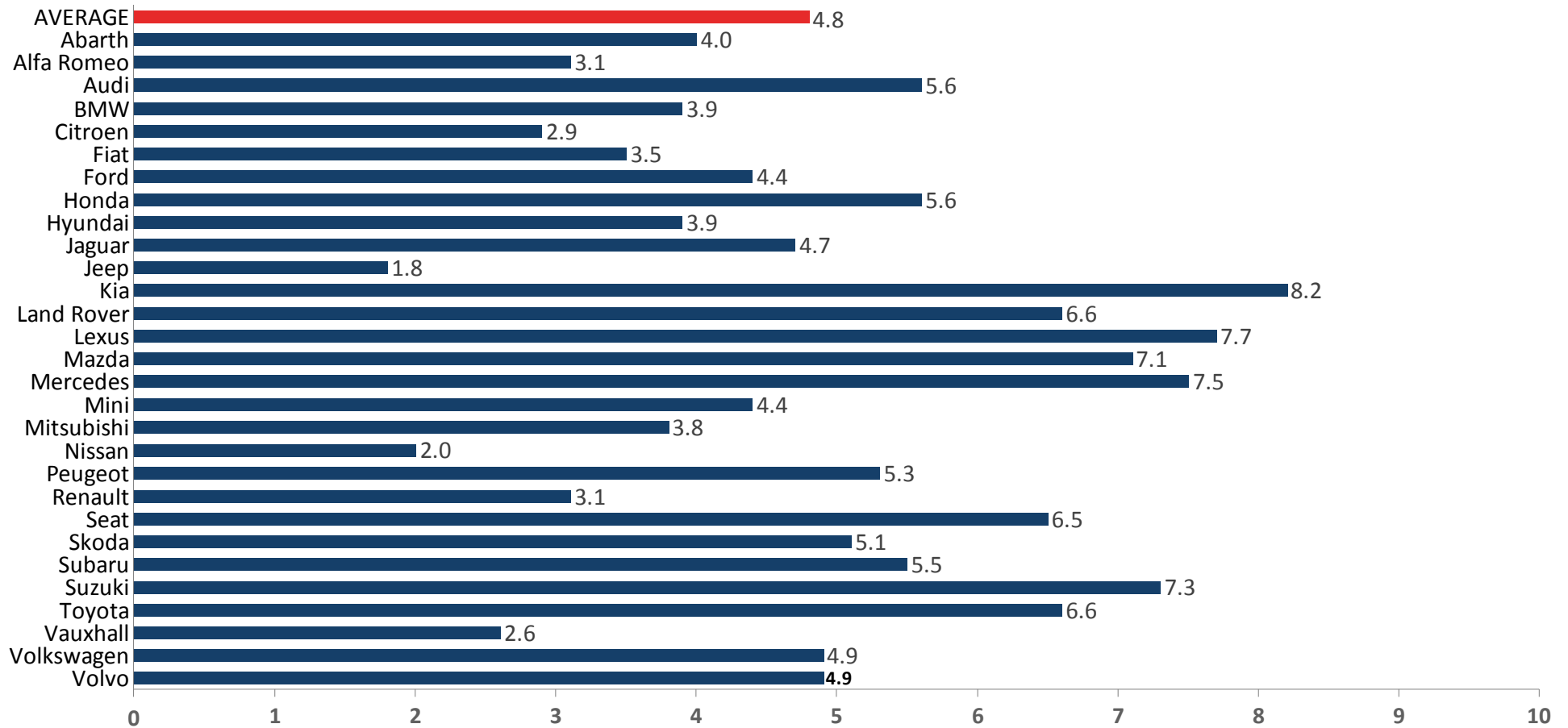


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

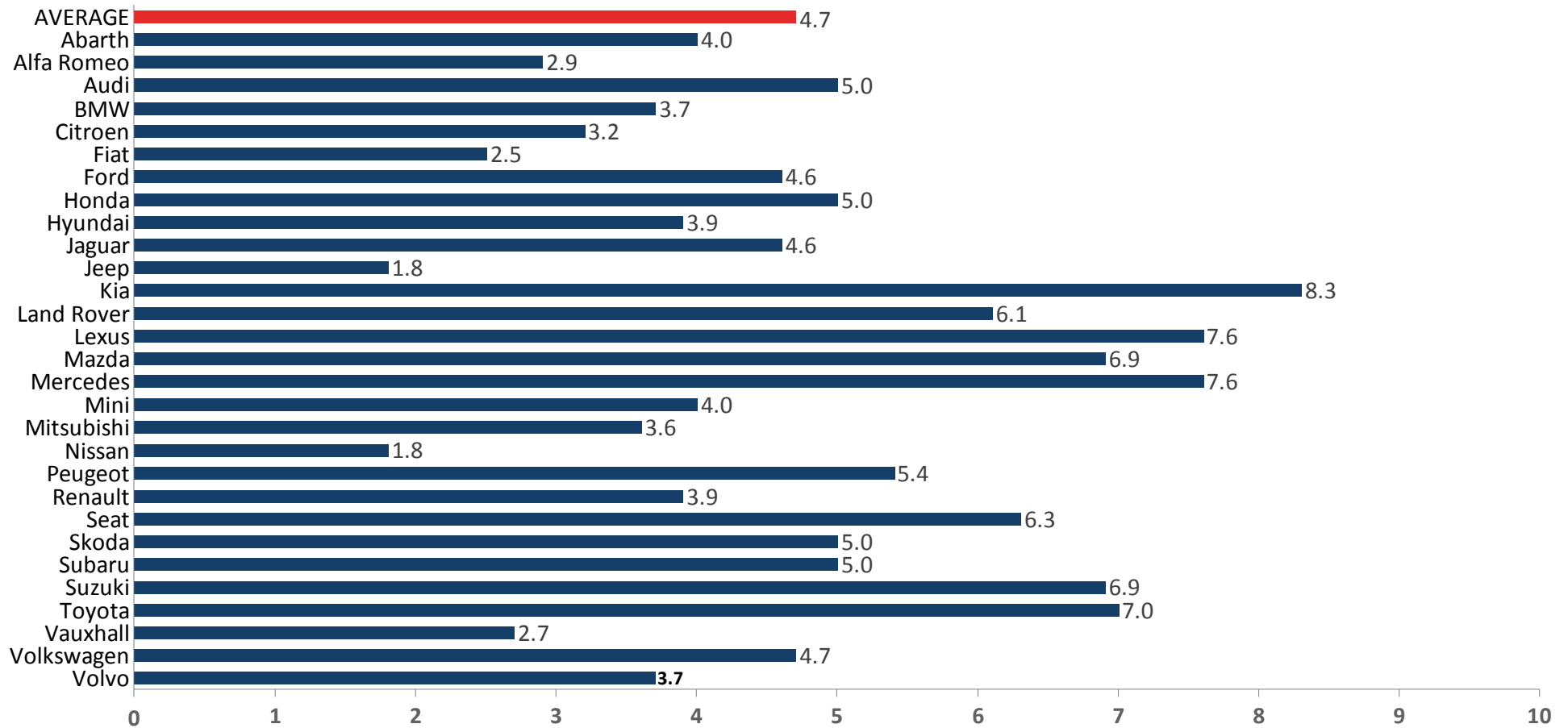


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

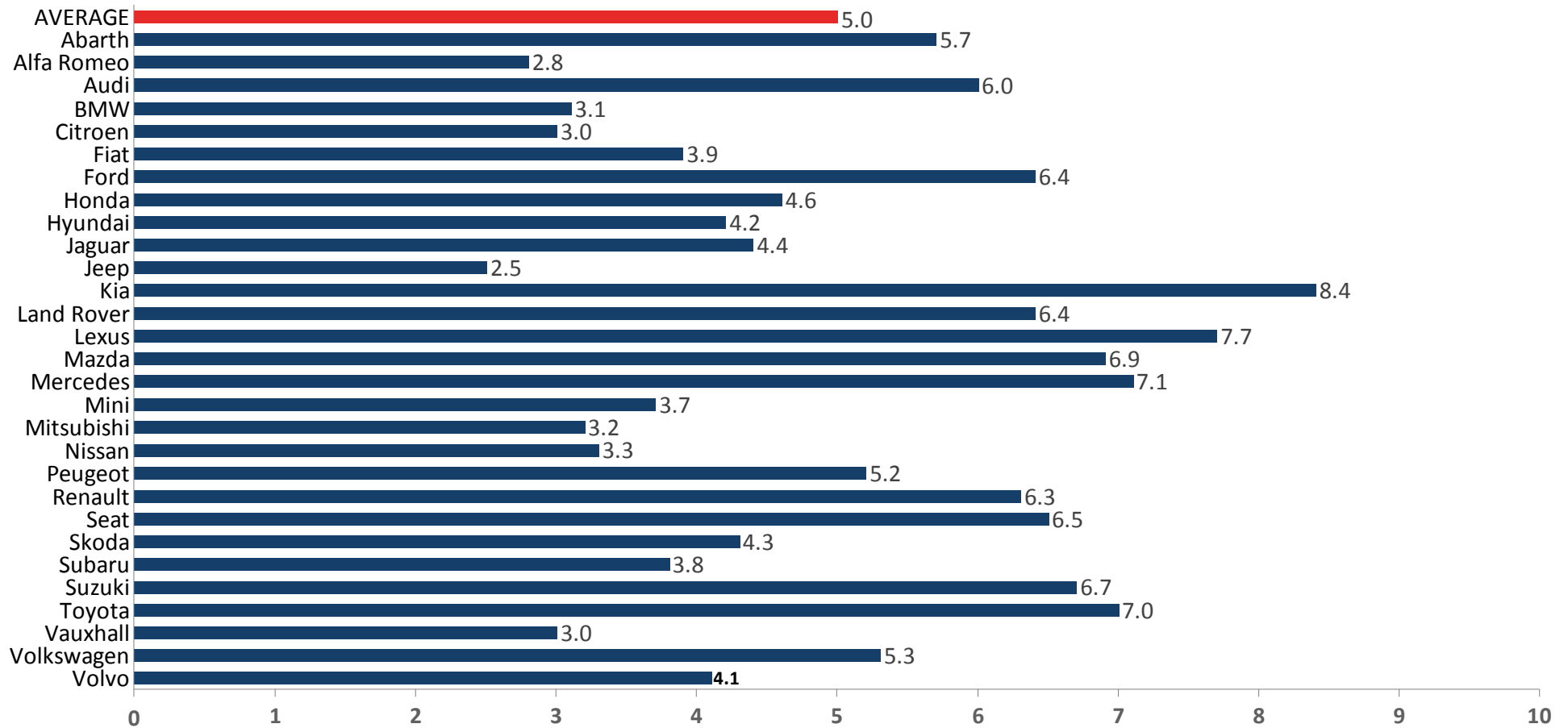


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

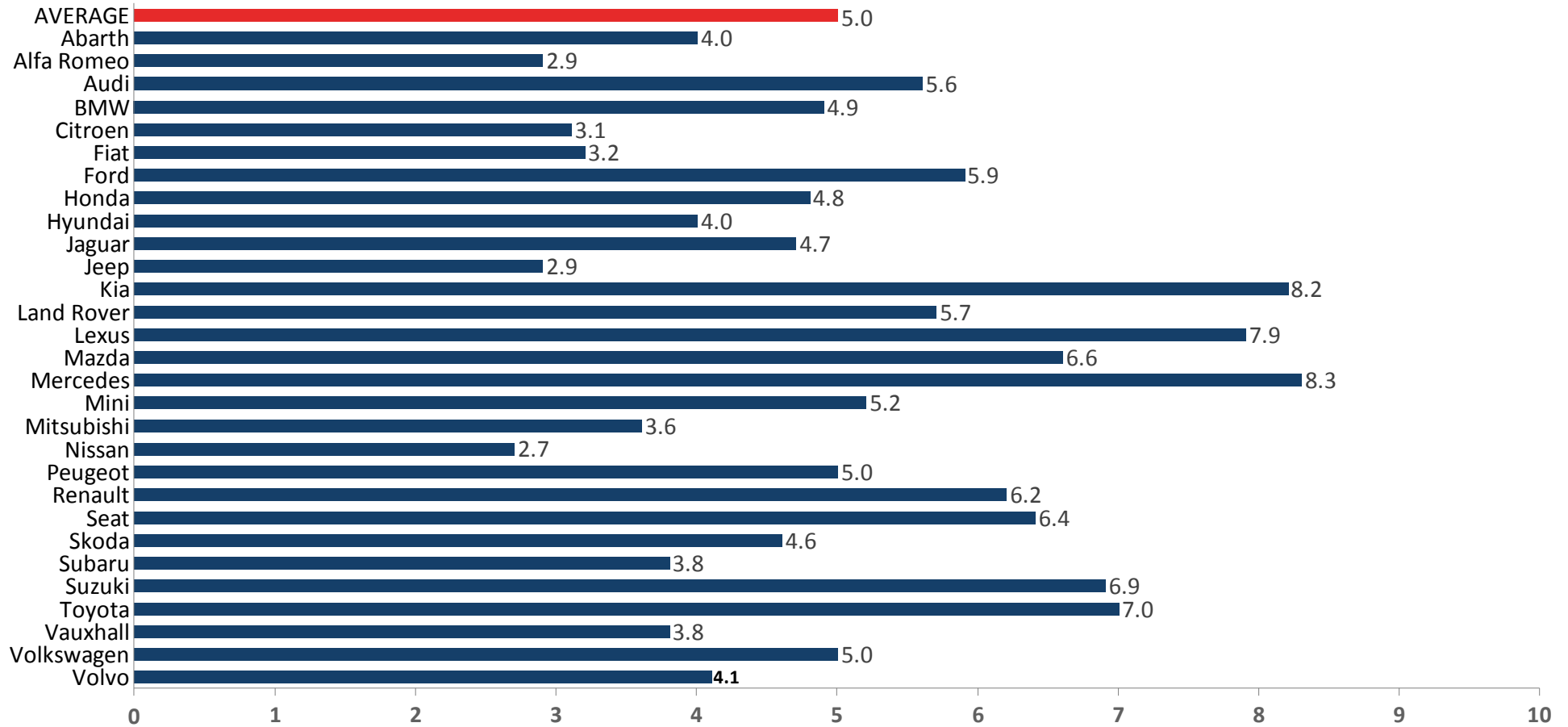


### PREVIOUS SURVEY RESULTS - WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

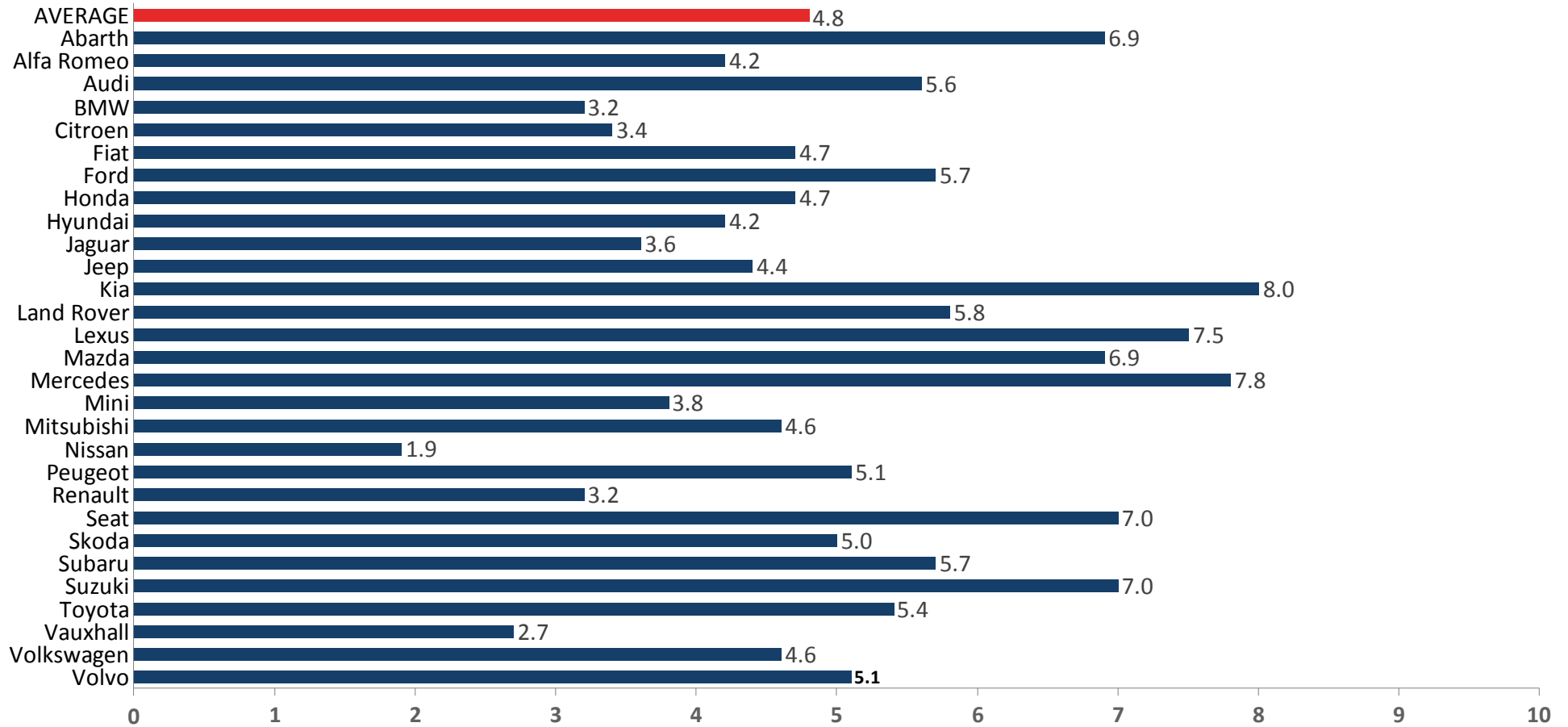


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

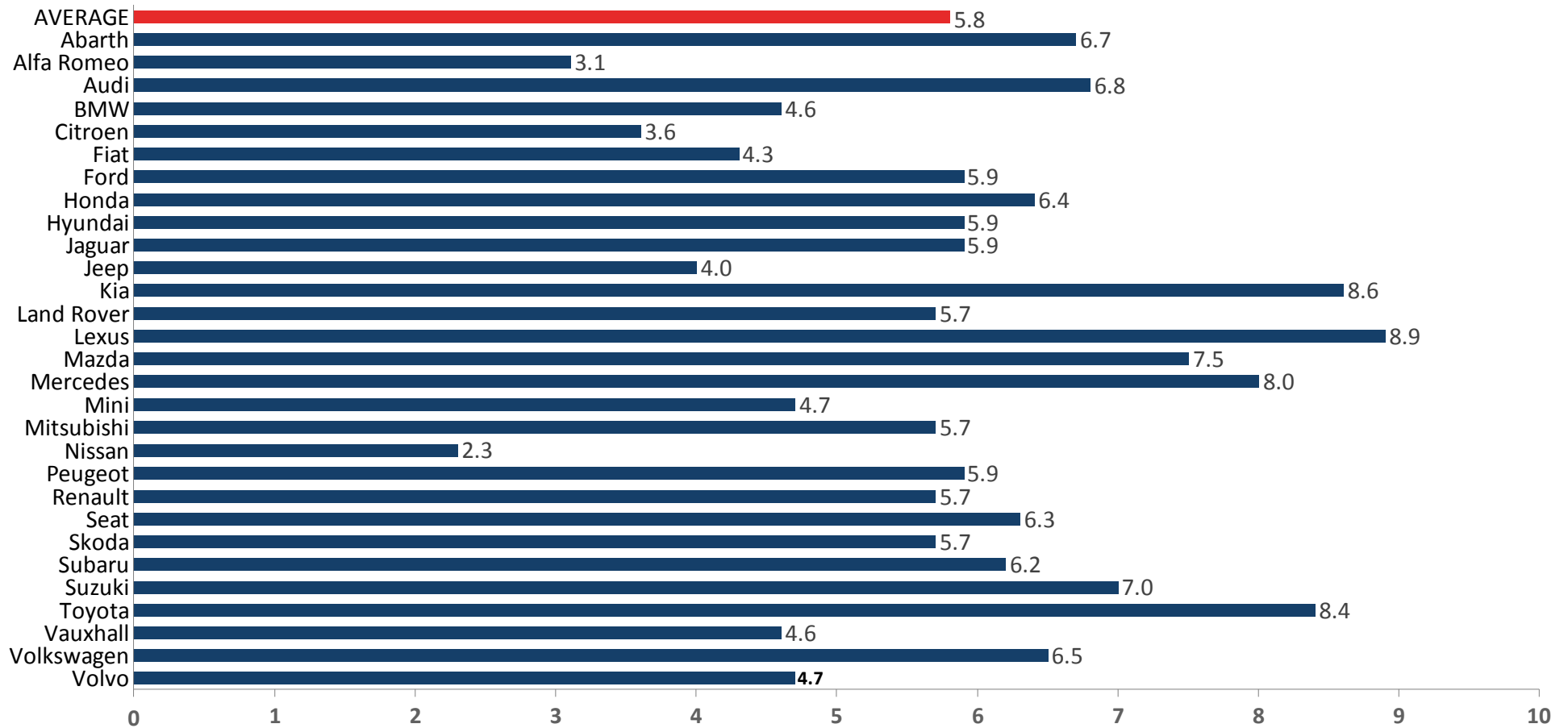


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

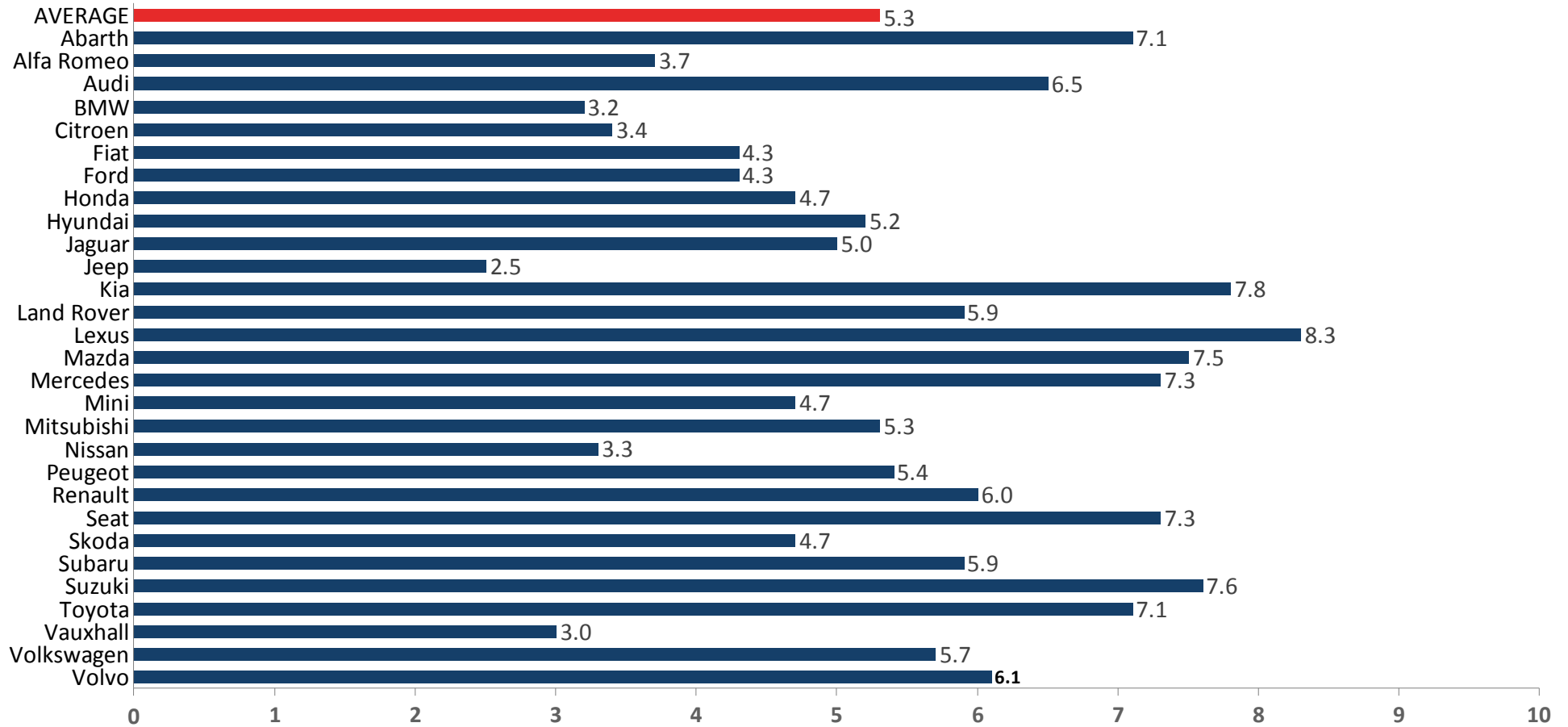


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

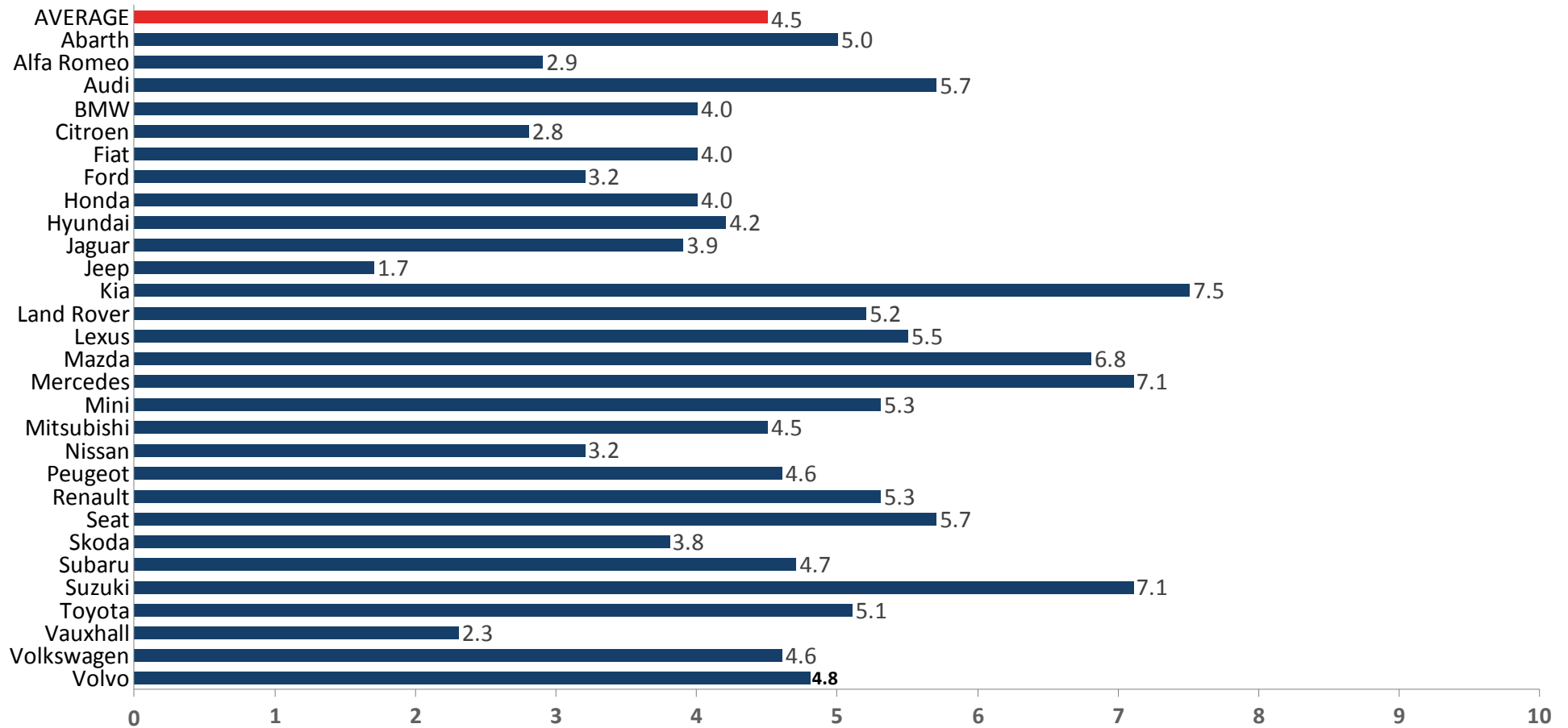


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

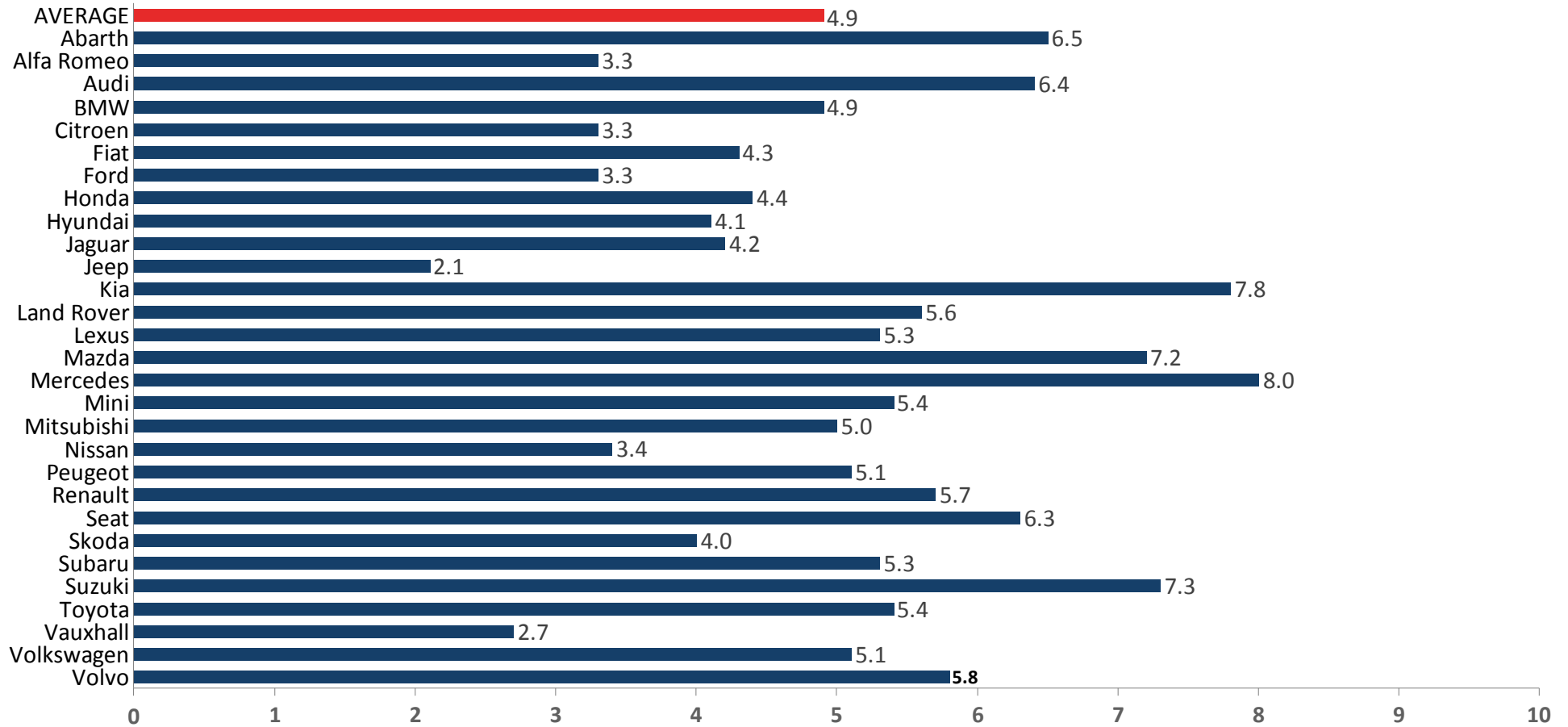


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

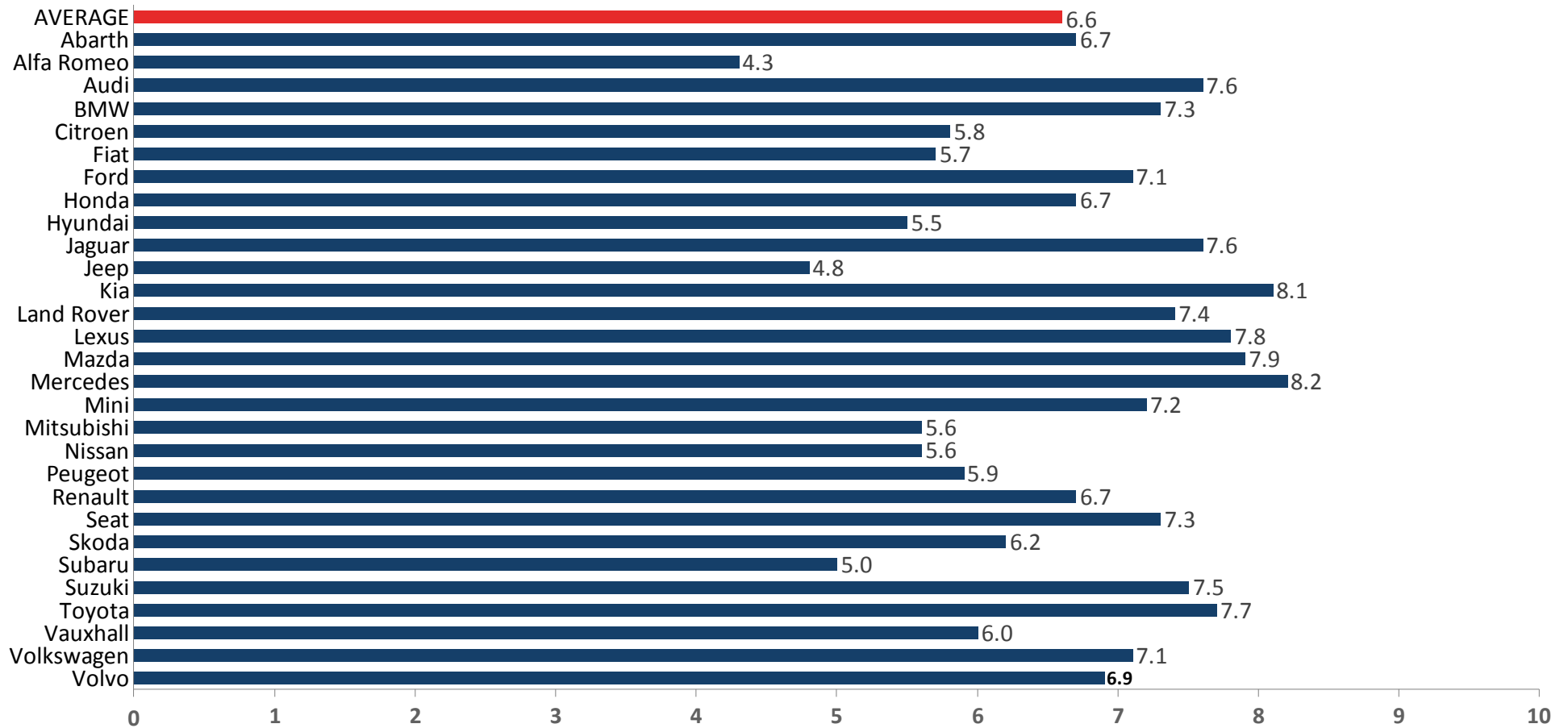


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

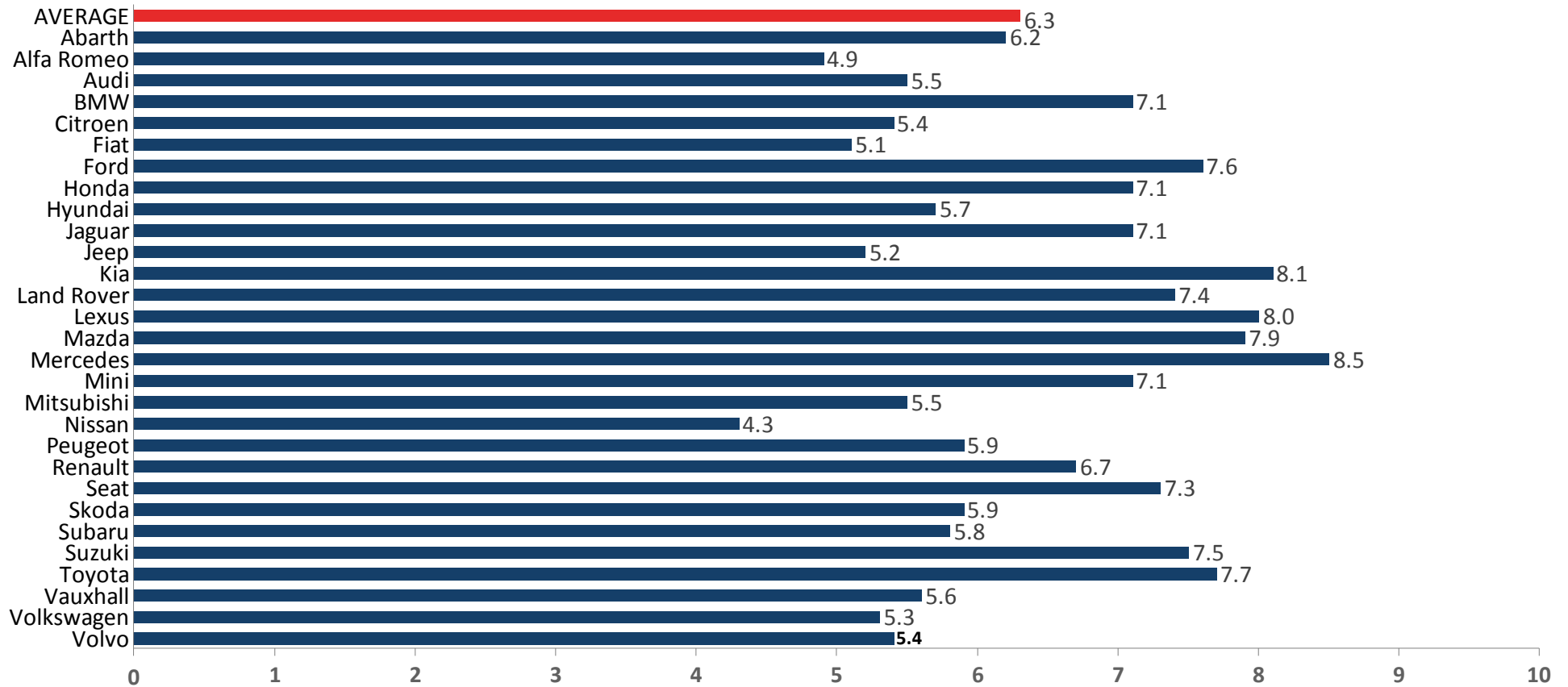


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

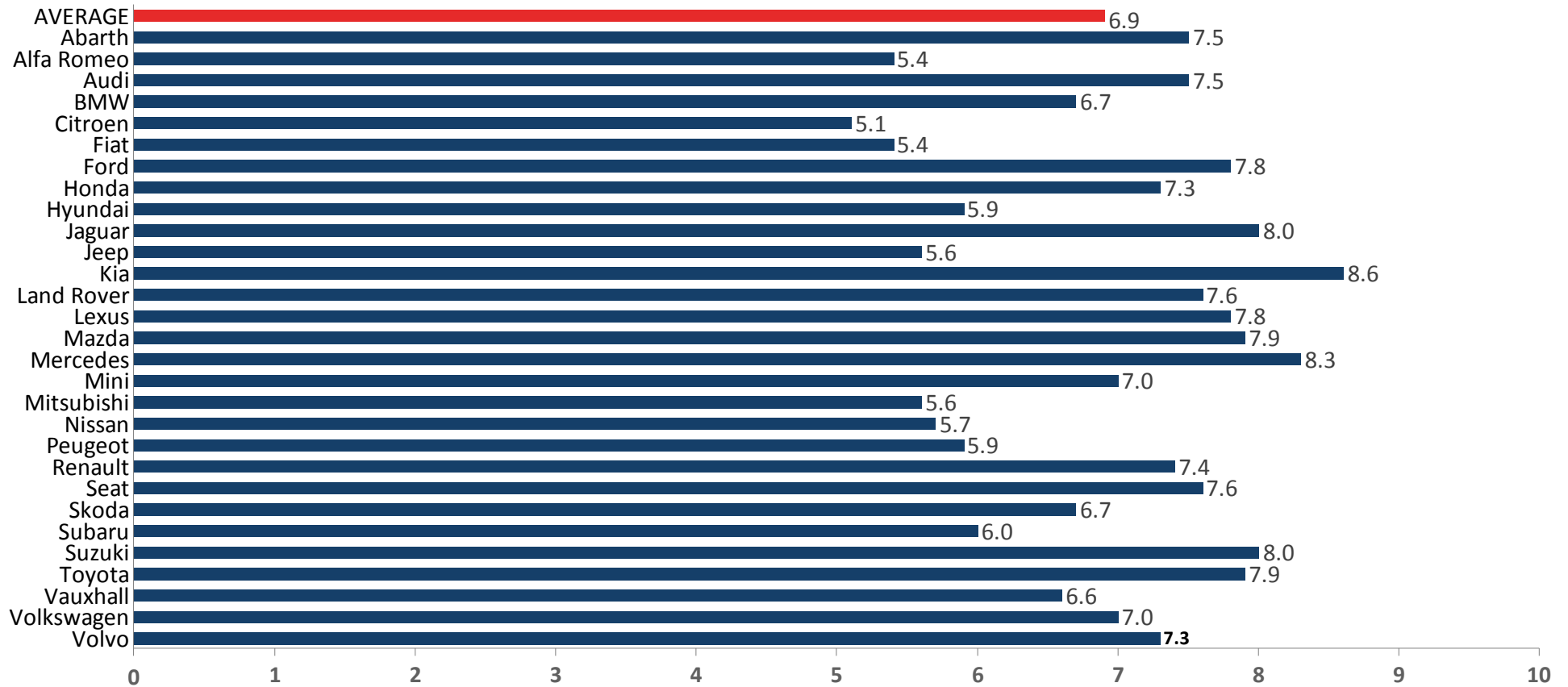


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

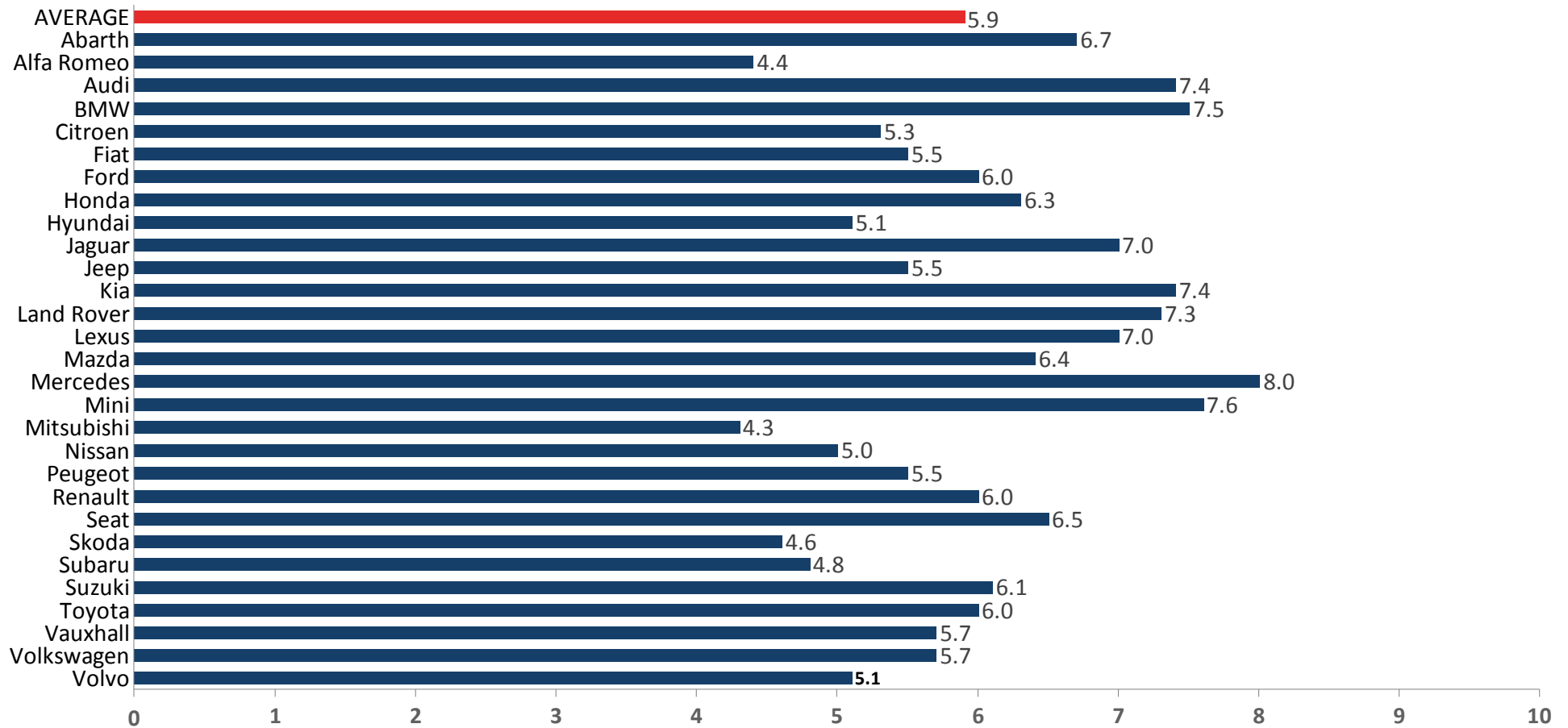


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

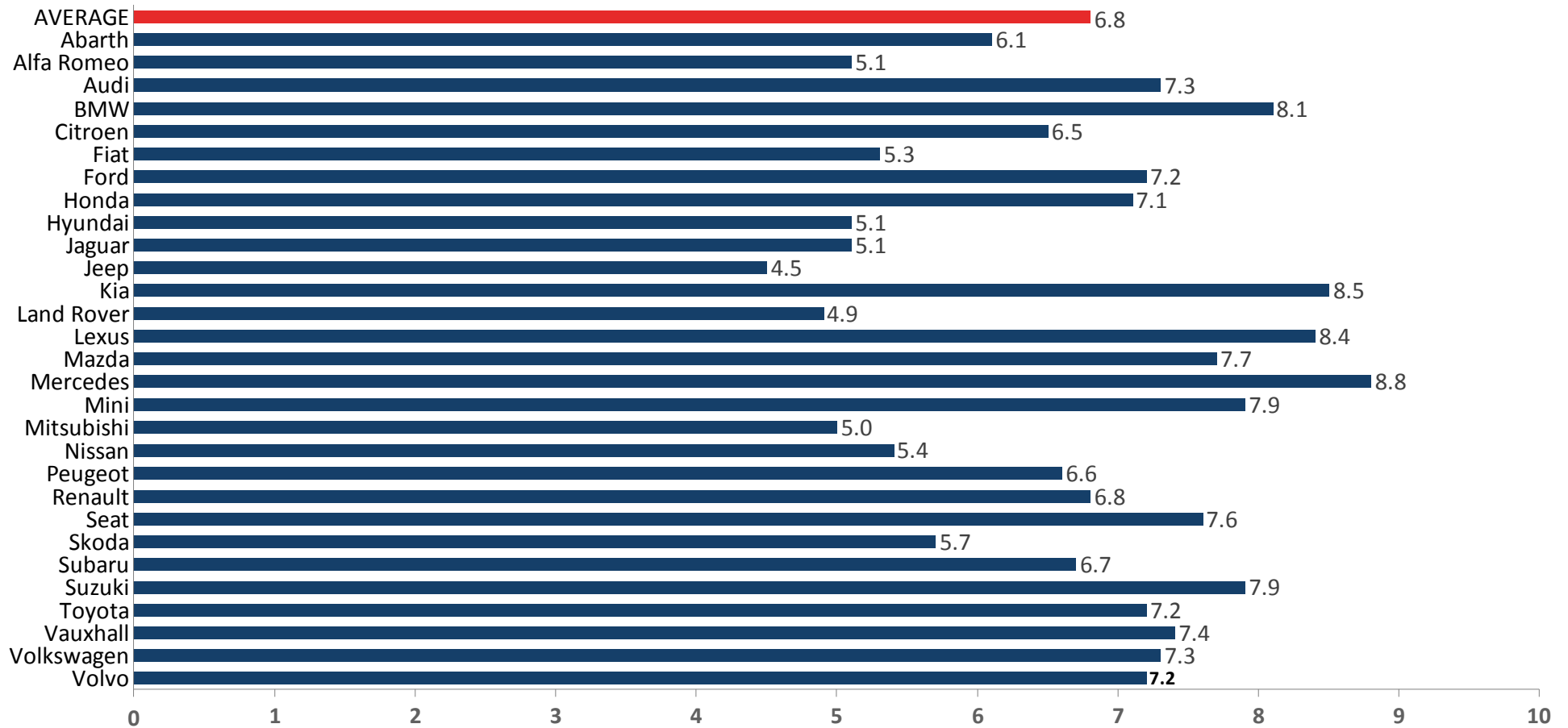


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

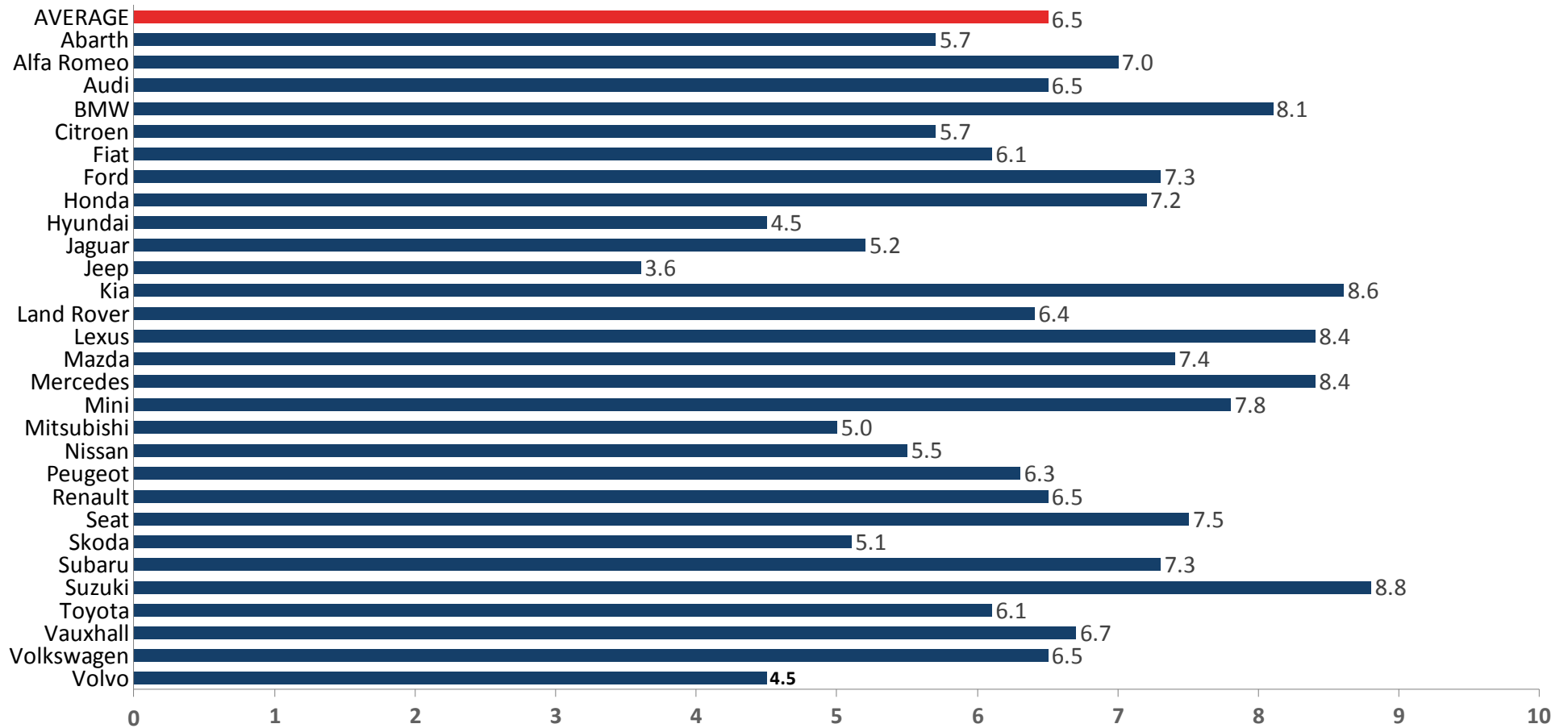


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

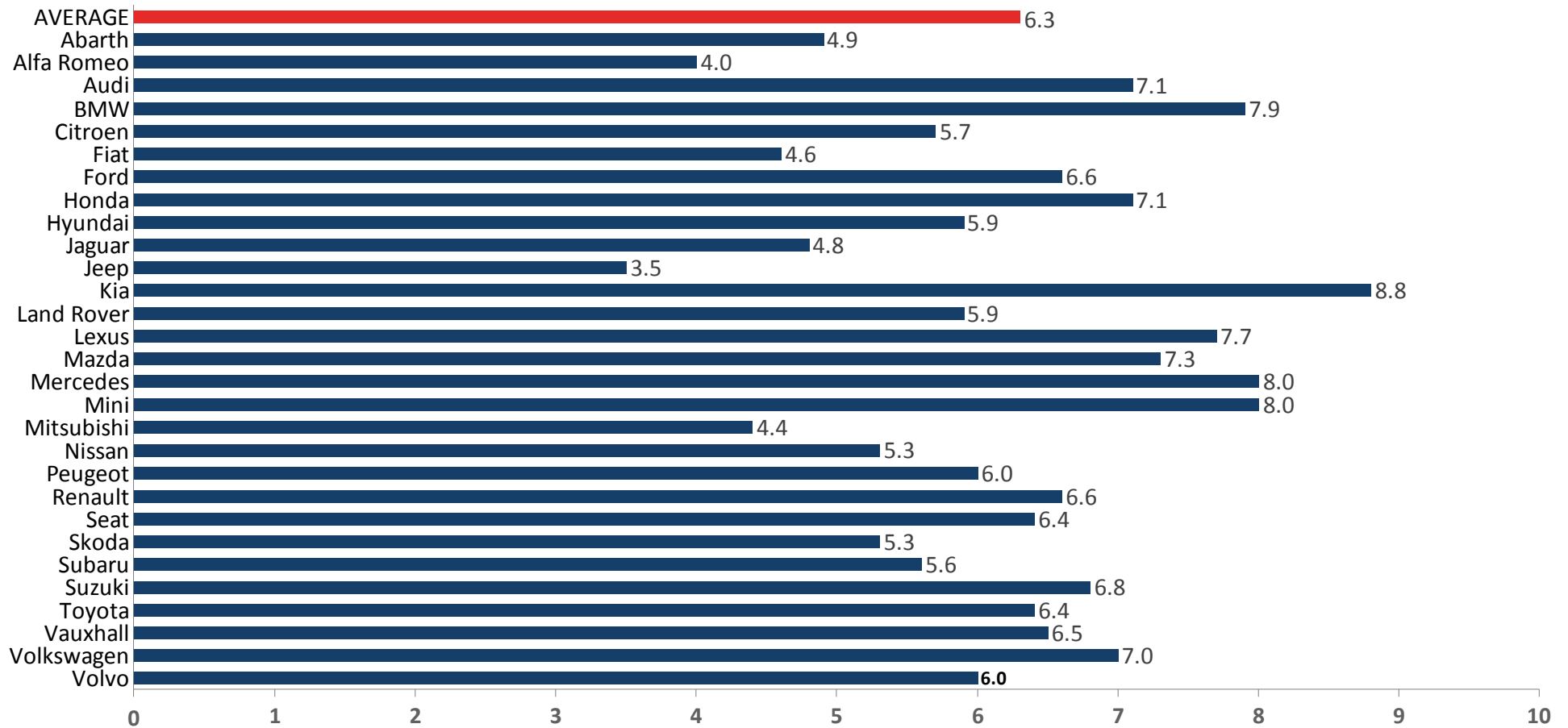


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

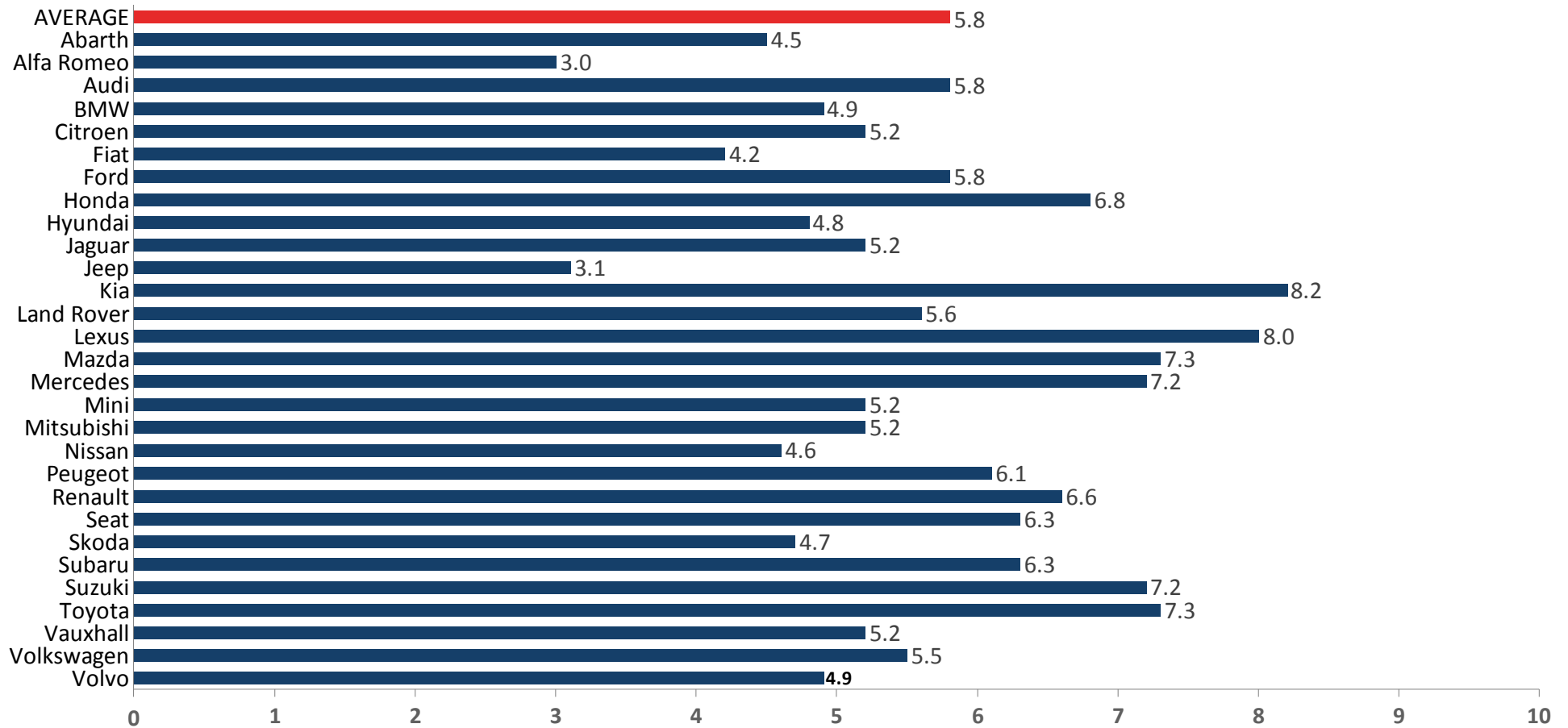


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

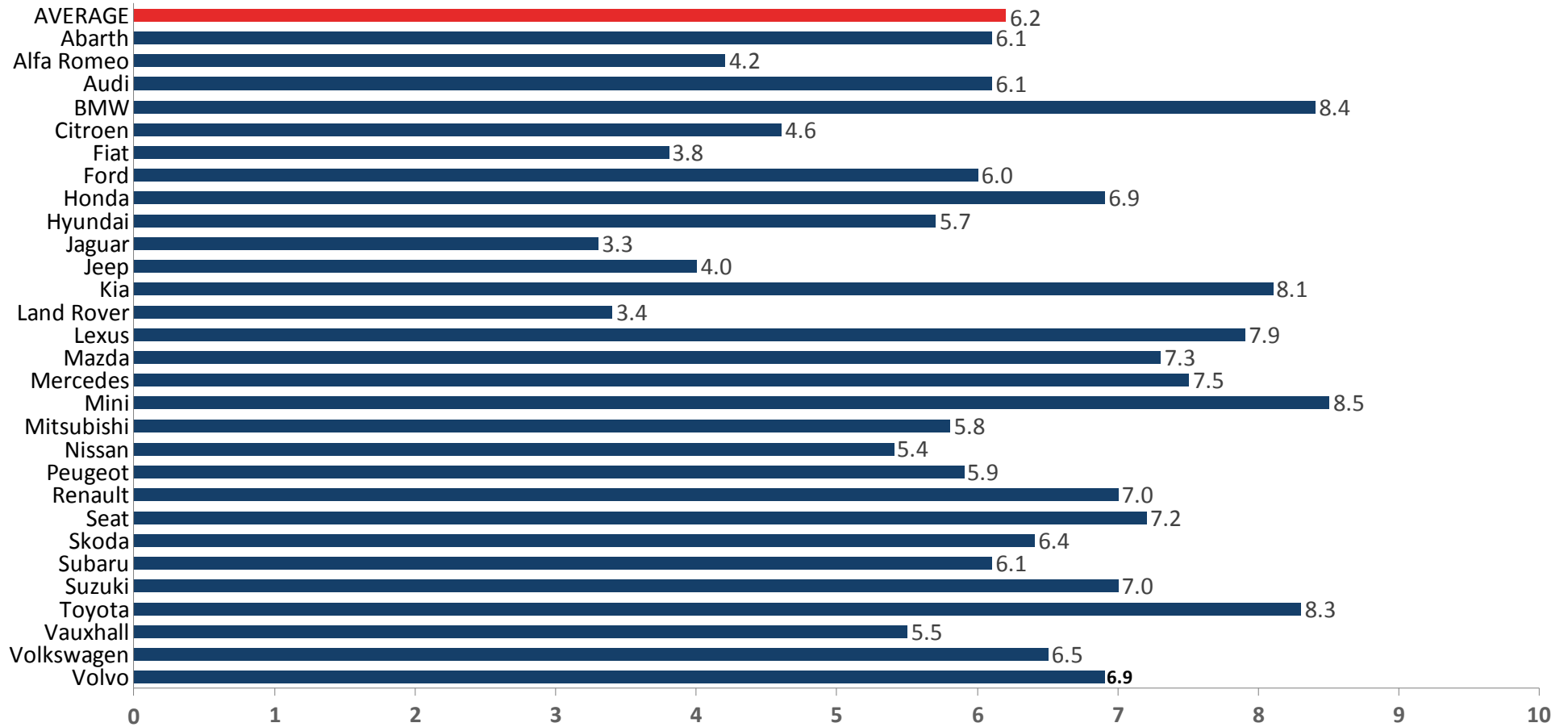


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

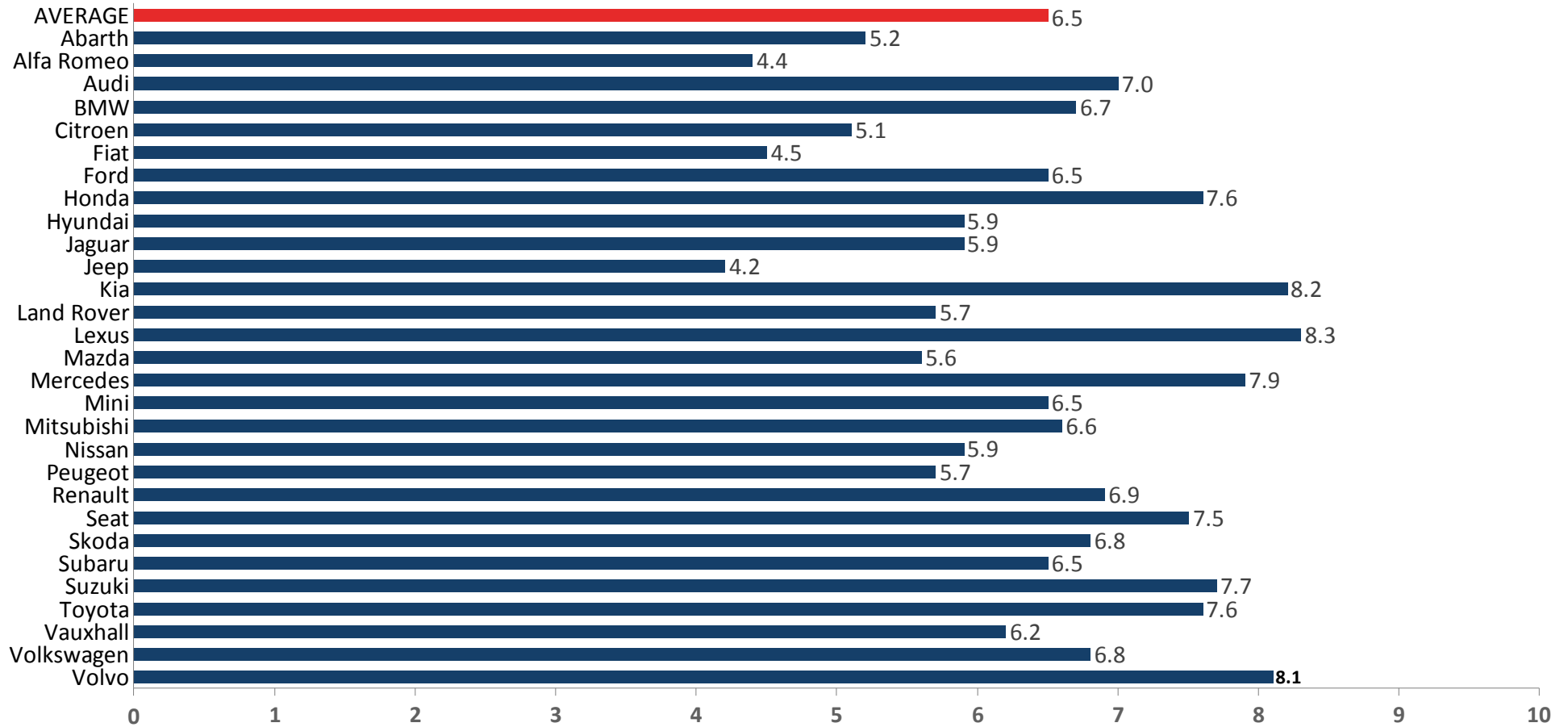


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

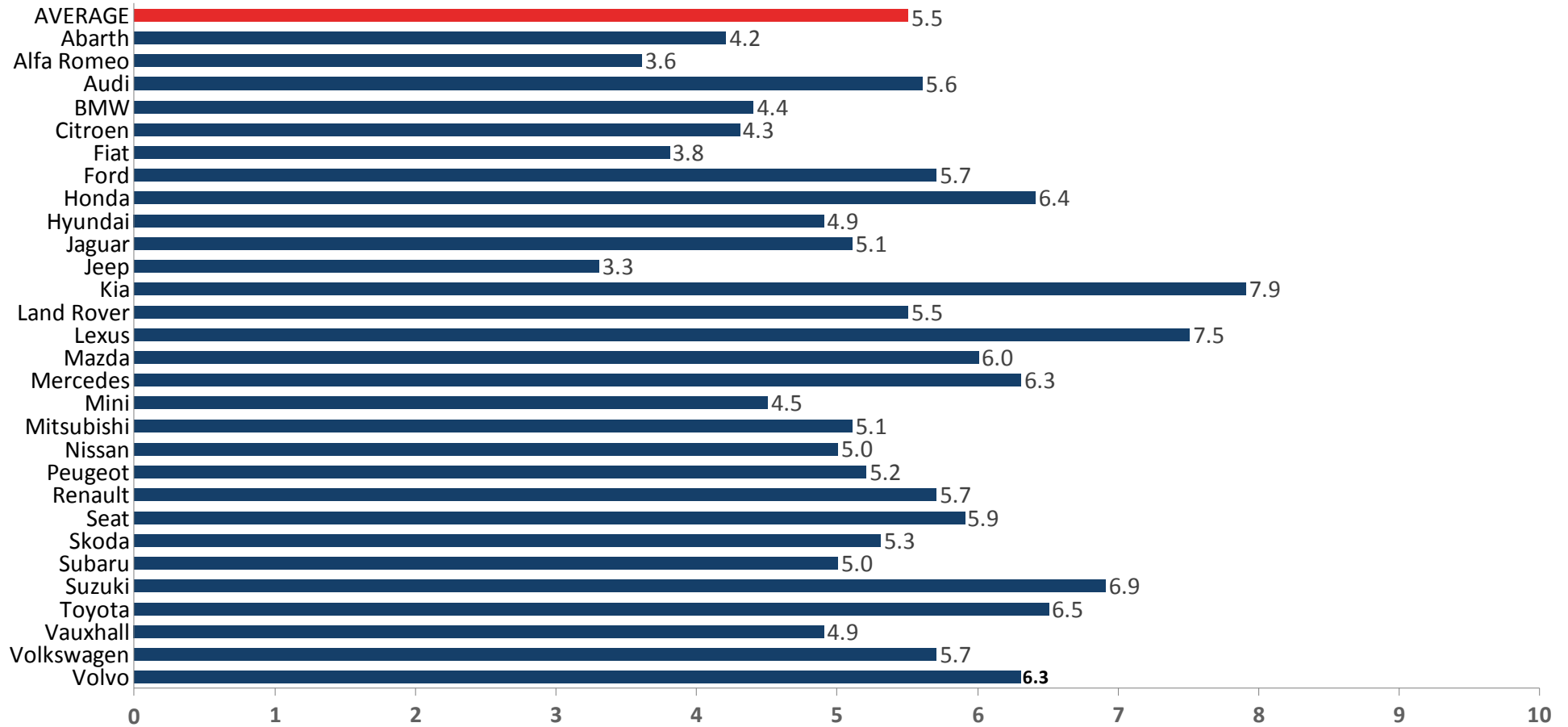


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

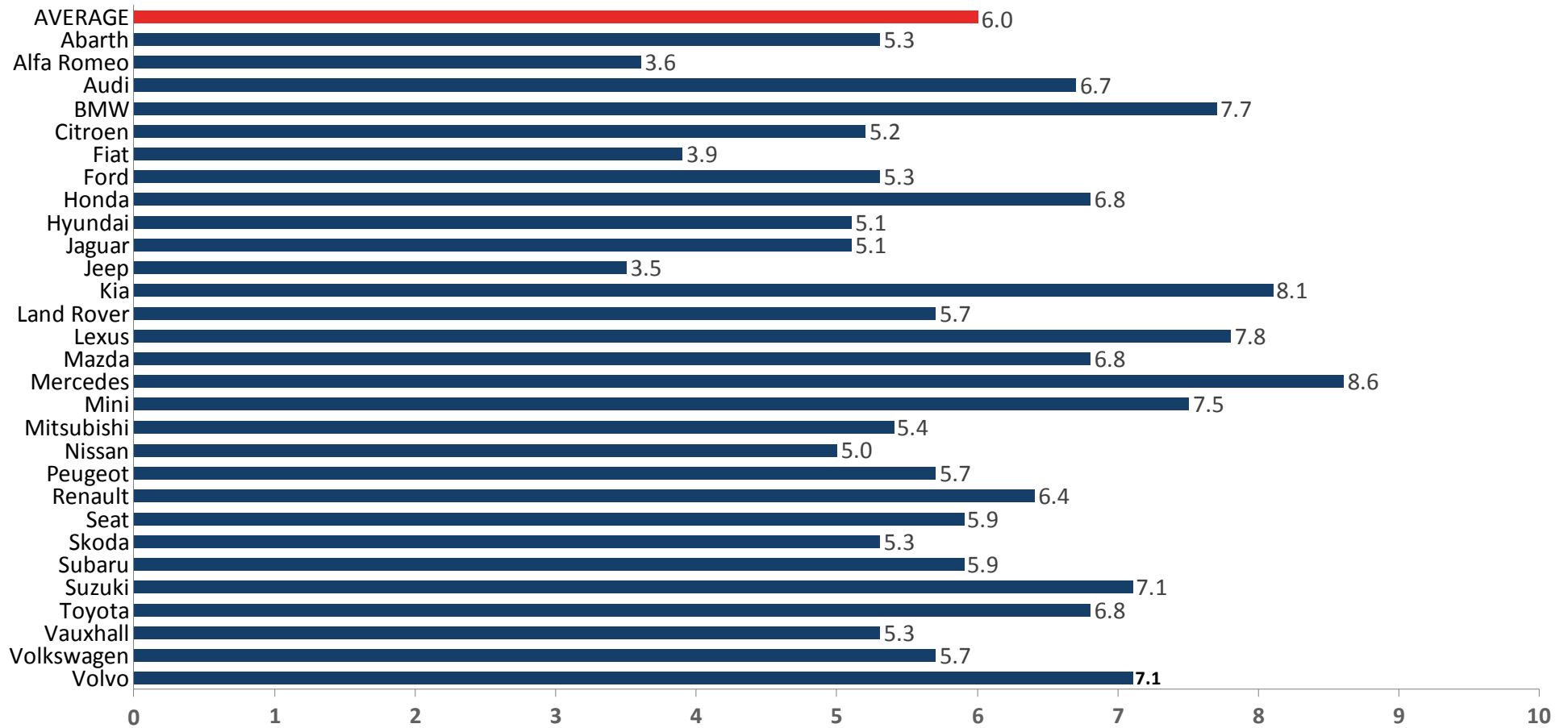


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

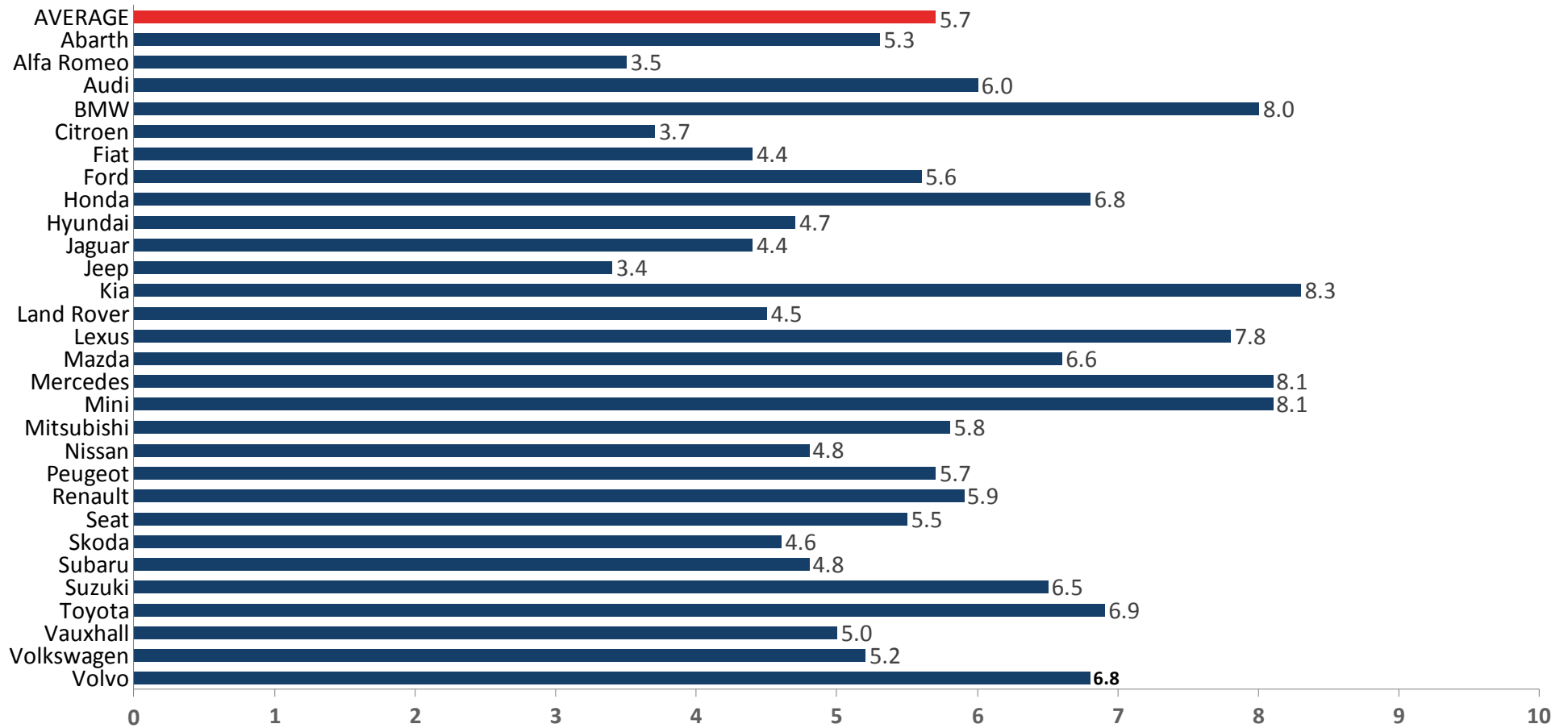


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

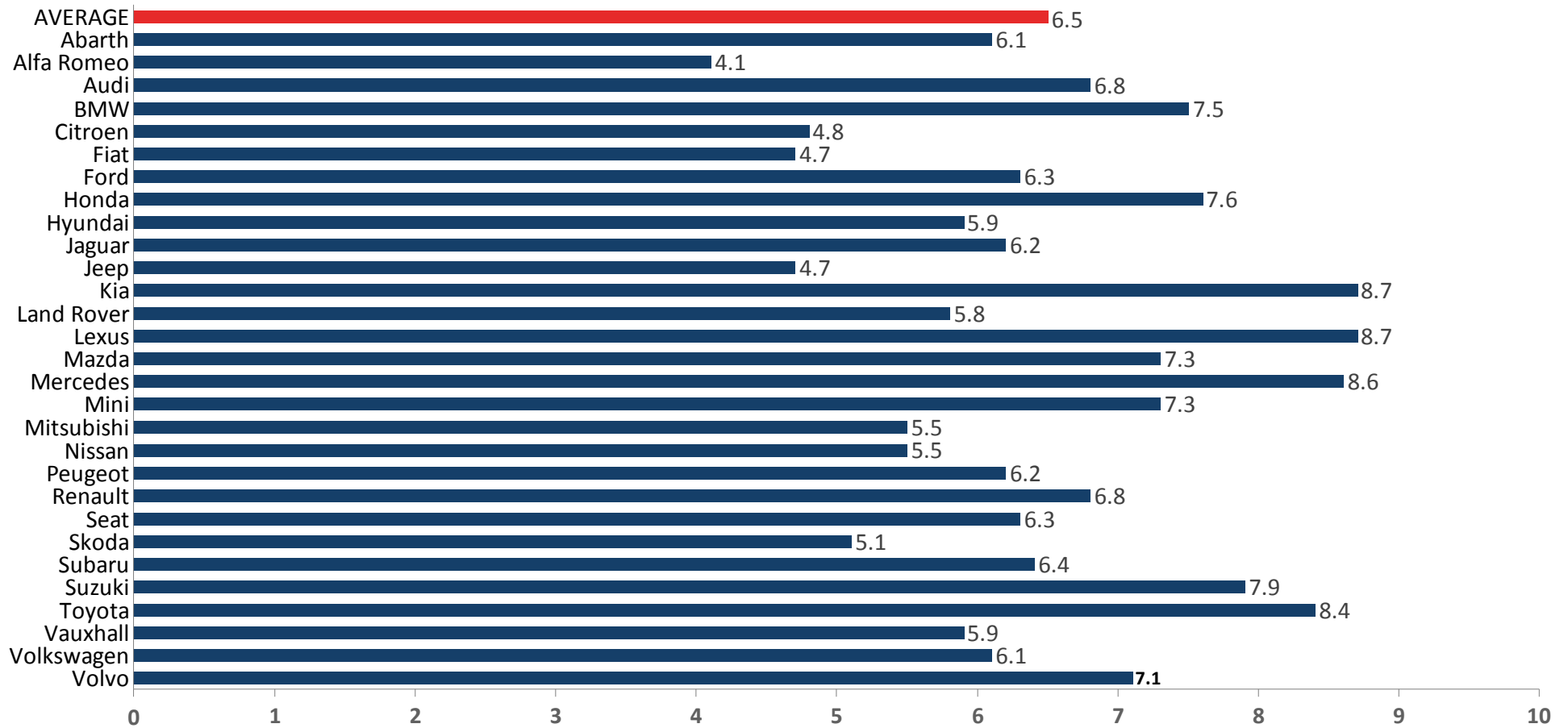


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

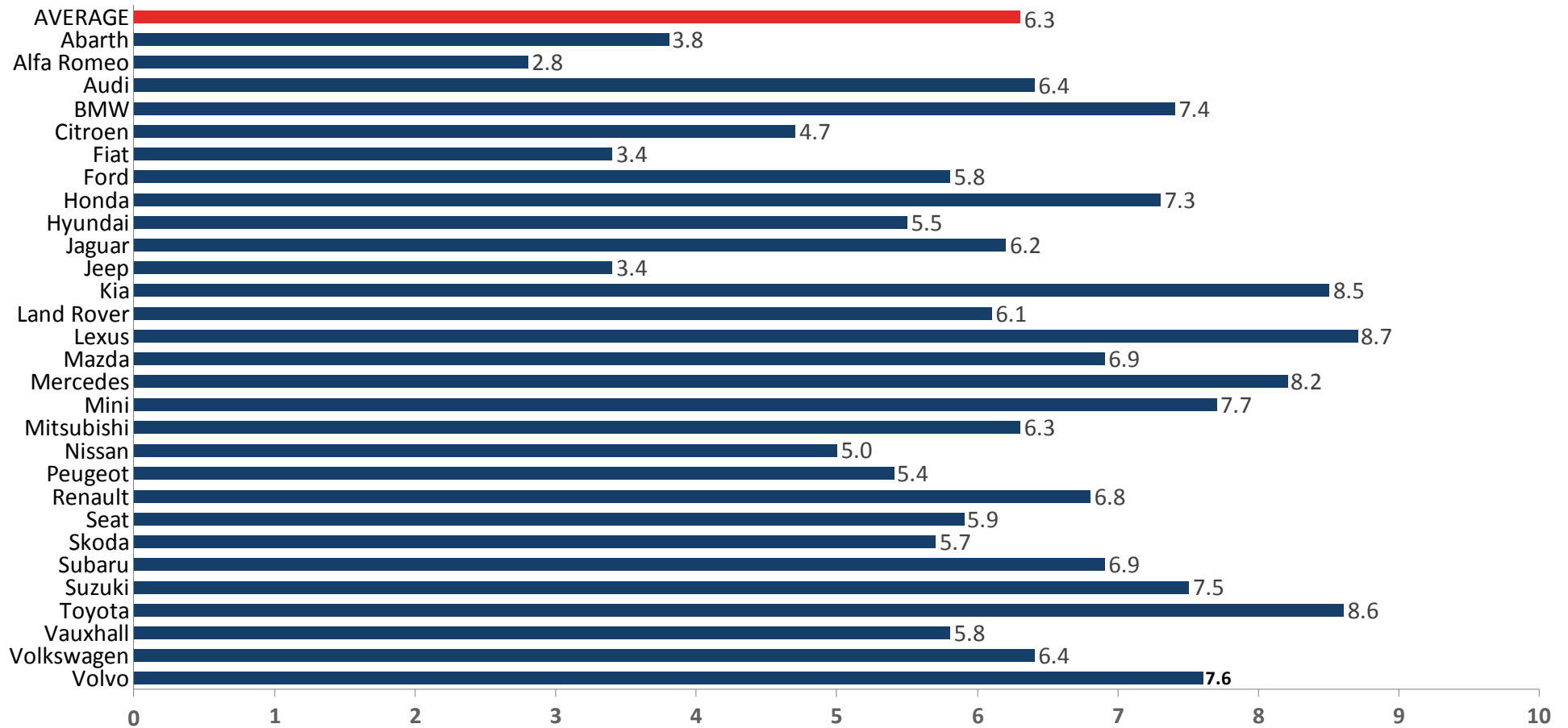


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

Q8h. How satisfied are you with the fairness of your manufacturer's stocking policy for parts/accessories?

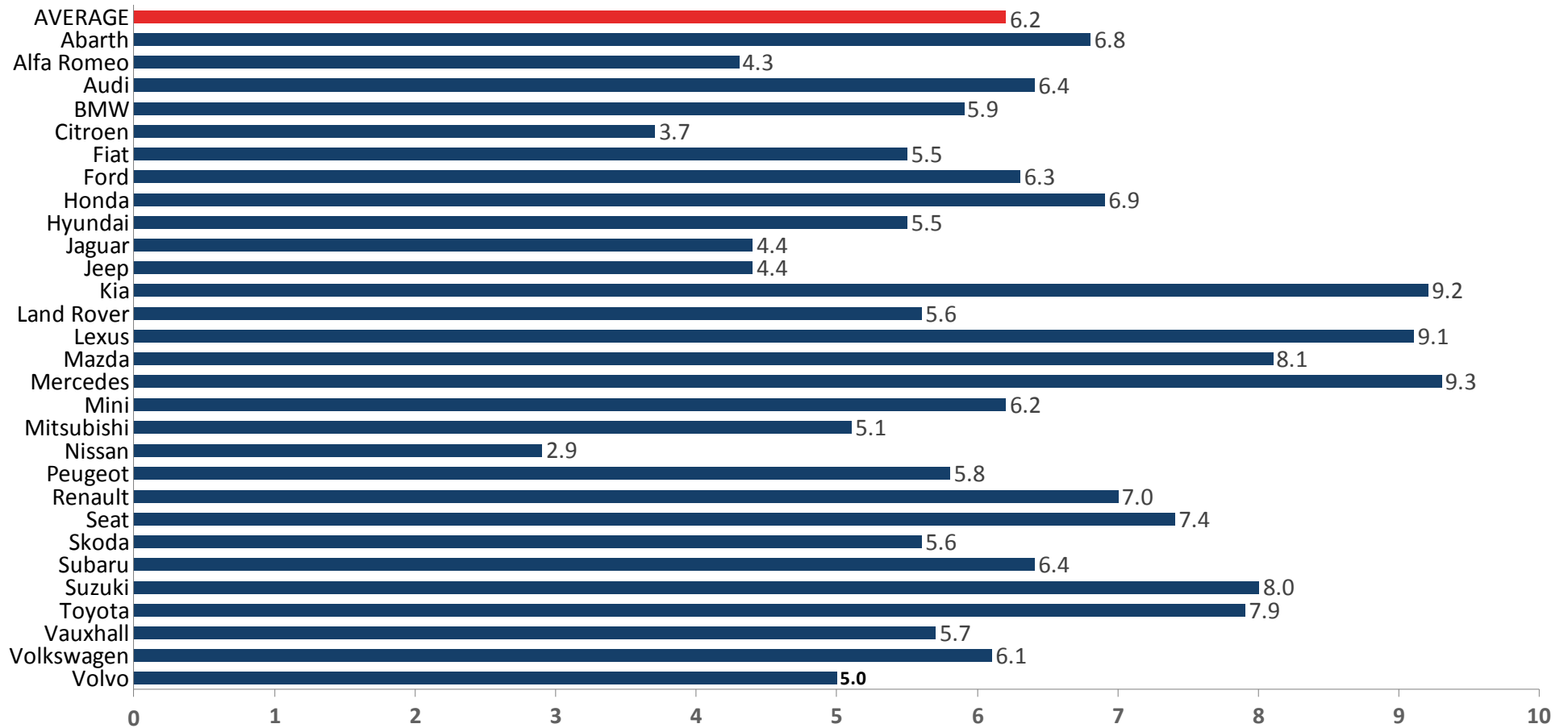


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

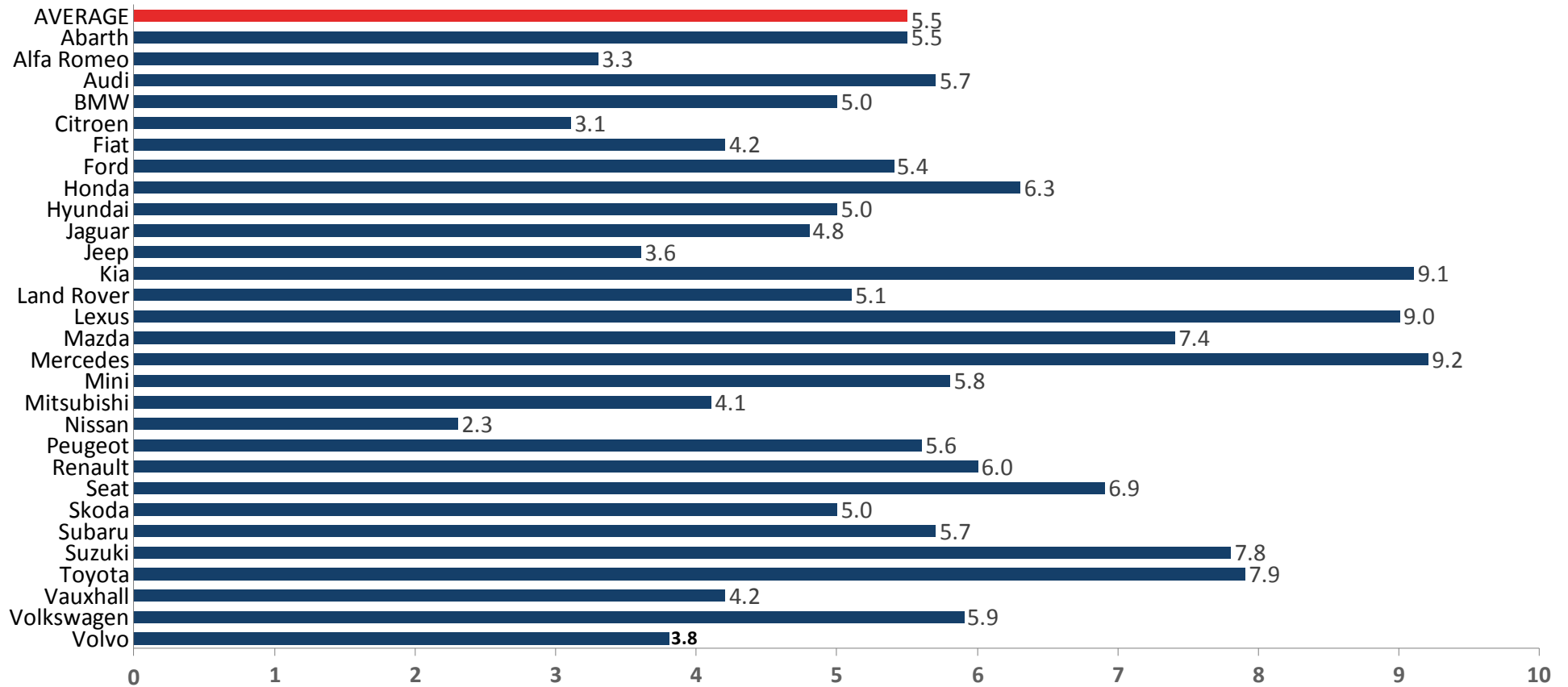


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

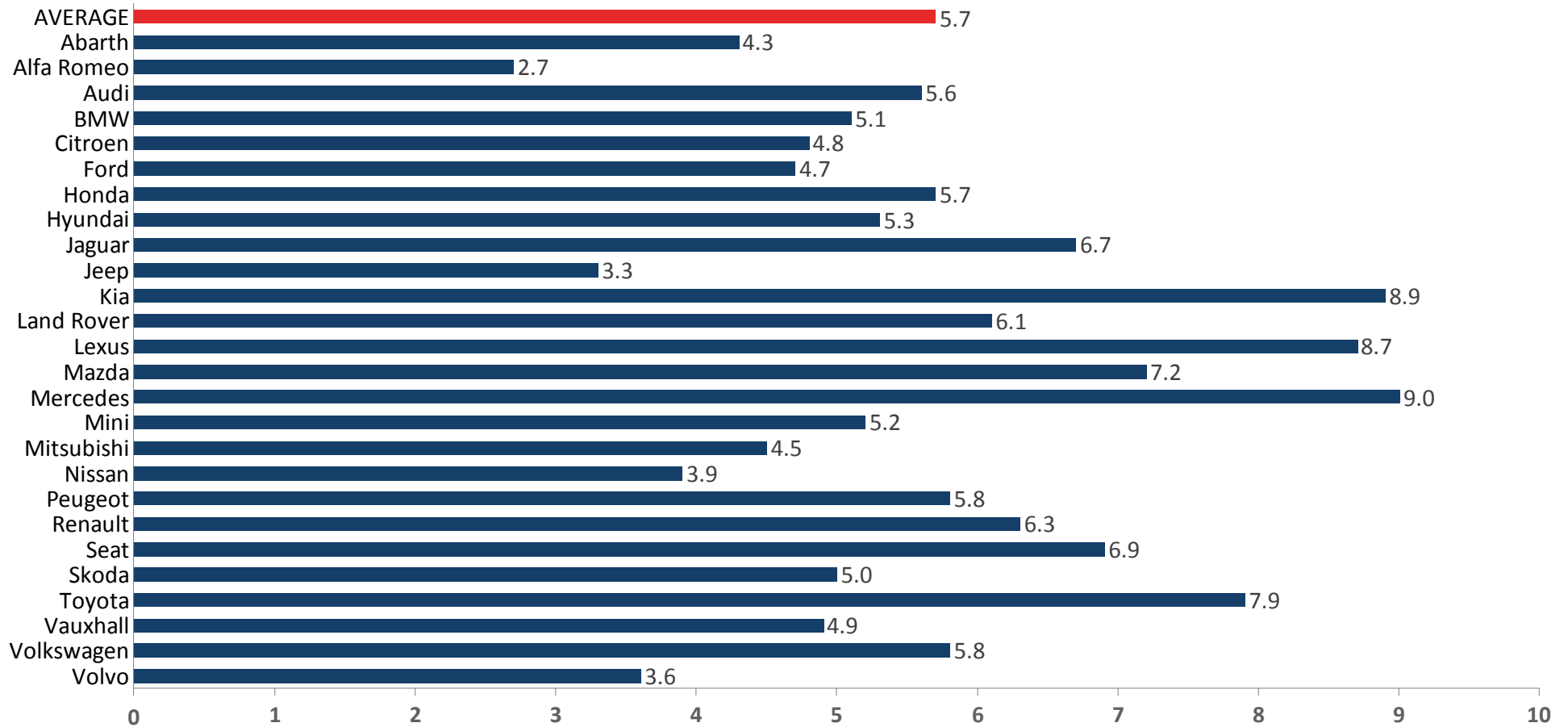


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

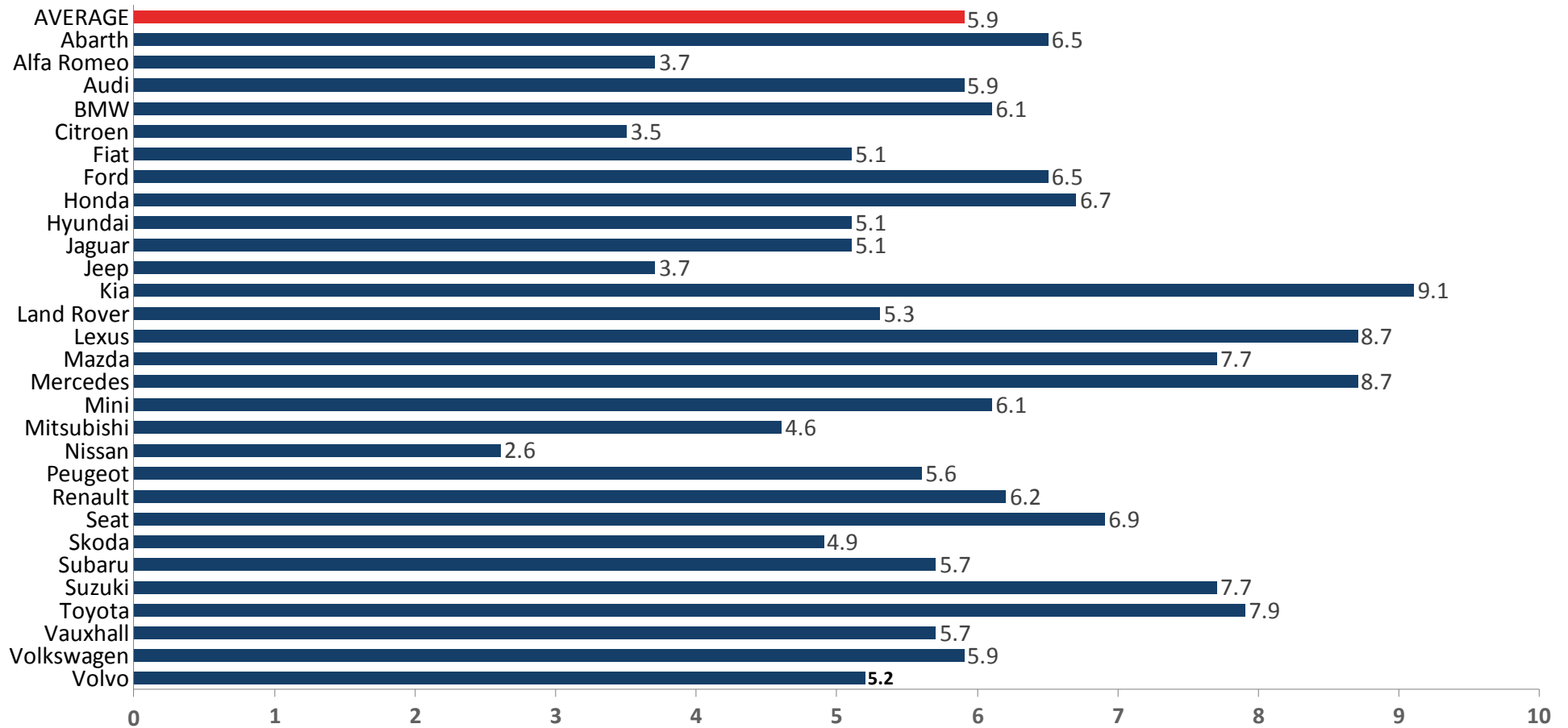


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

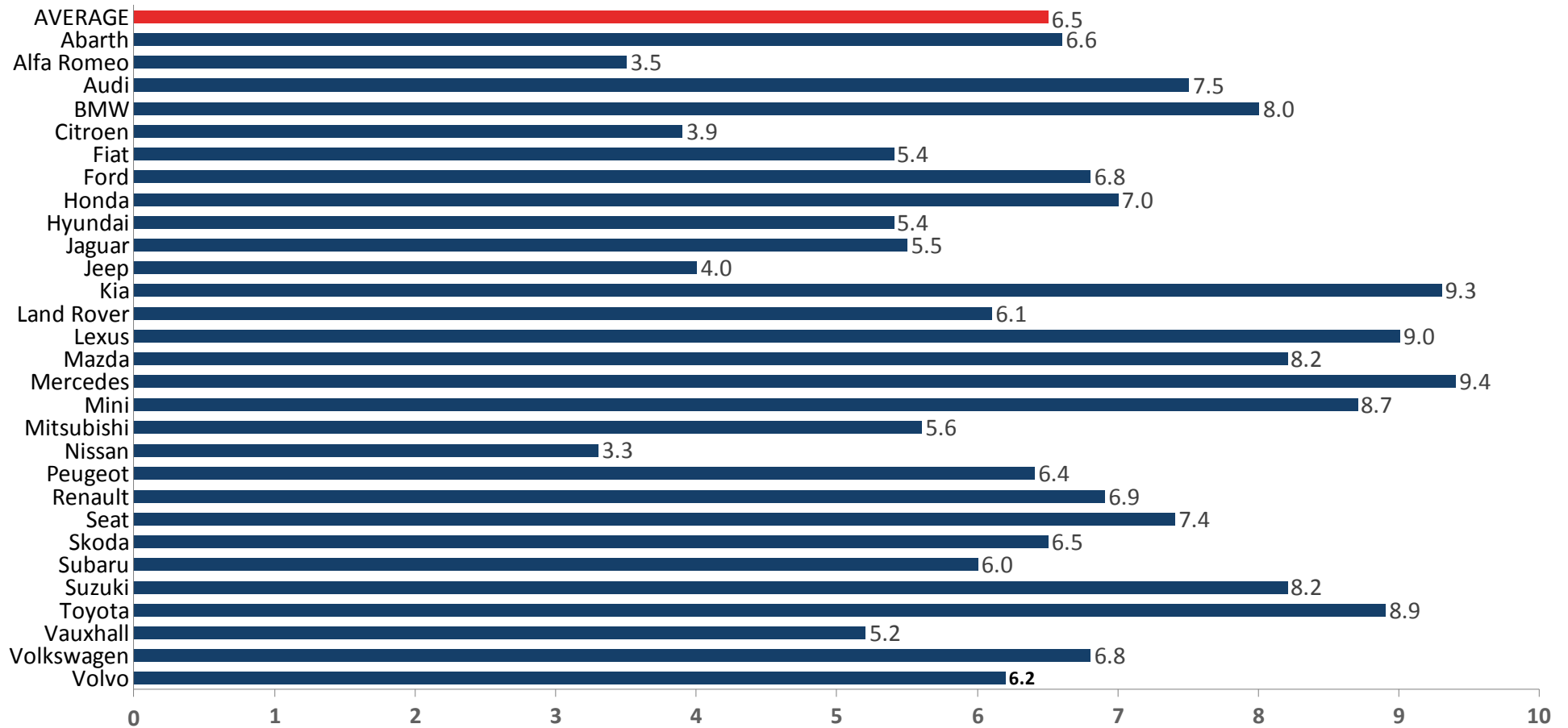


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

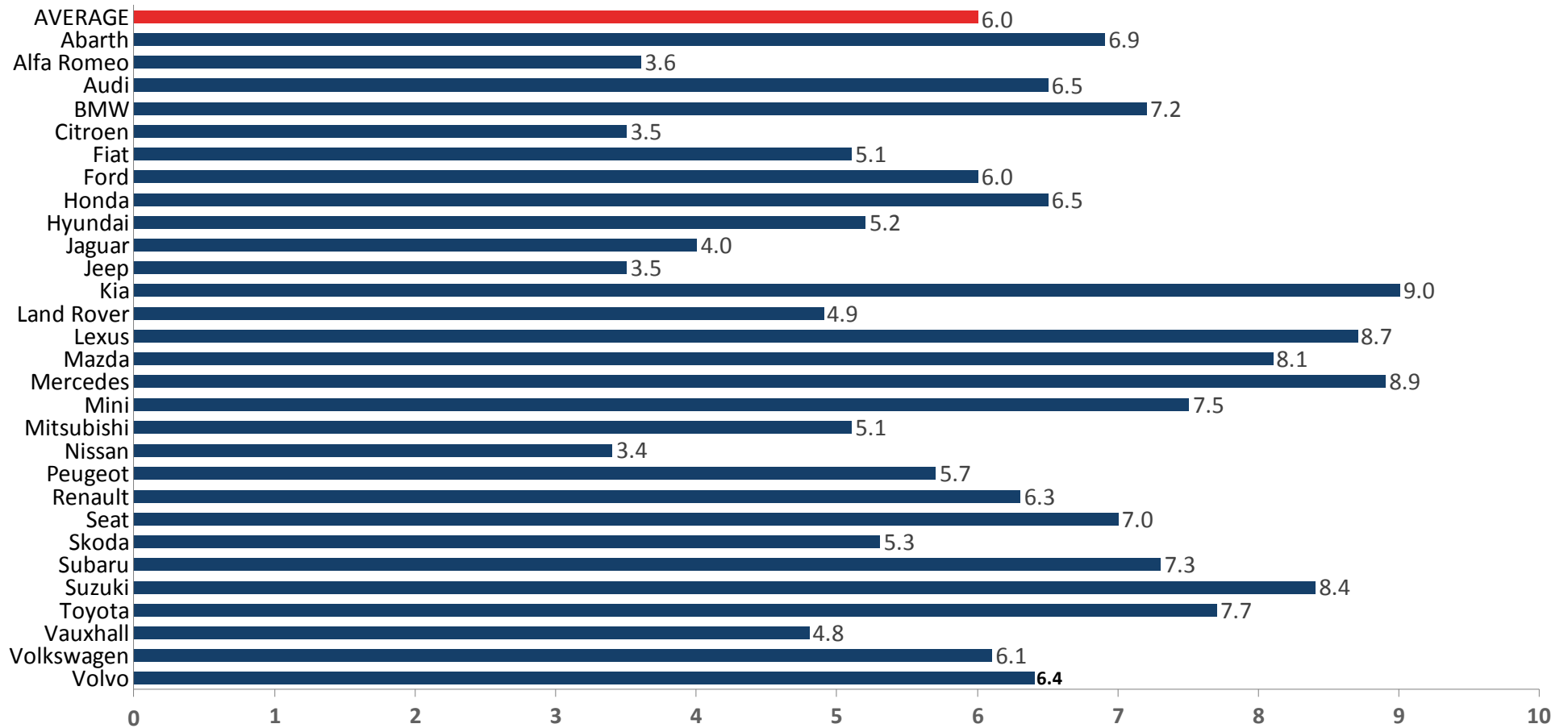


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

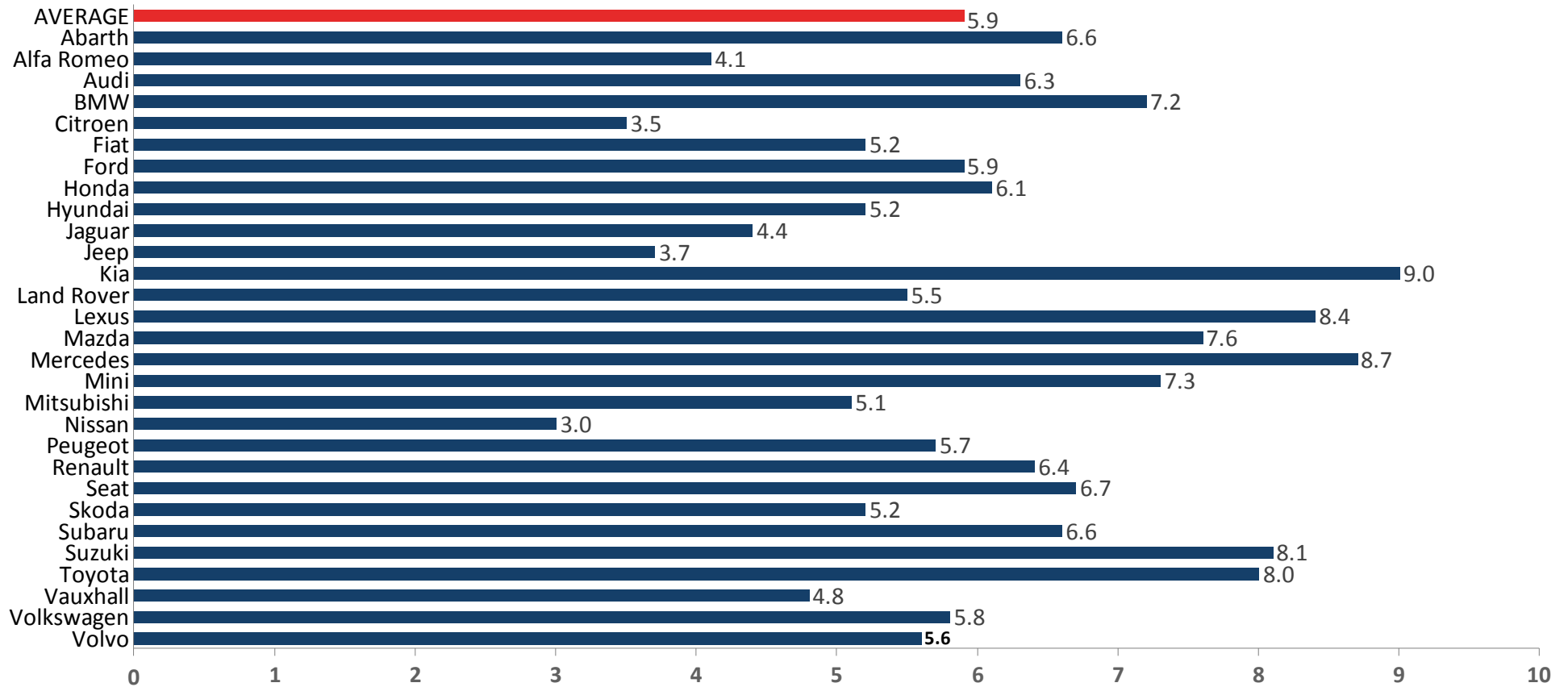


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

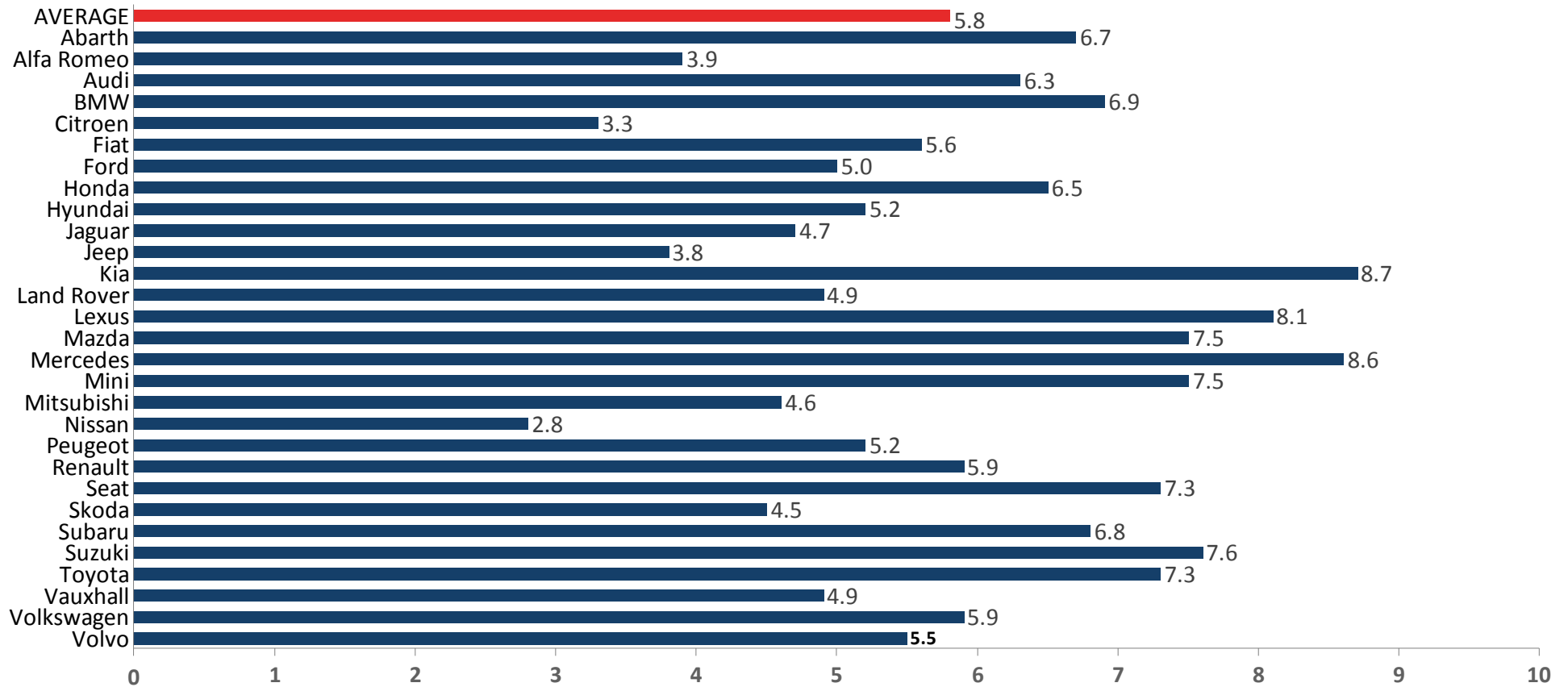


### PREVIOUS SURVEY RESULTS – WINTER 2017

Abarth	6.1	Ford	6.2	Land Rover	5.4	Nissan	4.4	Suzuki	8.7		
Alfa Romeo	5.4	Honda	6.3	Lexus	9.1	Peugeot	7.6	Toyota	7.2		
Audi	5.3	Hyundai	5.0	Mazda	8.4	Renault	6.2	Vauxhall	6.3		
BMW	7.4	Jaguar	4.4	Mercedes	9.5	Seat	6.8	Volkswagen	4.9		
Citroen	4.4	Jeep	4.9	Mini	6.9	Skoda	5.7	Volvo	6.1		
Fiat	5.3	Kia	9.2	Mitsubishi	4.5	Subaru	8.1			AVERAGE	6.2

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

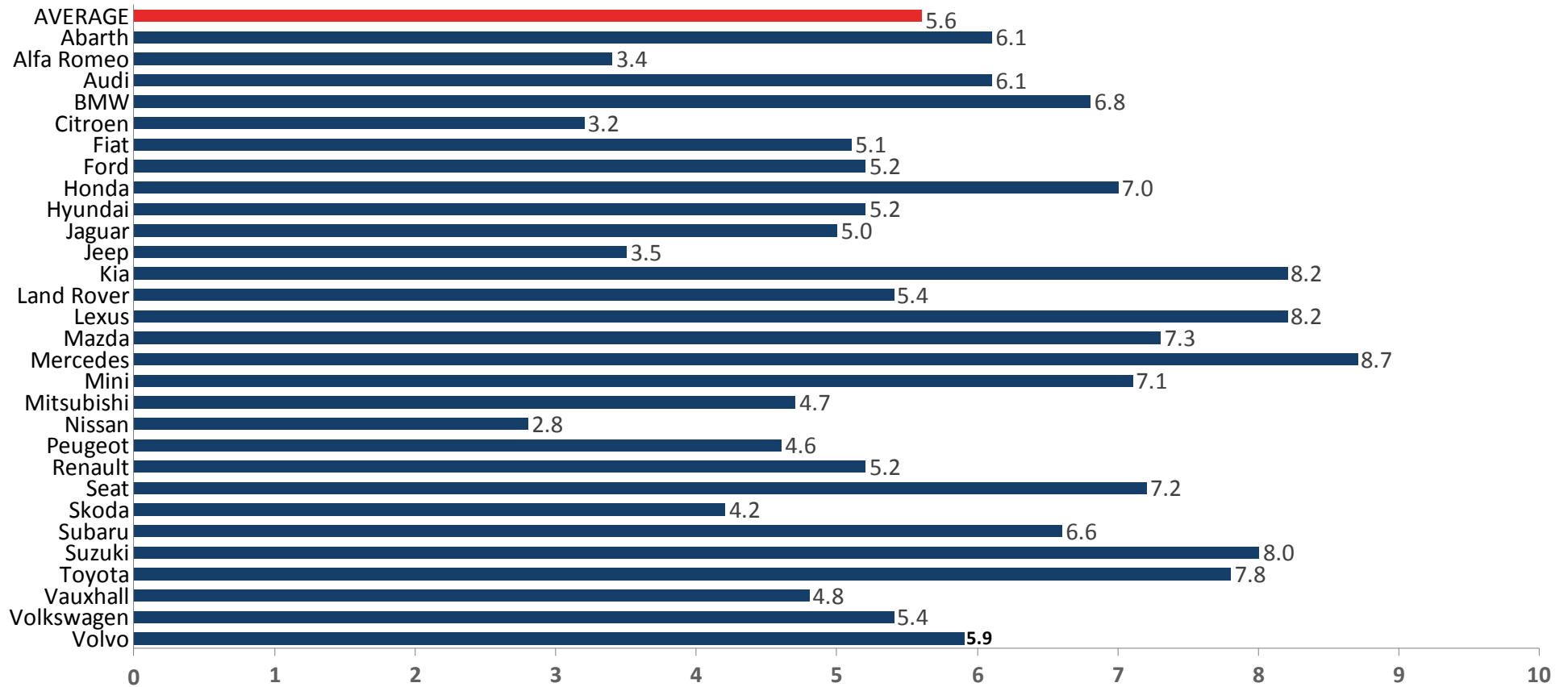


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

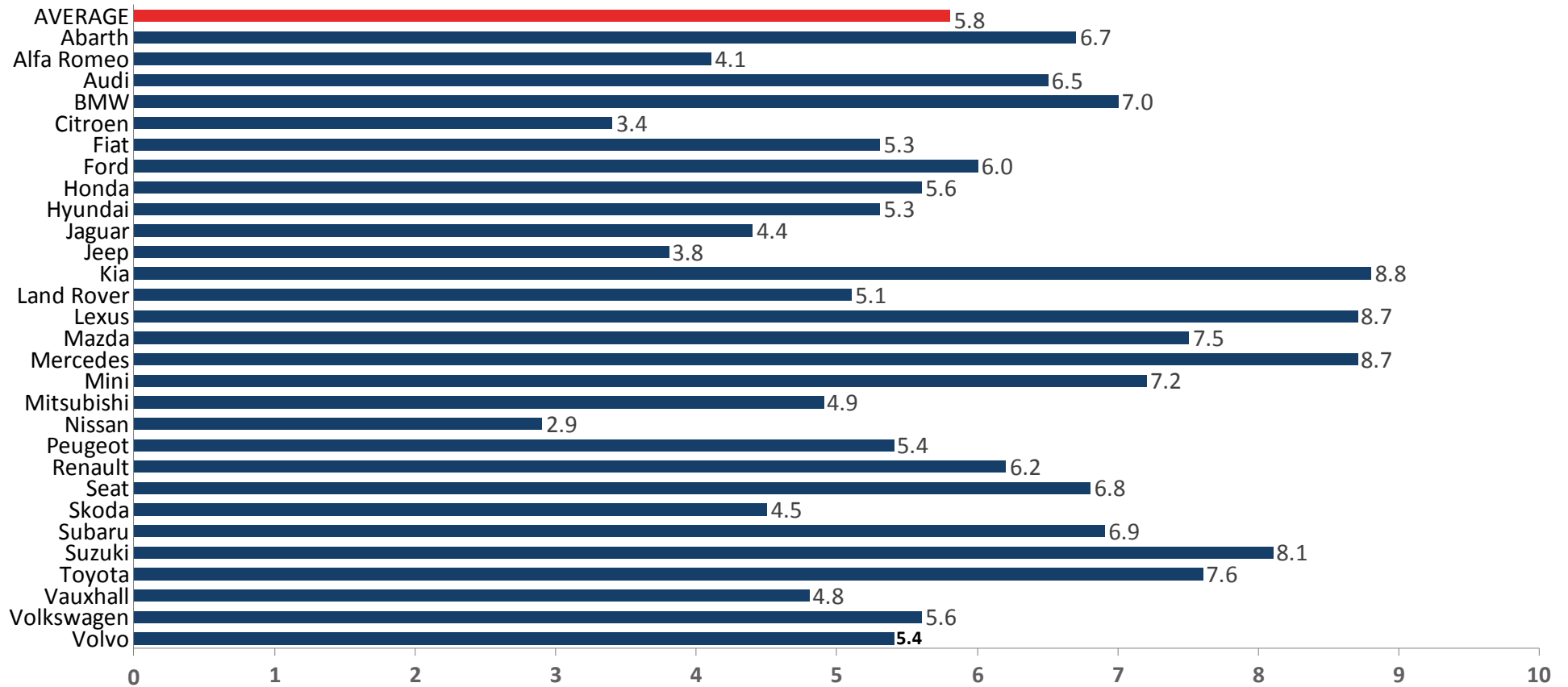


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

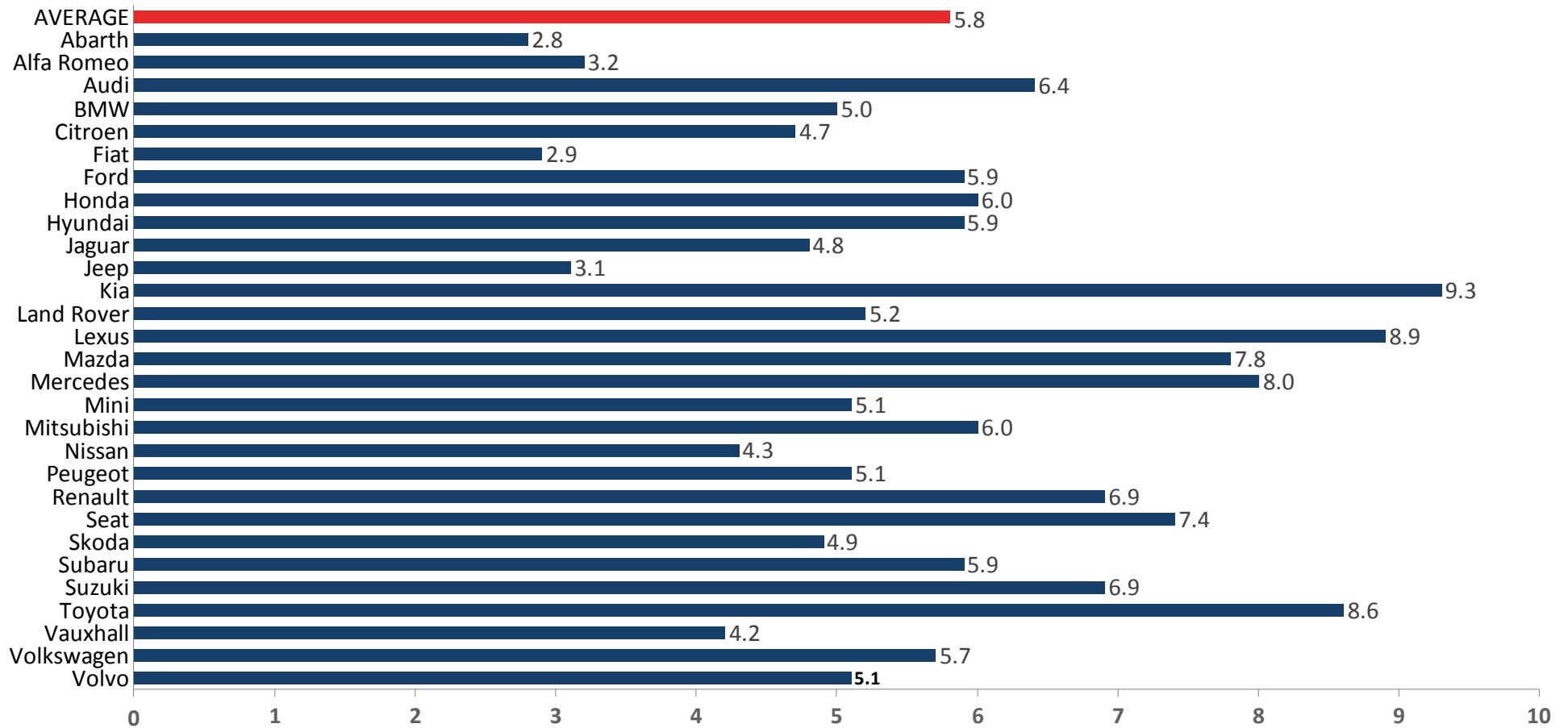


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

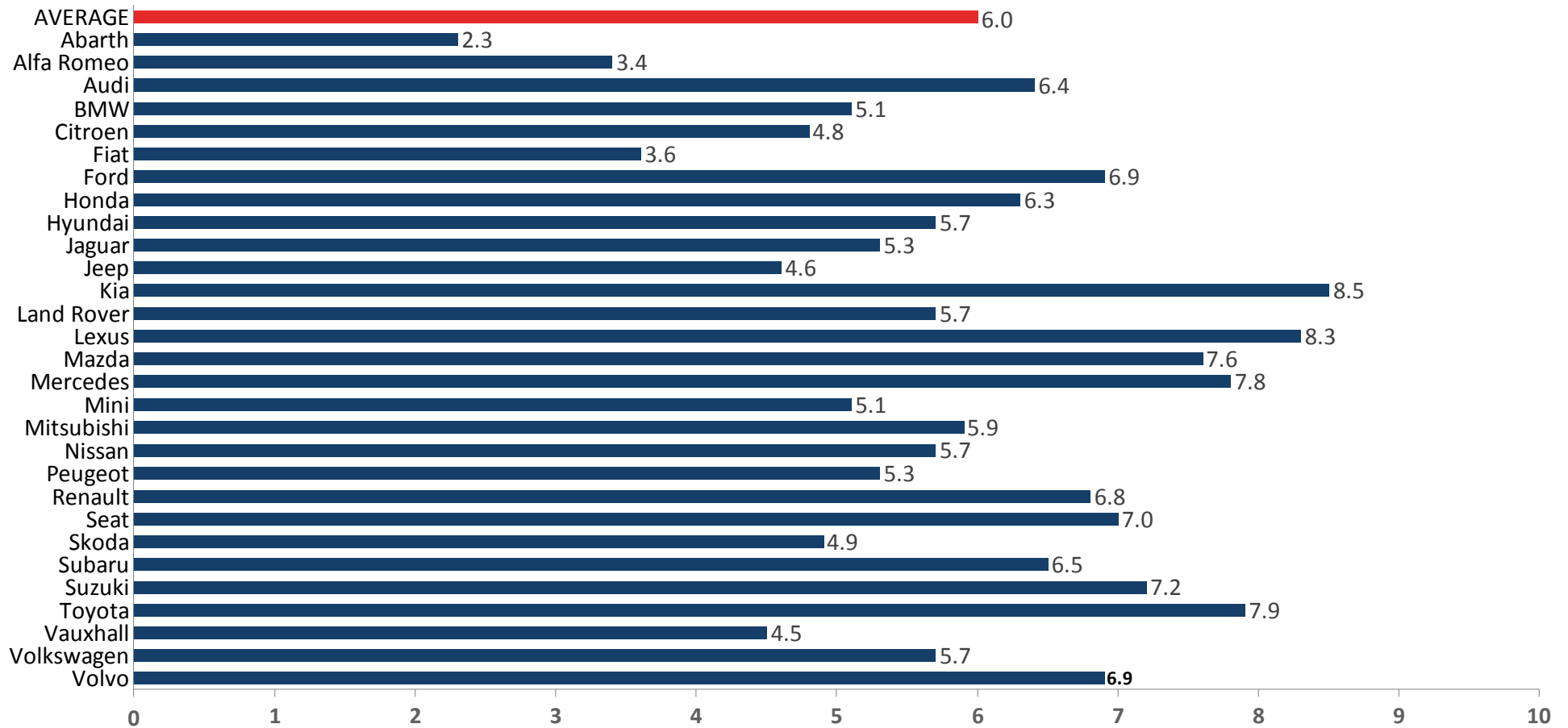


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

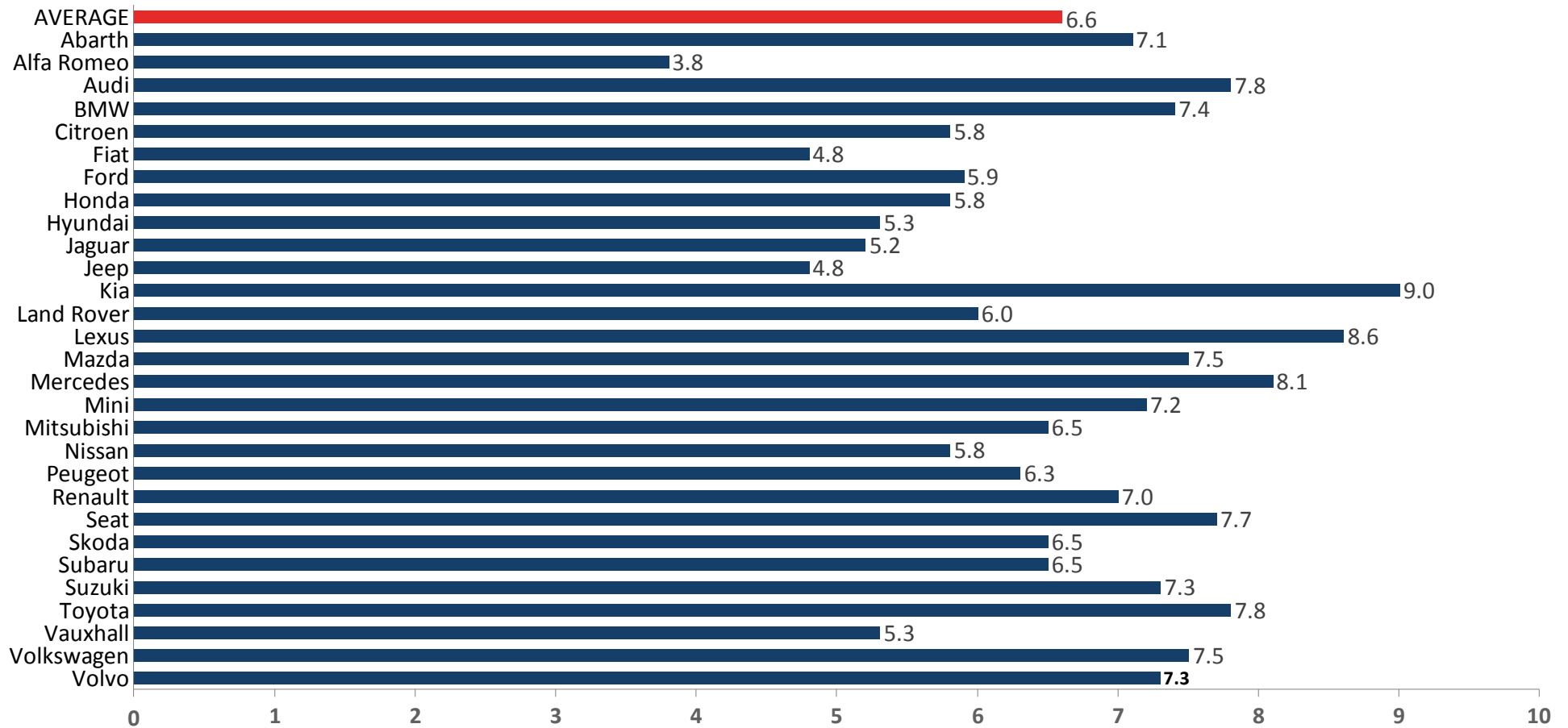


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

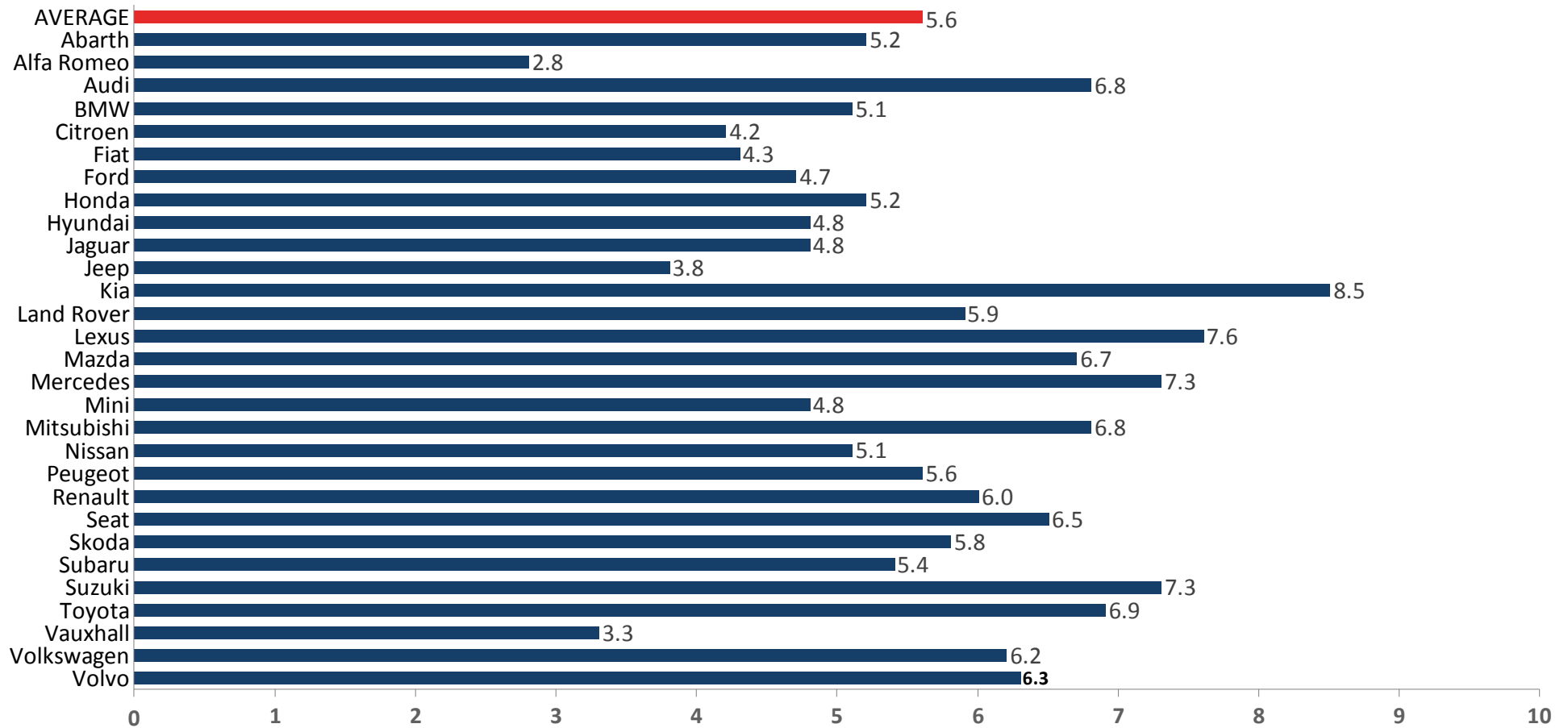


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

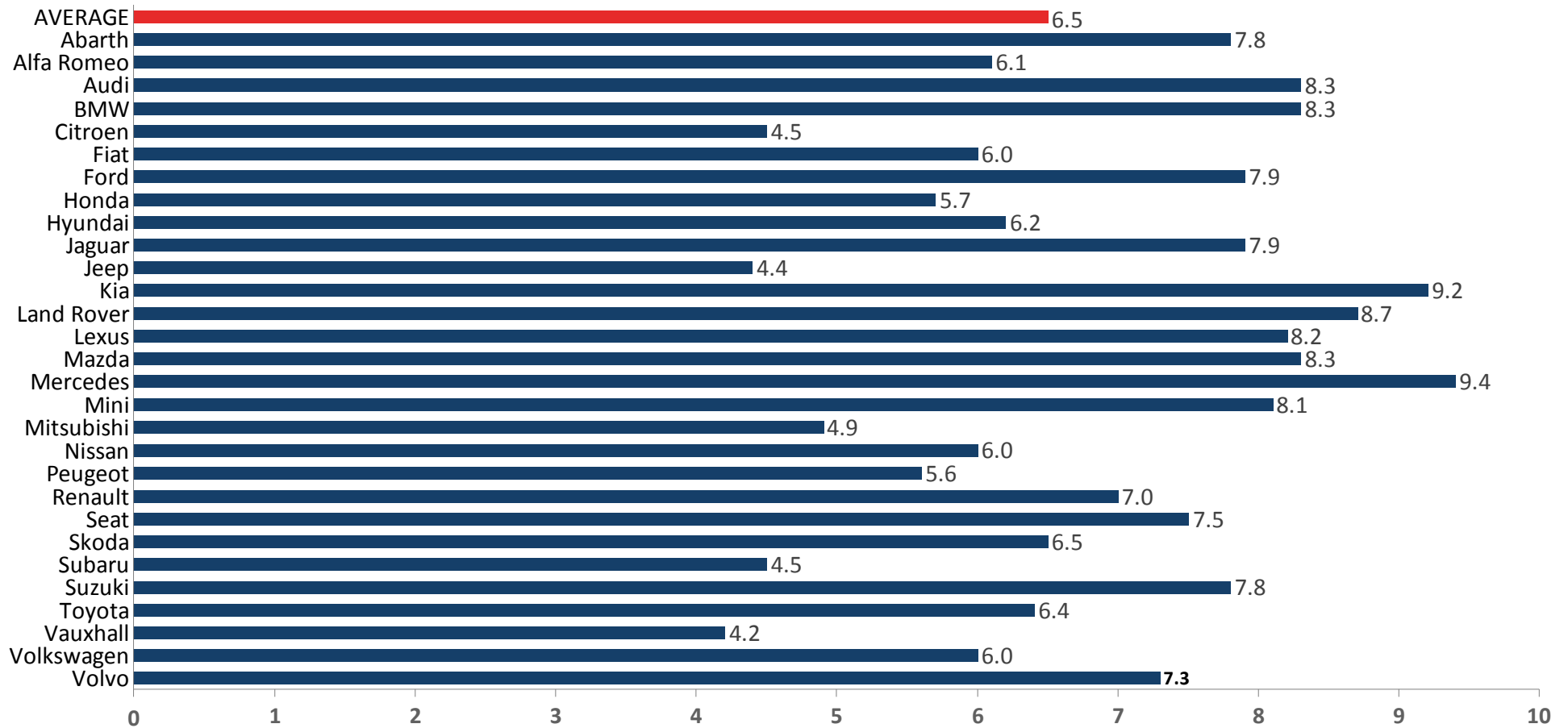


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

Q10a. How satisfied are you with the product image?

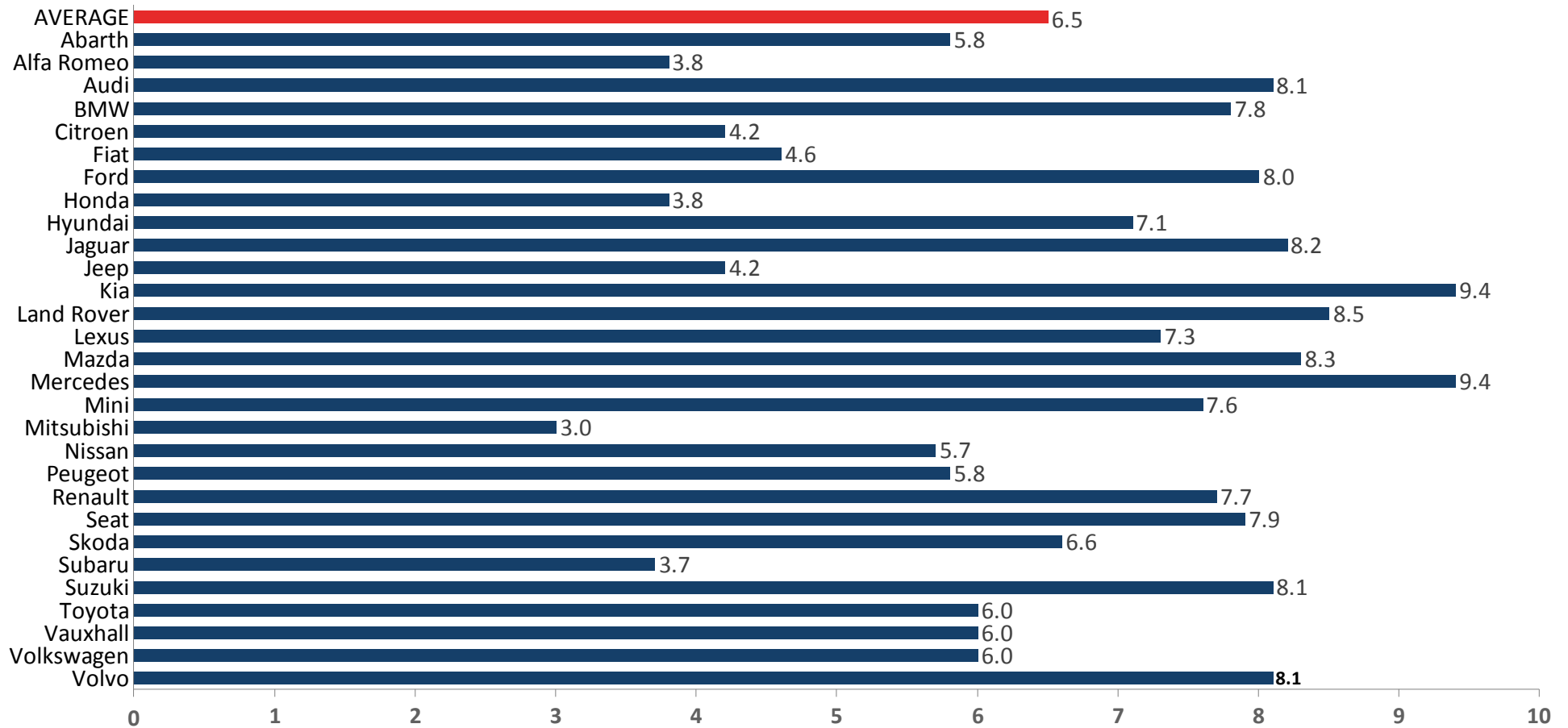


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

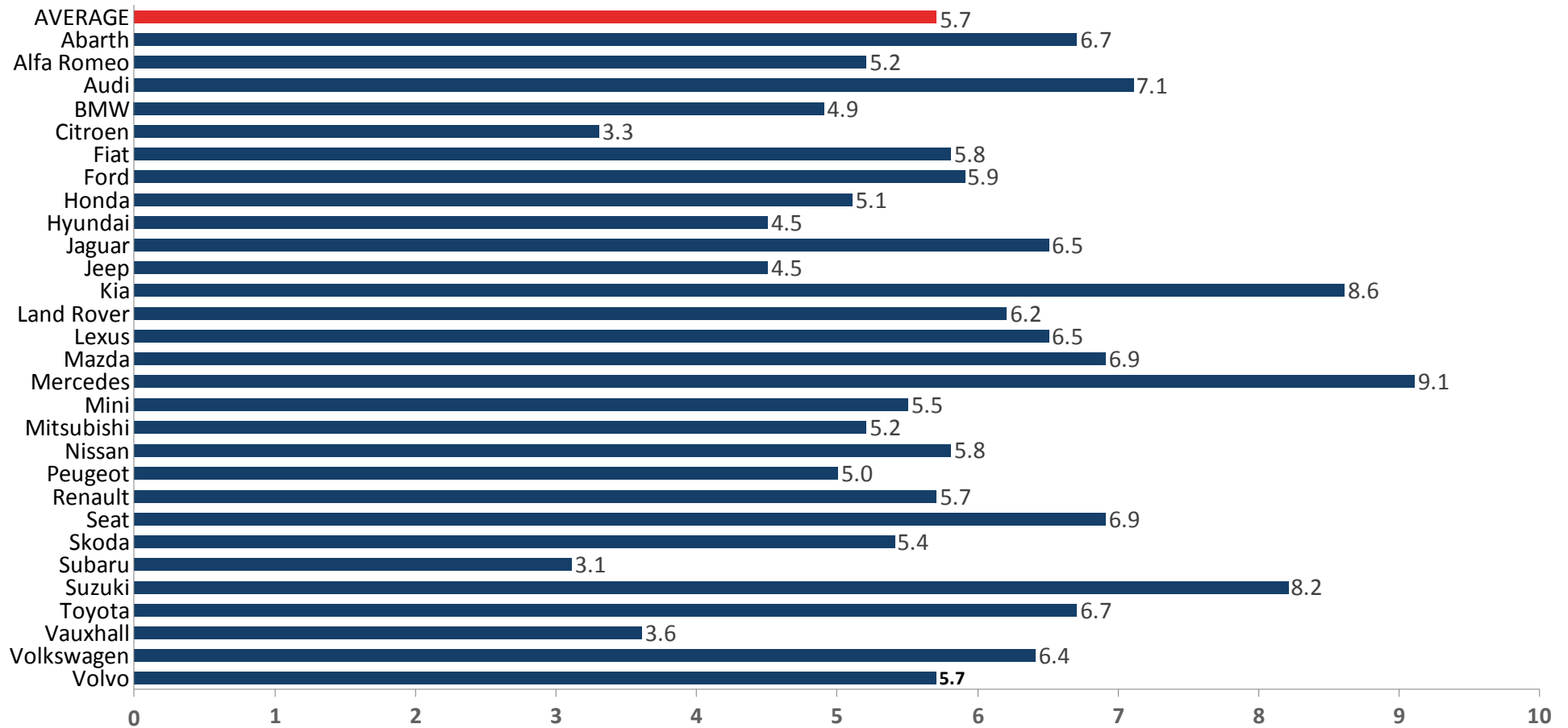


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

Q10c. How satisfied are you with the product advertising?

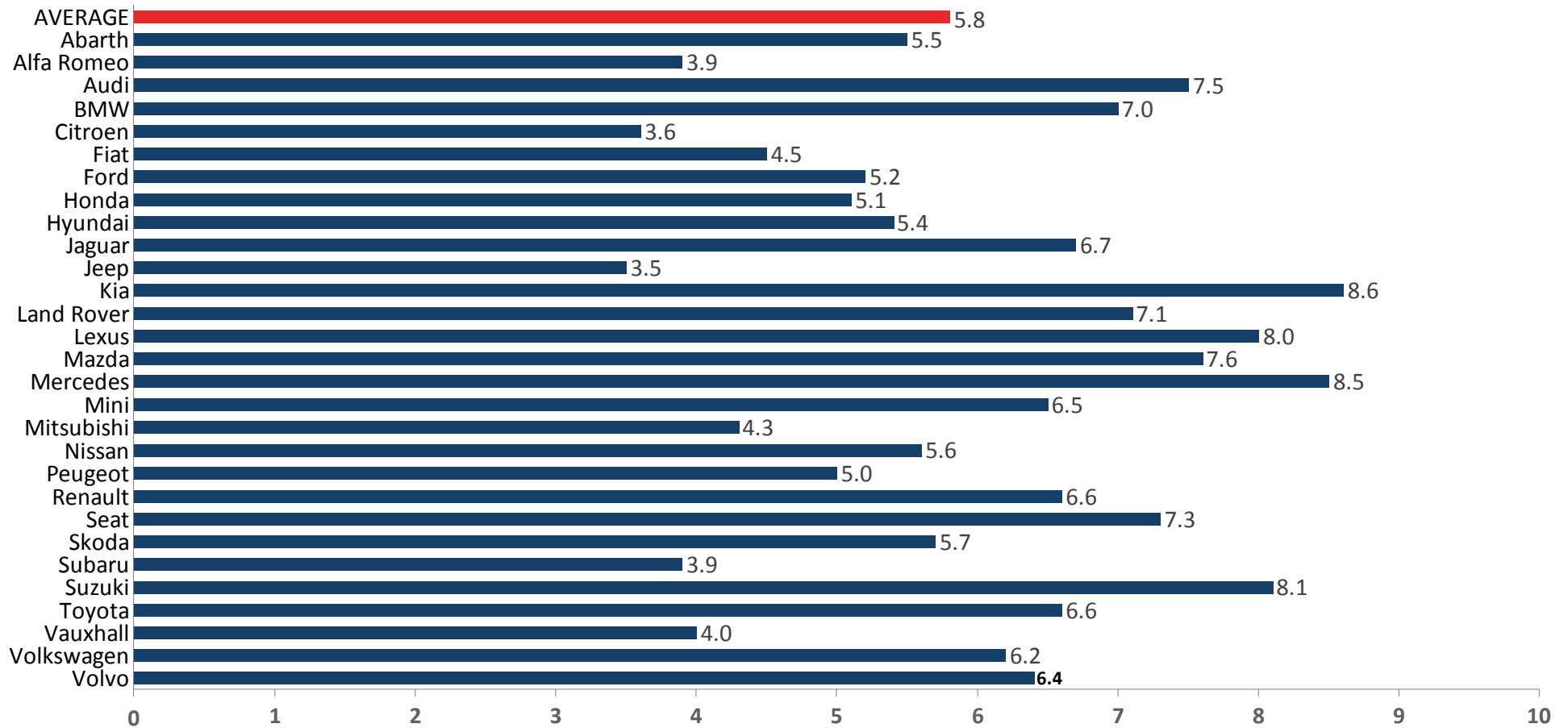


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

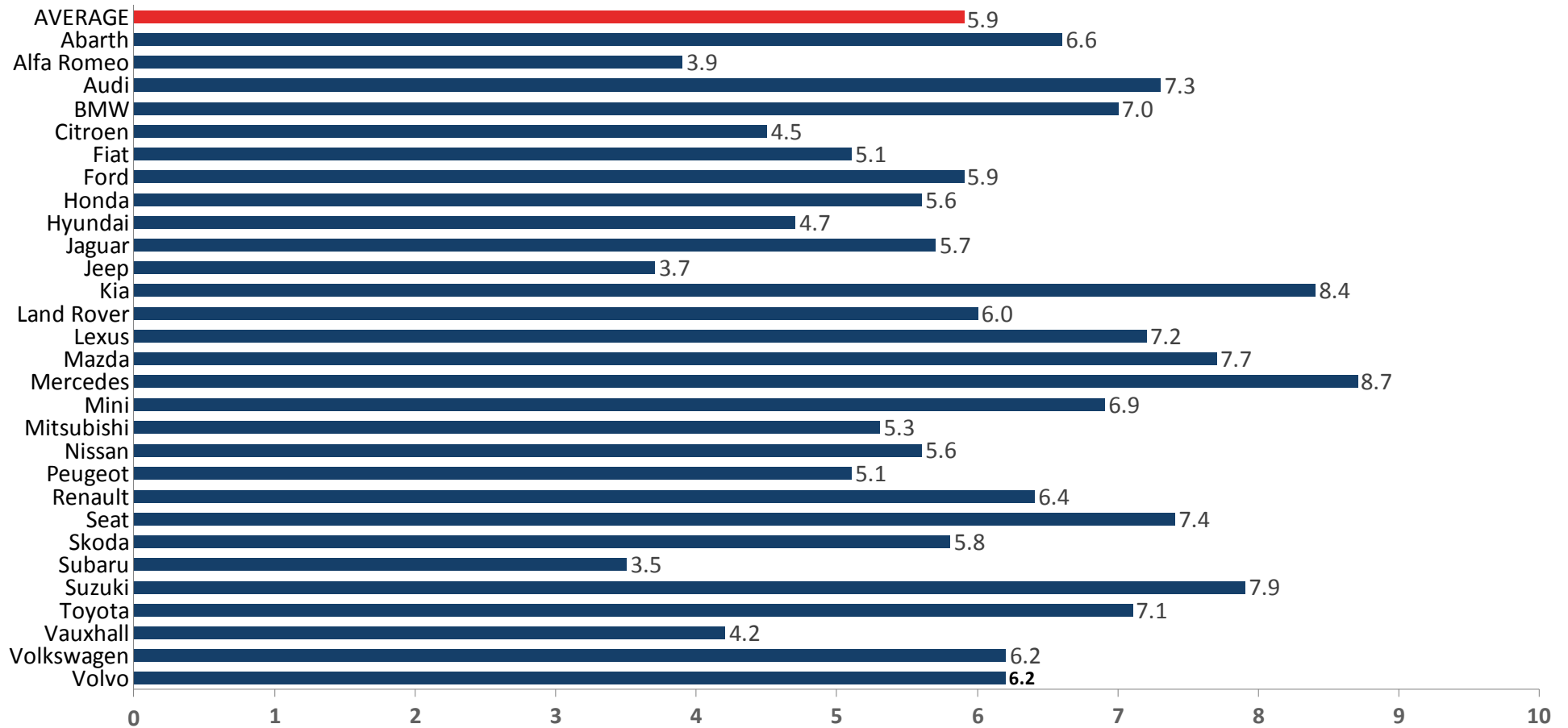


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

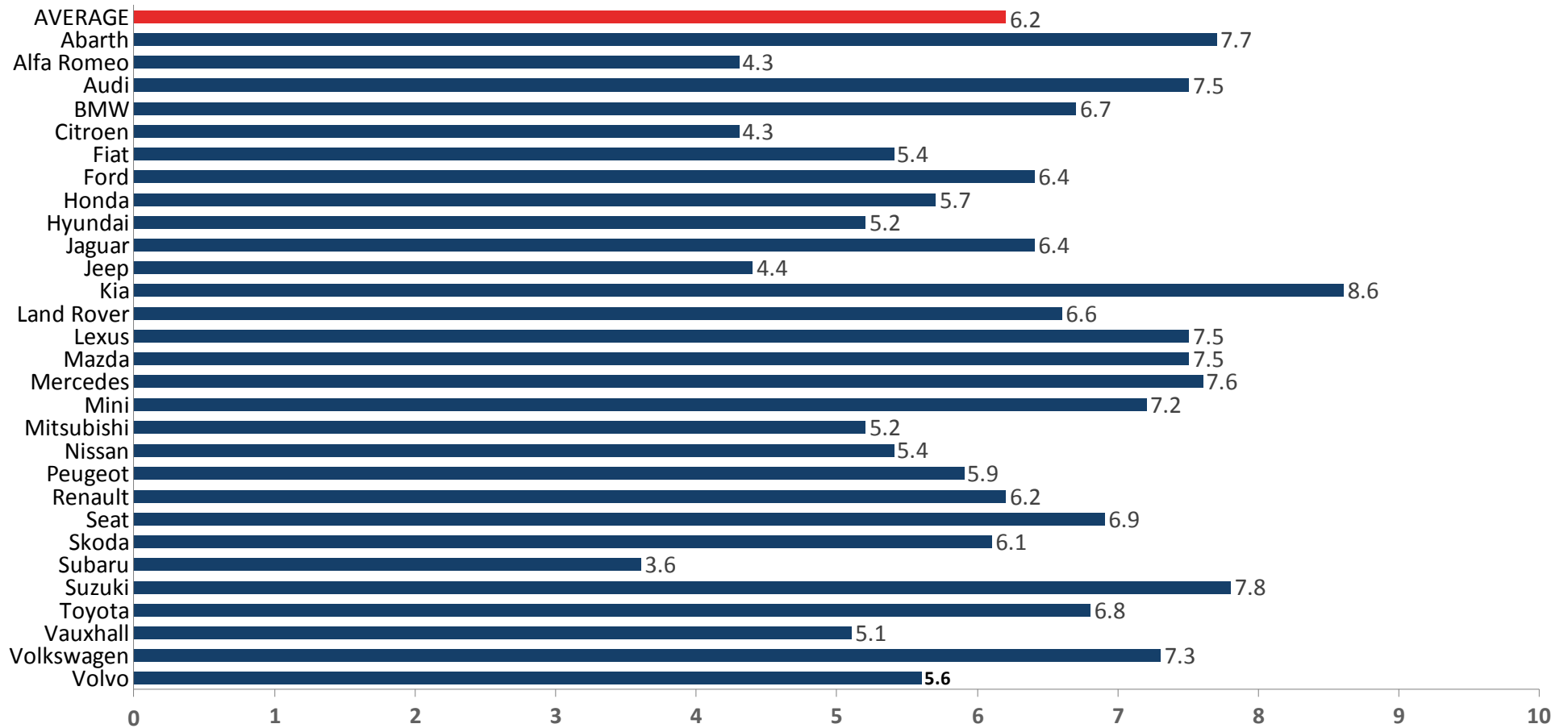


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

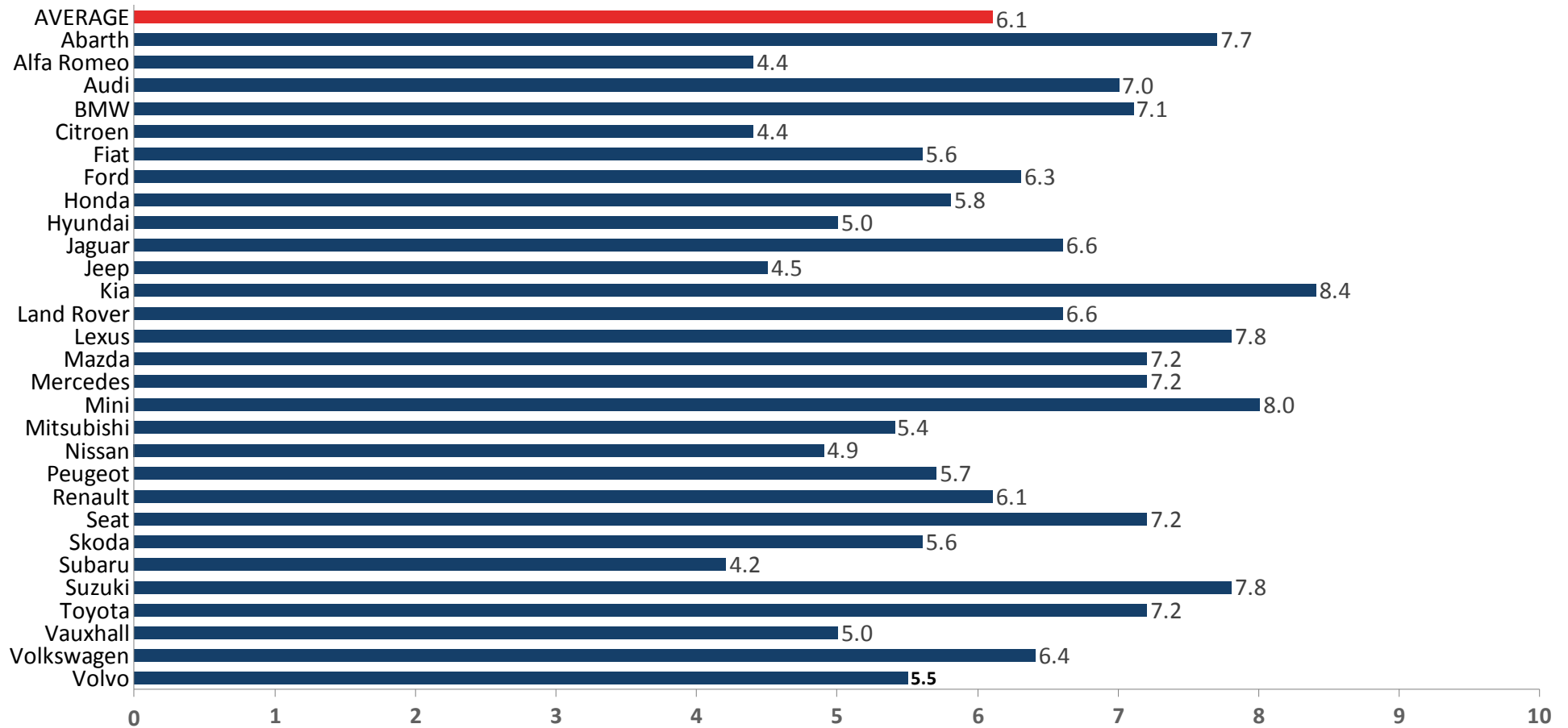


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

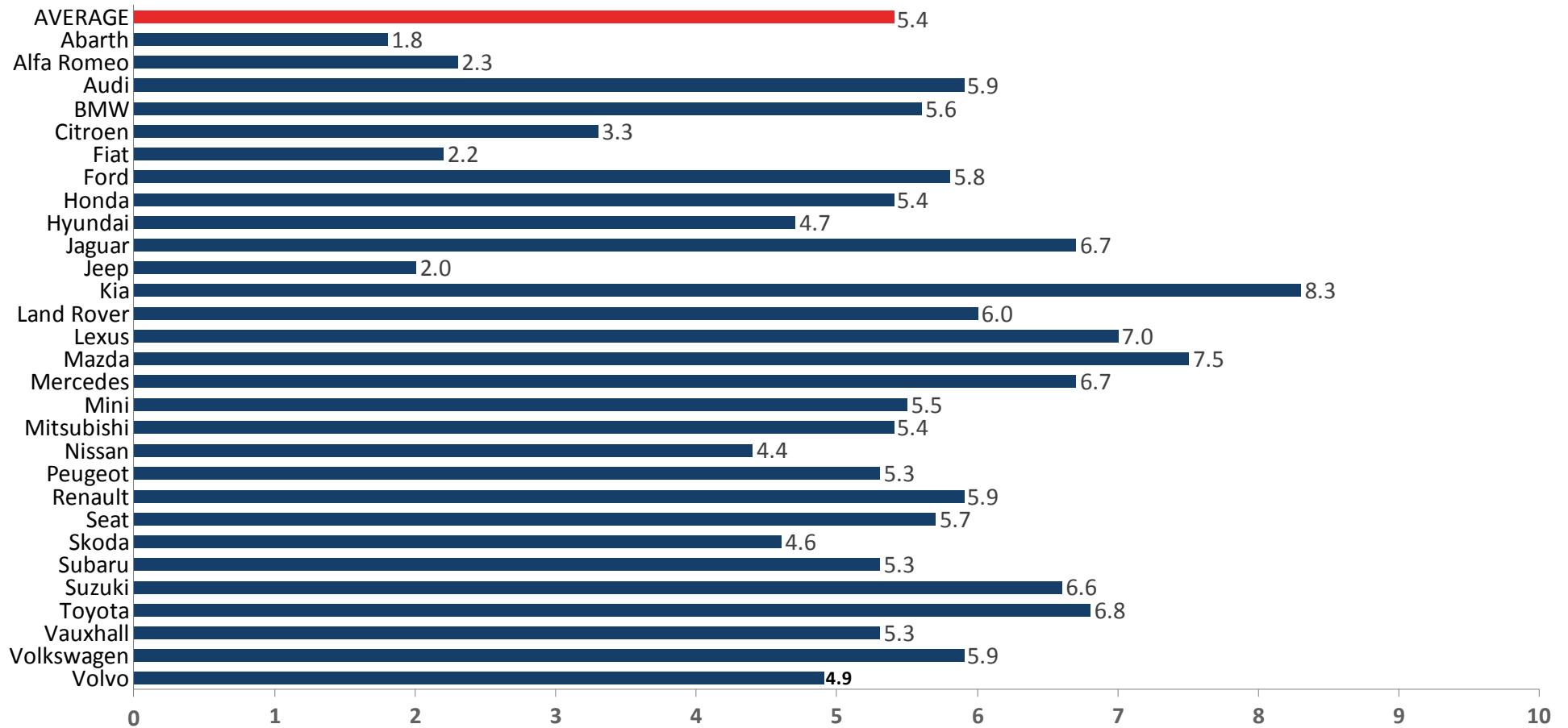


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

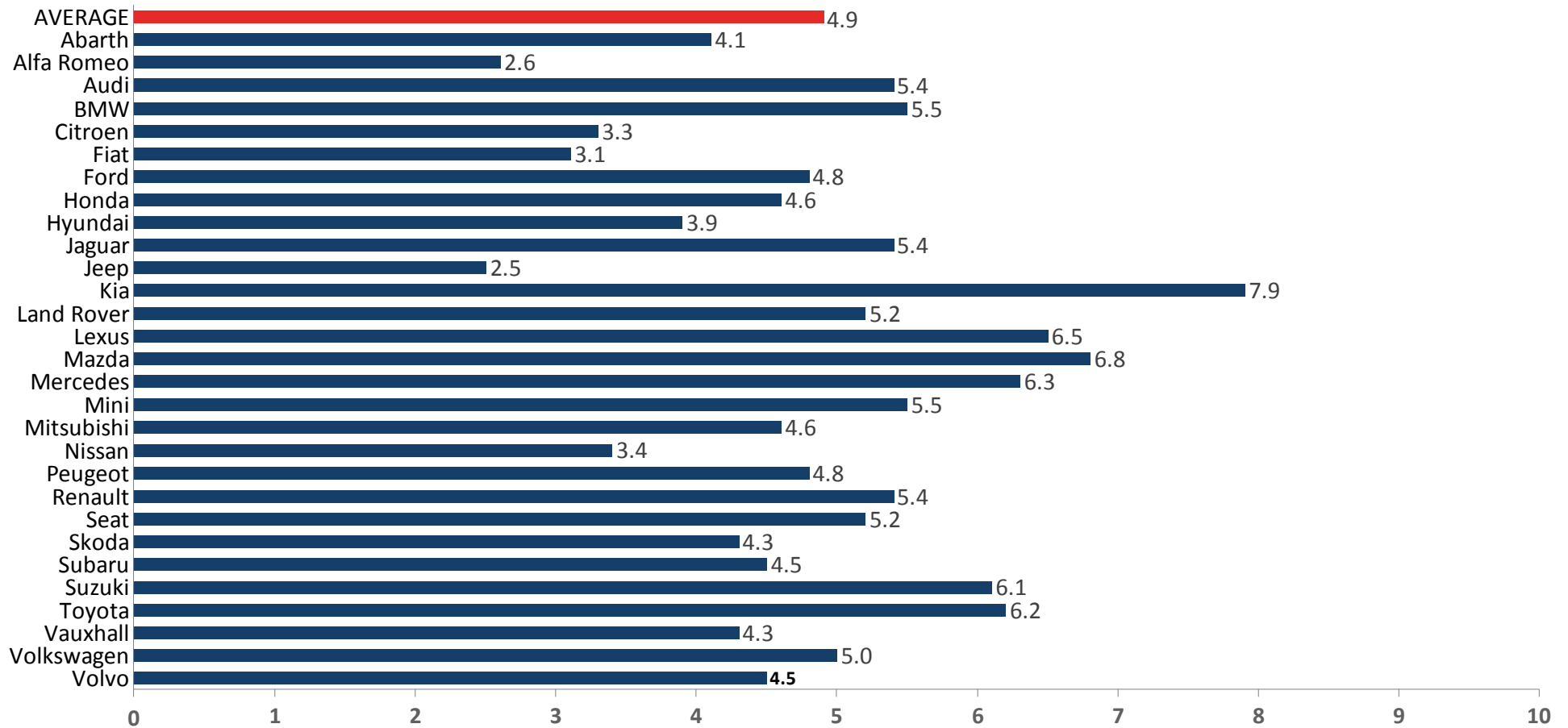


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

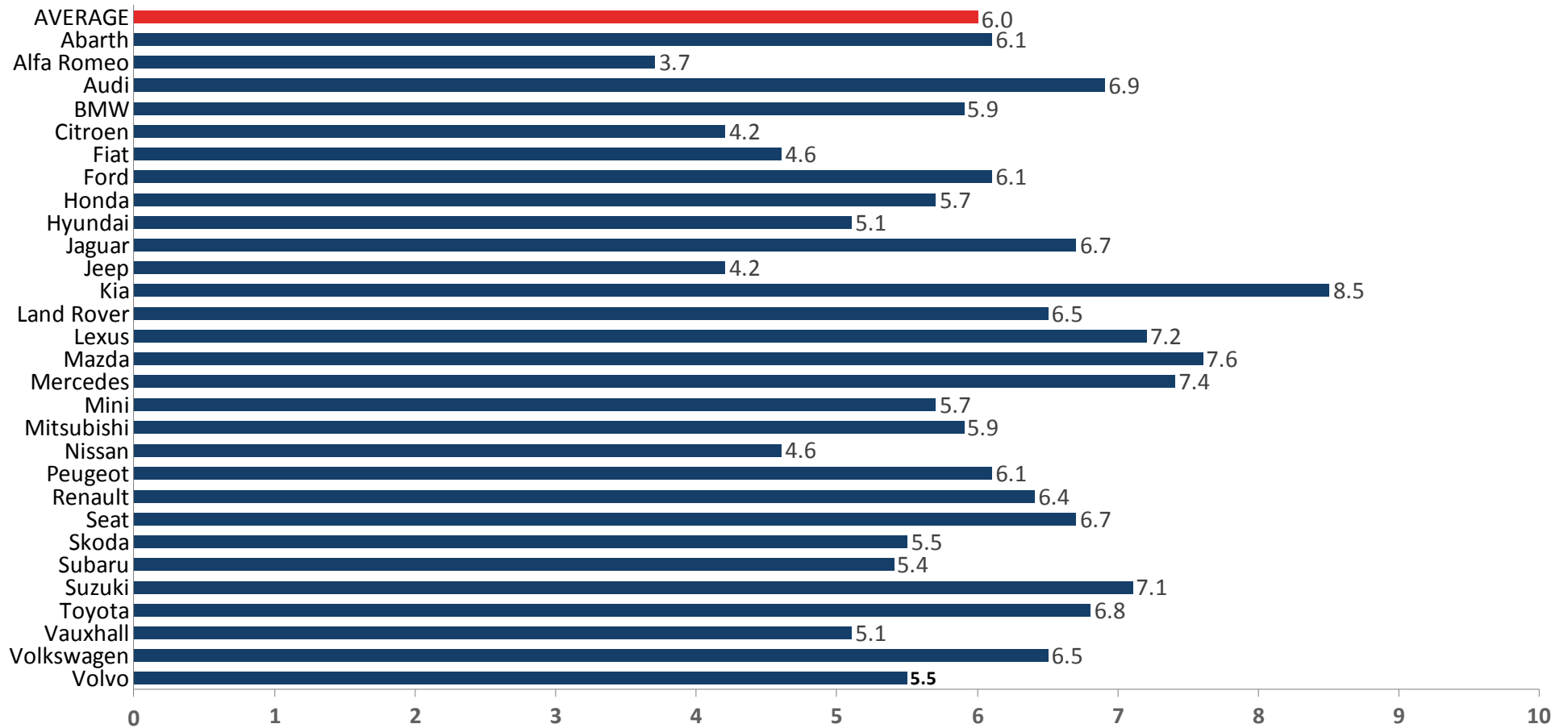


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

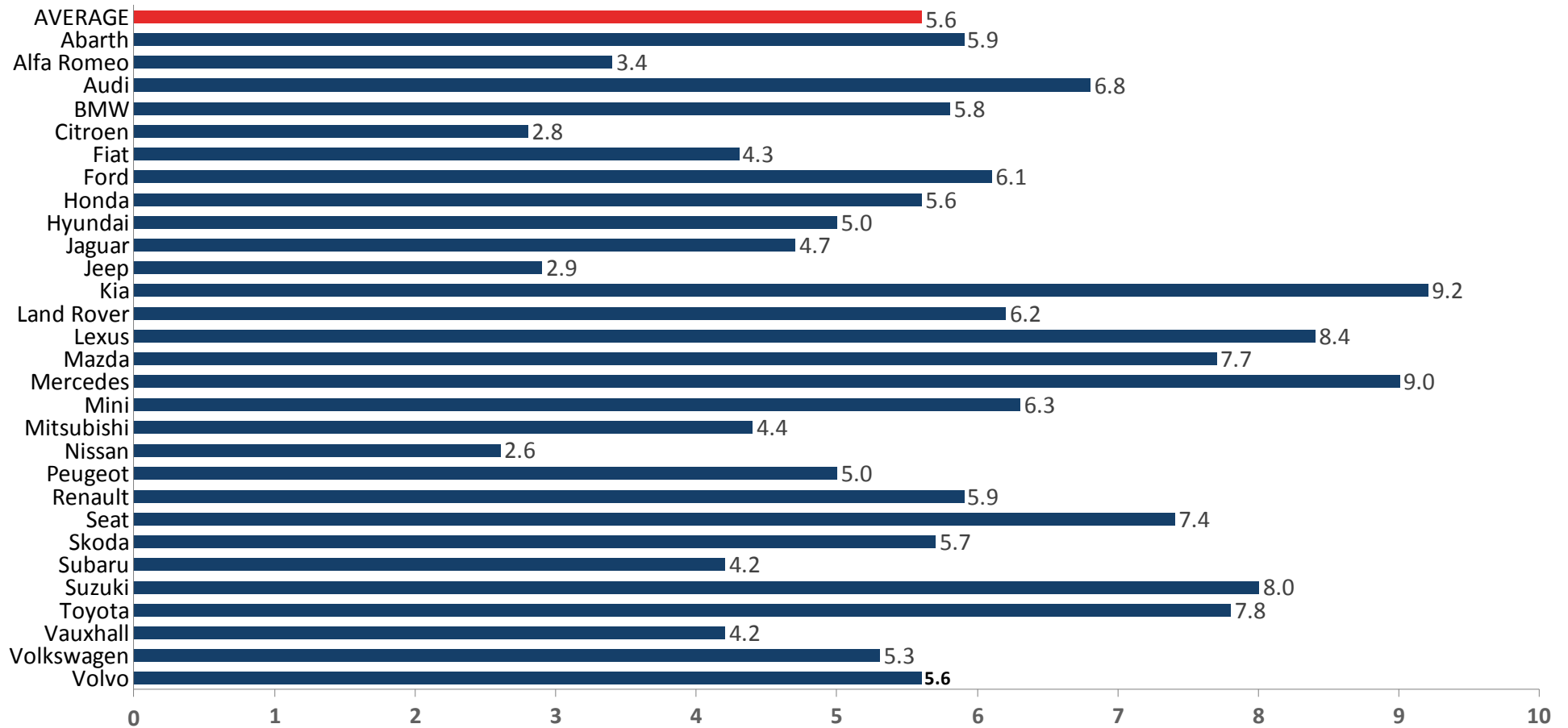


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

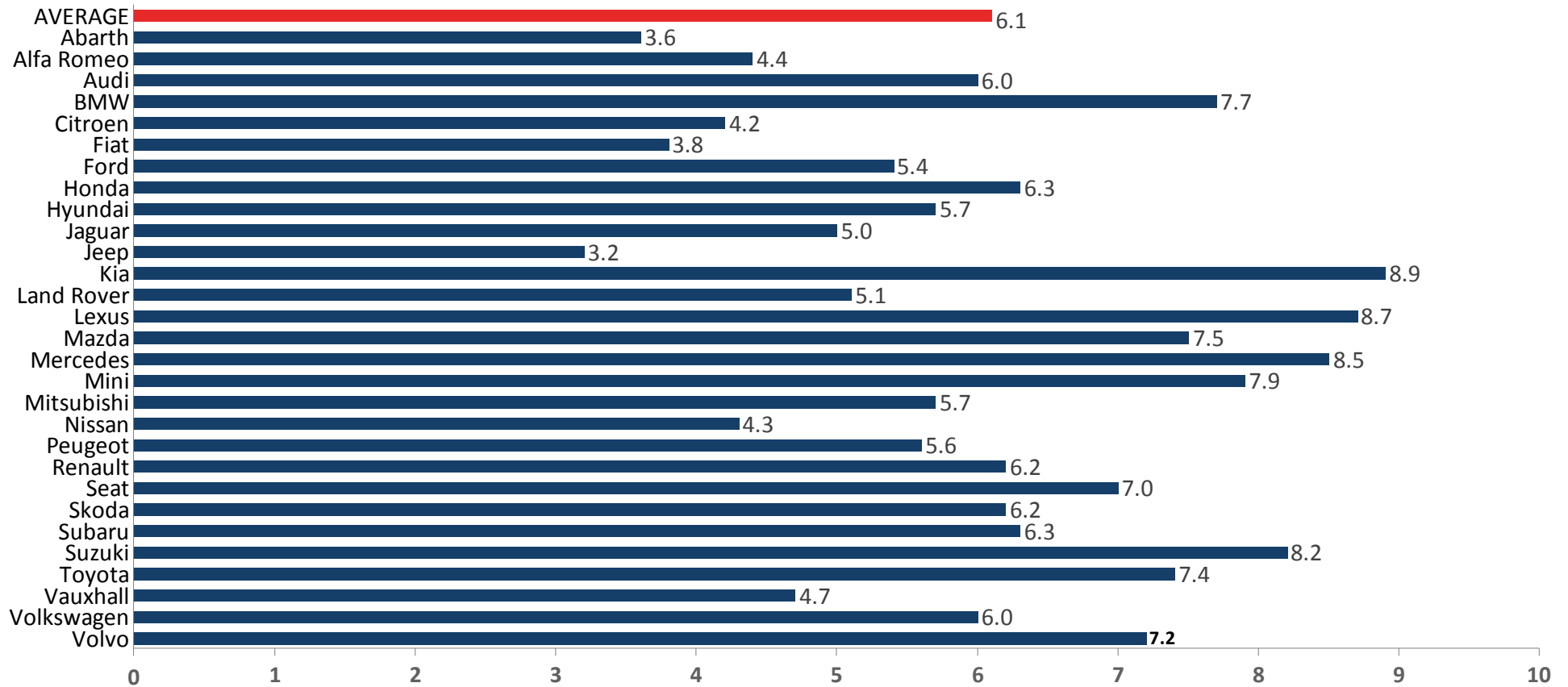


### PREVIOUS SURVEY RESULTS – WINTER 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 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 2017

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

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

Q3: How likely are you to recommend this brand?

Kia	9.5	Seat	7.6	Volvo	6.6	Jaguar	5.6	Subaru	4.3		
Mercedes	9.3	Audi	7.6	Renault	6.5	Hyundai	5.2	Alfa Romeo	3.9		
Suzuki	8.5	Ford	7.5	Skoda	6.2	Peugeot	5.2	Nissan	3.2		
Lexus	8.3	Mini	7.5	Abarth	5.8	Fiat	4.8	Citroen	3.0		
Mazda	8.0	BMW	7.4	Honda	5.8	Vauxhall	4.5	Jeep	2.9		
Toyota	7.7	Land Rover	7.4	Volkswagen	5.7	Mitsubishi	4.4			Average	6.0

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

Mercedes	8.6	Mazda	6.6	Skoda	4.9	Fiat	4.1	Vauxhall	3.4		
Kia	8.5	Audi	6.5	Renault	4.6	Honda	4.0	Nissan	2.8		
Lexus	7.5	Seat	6.2	Peugeot	4.5	BMW	3.8	Citroen	2.7		
Suzuki	7.3	Ford	5.9	Mini	4.3	Mitsubishi	3.7	Jeep	2.5		
Toyota	6.7	Abarth	5.7	Hyundai	4.2	Volkswagen	3.7	Alfa Romeo	2.4		
Land Rover	6.6	Volvo	5.0	Jaguar	4.2	Subaru	3.6			Average	4.8

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

Kia	8.5	Audi	6.6	Renault	5.6	Honda	4.7	Alfa Romeo	3.7		
Mercedes	8.1	Toyota	6.6	Skoda	5.5	Peugeot	4.7	Subaru	3.7		
Lexus	7.9	Land Rover	6.3	Volvo	5.1	Hyundai	4.4	Nissan	2.9		
Suzuki	7.2	Ford	6.0	Mini	5.0	Fiat	4.1	Citroen	2.7		
Mazda	7.1	Abarth	5.7	Volkswagen	5.0	Mitsubishi	4.1	Jeep	2.6		
Seat	7.0	Jaguar	5.7	BMW	4.7	Vauxhall	3.9			Average	5.2

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

Kia	8.6	Toyota	6.4	Mini	5.1	Fiat	4.6	Citroen	3.3		
Suzuki	8.3	Audi	6.0	BMW	4.9	Land Rover	4.6	Nissan	3.1		
Mercedes	7.6	Ford	5.9	Renault	4.9	Hyundai	4.5	Vauxhall	3.1		
Lexus	7.5	Subaru	5.8	Skoda	4.9	Volkswagen	4.1	Jeep	2.1		
Seat	7.2	Mitsubishi	5.5	Abarth	4.8	Volvo	3.9	Alfa Romeo	1.7		
Mazda	7.0	Honda	5.1	Peugeot	4.7	Jaguar	3.4			Average	5.1

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

Kia	8.7	Toyota	6.1	Honda	5.2	Peugeot	4.3	Jaguar	3.3		
Mercedes	8.7	Renault	5.8	Fiat	4.9	Volkswagen	4.2	Citroen	3.1		
Suzuki	8.4	Audi	5.6	Skoda	4.9	Volvo	4.2	Nissan	2.9		
Lexus	7.2	Subaru	5.6	Ford	4.7	Mini	4.2	Alfa Romeo	2.7		
Mazda	7.1	Mitsubishi	5.4	Land Rover	4.6	BMW	3.9	Jeep	2.4		
Seat	6.8	Abarth	5.2	Hyundai	4.3	Vauxhall	3.9			Average	5.0

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

Mercedes	8.7	Toyota	6.3	Honda	4.6	Peugeot	4.0	Vauxhall	3.5		
Kia	8.6	Audi	6.0	Abarth	4.5	Fiat	3.9	Citroen	2.7		
Suzuki	7.4	Land Rover	5.7	Skoda	4.5	Renault	3.9	Nissan	2.5		
Lexus	7.0	Ford	5.4	Volvo	4.3	Volkswagen	3.9	Jeep	2.0		
Seat	6.6	Mini	5.0	Hyundai	4.2	Mitsubishi	3.7	Alfa Romeo	1.7		
Mazda	6.4	BMW	4.8	Jaguar	4.0	Subaru	3.7			Average	4.7

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

Mercedes	8.9	Toyota	7.3	Jaguar	5.8	Peugeot	5.3	Fiat	4.0		
Kia	8.7	Seat	7.2	Skoda	5.8	Honda	5.1	Vauxhall	4.0		
Lexus	8.1	Land Rover	7.0	Volkswagen	5.8	Mitsubishi	5.0	Alfa Romeo	3.9		
Suzuki	7.7	Renault	6.4	BMW	5.4	Subaru	4.7	Abarth	3.5		
Mazda	7.4	Volvo	6.3	Hyundai	5.4	Citroen	4.5	Jeep	3.4		
Audi	7.3	Ford	6.1	Mini	5.3	Nissan	4.4			Average	5.8

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

Kia	8.2	Toyota	6.6	Skoda	5.1	Abarth	4.0	Renault	3.1		
Lexus	7.7	Seat	6.5	Volkswagen	4.9	BMW	3.9	Citroen	2.9		
Mercedes	7.5	Audi	5.6	Volvo	4.9	Hyundai	3.9	Vauxhall	2.6		
Suzuki	7.3	Honda	5.6	Jaguar	4.7	Mitsubishi	3.8	Nissan	2.0		
Mazda	7.1	Subaru	5.5	Ford	4.4	Fiat	3.5	Jeep	1.8		
Land Rover	6.6	Peugeot	5.3	Mini	4.4	Alfa Romeo	3.1			Average	4.8

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

Kia	8.3	Seat	6.3	Subaru	5.0	Hyundai	3.9	Alfa Romeo	2.9		
Lexus	7.6	Land Rover	6.1	Volkswagen	4.7	Renault	3.9	Vauxhall	2.7		
Mercedes	7.6	Peugeot	5.4	Jaguar	4.6	BMW	3.7	Fiat	2.5		
Toyota	7.0	Audi	5.0	Ford	4.6	Volvo	3.7	Jeep	1.8		
Mazda	6.9	Honda	5.0	Abarth	4.0	Mitsubishi	3.6	Nissan	1.8		
Suzuki	6.9	Skoda	5.0	Mini	4.0	Citroen	3.2			Average	4.7

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

Kia	8.4	Seat	6.5	Volkswagen	5.3	Volvo	4.1	BMW	3.1		
Lexus	7.7	Ford	6.4	Peugeot	5.2	Fiat	3.9	Vauxhall	3.0		
Mercedes	7.1	Land Rover	6.4	Honda	4.6	Subaru	3.8	Citroen	3.0		
Toyota	7.0	Renault	6.3	Jaguar	4.4	Mini	3.7	Alfa Romeo	2.8		
Mazda	6.9	Audi	6.0	Skoda	4.3	Nissan	3.3	Jeep	2.5		
Suzuki	6.7	Abarth	5.7	Hyundai	4.2	Mitsubishi	3.2			Average	5.0

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

Mercedes	8.3	Seat	6.4	Peugeot	5.0	Volvo	4.1	Fiat	3.2		
Kia	8.2	Renault	6.2	Volkswagen	5.0	Abarth	4.0	Citroen	3.1		
Lexus	7.9	Ford	5.9	BMW	4.9	Hyundai	4.0	Alfa Romeo	2.9		
Toyota	7.0	Land Rover	5.7	Honda	4.8	Subaru	3.8	Jeep	2.9		
Suzuki	6.9	Audi	5.6	Jaguar	4.7	Vauxhall	3.8	Nissan	2.7		
Mazda	6.6	Mini	5.2	Skoda	4.6	Mitsubishi	3.6			Average	5.0

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

Kia	8.0	Mazda	6.9	Peugeot	5.1	Volkswagen	4.6	Citroen	3.4		
Mercedes	7.8	Land Rover	5.8	Volvo	5.1	Jeep	4.4	BMW	3.2		
Land Rover	7.5	Ford	5.7	Skoda	5.0	Alfa Romeo	4.2	Renault	3.2		
Seat	7.0	Subaru	5.7	Fiat	4.7	Hyundai	4.2	Vauxhall	2.7		
Suzuki	7.0	Audi	5.6	Honda	4.7	Mini	3.8	Nissan	1.9		
Abarth	6.9	Toyota	5.4	Mitsubishi	4.6	Jaguar	3.6			Average	4.8

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

Lexus	8.9	Audi	6.8	Ford	5.9	Renault	5.7	Fiat	4.3		
Kia	8.6	Abarth	6.7	Hyundai	5.9	Skoda	5.7	Jeep	4.0		
Toyota	8.5	Volkswagen	6.5	Jaguar	5.9	Mini	4.7	Citroen	3.6		
Mercedes	8.0	Honda	6.4	Peugeot	5.9	Volvo	4.7	Alfa Romeo	3.1		
Mazda	7.5	Seat	6.3	Land Rover	5.7	BMW	4.6	Nissan	2.3		
Suzuki	7.0	Subaru	6.2	Mitsubishi	5.7	Vauxhall	4.6			Average	5.8

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

Lexus	8.3	Abarth	7.1	Subaru	5.9	Honda	4.7	Citroen	3.4		
Kia	7.8	Toyota	7.1	Volkswagen	5.7	Mini	4.7	Nissan	3.3		
Suzuki	7.6	Audi	6.5	Peugeot	5.4	Skoda	4.7	BMW	3.2		
Mazda	7.5	Volvo	6.1	Mitsubishi	5.3	Fiat	4.3	Vauxhall	3.0		
Mercedes	7.3	Renault	6.0	Hyundai	5.2	Ford	4.3	Jeep	2.5		
Seat	7.3	Land Rover	5.9	Jaguar	5.0	Alfa Romeo	3.7			Average	5.3

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

Kia	7.5	Lexus	5.5	Volvo	4.8	BMW	4.0	Nissan	4.2		
Mercedes	7.1	Mini	5.3	Subaru	4.7	Fiat	4.0	Alfa Romeo	2.9		
Suzuki	7.1	Renault	5.3	Peugeot	4.6	Honda	4.0	Citroen	2.8		
Mazda	6.8	Land Rover	5.2	Volkswagen	4.6	Jaguar	3.9	Vauxhall	2.3		
Audi	5.7	Toyota	5.1	Mitsubishi	4.5	Skoda	3.8	Jeep	1.7		
Seat	5.7	Abarth	5.0	Hyundai	4.2	Ford	3.2			Average	4.5

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

Mercedes	8.0	Seat	6.3	Lexus	5.3	Honda	4.4	Alfa Romeo	3.3		
Kia	7.8	Volvo	5.8	Subaru	5.3	Fiat	4.3	Citroen	3.3		
Suzuki	7.3	Renault	5.7	Peugeot	5.1	Jaguar	4.2	Ford	3.3		
Mazda	7.2	Land Rover	5.6	Volkswagen	5.1	Hyundai	4.1	Vauxhall	2.7		
Abarth	6.5	Mini	5.4	Mitsubishi	5.0	Skoda	4.0	Jeep	2.1		
Audi	6.4	Toyota	5.4	BMW	4.9	Nissan	3.4			Average	4.9

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

Mercedes	8.2	Jaguar	7.6	Ford	7.1	Skoda	6.2	Nissan	5.6		
Kia	8.1	Suzuki	7.5	Volkswagen	7.1	Vauxhall	6.0	Hyundai	5.5		
Mazda	7.9	Land Rover	7.4	Volvo	6.9	Peugeot	5.9	Subaru	5.0		
Lexus	7.8	BMW	7.3	Abarth	6.7	Citroen	5.8	Jeep	4.8		
Toyota	7.7	Seat	7.3	Honda	6.7	Fiat	5.7	Alfa Romeo	4.3		
Audi	7.6	Mini	7.2	Renault	6.7	Mitsubishi	5.6			Average	6.6

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

Mercedes	8.5	Suzuki	7.5	Mini	7.1	Hyundai	5.7	Volkswagen	5.3		
Kia	8.1	Land Rover	7.4	Renault	6.7	Vauxhall	5.6	Jeep	5.2		
Lexus	8.0	Seat	7.3	Abarth	6.2	Audi	5.5	Fiat	5.1		
Mazda	7.9	BMW	7.1	Peugeot	5.9	Mitsubishi	5.5	Alfa Romeo	4.9		
Toyota	7.7	Honda	7.1	Skoda	5.9	Citroen	5.4	Nissan	4.3		
Ford	7.6	Jaguar	7.1	Subaru	5.8	Volvo	5.4			Average	6.3

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

Kia	8.6	Ford	7.8	Renault	7.4	Skoda	6.7	Jeep	5.6		
Mercedes	8.3	Lexus	7.8	Honda	7.3	Vauxhall	6.6	Mitsubishi	5.6		
Jaguar	8.0	Land Rover	7.6	Volvo	7.3	Subaru	6.0	Alfa Romeo	5.4		
Suzuki	8.0	Seat	7.6	Mini	7.0	Hyundai	5.9	Fiat	5.4		
Mazda	7.9	Abarth	7.5	Volkswagen	7.0	Peugeot	5.9	Citroen	5.1		
Toyota	7.9	Audi	7.5	BMW	6.7	Nissan	5.7			Average	6.9

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

Mercedes	8.0	Jaguar	7.0	Suzuki	6.1	Ford	5.5	Nissan	5.0		
Mini	7.6	Lexus	7.0	Ford	6.0	Jeep	5.5	Subaru	4.8		
BMW	7.5	Abarth	6.7	Renault	6.0	Peugeot	5.5	Skoda	4.6		
Audi	7.4	Seat	6.5	Toyota	6.0	Citroen	5.3	Alfa Romeo	4.4		
Kia	7.4	Mazda	6.4	Vauxhall	5.7	Hyundai	5.1	Mitsubishi	4.3		
Land Rover	7.3	Honda	6.3	Volkswagen	5.7	Volvo	5.1			Average	5.9

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

Mercedes	8.8	Mazda	7.7	Toyota	7.2	Citroen	6.5	Hyundai	5.1		
Kia	8.5	Seat	7.6	Volvo	7.2	Abarth	6.1	Jaguar	5.1		
Lexus	8.4	Vauxhall	7.4	Honda	7.1	Skoda	5.7	Mitsubishi	5.0		
BMW	8.1	Audi	7.3	Renault	6.8	Nissan	5.4	Land Rover	4.9		
Mini	7.9	Volkswagen	7.3	Subaru	6.7	Fiat	5.3	Jeep	4.5		
Suzuki	7.9	Ford	7.2	Peugeot	6.6	Alfa Romeo	5.1			Average	6.8

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

Suzuki	8.8	Seat	7.5	Vauxhall	6.7	Fiat	6.1	Skoda	5.1		
Kia	8.6	Mazda	7.4	Audi	6.5	Toyota	6.1	Mitsubishi	5.0		
Lexus	8.4	Ford	7.3	Renault	6.5	Abarth	5.7	Hyundai	4.5		
Mercedes	8.4	Subaru	7.3	Volkswagen	6.5	Citroen	5.7	Volvo	4.5		
BMW	8.1	Honda	7.2	Land Rover	6.4	Nissan	5.5	Jeep	3.6		
Mini	7.8	Alfa Romeo	7.0	Peugeot	6.3	Jaguar	5.2			Average	6.5

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

Kia	8.8	Audi	7.1	Vauxhall	6.5	Land Rover	5.9	Jaguar	4.8		
Mercedes	8.0	Honda	7.1	Seat	6.4	Citroen	5.7	Fiat	4.6		
Mini	8.0	Volkswagen	7.0	Toyota	6.4	Subaru	5.6	Mitsubishi	4.4		
BMW	7.9	Suzuki	6.8	Peugeot	6.0	Nissan	5.3	Alfa Romeo	4.0		
Lexus	7.7	Ford	6.6	Volvo	6.0	Skoda	5.3	Jeep	3.5		
Mazda	7.3	Renault	6.6	Hyundai	5.9	Abarth	4.9			Average	6.3

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

Kia	8.2	Honda	6.8	Ford	5.8	Mitsubishi	5.2	Nissan	4.6		
Lexus	8.0	Renault	6.6	Land Rover	5.6	Vauxhall	5.2	Abarth	4.5		
Mazda	7.3	Seat	6.3	Volkswagen	5.5	BMW	4.9	Fiat	4.2		
Toyota	7.3	Subaru	6.3	Citroen	5.2	Volvo	4.9	Jeep	3.1		
Mercedes	7.2	Peugeot	6.1	Jaguar	5.2	Hyundai	4.8	Alfa Romeo	3.0		
Suzuki	7.2	Audi	5.8	Mini	5.2	Skoda	4.7			Average	5.8

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

Mini	8.5	Mazda	7.3	Volkswagen	6.5	Peugeot	5.9	Alfa Romeo	4.2		
BMW	8.4	Seat	7.2	Skoda	6.4	Mitsubishi	5.8	Jeep	4.0		
Toyota	8.3	Renault	7.0	Aarth	6.1	Hyundai	5.7	Fiat	3.8		
Kia	8.1	Suzuki	7.0	Audi	6.1	Vauxhall	5.5	Land Rover	3.4		
Lexus	7.9	Honda	6.9	Subaru	6.1	Nissan	5.4	Jaguar	3.3		
Mercedes	7.5	Volvo	6.9	Ford	6.0	Citroen	4.6			Average	6.2

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

Lexus	8.3	Toyota	7.6	BMW	6.7	Hyundai	5.9	Abarth	5.2		
Kia	8.2	Seat	7.5	Mitsubishi	6.6	Jaguar	5.9	Citroen	5.1		
Volvo	8.1	Audi	7.0	Ford	6.5	Nissan	5.9	Fiat	4.5		
Mercedes	7.9	Renault	6.9	Mini	6.5	Land Rover	5.7	Alfa Romeo	4.4		
Suzuki	7.7	Skoda	6.8	Subaru	6.5	Peugeot	5.7	Jeep	4.2		
Honda	7.6	Volkswagen	6.8	Vauxhall	6.2	Mazda	5.6			Average	6.5

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

Kia	7.9	Volvo	6.3	Audi	5.6	Nissan	5.0	Citroen	4.3		
Lexus	7.5	Mazda	6.0	Land Rover	5.5	Subaru	5.0	Abarth	4.2		
Suzuki	6.9	Seat	5.9	Skoda	5.3	Hyundai	4.9	Fiat	3.8		
Toyota	6.5	Ford	5.7	Peugeot	5.2	Vauxhall	4.9	Alfa Romeo	3.6		
Honda	6.4	Renault	5.7	Jaguar	5.1	Mini	4.5	Jeep	3.3		
Mercedes	6.3	Volkswagen	5.7	Mitsubishi	5.1	BMW	4.4			Average	5.5

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

Mercedes	8.6	Volvo	7.1	Seat	5.9	Abarth	5.3	Jaguar	5.1		
Kia	8.1	Honda	6.8	Subaru	5.9	Ford	5.3	Nissan	5.0		
Lexus	7.8	Mazda	6.8	Land Rover	5.7	Skoda	5.3	Fiat	3.9		
BMW	7.7	Toyota	6.8	Peugeot	5.7	Vauxhall	5.3	Alfa Romeo	3.6		
Mini	7.5	Audi	6.7	Volkswagen	5.7	Citroen	5.2	Jeep	3.5		
Suzuki	7.1	Renault	6.4	Mitsubishi	5.4	Hyundai	5.1			Average	6.0

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

Kia	8.3	Honda	6.8	Mitsubishi	5.8	Vauxhall	5.0	Fiat	4.4		
Mercedes	8.1	Volvo	6.8	Peugeot	5.7	Nissan	4.8	Jaguar	4.4		
Mini	8.1	Mazda	6.6	Ford	5.6	Subaru	4.8	Citroen	3.7		
BMW	8.0	Suzuki	6.5	Seat	5.5	Hyundai	4.7	Alfa Romeo	3.5		
Lexus	7.8	Audi	6.0	Abarth	5.3	Skoda	4.6	Jeep	3.4		
Toyota	6.9	Renault	5.9	Volkswagen	5.2	Land Rover	4.5			Average	5.7

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

Kia	8.7	BMW	7.5	Subaru	6.4	Volkswagen	6.1	Skoda	5.1		
Lexus	8.7	Mazda	7.3	Ford	6.3	Hyundai	5.9	Citroen	4.8		
Mercedes	8.6	Mini	7.3	Seat	6.3	Vauxhall	5.9	Fiat	4.7		
Toyota	8.4	Volvo	7.1	Jaguar	6.2	Land Rover	5.8	Jeep	4.7		
Suzuki	7.9	Audi	6.8	Peugeot	6.2	Mitsubishi	5.5	Alfa Romeo	4.1		
Honda	7.6	Renault	6.8	Abart	6.1	Nissan	5.5			Average	6.5

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

Lexus	8.7	Suzuki	7.5	Audi	6.4	Ford	5.8	Citroen	4.7		
Toyota	8.6	BMW	7.4	Volkswagen	6.4	Vauxhall	5.8	Abarth	3.8		
Kia	8.5	Honda	7.3	Mitsubishi	6.3	Skoda	5.7	Fiat	3.4		
Mercedes	8.2	Mazda	6.9	Jaguar	6.2	Hyundai	5.5	Jeep	3.4		
Mini	7.7	Subaru	6.9	Land Rover	6.1	Peugeot	5.4	Alfa Romeo	2.8		
Volvo	7.6	Renault	6.8	Seat	5.9	Nissan	5.0			Average	6.3

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

Mercedes	9.3	Seat	7.4	Ford	6.3	Land Rover	5.6	Jaguar	4.4		
Kia	9.2	Renault	7.0	Mini	6.2	Skoda	5.6	Jeep	4.4		
Lexus	9.1	Honda	6.9	Volkswagen	6.1	Fiat	5.5	Alfa Romeo	4.3		
Mazda	8.1	Abarth	6.8	BMW	5.9	Hyundai	5.5	Citroen	3.7		
Suzuki	8.0	Audi	6.4	Peugeot	5.8	Mitsubishi	5.1	Nissan	2.9		
Toyota	7.9	Subaru	6.4	Vauxhall	5.7	Volvo	5.0			Average	6.2

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

Mercedes	9.2	Seat	6.9	Subaru	5.7	Hyundai	5.0	Volvo	3.8		
Kia	9.1	Honda	6.3	Peugeot	5.6	Skoda	5.0	Jeep	3.6		
Mazda	9.0	Renault	6.0	Abarth	5.5	Jaguar	4.8	Alfa Romeo	3.3		
Toyota	7.9	Volkswagen	5.9	Ford	5.4	Fiat	4.2	Citroen	3.1		
Suzuki	7.8	Mini	5.8	Land Rover	5.1	Vauxhall	4.2	Nissan	2.3		
Mercedes	7.4	Audi	5.7	BMW	5.0	Mitsubishi	4.1			Average	5.5

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

Mercedes	9.0	Jaguar	6.7	Audi	5.6	Citroen	4.8	Jeep	3.3		
Kia	8.9	Renault	6.3	Hyundai	5.3	Ford	4.7	Alfa Romeo	2.7		
Lexus	8.7	Land Rover	6.1	Mini	5.2	Mitsubishi	4.5				
Toyota	7.9	Peugeot	5.8	BMW	5.1	Abarth	4.3				
Mazda	7.2	Volkswagen	5.8	Skoda	5.0	Nissan	3.9				
Seat	6.9	Honda	5.7	Vauxhall	4.9	Volvo	3.6			Average	5.7

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

Kia	9.1	Seat	6.9	Mini	6.1	Land Rover	5.3	Mitsubishi	4.6		
Lexus	8.7	Honda	6.7	Audi	5.9	Volvo	5.2	Alfa Romeo	3.7		
Mercedes	8.7	Abarth	6.5	Volkswagen	5.9	Fiat	5.1	Jeep	3.7		
Toyota	7.9	Ford	6.5	Subaru	5.7	Hyundai	5.1	Citroen	3.5		
Mazda	7.7	Renault	6.2	Vauxhall	5.7	Jaguar	5.1	Nissan	2.6		
Suzuki	7.7	BMW	6.1	Peugeot	5.6	Skoda	4.9			Average	5.9

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

Mercedes	9.4	Suzuki	8.2	Ford	6.8	Land Rover	6.1	Vauxhall	5.2		
Kia	9.3	BMW	8.0	Volkswagen	6.8	Subaru	6.0	Jeep	4.0		
Lexus	9.0	Audi	7.5	Abarth	6.6	Mitsubishi	5.6	Citroen	3.9		
Toyota	8.9	Seat	7.4	Skoda	6.5	Jaguar	5.5	Alfa Romeo	3.5		
Mini	8.7	Honda	7.0	Peugeot	6.4	Fiat	5.4	Nissan	3.3		
Mazda	8.2	Renault	6.9	Volvo	6.2	Hyundai	5.4			Average	6.5

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

Kia	9.0	Mini	7.5	Honda	6.5	Skoda	5.3	Jaguar	4.0		
Mercedes	8.9	Subaru	7.3	Volvo	6.4	Hyundai	5.2	Alfa Romeo	3.6		
Lexus	8.7	BMW	7.2	Renault	6.3	Fiat	5.1	Citroen	3.5		
Suzuki	8.4	Seat	7.0	Volkswagen	6.1	Mitsubishi	5.1	Jeep	3.5		
Mazda	8.1	Abarth	6.9	Ford	6.0	Land Rover	4.9	Nissan	3.4		
Toyota	7.7	Audi	6.5	Peugeot	5.7	Vauxhall	4.8			Average	6.0

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

Kia	9.0	Mini	7.3	Audi	6.3	Land Rover	5.5	Jaguar	4.4		
Mercedes	8.7	BMW	7.2	Honda	6.1	Fiat	5.2	Alfa Romeo	4.1		
Lexus	8.4	Seat	6.7	Ford	5.9	Hyundai	5.2	Jeep	3.7		
Suzuki	8.1	Abarth	6.6	Volkswagen	5.8	Skoda	5.2	Citroen	3.5		
Toyota	8.0	Subaru	6.6	Peugeot	5.7	Mitsubishi	5.1	Nissan	3.0		
Mazda	7.6	Renault	6.4	Volvo	5.6	Vauxhall	4.8			Average	5.9

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

Kia	8.7	Seat	7.3	Audi	6.3	Peugeot	5.2	Skoda	4.5		
Mercedes	8.6	Toyota	7.3	Renault	5.9	Ford	5.0	Alfa Romeo	3.9		
Lexus	8.1	BMW	6.9	Volkswagen	5.9	Land Rover	4.9	Jeep	3.8		
Suzuki	7.6	Subaru	6.8	Fiat	5.6	Vauxhall	4.9	Citroen	3.3		
Mazda	7.5	Abarth	6.7	Volvo	5.5	Jaguar	4.7	Nissan	2.8		
Mini	7.5	Honda	6.5	Hyundai	5.2	Mitsubishi	4.6			Average	5.8

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

Mercedes	8.7	Seat	7.2	Audi	6.1	Renault	5.2	Skoda	4.2		
Kia	8.2	Mini	7.1	Volvo	5.9	Fiat	5.1	Jeep	3.5		
Lexus	8.2	Honda	7.0	Land Rover	5.4	Jaguar	5.0	Alfa Romeo	3.4		
Suzuki	8.0	BMW	6.8	Volkswagen	5.4	Vauxhall	4.8	Citroen	3.2		
Toyota	7.8	Subaru	6.6	Ford	5.2	Mitsubishi	4.7	Nissan	2.8		
Mazda	7.3	Abarth	6.1	Hyundai	5.2	Peugeot	4.6			Average	5.6

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

Kia	8.8	Mini	7.2	Renault	6.2	Fiat	5.3	Jaguar	4.4		
Lexus	8.7	BMW	7.0	Ford	6.0	Hyundai	5.3	Alfa Romeo	4.1		
Mercedes	8.7	Subaru	6.9	Honda	5.6	Land Rover	5.1	Jeep	3.8		
Suzuki	8.1	Seat	6.8	Volkswagen	5.6	Mitsubishi	4.9	Citroen	3.4		
Toyota	7.6	Abarth	6.7	Peugeot	5.4	Vauxhall	4.8	Nissan	2.9		
Mazda	7.5	Audi	6.5	Volvo	5.4	Skoda	4.5			Average	5.8

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

Kia	9.3	Renault	6.9	Hyundai	5.9	Volvo	5.1	Vauxhall	4.2		
Lexus	8.9	Suzuki	6.9	Subaru	5.9	BMW	5.0	Alfa Romeo	3.2		
Toyota	8.6	Audi	6.4	Volkswagen	5.7	Skoda	4.9	Jeep	3.1		
Mercedes	8.0	Honda	6.0	Land Rover	5.2	Jaguar	4.8	Fiat	2.9		
Mazda	7.8	Mitsubishi	6.0	Mini	5.1	Citroen	4.7	Abarth	2.8		
Seat	7.4	Ford	5.9	Peugeot	5.1	Nissan	4.3			Average	5.8

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

Kia	8.5	Seat	7.0	Honda	6.3	Jaguar	5.3	Jeep	4.6		
Lexus	8.3	Ford	6.9	Mitsubishi	5.9	Peugeot	5.3	Vauxhall	4.5		
Toyota	7.9	Volvo	6.9	Hyundai	5.7	BMW	5.1	Fiat	3.6		
Mercedes	7.8	Renault	6.8	Land Rover	5.7	Mini	5.1	Alfa Romeo	3.4		
Mazda	7.6	Subaru	6.5	Nissan	5.7	Skoda	4.9	Abarth	2.3		
Suzuki	7.2	Audi	6.4	Volkswagen	5.7	Citroen	4.8			Average	6.0

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

Kia	9.0	Mazda	7.5	Abarth	7.1	Land Rover	6.0	Vauxhall	5.3		
Lexus	8.6	Volkswagen	7.5	Renault	7.0	Ford	5.9	Jaguar	5.2		
Mercedes	8.1	BMW	7.4	Mitsubishi	6.5	Citroen	5.8	Fiat	4.8		
Audi	7.8	Suzuki	7.3	Skoda	6.5	Honda	5.8	Jeep	4.8		
Toyota	7.8	Volvo	7.3	Subaru	6.5	Nissan	5.8	Alfa Romeo	3.8		
Seat	7.7	Mini	7.2	Peugeot	6.3	Hyundai	5.3			Average	6.6

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

Kia	8.5	Mitsubishi	6.8	Land Rover	5.9	BMW	5.1	Fiat	4.3		
Lexus	7.6	Mazda	6.7	Skoda	5.8	Nissan	5.1	Citroen	4.2		
Mercedes	7.3	Seat	6.5	Peugeot	5.6	Hyundai	4.8	Jeep	3.8		
Suzuki	7.3	Volvo	6.3	Subaru	5.4	Jaguar	4.8	Vauxhall	3.3		
Toyota	6.9	Volkswagen	6.2	Abarth	5.2	Mini	4.8	Alfa Romeo	2.8		
Audi	6.8	Renault	6.0	Honda	5.2	Ford	4.7			Average	5.6

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

Mercedes	9.4	Lexus	8.2	Seat	7.5	Alfa Romeo	6.1	Mitsubishi	4.9		
Kia	9.2	Mini	8.1	Volvo	7.3	Fiat	6.0	Citroen	4.5		
Land Rover	8.7	Ford	7.9	Renault	7.0	Nissan	6.0	Subaru	4.5		
Audi	8.3	Jaguar	7.9	Skoda	6.5	Volkswagen	6.0	Jeep	4.4		
BMW	8.3	Abarth	7.8	Toyota	6.4	Honda	5.7	Vauxhall	4.2		
Mazda	8.3	Suzuki	7.8	Hyundai	6.2	Peugeot	5.6			Average	6.5

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

Kia	9.4	Suzuki	8.1	Mini	7.6	Volkswagen	6.0	Jeep	4.2		
Mercedes	9.4	Volvo	8.1	Lexus	7.3	Abarth	5.8	Alfa Romeo	3.8		
Land Rover	8.5	Ford	8.0	Hyundai	7.1	Peugeot	5.8	Honda	3.8		
Mazda	8.3	Seat	7.9	Skoda	6.6	Nissan	5.7	Subaru	3.7		
Jaguar	8.2	BMW	7.8	Toyota	6.0	Fiat	4.6	Mitsubishi	3.0		
Audi	8.1	Renault	7.7	Vauxhall	6.0	Citroen	4.2			Average	6.5

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

Mercedes	9.1	Abarth	6.7	Ford	5.9	Skoda	5.4	Hyundai	4.5		
Kia	8.6	Toyota	6.7	Fiat	5.8	Alfa Romeo	5.2	Jeep	4.5		
Suzuki	8.2	Jaguar	6.5	Nissan	5.8	Mitsubishi	5.2	Vauxhall	3.6		
Audi	7.1	Lexus	6.5	Renault	5.7	Honda	5.1	Citroen	3.3		
Mazda	6.9	Volkswagen	6.4	Volvo	5.7	Peugeot	5.0	Subaru	3.1		
Seat	6.9	Land Rover	6.2	Mini	5.5	BMW	4.9			Average	5.7

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

Kia	8.6	Seat	7.3	Mini	6.5	Hyundai	5.4	Vauxhall	4.0		
Mercedes	8.5	Land Rover	7.1	Volvo	6.4	Ford	5.2	Alfa Romeo	3.9		
Suzuki	8.1	BMW	7.0	Volkswagen	6.2	Honda	5.1	Subaru	3.9		
Lexus	8.0	Jaguar	6.7	Skoda	5.7	Peugeot	5.0	Citroen	3.6		
Mazda	7.6	Renault	6.6	Nissan	5.6	Fiat	4.5	Jeep	3.5		
Audi	7.5	Toyota	6.6	Abarth	5.5	Mitsubishi	4.3			Average	5.8

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

Mercedes	8.7	Lexus	7.2	Volkswagen	6.2	Honda	5.6	Citroen	4.5		
Kia	8.4	Toyota	7.1	Volvo	6.2	Nissan	5.6	Vauxhall	4.2		
Suzuki	7.9	BMW	7.0	Land Rover	6.0	Mitsubishi	5.3	Alfa Romeo	3.9		
Mazda	7.7	Mini	6.9	Ford	5.9	Fiat	5.1	Jeep	3.7		
Seat	7.4	Abarth	6.6	Skoda	5.8	Peugeot	5.1	Subaru	3.5		
Audi	7.3	Renault	6.4	Jaguar	5.7	Hyundai	4.7			Average	5.9

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

Kia	8.6	Mazda	7.5	Land Rover	6.6	Honda	5.7	Vauxhall	5.1		
Suzuki	7.8	Volkswagen	7.3	Ford	6.4	Volvo	5.6	Jeep	4.4		
Abarth	7.7	Mini	7.2	Jaguar	6.4	Fiat	5.4	Alfa Romeo	4.3		
Mercedes	7.6	Seat	6.9	Renault	6.2	Nissan	5.4	Citroen	4.3		
Audi	7.5	Toyota	6.8	Skoda	6.1	Hyundai	5.2	Subaru	3.6		
Lexus	7.5	BMW	6.7	Peugeot	5.9	Mitsubishi	5.2			Average	6.2

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

Kia	8.4	Mercedes	7.2	Land Rover	6.6	Fiat	5.6	Nissan	4.9		
Mini	8.0	Seat	7.2	Volkswagen	6.4	Skoda	5.6	Jeep	4.5		
Lexus	7.8	Toyota	7.2	Ford	6.3	Volvo	5.5	Alfa Romeo	4.4		
Suzuki	7.8	BMW	7.1	Renault	6.1	Mitsubishi	5.4	Citroen	4.4		
Abarth	7.7	Audi	7.0	Honda	5.8	Hyundai	5.0	Subaru	4.2		
Mazda	7.2	Jaguar	6.6	Peugeot	5.7	Vauxhall	5.0			Average	6.1

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

Kia	8.3	Suzuki	6.6	Seat	5.7	Subaru	5.3	Citroen	3.3		
Mazda	7.5	Land Rover	6.0	BMW	5.6	Vauxhall	5.3	Alfa Romeo	2.3		
Lexus	7.0	Audi	5.9	Mini	5.5	Volvo	4.9	Fiat	2.2		
Toyota	6.8	Renault	5.9	Honda	5.4	Hyundai	4.7	Jeep	2.0		
Jaguar	6.7	Volkswagen	5.9	Mitsubishi	5.4	Skoda	4.6	Abarth	1.8		
Mercedes	6.7	Ford	5.8	Peugeot	5.3	Nissan	4.4			Average	5.4

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

Kia	7.9	BMW	5.5	Seat	5.2	Subaru	4.5	Nissan	3.4		
Mazda	6.8	Mini	5.5	Volkswagen	5.0	Volvo	4.5	Citroen	3.3		
Lexus	6.5	Audi	5.4	Ford	4.8	Skoda	4.3	Fiat	3.1		
Mercedes	6.3	Jaguar	5.4	Peugeot	4.8	Vauxhall	4.3	Alfa Romeo	2.6		
Toyota	6.2	Renault	5.4	Honda	4.6	Abarth	4.1	Jeep	2.5		
Suzuki	6.1	Land Rover	5.2	Mitsubishi	4.6	Hyundai	3.9			Average	4.9

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

Kia	8.5	Toyota	6.8	Abarth	6.1	Mini	5.7	Fiat	4.6		
Mazda	7.6	Jaguar	6.7	Ford	6.1	Skoda	5.5	Nissan	4.6		
Mercedes	7.4	Seat	6.7	Peugeot	6.1	Volvo	5.5	Citroen	4.2		
Lexus	7.2	Land Rover	6.5	BMW	5.9	Subaru	5.4	Jeep	4.2		
Suzuki	7.1	Volkswagen	6.5	Mitsubishi	5.9	Hyundai	5.1	Alfa Romeo	3.7		
Audi	6.9	Renault	6.4	Honda	5.7	Vauxhall	5.1			Average	6.0

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

Kia	9.2	Seat	7.4	Renault	5.9	Hyundai	5.0	Vauxhall	4.2		
Mercedes	9.0	Audi	6.8	BMW	5.8	Peugeot	5.0	Alfa Romeo	3.4		
Lexus	8.4	Mini	6.3	Skoda	5.7	Jaguar	4.7	Jeep	2.9		
Suzuki	8.0	Land Rover	6.2	Honda	5.6	Mitsubishi	4.4	Citroen	2.8		
Toyota	7.8	Ford	6.1	Volvo	5.6	Fiat	4.3	Nissan	2.6		
Mazda	7.7	Abarth	5.9	Volkswagen	5.3	Subaru	4.2			Average	5.6

## NFDA DEALER ATTITUDE SURVEY - RESULTS OF THE SUMMER 2017 SURVEY

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

<b>Kia</b>	<b>8.9</b>	<b>Mazda</b>	<b>7.5</b>	<b>Renault</b>	<b>6.2</b>	<b>Peugeot</b>	<b>5.6</b>	<b>Nissan</b>	<b>4.3</b>		
<b>Lexus</b>	<b>8.7</b>	<b>Toyota</b>	<b>7.4</b>	<b>Skoda</b>	<b>6.2</b>	<b>Ford</b>	<b>5.4</b>	<b>Citroen</b>	<b>4.2</b>		
<b>Mercedes</b>	<b>8.5</b>	<b>Volvo</b>	<b>7.2</b>	<b>Audi</b>	<b>6.0</b>	<b>Land Rover</b>	<b>5.1</b>	<b>Fiat</b>	<b>3.8</b>		
<b>Suzuki</b>	<b>8.2</b>	<b>Seat</b>	<b>7.0</b>	<b>Volkswagen</b>	<b>6.0</b>	<b>Jaguar</b>	<b>5.0</b>	<b>Abarth</b>	<b>3.6</b>		
<b>Mini</b>	<b>7.9</b>	<b>Honda</b>	<b>6.3</b>	<b>Hyundai</b>	<b>5.7</b>	<b>Vauxhall</b>	<b>4.7</b>	<b>Jeep</b>	<b>3.2</b>		
<b>BMW</b>	<b>7.7</b>	<b>Subaru</b>	<b>6.3</b>	<b>Mitsubishi</b>	<b>5.7</b>	<b>Alfa Romeo</b>	<b>4.4</b>			<b>Average</b>	<b>6.1</b>