

BBB AUTO LINE® Fact Sheet

About BBB AUTO LINE

- Founded in 1978, BBB AUTO LINE is the nation's oldest and most respected auto warranty dispute resolution program.
- BBB AUTO LINE is administered by the non-profit Council of Better Business Bureaus, the umbrella organization for 111 Better Business Bureaus in the United States.
- Most eligible claims filed with BBB AUTO LINE are settled to the satisfaction of consumers working with BBB staff and a representative from the car company. Claims that are not successfully resolved in mediation are presented to an impartial arbitrator, who conducts a hearing and renders a decision. The consumer is free to accept or reject the decision, but the manufacturer is required to comply with the decision if the consumer accepts it.
- BBB AUTO LINE has assisted almost 2 million consumers who were experiencing issues with their automobile while it was under warranty.
- BBB AUTO LINE provides auto warranty dispute resolution for most of the automotive industry in the United States:
 - Acura
 - AM General (Hummer)
 - Audi
 - Bentley
 - Buick
 - Cadillac
 - Chevrolet
 - Ford
 - GMC Truck
 - Honda
 - Hyundai
 - Indian Motorcycle
 - Infiniti
 - Isuzu
 - Kia
 - Land Rover
 - Lincoln
 - Lotus
 - Mazda
 - Mercury
 - Nissan
 - Oldsmobile
 - Pontiac
 - Saab
 - Saturn
 - smart USA
 - Volkswagen
- In addition, BBB AUTO LINE provides dispute resolution for the following manufacturers on a state-by-state basis:
 - Aston Martin (coming soon)
 - BMW
 - Mini Cooper
 - Jaguar
 - Lamborghini (coming soon)
 - Mercedes-Benz
 - Subaru
 - Volvo
 - Winnebago
 - Workhorse Custom Chassis
- BBB AUTO LINE is subject to an annual independent audit required by FTC regulations. That audit shows a very high degree of customer satisfaction with the BBB AUTO LINE process, with 80-95 percent of

those who used the program saying they would recommend BBB AUTO LINE to others experiencing warranty problems.

To learn more about the BBB AUTO LINE program and dispute resolution process visit <http://www.bbb.org/us/auto-line/>

About Better Business Bureau (BBB)

- BBB is an unbiased organization that sets and upholds high standards for fair and honest business behavior. The first BBB was founded in 1912. Today, 125 BBBs serve communities across the U.S. and Canada, providing dispute resolution in addition to evaluating and monitoring more than 3 million local and national businesses and charities. For more information visit www.bbb.org.
- The **Council of Better Business Bureaus(CBBB)** is the national umbrella organization based in Arlington, Virginia, for the North American system of Better Business Bureaus. Like the BBB system, CBBB is dedicated to fostering honest and responsive relationships between businesses and consumers, instilling consumer confidence and contributing to a trustworthy marketplace. For more information visit www.bbb.org/us