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## Dispute Resolution Suggestions

Thank you for your patronage. All McDaniels' organizations strive to provide our Clients with products and services backed by high quality standards so that you may enjoy driving in its finest form.

It is important to us that you are satisfied with our products and services. We are aware that occasionally the performance of our products, personnel or personnel may not equal or exceed your expectations. Experience has shown that, generally, the most convenient and direct manner to resolving concerns is to address them directly with front line Dealership personnel. They are accorded discretion and instructed in procedures that should work to equitably resolve your concerns. In those rare cases when there remain misunderstandings, unfulfilled expectations or unanswered questions, McDaniels recommends the following procedure for resolving you concerns.

1. **Speak with the Departmental Supervisor.** They are most closely attuned to any situations that may be comparable to yours, and have the most experience to draw upon and resources available to them to address your concerns. Of the small number of complaints we have, most are consistently resolved at this level.
2. **Arrange to speak with the General Manager of the Dealership.** The General Manager has overall responsibility for the entire Dealership. Keep in mind that General Managers have less expertise in a particular Department, and their response time may not be as quick as the Departmental Supervisor as the General Manager may be involved in other Departmental projects. Further, General Managers often must gather more detailed information on a given subject so that they can assist in resolving your concern.

The General Manager or the Client may request additional assistance at this stage from either Chief Operations Officer or the Dealer Principal.

3. **Contact the Manufacturer's Assistance Line.** These toll free numbers (or addresses) can be found in owner booklets, on the Internet or a member of our staff will provide them upon request. Often, the manufacturer will appoint a District Representative to your case if they are unable to offer immediate, specific assistance. Keep in mind the manufacturer will usually contact the Dealership to see if the Dealership can offer any further assistance in order to resolve the situation.
4. **Ask for an appeal or review of your case.** Many manufacturers have established internal appeals or review processes to make sure the decisions by their Customer Relations Departments and District Managers are fair.
5. **Utilize the BBB Auto Line,** if applicable. The Better Business Bureau sponsors a complaint resolution service dealing primarily with New Vehicle concerns. See your owner's booklets or their (BBB)website for more information.
6. **Utilize Binding Arbitration.** The Dealership utilizes Binding Arbitration in matters directly relating to Vehicle Purchase disagreements through Resolute Systems, Inc. See their website or request a copy of the Rules of the Binding Arbitration procedure from a member of Sales Management. Note that you may share in a portion of the cost for this process.

McDaniels and our affiliated manufacturers provide these suggestions as we have discovered these processes work most expeditiously for Clients, and achieve the greatest results. We encourage you to read your owner's manual, and particularly your warranty booklets for further clarification on your specific make or model, or ask a member of our management staff for guidance. Our goal is to avoid complaint issues, but should we miss that goal, we want to offer satisfactory resolutions and options so that you can feel good about your on-going relationship with McDaniels and our affiliated manufacturers.