

AUTOPEdia

THE AUTOMOTIVE ENCYCLOPEDIA

5455 Production Drive • Huntington Beach • CA • 92649
Voice (714) 892-0969 • Fax (714) 892-0979
email: info@autopedia.com URL: http://autopedia.com

AUTOPEdia® Recommended Dealer Regulations

The undersigned Autopedia Recommended Dealer hereby agrees to abide by and obey all of the following terms and conditions in the treatment of all Autopedia recommended consumers:

1. No past historical record/pattern of NON-RESPONSIVE CONSUMER COMPLAINTS against dealer.
 - a. A NON-RESPONSIVE CONSUMER COMPLAINT is defined as any outstanding consumer complaint that the dealer has (a) not acknowledged or (b) ignored and has been referred to another agency such as the Better Business Bureau or State Department of Motor Vehicles and is listed by that organization as having NO RESPONSE from the dealer.
2. No historical record or pattern of repeated convictions or investigations by State DMV or other related regulatory agencies that are directly concerned with the treatment of consumers by automotive dealerships.
3. Recommended Dealer agrees to provide a contact person that will specifically be charged with the interpretation and enforcement of all Recommended Dealer Policy matters and consumer relations with Autopedia.
4. A Recommended Dealer may accumulate no more than THREE (3) NON-RESPONSIVE CONSUMER COMPLAINTS in any six-month period.
 - a. As soon as any Recommended Dealer reaches THREE (3) NON-RESPONSIVE CONSUMER COMPLAINTS the dealer is sent a warning that the total number of NON-RESPONSIVE CONSUMER COMPLAINTS must not be exceeded.
 - b. Should a Recommended Dealer compile FOUR (4) NON-RESPONSIVE CONSUMER COMPLAINTS, that dealer is then placed on PROBATION and is temporarily removed from the RECOMMENDED DEALER LISTING until such time as the total number of NON-RESPONSIVE CONSUMER COMPLAINTS is reduced to THREE (3).
 - c. If the Recommended Dealer does NOT reduce the total number of NON-RESPONSIVE CONSUMER COMPLAINTS to THREE (3) within sixty (60) days, then that dealer shall continue to be removed from the RECOMMENDED DEALER LISTING and must pay a \$2500 reinstatement fee to activate the Recommended Dealer listing after reducing the total number of NON-RESPONSIVE CONSUMER COMPLAINTS to THREE (3).
 - d. If the Recommended Dealer does NOT reduce the total number of NON-RESPONSIVE CONSUMER COMPLAINTS to THREE (3) within 120 days, then that dealer shall be SUSPENDED and must pay a \$5000 reinstatement fee to activate the dealer's Recommended Dealer Listing after reducing the total number of NON-RESPONSIVE CONSUMER COMPLAINTS to THREE (3).
 - e. If the dealer does NOT reduce the total number of NON-RESPONSIVE CONSUMER COMPLAINTS to THREE (3) within 180 days, then that dealer's listing shall be REVOKED FOR CAUSE and removed from the RECOMMENDED DEALER LISTING and his position offered to other qualified dealers within the same market area.

5. Recommended Dealer must agree to ‘ACCELERATED CONSUMER ARBITRATION’ – which purpose is to speed up the resolution of any and all consumer complaints by proceeding on a schedule AT A RATE CLEARLY and DEMONSTRABLY FASTER AND MORE EXPEDIENT THAN THE LAW REQUIRES, by offering to proceed to whatever ARBITRATION MECHANISMS that are available in each particular state, with the clear goal of resolving the consumer complaint as quickly as possible.
 - a. Recommended Dealer will specify how this will be addressed and executed as an addendum to the application.
6. Any convictions convicted in a court of law of fraud, misrepresentation, false advertising or other consumer-related statute or formal charges filed by a recognized legal or regulatory agency that has jurisdiction over the dealership can be grounds for suspension and or revocation of Recommended Dealer Listing as determined by Autopedia[®], at its sole discretion.
7. AutoPedia[®] reserves the right to accept or revoke any dealer’s application for any reason whatsoever and to revise, addend or replace these policies from time to time as needed or determined by AutoPedia[®]. All Recommended Dealer Listings are at the sole discretion and approval of AutoPedia[®].

Recommended Dealer Name

by:

Date

AUTOPEDIA, INC.

by:

Date