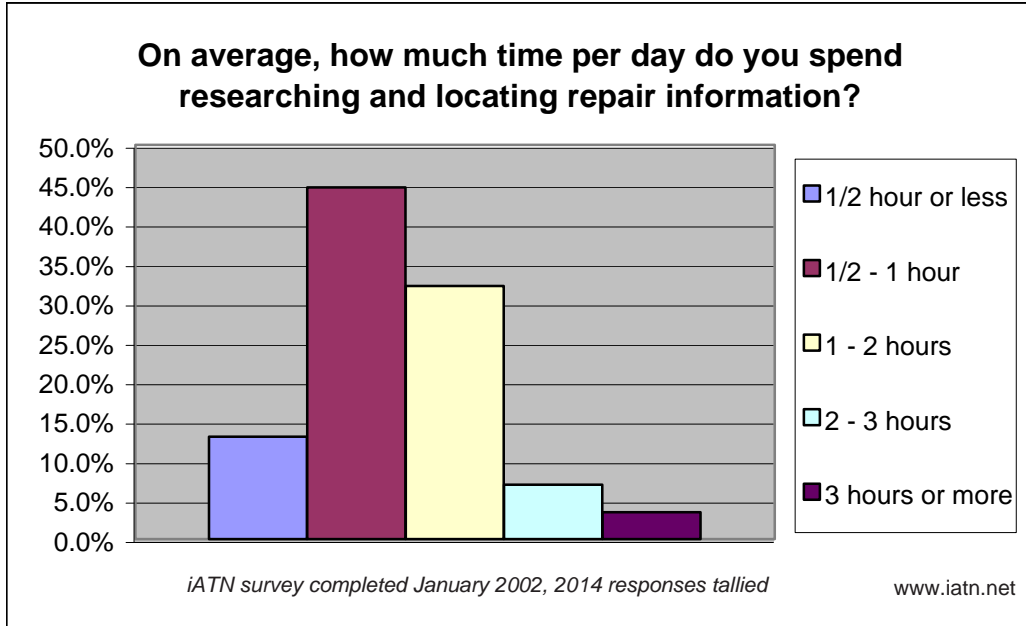




Member Survey

Research



On average, how much time per day do you spend researching and locating repair information?

| | |
|------------------|-------|
| 1/2 hour or less | 13.0% |
| 1/2 - 1 hour | 44.6% |
| 1 - 2 hours | 32.1% |
| 2 - 3 hours | 6.9% |
| 3 hours or more | 3.4% |

Average: 1.12 hours