

**Better Business Bureau Inquiries Regarding Auto Dealers  
(Shown By Month For 2009)**

<u>2009</u>	<u>Number Of Reliability Report Requests By TOB</u>	<u>Both</u>	<u>Number Of BBB Accredited Business Roster Views</u>	<u>Both</u>
<b>January</b>	AUTO DEALERS-NEW CARS	1,111	AUTO DEALERS-NEW CARS	52
	AUTO DEALERS-USED CARS	764	AUTO DEALERS-USED CARS	58
<b>February</b>	AUTO DEALERS-NEW CARS	889	AUTO DEALERS-NEW CARS	9
	AUTO DEALERS-USED CARS	735	AUTO DEALERS-USED CARS	17
<b>March</b>	AUTO DEALERS-NEW CARS	845	AUTO DEALERS-NEW CARS	19
	AUTO DEALERS-USED CARS	665	AUTO DEALERS-USED CARS	32
<b>April</b>	AUTO DEALERS-NEW CARS	1,053	AUTO DEALERS-NEW CARS	39
	AUTO DEALERS-USED CARS	630	AUTO DEALERS-USED CARS	94
<b>May</b>	AUTO DEALERS-NEW CARS	1,260	AUTO DEALERS-NEW CARS	65
	AUTO DEALERS-USED CARS	757	AUTO DEALERS-USED CARS	132
<b>June</b>	AUTO DEALERS-NEW CARS	1,630	AUTO DEALERS-NEW CARS	130
	AUTO DEALERS-USED CARS	1,108	AUTO DEALERS-USED CARS	166
<b>Percentage Change from Low Month</b>		<b>81.3%</b>		<b>1038.5%</b>
<b>Percentage Change/Quarter Over Quarter</b>		<b>28.5%</b>		<b>234.8%</b>