



Consumers' CheckBook 2005

How We Compare To Our Competition



Bay Area Ratings, 2005

Name	Doing Work Properly	Starting & Completing Work Promptly	Letting You Know Cost Early	Overall Performance	Percent Who Rate Firm "Superior"	Number BBB Complaints	AAA Recommended	Price Index	Top Rating For Quality
Mekatron	100%	100%	100%	100%	94%	NONE	YES	\$103	YES
Acura Of Concord	97%	94%	97%	97%	77%	TWO	NO	NA	NO
Antioch Toyota	62%	76%	100%	67%	33%	NA	NO	\$114	NO
Concord Honda	92%	100%	100%	92%	79%	FIVE	NO	\$107	NO
Concord Nissan	88%	88%	92%	83%	33%	ONE	NO	\$122	NO
Concord Toyota	88%	88%	98%	88%	63%	ONE	NO	\$116	NO
Diablo Mazda Subaru	73%	90%	88%	79%	54%	NA	NO	NA	NO
Dirito Nissan	74%	86%	88%	85%	47%	SIX	NO	\$116	NO
Lexus Of Concord	88%	88%	94%	85%	68%	FOUR	NO	NA	NO
Niello Infiniti	100%	100%	97%	100%	81%	NONE	NO	NA	NO
Toyota Of Walnut Creek	94%	95%	96%	95%	78%	FOUR	YES	\$120	NO
Walnut Creek Honda	90%	92%	96%	93%	68%	ONE	NO	\$103	NO