



A Nonprofit Consumer Information & Service Resource

Consumers' CheckBook 2008

How We Compare To Our Competition

Name	Doing Work Properly	Starting & Completing Work Promptly	Letting You Know Cost Early	Advice on Service Options & Costs	Overall Performance	Percent Who Rate Firm "Superior"	Number BBB Complaints	Price Index Score	Top Rating For Quality
Mekatron	100%	100%	100%	100%	100%	95%	0	\$107	Yes
Acura Of Concord	97%	93%	97%	93%	96%	68%	3	\$121	No
Antioch Toyota	75%	81%	94%	88%	75%	56%	2	\$114	No
Concord Honda	92%	96%	96%	96%	92%	69%	1	\$98	No
Concord Toyota	94%	94%	96%	90%	92%	69%	1	\$118	No
Diablo Mazda Subaru	80%	93%	86%	75%	83%	52%	0	No Data	No
Dirito Bros Concord Nissan	94%	100%	89%	81%	93%	53%	0	\$116	No
DB Walnut Creek Nissan/VW	69%	82%	93%	70%	77%	48%	4	\$125	No
Lexus Of Concord	98%	96%	93%	87%	96%	74%	2	No Data	No
Niello Infiniti	98%	98%	98%	95%	100%	83%	0	\$139	Yes
Toyota Of Walnut Creek	92%	94%	96%	91%	93%	77%	3	\$107	No
Walnut Creek Honda	95%	96%	98%	92%	96%	72%	1	\$107	No

Bay Area Rating 2008