





Thank you very much for agreeing to participate in our online survey. As a person who recently purchased a new vehicle or is planning on doing so, your opinions are very important to us.

The auto industry is creating many new and exciting technologies to power our vehicles more efficiently. To help people make the best choices for them, the fuel economy label that appears on all new vehicles sold in the United States is being revised by the United States Environmental Protection Agency and Department of Transportation. These revisions will allow all of us to compare more accurately among all vehicle technologies.

Your participation in our brief (12-15 minutes) online survey is completely voluntary and critical to the label redesign effort. All your responses will be completely anonymous and will only be reported in combination with those of other survey respondents.

The survey is best viewed by maximizing your computer screen. Please be sure to scroll down to the bottom of each page and click the "Next" button to proceed. The bar at the bottom of each page tells you how much of the survey you have completed.

The survey is programmed so that if you need to stop and complete it at a later time you will be brought back to where you left off. (Just click 'Exit this survey' in the top right hand corner if you need to stop before completing the survey.)

Please click "Done" at the end of the survey so that your answers will be saved in our database. Once you have clicked "Done", you will not be able to make any changes.

Please complete the survey by September 22, 2010. Thank you for sharing your opinions!

In this section we are interested in the type of new vehicle (not used, not leased, not a motorcycle) you purchased most recently.

\* 1. Did you purchase a new vehicle (not used, not leased, not a motorcycle) in the last 12 months?

jn No jn Yes

2. What make and model of new vehicle did you purchase most recently? (Makes are listed alphabetically. Click on the 'drop down box' and scroll down to find your vehicle.)



| Vehicle Purchase - E              | Buyers Label 3_Copy  |
|-----------------------------------|--|
| 3. Are you the primary            | driver of this vehicle?  |
| j <sub>n</sub> No                 |  |
| jn Yes                            |  |
| jn Equally share use of this vehi | cle  |
| (For example: City 25;            | of city and highway driving you do with this vehicle?<br>Highway 75. The city and highway numbers should<br>hole numbers. DO NOT INCLUDE THE PERCENT |
| 5. About how many mi              | les is this vehicle driven on a typical day?   |
| j₁ 20 miles or less               | jn 61-70 miles   |
| j <sup>-</sup> ∩ 21-30 miles      | jn 71-80 miles   |
| jn 31-40 miles                    | j⁻∩ 81-90 miles  |
| j₁ 41-50 miles                    | j <sup>-</sup> ∩ 91-100 miles  |
| j⁻∩ 51-60 miles                   | jn More than 100 miles   |
|                                   |  |

## Vehicle Purchase - Buyers Label 3\_Copy 6. Thinking about your vehicle selection process, what actions did you take and in what order did you take them? (ONLY CHECK ACTIONS YOU TOOK.) Do this by checking the first thing you did in the #1 column, checking the second thing you did in the #2 column, etc. Looked at magazines, newspapers, or other printed sources of information Looked at dealership internet sites Looked at other internet sites (such as Edmunds.com, cars.com, vehix.com) Visited a dealership Looked at manufacturer internet sites Discussed with people you know Other important things you did in your vehicle selection process (please specify here) 7. Which types of vehicles did you seriously consider when you first started looking for a new vehicle? (Check all that apply.) Pickup truck Sports car Large car Station wagon Subcompact car Minivan Sport utility vehicle (SUV) Full-size van Compact car Other (please specify below) Midsize car Crossover If chose 'other', please specify here 8. Please identify up to 3 vehicles you seriously considered before making your final decision. (Makes are listed alphabetically. Click on the 'drop down boxes' and scroll down to find your vehicles.) Vehicle 1 Vehicle 2 Vehicle 3 6 6 6 Vehicles seriously considered

9. What were the top 5 primary factors or attributes that drew you to the vehicles you seriously considered? Please rank order these by checking your #1 factor in the #1 column, checking your #2 factor in the #2 column, and so on until your top 5 factors have been ranked. BE SURE TO SCROLL DOWN SO THAT YOU CAN SEE ALL THE FACTORS/ATTRIBUTES.

|  | #1         | #2          | #3          | #4          | #5          |
|--|------------|-------------|-------------|-------------|-------------|
| Price/affordability  | <b>j</b> m | <b>j</b> m  | jm          | jm          | <b>j</b> n  |
| Features/amenities   | jn         | <b>j</b> m  | <b>j</b> m  | <b>j</b> m  | Jm          |
| Styling/appearance/image                                     | ja         | <b>j</b> to | <b>j</b> m  | jm          | <b>j</b> ra |
| Safety   | <b>j</b> m | jta         | <b>j</b> n  | <b>j</b> n  | jn          |
| Body style   | ja         | <b>j</b> so | <b>j</b> to | <b>j</b> so | <b>j</b> n  |
| Warranty   | <b>j</b> m | jn          | <b>j</b> n  | <b>j</b> m  | jn          |
| Comfortable to drive/leg/head room                           | <b>j</b> m | <b>j</b> to | <b>j</b> to | <b>j</b> m  | <b>j</b> ta |
| Brand name   | <b>j</b> m | jn          | <b>j</b> n  | <b>j</b> m  | jn          |
| Towing capacity  | <b>j</b> m | <b>j</b> to | <b>j</b> to | <b>j</b> m  | <b>j</b> ta |
| Performance/handling/power                                   | <b>j</b> m | <b>j</b> n  | <b>j</b> m  | <b>j</b> m  | <b>j</b> n  |
| Green/environmentally friendly                               | <b>j</b> m | <b>j</b> to | <b>j</b> to | <b>j</b> m  | <b>j</b> ta |
| All wheel drive or 4-wheel drive                             | <b>j</b> m | jta         | <b>j</b> n  | <b>j</b> m  | <b>j</b> n  |
| Alternative fuels  | ja         | <b>j</b> so | <b>j</b> so | <b>j</b> m  | <b>j</b> ta |
| Gas mileage/fuel economy                                     | <b>j</b> m | jta         | <b>j</b> n  | <b>j</b> m  | <b>j</b> n  |
| Reliability/repair costs                                     | ja         | <b>j</b> so | <b>j</b> so | <b>j</b> m  | <b>j</b> ta |
| Cargo space  | <b>j</b> m | jn          | <b>j</b> m  | <b>j</b> m  | <b>j</b> n  |
| Seating capacity   | ja         | <b>j</b> sa | <b>j</b> so | <b>j</b> n  | <b>j</b> ta |
| Other factors/attributes in your top 5 (please specify here) |            |             |             |             |             |

Now we're interested in how you thought about fuel economy when you shopped for your most recently purchased new vehicle.

# Vehicle Purchase - Buyers Label 3\_Copy 10. On a scale of 1 to 7, where 1 is 'not important at all' and 7 is 'very important', how important a consideration was fuel economy when choosing your new vehicle? 3 1 = Not important at all 7 = Very important Level of importance \* 11. Before buying your most recent new vehicle, did you search for information about fuel economy/fuel consumption? jn No n Don't remember 12. Where did you search for information on fuel economy/fuel consumption? (please check all that apply) Auto magazines (e.g. Car & Driver, Road & Track, Motor Trend) Radio ads Vehicle Web sites (such as Edmunds.com, cars.com, vehix.com, kbb.com) Consumer Reports Manufacturers' Web sites Auto dealers Fuel economy label on vehicles Government Web sites (e.g. fueleconomy.gov, EPA Green Vehicle Guide) Asked others who have similar vehicle Television ads Environmental organizations Other (please specify here)

13. Please rate each of the following on a scale of 1 to 7 (with 1 being 'not compelling at all' and 7 being 'very compelling') in regard to how compelling they are to buying a <u>fuel efficient</u> vehicle.

|   | 1 - not<br>compelling<br>at all | 2          | 3          | 4           | 5           | 6           | 7 - very<br>compelling |
|---|---------------------------------|------------|------------|-------------|-------------|-------------|------------------------|
| Reduce our dependency on other countries              | <b>j</b> m                      | <b>j</b> m | Jm         | <b>j</b> ta | <b>j</b> to | <b>j</b> ta | <b>j</b> sa            |
| Makes our oil supplies last longer                    | <b>j</b> m                      | <b>j</b> m | <b>J</b> m | <b>j</b> m  | <b>j</b> m  | <b>j</b> m  | <b>j</b> m             |
| Reduces climate change                                | <b>j</b> m                      | <b>j</b> m | Jm         | <b>j</b> ta | <b>j</b> to | <b>j</b> ta | <b>j</b> sa            |
| To save money   | <b>j</b> m                      | <b>j</b> m | <b>J</b> m | <b>j</b> m  | <b>j</b> m  | <b>j</b> m  | <b>j</b> m             |
| To reduce the number of trips to the gas station      | <b>j</b> m                      | <b>j</b> m | Jm         | <b>j</b> ta | <b>j</b> to | <b>j</b> ta | <b>j</b> sa            |
| Better for the environment                            | <b>j</b> m                      | <b>j</b> m | <b>J</b> m | <b>j</b> m  | <b>j</b> m  | <b>j</b> m  | <b>j</b> m             |
| Other 'very compelling' factors (please specify here) |                                 |            |            |             |             |             |                        |

We are interested in your thoughts about the fuel economy label as a source of information.

14. Do you remember seeing the fuel economy label on vehicle windows when shopping for your most recent new vehicle?

| jm | No         |
|----|------------|
| jn | Yes        |
| jm | Don't know |

15. On a scale of 1 to 7, where 1 is 'not important at all' and 7 is 'very important', how important was the <u>FUEL ECONOMY</u> LABEL in helping you to choose the make and model of your most recent new vehicle?

|                     | 1 = Not important at all | 2           | 3           | 4          | 5          | 6           | 7 = Very important |
|---------------------|--------------------------|-------------|-------------|------------|------------|-------------|--------------------|
| Level of importance | <b>j</b> ta              | <b>j</b> to | <b>j</b> ta | <b>j</b> m | <b>j</b> n | <b>j</b> ta | <b>j</b> a         |

Please note that the information in the following paragraphs is not a question but a description of the different types of vehicle technologies. It is important to read the information below for answering questions on the following pages.

Four types of advanced technology vehicles are either already available or will be in the near future:

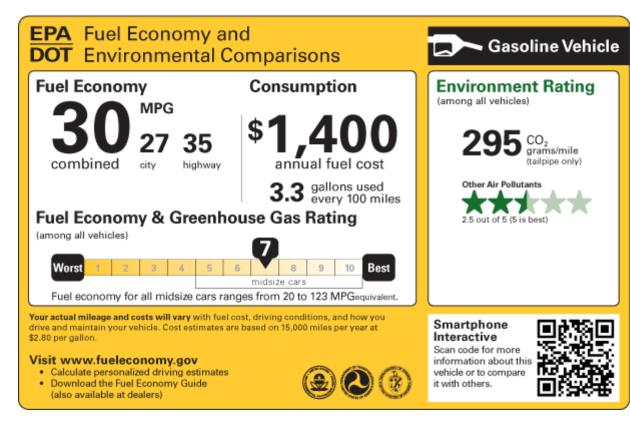
- Hybrid Vehicles use a gasoline engine as well as an electric motor to propel the vehicle. However, the only fuel a hybrid vehicle uses is gasoline, either to propel the vehicle or to charge the battery.
- Electric Vehicles use electricity stored in batteries to propel the vehicle. You charge the battery by plugging your vehicle into an electrical outlet. The vehicle travels until the charge is depleted or you re-charge it. You do not have the option to run it on gasoline.
- Extended Range Electric Vehicles have two modes of operation, when the battery is charged and when it isn't. 1) Once charged, the vehicle at first runs on only electricity. 2) When the battery is discharged, it uses gasoline, either to propel the vehicle or to charge the battery. Important: daily driving distance can GREATLY affect amount of gasoline used. Can go all the way from zero gasoline (if shorter commutes and plenty of recharging) to entirely gasoline (if longer drives and no recharging).
- Plug-in Hybrid Electric Vehicles work like an Extended Range Electric Vehicle in that it has two modes of operation—when battery is charged and when it isn't, but: 1) When it's charged, the vehicle uses up the charge along with some gasoline. 2) When the battery is discharged, it uses gasoline, either to propel the vehicle or to charge the battery. Important: daily driving distance can GREATLY affect amount of gasoline used.

To help consumers decide whether advanced technology vehicles might be good choices for them, the fuel economy label is being revised. These revisions will allow you to compare more accurately among all vehicle technologies. Your answers to the following questions will help this label redesign effort.

The next 6 questions ask you to look at the labels from two vehicles. YOU SHOULD ASSUME THAT ANY PLUG-IN VEHICLES START FULLY CHARGED AND THERE ARE NO RECHARGING OPPORTUNITIES DURING THE SPECIFIED TRIP.

WHEN ANSWERING QUESTIONS ON THE FOLLOWING PAGES, PLEASE BE SURE TO SCROLL TO THE RIGHT SO THAT YOU CAN SEE ALL OF BOTH LABELS.

## Vehicle A:



## Vehicle B:

Visit www.fueleconomy.gov

(also available at dealers)

. Download the Fuel Economy Guide

Calculate personalized driving estimates





**Environment Ratir** 

(among all vehicles)

Electric Ve

#### Smartphone Interactive

Scan code for more information about this vehicle or to compare it with others.



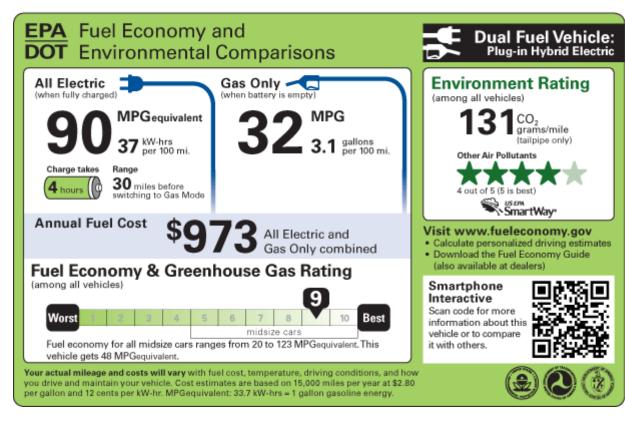
#### 16. Which vehicle is better for a round-trip of 120 miles?

To Vehicle A To Vehicle B To Both are equally good

#### 17. Which vehicle is better for a round-trip of 30 miles?

to Vehicle A to Vehicle B to Both are equally good

## Vehicle A:



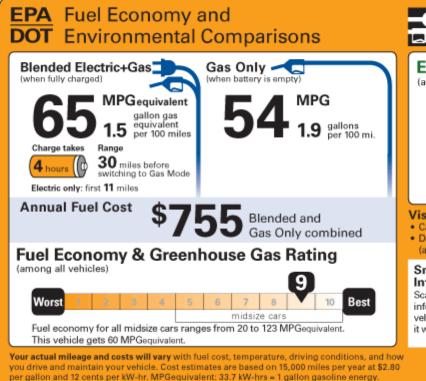
#### 18. Which vehicle is better for a round-trip of 20 miles?

Vehicle A My Vehicle B Both are equally good

#### 19. Which vehicle is better for a round-trip of 120 miles?

Vehicle A ho Both are equally good 

## Vehicle B:





#### **Environment Ratir**

CO<sub>2</sub> grams/mile (tailpipe onl

Other Air Pollutants



SmartWay

#### Visit www.fueleconomy.g

- Calculate personalized driving e
- . Download the Fuel Economy Gu (also available at dealers)

#### Smartphone Interactive

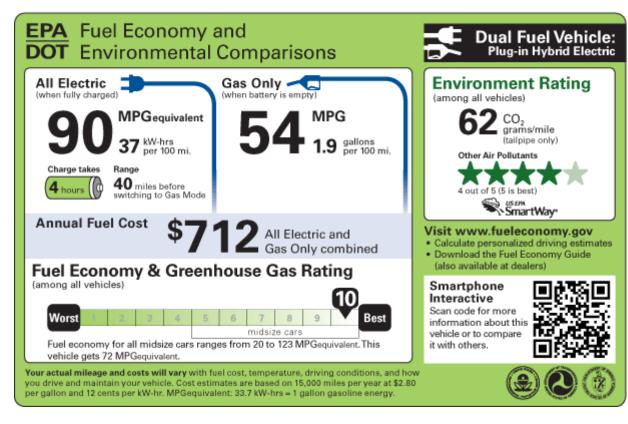
Scan code for more information about this vehicle or to compare it with others.







## Vehicle A:



#### 20. Which vehicle is better for a round-trip of 30 miles?

in Vehicle A in Vehicle B in Both are equally good

#### 21. Which vehicle is better for a round-trip of 120 miles?

to Vehicle A to Vehicle B to Both are equally good

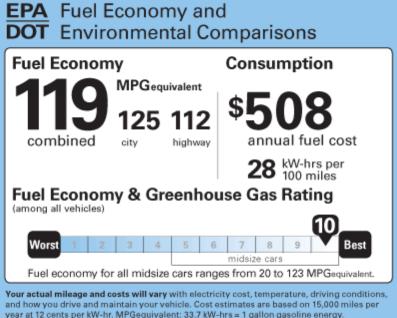
## Vehicle B:

Visit www.fueleconomy.gov

(also available at dealers)

Calculate personalized driving estimates

. Download the Fuel Economy Guide





**Environment Ratir** 

(tailpipe only)

(among all vehicles)

Electric Ve

#### Smartphone Interactive

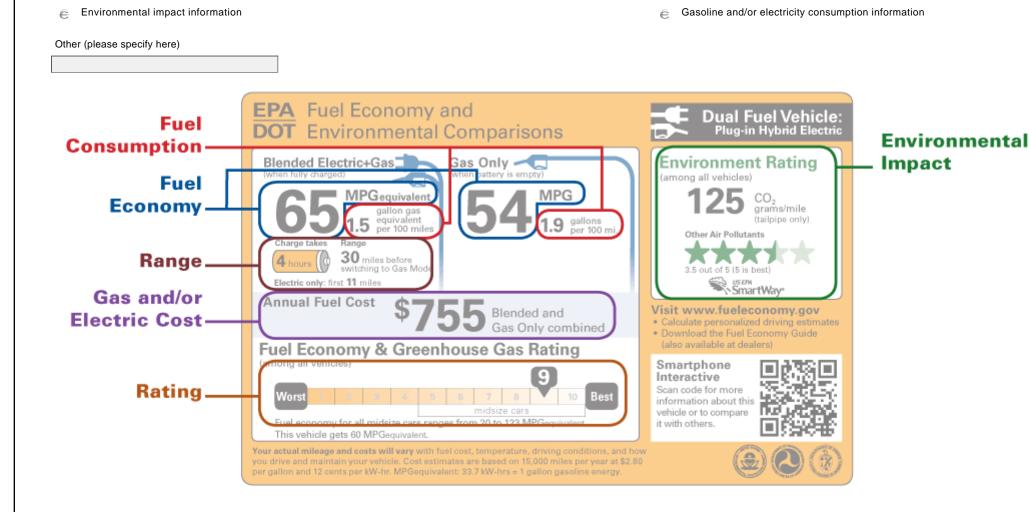
Scan code for more information about this vehicle or to compare it with others.



Vehicle range information

Rating information

22. What label information did you use in deciding which vehicle was better in the previous questions? (check all that apply) YOU MAY WANT TO USE THE LABEL BELOW TO ASSIST YOU AS YOU ANSWER THIS QUESTION.



The next 4 questions ask you to look at the labels for two vehicles and determine which you would purchase. For each question assume that the two vehicles are the same make and model, but

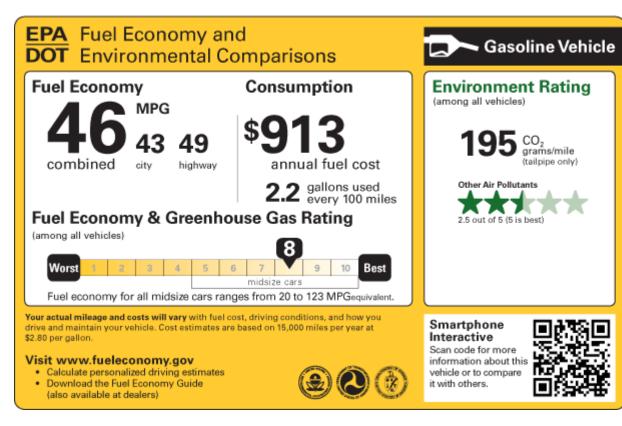
Fuel economy information

Gasoline and/or electricity cost information

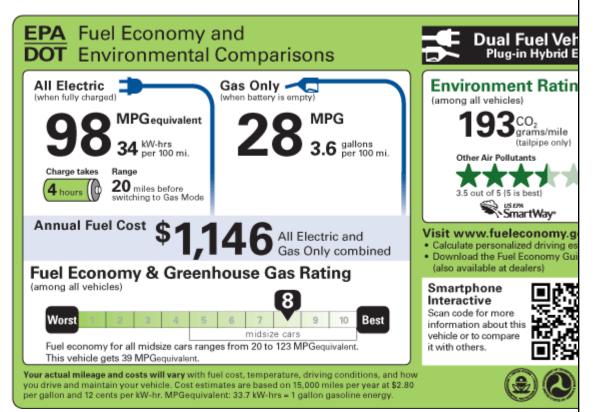
that the vehicle technology is different (for example, gasoline vehicle and electric vehicle). AS YOU ANSWER THESE QUESTIONS, PLEASE THINK ABOUT YOUR OWN DAILY DRIVING PATTERNS.

WHEN ANSWERING QUESTIONS ON THE FOLLOWING PAGES, PLEASE BE SURE TO SCROLL TO THE RIGHT SO THAT YOU CAN SEE ALL OF BOTH LABELS.

#### Vehicle A:



## Vehicle B:



23. Assuming the same make and model of vehicle for both labels above and assuming that both vehicles met all your other requirements (including size, reliability, comfort, performance, appearance, and safety) and are identical in purchase price, which vehicle would you purchase when you consider your typical travel pattern?

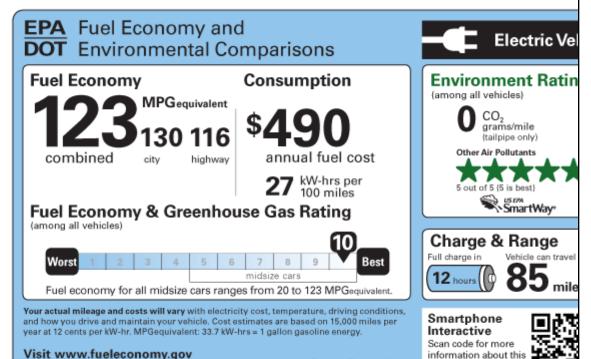
├∩ Vehicle A ├∩ Vehicle B

† Equally likely to purchase either vehicle

## Vehicle A:



## Vehicle B:



vehicle or to compare

it with others.

24. Assuming the same make and model of vehicle for both labels above and assuming that both vehicles met all your other requirements (including size, reliability, comfort, performance, appearance, and safety) and are identical in purchase price, which vehicle would you purchase when you consider your typical travel pattern?

jn Vehicle A

Equally likely to purchase either vehicle

Calculate personalized driving estimates

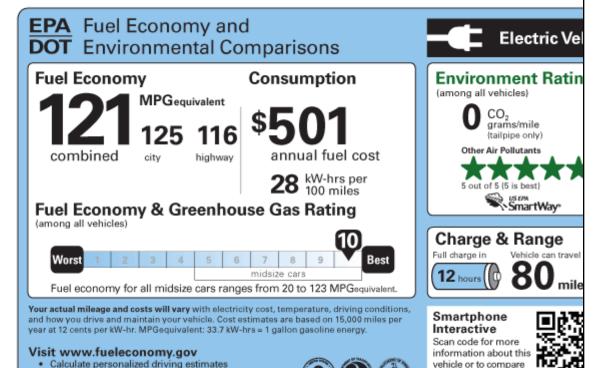
Download the Fuel Economy Guide

(also available at dealers)

## Vehicle A:



## Vehicle B:



it with others.

25. Assuming the same make and model of vehicle for both labels above and assuming that both vehicles met all your other requirements (including size, reliability, comfort, performance, appearance, and safety) and are identical in purchase price, which vehicle would you purchase when you consider your typical travel pattern?

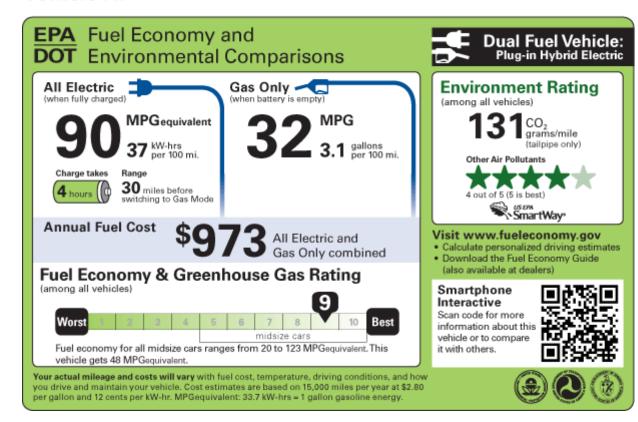
†∩ Vehicle A †∩ Vehicle B

Equally likely to purchase either vehicle

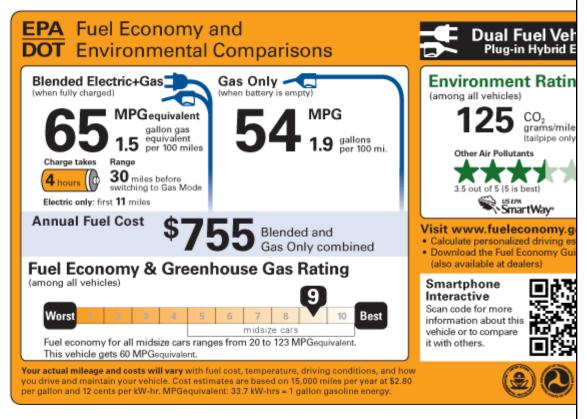
. Download the Fuel Economy Guide

(also available at dealers)

## Vehicle A:



## Vehicle B:



26. Assuming the same make and model of vehicle for both labels above and assuming that both vehicles met all your other requirements (including size, reliability, comfort, performance, appearance, and safety) and are identical in purchase price, which vehicle would you purchase when you consider your typical travel pattern?

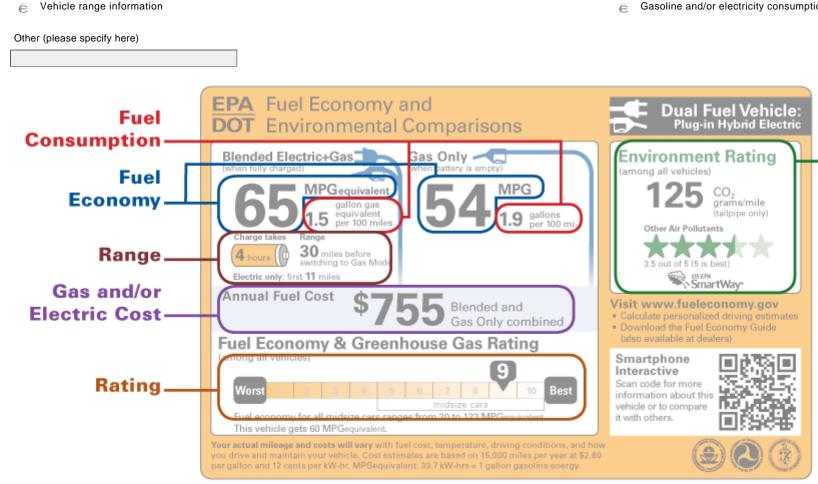
†∩ Vehicle A †∩ Vehicle B

Fig. Equally likely to purchase either vehicle

Fuel economy information

Rating information

27. What label information did you use in deciding which vehicle you would purchase in the previous questions? (check all that apply) YOU MAY WANT TO USE THE LABEL BELOW TO ASSIST YOU AS YOU ANSWER THIS QUESTION.



- Gasoline and/or electricity cost information
- Environmental impact information
- Gasoline and/or electricity consumption information

**Environmental** 

**Impact** 

28. Please rank order the top *five* things that would <u>motivate you to seriously consider buying</u> an advanced technology vehicle (such as an electric vehicle or a plug-in hybrid electric vehicle)? Do this by checking your #1 motivator in the #1 column, checking your #2 motivator in the #2 column, etc.

|   | #1 motivator          | #2 motivator | #3 motivator | #4 motivator | #5 motivator |
|---|-----------------------|--------------|--------------|--------------|--------------|
| Good vehicle range                                    | ja                    | jn           | <b>j</b> n   | jn           | <b>j</b> n   |
| Vehicle and parts are reliable                        | <b>j</b> m            | <b>j</b> n   | jn           | <b>j</b> n   | <b>j</b> m   |
| Environmental benefits                                | ja                    | <b>j</b> o   | <b>j</b> tn  | <b>j</b> n   | <b>j</b> m   |
| Lower cost of vehicle                                 | <b>j</b> n            | <b>j</b> n   | <b>j</b> m   | <b>j</b> n   | <b>j</b> m   |
| Good maintenance costs                                | ja                    | <b>j</b> o   | <b>j</b> ta  | <b>j</b> n   | <b>j</b> m   |
| Reduce the number of trips to the gas station         | <b>j</b> m            | <b>j</b> n   | jn           | <b>j</b> n   | jn           |
| Better fuel efficiency                                | ja                    | ja           | jn           | ja           | jm           |
| Reduce our dependence on gasoline                     | <b>j</b> m            | <b>j</b> n   | jn           | <b>j</b> n   | jn           |
| Lower fuel costs                                      | ja                    | <b>j</b> o   | <b>j</b> tn  | <b>j</b> n   | <b>j</b> m   |
| Other things in your top five that would motivate you | (please specify here) |              |              |              |              |
|   |                       |              |              |              |              |

29. The label that you saw for an electric vehicle shows that it emits 0 CO2 grams per mile (tailpipe only); all other vehicles emit some CO2 per mile from their tailpipes. What does it mean that electric vehicles are rated to have 0 CO2 emissions?

| jn     | The electricity used to power electric vehicles has no carbon dioxide emissions associated with it.   |
|--------|---|
| jn     | The electricity used to power electric vehicles may cause carbon dioxide emissions at a powerplant, but the vehicle does not produce any additional CO2 emissions |
| jn     | Other   |
| If 'ot | ner', please specify.   |
|        | 5   |
|        |   |

# Vehicle Purchase - Buyers Label 3\_Copy 30. Where would you prefer to see information on the CO2 emissions associated with producing electricity or other fuels which power vehicles? On the label, in addition to "tailpipe only" emissions † On the label, combined with tailpipe emissions, in addition to a "tailpipe only" emissions value On a website instead of the label; the label should have "tailpipe only" emissions Other (please specify below) information on the emissions associated with producing electricity and other fuels to power a vehicle is not important to me If 'other', please specify. In this section we would like to know a little bit about you. Please remember that all of your answers are strictly confidential. 31. On a scale of 1 to 7, where 1 = 'among the first people' and 7 = 'among the last people', how would you rate yourself in regard to when you generally get new gadgets that come on the market? 1 - among the first 7 - among the last I'm generally 32. What is your home zip code? Zip code 33. How many working motorized vehicles does your household have? <u>jn</u> 1 m 2 m 3 m 4 5 or more 34. How many licensed drivers in your household? <u>m</u> 2 m 3 5 or more jn 1

## 35. What is your gender?

| jn | Male   |
|----|--------|
| m  | Female |

# 36. Which of the following ranges includes your age?

```
    jn
    18-24
    jn
    45-54

    jn
    25-34
    jn
    55-64

    jn
    35-44
    jn
    65 or over
```

#### 37. What is the highest level of education you have completed?

```
jn Less than high school

jn College graduate (Bachelor's degree or equivalent)

jn High school diploma or GED

jn Postgraduate degree (Masters, Doctorate, Law, Medical)

some college / AA degree / Technical school degree
```

38. How many people live in your household? Number of people includes you, your spouse/partner, your children (including full-time students under age 23 even if they do not live at home), and any legal dependents.



# 39. Which of the following categories includes your household's total 2009 income (before taxes)?

```
      jn
      Less than $15,000
      jn
      $75,000 to less than $100,000

      jn
      $15,000 to less than $25,000
      jn
      $100,000 to less than $125,000

      jn
      $25,000 to less than $50,000
      jn
      $125,000 to less than $150,000

      jn
      $50,000 to less than $75,000
      jn
      $150,000 or more
```

## 40. Do you have any comments about the label designs you saw in this survey?



These were all the questions we had for you today. BE SURE TO CLICK THE 'DONE' BUTTON BELOW SO THAT YOUR ANSWERS ARE ENTERED.