

# CFI/FCG OMB CLEARANCE SURVEY MAP

**Survey:** NHTSA  
**IA#:** 30678 Amend 3  
**Date:** 1/15/2019

**SURVEY TYPE:** Relationship (tab 4)

Survey Q#	Type#	Type Topic
1	Standard	Look and Feel - Appeal
2	Standard	Look and Feel - Balance
3	Standard	Look and Feel - Readability
4	Standard	Site Performance - Loading
5	Standard	Site Performance - Consistency
6	Standard	Site Performance - Completeness
7	Standard	Navigation - Organized
8	Standard	Navigation - Options
9	Standard	Navigation - Layout
10	Standard	Information Browsing - Sort
11	Standard	Information Browsing - Narrow
12	Standard	Information Browsing - Features
13	Standard	Site Information - Thoroughness
14	Standard	Site Information - Understandable
15	Standard	Site Information - Answers
16	Standard	Satisfaction - Overall
17	Standard	Satisfaction - Expectations
18	Standard	Satisfaction - Ideal
19	Standard	Return
20	Standard	Recommend
21	Standard	Primary Resource
22	Standard	Trust - Best Interests
23	Standard	Trust - Trustworthy
24	Standard	Trust - Do Right
25	Standard	Future Participation
26	Custom	Visit Frequency
27	Custom	Role
28	Custom	Other Role
29	Custom	Vehicle Info
30	Custom	Other Vehicle Info
31	Custom	Reason
32	Custom	Other_Reason
33	Custom	Protecting
34	Custom	Other_Protecting
35	Custom	Area
36	Custom	Other Area
37	Custom	Shoppers
38	Custom	Other Shoppers
39	Custom	5 Star Info
40	Custom	5 Star Improve
41	Custom	Owners
42	Custom	Recall Info Type
43	Custom	Air Bag - why
44	Custom	OE_Air Bag info
45	Custom	OE_Recall Info Type
46	Custom	Recalls Improve
47	Custom	Other Owners
48	Custom	Manufacturer
49	Custom	Other Manufacturer
50	Custom	Parents
51	Custom	Other Parents
52	Custom	Center Links
53	Custom	OE_Center Links
54	Custom	OE Why Look
55	Custom	VIN recall search
56	Custom	VIN search
57	Custom	VIN clear expl
58	Custom	OE VIN clear expl

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Survey Q#	Type#	Type Topic
59	Custom	VIN experience
60	Custom	OE VIN exper
61	Custom	VIN results clear
62	Custom	OE VIN results not clear
63	Custom	VIN info needed
64	Custom	OE VIN info needed
65	Custom	VIN search addtl
66	Custom	VIN search not used
67	Custom	OE VIN search not used
68	Custom	Other Complaint - Type
69	Custom	Other complaint filing type
70	Custom	Complaint form ease of use
71	Custom	OE - Complaint form not easy
72	Custom	Complaint form issues
73	Custom	Other complaint form issues
74	Custom	OE Complaint - Not File
75	Custom	Complaint - Confirmation
76	Custom	OE Complaint Confirmation
77	Custom	Look for Info
78	Custom	Other Look for Info
79	Custom	Search
80	Custom	Other Search
81	Custom	Search Improvement
82	Custom	OE_Search Improvement
83	Custom	Find
84	Custom	OE Did Not Find
85	Custom	Find Not Looking For
86	Custom	OE_Find Not Looking For
87	Custom	Time on Site
88	Custom	Chatted with Someone
89	Custom	Chat Rep Helped
90	Custom	OE_Chat Help What
91	Custom	OE_Chat Improvement
92	Custom	Online Transparency - Accessibility
93	Custom	OE Online Transparency
94	Custom	Email Updates
95	Custom	Campaigns
96	Custom	OE Improvement

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1	Standard
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4	Standard
5	Standard
6	Standard
7	Standard
8	Standard
9	Standard
10	Standard
11	Standard
12	Standard
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Type Topic
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Look and Feel - Appeal

Look and Feel - Balance

Look and Feel - Readability

Site Performance - Loading

Site Performance - Consistency

Site Performance - Completeness

Navigation - Organized

Navigation - Options

Navigation - Layout

Information Browsing - Sort

Information Browsing - Narrow

Information Browsing - Features

Site Information - Thoroughness

Site Information - Understandable

Site Information - Answers

Satisfaction - Overall

Satisfaction - Expectations

Satisfaction - Ideal

Return

Recommend

Primary Resource

Trust - Best Interests

Trust - Trustworthy

Trust - Do Right

Future Participation

Visit frequency

OE\_New Site\_Compare

Role

Other role

Vehicle Info

Other Vehicle Info

Driving Safety

Other Driving Safety

Car seat info

Other car seat info

Vehicle Safety

Air bag - why

OE\_Air Bag info

Other Vehicle Safety

Why Looking for Info

VIN recall search

VIN search  
VIN clear expl  
OE VIN clear expl  
VIN experience  
OE VIN exper  
VIN results clear  
OE VIN results not clear  
VIN info needed  
OE VIN info needed  
VIN search addtl  
Difficulty Find MYM  
MYM search experience  
OE\_MYM Issue  
VIN search not used  
OE VIN search not used  
Other complaint type  
Why not file complaint  
Confirmation Complaint  
OE Confirmation Complaint  
Use information  
OE\_Use Info  
Accomplish  
Could not accomplish  
Chatted with Someone  
Chat Rep Helped  
OE\_Chat Help What  
OE\_Chat Improvement  
Navigation  
Navigation difficulty  
Other navigation difficulty  
Unexpected Links  
Search  
Search experience  
Other search difficulty  
Search Improvement  
OE\_Search Improvement  
Campaigns  
OE - Ideal site  
OE - Additional features