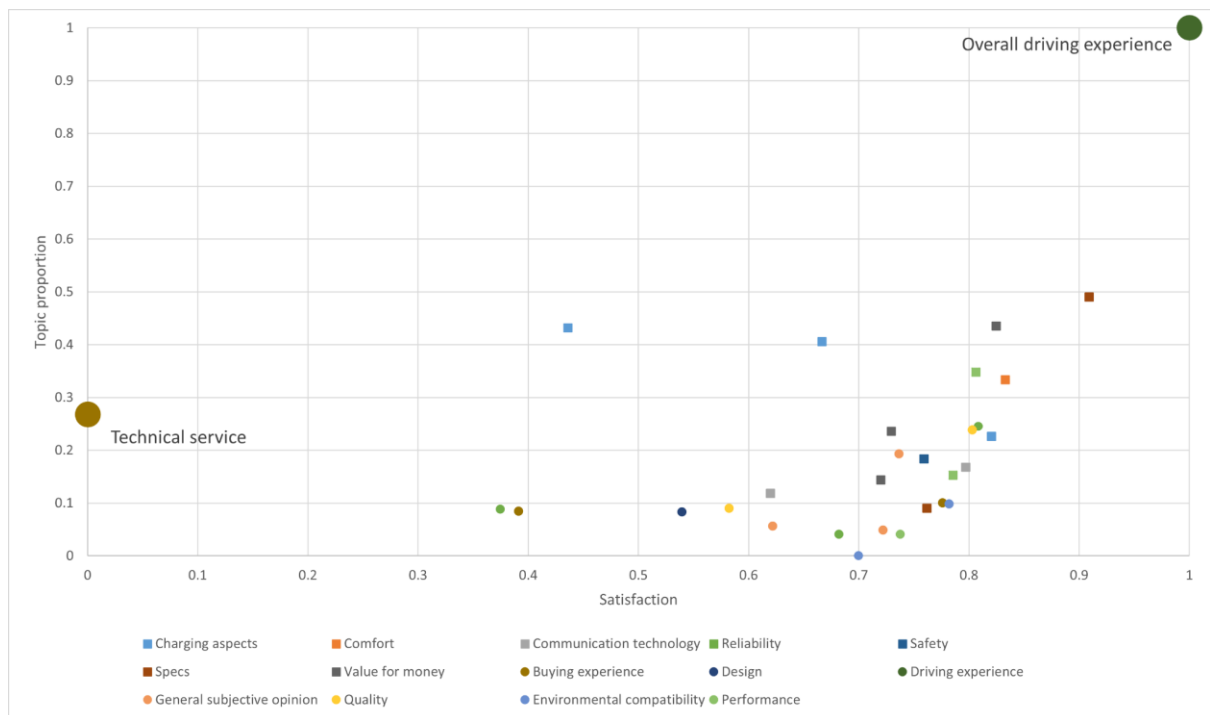


APPENDIX J.1.

ALIGNING EVs CUSTOMER EXPERIENCE WITH OVERALL VEHICLE RATING - WITH OUTLIERS



APPENDIX J.2.

ALIGNING ICVs CUSTOMER EXPERIENCE WITH OVERALL VEHICLE RATING - WITH OUTLIERS

