



Press Release

J.D. Power Asia Pacific Reports: Ten FAW-VW Dealerships Receive Dealer of Excellence Awards, the First to be Issued in China

SHANGHAI: 21 July 2008 — Ten FAW-VW dealerships in China have received the esteemed J.D. Power Asia Pacific Dealer of Excellence Award. The award and certification program recognizes dealers who provide an outstanding customer experience during the new-vehicle sales and after-sales service processes.

The FAW-VW dealerships receiving the award are:

- Beijing Tianda Auto Sales & Service Co., Ltd., for sales excellence
- Changchun Huiteng Auto Sales & Service Co., Ltd., for service excellence
- Dalian Jieshida Auto Sales & Service Co., Ltd., for sales excellence
- Dongying Pandeng Import Auto Service Co., Ltd., for service excellence
- Hunan Yongtong Automobile Sales Co., Ltd., for sales excellence
- Liaoning Hexing Volkswagen Sales & Service Co., Ltd., for sales excellence
- Liaoning Huihua Auto Group Co., Ltd., for sales excellence
- Nanjing Xiezhong Group Auto Co., Ltd., for sales excellence
- Shenyang Hezhong Auto Sales & Service Co., Ltd., for sales and service excellence
- Zhejiang FAW Sales and Service Co., Ltd., for sales excellence

“By being the first automotive brand in China to receive this designation, FAW-VW demonstrates its commitment to implementing innovative and cutting-edge practices that promote high levels of sales and service customer satisfaction,” said Steve Goodall, president of J.D. Power and Associates. “FAW-VW performs a particularly impressive feat by earning Dealer of Excellence Certification for ten of its dealerships.”

The Dealer of Excellence Recognition Program is open to all automotive manufacturers (on behalf of their dealer networks) and all automotive dealers across the country. The program, now in its inaugural year in China, is independently administered by J.D. Power Asia Pacific. Using survey data from recent customers of dealerships, J.D. Power and Associates certifies only those dealers that complete a rigorous certification process and meet or exceed pre-determined benchmark scores from its nationally syndicated China Sales Satisfaction Index Study and China Customer Service Index Study.

“The Dealer of Excellence awards provide Chinese consumers with one more important measurement by which to evaluate dealerships,” said Goodall. “Our experience in other markets demonstrates that dealerships that implement strict and scientific service standards build loyalty among customers and gain long-term benefits for their businesses and the manufacturers they serve. These efforts by dealers in China will achieve the ultimate goal of benefiting the Chinese consumer.”

About J.D. Power Asia Pacific

J.D. Power in the Asia Pacific region has offices in Tokyo, Singapore and China conducting customer satisfaction research and providing consulting services in the automotive, information technology and finance industries. Together, the three offices bring the language of customer satisfaction to consumers and businesses in China, India, Indonesia, Japan, Malaysia, Philippines, Taiwan and Thailand. Information regarding J.D. Power Asia Pacific and its products can be accessed through the Internet at www.jdpower.com. Media e-mail contact: merry_yu@jdpower.com.sg

About J.D. Power and Associates

Headquartered in Westlake Village, Calif., J.D. Power and Associates is a global marketing information services company operating in key business sectors including market research, forecasting, performance improvement,

training and customer satisfaction. The company's quality and satisfaction measurements are based on responses from millions of consumers annually. J.D. Power and Associates is a business unit of The McGraw-Hill Companies.

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Founded in 1888, The McGraw-Hill Companies (NYSE: MHP) is a leading global information services provider meeting worldwide needs in the financial services, education and business information markets through leading brands such as Standard & Poor's, McGraw-Hill Education, *BusinessWeek* and J.D. Power and Associates. The Corporation has more than 280 offices in 40 countries. Sales in 2007 were \$6.8 billion. Additional information is available at <http://www.mcgraw-hill.com>.

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