

Most Owners Still in Love with Their Three-Year-Old Vehicles, J.D. Power Finds

Vehicle Dependability Significantly Improves for Most Automakers

COSTA MESA, Calif.: 14 Feb. 2018 — On a day when people traditionally demonstrate their love for another person, consumers' affection for their three-year-old vehicles is equally apparent in the J.D. Power 2018 U.S. Vehicle Dependability StudySM (VDS), released today. Overall vehicle dependability improves 9% from 2017, the first time the industry score has improved since 2013.

The study, now in its 29th year, measures the number of problems experienced per 100 vehicles (PP100) during the past 12 months by original owners of 2015 model-year vehicles. A lower score reflects higher quality, and the study covers 177 specific problems grouped into eight major vehicle categories. The overall industry average improves by 14 PP100 to 142 PP100 from 156 PP100 in 2017.

“For the most part, automotive manufacturers continue to meet consumers' vehicle dependability expectations,” said **Dave Sargent, Vice President, Global Automotive at J.D. Power**. “A 9% improvement is extremely impressive, and vehicle dependability is, without question, at its best level ever. For people looking for a new or used model, now is a good time to find that special vehicle.”

Following are some of the study's key findings:

- **In-vehicle technology continues to be most problematic:** Audio/Communications/Entertainment/Navigation (ACEN) remains a troublesome category for vehicle owners, receiving the highest frequency of complaints. The two most common problems relate to built-in voice recognition (9.3 PP100) and built-in Bluetooth connectivity (7.7 PP100).
- **Mass Market brands continue to close the gap with Luxury brands:** The Mass Market average (143 PP100) is now just 7 PP100 behind the Luxury average (136 PP100). This is a result of many high-volume vehicles rewarding their owners with excellent long-term dependability.

J.D. Power finds that vehicle residual values can be significantly affected by better long-term quality.

“Strong dependability scores not only improve demand for used vehicles, but also are a contributor to higher residual values,” said **Jonathan Banks, Vice President of Vehicle Analysis and Analytics at J.D. Power**. “Improving dependability ultimately supports new vehicle sales and provides a better perception of the brand.”

Highest-Ranked Brands

Lexus ranks highest in overall vehicle dependability among all brands, with a score of 99 PP100. This is the seventh consecutive year Lexus has led the VDS rankings. **Porsche** ranks second with 100 PP100.

Buick ranks highest in overall vehicle dependability among Mass Market brands with a score of 116 PP100.

Fiat is the most improved brand, with owners indicating 106 fewer PP100 than in 2017. **Infiniti** has the largest improvement in rank, moving from 29th to 4th. Other brands with strong improvements include **Nissan** (37 fewer PP100 than in 2017) and **Ford** (31 fewer PP100 than in 2017). **Kia**'s fifth-place ranking is the brand's best-ever VDS performance. **Dodge** and Nissan also post their best-ever rankings.

Toyota Motor Corporation models receive six of the 19 segment awards, the most for an individual corporation in the study. These awardees are Lexus CT, Lexus ES, Lexus GS, Lexus RX, Toyota Prius and Toyota Tacoma.

General Motors models receive five segment awards for the Buick LaCrosse, Chevrolet Equinox, Chevrolet Malibu, Chevrolet Traverse and Chevrolet Silverado.

Audi Q3 is the only model in the 2018 study to receive an award in its introduction year. Other models receiving segment awards are the Dodge Challenger, Ford Super Duty, Ford Expedition, Honda Odyssey, Hyundai Tucson, Kia Rio and Mercedes-Benz GLK-Class.

The 2018 U.S. Vehicle Dependability Study is based on responses from 36,896 original owners of 2015 model-year vehicles after three years of ownership. The study was fielded in October-December 2017.

For more information about the 2018 U.S. Vehicle Dependability Study, visit <http://www.jdpower.com/resource/us-vehicle-dependability-study>.

See the online press release at <http://www.jdpower.com/pr-id/2018016>.

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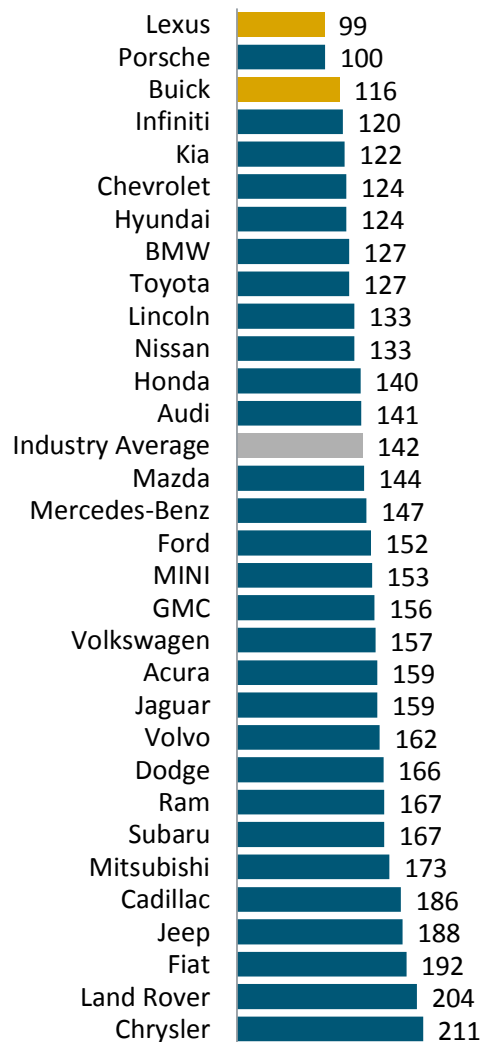
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NOTE: Three charts follow.

J.D. Power 2018 U.S. Vehicle Dependability StudySM (VDS)

2018 Brand Ranking

Problems per 100 Vehicles (PP100)



Lexus ranks highest among Luxury brands, and is noted by a gold bar. Buick ranks highest among Mass Market brands, and is noted by a gold bar. Included in the study, but not ranked due to small sample size is smart.

Source: J.D. Power 2018 U.S. Vehicle Dependability StudySM (VDS)

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J.D. Power 2018 U.S. Vehicle Dependability StudySM (VDS)

Top 3 models per segment Car Segments

Small Car Highest Ranked: Kia Rio Chevrolet Sonic Nissan Versa	Midsize Car Highest Ranked: Chevrolet Malibu Toyota Camry Buick Regal
Small Premium Car* Highest Ranked: Lexus CT BMW 2 Series	Midsize Sporty Car* Highest Ranked: Dodge Challenger Chevrolet Camaro
Compact Car Highest Ranked: Toyota Prius Buick Verano Nissan LEAF	Midsize Premium Car* Highest Ranked: Lexus GS BMW 5 Series
Compact Premium Car Highest Ranked: Lexus ES Infiniti Q40 BMW 4 Series	Large Car Highest Ranked: Buick LaCrosse Chevrolet Impala Ford Taurus

*No other model in this segment performs above segment average.

There must be at least three models with 80% of market sales or four models with 67% of the market sales in any given award segment for an award to be presented. In the City Car, Compact Multi-Purpose Vehicle, Compact Premium Sporty Car, Compact Sporty Car, Midsize Premium Sporty Car, Large Premium Car, and Large Premium SUV segments, these criteria were not met, thus no awards have been issued.

Source: J.D. Power 2018 U.S. Vehicle Dependability StudySM (VDS)

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Top 3 models per segment SUV, Van, Pickup Segments

Small SUV Highest Ranked: Hyundai Tucson Chevrolet Trax Volkswagen Tiguan	Midsize Premium SUV Highest Ranked: Lexus RX Lincoln MKX Lexus GX
Small Premium SUV Highest Ranked: Audi Q3 BMW X1 Mercedes-Benz GLA	Minivan* Highest Ranked: Honda Odyssey Chrysler Town & Country
Compact SUV Highest Ranked: Chevrolet Equinox GMC Terrain Ford Escape	Large SUV* Highest Ranked: Ford Expedition Chevrolet Tahoe
Compact Premium SUV Highest Ranked: Mercedes-Benz GLK-Class Porsche Macan Lexus NX	Large Light Duty Pickup* Highest Ranked: Chevrolet Silverado Ford F-150
Midsize Pickup* Highest Ranked: Toyota Tacoma Nissan Frontier	Large Heavy Duty Pickup* Highest Ranked: Ford Super Duty Chevrolet Silverado HD
Midsize SUV Highest Ranked: Chevrolet Traverse Buick Enclave (Tied) Hyundai Santa Fe (Tied) Toyota Venza (Tied)	

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