

Most Owners Still in Love with Their Three-Year-Old Vehicles, J.D. Power FindsLexus Ranks Highest among Luxury Brands; Toyota Ranks Highest among Mass Market Brands

COSTA MESA, Calif: 13 Feb. 2019 — It's a continuing love story for most owners and their vehicles as overall dependability for three-year-old vehicles improves 4% from last year, according to the J.D. Power 2019 U.S. Vehicle Dependability StudySM (VDS), released today.

"Vehicle dependability continues to improve, but I wouldn't say that everything is rosy," said **Dave Sargent, Vice President of Global Automotive at J.D. Power**. "Vehicles are more reliable than ever, but automakers are wrestling with problems such as voice recognition, transmission shifts and battery failures. Flawless dependability is a determining factor in whether customers remain loyal to a brand, so manufacturers need to help customers who are currently experiencing vehicle problems and address these trouble spots on future models."

The study, now in its 30th year, measures the number of problems experienced per 100 vehicles (PP100) during the past 12 months by original owners of three-year-old model-year vehicles. The 2019 study measures problems in model year 2016 vehicles. A lower score reflects higher quality, and the study covers 177 specific problems grouped into eight major vehicle categories.

Highest-Ranked Brands

Lexus ranks highest in overall vehicle dependability among all brands, with a score of 106 PP100. This is the eighth consecutive year Lexus ranks highest. **Porsche** and **Toyota** rank second in a tie with 108 PP100 each. **Chevrolet** and **Buick** round out the top five.

Chrysler is the most-improved brand, with a reduction of 65 PP100 since 2018. Other brands with strong gains include **MINI** (improvement of 34 PP100) and **Subaru** (improvement of 31 PP100).

General Motors Company receives five segment awards for the Buick LaCrosse, Buick Verano, Chevrolet Equinox, Chevrolet Silverado HD and Chevrolet Sonic.

Toyota Motor Corporation receives four segment awards for the Lexus ES, Lexus GX, Toyota Camry and Toyota Tundra.

Following are additional key findings of the 2019 study:

- **Vehicle dependability improves but at a slower rate:** The industry average for 2019 is 136 PP100, an improvement of 6 PP100 from last year, which is a lower rate of improvement than the 14 PP100 in 2018 compared with 2017.
- **Mass market brands outperform luxury brands in dependability for first time:** Model year 2016 mass market brands average 135 PP100 compared with 141 PP100 for luxury brands.
- **German brands show notable improvement: Audi, BMW, Mercedes-Benz and Volkswagen** all improve this year. Along with **Porsche**, all Germany brands are better than the industry average, the first time this has happened in the 30 years of the study.

- **Most Dependable Model:** The **Porsche 911** is the highest-ranked model in the 2019 study. This is the first year that a Most Dependable Model has been awarded.

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

“The used-vehicle market is where dealers can see increased profits this year,” said **Jonathan Banks, Vice President of Vehicle Analysis and Analytics at J.D. Power**. “Stocking dealership lots with vehicles having strong dependability scores will help support new-vehicle sales in the future, create a positive brand perception and drive foot traffic.”

The 2019 U.S. Vehicle Dependability Study is based on responses from 32,952 original owners of 2016 model-year vehicles after three years of ownership. The study was fielded in October-December 2018.

For more information about the 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/2019024>.

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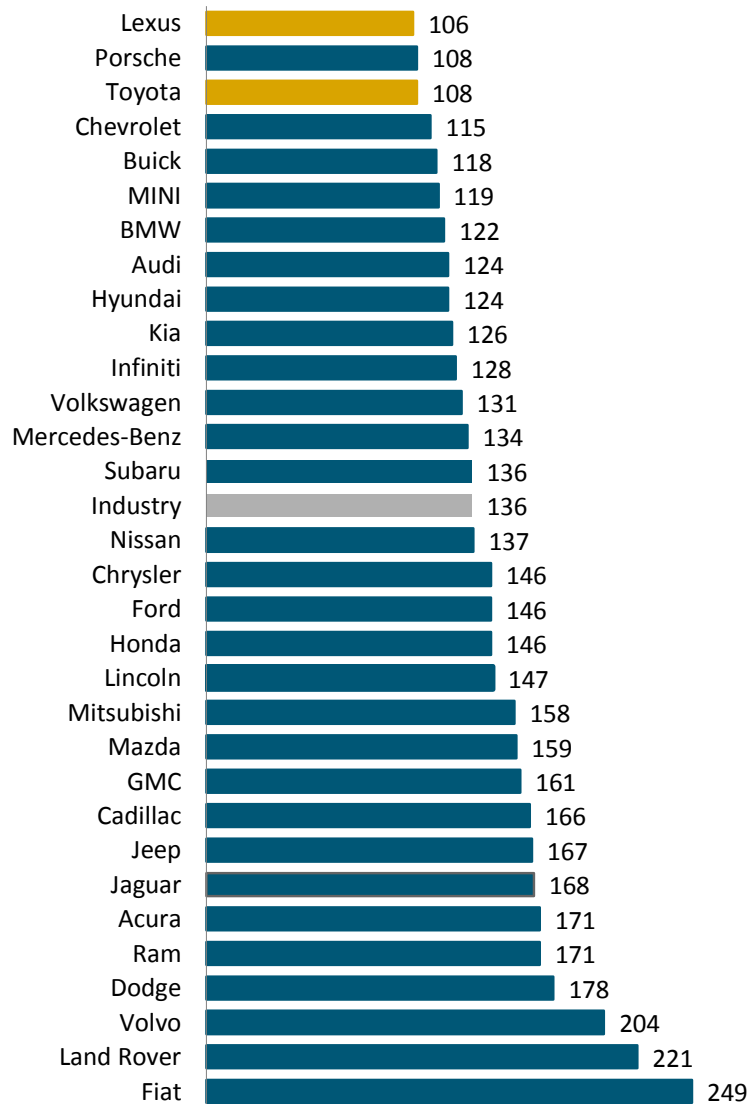
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NOTE: Three charts follow.

J.D. Power 2019 U.S. Vehicle Dependability StudySM (VDS)

2019 Brand Ranking

Problems per 100 Vehicles (PP100)



Lexus ranks highest among Luxury brands, and is noted by a gold bar. Toyota 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 2019 U.S. Vehicle Dependability StudySM (VDS)

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J.D. Power 2019 U.S. Vehicle Dependability StudySM (VDS)

Most Dependable Model

Porsche 911

Top Three Models per Segment

Car Segments

Small Car Highest Ranked: Chevrolet Sonic Hyundai Accent Nissan Versa	Midsize Car Highest Ranked: Toyota Camry Buick Regal (Tie) Volkswagen Passat (Tie)
Compact Car Highest Ranked: Buick Verano Toyota Corolla Chevrolet Cruze	Midsize Sporty Car* Highest Ranked: Dodge Challenger
Compact Sporty Car* Highest Ranked: MINI Cooper Mazda MX-5 Miata	Midsize Premium Car Highest Ranked: BMW 5 Series Audi A7 Mercedes-Benz E-Class
Compact Multi-Purpose Vehicle* Highest Ranked: Kia Soul Toyota Prius v	Large Car Highest Ranked: Buick LaCrosse Chevrolet Impala Toyota Avalon
Compact Premium Car Highest Ranked: Lexus ES Audi A5 Audi A4	

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

Models must have sufficient sample to be considered for the most dependable model award. Models are considered from all segments regardless of segment eligibility.

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 Premium Sporty Car, Small Premium 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 2019 U.S. Vehicle Dependability StudySM (VDS)

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2019 U.S. Vehicle Dependability StudySM (VDS)

Top Three Models per Segment

SUV, Van, Pickup Segments

Small SUV Highest Ranked: Volkswagen Tiguan Buick Encore (Tie) Kia Sportage (Tie)	Midsize Premium SUV Highest Ranked: Lexus GX Lexus RX Mercedes-Benz GLE
Small Premium SUV* Highest Ranked: Audi Q3 BMW X1	Minivan* Highest Ranked: Chrysler Town & Country Toyota Sienna
Compact SUV Highest Ranked: Chevrolet Equinox GMC Terrain Toyota RAV4	Large SUV Highest Ranked: Ford Expedition Chevrolet Tahoe Chevrolet Suburban
Compact Premium SUV Highest Ranked: BMW X3 Porsche Macan Infiniti QX50	Large Light Duty Pickup* Highest Ranked: Toyota Tundra Chevrolet Silverado
Midsize Pickup Highest Ranked: Nissan Frontier Chevrolet Colorado GMC Canyon	Large Heavy Duty Pickup* Highest Ranked: Chevrolet Silverado HD Ford Super Duty
Midsize SUV Highest Ranked: Hyundai Santa Fe Chevrolet Traverse Toyota Highlander	

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