Despite Best Efforts by Leading Tech Companies, Consumers Still Aren’t Connecting, J.D. Power Finds

TROY, Mich.: 11 Nov. 2021 — The top-cited problem for new-vehicle owners is connectivity issues with Apple CarPlay or Android Auto, according to the J.D. Power 2021 U.S. Multimedia Quality and Satisfaction Study,SM released today. With newly added capabilities, tech companies and automakers are delivering on consumers’ desires to wirelessly connect smartphones to infotainment systems. However, owners whose vehicles have wireless Apple CarPlay or Android Auto connectivity capability cite more problems (7.1 problems per 100 vehicles) than those whose vehicles do not (4.0 PP100).

“Smartphone mirroring has shown to be a source of problems for several years now but has become more problematic this year with the growing ability to wirelessly connect the feature on a number of vehicles,” said Brent Gruber, senior director of global automotive quality at J.D. Power. “Fortunately, the top tech companies and automakers have the ability to generate demand for new or upgraded technologies while troubleshooting current issues as the rollout continues.”

Top-performing vehicles in each segment are as follows:

- Midsize/Large: Nissan Maxima
- Midsize/Large Premium: Cadillac Escalade and Chevrolet Corvette
- Small/Compact: Nissan Sentra for a second consecutive year
- Small/Compact Premium: BMW 4 Series

The 2021 U.S. Multimedia Quality and Satisfaction Study is based on responses from 110,827 purchasers and lessees of new 2021 model-year vehicles who were surveyed after 90 days of ownership. The study was fielded from February through July 2021.


To view the online press release, please visit http://www.jdpower.com/pr-id/20211110.

About J.D. Power
J.D. Power is a global leader in consumer insights, advisory services and data and analytics. A pioneer in the use of big data, artificial intelligence (AI) and algorithmic modeling capabilities to understand consumer behavior, J.D. Power has been delivering incisive industry intelligence on customer interactions with brands and products for more than 50 years. The world’s leading businesses across major industries rely on J.D. Power to guide their customer-facing strategies.

J.D. Power has offices in North America, Europe and Asia Pacific. To learn more about the company’s business offerings, visit JD.Power.com/business. The J.D. Power auto shopping tool can be found at JDPower.com.

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# # #
Note: Four charts follow.
J.D. Power
2021 U.S. Multimedia Quality and Satisfaction Study™

Overall Multimedia Customer Quality and Satisfaction Index Ranking
(Based on a 1,000-point scale)

Top Three Series per Segment

**Midsize/Large**
- Nissan Maxima: 942
- Dodge Charger: 926
- Dodge Challenger: 925

**Midsize/Large Premium**
- Cadillac Escalade: 924
- Chevrolet Corvette: 924
- Cadillac CT5: 923

**Small/Compact**
- Nissan Sentra: 910
- Kia Forte: 908
- Ford Bronco Sport: 904
- Kia Sportage: 904
- Nissan Rogue: 904

**Small/Compact Premium**
- BMW 4 Series: 920
- BMW X4: 919
- Genesis G70: 909

Source: J.D. Power 2021 U.S. Multimedia Quality and Satisfaction Study™

Charts and graphs extracted from this press release for use by the media must be accompanied by a statement identifying J.D. Power as the publisher and the study from which it originated as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. No advertising or other promotional use can be made of the information in this release or J.D. Power survey results without the express prior written consent of J.D. Power.
## J.D. Power
### 2021 U.S. Multimedia Quality and Satisfaction Study™

#### Overall Multimedia Customer Quality and Satisfaction Index Ranking
(Based on a 1,000-point scale)

#### Multimedia System Suppliers for Top Three Series per Segment

**Small/Compact Premium**

1. Alps Alpine Co., LTD (BMW 4 Series) - 920
2. Alps Alpine Co., LTD (BMW X4) - 919
3. MOBIS (Genesis G70) - 909

*Note: No awards are issued in situations where a supplier or single supplier cannot be identified. Segments without Multimedia Supplier awards this year include Midsize/Large, Midsize/Large Premium and Small/Compact.*

*Source: J.D. Power 2021 U.S. Multimedia Quality and Satisfaction Study™*

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### Overall Multimedia Customer Quality and Satisfaction Index Ranking

(Based on a 1,000-point scale)

#### Navigation Suppliers for Top Three Series per Segment

### Midsize/Large

<table>
<thead>
<tr>
<th>Supplier</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>NNG (Dodge Challenger)</td>
<td>952</td>
</tr>
<tr>
<td>Sourcing Not Available (Chevrolet Camaro)</td>
<td>936</td>
</tr>
<tr>
<td>Sourcing Not Available (Toyota Camry)</td>
<td>936</td>
</tr>
</tbody>
</table>

### Small/Compact

<table>
<thead>
<tr>
<th>Supplier</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hyundai MnSOFT (Kia Forte)</td>
<td>943</td>
</tr>
<tr>
<td>Sourcing Not Available (Toyota C-HR)</td>
<td>936</td>
</tr>
<tr>
<td>Sourcing Not Available (Nissan Rogue)</td>
<td>935</td>
</tr>
</tbody>
</table>

### Small/Compact Premium

<table>
<thead>
<tr>
<th>Supplier</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alps Alpine Co., LTD (BMW 4 Series)</td>
<td>937</td>
</tr>
<tr>
<td>Alps Alpine Co., LTD (BMW X4)</td>
<td>934</td>
</tr>
<tr>
<td>Sourcing Not Available (Cadillac XT4)</td>
<td>930</td>
</tr>
</tbody>
</table>

Note: No awards are issued in situations where a supplier or single supplier cannot be identified. Segments without Navigation Supplier awards this year include Midsize/Large Premium.

Source: J.D. Power 2021 U.S. Multimedia Quality and Satisfaction Study℠

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Speaker Suppliers for Top Three Series per Segment

Small/Compact Premium

- PSS (BMW X4) 942
- Estec/Harman International (Genesis G70) 942
- Sourcing Not Available (BMW 4 Series) 940

Note: No awards are issued in situations where a supplier or single supplier cannot be identified. Segments without Speaker Supplier awards this year include Midsize/Large, Midsize/Large Premium and Small/Compact.

Source: J.D. Power 2021 U.S. Multimedia Quality and Satisfaction Study™

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