Korean Auto Manufacturers Lead the Way in Vehicle Dependability, J.D. Power Finds

Kia Ranks Highest among All Brands; Genesis Ranks Highest among Premium Brands

TROY, Mich.: 10 Feb. 2022 — Korean auto brands Kia, Genesis and Hyundai earn three of the top four rankings in the newly redesigned J.D. Power 2022 U.S. Vehicle Dependability StudySM (VDS), released today. Buick and Toyota also make the list of the brands with the fewest reported problems after three years of ownership.

“Many owners are holding on to their vehicles longer, so long-term dependability is even more critical,” said David Amodeo, director of global automotive at J.D. Power. “Some automakers are performing much better than others at preventing problems from occurring. These problems include the vehicle’s mechanicals, exterior and interior—but also infotainment systems, driver assistance systems and all the other electronic systems in today’s vehicles.”

The 2019 model-year vehicles measured in this year’s study were first examined in the J.D. Power 2019 U.S. Initial Quality Study (IQS).SM Seven of the 10 highest-ranked brands in the 2019 IQS are among the 10 highest-ranked brands in this year’s VDS.

The study, now in its 33rd year, has been redesigned to include all of the features and technology that are available in current vehicles. The study covers 184 specific problem areas across nine major vehicle categories: climate; driving assistance (new in 2022); driving experience; exterior; features/controls/displays; infotainment; interior; powertrain; and seats.

The study also now measures satisfaction with the vehicle’s condition after three years of usage; whether owners find their vehicle as appealing now as when they first bought it; and what software updates have been made to the vehicle.

“Automakers are increasingly looking at owners’ relationships with their vehicles as having similarities to other consumer technology,” Amodeo said. “For instance, cellphones update all the time with over-the-air software releases and, increasingly, automakers must take advantage of this approach to fix problems, improve features and add capabilities to keep owners satisfied. Automakers that are able to do this best will have a huge advantage.”

Following are key findings of the 2022 study:

- **Owners of mass market vehicles experience fewer problems:** Mass market brands average 190 problems per 100 vehicles (PP100), which is 14 PP100 lower than for premium brands (204 PP100). Premium brands typically incorporate more technology in their vehicles, which increases the likelihood for problems to occur. At the same time, the build quality of mass market vehicles has improved considerably and now matches that of the premium brands.

- **Infotainment systems remain most problematic area:** The infotainment category continues to be the most problematic, with an average of 51.9 PP100, which is more than twice as many problems as the next-highest category. Seven of the top 10 problem areas in the study are infotainment-related, including: built-in voice recognition (8.3 PP100); Android Auto/Apple CarPlay connectivity (5.4 PP100); built-in Bluetooth system (4.5 PP100); not enough power plugs/USB ports (4.2 PP100);
navigation systems difficult to understand/use (3.7 PP100); touchscreen/display screen (3.6 PP100); and navigation system inaccurate/ outdated map (3.6 PP100).

- **Most dependable model**: For a second consecutive year, the **Porsche 911** is the highest-ranked model in the study. This is the third time in the past four years that the 911 has earned this honor, a remarkable achievement.

**Highest-Ranked Brands**

Kia ranks highest overall in vehicle dependability, with a score of 145 PP100. This is the first year Kia leads the overall ranking after ranking third overall in 2021. Other mass market brands ranking high for vehicle dependability include Buick (147 PP100), Hyundai (148 PP100), Toyota (158 PP100) and **Dodge** (166 PP100).

Genesis (155 PP100) ranks highest in the premium segment, followed by **Lexus** (159 PP100), **Porsche** (162 PP100), **Cadillac** (168 PP100) and **Lincoln** (180 PP100).

**General Motors Company** and **Toyota Motor Corporation** each receive five segment awards for models with the fewest reported problems in their respective segments. General Motors Company receives segment awards for the Buick Encore, Buick Envision, Chevrolet Impala, Chevrolet Silverado HD and Chevrolet Suburban. Toyota Motor Company receives segment awards for the Lexus NX, Lexus RX, Lexus UX, Toyota Corolla and Toyota Tundra.

**Hyundai Motor Group** receives three segment awards for the Hyundai Santa Fe, Hyundai Sonata and Kia Sorento.

The 2022 U.S. Vehicle Dependability Study is based on responses from 29,487 original owners of 2019 model-year vehicles after three years of ownership. The study was fielded from July 2021 through November 2021.


See the online press release at [http://www.jdpower.com/pr-id/2022010](http://www.jdpower.com/pr-id/2022010).

**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 JDPower.com/business. The J.D. Power auto shopping tool can be found at JDPower.com.

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NOTE: Four charts follow.
Genesis ranks highest among Premium brands, and is noted by a gold bar.
Kia ranks highest among Mass Market brands, and is noted by a gold bar.
Note: Tesla is not included due to small sample size.

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
2022 U.S. Vehicle Dependability Study℠

**Top Three Models per Segment**

**Compact Car**
- Highest Ranked: Toyota Corolla
- Chevrolet Cruze
- Hyundai Elantra

**Compact Premium Car**
- Highest Ranked: BMW 4 Series
- Infiniti Q50
- Audi A5

**Compact Sporty Car**
- Highest Ranked: Mazda MX-5 Miata
- MINI Cooper
- Hyundai Veloster

**Large Car**
- Highest Ranked: Chevrolet Impala
- Buick LaCrosse
- Dodge Charger

**Midsize Car**
- Highest Ranked: Hyundai Sonata
- Chevrolet Malibu
- Kia Optima

**Midsize Sporty Car*”
- Highest Ranked: Ford Mustang
- Chevrolet Camaro

**Midsize Premium Car*”
- Highest Ranked: Lincoln MKZ
- Lexus ES

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

**Most Dependable Model**

Porsche 911

**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 Large Premium Car, Large Premium SUV, Premium Sporty Car, Small Car, Small Premium Car, and Upper Midsize Premium Car segments, these criteria were not met, thus no awards have been issued.**

**Source: J.D. Power 2022 U.S. Vehicle Dependability Study℠**

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Top Three Models per Segment

SUV Segments

Compact Premium SUV
Highest Ranked: Lexus NX
   Lincoln MKC
   Cadillac XT4

Compact SUV
Highest Ranked: Buick Envision
   Kia Sportage
   Hyundai Tucson

Large SUV
Highest Ranked: Chevrolet Suburban
   GMC Yukon
   Chevrolet Tahoe

Midsize Premium SUV*
Highest Ranked: Lexus RX
   Cadillac XT5

Small Premium SUV*
Highest Ranked: Lexus UX
   Mercedes-Benz GLA

Small SUV
Highest Ranked: Buick Encore
   Kia Soul
   Toyota C-HR

Upper Midsize SUV
Highest Ranked: Kia Sorento
   Dodge Durango
   Chevrolet Traverse

Midsize SUV
Highest Ranked: Hyundai Santa Fe
   Toyota 4Runner
   Ford Flex

Upper Midsize Premium SUV
Highest Ranked: Porsche Cayenne
   BMW X5
   Mercedes-Benz GLE

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Top Three Models per Segment

Pickup and Van Segments

Large Heavy Duty Pickup*
Highest Ranked: Chevrolet Silverado HD

Large Light Duty Pickup
Highest Ranked: Toyota Tundra
Chevrolet Silverado
Ford F-150

Midsize Pickup
Highest Ranked: Nissan Frontier
Ford Ranger
Toyota Tacoma

Minivan
Highest Ranked: Dodge Grand Caravan
Toyota Sienna
Chrysler Pacifica

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