

Ignoring Vehicle Infotainment System Problems Will Not Make Them Go Away, J.D. Power Finds

TROY, Mich.: 31 Aug. 2023 – Vehicle infotainment accounts for 25% of all multimedia problems for a third consecutive year, according to the J.D. Power 2023 U.S. Multimedia Quality and Satisfaction Study,SM released today. This year’s study shows problems are at an all-time high, with nine of 10 problems being design-related. The top problem is connectivity issues with Apple CarPlay and Android Auto.

“Design problems seem to be getting challenging to solve for car manufacturers,” said **Ashley Edgar, senior director of global automotive supplier benchmarking and alternative mobility at J.D. Power.**

“Consumers are looking for intuitive systems that are simple and not too distracting from the road. The challenge to OEMs and suppliers is translating those consumer expectations into design and functionality. By meeting customer needs, both quality and satisfaction will increase.”

The highest-ranked vehicles in each segment are:

- Midsize/Large: **Dodge Charger**
- Midsize/Large Premium: **Chevrolet Corvette**
- Small/Compact: **Kia Seltos, Nissan Kicks** and **Nissan Rogue** in a three-way tie
- Small/Compact Premium: **Mercedes-Benz CLA**

The 2023 U.S. Multimedia Quality and Satisfaction Study is based on responses from 93,380 purchasers and lessees of new 2023 model-year vehicles who were surveyed after 90 days of ownership. The study was fielded from February through May 2023.

For more information about the U.S. Multimedia Quality and Satisfaction Study, visit <https://www.jdpower.com/business/automotive/us-multimedia-quality-and-satisfaction-study>.

See the online press release at <https://www.jdpower.com/pr-id/2023106>.

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](https://www.jdpower.com/business). The J.D. Power auto shopping tool can be found at [JDPower.com](https://www.jdpower.com).

Media Relations Contacts

Geno Effler, J.D. Power; 714-621-6224; media.relations@jdpa.com

Shane Smith; East Coast; 424-903-3665; ssmith@pacificcommunicationsgroup.com

About J.D. Power and Advertising/Promotional Rules: <http://www.jdpower.com/business/about-us/press-release-info>

###

Note: Four charts follow.

J.D. Power 2023 U.S. Multimedia Quality and Satisfaction StudySM

Overall Multimedia Customer Quality and Satisfaction Index Ranking

(Based on a 1,000-point scale)

Top Three Series per Segment

Midsize/Large



Midsize/Large Premium



Small/Compact



Small/Compact Premium



Source: J.D. Power 2023 U.S. Multimedia Quality and Satisfaction StudySM

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.

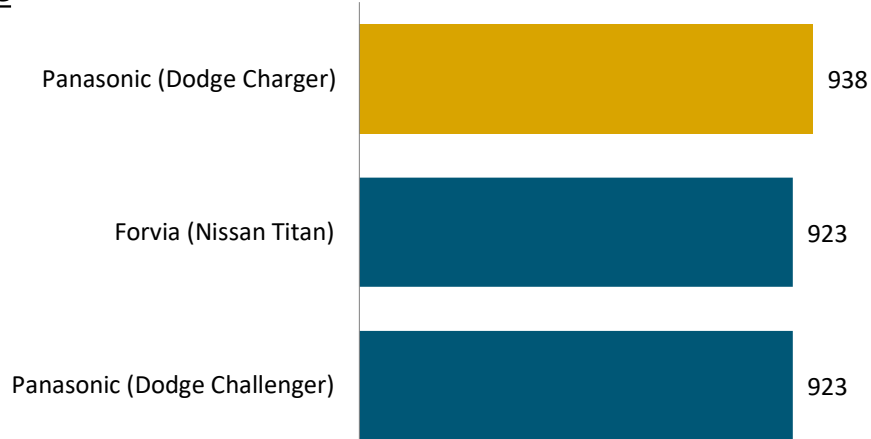
J.D. Power 2023 U.S. Multimedia Quality and Satisfaction StudySM

Overall Multimedia Customer Quality and Satisfaction Index Ranking

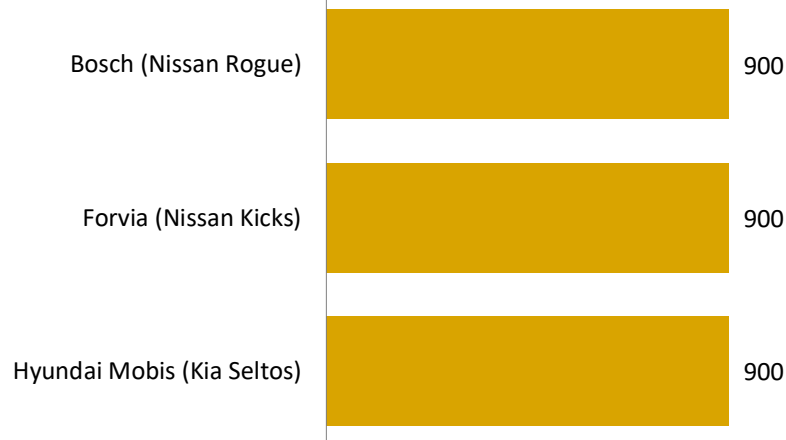
(Based on a 1,000-point scale)

Multimedia System Suppliers for Top Three Series per Segment

Midsize/Large



Small/Compact



Note: The Midsize/Large Premium and Small/Compact Premium segments are not award eligible due to no supplier information.

Source: J.D. Power 2023 U.S. Multimedia Quality and Satisfaction StudySM

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.

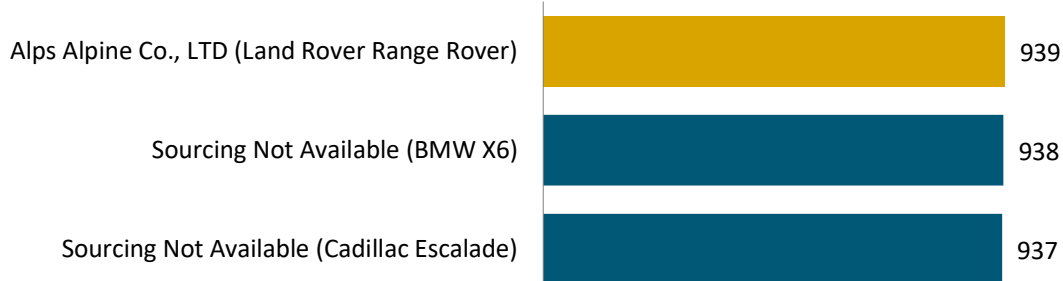
J.D. Power 2023 U.S. Multimedia Quality and Satisfaction StudySM

Overall Multimedia Customer Quality and Satisfaction Index Ranking

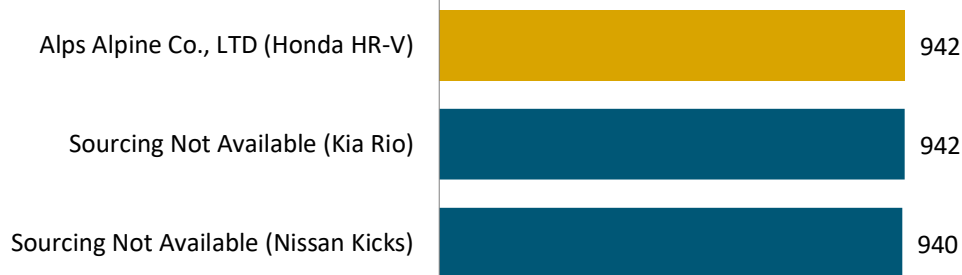
(Based on a 1,000-point scale)

Navigation Suppliers for Top Three Series per Segment

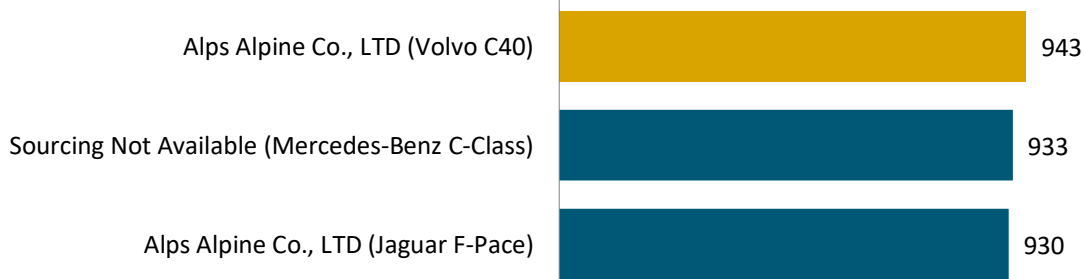
Midsize/Large Premium



Small/Compact



Small/Compact Premium



Note: The Midsize/Large segment is not award eligible due to no supplier information.

Source: J.D. Power 2023 U.S. Multimedia Quality and Satisfaction StudySM

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.

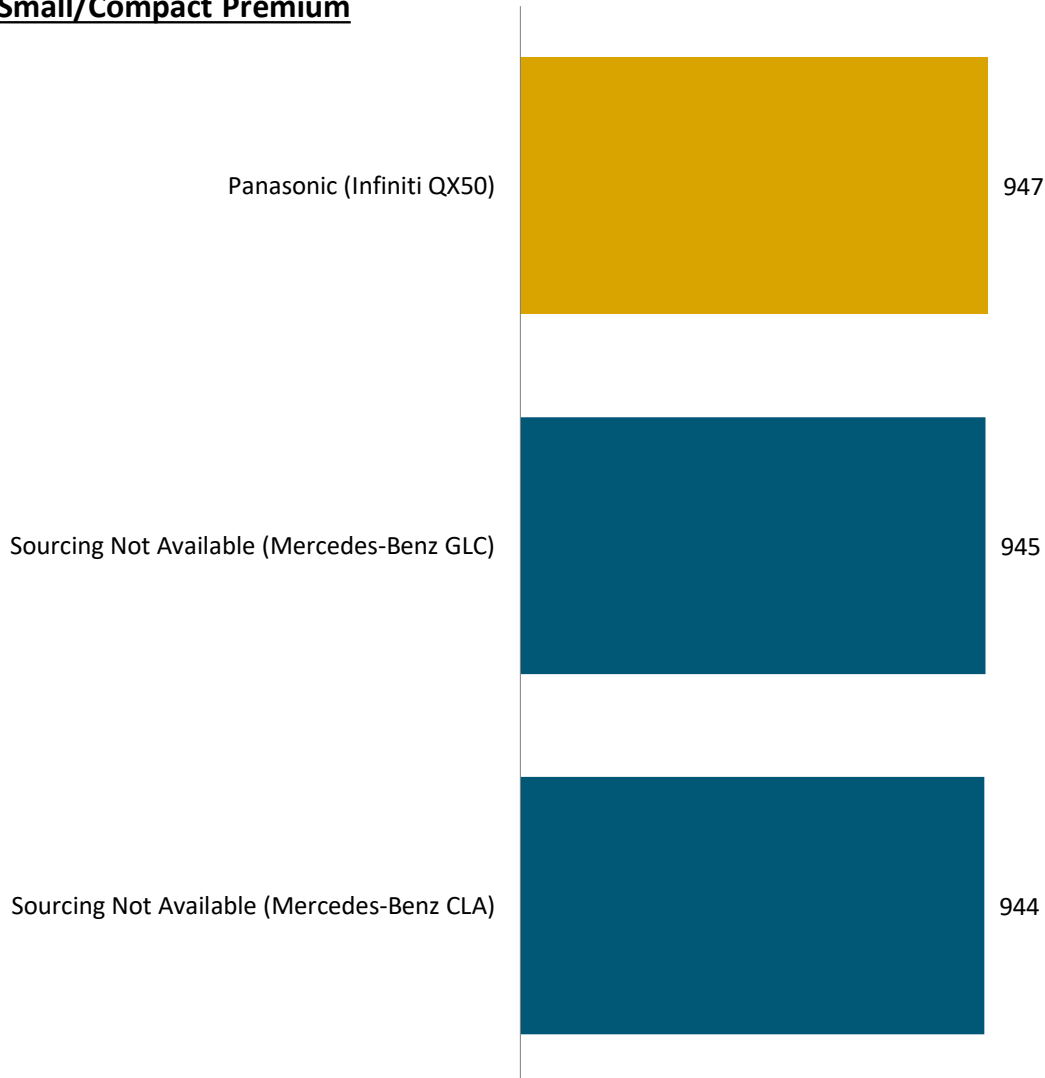
J.D. Power 2023 U.S. Multimedia Quality and Satisfaction StudySM

Overall Multimedia Customer Quality and Satisfaction Index Ranking

(Based on a 1,000-point scale)

Speaker Suppliers for Top Three Series per Segment

Small/Compact Premium



Note: The Midsize/Large, Midsize/Large Premium, and Small/Compact segments are not award eligible due to no supplier information.

Source: J.D. Power 2023 U.S. Multimedia Quality and Satisfaction StudySM

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.