J.D. POWER

Press Release

Vehicle Dependability Still Suffering Due to Pandemic Aftershocks, J.D. Power Finds

Lexus Ranks Highest among All Brands for Third Consecutive Year; Buick Ranks Highest among Mass Market Brands

TROY, Mich.: 13 Feb. 2025 — Vehicle problems after three years of ownership have reached the highest level since 2009, according to the J.D. Power 2025 U.S. Vehicle Dependability Study[SM] (VDS), released today. Compared with 2024 results, the industry experiences a 6% increase in problems per 100 vehicles (PP100), which is 12 PP100 worse than a year ago, resulting in an industry average of 202 PP100. The rise in problems is attributable to mass market brands experiencing a 16 PP100 increase related in part to software defects. A lower score indicates higher vehicle quality.

The results of this year's study are not unexpected given the results of the J.D. Power 2022 Initial Quality Study,[SM] which tracked problems early in the ownership period of 2022 model-year vehicles. That year, initial vehicle quality notably declined from 2021, and problems also reached a record high. Three years later, the issues continue to be problematic for owners, according to findings of the 2025 VDS.

"While the increase in problems this year may be a thorn in the side of automakers and owners, it's important to remember that today's three-year-old vehicles were built during a time when the industry was grappling with major disruptions," said **Jason Norton, director of auto benchmarking at J.D. Power.** "Supply chain issues, record-high vehicle prices, and personnel disruption in the wake of the pandemic were problematic."

The study, now in its 36th year, covers 184 specific problem areas across nine major vehicle categories: climate; driving assistance; driving experience; exterior; features/controls/displays; infotainment; interior; powertrain; and seats.

Following are some key findings of the 2025 study:

- **Problems related to software defects increase:** Android Auto and Apple CarPlay connectivity remains the top problem in the industry for a second consecutive year, increasing to 8.4 PP100 from 6.3 PP100 in 2024. Built-in Bluetooth systems (4.6 PP100) and Wi-Fi (2.4 PP100) are also among the top problems related to software defects this year. While software defects comprise only 9% of the total problems owners experience, as vehicles become more software-reliant, this risk becomes more prominent.

- **Personal device integration falls short:** Of the top 10 problems industry wide, half are related to smartphone integration, usage or connectivity. Keeping pace with the rate of change in smartphone technology is a challenge for the auto industry. Over-the-air (OTA) updates provide automakers the opportunity to overcome out-of-date software, with 36% of owners indicating they performed an OTA on their vehicle during the first three years of ownership. However, only 30% of these owners say there was an improvement after the update, while 56% of owners say there was no noticeable improvement.

- **Battery electric vehicles (BEVs) get better as plug-in hybrid electric vehicles (PHEVs) get worse:** BEVs have improved 33 PP100 year over year, while PHEVs have declined 26 PP100, making PHEVs the most problematic of all vehicle fuel types. Hybrid vehicles experience the fewest problems (199 PP100), followed by gas-powered vehicles (200 PP100); BEVs (223 PP100); diesel (233 PP100); and

PHEVs (242 PP100). The gap between gas-powered vehicles and BEVs has narrowed significantly this year.

- **New model launches struggle:** Of the 27 new models that launched in the 2022 model year, only four have performed better than their segment average for dependability in the 2025 VDS. New models launched in 2022 average 241 PP100 in the 2025 VDS, whereas carryover models have 196 PP100 and perform better in all nine vehicle categories.

Highest-Ranked Brands

Lexus ranks highest overall in vehicle dependability for a third consecutive year, with a score of 140 PP100. Among premium brands, **Cadillac** (169 PP100) ranks second and **Porsche** (186 PP100) ranks third.

Buick ranks highest in the mass market segment, with a score of 143 PP100. **Mazda** (161 PP100) ranks second and **Toyota** (162 PP100) ranks third.

Toyota Motor Corporation has the top overall model in the study, Toyota Avalon. Toyota Motor Corporation and **General Motors Company** receive the most model-level awards with six each. Model-level award recipients for Toyota Motor Corporation are Lexus GX, Toyota Camry, Toyota Corolla, Toyota RAV4, Toyota Sienna, and Toyota Tacoma. Model-level award recipients for General Motors Company are Cadillac XT6, Chevrolet Corvette, Chevrolet Silverado, Chevrolet Silverado HD, Chevrolet Tahoe and GMC Acadia. **Nissan Motor Co, Ltd.**, receives two model-level awards for Nissan Kicks and Nissan Murano.

The 2025 U.S. Vehicle Dependability Study is based on responses from 34,175 original owners of 2022 model-year vehicles after three years of ownership. The study was fielded from August through November 2024.

To learn more about the U.S. Vehicle Dependability Study, visit https://www.jdpower.com/business/automotive/us-vehicle-dependability-study.

See the online press release at http://www.jdpower.com/pr-id/2025010.

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J.D. Power was founded in 1968 and 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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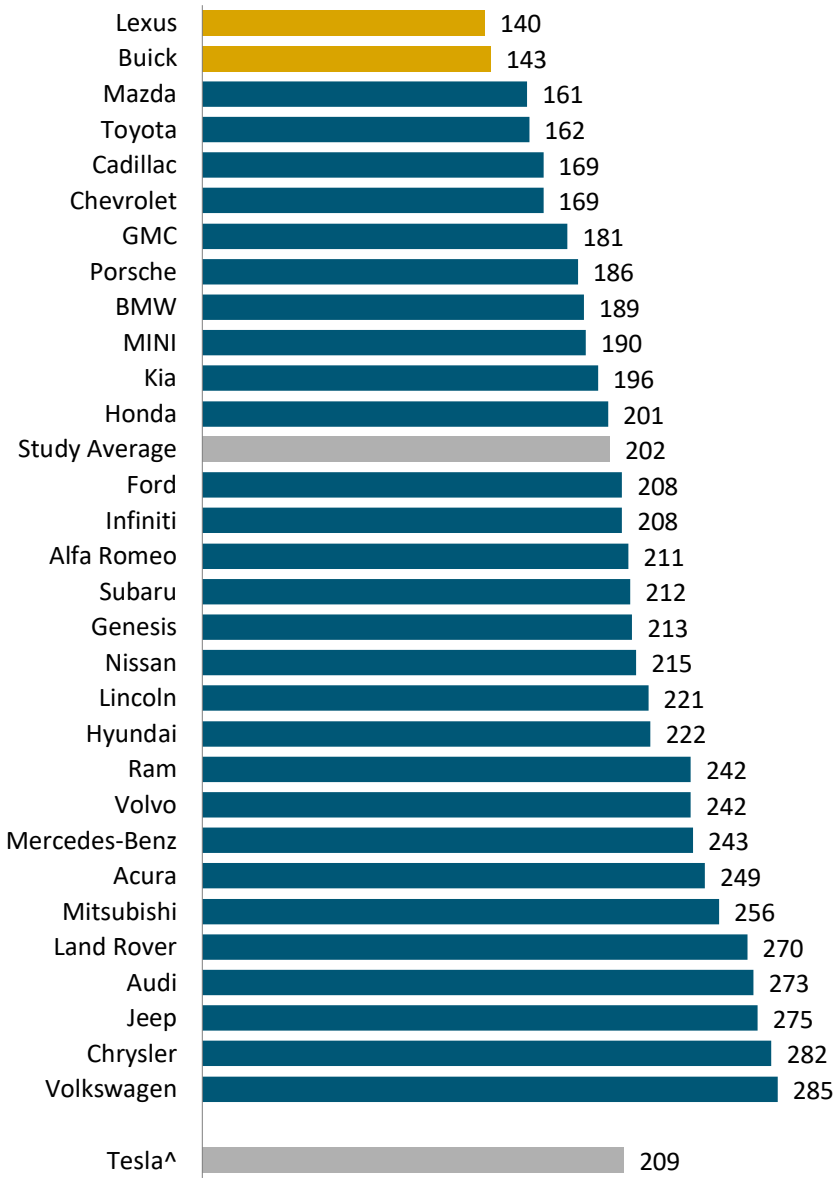
NOTE: Four charts follow.

J.D. Power
2025 U.S. Vehicle Dependability Study[SM]

Brand Ranking

Problems per 100 Vehicles (PP100)



Lexus ranks highest among premium brands and is noted by a gold bar.
Buick ranks highest among mass market brands and is noted by a gold bar.
Note: ^Brand is not rank eligible because it does not meet study award criteria.

Source: J.D. Power 2025 U.S. Vehicle Dependability Study[SM]

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2025 U.S. Vehicle Dependability Study[SM]

Most Dependable Model

Toyota Avalon

Top Three Models per Segment

Car Segments

Compact Car

Highest Ranked: Toyota Corolla
Kia Forte
Subaru Impreza

Compact Premium Car*

Highest Ranked: BMW 3 Series
BMW 4 Series

Midsize Car

Highest Ranked: Toyota Camry
Nissan Altima
Hyundai Sonata

Premium Sporty Car*

Highest Ranked: Chevrolet Corvette

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

Source: J.D. Power 2025 U.S. Vehicle Dependability Study[SM]

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Top Three Models per Segment

SUV Segments

Compact Premium SUV

Highest Ranked: Mercedes-Benz GLC
BMW X4
BMW X3

Compact SUV

Highest Ranked: Toyota RAV4
GMC Terrain
Mazda CX-5

Large SUV*

Highest Ranked: Chevrolet Tahoe

Midsize Premium SUV

Highest Ranked: Lexus GX
Lexus RX
Cadillac XT5

Midsize SUV

Highest Ranked: Nissan Murano
Chevrolet Blazer
Toyota Venza

Small SUV

Highest Ranked: Nissan Kicks
Subaru Crosstrek
Buick Encore GX

Upper Midsize SUV

Highest Ranked: GMC Acadia
Buick Enclave
Mazda CX-9

Upper Midsize Premium SUV

Highest Ranked: Cadillac XT6
BMW X5
Land Rover Range Rover Sport

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

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Source: J.D. Power 2025 U.S. Vehicle Dependability Study[SM]

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Top Three Models per Segment

Pickup and Van Segments

Large Heavy Duty Pickup*

Highest Ranked: Chevrolet Silverado HD
GMC Sierra HD

Large Light Duty Pickup*

Highest Ranked: Chevrolet Silverado
GMC Sierra

Midsize Pickup

Highest Ranked: Toyota Tacoma
GMC Canyon
Chevrolet Colorado

Minivan*

Highest Ranked: Toyota Sienna

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

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