

More Owners Loving Dependability of Their Three-Year-Old Vehicles, J.D. Power Finds

Genesis Ranks Highest among Luxury Brands; Buick Ranks Highest among Mass Market Brands

TROY, Mich.: 12 Feb. 2020 — Love is in the air. Maybe it's the proximity to Valentine's Day or maybe it's that owners see dependability of their three-year-old vehicles improving in 2020. According to the J.D. Power 2020 U.S. Vehicle Dependability StudySM (VDS), released today, overall vehicle dependability improves 1.5% from 2019.

"Despite the increased adoption of complex vehicle technology, dependability continues to improve," said **Dave Sargent, vice president of global automotive at J.D. Power**. "There's no question that three-year-old vehicles today are better built and more dependable than same-age vehicles were in previous years. However, the rapid introduction of technology is putting increased pressure on dependability, so it would not be surprising to see problem levels plateau, or even increase, over the next few years."

The study, now in its 31st year, measures the number of problems per 100 vehicles (PP100) experienced during the past 12 months by original owners of their three-year-old vehicles. The 2020 study measures problems in model-year 2017 vehicles. A lower score reflects higher quality, and the study covers 177 specific problems grouped into eight major vehicle categories.

Following are key findings of the 2020 study:

- **Vehicle dependability improves—but at a slower rate:** The industry average in 2020 is 134 PP100, which is an improvement of just 2 PP100 from 2019. (However, in 2019, there was an improvement of 6 PP100 from 2018.) Despite the slowing rate of improvement, 2020 marks automakers' best performance in the history of the study.
- **Dependability gains driven by crossovers and SUVs:** Crossovers and SUVs still have slightly more problems than cars, but the gap is narrowing. On average, owners of crossovers/SUVs experience 134 PP100, compared with 127 PP100 by car owners. This 7 PP100 gap has narrowed considerably from 2019. With crossovers/SUVs now accounting for more than 50% of new vehicle sales annually, it is critical that automakers achieve the same level of quality and dependability as for cars.
- **In-vehicle technology shows greatest improvement:** Audio/Communication/Entertainment/Navigation (ACEN) is the most improved category (by 2.3 PP100), but still accounts for more problems than any other category in the study. Owners continue to cite problems with voice recognition, Bluetooth[®] connectivity and navigation systems. "Many owners complain about these systems early in the ownership experience and, three years later, they're still frustrated with them," Sargent said. "We're seeing improvement, but automakers still have a long way to go to before they can declare victory in this area."
- **Most Dependable Model:** The **Lexus ES** is the highest-ranked model in the 2020 study. Its score of 52 PP100 is the best ever recorded in the 31-year history of the study.
- **First all-electric model receives an award:** The **Nissan LEAF** is the first all-electric model to receive a segment-level award, for compact car.

Highest-Ranked Brands

Genesis ranks highest in overall vehicle dependability among all brands, with a score of 89 PP100. This is the first year Genesis has been included in the study. **Lexus** ranks second with a score of 100 PP100 (an improvement of 6 PP100 year over year). **Buick** (103 PP100) ranks third, **Porsche** (104 PP100) ranks fourth and **Toyota** (113 PP100) ranks fifth.

Cadillac shows considerable improvement with a reduction of 35 PP100 from 2019. Other above-average brands with strong improvement include **Mazda** (reduction of 29 PP100), **Lincoln** (by 28 PP100), **Ford** (by 20 PP100), **Buick** (by 15 PP100) and **Volkswagen** (by 15 PP100).

Toyota Motor Corporation receives six segment awards for the Lexus ES, Lexus GX, Toyota 4Runner, Toyota Avalon, Toyota Sienna and Toyota Tundra. The Toyota brand receives the highest number of segment awards in the study.

General Motors Company receives five segment awards: for the Buick Encore and Buick Regal, and for the Chevrolet Equinox, Chevrolet Silverado HD and Chevrolet Tahoe.

The 2020 U.S. Vehicle Dependability Study is based on responses from 36,555 original owners of 2017 model-year vehicles after three years of ownership. The study was fielded from July through November 2019.

To learn more 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/2020012>.

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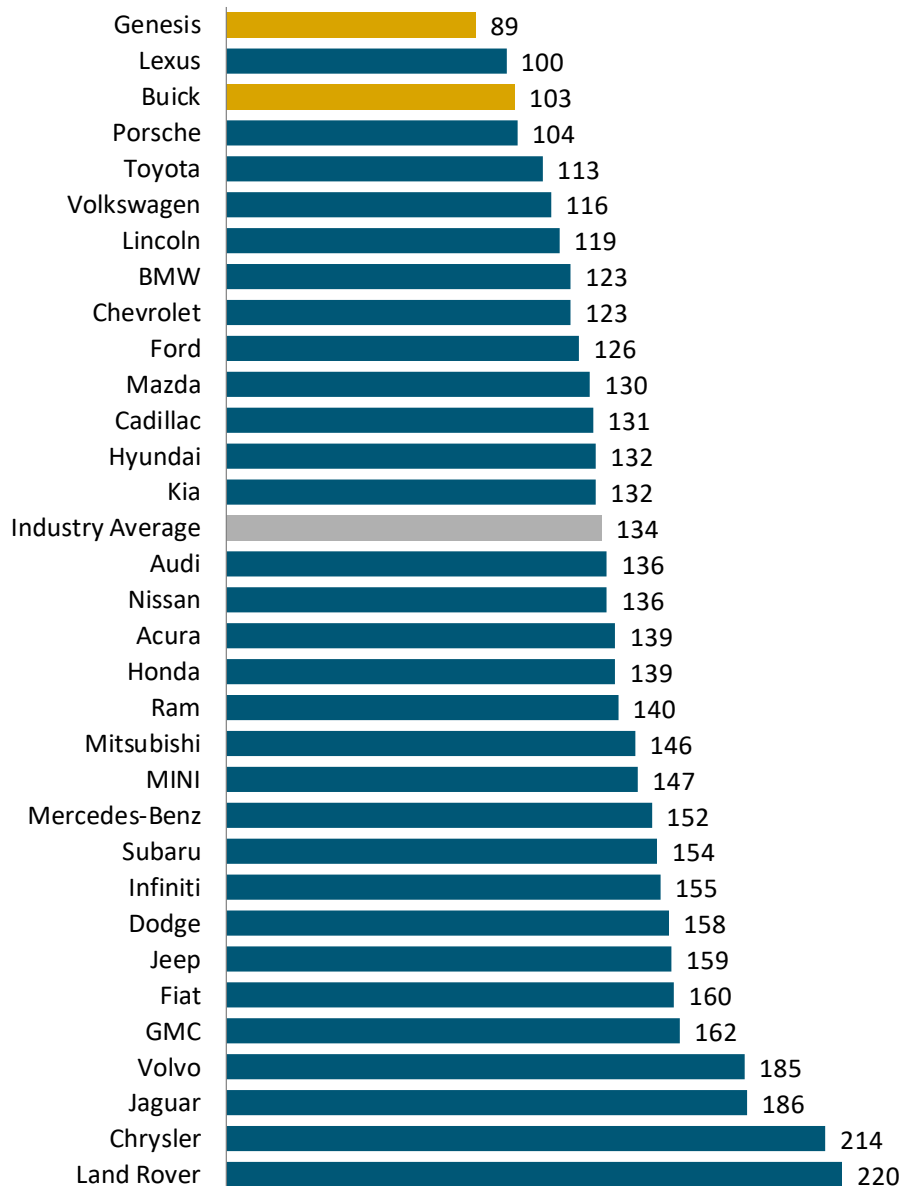
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NOTE: Three charts follow.

J.D. Power 2020 U.S. Vehicle Dependability StudySM

Brand Ranking

Problems per 100 (PP100)



Genesis ranks highest among Luxury brands, and is noted by a gold bar.

Buick ranks highest among Mass Market brands, and is noted by a gold bar.

Source: J.D. Power 2020 U.S. Vehicle Dependability StudySM

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Most Dependable Model

Lexus ES

Top Three Models per Segment

Car Segments

Small Car

Highest Ranked: Honda Fit
Chevrolet Sonic
Chevrolet Bolt

Midsized Car

Highest Ranked: Buick Regal
Volkswagen Passat
Toyota Camry

Small Premium Car*

Highest Ranked: BMW 2 Series
BMW i3

Midsized Sporty Car*

Highest Ranked: Ford Mustang

Compact Car

Highest Ranked: Nissan LEAF
Chevrolet Cruze
Toyota Corolla

Midsized Premium Car

Highest Ranked: Genesis G80
Audi A7
Audi A6

Compact Sporty Car*

Highest Ranked: Mazda MX-5 Miata
MINI Cooper

Large Car

Highest Ranked: Toyota Avalon
Buick LaCrosse
Chevrolet Impala

Compact Premium Car

Highest Ranked: Lexus ES
BMW 4 Series
Lexus IS

**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, Compact Multi-Purpose Vehicle, Midsized 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 2020 U.S. Vehicle Dependability StudySM

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Top Three Models per Segment

SUV, Van, Pickup Segments

Small SUV

Highest Ranked: **Buick Encore**

Kia Niro
Volkswagen Tiguan

Midsize Premium SUV

Highest Ranked: **Lexus GX**

Cadillac XT5 (Tie)
Lexus RX (Tie)
Mercedes-Benz GLE (Tie)

Small Premium SUV

Highest Ranked: **Mercedes-Benz GLA**

Audi Q3
BMW X1

Minivan*

Highest Ranked: **Toyota Sienna**

Dodge Grand Caravan

Compact SUV

Highest Ranked: **Chevrolet Equinox**

GMC Terrain
Toyota RAV4

Large SUV

Highest Ranked: **Chevrolet Tahoe**

Nissan Armada
Chevrolet Suburban

Compact Premium SUV

Highest Ranked: **Porsche Macan**

Lexus NX
BMW X3

Large Light Duty Pickup

Highest Ranked: **Ford F-150 (Tie)**
Highest Ranked: **Toyota Tundra (Tie)**
Ram 1500

Midsize Pickup

Highest Ranked: **Nissan Frontier**

Honda Ridgeline
Toyota Tacoma

Large Heavy Duty Pickup

Highest Ranked: **Chevrolet Silverado HD**

GMC Sierra HD
Ram 2500/3500

Midsize SUV

Highest Ranked: **Toyota 4Runner**

Kia Sorento
Buick Enclave

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