

Vehicle Dependability Gap Narrows Between Domestic and International Brands in China, J.D. Power FindsPorsche (Luxury) and Beijing Hyundai (Mass Market) Rank Highest in Respective Segments

SHANGHAI: 19 Nov. 2020 — The gap between Chinese brands and international mass market brands in vehicle dependability narrows, making it the smallest since 2010, according to the J.D. Power 2020 China Vehicle Dependability Study (VDS),SM released today.

The study, now in its 11th year, measures the number of problems experienced per 100 vehicles (PP100) during the past six months by vehicle owners of 13- to 48-month-old vehicles. A lower score reflects higher quality. The study covers 177 specific problems grouped into eight major vehicle categories: vehicle exterior; vehicle interior; driving experience; features/ controls/ displays; audio/ communication/ entertainment/ navigation; heating/ ventilation/ air conditioning; seats; and engine/ transmission.

According to the study, the gap between domestic brands (130 PP100) and international mass market brands (121 PP100) in vehicle dependability narrows to 9 PP100 from 11 PP100 in 2019. Domestic brands have made significant progress in engine/ transmission and continuously narrow the gap with international mass market brands in this category. However, domestic brands lose their leading position in audio/ communication/ entertainment/ navigation (ACEN) category, with 1.1 PP100 more than international mass market brands.

“There is certain correlation between the complaints increase of ACEN and the increase of installation rate, the installation rate of ACEN for domestic brands has increases 32.2% since 2015,” said **Jeff Cai, general manager of auto product at J.D. Power China**. “However, considering the ACEN installation rate of domestic brands is similar to that of international mass market brands, which are 41.7% and 44.1%, respectively, domestic brands still have a lot of room to improve.”

Following are additional findings of the 2020 study:

- **Overall vehicle dependability declines slightly:** The overall vehicle dependability this year is 121 PP100 (7 PP100 increase from 2019). Complaints increase in most categories except vehicle exterior, with the highest increase in engine/ transmission (+3.5 PP100).
- **Chinese brands more dependable than most international brands in largest segment:** The midsize car segment is the largest segment in mass market, with a market share of 24.3%, while domestic brands only account for 5.6% of the midsize car segment. Domestic brands could achieve greater success in the midsize car segment by leveraging their quality advantages.
- **Vehicle dependability in SUV segment trails sedan segment for first time in five years:** The dependability of mass market SUVs lag behind small car and midsize car with 8 PP100 and 4 PP100, respectively, and the luxury SUVs lag behind luxury car with 2 PP100.
- **Complaints of seats and ACEN significantly increase after six months of ownership:** Compared with 2 to 6 months of ownership, complaints about seats increase 84% in 12 to 18 months of ownership, while the complaints about ACEN increase 44%. The most common complaints about seat and ACEN are abnormal noises and poor radio signal, respectively.

Highest-Ranked Brands and Models

Porsche ranks highest in vehicle dependability among luxury brands with 95 PP100. **Audi** ranks second with 97 PP100. **BMW** (101 PP100) ranks third.

Beijing Hyundai is the highest-ranked mass market brand with 88 PP100. **Dongfeng Yueda Kia** ranks second with 98 PP100. **GAC FCA Jeep** (102 PP100) ranks third.

Beijing Hyundai has four models rank highest in their respective segments: **Hyundai Celesta**; **Hyundai Verna**; **Hyundai ix25**; and **Hyundai ix35**.

Audi has two models rank highest in their respective segments: **Audi Q3** and **Audi Q5**.

Other models that rank highest in their respective segments are **Baojun 360**; **BMW 5 Series**; **BYD Song MAX**; **Ford Edge**; **Haval H2s**; **Honda Odyssey**; **Kia K2**; **Land Rover Range Rover**; **Mercedes-Benz B-Class**; **Peugeot 408**; **Roewe i5**; **Toyota Camry**; and **Toyota Vios/ Vios FS**.

The 2020 study is based on responses from 34,395 vehicle owners who purchased their cars between February 2016 and July 2019. The study includes 239 models from 50 different brands and was fielded from March through August 2020 in 70 major cities across China.

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NOTE: Four charts follow.

J.D. Power 2020 China Vehicle Dependability StudySM (VDS)

Brand Ranking – Luxury

Problems per 100 Vehicles (PP100)



Note: The chart only shows brands above the industry average.

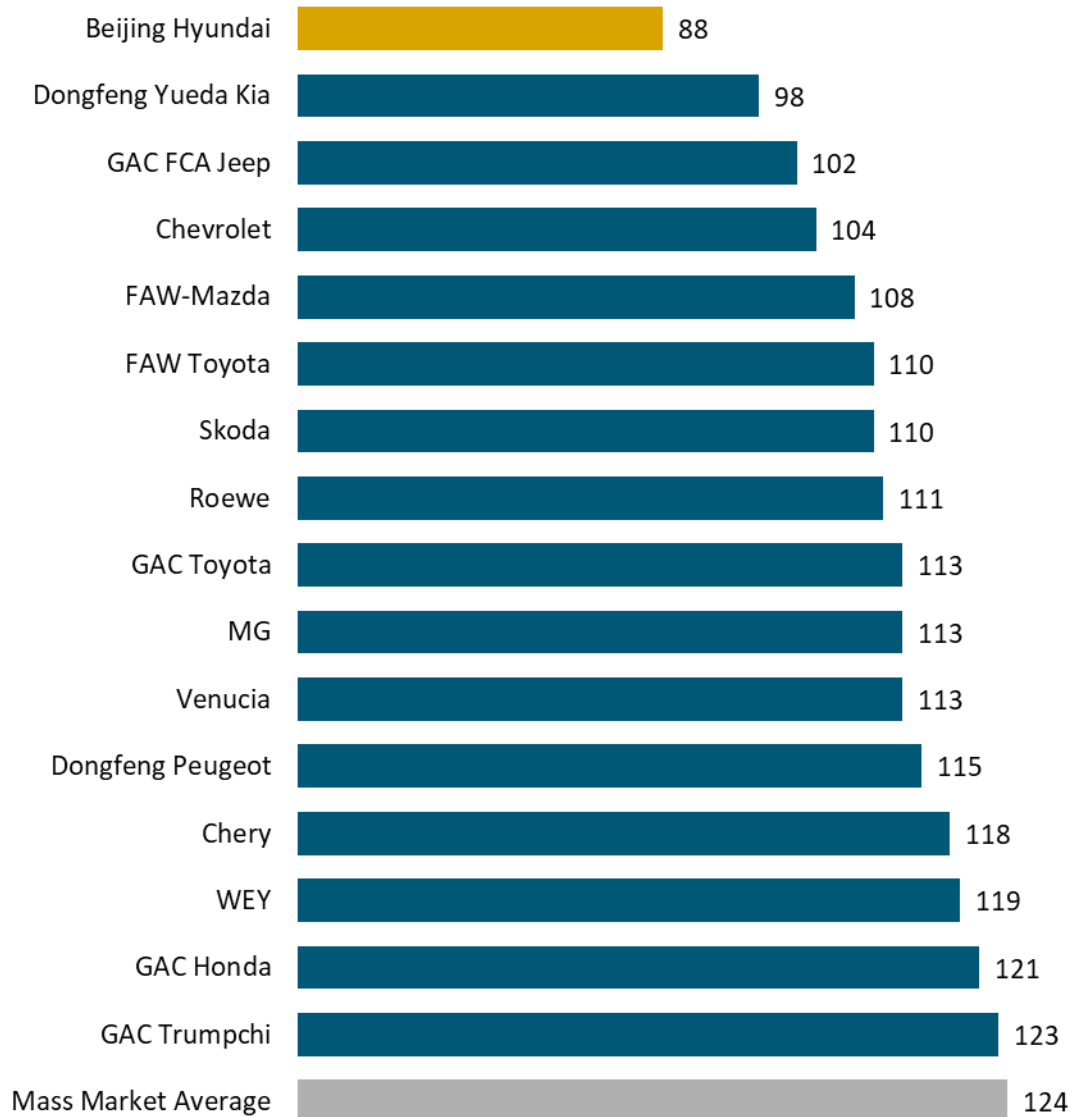
Source: J.D. Power 2020 China Vehicle Dependability StudySM (VDS)

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J.D. Power 2020 China Vehicle Dependability StudySM (VDS)

Brand Ranking - Mass Market

Problems per 100 Vehicles (PP100)



Note: The chart only shows brands above the industry average.

Source: J.D. Power 2020 China Vehicle Dependability StudySM (VDS)

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J.D. Power 2020 China Vehicle Dependability StudySM (VDS)

Top Three Models per Segment Segment Average and Above *Car Segment*

Compact Car Highest Ranked: Hyundai Verna Hyundai Reina Baojun 310W	Midsized Upper Economy Car Highest Ranked: Peugeot 408 Kia K4 Cachet Hyundai Mistra
Compact Upper Car Highest Ranked: Kia K2 (tie) Toyota Vios/Vios FS (tie) Honda Fit	Midsized Upper Car Highest Ranked: Toyota Camry Skoda Superb Kia K5
Midsized Basic Car Highest Ranked: Hyundai Celesta Hyundai Yuena Verna Chevrolet Cavalier	Compact Luxury Car Highest Ranked: Mercedes-Benz B-Class BMW 1 Series Mercedes-Benz CLA-Class
Midsized Car Highest Ranked: Roewe i5 Kia K3/K3S Hyundai Lingdong Elantra	Midsized Luxury Car Highest Ranked: BMW 5 Series Audi A6L Cadillac XTS

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

Note: To qualify for an award in the 2020 China Vehicle Dependability Study, models must meet these criteria: 1. Four models with at least 100 samples, or, three models with at least 100 samples and with more than 80% of market share. 2. At least one model must perform better than segment average. In the Large Luxury Car segment, these criteria were not met, thus no awards have been issued.

Source: J.D. Power 2020 China Vehicle Dependability StudySM (VDS)

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J.D. Power 2020 China Vehicle Dependability StudySM (VDS)

Top Three Models per Segment Segment Average and Above *SUV, MPV Segments*

Small SUV Highest Ranked: Haval H2s Chery Tiggo 3x Geely Vision X3	Midsized Luxury SUV Highest Ranked: Audi Q5 Mercedes-Benz GLC-Class (tie) Porsche Macan (tie)
Compact SUV Highest Ranked: Hyundai ix25 Jeep Compass Roewe RX3	Large Luxury SUV Highest Ranked: Land Rover Range Rover BMW X5 (tie) Porsche Cayenne (tie)
Midsized SUV Highest Ranked: Hyundai ix35 Kia Sportage R Honda CR-V (tie) Mazda CX-4 (tie)	Compact MPV* Highest Ranked: Baojun 360 Baojun 730
Large SUV Highest Ranked: Ford Edge Toyota Highlander Skoda Kodiaq	Midsized MPV* Highest Ranked: BYD Song MAX Wuling Hongguang S3
Compact Luxury SUV* Highest Ranked: Audi Q3	Large MPV* Highest Ranked: Honda Odyssey Honda Elysion

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

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