

Infotainment Systems Garner Most Quality Problems among Vehicle Owners in China, J.D. Power FindsPorsche, GAC Honda and CHANGAN Rank Highest in Respective Segments

SHANGHAI: 2 Sept. 2021 – As more technologies are introduced in new vehicles in China, quality problems increase. This year, the highest number of problems are related to infotainment systems, according to the J.D. Power 2021 China Initial Quality StudySM (IQS), released today.

The study, now in its 22nd year, measures initial vehicle quality by examining problems experienced by new-vehicle owners within the first two to six months of ownership. Overall initial quality is determined by problems cited per 100 vehicles (PP100), with a lower number of problems indicating higher quality.

The 2021 study finds that the infotainment system is the area with the highest number of problems (33.4 PP100), of which 90% are design-related problems, referring to components or features that may be functioning properly but are still perceived as problems by owners because they are difficult to understand or use.

According to the study, the percentage of problems in the traditional quality area significantly decreases year over year, with powertrain and exterior decreasing by eight and four percentage points, respectively. However, the percentage of problems related to tech features notably increases, with infotainment system increasing to 16% from 11% in 2020 and driving assistance increasing to 8% from 3%.

“With the development of automotive intelligence, related quality problems have gradually emerged,” said **Jeff Cai, general manager of auto product practice, J.D. Power China**. “Compared with problems in the traditional quality areas, quality problems with smart and connected features are due more to poor design. This requires automakers to not only pay more attention to the user experience design of technology features, but also establish an effective quality management mechanism for software and better cope with challenges in the era of software-defined vehicles.”

Following are additional findings of the 2021 study:

- **New-vehicle quality of mass market brands surpasses luxury brands for the first time:** The average initial quality among mass market brands in 2021 is 209 PP100, which is 7 PP100 lower than luxury brands. Mass market brands exceed luxury brands in PP100 in the infotainment and features/ controls/ displays categories but lag in the exterior category. It’s notable that the J.D. Power 2021 U.S. Initial Quality StudySM finds that the PP100 for mass market brands in that country have been lower than luxury brands for the past five years.
- **Internal Combustion Engine (ICE) vehicles have more problems for smart features than New Energy Vehicles (NEVs):** ICE vehicles perform better in the driving experience and vehicle exterior categories but lag in the driving assistance and infotainment categories.
- **Brand image of Chinese domestic brands improves in all aspects:** The quality gap between Chinese domestic brands and international brands narrows to 5 PP100 from 10 PP100 in 2020. The brand image of Chinese domestic brands improves in all metrics, especially in reputation and environment-friendly, each by 10 percentage points year over year.
- **Most-often-cited problem changes:** Power plug/USB port charges too slowly (8 PP100) becomes the most frequent problem for the first time, followed by unpleasant interior smell (7.8 PP100) and

excessive road noise (7.5 PP100). Previously, unpleasant interior smell was the problem cited most often during each of the six previous years.

Highest-Ranked Brands and Models

Porsche ranks highest in initial quality among luxury brands with 199 PP100, followed by **Audi** (207 PP100) and **Volvo** (208 PP100).

GAC Honda is the highest-ranked mass market brand for the second consecutive year with 184 PP100. **GAC FCA Jeep** (193 PP100) ranks second and **Changan Ford** (195 PP100) ranks third.

CHANGAN is the highest-ranked Chinese domestic brand with 202 PP100. **Chery** (204 PP100) and **Lynk & Co** (205 PP100) rank second and third, respectively.

There are 17 models from 12 brands receiving awards across 17 segments in the 2021 study.

- Buick models that rank highest in their respective segments are **Buick Encore GX**; **Buick Enclave**; and **Buick New GL8**.
- Audi models that rank highest in their respective segments are **Audi A3** and **Audi Q5L**.
- GAC Honda models that rank highest in their respective segments are **Honda Fit** and **Honda Accord**.
- Geely models that rank highest in their respective segments are **Geely Borui** and **Geely Vision X3**.
- Wuling models that rank highest in their respective segments are **Hongguang Plus** and **Hongguang S3**.

Other models that rank highest in their respective segments are **BMW X2**; **Cadillac CT6**; **Hyundai Elantra Seven**; **Lynk & Co 05**; **Mercedes-Benz S-Class**; and **Volkswagen Santana**.

The China Initial Quality Study measures new-vehicle quality by examining problems in two segments: design-related problems and defects/ malfunctions. Specific diagnostic questions include 218 problem symptoms across nine categories: features/ controls/ displays; exterior; interior; infotainment system; seats; driving experience; driving assistance; powertrain; and climate. This is also the second year since J.D. Power launched a new IQS research platform in both the China and U.S. markets, which aims to provide manufacturers with more comprehensive information to facilitate the identification of problems and drive product improvement.

The 2021 study is based on responses from 34,158 vehicle owners who purchased their vehicle between June 2020 and March 2021. The study includes 264 models from 58 different brands and was fielded from December 2020 through May 2021 in 70 major cities across China.

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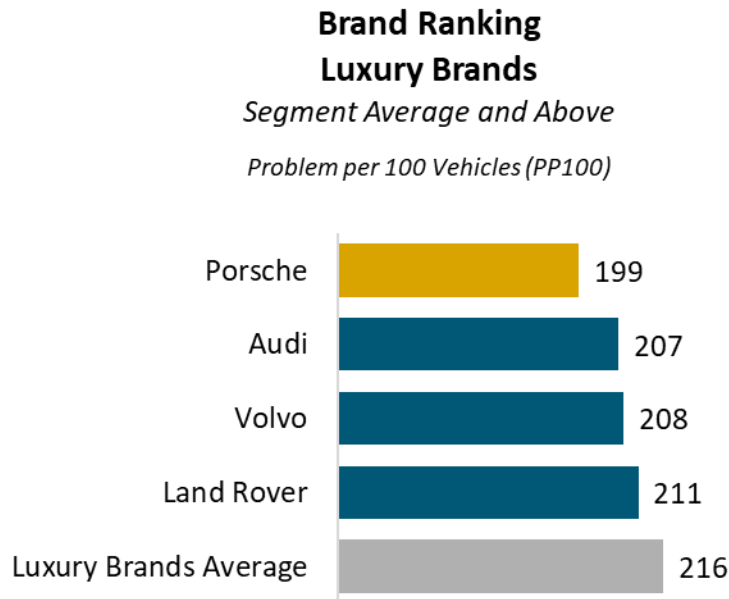
Shana Zhuang, J.D. Power; China; +86 21 8026 5719; shana.zhuang@jdpa.com
Geno Effler, J.D. Power; USA; 001-714-621-6224; media.relations@jdpa.com

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NOTE: Five charts follow.

J.D. Power 2021 China Initial Quality StudySM (IQS)



Notes: In alphabetical order if there are tie scores.

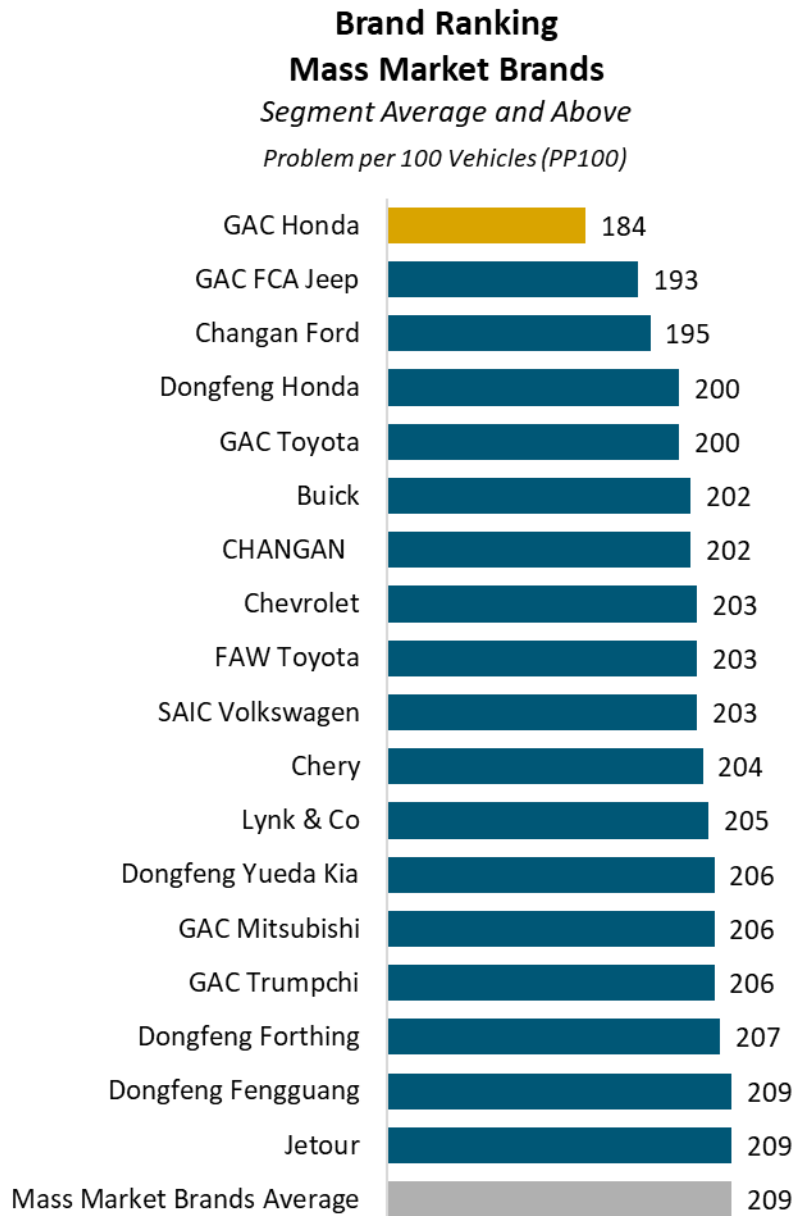
Brand/Segment are not ranked eligible unless they meet study criteria by J.D. Power, including insufficient sample.

Source: J.D. Power 2021 China Initial Quality StudySM (IQS)

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2021 China Initial Quality StudySM (IQS)



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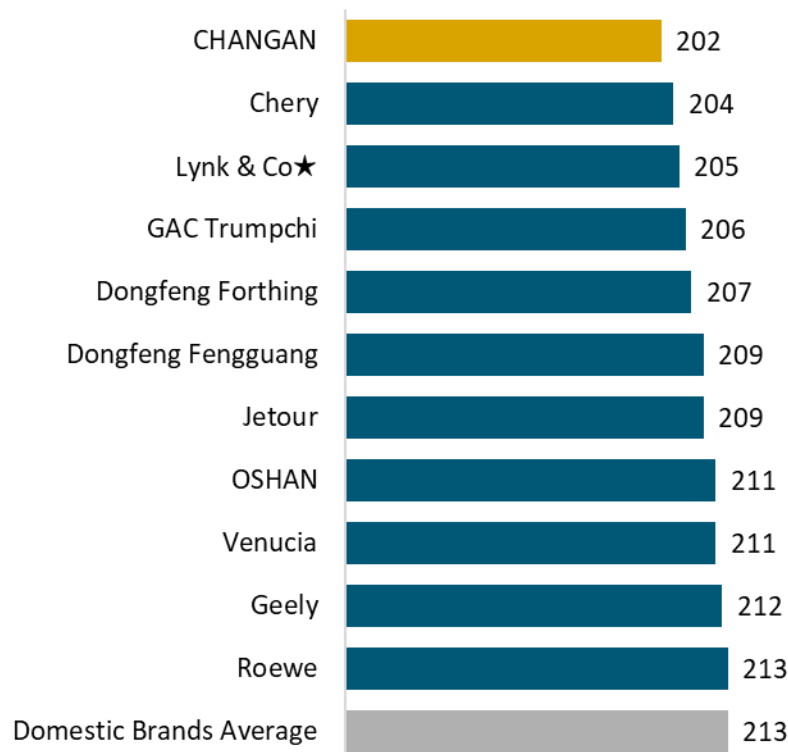
J.D. Power 2021 China Initial Quality StudySM (IQS)

IQS Brand Index Ranking

Domestic Brands

Segment Average and Above

Problem per 100 Vehicles (PP100)



Notes: ★ are Chinese premium brands defined as domestic brands whose premium models contribute more than 50% of its total sales; Premium models are defined as those with an average MSRP of more than RMB 150,000.
In alphabetical order if there are tie scores.

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J.D. Power 2021 China Initial Quality StudySM (IQS)

Top Three Models per Segment Car Segment

Compact Upper Car*

Highest Ranked: Honda Fit
Second Ranked: Toyota Yaris L

Midsize Upper Car

Highest Ranked: Honda Accord
Second Ranked: Buick LaCROSSE
Third Ranked: Buick Regal

Midsize Basic Car

Highest Ranked: Volkswagen Santana
Second Ranked: Hyundai Yuena Verna
Third Ranked: Hyundai Celesta

Compact Luxury Car

Highest Ranked: Audi A3
Second Ranked: Volvo S60L
Third Ranked: Cadillac CT5

Midsize Car

Highest Ranked: Hyundai Elantra Seven
Second Ranked: Honda Crider
Third Ranked: Ford Escort

Midsize Luxury Car*

Highest Ranked: Cadillac CT6

Midsize Upper Economy Car

Highest Ranked: Geely Borui
Second Ranked: Buick Verano
Third Ranked: Hyundai Mistra

Large Luxury Car*

Highest Ranked: Mercedes-Benz S-Class
Second Ranked: Audi A8

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

Note: To qualify for an award in the 2021 China Initial Quality 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 compact car, large luxury SUV and luxury MPV segments, these criteria were not met, thus no awards have been issued.

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2021 China Initial Quality StudySM (IQS)

Top Three Models per Segment SUV and MPV Segments

Small SUV*

Highest Ranked: Geely Vision X3
Second Ranked: GAC Trumpchi GS3

Compact SUV

Highest Ranked: Buick Encore GX
Second Ranked: Volkswagen T-CROSS
Third Ranked: Honda XR-V

Midsize SUV

Highest Ranked: Lynk & Co 05
Second Ranked: Venucia Star
Third Ranked: Changan CS75 Plus

Large SUV

Highest Ranked: Buick Enclave
Second Ranked: Ford Explorer
Third Ranked: Honda UR-V

Compact Luxury SUV

Highest Ranked: BMW X2
Second Ranked: Mercedes-Benz GLB-Class
Third Ranked: Audi Q2L

Midsize Luxury SUV

Highest Ranked: Audi Q5L
Second Ranked: Porsche Macan
Third Ranked: Cadillac XT5

Compact MPV

Highest Ranked: Wuling Hongguang Plus
Second Ranked: Baojun 730
Third Ranked: Wuling Hongguang S/S1

Midsize MPV

Highest Ranked: Wuling Hongguang S3
Second Ranked: GAC Trumpchi M6/GM6
Third Ranked: Geely Jiaji

Large MPV

Highest Ranked: Buick New GL8
Second Ranked: Honda Elysion
Third Ranked: Honda Odyssey

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

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