

Vehicle Dependability in China Improves Significantly but Complaints About Noise Increase, J.D. Power FindsPorsche and Beijing Hyundai Rank Highest Among Luxury and Mass Market Brands, Respectively

SHANGHAI: 28 Nov. 2019 – Overall vehicle dependability in 2019 has improved significantly among owners in China, with most quality problems improving, but with an increase in noise-related complaints, according to the J.D. Power 2019 China Vehicle Dependability Study (VDS),SM released today.

The study, now in its 10th year, measures the number of problems experienced per 100 vehicles (PP100) during the past six months by original 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/entertainment/navigation; heating/ventilation/air conditioning; seats; and engine/transmission.

According to the study, the overall vehicle dependability score this year is 114 PP100 (down 31 PP100 from 2018), and the number of problems reported by owners of 30- to 48-month-old vehicles, the same length of ownership as the 2018 study, is 126 PP100, which is 19 PP100 less than last year. Improvement occurs in all eight categories, with features/controls/displays improving the most (down 7.1 PP100 from 2018), followed by engine/transmission and vehicle interior, with scores down 5.5 PP100 and 5.2 PP100 respectively.

“The automotive industry in China has made exciting progress on vehicle dependability in 2019,” said **Jeff Cai, General Manager of Auto Product, J.D. Power China**. “Improvements in both new vehicle quality and vehicle dependability demonstrate that automakers are paying more attention to performance issues as a way to navigate the market downturn and spark a turnaround.”

The study also shows that owners complained more about noise problems this year. Excessive wind noise (5.0 PP100) and excessive road noise (4.6 PP100) are among the most commonly cited problems, increasing by 1.7 PP100 and 1.4 PP100, respectively, from 2018.

“Problems related to noise rank high in both the J.D. Power Initial Quality Study and Vehicle Dependability Study,” Cai said. “It’s crucial for manufacturers to make targeted adjustments to meet the preferences of vehicle owners in China and adopt necessary measures to reduce noise inside and around the car, such as controlling the noise level of the noise source and improving vehicle soundproofing.”

Following are additional findings from the 2019 study:

- **Domestic brands improve dramatically as gap with international brands narrows:** Chinese domestic brands make greater progress in vehicle dependability than international brands (43 PP100 vs. 28 PP100, respectively). The gap between Chinese domestic brands and international brands has narrowed to 15 PP100, the smallest since 2015.
- **Problems increase on broken/not working, noise/squeak and worn/faded as length of ownership grows:** Compared with car owners with one to two years of ownership, those with three to four years of ownership indicated 9.2 PP100 problems on broken/not working and 6.5 PP100 higher problems on worn/faded. Problems of front windshield wipers/washers broken or not working increase most as length of ownership grows.

Highest-Ranked Brands and Models

Porsche ranks highest in vehicle dependability among luxury brands with a score of 87 PP100. **BMW** (89 PP100) and **Cadillac** (89 PP100) rank second in a tie.

Beijing Hyundai is the highest-ranked mass market brand, with a score of 94 PP100. **Smart** ranks second with a score of 100 PP100. **MINI** (101 PP100) ranks third.

There are 18 models eligible for awards across 18 segments in the 2019 study:

- Beijing Hyundai models that rank highest in their respective segments are **Hyundai Yuena Verna**, **Hyundai Lingdong Elantra**, **Hyundai Sonata Nine** and **Hyundai ix35**.
- SAIC Volkswagen models that rank highest in their respective segments are **Volkswagen Polo**, **Volkswagen Lamando** and **Volkswagen Teramont**.
- BMW models that rank highest in their respective segments are **BMW X3 (Import)** and **BMW X5**.
- Chevrolet models that rank highest in their respective segments are **Chevrolet Sail** and **Chevrolet Trax**.

Other models that rank highest in their respective segments are **Audi A6L**, **BYD Song MAX**, **Cadillac ATS-L**, **Dongfeng Fengguang 370**, **Haval H1**, **Honda Elysion** and **Lexus NX**.

The 2019 study is based on responses from 34,820 vehicle owners who purchased their cars between January 2015 and June 2018. The study includes 284 models from 69 different brands and was fielded from January through July 2019 in 71 major cities across China.

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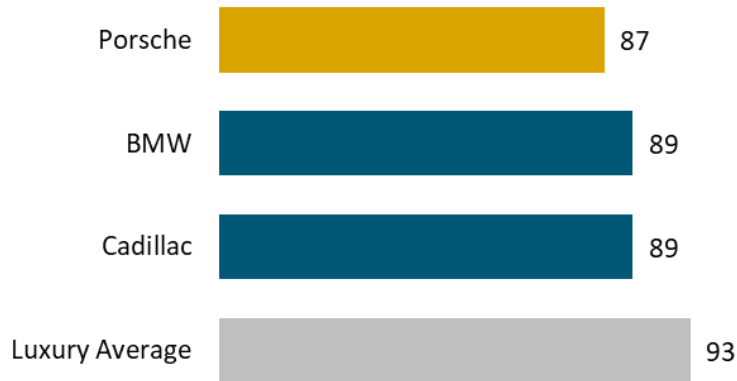
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NOTE: Four charts follow.

J.D. Power 2019 China Vehicle Dependability StudySM (VDS)

2019 Nameplate VDS Ranking - Luxury Industry Average and Above

Problems per 100 Vehicles (PP100)



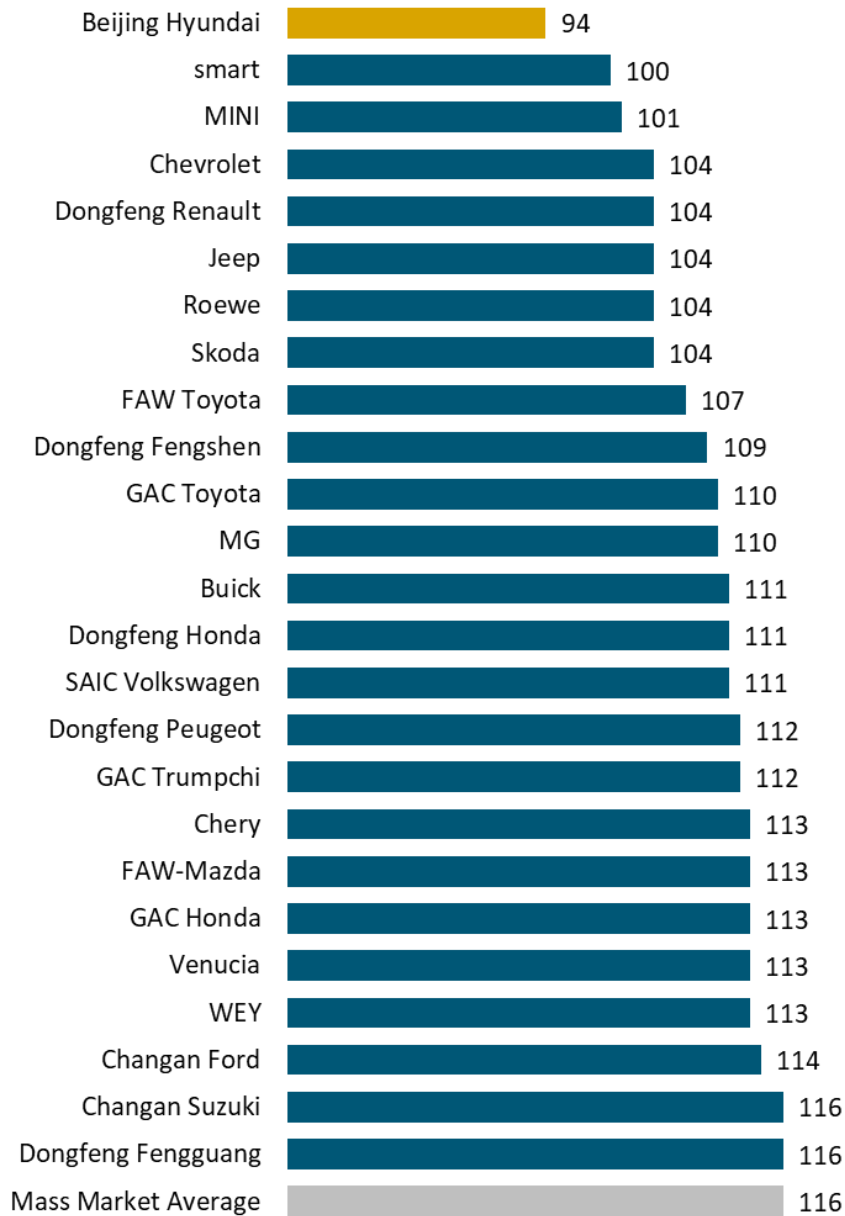
Source: J.D. Power 2019 China Vehicle Dependability StudySM (VDS)

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J.D. Power 2019 China Vehicle Dependability StudySM (VDS)

2019 Nameplate VDS Ranking - Mass Market Industry Average and Above

Problems per 100 Vehicles (PP100)



Source: J.D. Power 2019 China Vehicle Dependability StudySM (VDS)

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J.D. Power 2019 China Vehicle Dependability StudySM (VDS)

Top Three Models per Segment Segment Average and Above Car Segment

Compact* Highest Ranked: Chevrolet Sail Baojun 310	Midsize Upper Economy Highest Ranked: Volkswagen Lamando Volkswagen Golf Sportsvan Geely GC9
Compact Upper* Highest Ranked: Volkswagen Polo Toyota Yaris L	Midsize Upper Highest Ranked: Hyundai Sonata Nine Ford Taurus Kia K5
Midsize Basic Highest Ranked: Hyundai Yuena Verna Volkswagen Santana Chevrolet Cavalier	Compact Luxury Highest Ranked: Cadillac ATS-L BMW 3 Series Audi A4L
Midsize Highest Ranked: Hyundai Lingdong Elantra Hyundai Langdong Elantra Ford Escort	Midsize Luxury* Highest Ranked: Audi A6L BMW 5 Series

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

Note: To qualify for an award in the 2019 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 Compact Mini Car and Large Luxury Car segments, these criteria were not met, thus no awards have been issued.

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J.D. Power 2019 China Vehicle Dependability StudySM (VDS)

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

<p>Small SUV</p> <p>Highest Ranked: Haval H1 Haval H2 Geely Vision X3</p>	<p>Midsize Luxury SUV</p> <p>Highest Ranked: BMW X3 (Import) Cadillac XT5 Porsche Macan</p>
<p>Compact SUV</p> <p>Highest Ranked: Chevrolet Trax Ford Ecosport Hyundai ix25</p>	<p>Large Luxury SUV*</p> <p>Highest Ranked: BMW X5</p>
<p>Midsize SUV</p> <p>Highest Ranked: Hyundai ix35 Chevrolet Captiva Chery Tiggo 7</p>	<p>Compact MPV</p> <p>Highest Ranked: Dongfeng Fengguang 370 Baojun 730 JAC Refine M3</p>
<p>Large SUV</p> <p>Highest Ranked: Volkswagen Teramont Hyundai Santa Fe Volkswagen Tiguan L</p>	<p>Midsize MPV*</p> <p>Highest Ranked: BYD Song MAX Volkswagen Touran L</p>
<p>Compact Luxury SUV</p> <p>Highest Ranked: Lexus NX Audi Q3 BMW X1</p>	<p>Large MPV</p> <p>Highest Ranked: Honda ElySION Buick All New GL8 Buick New GL8</p>

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

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