

**Korean Auto Manufacturers Lead the Way in Vehicle Dependability, J.D. Power Finds**

Kia Ranks Highest among All Brands; Genesis Ranks Highest among Premium Brands

**TROY, Mich.: 10 Feb. 2022** — Korean auto brands **Kia**, **Genesis** and **Hyundai** earn three of the top four rankings in the newly redesigned J.D. Power 2022 U.S. Vehicle Dependability Study<sup>SM</sup> (VDS), released today. **Buick** and **Toyota** also make the list of the brands with the fewest reported problems after three years of ownership.

“Many owners are holding on to their vehicles longer, so long-term dependability is even more critical,” said **David Amodeo, director of global automotive at J.D. Power**. “Some automakers are performing much better than others at preventing problems from occurring. These problems include the vehicle’s mechanicals, exterior and interior—but also infotainment systems, driver assistance systems and all the other electronic systems in today’s vehicles.”

The 2019 model-year vehicles measured in this year’s study were first examined in the J.D. Power 2019 U.S. Initial Quality Study (IQS).<sup>SM</sup> Seven of the 10 highest-ranked brands in the 2019 IQS are among the 10 highest-ranked brands in this year’s VDS.

The study, now in its 33<sup>rd</sup> year, has been redesigned to include all of the features and technology that are available in current vehicles. The study covers 184 specific problem areas across nine major vehicle categories: climate; driving assistance (new in 2022); driving experience; exterior; features/controls/displays; infotainment; interior; powertrain; and seats.

The study also now measures satisfaction with the vehicle’s condition after three years of usage; whether owners find their vehicle as appealing now as when they first bought it; and what software updates have been made to the vehicle.

“Automakers are increasingly looking at owners’ relationships with their vehicles as having similarities to other consumer technology,” Amodeo said. “For instance, cellphones update all the time with over-the-air software releases and, increasingly, automakers must take advantage of this approach to fix problems, improve features and add capabilities to keep owners satisfied. Automakers that are able to do this best will have a huge advantage.”

Following are key findings of the 2022 study:

- **Owners of mass market vehicles experience fewer problems:** Mass market brands average 190 problems per 100 vehicles (PP100), which is 14 PP100 lower than for premium brands (204 PP100). Premium brands typically incorporate more technology in their vehicles, which increases the likelihood for problems to occur. At the same time, the build quality of mass market vehicles has improved considerably and now matches that of the premium brands.
- **Infotainment systems remain most problematic area:** The infotainment category continues to be the most problematic, with an average of 51.9 PP100, which is more than twice as many problems as the next-highest category. Seven of the top 10 problem areas in the study are infotainment-related, including: built-in voice recognition (8.3 PP100); Android Auto/Apple CarPlay connectivity (5.4 PP100); built-in Bluetooth system (4.5 PP100); not enough power plugs/USB ports (4.2 PP100);

navigation systems difficult to understand/use (3.7 PP100); touchscreen/display screen (3.6 PP100); and navigation system inaccurate/outdated map (3.6 PP100).

- **Most dependable model:** For a second consecutive year, the **Porsche 911** is the highest-ranked model in the study. This is the third time in the past four years that the 911 has earned this honor, a remarkable achievement.

## Highest-Ranked Brands

Kia ranks highest overall in vehicle dependability, with a score of 145 PP100. This is the first year Kia leads the overall ranking after ranking third overall in 2021. Other mass market brands ranking high for vehicle dependability include Buick (147 PP100), Hyundai (148 PP100), Toyota (158 PP100) and **Dodge** (166 PP100).

Genesis (155 PP100) ranks highest in the premium segment, followed by **Lexus** (159 PP100), **Porsche** (162 PP100), **Cadillac** (168 PP100) and **Lincoln** (180 PP100).

**General Motors Company** and **Toyota Motor Corporation** each receive five segment awards for models with the fewest reported problems in their respective segments. General Motors Company receives segment awards for the Buick Encore, Buick Envision, Chevrolet Impala, Chevrolet Silverado HD and Chevrolet Suburban. Toyota Motor Company receives segment awards for the Lexus NX, Lexus RX, Lexus UX, Toyota Corolla and Toyota Tundra.

**Hyundai Motor Group** receives three segment awards for the Hyundai Santa Fe, Hyundai Sonata and Kia Sorento.

The 2022 U.S. Vehicle Dependability Study is based on responses from 29,487 original owners of 2019 model-year vehicles after three years of ownership. The study was fielded from July 2021 through November 2021.

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/2022010>.

## About J.D. Power

**J.D. Power** is a global leader in consumer insights, advisory services and data and analytics. A pioneer in the use of big data, artificial intelligence (AI) and algorithmic modeling capabilities to understand consumer behavior, J.D. Power has been delivering incisive industry intelligence on customer interactions with brands and products for more than 50 years. The world's leading businesses across major industries rely on J.D. Power to guide their customer-facing strategies.

J.D. Power has offices in North America, Europe and Asia Pacific. To learn more about the company's business offerings, visit [JDPower.com/business](https://www.jdpower.com/business). The J.D. Power auto shopping tool can be found at [JDPower.com](https://www.jdpower.com).

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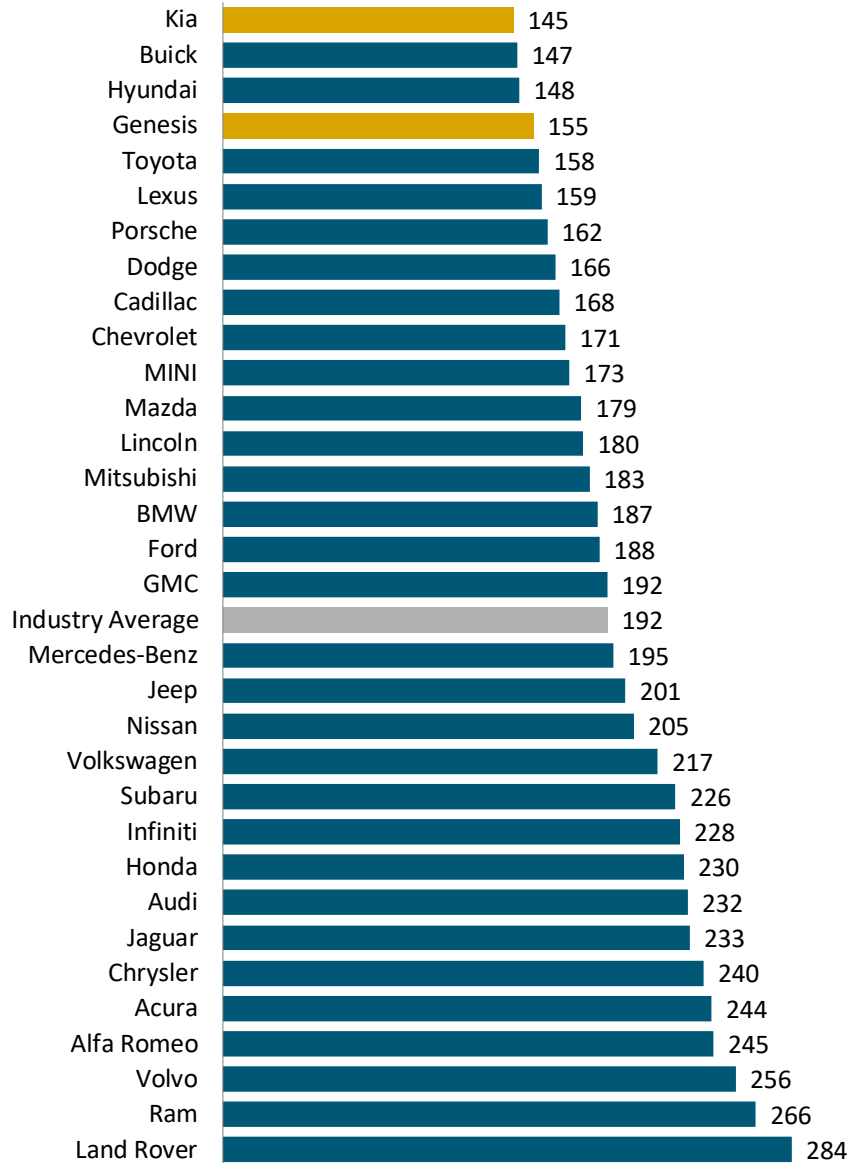
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NOTE: Four charts follow.

# J.D. Power 2022 U.S. Vehicle Dependability Study<sup>SM</sup>

## Brand Ranking

Problems per 100 Vehicles (PP100)



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

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

Note: Tesla is not included due to small sample size.

Source: J.D. Power 2022 U.S. Vehicle Dependability Study<sup>SM</sup>

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# J.D. Power 2022 U.S. Vehicle Dependability Study<sup>SM</sup>

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## Most Dependable Model

Porsche 911

## Top Three Models per Segment

Car Segments

### Compact Car

Highest Ranked: Toyota Corolla  
Chevrolet Cruze  
Hyundai Elantra

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### Compact Premium Car

Highest Ranked: BMW 4 Series  
Infiniti Q50  
Audi A5

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### Compact Sporty Car

Highest Ranked: Mazda MX-5 Miata  
MINI Cooper  
Hyundai Veloster

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### Large Car

Highest Ranked: Chevrolet Impala  
Buick LaCrosse  
Dodge Charger

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### Midsize Car

Highest Ranked: Hyundai Sonata  
Chevrolet Malibu  
Kia Optima

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### Midsize Premium Car\*

Highest Ranked: Lincoln MKZ  
Lexus ES

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### Midsize Sporty Car\*

Highest Ranked: Ford Mustang  
Chevrolet Camaro

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

*Source: J.D. Power 2022 U.S. Vehicle Dependability Study<sup>SM</sup>*

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## Top Three Models per Segment

### SUV Segments

#### Compact Premium SUV

Highest Ranked: Lexus NX

Lincoln MKC  
Cadillac XT4

#### Midsized SUV

Highest Ranked: Hyundai Santa Fe

Toyota 4Runner  
Ford Flex

#### Compact SUV

Highest Ranked: Buick Envision

Kia Sportage  
Hyundai Tucson

#### Small Premium SUV\*

Highest Ranked: Lexus UX

Mercedes-Benz GLA

#### Large SUV

Highest Ranked: Chevrolet Suburban

GMC Yukon  
Chevrolet Tahoe

#### Small SUV

Highest Ranked: Buick Encore

Kia Soul  
Toyota C-HR

#### Midsized Premium SUV\*

Highest Ranked: Lexus RX

Cadillac XT5

#### Upper Midsized SUV

Highest Ranked: Kia Sorento

Dodge Durango  
Chevrolet Traverse

#### Upper Midsized Premium SUV

Highest Ranked: Porsche Cayenne

BMW X5  
Mercedes-Benz GLE

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## Top Three Models per Segment

*Pickup and Van Segments*

Large Heavy Duty Pickup\*

Highest Ranked: Chevrolet Silverado HD

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Large Light Duty Pickup

Highest Ranked: Toyota Tundra

Chevrolet Silverado  
Ford F-150

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Midsize Pickup

Highest Ranked: Nissan Frontier

Ford Ranger  
Toyota Tacoma

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Minivan

Highest Ranked: Dodge Grand Caravan

Toyota Sienna  
Chrysler Pacifica

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

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