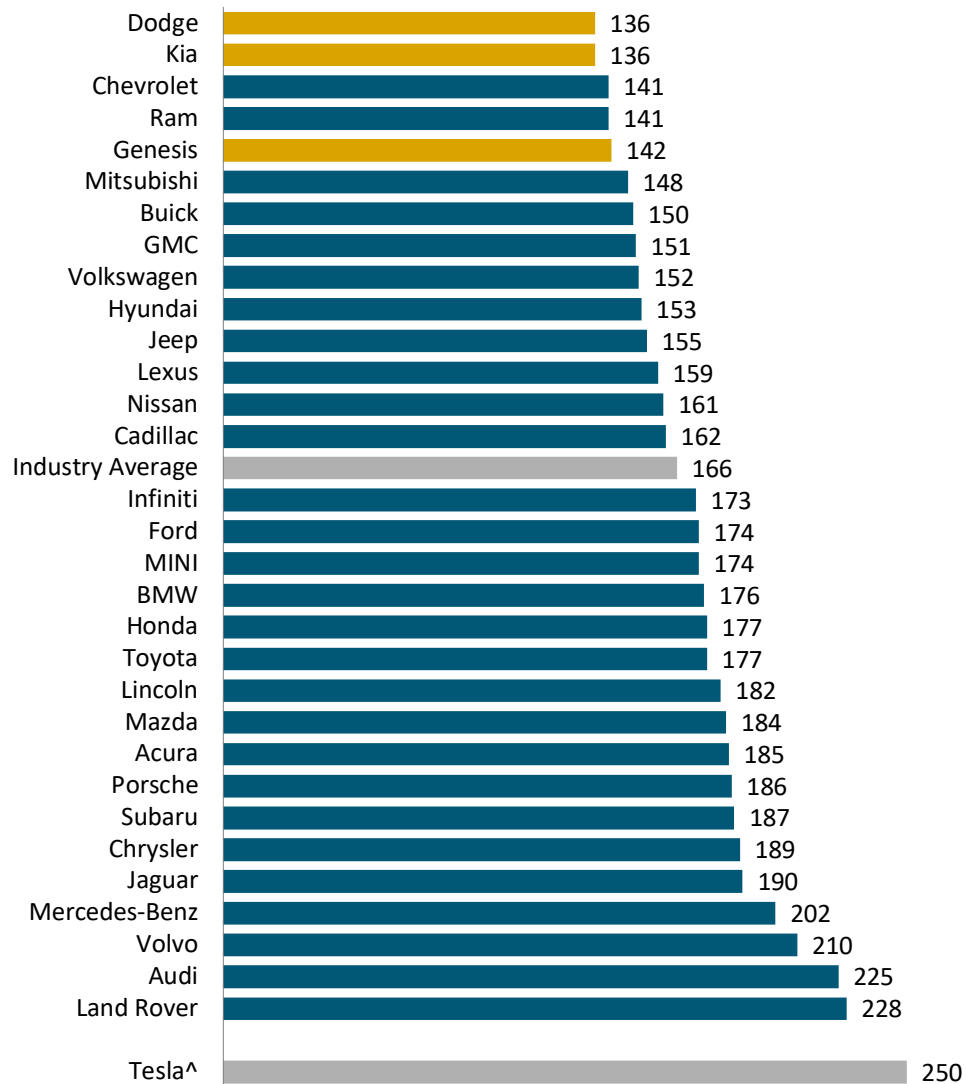


J.D. Power 2020 U.S. Initial Quality StudySM

Brand Ranking

Problems per 100 Vehicles (PP100)



Note: [^]Brand is not rank eligible because it does not meet study award criteria.

Source: J.D. Power 2020 U.S. Initial Quality StudySM

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Highest Initial Quality Model

Chevrolet Sonic

Top Three Models per Segment

Car Segments

Small Car	Midsized Car
Highest Ranked: Chevrolet Sonic Hyundai Accent Kia Rio	Highest Ranked: Chevrolet Malibu Ford Fusion Kia Optima
Small Premium Car Highest Ranked: Audi A3 Acura ILX (Tie) BMW 2 Series (Tie)	Midsized Sporty Car* Highest Ranked: Ford Mustang
Compact Car Highest Ranked: Kia Forte Hyundai Elantra Volkswagen Jetta	Midsized Premium Car Highest Ranked: Cadillac CT5 Lincoln MKZ Kia Stinger
Compact Sporty Car* Highest Ranked: Hyundai Veloster (Tie) MINI Cooper (Tie)	Upper Midsized Premium Car* Highest Ranked: Cadillac CT6 Genesis G80
Compact Premium Car Highest Ranked: Genesis G70 Lexus IS (Tie) Mercedes-Benz C-Class (Tie)	Large Car* Highest Ranked: Nissan Maxima Dodge Charger
	Large Premium Car Highest Ranked: BMW 8 Series BMW 7 Series Porsche Panamera

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

Models must have sufficient sample to be considered for the highest initial quality 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 Premium Sporty Car segment, these criteria were not met, thus no awards have been issued.

Source: J.D. Power 2020 U.S. Initial Quality StudySM

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Top Three Models per Segment

SUV Segments

Small SUV

Highest Ranked: **Kia Soul**

Toyota C-HR

Buick Encore (Tie)

Chevrolet Trax (Tie)

Mitsubishi Outlander Sport (Tie)

Small Premium SUV

Highest Ranked: **Jaguar E-Pace**

Lexus UX

BMW X2

Compact SUV

Highest Ranked: **Hyundai Tucson**

Kia Sportage

Chevrolet Equinox

Compact Premium SUV

Highest Ranked: **Cadillac XT4**

BMW X4

Lexus NX

Midsize SUV

Highest Ranked: **Nissan Murano**

Chevrolet Blazer

Hyundai Santa Fe

Midsize Premium SUV

Highest Ranked: **Lexus GX**

Lincoln Nautilus

Lexus RX

Upper Midsize SUV

Highest Ranked: **Kia Sorento**

Dodge Durango

Toyota Highlander

Upper Midsize Premium SUV

Highest Ranked: **BMW X6**

BMW X5

Audi Q8

Large SUV

Highest Ranked: **Nissan Armada**

Chevrolet Tahoe

Toyota Sequoia

Large Premium SUV

Highest Ranked: **Cadillac Escalade**

Lincoln Navigator

BMW X7

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

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Top Three Models per Segment

Van and Pickup Segments

Minivan*

Highest Ranked: Kia Sedona
Honda Odyssey

Midsize Pickup

Highest Ranked: Ford Ranger
Chevrolet Colorado
Honda Ridgeline

Large Light Duty Pickup

Highest Ranked: Toyota Tundra
GMC Sierra
Ford F-150

Large Heavy Duty Pickup*

Highest Ranked: Ford Super Duty
Chevrolet Silverado HD

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

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Plant Assembly Line Quality Award Recipients

Based on Models Produced for U.S. Market

	Problems per 100 Vehicles (Defects/Malfunctions Only)	Model(s) Produced at Plant
Platinum Award		
General Motors Company—Yantai Dongyue 2, China (North)	21	Buick Envision
North/South America		
Fiat Chrysler Automobiles—Toluca, Mexico (Toluca Assembly Plant) <i>Gold</i>	26	Dodge Journey, Jeep Compass
Ford Motor Company—Michigan Assembly Plant, MI <i>Silver</i>	27	Ford Ranger
Fiat Chrysler Automobiles—Belvidere, IL (Belvidere Assembly Plant) <i>Bronze</i>	28	Jeep Cherokee
Toyota Motor Corporation—Cambridge South, Ontario, Canada (TMMC) <i>Bronze</i>	28	Lexus RX
Asia Pacific		
Toyota Motor Corporation—Kyushu 1, Japan (TMK) <i>Silver</i>	24	Lexus NX, Lexus UX
Hyundai Motor Group—Kwangju Plant 1, Korea <i>Bronze</i>	25	Kia Soul
Europe and Africa		
Toyota Motor Corporation—TMMT, Turkey <i>Gold</i>	24	Toyota C-HR
BMW AG—Dingolfing 02, Germany <i>Silver</i>	27	BMW 7 Series, BMW 8 Series
BMW AG—Born, Netherlands <i>Bronze</i>	28	BMW X1, MINI Cooper, MINI Countryman

Source: J.D. Power 2020 U.S. Initial Quality StudySM

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