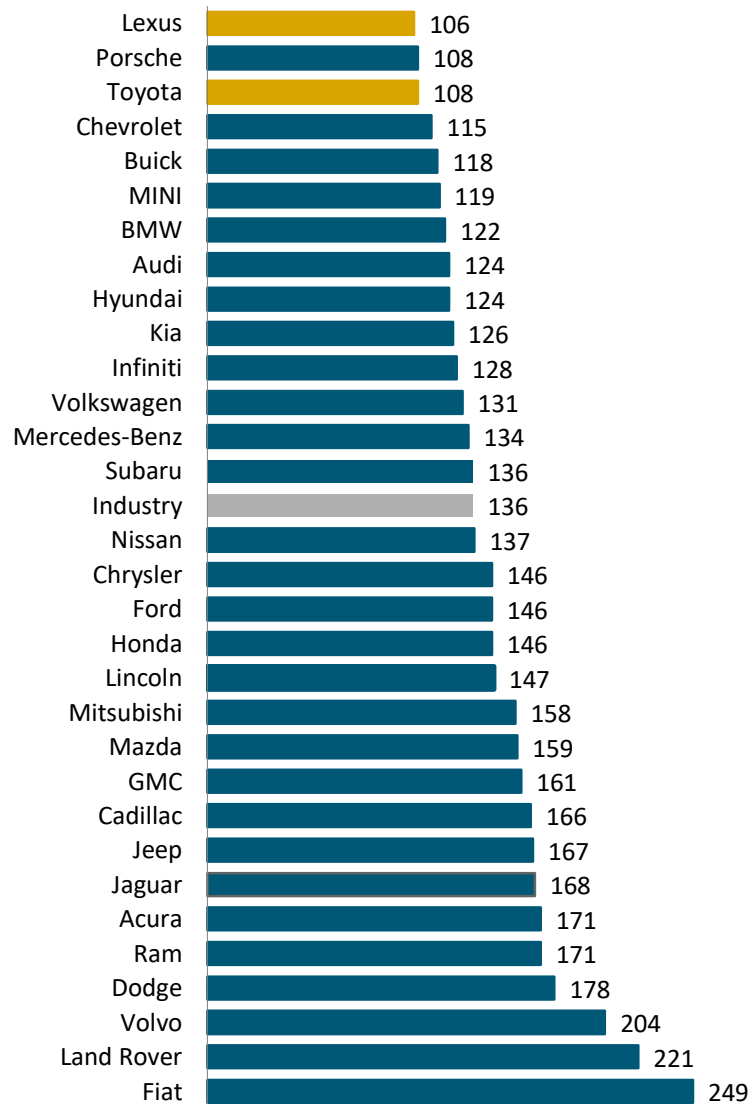


J.D. Power 2019 U.S. Vehicle Dependability StudySM (VDS)

2019 Brand Ranking

Problems per 100 Vehicles (PP100)



Lexus ranks highest among Luxury brands, and is noted by a gold bar. Toyota ranks highest among Mass Market brands, and is noted by a gold bar. Included in the study, but not ranked due to small sample size, is smart.

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

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J.D. Power 2019 U.S. Vehicle Dependability StudySM (VDS)

Most Dependable Model

Porsche 911

Top Three Models per Segment

Car Segments

Small Car Highest Ranked: Chevrolet Sonic Hyundai Accent Nissan Versa	Midsized Car Highest Ranked: Toyota Camry Buick Regal (Tie) Volkswagen Passat (Tie)
Compact Car Highest Ranked: Buick Verano Toyota Corolla Chevrolet Cruze	Midsized Sporty Car* Highest Ranked: Dodge Challenger
Compact Sporty Car* Highest Ranked: MINI Cooper Mazda MX-5 Miata	Midsized Premium Car Highest Ranked: BMW 5 Series Audi A7 Mercedes-Benz E-Class
Compact Multi-Purpose Vehicle* Highest Ranked: Kia Soul Toyota Prius v	Large Car Highest Ranked: Buick LaCrosse Chevrolet Impala Toyota Avalon
Compact Premium Car Highest Ranked: Lexus ES Audi A5 Audi A4	

**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 City Car, Compact Premium Sporty Car, Small Premium Car, Midsized Premium Sporty Car, Large Premium Car, and Large Premium SUV segments, these criteria were not met, thus no awards have been issued.

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

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2019 U.S. Vehicle Dependability StudySM (VDS)

Top Three Models per Segment
SUV, Van, Pickup Segments

Small SUV Highest Ranked: Volkswagen Tiguan Buick Encore (Tie) Kia Sportage (Tie)	Midsized Premium SUV Highest Ranked: Lexus GX Lexus RX Mercedes-Benz GLE
Small Premium SUV* Highest Ranked: Audi Q3 BMW X1	Minivan* Highest Ranked: Chrysler Town & Country Toyota Sienna
Compact SUV Highest Ranked: Chevrolet Equinox GMC Terrain Toyota RAV4	Large SUV Highest Ranked: Ford Expedition Chevrolet Tahoe Chevrolet Suburban
Compact Premium SUV Highest Ranked: BMW X3 Porsche Macan Infiniti QX50	Large Light Duty Pickup* Highest Ranked: Toyota Tundra Chevrolet Silverado
Midsized Pickup Highest Ranked: Nissan Frontier Chevrolet Colorado GMC Canyon	Large Heavy Duty Pickup* Highest Ranked: Chevrolet Silverado HD Ford Super Duty
Midsized SUV Highest Ranked: Hyundai Santa Fe Chevrolet Traverse Toyota Highlander	

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

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 City Car, Compact Premium Sporty Car, Small Premium Car, Midsized Premium Sporty Car, Large Premium Car, and Large Premium SUV segments, these criteria were not met, thus no awards have been issued.

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