

J.D. Power 2016 U.S. Vehicle Dependability StudySM (VDS)

Summary

J.D. Power 2016 U.S. Vehicle Dependability StudySM (VDS) examines issues reported by original owners of 3-year-old vehicles. This study measures car reliability by analyzing problems experienced over the past 12 months of ownership in such areas as: features and controls; engine and transmission; entertainment and navigation; heating and cooling; the overall driving experience, and more. Dependability is measured by Problems per 100 Vehicles (PP100).

Highlights

	Best	Worst
Brand	95 Lexus	208 Dodge
Parent Owner	124 General Motors	198 Tata Motors ^[1]
Country	135 Germany	199 Switzerland ^[2]
Category	141 Luxury	156 Non-Luxury

Note: All measures in Problems per 100 Vehicles (PP100)

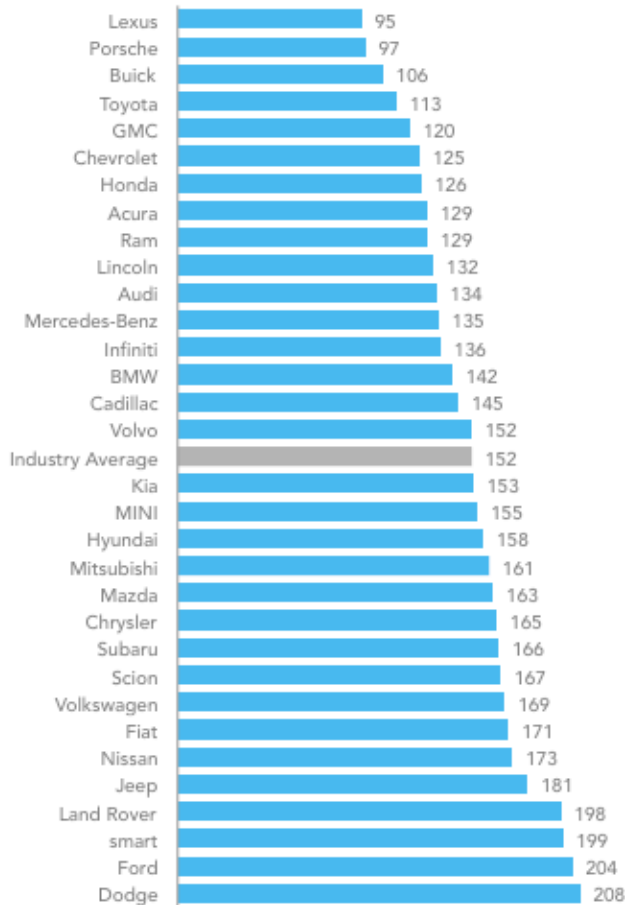
^[1] Tata Motors has controlling ownership over Land Rover in the U.S.

^[2] smart Cars are headquartered in Switzerland despite ownership by Daimler AG.

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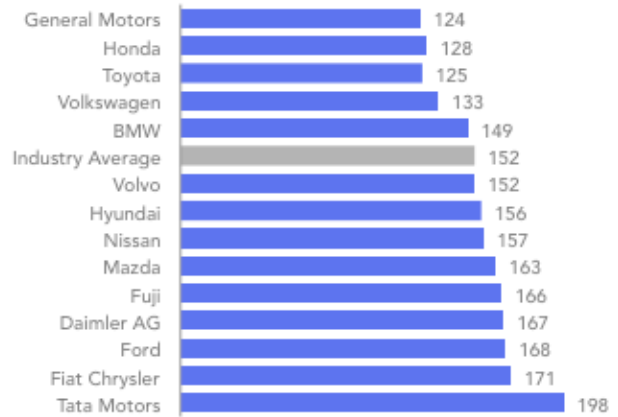


VDS Ranking (by Brand)

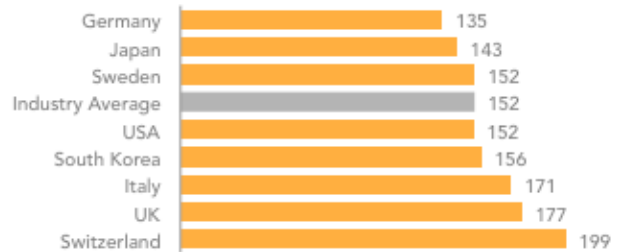


Note: Included in the study but not ranked due to small sample size is Jaguar.

VDS Ranking (by Parent Owner)



VDS Ranking (by Country)



VDS Ranking (by Category)



Appendix

PARENT OWNERSHIP

BMW: BMW, MINI / **Daimler AG:** Mercedes-Benz, smart / **Fiat Chrysler:** Chrysler, Dodge, Fiat, Jeep, Ram / **Ford:** Ford, Lincoln / **Fuji:** Subaru
General Motors: Buick, Cadillac, Chevrolet, GMC / **Honda:** Acura, Honda / **Hyundai:** Hyundai, Kia / **Mazda:** Mazda / **Nissan:** Infiniti, Mitsubishi, Nissan / **Tata Motors:** Land Rover / **Toyota:** Lexus, Scion, Toyota / **Volkswagen:** Audi, Porsche, Volkswagen

COUNTRY

Germany: Audi, BMW, Mercedes-Benz, Porsche, Volkswagen / **Italy:** Fiat / **Japan:** Acura, Honda, Infiniti, Lexus, Mazda, Mitsubishi, Nissan, Scion, Subaru, Toyota / **South Korea:** Hyundai, Kia / **Sweden:** Volvo / **Switzerland:** smart / **USA:** Buick, Cadillac, Chevrolet, Chrysler, Dodge, Ford, GMC, Jeep, Lincoln, Ram / **UK:** MINI

CATEGORY

Luxury: Acura, Audi, BMW, Cadillac, Infiniti, Land Rover, Lexus, Lincoln, Mercedes-Benz, Porsche, smart, Volvo
Non-Luxury: Buick, Chevrolet, Chrysler, Dodge, Fiat, Ford, GMC, Honda, Hyundai, Jeep, Kia, Mazda, MINI, Mitsubishi, Nissan, Ram, Scion, Subaru, Toyota, Volkswagen



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