



Press Release

J.D. Power Asia Pacific Reports: Overall Vehicle Dependability in India Increases Considerably, Largely Due to Vehicle Exterior and Interior Improvements

Chevrolet and Toyota Capture Two Segment Awards Each in Long-Term Vehicle Dependability Study in India

SINGAPORE: 30 June 2010 — Vehicle dependability across the auto industry in India improves notably in 2010, compared with 2009, with the greatest gains occurring in the areas of vehicle exterior and interior, according to the J.D. Power Asia Pacific 2010 India Vehicle Dependability StudySM (VDS) released today.

Overall vehicle dependability averages 269 problems per 100 vehicles (PP100) in 2010, improving by 21 PP100 from 2009. Overall dependability is based on the number of problems reported per 100 vehicles, with lower scores indicating a lower rate of problem incidence and higher long-term vehicle quality. The study ranks vehicles within seven market segments: compact car; premium compact car; entry midsize car; midsize car; premium midsize car; multi-utility/multi-purpose vehicles (MUV/ MPV); and sport-utility vehicles (SUV).

“Compared with previous years, vehicles that are 30 to 42 months old now have fewer problems,” said Mohit Arora, executive director at J.D. Power Asia Pacific, Singapore. “This suggests that manufacturers have made conscious improvements in the long-term dependability of their vehicles, and therefore, vehicles made more recently are likely to have fewer problems over their lifetime than those that were made even a few years ago. This is positive news for consumers who are looking to buy a used vehicle as well as those who own relatively newer models and plan to hold on to them for a while.”

The study provides useful information to both the automotive industry and consumers and regarding long-term vehicle quality by measuring 169 problem symptoms in eight categories: vehicle exterior; driving experience; features, controls and displays; audio and entertainment; seats; heating, ventilation and cooling (HVAC); vehicle interior; and engine and transmission. For consumers, the Vehicle Dependability Study offers insight into the reliability and dependability of brands and specific models nearing the end of the standard warranty period. In addition, the study is designed to assist manufacturers in tracking the quality performance of their models over time for purposes of product improvement.

Two Chevrolet models and two Toyota models each rank highest in their respective segments. Chevrolet models earning awards are the Spark (compact) and U-VA (premium compact). The Toyota Corolla (premium midsize car) and the Innova (MUV/ MPV) each receive awards for a third consecutive year. Also receiving segment awards are: Ford Endeavor (SUV), for a third consecutive year; Honda City (midsize car), for a third consecutive year; and Mahindra-Renault Logan (entry midsize car).

Mercedes-Benz is the highest-ranked nameplate with a score of 43 PP100. Skoda and Hyundai are the most-improved nameplates in the study in 2010, improving by 135 PP100 and 94 PP100, respectively, from 2009. Their gains are largely due to improvements in their high-volume models, the Skoda Octavia and the Hyundai Santro.

The study also finds that 42 percent of owners report that repair work was performed on their vehicle. The most commonly reported types of repairs include tire repair, body/ accident repair and transmission repair. Among owners of models that did not require repair, problem counts average 170 PP100 lower than that of owners who had repairs performed on their vehicles.

In addition, customers who had repairs performed on their vehicle are less likely to repurchase the same make or recommend the same model, compared with customers whose vehicle didn't need repair. The proportion of customers who say they are "disappointed" with their vehicle quality is three times higher among repair customers, compared with customers whose vehicle didn't need repair.

"Incidences of vehicle repair have an adverse impact on owner perceptions of the long-term reliability and durability of their vehicles, which may result in a greater propensity to replace their vehicles," said Arora.

The 2010 India Vehicle Dependability Study is based on evaluations from 5,824 original owners who purchased a new vehicle between July 2006 and October 2007. The study includes 46 vehicle models covering 13 nameplates and was fielded from January to April 2010 in 20 cities across India. The VDS is one of two J.D. Power and Associates automotive quality studies for the India market, along with the Initial Quality Study (IQS), which measures problems of new vehicles at two to six months of ownership. The India IQS will be published in November.

About J.D. Power Asia Pacific

J.D. Power Asia Pacific has offices in Tokyo, Singapore, Beijing, Shanghai and Bangkok that conduct customer satisfaction research and provide performance analytics services in the automotive, information technology and finance industries. Together, the five offices bring the language of customer satisfaction to consumers and businesses in China, India, Indonesia, Japan, Malaysia, Philippines, Taiwan, Thailand and Vietnam. Information regarding J.D. Power Asia Pacific and its products can be accessed through the Internet at www.jdpower.com. Media e-mail contact: xingtliu@jdpower.com.sg.

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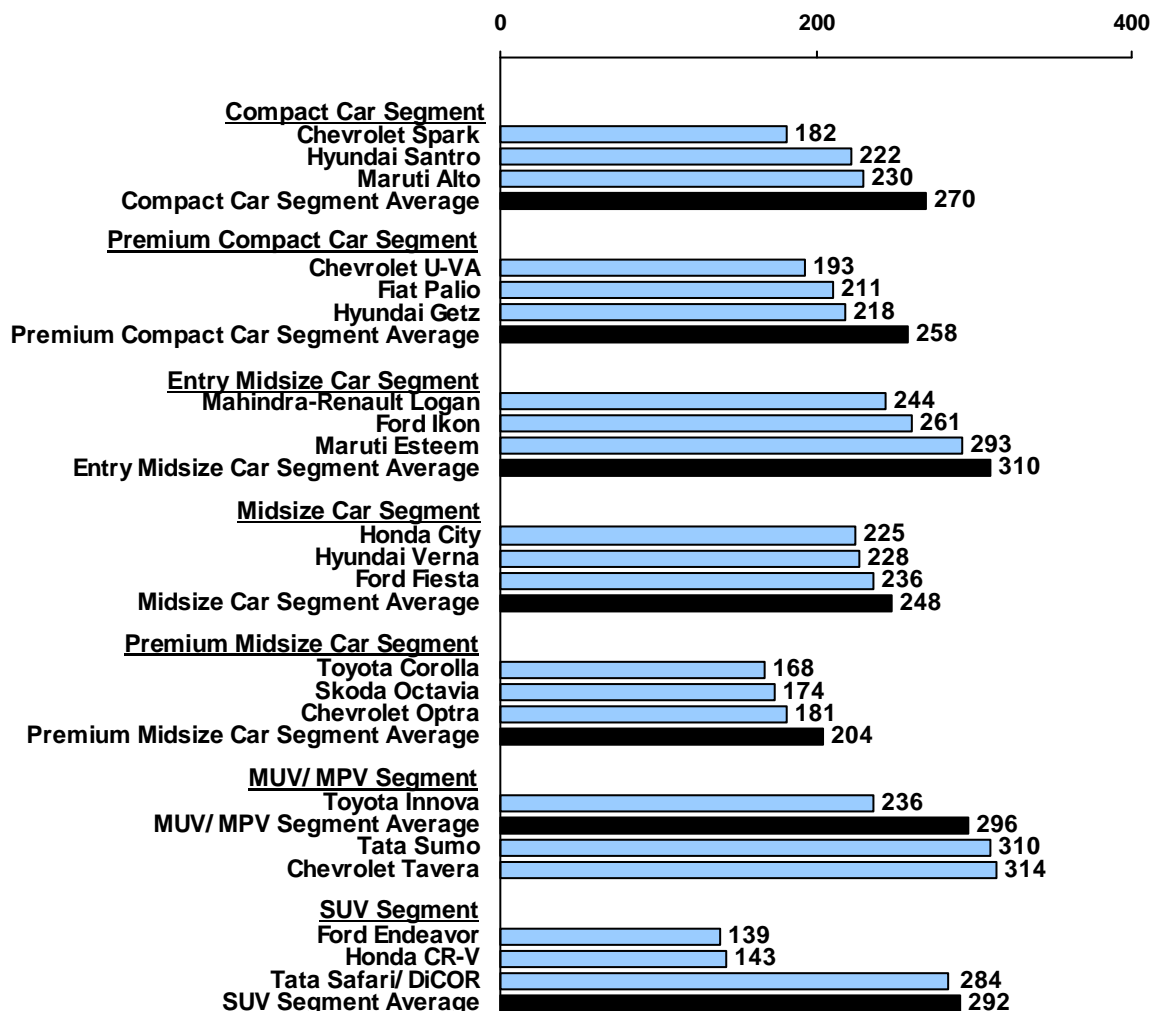
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NOTE: One chart follows.

J.D. Power Asia Pacific 2010 India Vehicle Dependability StudySM (VDS)

Top Three Models per Segment Problems per 100 Vehicles*



*Problems per 100 vehicles is measured via actual customer feedback related to the number of "things gone wrong." A lower score reflects better quality performance.

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

Note: No official rankings are published for the entry compact car, entry luxury car, luxury car and van segments due to an insufficient number of models in these segments.

Source: J.D. Power Asia Pacific 2010 India Vehicle Dependability StudySM (VDS)

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