China Vehicle Dependability Remains Stable, J.D. Power Finds

Porsche, FAW Toyota and WEY Rank Highest in Respective Segments

SHANGHAI: 31 Oct. 2023 – The number of overall industry problems in China is 180 problems per 100 (PP100) vehicles, the same number of problems as the 2022 study, according to the J.D. Power 2023 China Vehicle Dependability Study^{SM} (VDS), released today.

The study, now in its 14th year, measures the number of problems experienced per 100 vehicles during the past six months by owners of 13- to 48-month-old vehicles. A lower score reflects higher vehicle quality. The study covers 177 specific problems grouped into nine major vehicle categories: exterior; interior; driving experience; features/controls/displays (FCD); infotainment; climate; seats; powertrain; and driving assistance.

According to the study, malfunction problems have increased to 106 PP100 in 2023 from 102 PP100 in 2022. There is a significant increase in malfunction problems in three categories: seats (+4.4 PP100); interior (+2.5 PP100); and climate (+1.6). Conversely, design problems are 74 PP100, a decline of 4 PP100 from 2022.

"Although manufacturers regard quality above everything else, some do not pay enough attention to quality after the warranty period," said **Elvis Yang, general manager of auto product practice at J.D. Power China.** "However, such problems directly affect owners' concerns about the long-term dependability and durable quality of their vehicle. Manufacturers need to pay more attention to long-term quality and improve quality management standards."

Following are additional findings of the 2023 study:

- **Four assisted driving problems need to be addressed:** The top four assisted driving problems cited by vehicle owners are blind spot monitoring; the parking cameras' lens gets dirty easily; the accuracy of the front collision warning; and the stability of the cruise. Some of these problems can be improved through software upgrades.

- **Chinese domestic brands have highest number of problems by low and medium mileage:** Chinese domestic brands with mileage below 20,000 kilometers and between 40,000 - 80,000 kilometers experience more problems than other international brands,192 PP100 and 215 PP100, respectively.

- **Dealers can provide system update services to improve the owner experience:** Vehicle owners can upgrade functions such as navigation/maps; audio/entertainment systems; Bluetooth; and in-car smart voice assistance through multiple channels. Nearly 90% of owners say they have a better experience after updating the system in the dealer store, and 74% of owners say they have better experience after an over-the-air (OTA) technology online upgrade.

Highest-Ranked Brands and Models

Porsche ranks highest in vehicle dependability among premium brands with 137 PP100, while **BMW** (140 PP100) and **Land Rover** (140 PP100) each rank second in a tie.

FAW Toyota is the highest-ranked mass market brand with 142 PP100. **Changan Ford** (157 PP100) ranks second and **GAC Toyota** (166 PP100) ranks third.

WEY is the highest-ranked Chinese domestic brand with 180 PP100. **Lynk & Co** (181 PP100) ranks second, while **Chery** (182 PP100) and **FAW Hongqi** (182 PP100) each rank third in a tie.

In the 2023 study, 22 models from 14 brands are eligible for awards across 19 segments.

- **BMW** models ranking highest in their respective segments are **BMW 5 Series**; **BMW 7 Series**; and **BMW X1.**
- **Changan Ford** models ranking highest in their respective segments are **Ford Mondeo** and **Ford Edge.**
- **FAW Toyota** models ranking highest in their respective segments are **Toyota Vios/Vios FS**; **Toyota Corolla**; **Toyota IZOA;** and **Toyota RAV4.**
- **Mercedes-Benz** models ranking highest in their respective segments are **Mercedes-Benz A-Class** and **Mercedes-Benz GLC-Class.**
- **SAIC Volkswagen** models that rank highest in their respective segments are **Volkswagen Polo** and **T-CROSS.**

Other models that rank highest in their respective segments are **Baojun 730**; **Cadillac XTS**; **GAC Trumpchi GS4**; **Geely Binyue**; **Honda Odyssey**; **Hyundai ix35**; **Land Rover Range Rover**; **Skoda Kamiq**; and **Toyota Camry.**

The 2023 study is based on responses from 37,973 vehicle owners who purchased their vehicle between December 2018 and May 2022. The study includes 247 models from 46 different brands and was fielded from January through June 2023 in 81 major cities across China.

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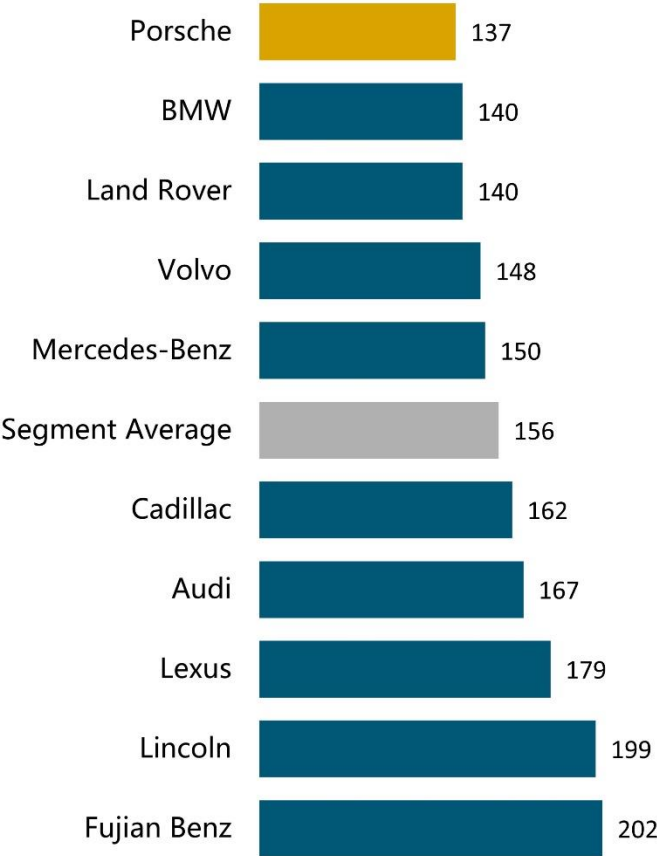
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NOTE: Seven charts follow.

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2023 China Vehicle Dependability Study^{SM} (VDS)

Premium Brands

Problem per 100 Vehicles (PP100)

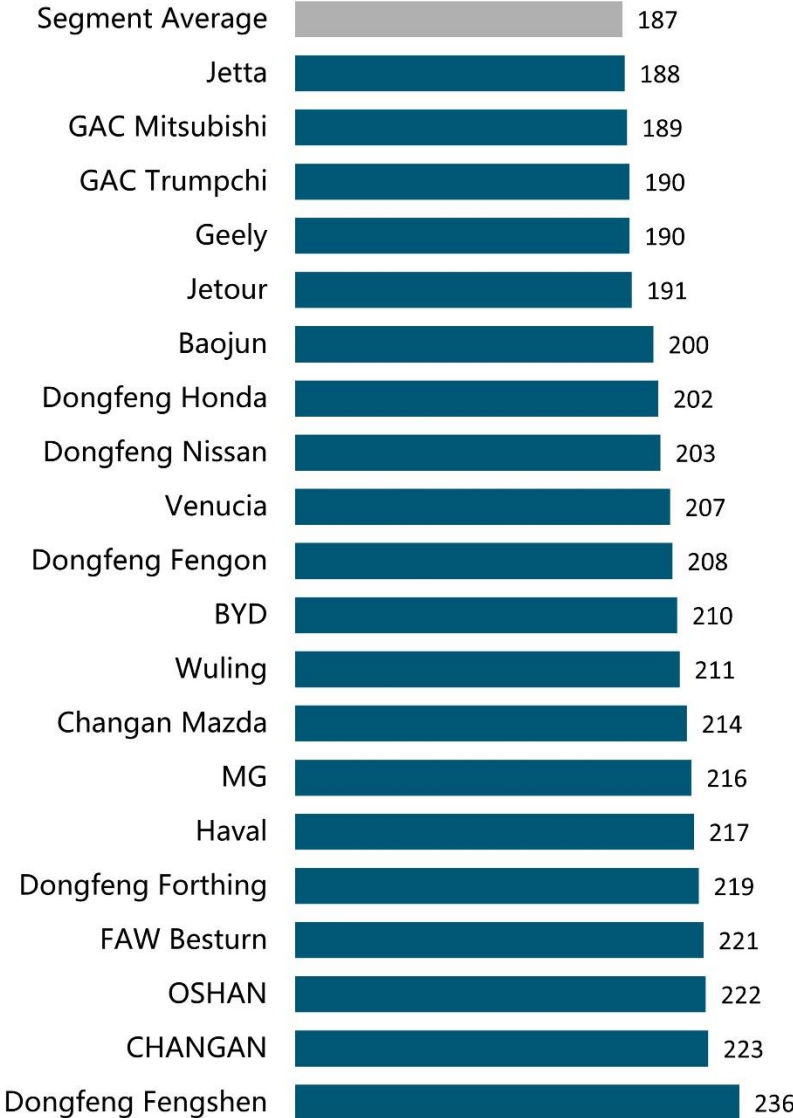| Brand	PP100
Porsche	137
BMW	140
Land Rover	140
Volvo	148
Mercedes-Benz	150
Segment Average	156
Cadillac	162
Audi	167
Lexus	179
Lincoln	199
Fujian Benz	202

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Mass Market Brands (1/2)

Problem per 100 Vehicles (PP100)
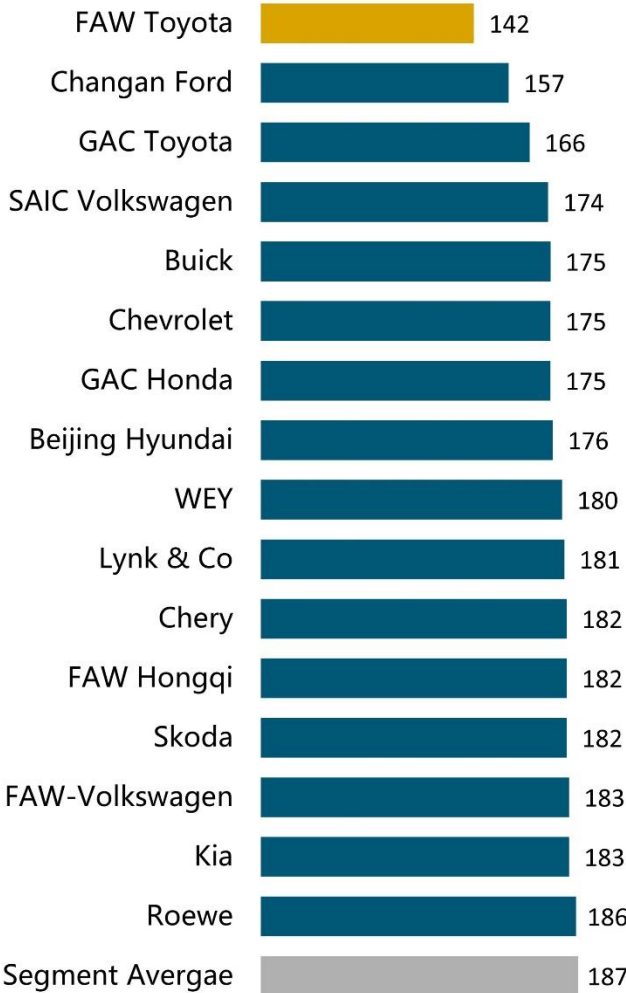
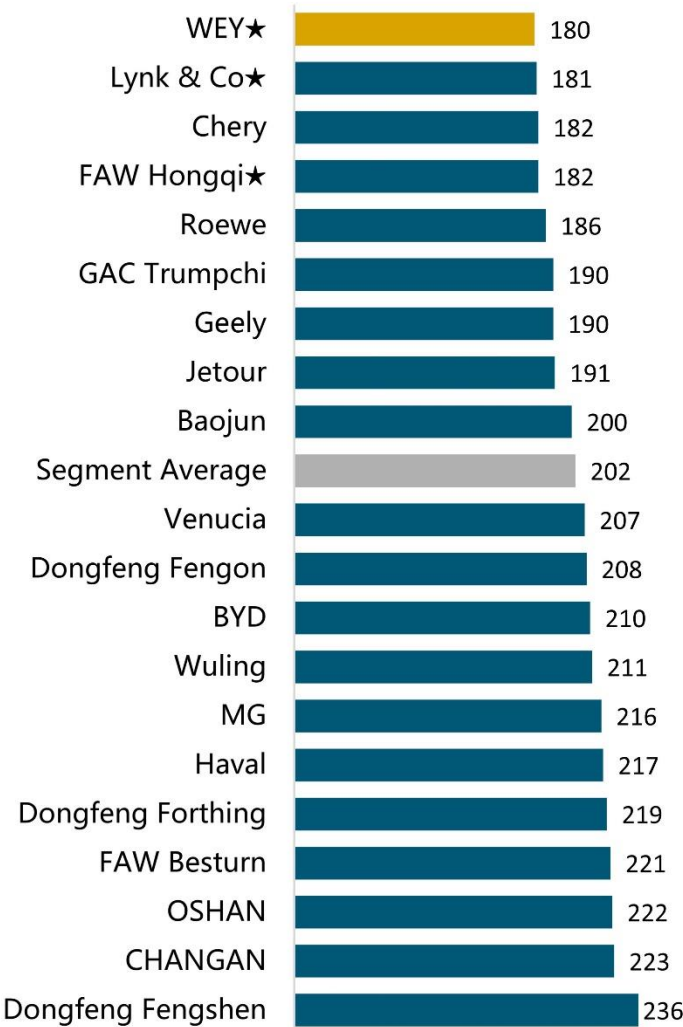| Brand	PP100
FAW Toyota	142
Changan Ford	157
GAC Toyota	166
SAIC Volkswagen	174
Buick	175
Chevrolet	175
GAC Honda	175
Beijing Hyundai	176
WEY	180
Lynk & Co	181
Chery	182
FAW Hongqi	182
Skoda	182
FAW-Volkswagen	183
Kia	183
Roewe	186
Segment Avergae	187

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Mass Market Brands (2/2)
Problem per 100 Vehicles (PP100)

Brand	PP100
Segment Average	187
Jetta	188
GAC Mitsubishi	189
GAC Trumpchi	190
Geely	190
Jetour	191
Baojun	200
Dongfeng Honda	202
Dongfeng Nissan	203
Venucia	207
Dongfeng Fengon	208
BYD	210
Wuling	211
Changan Mazda	214
MG	216
Haval	217
Dongfeng Forthing	219
FAW Besturn	221
OSHAN	222
CHANGAN	223
Dongfeng Fengshen	236

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Chinese Domestic Brands

Problem per 100 Vehicles (PP100)

Brand	PP100
WEY★	180
Lynk & Co★	181
Chery	182
FAW Hongqi★	182
Roewe	186
GAC Trumpchi	190
Geely	190
Jetour	191
Baojun	200
Segment Average	202
Venucia	207
Dongfeng Fengon	208
BYD	210
Wuling	211
MG	216
Haval	217
Dongfeng Forthing	219
FAW Besturn	221
OSHAN	222
CHANGAN	223
Dongfeng Fengshen	236

★ *Defined as Chinese domestic brands whose premium models contribute more than 50% of its total sales; Premium models are defined as those with an average MSRP of more than RMB 150,000.*

Source: J.D. Power 2023 China Vehicle Dependability Study ^{SM} (VDS)

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2023 China Vehicle Dependability Study^{SM} (VDS)

Top Three Models per Segment
Car Segment

Compact Car

Highest Ranked: Toyota Vios/Vios FS
Second Ranked: Hyundai Yuena Verna
Third Ranked: Hyundai Reina

Compact Premium Car

Highest Ranked: Cadillac XTS (tie)
Highest Ranked: Mercedes-Benz A-Class (tie)
Third Ranked: BMW 3 Series

Midsize Car

Highest Ranked: Ford Mondeo
Second Ranked: Volkswagen Lamando
Third Ranked: Hyundai Mistra

Midsize Premium Car*

Highest Ranked: BMW 5 Series

Compact Upper Car

Highest Ranked: Volkswagen Polo
Second Ranked: Toyota Levin
Third Ranked: Skoda Rapid

Midsize Economy Car

Highest Ranked: Toyota Corolla
Second Ranked: Ford Focus
Third Ranked: Volkswagen Lavida

Midsize Upper Car

Highest Ranked: Toyota Camry
Second Ranked: Toyota Avalon
Third Ranked: Buick Regal

Large Premium Car*

Highest Ranked: BMW 7 Series
Second Ranked: Mercedes-Benz S-Class

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

Source: *J.D. Power 2023 China Vehicle Dependability Study ^{SM} (VDS)*

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2023 China Vehicle Dependability Study^{SM} (VDS)

Top Three Models per Segment
SUV Segment

Compact SUV

Highest Ranked: Geely Binyue
Second Ranked: GAC Trumpchi GS3
Third Ranked: Chery Tiggo 3x

Compact Premium SUV

Highest Ranked: BMW X1
Second Ranked: Volvo XC40
Third Ranked: Cadillac XT4

Midsize SUV

Highest Ranked: Toyota IZOA
Second Ranked: Kia Sportage R
Third Ranked: Hyundai Tucson

Midsize Premium SUV

Highest Ranked: Mercedes-Benz GLC-Class
Second Ranked: Porsche Macan
Third Ranked: Land Rover Discovery Sport

Large Premium SUV

Highest Ranked: Land Rover Range Rover
Second Ranked: Porsche Cayenne
Third Ranked: BMW X5 (Import)

Compact Upper SUV

Highest Ranked: GAC Trumpchi GS4 (tie)
Highest Ranked: Skoda Kamiq(tie)
Highest Ranked: Volkswagen T-CROSS (tie)

Midsize Economy SUV

Highest Ranked: Hyundai ix35
Second Ranked: Honda Vezel
Third Ranked: Honda XR-V

Midsize Upper SUV

Highest Ranked: Toyota RAV4
Second Ranked: Honda Breeze
Third Ranked: Toyota Wildlander

Large SUV

Highest Ranked: Ford Edge
Second Ranked: Honda Avancier
Third Ranked: Toyota Highlander

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Top Three Models per Segment
MPV Segment

Compact MPV

Highest Ranked: Baojun 730
Second Ranked: Wuling Hongguang Plus (tie)
Second Ranked: Wuling Hongguang S/S1 (tie)

Large MPV*

Highest Ranked: Honda Odyssey
Second Ranked: Buick All New GL8

* No other model in this segment performs above segment average.
Note: To qualify for an award in the 2022 China Vehicle Dependability Study, models must meet these criteria: 1. Four models with at least 100 samples, or three models with at least 100 samples and with more than 80% of market share. 2. At least one model must perform better than segment average. In the Midsize MPV and Premium MPV segments, these criteria were not met, thus no awards have been issued.