

Vehicle Dependability Slumps as Rate of Deterioration Increases, J.D. Power Finds

Lexus Ranks Highest among All Brands for Second Consecutive Year; Toyota Ranks Highest among Mass Market Brands

TROY, Mich.: 8 Feb. 2024 — Vehicle owners are experiencing lower levels of vehicle dependability after three years of ownership, according to the J.D. Power 2024 U.S. Vehicle Dependability StudySM (VDS), released today. The high number of problems owners encounter indicates a decline in long-term vehicle dependability, with increased levels of problems reported for nearly two-thirds of brands included in the study. The industry average has increased 4 problems per 100 vehicles (PP100) year over year to 190 PP100 from 2023. The rate at which problems have increased between 90 days and three years of ownership has increased to 17%, up 5 percentage points from 12% in 2023.

“Historically, VDS model results mirror the results of the respective model year in the J.D. Power Initial Quality Study, so a deterioration of vehicle dependability is unusual,” said **Frank Hanley, senior director of auto benchmarking at J.D. Power**. “This can likely be attributed to the tumultuous time during which these vehicles were built, and owners are keeping their vehicles for much longer. In fact, the average age of vehicles on American roads today is approximately 12 years, which underscores the importance of building a vehicle designed to stand the test of time. Automakers must ensure new vehicle technology introduced today will still meet the customer’s needs years down the road.”

The study, now in its 35th year, covers 184 specific problem areas across nine major vehicle categories: climate; driving assistance; driving experience; exterior; features/controls/displays; infotainment; interior; powertrain; and seats.

Following are key findings of the 2024 study:

- **Infotainment system woes continue to plague owners:** As vehicles roll off the assembly line with increasingly more technology, it is not unexpected that the most problematic vehicle category is infotainment (49.1 PP100)—nearly twice as many problems as the next-highest category, which is exterior. Among infotainment issues, Android Auto and Apple CarPlay connectivity (6.3 PP100) is the top problem, followed by built-in voice recognition (6.1 PP100).
- **Annoyance with driver assistance alerts grows over time:** The number of problems related to driver assistance system alerts has increased between the 90-day ownership period and the three-year ownership period. “Many would think that after three years, owners would become used to the alerts on their vehicle,” Hanley said. “However, that is not the case. Increased problem levels are experienced across multiple driver assistance features including, but not limited to, lane departure warning/lane keeping assistance and forward collision warning/automatic emergency braking.”
- **Electrified vehicles more problematic than others:** Owners of battery electric vehicles (BEVs) and plug-in hybrid electric vehicles (PHEVs) experience more problems than owners of gas-powered and hybrid vehicles. BEVs are most troublesome (256 PP100), followed by PHEVs (216 PP100). Hybrids (191 PP100) and gasoline vehicles (187 PP100) fare significantly better. At three years of ownership, tires are a sore spot for BEVs, with 39% of owners saying they replaced tires in the past 12 months—19 percentage points higher than owners of gas-powered vehicles.

- **Toyota Motor Corporation wins most segment awards:** Toyota Motor Corporation's nine segment awards is the most received by any automaker since 2017 when the Japanese automaker received 10 awards.
- **The most improved brands:** The top three brands showing the greatest improvement in the number of problems are **Porsche** (33 PP100 improvement); **Mercedes-Benz** (22 PP100 improvement); and **Toyota** (21 PP100 improvement).

Highest-Ranked Brands

Lexus ranks highest overall in vehicle dependability for a second consecutive year, with a score of 135 PP100. Among premium brands, **Porsche** (175 PP100) ranks second and **BMW** (190 PP100) ranks third.

Toyota ranks highest in the mass market segment, with a score of 147 PP100. **Buick** (149 PP100) ranks second, while **Chevrolet** (174 PP100) and **MINI** (174 PP100) each rank third in a tie.

The parent corporation receiving the most model-level awards is **Toyota Motor Corporation** with nine: Lexus ES, Lexus IS, Lexus NX, Lexus RX, Toyota 4Runner, Toyota Camry, Toyota Corolla, Toyota Tacoma and Toyota Tundra. **General Motors Company** receives four segment awards for Buick Encore, Chevrolet Equinox, Chevrolet Traverse and Chevrolet Tahoe. **BMW AG** receives two segment awards for BMW X1 and BMW X6.

The 2024 U.S. Vehicle Dependability Study is based on responses from 30,595 original owners of 2021 model-year vehicles after three years of ownership. The study was fielded from August through November 2023.

To learn more about the U.S. Vehicle Dependability Study, visit <https://www.jdpower.com/business/automotive/us-vehicle-dependability-study>.

See the online press release at <http://www.jdpower.com/pr-id/2024008>.

About J.D. Power

J.D. Power is a global leader in consumer insights, advisory services and data and analytics. A pioneer in the use of big data, artificial intelligence (AI) and algorithmic modeling capabilities to understand consumer behavior, J.D. Power has been delivering incisive industry intelligence on customer interactions with brands and products for more than 50 years. The world's leading businesses across major industries rely on J.D. Power to guide their customer-facing strategies.

J.D. Power has offices in North America, Europe and Asia Pacific. To learn more about the company's business offerings, visit [JDPower.com/business](https://www.jdpower.com/business). The J.D. Power auto shopping tool can be found at [JDPower.com](https://www.jdpower.com).

Media Relations Contacts

Geno Effler, J.D. Power; West Coast; 714-621-6224; media.relations@jdpa.com
Shane Smith; East Coast; 424-903-3665; ssmith@pacificcommunicationsgroup.com

About J.D. Power and Advertising/Promotional Rules: <http://www.jdpower.com/business/about-us/press-release-info>

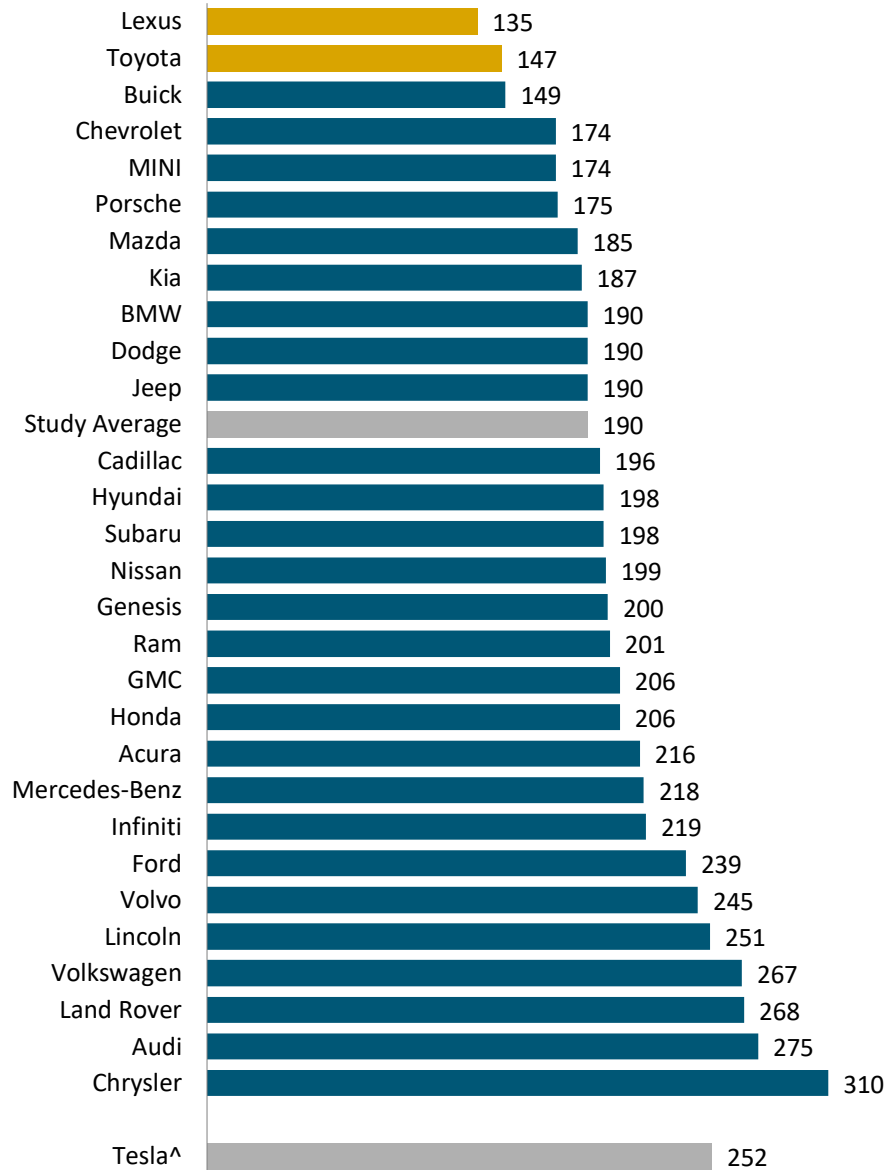
###

NOTE: Four charts follow.

J.D. Power 2024 U.S. Vehicle Dependability StudySM

Brand Ranking

Problems per 100 Vehicles (PP100)



Lexus ranks highest among Premium brands, and is noted by a gold bar.

Toyota ranks highest among Mass Market brands, and is noted by a gold bar.

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

Source: J.D. Power 2024 U.S. Vehicle Dependability StudySM

Charts and graphs extracted from this press release for use by the media must be accompanied by a statement identifying J.D. Power as the publisher and the study from which it originated as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. No advertising or other promotional use can be made of the information in this release or J.D. Power survey results without the express prior written consent of J.D. Power.

J.D. Power 2024 U.S. Vehicle Dependability StudySM

Most Dependable Model

Porsche 718

Top Three Models per Segment

Car Segments

Compact Car

Highest Ranked: Toyota Corolla

Honda Civic

Toyota Prius

Compact Premium Car

Highest Ranked: Lexus IS

BMW 4 Series

BMW 3 Series

Midsized Car

Highest Ranked: Toyota Camry

Chevrolet Malibu

Hyundai Sonata

Midsized Premium Car*

Highest Ranked: Lexus ES

Premium Sporty Car*

Highest Ranked: Porsche 718

Chevrolet Corvette

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

Source: J.D. Power 2024 U.S. Vehicle Dependability StudySM

Charts and graphs extracted from this press release for use by the media must be accompanied by a statement identifying J.D. Power as the publisher and the study from which it originated as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. No advertising or other promotional use can be made of the information in this release or J.D. Power survey results without the express prior written consent of J.D. Power.

J.D. Power 2024 U.S. Vehicle Dependability StudySM

Top Three Models per Segment

SUV Segments

Compact Premium SUV

Highest Ranked: Lexus NX
Cadillac XT4
Porsche Macan

Midsized SUV

Highest Ranked: Toyota 4Runner
Jeep Grand Cherokee
Toyota Venza

Compact SUV

Highest Ranked: Chevrolet Equinox
Buick Envision
Toyota RAV4

Small Premium SUV*

Highest Ranked: BMW X1
Volvo XC40

Large SUV*

Highest Ranked: Chevrolet Tahoe

Small SUV

Highest Ranked: Buick Encore
Toyota C-HR
Chevrolet Trax

Midsized Premium SUV*

Highest Ranked: Lexus RX
Lexus GX

Upper Midsized SUV

Highest Ranked: Chevrolet Traverse
Buick Enclave
Toyota Highlander

Upper Midsized Premium SUV

Highest Ranked: BMW X6
Porsche Cayenne
BMW X5

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

Source: J.D. Power 2024 U.S. Vehicle Dependability StudySM

Charts and graphs extracted from this press release for use by the media must be accompanied by a statement identifying J.D. Power as the publisher and the study from which it originated as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. No advertising or other promotional use can be made of the information in this release or J.D. Power survey results without the express prior written consent of J.D. Power.

J.D. Power 2024 U.S. Vehicle Dependability StudySM

Top Three Models per Segment

Pickup and Van Segments

Large Heavy Duty Pickup

Highest Ranked: Ford Super Duty

GMC Sierra HD

Chevrolet Silverado HD

Large Light Duty Pickup

Highest Ranked: Toyota Tundra

GMC Sierra

Chevrolet Silverado

Ram 1500

Midsize Pickup

Highest Ranked: Toyota Tacoma

Chevrolet Colorado

Ford Ranger

Minivan

Highest Ranked: Kia Sedona

Toyota Sienna

Honda Odyssey

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

Source: J.D. Power 2024 U.S. Vehicle Dependability StudySM

Charts and graphs extracted from this press release for use by the media must be accompanied by a statement identifying J.D. Power as the publisher and the study from which it originated as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. No advertising or other promotional use can be made of the information in this release or J.D. Power survey results without the express prior written consent of J.D. Power.