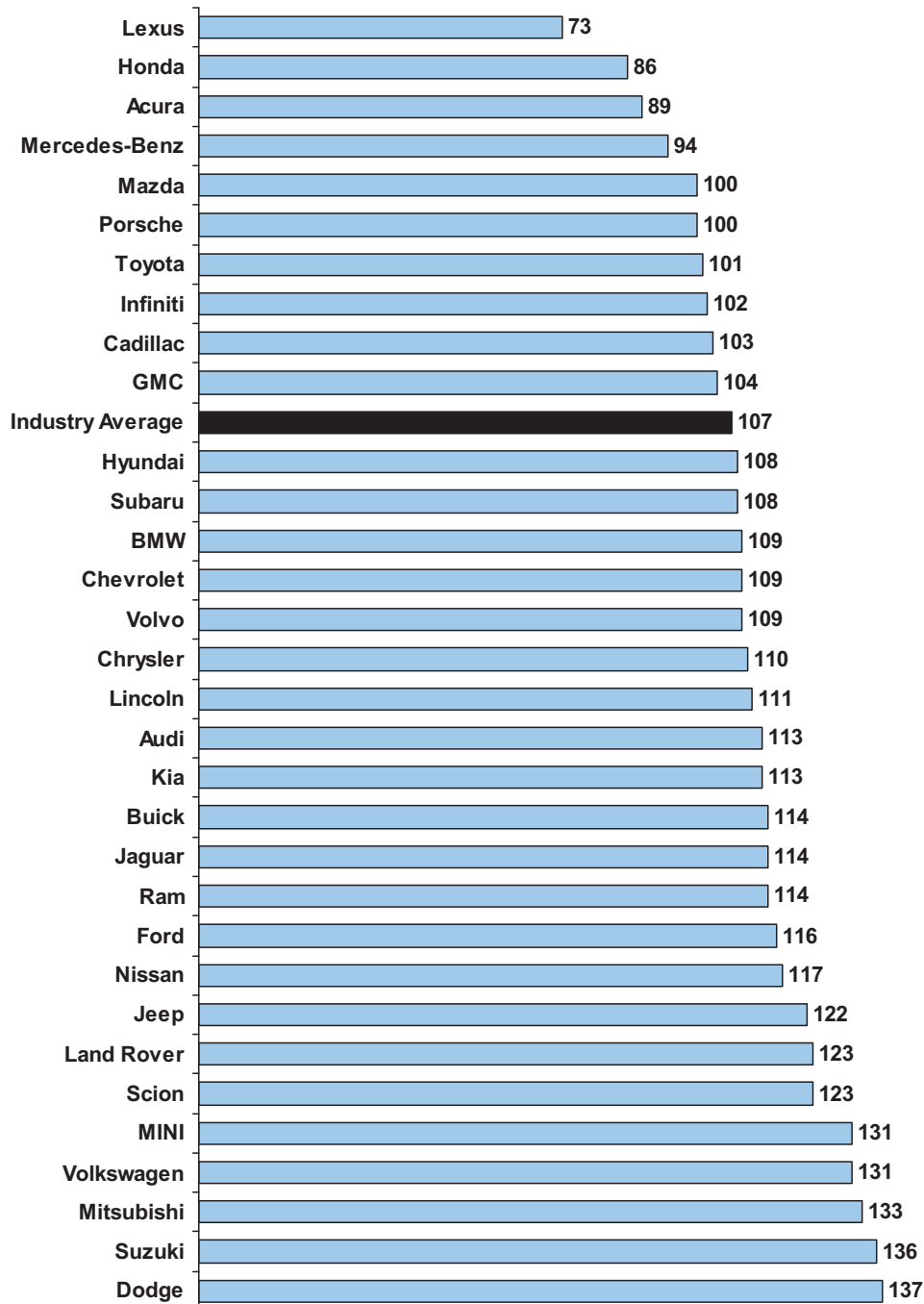


# J.D. Power and Associates 2011 U.S. Initial Quality Study<sup>SM</sup> (IQS)

## 2011 Nameplate IQS Ranking

Problems per 100 Vehicles



Source: J.D. Power and Associates 2011 U.S. Initial Quality Study<sup>SM</sup>

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# J.D. Power and Associates 2011 U.S. Initial Quality Study<sup>SM</sup> (IQS)

## Top Three Models per Segment Car Segments

|  |   |
|--|---|
| <b>Sub-Compact Car</b>   | <b>Midsize Premium Car</b>  |
| <b>Highest Ranked: Honda Fit</b><br>Kia Rio<br>Hyundai Accent  | <b>Highest Ranked: Lexus GS</b><br>Jaguar XF<br>Mercedes-Benz E-Class Sedan/Wagon |
| <b>Compact Car</b>   | <b>Midsize Sporty Car*</b>  |
| <b>Highest Ranked: Honda Civic (tie)</b><br><b>Highest Ranked: Honda Insight (tie)</b><br>Toyota Prius | <b>Highest Ranked: Dodge Challenger</b><br>Chevrolet Camaro                       |
| <b>Compact Sporty Car</b>  | <b>Large Premium Car</b>  |
| <b>Highest Ranked: Mazda MX-5 Miata</b><br>Volkswagen Eos<br>Volkswagen GTI                            | <b>Highest Ranked: Lexus LS</b><br>Hyundai Equus<br>Porsche Panamera              |
| <b>Compact Premium Sporty Car*</b>   | <b>Midsize Car</b>  |
| <b>Highest Ranked: Mercedes-Benz<br/>E-Class Cabriolet/Coupe</b>                                       | <b>Highest Ranked: Honda Accord</b><br>Subaru Legacy<br>Toyota Camry              |
| <b>Entry Premium Car</b>   | <b>Large Car</b>  |
| <b>Highest Ranked: Lexus ES</b><br>Acura TSX<br>Lexus IS   | <b>Highest Ranked: Ford Taurus</b><br>Buick Lucerne<br>Nissan Maxima              |

**For more detailed findings on new-vehicle quality performance,  
visit [www.jdpower.com](http://www.jdpower.com)**

*NOTE: For a segment award to be issued, there must be at least three models with sufficient sample that comprise 80 percent of market sales within an award segment. There were only two premium sporty models with sufficient sample size, thus no premium sporty award has been issued.*

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

*Source: J.D. Power and Associates 2011 U.S. Initial Quality Study<sup>SM</sup>*

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# J.D. Power and Associates 2011 U.S. Initial Quality Study<sup>SM</sup> (IQS)

## Top Three Models per Segment *Truck/Multi-Activity Vehicle (MAV) Segments*

|  |   |
|--|---|
| <b>Compact Crossover/SUV</b>   | <b>Midsize Premium Crossover/SUV</b>  |
| <b>Highest Ranked: Honda Element</b><br>Honda CR-V<br>Toyota FJ Cruiser                                      | <b>Highest Ranked: Lexus GX</b><br>Lexus RX<br>BMW X6 (tie)<br>Infiniti FX-Series (tie)<br>Volvo XC70 (tie) |
| <b>Compact MPV*</b>  |   |
| <b>Highest Ranked: Chevrolet HHR</b>   | <b>Large Premium Crossover/SUV</b>  |
| <b>Entry Premium Crossover/SUV</b>   | <b>Highest Ranked: Cadillac Escalade</b><br>Mercedes-Benz GL-Class<br>Lincoln Navigator                     |
| <b>Highest Ranked:</b><br><b>Mercedes-Benz GLK-Class</b><br>Acura RDX<br>Volvo XC60                          | <b>Large Pickup</b>   |
| <b>Midsize Crossover/SUV</b>   | <b>Highest Ranked: Ford F-150 LD</b><br>Toyota Tundra<br>Chevrolet Avalanche                                |
| <b>Highest Ranked:</b><br><b>Honda Accord Crosstour</b><br>Dodge Durango (tie)<br>Subaru Outback Wagon (tie) | <b>Midsize Pickup</b>   |
| <b>Large Crossover/SUV</b>   | <b>Highest Ranked: Honda Ridgeline</b><br>Nissan Frontier<br>Ram Dakota                                     |
| <b>Highest Ranked: Chevrolet Tahoe</b><br>GMC Yukon<br>Chevrolet Suburban                                    | <b>Minivan</b>  |
|  | <b>Highest Ranked:</b><br><b>Chrysler Town &amp; Country</b><br>Honda Odyssey<br>Dodge Grand Caravan        |

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*NOTE: For a segment award to be issued, there must be at least three models with sufficient sample that comprise 80 percent of market sales within an award segment. There were only two premium sporty models with sufficient sample size, thus no premium sporty award has been issued.*

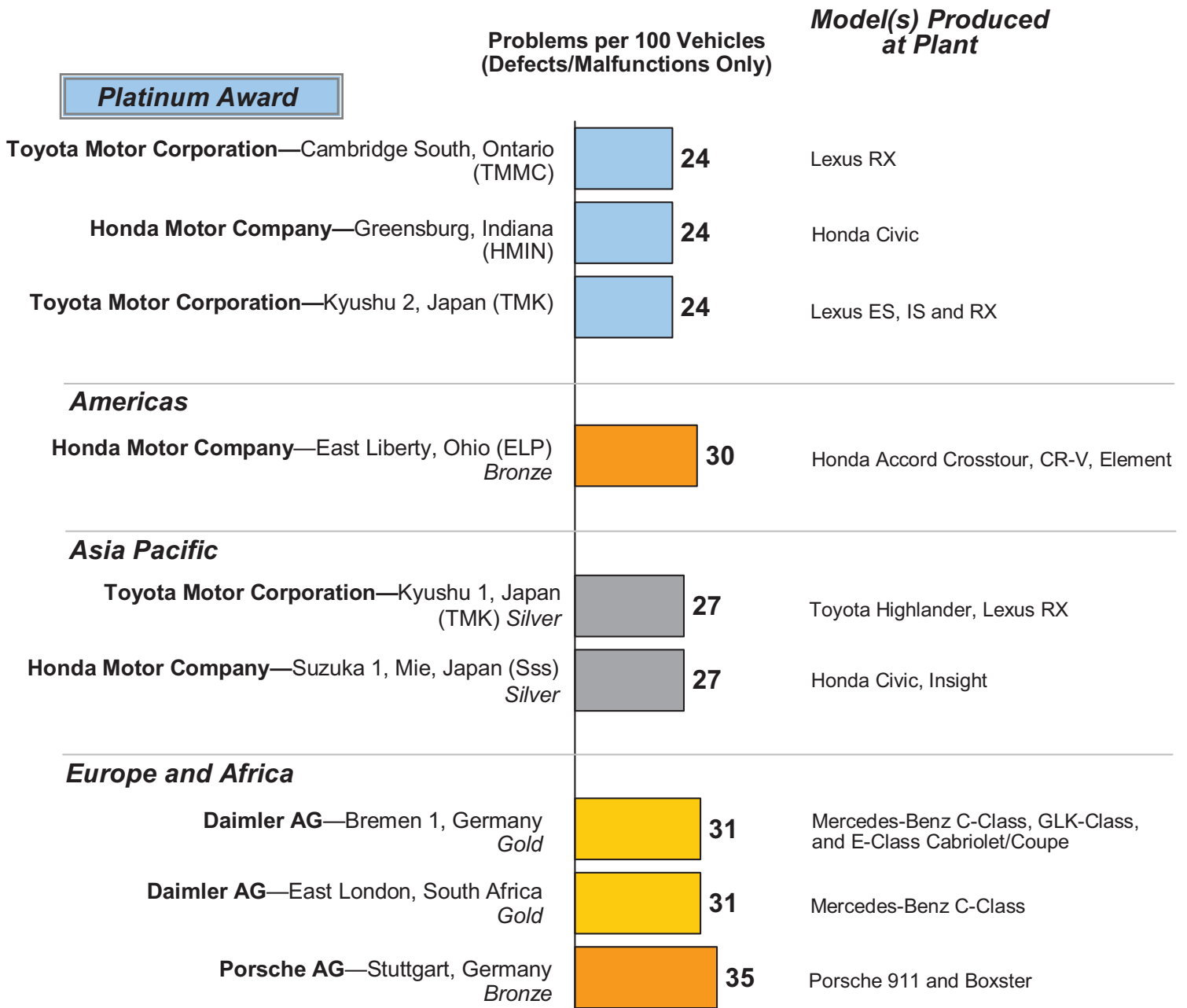
*\*No other model in this segment performs above the segment average.*

*Source: J.D. Power and Associates 2011 U.S. Initial Quality Study<sup>SM</sup>*

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# J.D. Power and Associates 2011 U.S. Initial Quality Study<sup>SM</sup> (IQS)

## 2011 Assembly Plant Quality Award Recipients Based on Models Produced for U.S. Market



Source: J.D. Power and Associates 2011 U.S. Initial Quality Study<sup>SM</sup>

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