

Toyota Motor Corporation Vehicles Continue to Dominate the 2013 J.D. Power and Associates Vehicle Dependability Study

February 13, 2013

TORRANCE, Calif., Feb. 13, 2013 – Seven Lexus, Toyota, and Scion models captured segment awards in the 2013 J.D. Power and Associates Vehicle Dependability Study, more than any other automaker.

The study also found:

- Lexus ranks highest in vehicle dependability for the second consecutive year by improving 15 fewer problems/100;
- The Lexus RX is the first SUV to lead the industry with the fewest reported problems at just 57 problems/100; and
- Toyota is the highest ranked non-premium nameplate and tied for third place for the second consecutive year

2013 Vehicle Dependability Study performers by segment

Segment	Ranking	Model	Problems/100
Sub-Compact Car	1	Scion xD	112
	2	Toyota Yaris	122
Compact Car	1	Toyota Prius	95
Entry Premium Car	1	Lexus ES350	58
Compact Multi-Purpose Vehicle	1	Scion xB	138
Compact Crossover/SUV	1	Toyota RAV4	84
	3	Toyota FJ Cruiser	98
Midsize Premium Crossover/SUV	1	Lexus RX	57
Minivan	1	Toyota Sienna	146
Lexus	1		71
Toyota	3 (tie)		112
Scion	18		135
Industry Average			126

Additional examples of Toyota's commitment to the highest standards for quality, safety, reliability and retained value include:

- Lexus completes a Grand Slam as the highest ranking nameplate in the 2012 J.D. Power and Associates Initial Quality Study, Vehicle Dependability Study, Customer Satisfaction Index, and Sales Satisfaction Index;

- A leading consumer publication awards Scion, Toyota, and Lexus the top three brands for reliability and six of the top ten “Best Values” for 2012;
- Kelley Blue Book recognizes 18 Toyota Motor Corporation vehicles with “Best Resale Awards, more than any other automaker in 2012; and
- 19 Toyota Motor Corporation vehicles were named 2012 “Top Safety Picks” by the Insurance Institute for Highway Safety, more than any other automaker, and four 2012 models earned 5 Stars in the National Highway Traffic Safety Administration’s New Car Assessment Program.

#