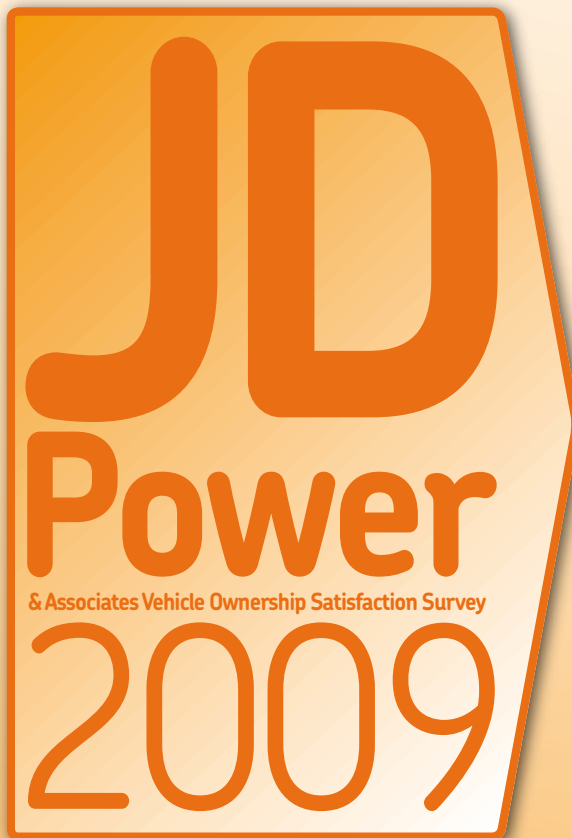


WHAT CAR?

Britain's biggest and best car buyer's guide

Reprinted from **July 2009**



A new car may look great in the showroom, but will bits fall off after a few hundred miles? It'll go well on a test drive, too, but will the gearbox fail after six months in stop-start traffic?

You can learn a lot when you take a car for a spin, but it's hard to tell what it'll be like to live with. So, step forward the *What Car?*/JD Power Vehicle Ownership Satisfaction Survey (VOSS) that asks many thousands of owners just that – you'll get no closer to a crystal ball than this.

HOW IT WORKS

Owners are asked about every aspect of their car – from styling and boot space to comfort, performance costs and dealer service. This year, 15,764 owners told us all about how their cars had performed over nearly 284 million miles.

The cars – all registered between January 2006 and December 2007 – were rated by their owners in four areas in order to produce the overall VOSS result. Vehicle appeal is weighted as the most important of these areas, followed by vehicle quality and reliability, ownership costs and, finally, service satisfaction.

The ratings

Excellent	★★★★★
Above average	★★★★☆
Average	★★★☆☆
Below average	★★☆☆☆
Poor	★☆☆☆☆

Another five-star performance by Honda

JD POWER LEAGUE TABLE 2009: the manufacturers

Make	Overall score	Rating	Make	Overall score	Rating
1 Lexus	83.3%	★★★★★	15= Seat	78.1%	★★★★☆
2 Honda	81.7%	★★★★★	INDUSTRY AVERAGE	78.1%	★★★★☆
3 Mercedes-Benz	80.8%	★★★★☆	17 Land Rover	78.0%	★★★★☆
4= Skoda	80.5%	★★★★☆	18 Kia	77.8%	★★★★☆
4= Toyota	80.5%	★★★★☆	19 Citroën	77.5%	★★★★☆
6= Jaguar	80.4%	★★★★☆	20 Hyundai	77.0%	★★★★☆
6= Mini	80.4%	★★★★☆	21 Ford	76.8%	★★★★☆
8 Porsche	80.3%	★★★★☆	22 Mitsubishi	76.6%	★★★★☆
9= BMW	80.2%	★★★★☆	23 Suzuki	76.5%	★★★★☆
9= Volvo	80.2%	★★★★☆	24 Peugeot	76.4%	★★★★☆
11 Audi	79.9%	★★★★☆	25 Renault	76.1%	★★★★☆
12 Mazda	79.2%	★★★★☆	26 Vauxhall	76.0%	★★★★☆
13 Volkswagen	79.1%	★★★★☆	27 Chevrolet	75.6%	★★★★☆
14 Saab	78.4%	★★★★☆	28 Chrysler	75.5%	★★★★☆
15= Nissan	78.1%	★★★★☆	29 Fiat	75.1%	★★★★☆

Star ratings and percentage scores from the model and manufacturer tables cannot be directly compared

Small family cars



2 Honda Civic

★★★★★ 81.0% Overall 15th
The Honda Civic runs the Octavia very close – just 0.1% separates them. Owners found lots to praise, including the attractive cabin and stylish exterior. They enjoyed driving it, too. When the Civic did need attention, dealers did their part to keep customers satisfied with prompt, efficient service and modest bills. Fuel costs and insurance were also said to be low. If the Civic's reliability improves, Honda could be on to a winner in next year's JD Power Survey.

Family cars



3 Honda Accord

★★★★★ 81.5% Overall 9th
Accord drivers are very happy with the look and feel of their cars, although a little extra space and storage wouldn't go amiss, they said. Particular praise was heaped on the service from dealers. Top marks were given for the air-con, but problems with the sat-nav and stereo dragged the Accord down a little.

SUVs



2 Honda CR-V

★★★★★ 81.5% Overall 9th=
The CR-V scored an almost identical score to last year, when it won the SUV class. Although the CR-V is a way behind the Lexus RX this time, it still manages a top 10 finish overall – largely due to low running costs and good dealer service. Not all reports were glowing, however. Reliability wasn't up to the standards Honda owners expect, with engine and gearbox woes causing the most whinges. Most other categories were rated as average – apart from dealer service, which was above average and bettered only by Lexus in the SUV class.

JD POWER LEAGUE TABLE 2009

With four cars in the top fifteen, Honda performed strongly in the 2009 JD Power customer satisfaction survey.

Superminis



1 Honda Jazz

★★★★★ 83.5% Overall ranking 3rd

This is getting to be a habit for the Honda Jazz. Another class win makes it six on the trot.

Owners struggled to find anything bad to say about their cars. The appeal of the car's performance and exterior were the only areas in which the Jazz failed to pick up an excellent rating. Even then, it still scored above average.

Reliability issues were almost unheard of. It's not just the

mechanical parts that proved robust; very few Jazz drivers had any complaints about the bodywork or interior.

In the unlikely event of an unscheduled trip to the dealer, owners reported staff to be courteous and efficient, and praised the quality of the work done.

This is such a strong all-round showing that there's clear water between the Jazz and Toyota Yaris.

JD POWER LEAGUE TABLE 2009: the cars

Make & model	Overall score	Rating	Make & model	Overall score	Rating
1 Lexus RX	85.3%	★★★★★	51= Citroën C4 Picasso	79.0%	★★★★★
2 Toyota Prius	84.3%	★★★★★	51= Toyota Corolla Verso	79.0%	★★★★★
3 Honda Jazz	83.5%	★★★★★	54 Mazda 3	78.9%	★★★★★
4 Lexus IS	82.5%	★★★★★	55 Mercedes-Benz SLK	78.8%	★★★★★
5 Mercedes-Benz CLK	82.2%	★★★★★	56= Hyundai Getz	78.7%	★★★★★
6 Audi A6, RS6, S6, Allroad	82.1%	★★★★★	56= Saab 9-3	78.7%	★★★★★
7 Volvo S40	82.0%	★★★★★	58 Volkswagen Passat	78.4%	★★★★★
8 Mercedes-Benz E-Class	81.8%	★★★★★	59 Ford Mondeo	78.2%	★★★★★
9= Honda Accord	81.5%	★★★★★	60 Hyundai Santa Fe	78.1%	★★★★★
9= Honda CR-V	81.5%	★★★★★	61 Peugeot 207	77.9%	★★★★★
11 Nissan Qashqai	81.4%	★★★★★	62= Mitsubishi Colt	77.8%	★★★★★
12 Toyota Yaris	81.2%	★★★★★	62= Volkswagen Golf Plus	77.8%	★★★★★
13= Skoda Octavia	81.1%	★★★★★	64 Citroën C3	77.5%	★★★★★
13= Toyota Aygo	81.1%	★★★★★	65 Nissan Micra	77.4%	★★★★★
15 Honda Civic	81.0%	★★★★★	66 Volkswagen Fox	77.3%	★★★★★
16 Toyota Corolla	80.8%	★★★★★	67 Peugeot 407	77.2%	★★★★★
17= BMW 5 Series	80.7%	★★★★★	68 Seat Ibiza	77.1%	★★★★★
17= Jaguar X-type	80.7%	★★★★★	69 Land Rover Freelander	77.0%	★★★★★
17= Mercedes-Benz A-Class	80.7%	★★★★★	70= Chevrolet Matiz	76.8%	★★★★★
20= BMW 3 Series	80.6%	★★★★★	70= Citroën C2	76.8%	★★★★★
20= Mercedes-Benz C-Class	80.6%	★★★★★	70= Ford Fiesta	76.8%	★★★★★
22= Mazda 6	80.5%	★★★★★	70= Ford Focus	76.8%	★★★★★
22= Mazda MX-5	80.5%	★★★★★	70= Mercedes-Benz B-Class	76.8%	★★★★★
24= Mini	80.4%	★★★★★	70= Vauxhall Astra	76.8%	★★★★★
24= Volkswagen Golf	80.4%	★★★★★	76= Fiat Panda	76.6%	★★★★★
24= Volkswagen Jetta	80.4%	★★★★★	76= Renault Grand Scénic	76.6%	★★★★★
27= Audi TT	80.2%	★★★★★	78= Suzuki Swift	76.4%	★★★★★
27= Citroën Grand C4 Picasso	80.2%	★★★★★	78= Vauxhall Vectra	76.4%	★★★★★
29= Ford Fusion	80.1%	★★★★★	78= Volkswagen Touran	76.4%	★★★★★
29= Nissan Note	80.1%	★★★★★	81 Renault Mégane	76.3%	★★★★★
31 Mazda 2	80.0%	★★★★★	82 Citroën C4	76.2%	★★★★★
32= Jaguar S-type	79.8%	★★★★★	83= Ford Focus C-Max	76.0%	★★★★★
32= Peugeot 107	79.8%	★★★★★	83= Renault Clio	76.0%	★★★★★
34 Mercedes-Benz M-Class	79.7%	★★★★★	85 Renault Scénic	75.9%	★★★★★
35= Skoda Fabia	79.6%	★★★★★	86= Peugeot 307	75.8%	★★★★★
35= Toyota Auris	79.6%	★★★★★	86= Vauxhall Corsa	75.8%	★★★★★
35= Volvo V50	79.6%	★★★★★	88 Renault Laguna	75.6%	★★★★★
38= Audi A3, S3	79.5%	★★★★★	89 Fiat Grande Punto	75.5%	★★★★★
38= Land Rover Discovery	79.5%	★★★★★	90 Vauxhall Meriva	75.3%	★★★★★
40 Volvo XC90	79.4%	★★★★★	91 Citroën C1	75.2%	★★★★★
41= BMW 1 Series	79.3%	★★★★★	92 Ford S-Max	75.0%	★★★★★
41= Citroën Xsara Picasso	79.3%	★★★★★	93 Vauxhall Zafira	74.9%	★★★★★
41= Seat Altea/XL/Freetrack	79.3%	★★★★★	94= Ford Ka	74.8%	★★★★★
41= Toyota RAV4	79.3%	★★★★★	94= Nissan X-Trail	74.8%	★★★★★
45= Subaru Impreza	79.2%	★★★★★	96 Suzuki Grand Vitara	74.7%	★★★★★
45= Volkswagen Eos	79.2%	★★★★★	97 Mazda 5	74.5%	★★★★★
47= Land Rover RR Sport	79.1%	★★★★★	98 Kia Picanto	74.4%	★★★★★
47= Seat Leon	79.1%	★★★★★	99 Ford Galaxy	73.8%	★★★★★
47= Toyota Avensis	79.1%	★★★★★	100 Peugeot 206	72.9%	★★★★★
47= Volkswagen Polo	79.1%	★★★★★	101 Fiat Punto	71.2%	★★★★★
51= Audi A4, RS4, S4	79.0%	★★★★★			

Superminis

If you put reliability and a great dealership experience at the top of your wish list when buying a supermini, you need look no further than the Honda Jazz

1 Honda Jazz
★★★★★ 83.5% Overall ranking 3rd



This is getting to be a habit for the Honda Jazz. Another class win makes it six on the trot.

Owners struggled to find anything bad to say about their cars. The appeal of the car's performance and exterior were the only areas in which the Jazz failed to pick up an excellent rating. Even then, it still scored above average.

Reliability issues were almost unheard of. It's not just the mechanical parts that proved robust; very few Jazz drivers had any complaints about the bodywork or interior.

In the unlikely event of an unscheduled trip to the dealer, owners reported staff to be courteous and efficient, and praised the quality of the work done.

This is such a strong all-round showing that there's clear water between the Jazz and Toyota Yaris.

2 Toyota Yaris
★★★★★ 81.2% Overall 12th

Finishing second to the Jazz is no disgrace for the Toyota Yaris. Its overall score of 81.2% is better than that of any city car, small family car or MPV.

2 Yaris owners had particular praise for Toyota dealers and the car's running costs



Yaris drivers told JD Power there were two outstanding things about their cars: the dealers and the low running costs. Toyota dealers proved to be efficient and helpful, while fuel costs and insurance premiums were very low, even by the standards of other superminis.

These excellent scores were backed up by above-average ratings in every other area. Mechanical parts were robust and there were few niggles inside the cabin. Above-average scores for vehicle appeal completed a happy picture.

3 Mini
★★★★★ 80.4% Overall 24th=



Owners told JD Power they loved the way the Mini drove and looked. That's just as well, because there were some problems to be

forgiven. Although mechanical reliability was average, there were too many problems with the Mini's exterior.

Whenever the car needed some TLC, dealers impressed, however, with strong scores for the quality of service and for having the car ready for collection on time. The low cost of servicing and repair work also made owners smile. In fact, the Mini scored better in this respect than the Honda Jazz or Toyota Yaris.

4 Ford Fusion
★★★★★ 80.1% Overall 29th=



You might not see many Fusions on the road, but on this showing, Ford deserves to have sold rather more. Last year the Fusion was seventh in the supermini class, but this year it's up to fourth place.

It's a solid performer with no major weaknesses. Owners gave the car's dumpy looks the thumbs down, but otherwise found plenty to praise.

The cabin in particular won fans, both for its appeal and the low number of faults. The Fusion's mechanical parts also proved largely trouble-free.

Helpful, efficient dealers and low running costs completed the picture.

How they rated

	VEHICLE QUALITY & RELIABILITY			VEHICLE APPEAL			OWNERSHIP EXPERIENCE		RESULTS	
	Mechanical reliability	Interior quality	Exterior quality	Vehicle performance	Vehicle interior	Vehicle exterior	Dealer service	Running costs	Overall (%)	Overall Rating
HONDA Jazz	★★★★★	★★★★★	★★★★★	★★★★	★★★★★	★★★★	★★★★★	★★★★★	83.5	★★★★★
TOYOTA Yaris	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★★	★★★★★	81.2	★★★★★
MINI	★★★	★★★	★★	★★★★★	★★★	★★★★★	★★★★	★★★★	80.4	★★★★★
FORD Fusion	★★★★	★★★★	★★★★	★★★★	★★★★★	★★★	★★★★	★★★★	80.1	★★★★★
NISSAN Note	★★★★	★★★★	★★★★	★★★★	★★★★★	★★★	★★★★	★★★★	80.1	★★★★★
MAZDA 2	★★★★	★★★★	★★★★	★★★★	★★★★★	★★★★	★★★	★★★	80.0	★★★★★
SKODA Fabia	★★★	★★★★	★★★	★★★★	★★★	★★★	★★★★	★★★★	79.6	★★★★★
VOLKSWAGEN Polo	★★★	★★★★	★★★★	★★★	★★★	★★★	★★★	★★★★	79.1	★★★★★
HYUNDAI Getz	★★★★	★★★★	★★★★★	★★	★★	★	★★★★	★★★★	78.7	★★★★★
PEUGEOT 207	★★★	★★★★	★★★	★★★	★★★	★★★★	★★★	★★★	77.9	★★★★★
MITSUBISHI Colt	★★★	★	★★★	★★★	★★★	★★	★★★	★★★★	77.8	★★★★★
CITROEN C3	★★★★	★★★★	★★★★	★★★	★★★★	★★	★★★	★★★★	77.5	★★★★★
NISSAN Micra	★★★	★★★	★★	★★★	★★	★★★	★★★	★★★	77.4	★★★★★
SEAT Ibiza	★★★★	★★★	★★	★★★	★★★	★★★	★★★	★★★	77.1	★★★★★
CITROEN C2	★★★★	★★★	★★★★	★★★	★★	★★★	★★	★★★	76.8	★★★★★
FORD Fiesta	★★★	★★★	★★★	★★★	★★★	★★★	★★★	★★	76.8	★★★★★
SUZUKI Swift	★	★★	★★	★★★	★★★	★★★★	★★	★★	76.4	★★★★★
RENAULT Clio	★★★	★★	★★★	★★	★★	★★★	★★★	★★	76.0	★★★★★
VAUXHALL Corsa	★★	★★★★	★★★★	★★	★★★★	★★	★★	★★★	75.8	★★★★★
FIAT Grande Punto	★★	★	★	★★★★	★★★★	★★★	★★	★★★★	75.5	★★★★★
VAUXHALL Meriva	★★	★★	★★★★	★★	★★★★	★★	★★	★★	75.3	★★★★★
PEUGEOT 206	★	★	★	★	★	★	★★	★	72.9	★★★★★
FIAT Punto	★★	★	★	★	★	★	★	★★	71.2	★★★★★

Small family cars

Although the Civic was narrowly beaten into second place this year, Honda could be on to a winner in the small family car class of next year's JD Power Survey

1 Skoda Octavia
★★★★★ 81.1% Overall ranking 13th=

BEST IN CLASS



Skoda is the Volkswagen Group's value-for-money brand. So why is the Octavia such a strong and consistent performer? Well, for a start, it's unlikely to break down; owners told JD Power that the engines and transmissions could be relied upon. If trouble does strike, it's more likely to be a minor issue with the cabin.

Should you need to visit a dealer, you can expect good service; Octavia drivers told JD Power that helpful staff and work completed on time were the norm.

The Octavia is a very likeable car as well as a reliable one. Owners gave strong scores for the driving experience, the roomy cabin and the way the car looks.

What's more, the Skoda should be cheap to run. High marks were awarded for fuel and insurance costs, and service and repair bills.

'Owners found lots to praise in the Civic... they enjoyed driving it, too'



2 Civic drive qualities highly rated, as were low running costs

2 Honda Civic
★★★★★ 81.0% Overall 15th

The Honda Civic runs the Octavia very close – just 0.1% separates them. Owners found lots to praise, including the attractive cabin and stylish exterior. They enjoyed driving it, too. When the Civic did need attention, dealers did their part to keep customers satisfied with prompt, efficient service and modest bills. Fuel costs and insurance were also said to be low. If the Civic's reliability improves, Honda could be on to a winner in next year's JD Power Survey.

3 Toyota Corolla
★★★★★ 80.8% Overall 16th



The Toyota Corolla is no stranger to the top end of JD Power's results table. It was ninth overall in 2008 and is well inside the top

20 this year.

Judged purely on reliability, the Corolla fares better than the Honda Civic. Complaints about the bodywork and exterior were rare, but the rating for mechanical reliability was only average.

The Corolla's greatest strength is the dealer network that supports it. It's one of just three small family cars to have earned an excellent score for dealer service. Owners told JD Power that repair bills were low and fuel costs modest.

All in all, the Corolla is a strong package with no major weakness.

4 Mercedes-Benz A-Class
★★★★★ 80.7% Overall 17th=



There are few more reliable small family cars than the Mercedes A-Class. Owners told JD Power that engine or transmission-related breakdowns

were almost unheard of. As for problems inside the cabin, forget it – these are very well made cars.

The A-Class would have been even higher in the results table if it was more rewarding to drive. Mercedes drivers also complained that the cost of servicing and repair was too high, although fuel bills and insurance premiums were more acceptable.

Mercedes-Benz dealers know a thing or two about keeping customers happy. Facilities were rated excellent and so were the staff.

5 Volkswagen Golf
★★★★★ 80.4% Overall 24th=



A consistent performance from the Volkswagen Golf puts it in the top quarter of this year's league table.

Don't expect too many problems with this car. Owners told JD Power that little goes wrong inside the cabin and that the mechanical parts are durable.

The Golf proved likeable as well as reliable. Drivers gave strong scores for ride and handling, interior practicality and the car's looks.

To do even better in this survey next year, Volkswagen dealers will need to offer better service, and lower running costs wouldn't go amiss, either. Overall, though, this is an impressive result.

How they rated

EXCELLENT ★★★★★ ABOVE AVERAGE ★★★★ AVERAGE ★★★ BELOW AVERAGE ★★ POOR ★

	Vehicle quality & reliability			Vehicle appeal			Ownership experience		Results	
	Mechanical reliability	Interior quality	Exterior quality	Vehicle performance	Vehicle interior	Vehicle exterior	Dealer service	Running costs	Overall (%)	Overall Rating
SKODA Octavia	★★★★	★★★	★★★	★★★★	★★★★	★★★★	★★★★	★★★★★	81.1	★★★★★
HONDA Civic	★★	★★★	★★	★★★★	★★★★★	★★★★★	★★★★	★★★★	81.0	★★★★★
TOYOTA Corolla	★★★	★★★	★★★★	★★★	★★★★	★★★	★★★★★	★★★★	80.8	★★★★★
MERCEDES A-Class	★★★★★	★★★★★	★★★★	★★★	★★★★	★★★★	★★★★	★★★★	80.7	★★★★★
VOLKSWAGEN Golf	★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★	★★★	80.4	★★★★★
VOLKSWAGEN Jetta	★★★	★★★★	★★	★★★★	★★★	★★★	★★★★	★★★★	80.4	★★★★★
TOYOTA Auris	★★★	★★★	★★★★★	★★★	★★★	★★★	★★★★★	★★★	79.6	★★★★★
AUDI A3	★★★	★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★	79.5	★★★★★
BMW 1 Series	★★★★	★★★★	★★★	★★★	★★★★	★★★★	★★★	★★★	79.3	★★★★★
SUBARU Impreza	★★★	★★★	★★★	★★★★★	★★★	★★★★★	★★★★★	★	79.2	★★★★★
SEAT Leon	★★★	★★	★★★	★★★★	★★★★	★★★★	★★★	★★★	79.1	★★★★★
MAZDA 3	★★★★	★★★	★★★★★	★★★	★★★	★★★	★★★	★★★	78.9	★★★★★
FORD Focus	★★★	★★★	★★★	★★	★★★	★★	★★	★★★	76.8	★★★★★
VAUXHALL Astra	★★★	★★★	★★★	★★★	★★	★★★	★★	★★★	76.8	★★★★★
RENAULT Mégane	★★★	★	★	★★	★★	★★	★★	★★★	76.3	★★★★★
CITROEN C4	★	★★	★★★	★★	★★	★★	★★★	★★★	76.2	★★★★★
PEUGEOT 307	★★	★★★	★★★	★	★★	★★	★★★	★★★	75.8	★★★★★

Family cars

Many of the world's best all-round cars appear in the hotly-contested Family Car sector of the JD Power Survey. Honda's Accord took a fine third place

1 Toyota Prius
★★★★★ 84.3% Overall ranking 2nd

BEST IN CLASS



It's three out of three victories for the Toyota Prius – it has come top in its segment every time it's appeared. Although it had to relinquish the lead in the overall model league table, the Toyota still finishes a highly creditable second.

Owners gave the Prius a perfect report card for ownership costs and reliability, with an unblemished record for Toyota's hybrid on fuel consumption, service and repair costs, insurance premiums and mechanical reliability, too.

Prius drivers said they weren't overjoyed with the look of their cars, or the noise the doors made as they closed, but scores here still weren't bad.

The seating could be a bit better and there could be more storage, but in general the Prius is putting a broad grin on owners' faces.

2 Volvo S40
★★★★★ 82% Overall 7th



An excellent result for the S40 saloon, with tip-top dealer service winning the Volvo the highest marks from

owners. The shortage of space and poor storage in the cabin were heavily criticised, but otherwise S40 drivers thought the look, feel and quality of the interior were excellent.

The exterior design also drew praise, along with good visibility and a strong roster of safety features.

3 Honda Accord
★★★★★ 81.5% Overall 9th



Accord drivers are very happy with the look and feel of their cars, although a little extra space and storage

wouldn't go amiss, they said. Particular praise was heaped on the service from dealers.

Top marks were given for the air-con, but problems with the sat-nav and stereo dragged the Accord down a little.

4 Mazda 6
★★★★★ 80.5% Overall 22nd



Hardly any owners reported reliability problems with their cars. The air-conditioning created a few headaches,

but even here the 6 was far from bad.

Dealer service was considered to be very good, but many 6 drivers were unhappy with their car's fuel economy.

5 Volvo V50
★★★★★ 79.6% Overall 35th



Volvo V50 drivers said they loved the look of their car and the cabin, although space and storage were problems.

Dealer service was also said to be very good, and while fuel consumption was a niggle, the cost of insurance was a bigger issue.

6 Toyota Avensis
★★★★★ 79.1% Overall 47th



Dealer service saves the day for the Toyota Avensis. Although engine performance, space, visibility and the

quality of the stereo were all given average marks, everything else was judged below average, from driving dynamics to the air-con and styling.

Some owners said they had problems with the stereo system and seats.

7 Volkswagen Passat
★★★★★ 78.4% Overall 58th



Quality and reliability were very good, owners said, with the notable exception of the engine and

transmission.

Overall, the Passat moves up 20 places on last year's result because drivers were happier with the styling and controls, even if the stereo left a lot to be desired.

8 Ford Mondeo
★★★★★ 78.2% Overall 59th



Although Mondeo owners liked the space and seats, and gave the stereo and air-con only four-star ratings, many

complained about things going wrong inside.

Fuel and servicing costs were thought to be adequate, along with the driving experience, but dealers were below par.

9 Peugeot 407
★★★★★ 77.2% Overall 67th



Owners had some positive things to say about the 407, with good marks for its cabin and design as well as for the

robustness of the engine and transmission.

Niggles with the driving experience dropped the Peugeot down the rankings, along with issues over space and problems with the seats. It's running costs and dealers that are the 407's undoing.

10 Vauxhall Vectra
★★★★★ 76.4% Overall 78th



Although spacious, the large cabin didn't really strike many owners as an attractive or comfortable

place to be. Ownership costs were said to be reasonable, but dealer service was pretty dismal.

EXCELLENT ★★★★★ ABOVE AVERAGE ★★★★ AVERAGE ★★★ BELOW AVERAGE ★★ POOR ★

	Vehicle quality and reliability			Vehicle appeal			Ownership experience		Results	
	Mechanical reliability	Interior quality	Exterior quality	Vehicle performance	Vehicle interior	Vehicle exterior	Dealer service	Running costs	Overall (%)	Overall Rating
TOYOTA Prius	★★★★★	★★★★★	★★★★★	★★★★	★★★★	★★★	★★★★★	★★★★★	84.3	★★★★★
VOLVO S40	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★★	★★★★★	★★★	82.0	★★★★★
HONDA Accord	★★★★	★★★	★★★	★★★★	★★★★	★★★★	★★★★	★★★★	81.5	★★★★★
MAZDA 6	★★★★★	★★★★★	★★★★★	★★★★	★★★★	★★★★	★★★★	★★★	80.5	★★★★★
VOLVO V50	★★★	★★★★	★★★★★	★★★★	★★★★	★★★★	★★★★	★★	79.6	★★★★★
TOYOTA Avensis	★★★	★★★	★★★★	★★	★★	★★	★★★★	★★★	79.1	★★★★★
VOLKSWAGEN Passat	★★	★★★★	★★★★	★★★	★★★	★★★	★★★	★★★	78.4	★★★★★
FORD Mondeo	★★★	★★	★	★★★	★★★★	★★★	★★	★★★	78.2	★★★★★
PEUGEOT 407	★★★	★★★	★★	★★★	★★★	★★★	★★	★★	77.2	★★★★★
VAUXHALL Vectra	★★	★★★	★★★	★★	★★	★★	★★	★★★	76.4	★★★★★
RENAULT Laguna	★★★★★	★★	★★★	★★	★★	★★	★★	★	75.6	★★★★★

SUVs

1 Lexus RX
★★★★★ 85.3% Overall ranking 1st

BEST IN CLASS



Not only is the RX top of the SUV class, but owners voted it overall winner of this year's JD Power survey. The RX scored top marks in almost every area, including mechanical reliability and interior appeal. Owners also loved its looks, and it seems Lexus dealers couldn't do enough at servicing time – just another day's work for the maker that has won the overall JD Power award a record nine years in a row. The RX wasn't in the 2008 survey, but finished well clear of last year's winner (the Honda CR-V) this time, beating it in every area. The one fly in the ointment was the audio/navigation system. Owners liked its functionality, but reported a fair few problems. Still, judging from the excellent reports of Lexus dealer service, these were no doubt put right quickly and free of charge under warranty.

2 Honda CR-V
★★★★★ 81.5% Overall 9th=

The CR-V scored an almost identical score to last year, when it won the SUV class. Although the CR-V is a way behind the Lexus RX this time, it still manages a top 10 finish overall – largely due to low running costs and good dealer service. Not all reports were glowing, however. Reliability wasn't up to the standards Honda owners expect, with engine and gearbox woes causing the most whinges. Most other categories were rated as average – apart from dealer service, which was above average and bettered only by Lexus in the SUV class.

'The CR-V still managed a top 10 finish, thanks to low running costs'



2 Owners say CR-V is cheap to run; dealers are good, too

3 Nissan Qashqai
★★★★★ 81.4% Overall 11th=



This was a new entry at number three, and just a whisker away from grabbing second spot. Owners raved about the

Qashqai's low ownership costs and were also pretty chuffed with its funky looks and excellent visibility.

If it weren't for shoddy dealer service and a few reliability concerns (mainly related to the air-conditioning system), the Nissan would have finished higher. Average marks for the Qashqai's driving dynamics, seats, and interior storage and space rounded off a strong showing.

4 Mercedes-Benz M-Class
★★★★★ 79.7% Overall 34th



It was hit and miss for the M-Class in this year's survey. Owners weren't pleased with the reliability

of the engine, gearbox, external electrics or audio/navigation system. High insurance costs also brought a large number of complaints. On the flip side, drivers reported the rest of the running gear to be largely reliable, and found the seats very sturdy indeed. They weren't blown away with the Mercedes' styling, but did like its

engines, gearboxes and general driving dynamics.

5 Land Rover Discovery
★★★★★ 79.5% Overall 38th=



Land Rover has struggled with reliability in the past and, once again, owners have told us it's the worst thing about owning a Discovery. Mechanical problems

caused a large number of headaches, and issues with the bodywork and audio/navigation systems also brought about complaints. The biggest offenders, however, were the seats. Customers were impressed with the interior and driving characteristics, though, and found the service from Land Rover dealers to be decent. Insurance costs weren't too horrific, either, but fuel economy and the cost of servicing and repairs did come under attack.

6 Volvo XC90
★★★★★ 79.4% Overall 40th=



Although owners reported sturdy engines and transmissions, the rest of the XC90's running gear caused

some real horrors – as did the audio/navigation system. Customers weren't enamoured with dealership facilities, but thought the service was adequate, and they whinged about hefty fuel and insurance bills, sluggish performance and exterior problems such as wind noise.

The overall score was buoyed mainly by the exterior design and interior appeal. Owners loved the seats and the audio/navigation system (when it was working), and also gave the thumbs-up to the Volvo's air-conditioning system.

How they rated

EXCELLENT ★★★★★ ABOVE AVERAGE ★★★★ AVERAGE ★★★ BELOW AVERAGE ★★ POOR ★

	Vehicle quality and reliability			Vehicle appeal			Ownership experience		Results	
	Mechanical reliability	Interior quality	Exterior quality	Vehicle performance	Vehicle interior	Vehicle exterior	Dealer service	Running costs	Overall (%)	Overall rating
LEXUS RX	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	85.3	★★★★★
HONDA CR-V	★★★	★★★	★★★	★★★	★★★	★★★	★★★★	★★★★	81.5	★★★★★
NISSAN Qashqai	★★★	★★★	★★★★	★★★★	★★★	★★★★★	★★	★★★★★	81.4	★★★★★
MERCEDES-BENZ M-Class	★★★	★★★★	★★★	★★★★	★★★★	★★★★	★★★	★★★	79.7	★★★★★
LAND ROVER Discovery	★★	★★	★★	★★★	★★★★	★★★★	★★★	★★	79.5	★★★★★
VOLVO XC90	★★★★	★★★★	★★	★★★	★★★★	★★★★	★★★	★★	79.4	★★★★★
TOYOTA RAV4	★★★★	★★★	★★★★	★★★	★★	★★	★★★	★★★★	79.3	★★★★★
LAND ROVER Range Rover Sport	★★★	★★★★	★★★	★★★★	★★★★★	★★★★★	★★★	★★	79.1	★★★★★
HYUNDAI Santa Fe	★★★	★★	★★	★★	★★★	★★★	★★	★★★	78.1	★★★★★
LAND ROVER Freelander	★★★	★★	★★★	★★	★★	★★★	★★★	★★	77.0	★★★★★
NISSAN X-Trail	★★	★★★	★★★	★★	★	★	★	★★	74.8	★★★★★
SUZUKI Grand Vitara	★★★★	★★★	★★★	★	★	★★	★★	★	74.7	★★★★★