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**J.D. Power Asia Pacific Reports:  
Hyundai Atoz, Toyota Vios, Toyota Kijang, Nissan New Terrano and Suzuki Carry  
Rank Highest in Their Respective Segments in Initial Quality in Indonesia**

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**SINGAPORE**—The Hyundai Atoz, Toyota Vios, Toyota Kijang, Nissan New Terrano and Suzuki Carry rank highest in initial quality in their respective segments, according to the J.D. Power Asia Pacific 2003 Indonesia Initial Quality Study<sup>SM</sup> (IQS) released today.

The inaugural study measures vehicle quality in the first two to six months of ownership and is based on evaluations from more than 2,600 new-vehicle owners in Indonesia. The study focuses on 135 problem areas affecting quality across nine IQS categories: ride, handling, and braking; features and controls; seats; heating, ventilation and cooling (HVAC); sound system; vehicle exterior; vehicle interior; engine; and transmission. All problems are weighted equally and overall model performance is summarized as the number of problems per 100 vehicles (PP100).

The number of problems reported by new-vehicle owners for the industry overall is 142 PP100.

“Similar to what we have seen in other countries within Asia Pacific, ride, handling and braking problems comprise the largest proportion of initial quality problems faced by new-vehicle owners in Indonesia, making up approximately 20 percent of all problems experienced,” said Gerrit Kuyntjes, general manager of the Singapore office at J.D. Power Asia Pacific. “While the highest-ranking models in the respective segments tend to perform better than or on par with the segment average in all nine problem categories, a common thread running through these models is their relative strength in the ride, handling, and braking category.”

Hyundai Atoz ranks highest in the compact car segment with 121 PP100 and performs particularly well relative to the segment in the ride, handling, and braking and HVAC categories. The Atoz is followed by Kia Visto (178 PP100) and the Suzuki Karimun (179 PP110), respectively.

Toyota Vios ranks highest in the entry midsize car segment with 100 PP100. The strength of the Vios relative to the segment is in the ride, handling and braking category. Following the Vios are two Suzuki models, Baleno and Aerio, respectively.

The Toyota Kijang leads the entry SUV segment with 123 PP100. The Kijang is followed by the Mitsubishi Kuda, and Isuzu Panther, respectively.

Nissan New Terrano leads the SUV segment with 99 PP100 and is one of two models to perform better than the 100 PP100 level. Outperforming the segment average by 36 PP100, the defining strength of this model is in ride, handling and braking. The New Terrano is followed in the rankings by Honda CR-V and Suzuki Escudo, respectively.

The Suzuki Carry tops the MPV/van segment with 145 PP100 and is closely followed by the Honda Stream. The Kia Carens rounds out the top three models in the segment.

As expected, vehicle quality is a key factor in model advocacy and brand loyalty. Forty percent of new-vehicle owners who indicated they did not experience a problem say they definitely would recommend the model and the make to others, while 32 percent say they definitely would repurchase the same make. The percentages drop when problems are experienced. Among new-vehicle owners who experienced three or more problems, only 27 percent indicated they definitely would recommend the make, 25 percent would definitely recommend the model, and 21 percent would repurchase the same make.

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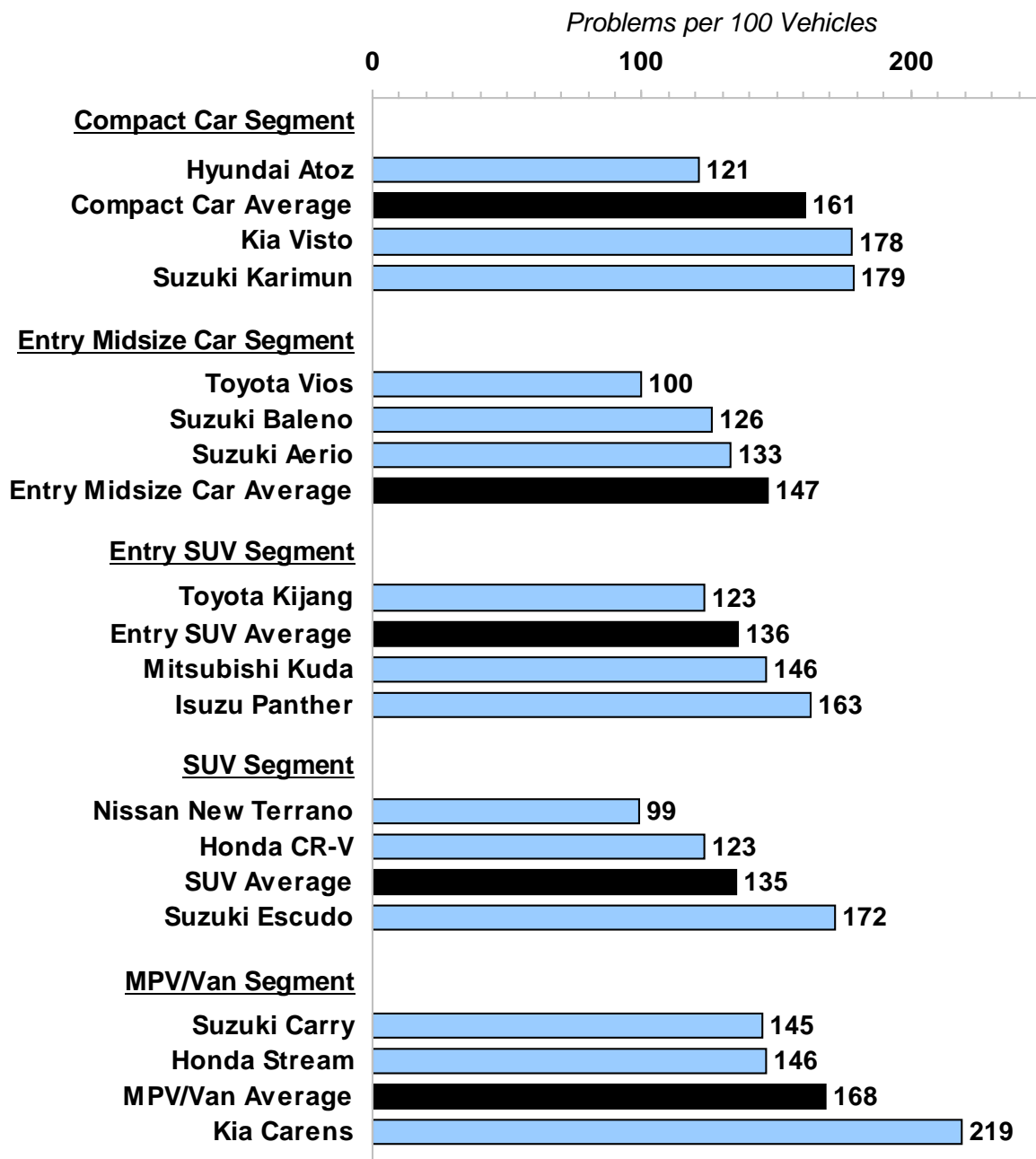
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NOTE: One chart follows.

# J.D. Power Asia Pacific 2003 Indonesia Initial Quality Study<sup>SM</sup> (IQS)

## Top Three Vehicles per Segment in Initial Quality

(Lower score reflects better quality performance)



Source: J.D. Power Asia Pacific 2003 Indonesia Initial Quality Study<sup>SM</sup> (IQS)

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