



Press Release

J.D. Power and Associates and L'Automobile Magazine Report: Toyota, BMW, Honda and Peugeot Capture Top Model Awards in France Vehicle Customer Satisfaction Study

Honda Remains the Most Satisfying Brand to Own in France

PARIS: 22 June 2006 — Toyota vehicles rank highest for customer satisfaction in three of six individual segments and BMW, Honda and Peugeot each rank highest in one segment, according to the J.D. Power and Associates/L'Automobile Magazine 2006 France Customer Satisfaction Index (CSI) StudySM released today.

The study, now in its second year, is conducted in France by J.D. Power and Associates and is published in cooperation with L'Automobile Magazine (Motor Presse France group). Four key factors are measured to determine ownership satisfaction. They are (in order of importance): vehicle quality/reliability (38%); vehicle appeal (22%); ownership costs (20%); and service satisfaction (19%).

The awardees in each of the study's six segments are:

- Toyota Yaris (small car)
- Toyota Corolla (lower medium)
- Honda Accord (upper medium)
- Peugeot 607 (executive/luxury)
- Toyota Corolla Verso (MPV)
- BMW X5 (SUV)

At the nameplate level, Honda leads the industry overall as the most satisfying brand to own with an index score of 821 points on a 1,000-point scale. Honda receives the highest ratings from customers in the area of service satisfaction and also performs particularly well for quality/reliability and cost of ownership.

BMW follows Honda in the overall rankings with an index score of 816. BMW receives the highest ratings from customers in both quality/reliability and vehicle appeal. Toyota, Volvo, Audi, Ford, Mazda, Škoda, Renault, Citroën and Mercedes-Benz all perform above the industry average for overall customer satisfaction.

Although the French nameplates receive just one model award, they have made significant strides in 2006, with several French models placing among the top three in their respective segments, including Citroën Berlingo, Peugeot 406, Peugeot 607, Peugeot Partner and Renault Clio.

“This is clearly a positive development for the French nameplates in their home market,” said Frank Parisi, director of European automotive research at J.D. Power and Associates. “Coupled with industry-leading customer satisfaction in overall cost of ownership, the French brands have much to their credit. In addition, customer satisfaction with dealer service in France has improved across the industry, with the vast majority of brands recording improvements compared to 2005.

J.D. Power and Associates' annual CSI studies, which are independently conducted, are designed to provide the industry with global benchmarks for measuring and improving customer satisfaction, and to give consumers access to reliable and accurate information about many different vehicle models. The global marketing

information services firm conducts CSI studies across the world, including Europe (France, Germany, United Kingdom); North America (Canada, Mexico, United States); Asia Pacific (China, India, Indonesia, Japan, Malaysia, New Zealand, Philippines, Taiwan, Thailand); and Africa (South Africa).

The results for the 2006 France CSI Study are based on responses from more than 16,000 motorists in France who rated their experiences with their vehicle, their dealer, and the cost of vehicle ownership. The study provides information regarding 26 ranked brands and 93 ranked models after an average of two years of ownership.

“For two years in a row, results from this comprehensive J.D. Power and Associates study have been available to the public—giving detailed and valuable information on the satisfaction of French automobile owners,” said Stéphane Meunier, editor in chief of *L’Automobile Magazine*. “By providing a complete picture of driver experiences with their cars, the study allows readers to make comparisons between brands and models that are relevant to them. It also offers a complementary source of information to what *L’Automobile Magazine* is already providing, such as road tests and reliability surveys.”

A complete list of all models reported and how they perform in the 2006 study can be found in the June 22, 2006 edition of *L’Automobile Magazine*.

About J.D. Power and Associates

The European headquarters of J.D. Power and Associates is located in Guildford, UK. With world headquarters in Westlake Village, California, U.S.A., J.D. Power and Associates is an ISO 9001-registered global marketing information services firm operating in key business sectors including market research, forecasting, consulting, training and customer satisfaction. The firm’s quality and satisfaction measurements are based on responses from millions of consumers annually. J.D. Power and Associates is a business unit of The McGraw-Hill Companies.

About The McGraw-Hill Companies

Founded in 1888, The McGraw-Hill Companies is a leading global information services provider meeting worldwide needs in the financial services, education and business information markets through leading brands such as Standard & Poor’s, McGraw-Hill Education, BusinessWeek and J.D. Power and Associates. The Corporation has more than 290 offices in 38 countries. Sales in 2005 were \$6.0 billion. Additional information is available at <http://www.mcgraw-hill.com>.

About L’Automobile Magazine

With a monthly circulation of 180,000, *L’Automobile Magazine*, established in 1946, is the first monthly car magazine in France. With its ISO 9001-registered test drives; sneak previews on new cars; annual and official “Guide to Quality and Reliability;” and its retro, design and sport stories, *L’Automobile Magazine* attracts both the most passionate car enthusiasts and car buyers alike who are looking for advice.

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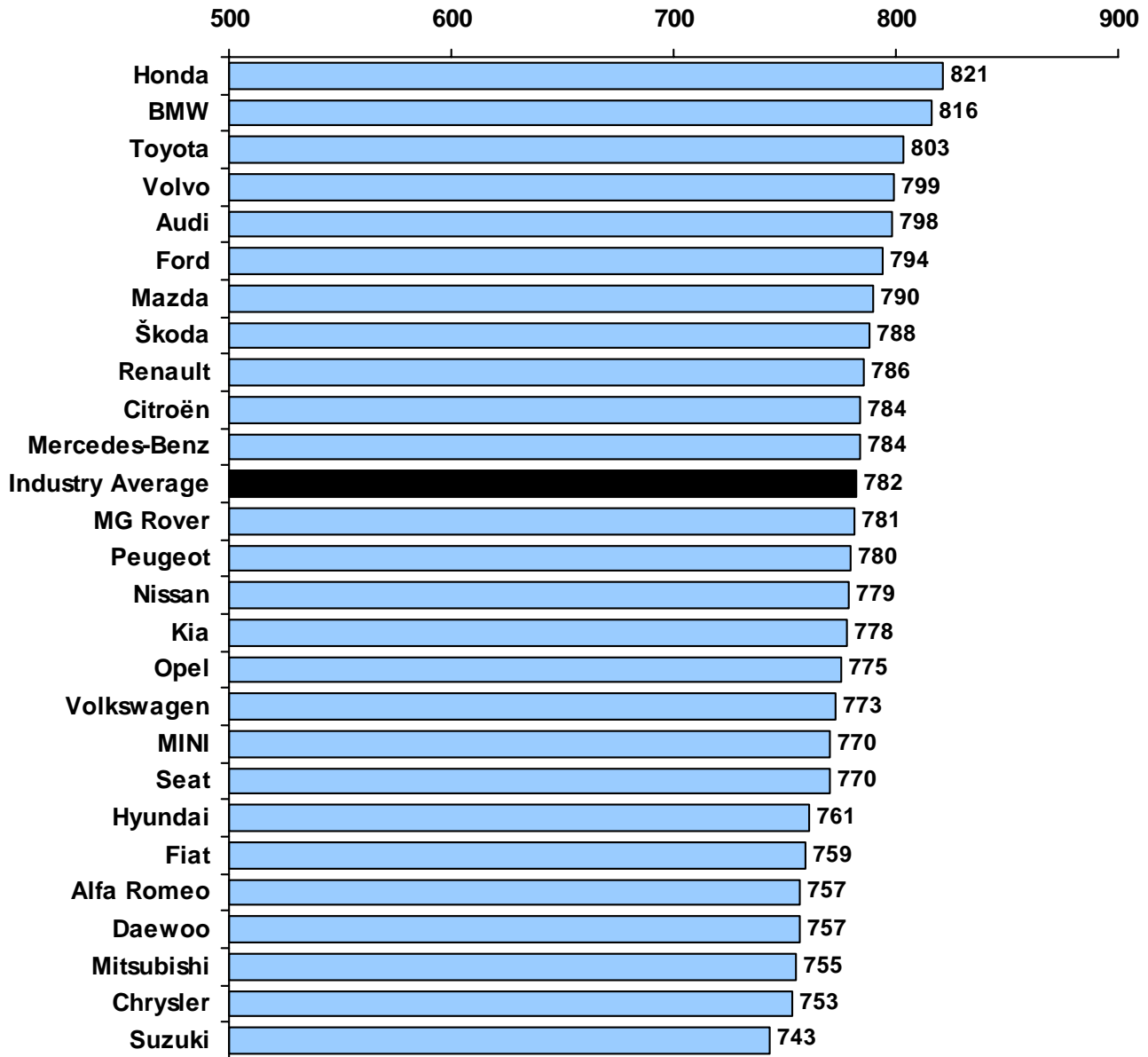
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NOTE: Three charts follow.

J.D. Power and Associates 2006 France Customer Satisfaction Index StudySM

Overall CSI Nameplate Ranking

(Based on a 1,000-point scale)



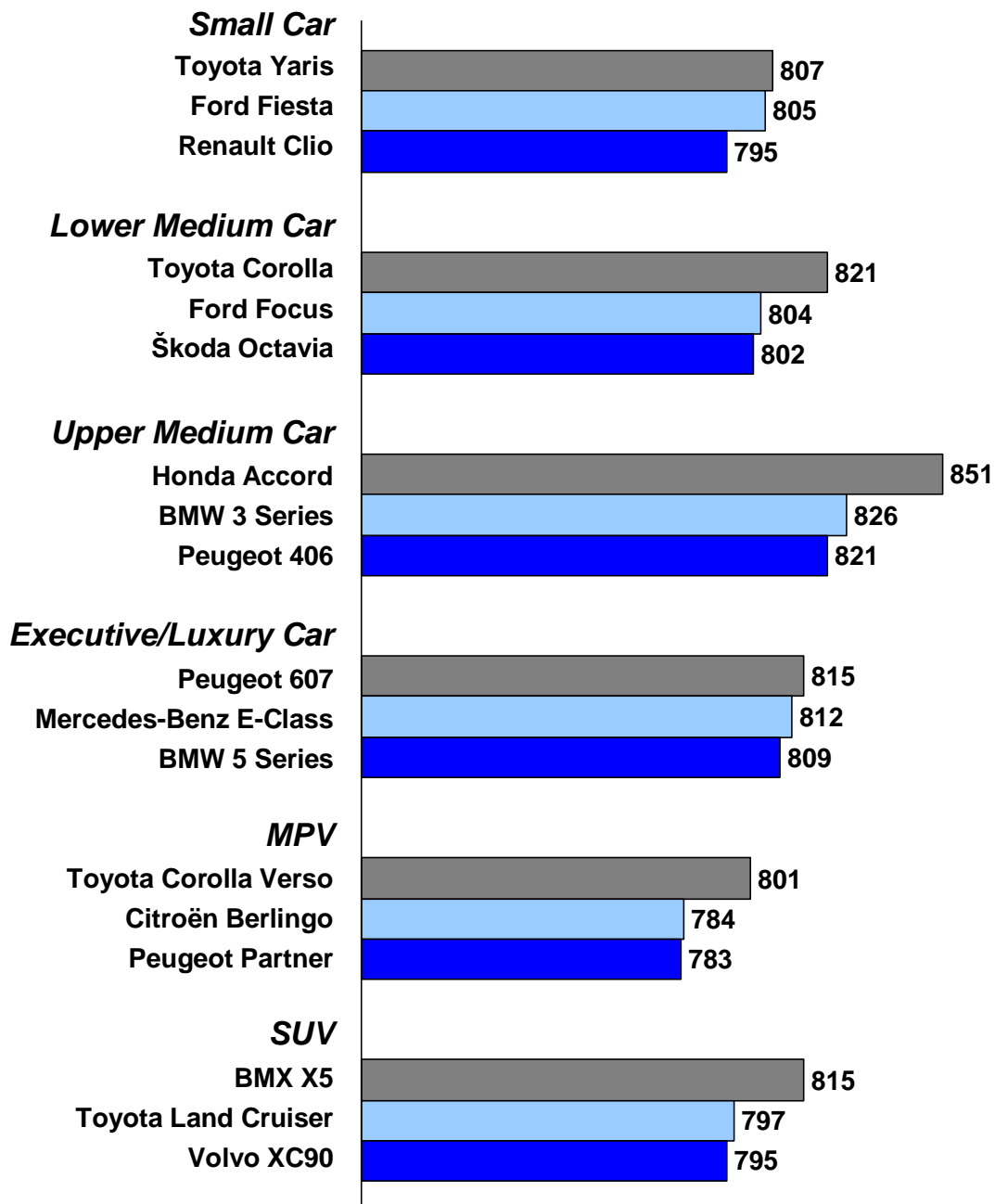
Included in the study, but not ranked due to small sample size are: Jaguar, Jeep, Land Rover, Saab, smart and Subaru.

Source: J.D. Power and Associates 2006 France Customer Satisfaction Index (CSI) StudySM

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Top Three Models per Segment

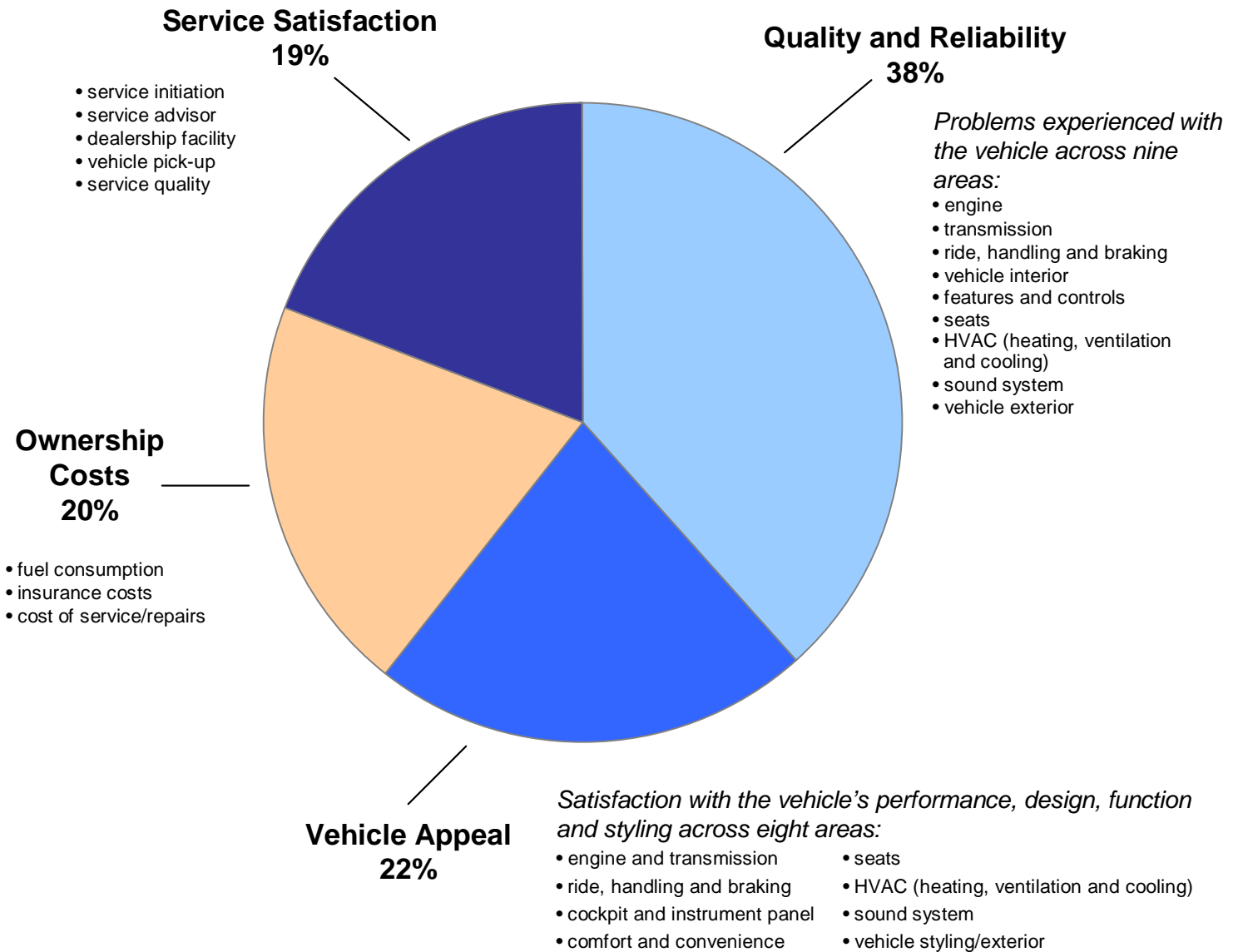


Source: J.D. Power and Associates 2006 France Customer Satisfaction Index (CSI) StudySM

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J.D. Power and Associates 2006 France Customer Satisfaction Index StudySM

Composition of the 2006 France CSI Index



NOTE: Percentages do not total 100 due to rounding

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