



ŠKODA
SIMPLY CLEVER

PRESS RELEASE

Page 1 of 2

Highest customer satisfaction: Two ŠKODA models win J.D. Power Award in Germany

- › ŠKODA FABIA and ŠKODA RAPID win in the small car and compact class segments in the largest German car driver survey
- › ŠKODA is the only manufacturer to have two winners in the customer satisfaction survey
- › Over 12,500 respondents took part in the online survey
- › Market research company J.D. Power has determined the cars with the highest customer satisfaction in Germany every year since 2002

Mladá Boleslav, 15. Mai 2019 – The ŠKODA models FABIA and RAPID make the drivers in the small and compact segment the happiest in Germany. These were the findings of the latest 2019 Germany Vehicle Dependability Study (VDS) by the market research institute JD Power. More than 12,500 people took part in Germany's largest motorist survey, which focuses on quality and reliability. This is the third award the FABIA has received from J.D. Power.

J.D. Power examined cars from nine segments in this year's vehicle reliability study. Six models came out on top in their category with minimal faults and excellent product quality to receive the renowned J.D. Power Award. With the FABIA and RAPID, ŠKODA is the only brand with two winners. The FABIA won in the small car segment with the most satisfied customers, building on its victories in 2015 and 2016 in the same class. ŠKODA launched the upgraded version of the third-generation FABIA last September. Since then, the popular small car has featured LED headlights, a modified design and extended standard equipment.

The ŠKODA RAPID prevailed in the compact class with its generous space for passengers and luggage, ŠKODA Connect and many 'Simply Clever' ideas that have made ŠKODA popular. As recently as April 2019, ŠKODA launched the new model SCALA in this segment on the European market. [With new technology, emotional design, high functionality and state-of-the-art connectivity, the SCALA sets new standards in the compact class.](#)

In the annual vehicle reliability study, participants assess how reliable their vehicle is and how satisfied they are with it. The experts from J.D. Power hold online interviews with drivers about their experience with their car. The vehicle reliability study has been running in Germany since 2002. Between November 2018 and January 2019, 12,854 motorists participated in the market research institute survey. The study looks at vehicles one to three years old. Overall, 151 model series from 27 manufacturers were evaluated.

James David Power III founded the company in 1968, and today it is considered one of the most renowned market research institutes in the world. One of their annual studies is the Vehicle Reliability Survey, in which assessment criteria such as engine/transmission, bodywork, driving experience, controls/displays, infotainment/communication/navigation, seats, air conditioning and interior determine the success of a model.



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Page 2 of 2

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ŠKODA FABIA wins J.D. Power Award in Germany

The FABIA won the J.D. Power Award in the small car segment with the most satisfied customers, building on its victories in 2015 and 2016 in the same class.

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Source: ŠKODA AUTO



ŠKODA RAPID wins J.D. Power Award in Germany

The ŠKODA RAPID prevailed the J.D. Power Award in the compact class with its generous space for passengers and luggage, ŠKODA Connect and many 'Simply Clever' solutions that have made ŠKODA popular.

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Source: ŠKODA AUTO

ŠKODA AUTO

- › was founded during the pioneering days of the automobile in 1895, making it one of the longest-established automobile companies in the world.
- › currently offers its customers eight passenger-car series: the CITIGO, FABIA, RAPID, OCTAVIA, KAROQ, KODIAQ, as well as the KAMIQ and the SUPERB.
- › delivered more than 1.25 million vehicles to customers around the world in 2018.
- › has belonged to Volkswagen Group since 1991. The Volkswagen Group is one of the most successful vehicle manufacturers in the world. In association with the Group, ŠKODA AUTO independently develops and manufactures vehicles, as well as components such as engines and transmissions.
- › operates at three locations in the Czech Republic; manufactures in China, Russia, Slovakia, Algeria and India mainly through Group partnerships, as well as in Ukraine and Kazakhstan with local partners.
- › employs over 35,000 people globally and is active in more than 100 markets.
- › is transforming from being a traditional car manufacturer to a 'Simply Clever Company for Optimal Mobility Solutions' as part of ŠKODA Strategy 2025.

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