



Press Release

J.D. Power and Associates Reports:

Ford Motor Company's Jaguar Plant Earns European Region Top Honours in U.S. Initial Quality Study

BMW, Porsche Plants Also Earn Awards in European Region

LONDON: 18 May 2005 — Ford Motor Company's Jaguar assembly plant in Halewood, England, has earned the Gold Plant Quality Award for assembly plant quality in the European region, according to the J.D. Power and Associates 2005 U.S. Initial Quality StudySM (IQS) released today.

The Halewood plant, which produces the Jaguar X-Type, receives a score of 70 problems per 100 vehicles (PP100), the best score among European plants assembling vehicles for export to the United States. The Halewood plant, which was first included in the IQS in 2002, has shown a 55 percent quality improvement to 70 PP100 in 2005 from 157 PP100 in 2002.

The study shows major plant improvements at Halewood in vehicle quality problem categories for seats, transmission, engine and exterior-related problems.

"The improvement at Halewood over the past few years has been spectacular and is due to the efforts of the plant's entire workforce," said Dave Sargent, executive director of European operations at J.D. Power and Associates. "This excellent performance shows once again that Britain can build cars that compete with the best in the world for quality."

In addition, BMW earns the Silver Plant Quality Award in the European region for its Regensburg, Germany, plant, where the BMW 3 Series Convertible, Coupe, M3, Sedan and Wagon are assembled. BMW's Munich plant and Porsche's Stuttgart plant tie for the Bronze Plant Quality Award. BMW's Munich plant assembles the BMW 3 Series Sedan and Porsche's Stuttgart plant assembles the Porsche 911.

The annual plant quality awards are based on findings from the 2005 U.S. Initial Quality Study.

Other 2005 Plant Quality Award Recipients

North/South America Plant Awards

General Motors sweeps the plant quality awards in the North/South America region for the first time since 2002. General Motors' Oshawa #2, Ontario, Canada, plant, which produces the Buick Century, Buick LaCrosse and Pontiac Grand Prix, earns the Gold Plant Quality Award. The Oshawa #1, Ontario, and Hamtramck, Michigan, U.S.A., plants earn the Silver and Bronze Plant Quality awards, respectively.

Asia Pacific Plant Awards

For the fourth consecutive year, Toyota's Tahara, Japan, car plant receives the Platinum Plant Quality Award for worldwide plant quality with a score of 59 PP100. The Tahara plant produces the Lexus GS 300/GS 430 and the Lexus LS 430. Toyota's Higashi-Fuji, Japan, plant and Nissan's Tochigi, Japan, plant earn the Silver and Bronze Plant Quality awards, respectively.

2005 U.S. Initial Quality Study Awards

Toyota Motor Corporation and General Motors Corporation, the two largest automobile manufacturers in the world, capture 15 of the 18 top model segment awards.

Toyota earns 10 of the top model segment awards, with the Lexus SC 430 ranking highest overall in the IQS for the second consecutive year, at 54 PP100. Other Toyota models earning segment awards include the Toyota Prius (Compact Car), Scion tC (Sporty Car) and Toyota RAV4 (Entry SUV).

General Motors earns five top model segment awards, including the Chevrolet Malibu/Malibu Maxx (Entry Midsize Car), Buick Century (Premium Midsize Car) and Chevrolet Suburban (Full-Size SUV).

"The 2005 IQS results contain some genuinely good news for General Motors," said Chance Parker, executive director of product and research analysis at J.D. Power and Associates. "The improvements of the quality of several models and at their North American plants are both very positive signs."

Ford Motor Company captures two model awards, with the Ford Explorer Sport Trac (Midsize Pickup) and Ford F-150 LD (Full-Size Pickup) ranking highest in their respective segments.

Marked Improvement

The study shows that a number of makes and models demonstrate marked improvements from the 2004 study. Chief among them is HUMMER, with a dramatic 36 percent reduction in reported problems. Since its debut in the 2003 IQS, HUMMER has reduced reported problems by more than 50 percent.

"In the past, there was a lot of talk about HUMMER's poor quality being related to poor fuel economy," said Parker. "This year's results clearly show that the people at HUMMER knew this wasn't the case. They identified many customer-reported problems and solved them."

Nissan also performs dramatically better in the 2005 study, with the Nissan Quest as the most-improved model, recording a dramatic 104 PP100 improvement. Other models showing impressive improvements are the Kia Spectra (64 PP100 improvement), the HUMMER H2 (63 PP100 improvement), and the Scion xA (62 PP100 improvement).

Overall, the automotive industry garners only a minor increase in industry-wide initial quality in 2005. After showing a dramatic 14 PP100 quality improvement from 2003 to 2004, the overall industry average improved only one PP100 in 2005 to 118 PP100, compared to 119 PP100 in 2004.

"Competition in the automotive industry is incredibly intense," said Parker. "Even though the 2005 results may suggest a bit of a plateau in quality, manufacturers should not become complacent. The IQS has tracked similar apparent 'plateaus' before in 1996 and 2003. In both cases, the following year's results showed dramatic quality improvements. Car companies that take their eye off the ball risk being left behind."

Manufacturers demonstrate overall improvement in more than one-half of the 135 problem symptoms included in the study, compared to 2004. Among the nine problem categories surveyed, ride/handling/braking and exterior problems continue to cause the greatest challenge to manufacturers. Consumers report that the transmission causes the least number of problems.

What IQS Measures

IQS is a model-level study. It measures 135 attributes across nine categories, including ride/handling/braking, engine and transmission, and a broad range of quality problems symptoms reported by vehicle owners.

The 2005 U.S. Initial Quality Study is based on responses from more than 62,000 purchasers and lessees of new 2005 model-year cars and trucks, who were surveyed after 90 days of ownership. This industry benchmark study for new-vehicle initial quality is now in its 19th year.

About J.D. Power and Associates

Headquartered 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 global information services provider meeting worldwide needs in the financial services, education and business information markets through leading brands such as Standard & Poor's, BusinessWeek and McGraw-Hill Education. The Corporation has more than 280 offices in 37 countries. Sales in 2004 were \$5.3 billion. Additional information is available at <http://www.mcgraw-hill.com>.

Media Relations Contacts:

John Tews
Director, Media Relations
J.D. Power and Associates
5435 Corporate Drive, Suite 300
Troy MI 48098
00-1-248-312-4119
john.tews@jdpa.com

Michael Greywitt
Director, Media Relations
J.D. Power and Associates
2625 Townsgate Road, Suite 100
Westlake Village, CA 91361
00-1-805-418-8526
michael.greywitt@jdpa.com

Lisa Crane
30 Orange Street
London WC2H 7LZ
011-44-207-331-5474
lisa_crane@uk.cohnwolfe.com

No advertising or other promotional use can be made of the information in this release without the express prior written consent of J.D. Power and Associates. www.jdpower.com

#

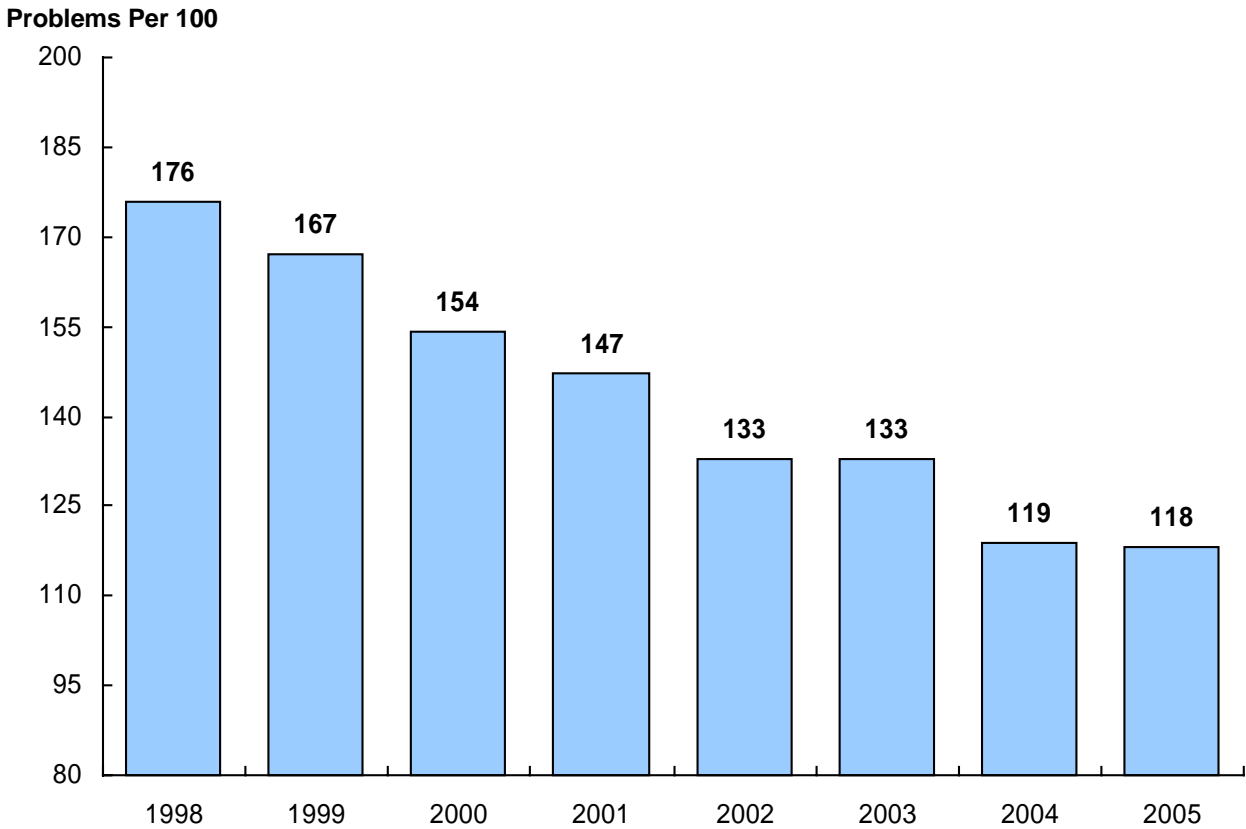
(Page 3 of 3)

NOTE: Four charts follow.

J.D. Power and Associates 2005 Initial Quality StudySM (IQS)

Initial Quality Industry Average, 1998-2005

2005 Industrial Average (1 PP100 improvement from 2004)



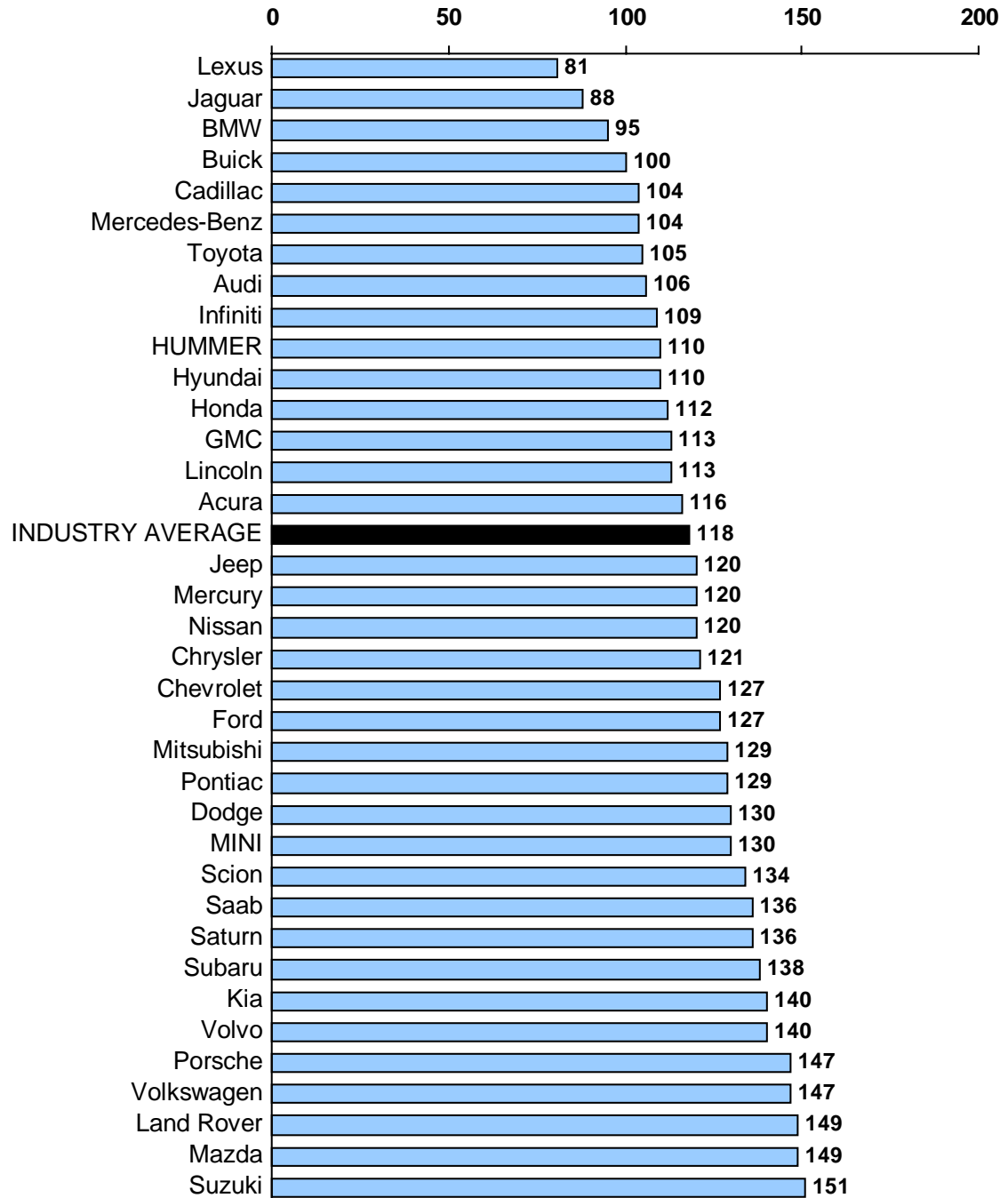
Source: J.D. Power and Associates 2005 Initial Quality StudySM

Charts and graphs extracted from this press release must be accompanied by a statement identifying J.D. Power and Associates as the publisher and the J.D. Power and Associates 2005 Initial Quality StudySM as the source. No advertising or other promotional use can be made of the information in this release or J.D. Power and Associates study results without the express prior written consent of J.D. Power and Associates.

J.D. Power and Associates 2005 Initial Quality StudySM (IQS)

2005 Nameplate IQS Ranking

Problems Per 100 Vehicles



NOTE: Ranking excludes Isuzu and Maserati due to insufficient sample. Scores are based on rounded figures for problems per 100 vehicles.

Source: J.D. Power and Associates 2005 Initial Quality StudySM

Charts and graphs extracted from this press release must be accompanied by a statement identifying J.D. Power and Associates as the publisher and the J.D. Power and Associates 2005 Initial Quality StudySM as the source. No advertising or other promotional use can be made of the information in this release or J.D. Power and Associates study results without the express prior written consent of J.D. Power and Associates.

J.D. Power and Associates 2005 Initial Quality StudySM (IQS)

Top Three Models per Segment

| Car Segments | Truck Segments |
|---|--|
| Compact Car¹ Highest Ranked: Toyota Prius Kia Spectra Honda Civic (tie) Toyota Corolla (tie) | Midsize Pickup Highest Ranked: Ford Explorer Sport Trac Ford Ranger Subaru Baja |
| Entry Midsize Car Highest Ranked: Chevrolet Malibu/Malibu Maxx Hyundai Sonata Volkswagen Jetta | Light-Duty Full-Size Pickup Highest Ranked: Ford F-150 LD Cadillac Escalade EXT Toyota Tundra |
| Premium Midsize Car Highest Ranked: Buick Century Chevrolet Impala (tie) Pontiac Grand Prix (tie) | Heavy-Duty Full-Size Pickup Highest Ranked: GMC Sierra HD Chevrolet Silverado HD Dodge Ram Pickup HD |
| Full-Size Car Highest Ranked: Buick LeSabre Mercury Grand Marquis Ford Five Hundred | Entry SUV Highest Ranked: Toyota RAV4 Mitsubishi Outlander Hyundai Tucson |
| Entry Luxury Car Highest Ranked: Lexus IS 300/IS 300 SportCross Jaguar X-Type Cadillac CTS | Midsize SUV Highest Ranked: Toyota 4Runner Mitsubishi Endeavor Honda Pilot (tie) Nissan Murano (tie) |
| Mid Luxury Car Highest Ranked: Lexus GS 300/GS 430 BMW 5 Series Sedan Cadillac DeVille | Full-Size SUV Highest Ranked: Chevrolet Suburban Chevrolet Tahoe Toyota Sequoia |
| Premium Luxury Car² Highest Ranked: Lexus SC 430 Lexus LS 430 Mercedes-Benz SL-Class | Entry Luxury SUV Highest Ranked: Lexus RX 330 BMW X3 Infiniti FX-Series |
| Sporty Car Highest Ranked: Scion tC Acura RSX Ford Mustang | Premium Luxury SUV Highest Ranked: Lexus GX 470 Lexus LX 470 Lincoln Navigator |
| Premium Sports Car Highest Ranked: Nissan 350Z Honda S2000 Porsche 911 | Midsize Van Highest Ranked: Toyota Sienna Chrysler Town & Country Dodge Caravan/Grand Caravan |

¹ Includes the Entry Compact Car and Premium Compact Car segments.

² Includes the Premium Luxury Car and Luxury Sport Car segments.

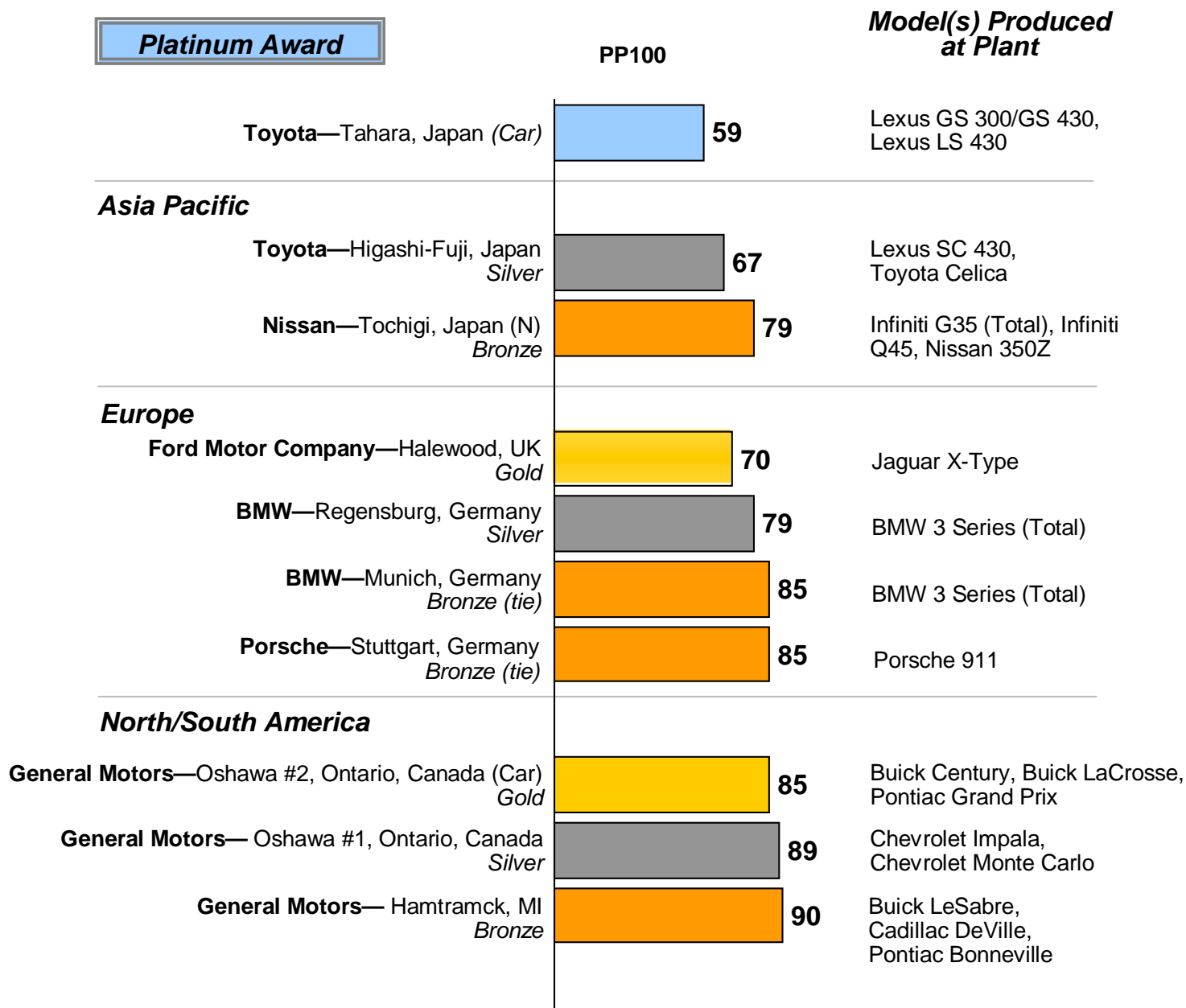
Note: There must be at least four models with sufficient sample in any given award category for an award to be issued. There are only two full-size van models with sufficient sample, thus no award will be issued.

Source: J.D. Power and Associates 2005 Initial Quality StudySM

Charts and graphs extracted from this press release must be accompanied by a statement identifying J.D. Power and Associates as the publisher and the J.D. Power and Associates 2005 Initial Quality StudySM as the source. No advertising or other promotional use can be made of the information in this release or J.D. Power and Associates study results without the express prior written consent of J.D. Power and Associates.

J.D. Power and Associates 2005 Initial Quality StudySM (IQS)

2005 Plant Quality Award Recipients Based on Vehicles Produced for U.S. Market



NOTE: Car and truck assembly lines located at the same site are ranked separately.

Source: J.D. Power and Associates 2005 Initial Quality StudySM

Charts and graphs extracted from this press release must be accompanied by a statement identifying J.D. Power and Associates as the publisher and the J.D. Power and Associates 2005 Initial Quality StudySM as the source. No advertising or other promotional use can be made of the information in this release or J.D. Power and Associates study results without the express prior written consent of J.D. Power and Associates.