

New vehicle quality

Ford Motor Co.'s Ford and Lincoln brands both climbed in the rankings of 2014 J.D. Power & Associates' Initial Quality Study from a year ago. General Motors Co.'s Chevrolet, GMC and Buick nameplates fell, while Cadillac maintained its position. Fiat Chrysler Automobile LLC's Chrysler brand moved up in the rankings from a year ago, but Jeep fell and Fiat was at the bottom of the rankings. The report measures complaints per 100 vehicles during the first 90 days of ownership.

Problems per 100 vehicles

2014 rank	Brand	2014 problems	2013 rank
1.	Porsche	74	1
2.	Jaguar	87	9
3.	Lexus	92	3
4.	Hyundai	94	10
5.	Toyota	105	6(t)
6.	Chevrolet	106	5
(t)*	Kia	106	10(t)
8.	BMW	108	18
(t)	Honda	108	8
10.	Lincoln	109	17
11.	Audi	111	13(t)
(t)	Chrysler	111	15(t)
13.	Cadillac	115	13(t)
(t)	Mercedes-Benz	115	10(t)
(t)	Volvo	115	18(t)
16.	Ford	116	27
(t)	GMC	116	2
(t)	Ram	116	28
	Industry average	116	
19.	Buick	120	15(t)
(t)	Nissan	120	30
21.	Dodge	124	26
22.	Land Rover	127	21
23.	Infiniti	128	4
(t)	Volkswagen	128	23
25.	Acura	131	6(t)
26.	Mini	133	29
27.	Subaru	138	25
28.	Mazda	139	24
29.	Scion	140	33
30.	Mitsubishi	145	31
31.	Jeep	146	22
32.	Fiat	206	32

* (t) Tie

Source: J.D. Power and Associates 2014 U.S. Initial Quality Study

The Detroit News

General Motors Co. picked up more segment awards than any other automaker in the 2014 J.D. Power & Associates' Initial Quality Study.

However, three of GM's brands — Chevrolet, GMC and Buick — fell in the rankings from a year ago while Cadillac maintained its position. Ford Motor Co.'s Ford and Lincoln brands improved. Fiat Chrysler Automobile LLC's Chrysler and Ram brands improved from a year ago, but its Jeep nameplate fell and its Fiat brand stayed at the bottom of the rankings.

The annual report, released Wednesday at an Automotive Press Association event at the Detroit Athletic Club, found that problems with new models, technology issues and a rough winter led to a 3 percent rise in quality problems from a year ago.

Many of the issues centered around bug-filled infotainment systems and problems with voice-recognition software and Bluetooth pairing.

"Automakers are trying to give consumers the new features and technology they want without introducing additional quality problems into their vehicles," David Sargent, J.D. Power's vice president of global automotive, said in a statement. "However, almost all automakers are struggling to do this flawlessly with some consumers indicating that the technology is hard to understand, difficult to use or simply does not always work as designed."

Harsh winter weather throughout much of the country led to an increase in heating, ventilation and transmission issues, the report found.

The report, now in its 28th year, examines problems experienced by vehicle owners during the first 90 days of ownership. The initial quality is measured