



Press Release

J.D. Power and Associates Reports: EPA Emission-Compliant Engines Increase in Problems, Decline in Satisfaction

Detroit Ranks Highest in Heavy-Duty Truck Engine Satisfaction

WESTLAKE VILLAGE, Calif: 23 August 2012 —Technology changes related to revised emissions standards for heavy-duty trucks are causing an increase in heavy-duty truck engine problems and a decrease in overall satisfaction with the powertrain, according to the J.D. Power and Associates 2012 U.S. Heavy-Duty Truck Engine and Transmission StudySM released today.

Now in its 16th year, the study measures satisfaction with engines and transmissions among primary maintainers of heavy-duty (Class 8) trucks that are one model-year old. Satisfaction is measured based on eight key factors: engine reliability and dependability; engine warranty; acceleration when fully loaded; electronic control module; accessibility to components for service or maintenance; vibration at idle; maintaining speeds on grades; and average fuel economy.

Technology designed to reduce emissions and make heavy-duty truck engines compliant with the 2010 EPA regulations is resulting in more heavy-duty truck owners experiencing problems with the engine. The study finds that 46 percent of owners of heavy-duty trucks that are one model-year old report experiencing some type of engine-related problem, up from 42 percent in 2011. The most commonly reported problems are issues with the electronic control module calibration (cited by 23 percent of owners), exhaust gas recirculation (EGR) valve (20 percent), and electronic engine sensors (16 percent).

In addition, the average number of engine- and fuel-related problems has increased to 81 problems per 100 vehicles (PP100) from 71 PP100 in 2011. The rise in problems has impacted overall engine satisfaction, which declines to 719 index points on a 1,000-point scale in 2012, compared with 739 in 2011.

“At the industry level, the new, more complex engines designed to meet EPA regulations are resulting in additional problems and downtime, which also has a financial impact on owners because they’re not making money when their truck is down for service,” said Brent Gruber, director of the commercial vehicle practice at J.D. Power and Associates.

However, Gruber adds that once manufacturers resolve quality issues related to the new technology, customers may expect to see some added benefits from the new engines. In the on-highway segment, the average reported engine service interval has increased to 22,703 miles in 2012, up from 20,303 in 2011. Additionally, maintainers of heavy-duty on-highway trucks report a 4 percent increase in fuel efficiency this year, averaging 6.3 miles per gallon (mpg) in 2012, compared with 6.0 mpg in 2011.

“The new engines are proving to be more fuel efficient and allowing greater up-time between service, so despite initial quality issues, the new technology may offer a greater return on investment in the long run,” said Gruber.

Detroit¹ engines rank highest in customer satisfaction with a score of 753—a 20-point improvement from 2011—and performs particularly well in the engine reliability and dependability factor. Cummins ranks second at 729 and Caterpillar third at 721.

Overall satisfaction with heavy-duty truck transmissions averages 812 in 2012, down eight points from 2011. The decline is largely attributed to lower satisfaction with the reliability and dependability of the transmission and drivetrain. This decline in satisfaction comes despite transmission-related quality actually improving to 7 PP100 in 2012, down from 10 PP100 in 2011.

The 2012 U.S. Heavy-Duty Truck Engine and Transmission Study is based on the responses of 1,725 primary maintainers of Class 8 heavy-duty trucks that are one model-year-old. The study was fielded between February and May 2012.

About J.D. Power and Associates

Headquartered in Westlake Village, Calif., J.D. Power and Associates is a global marketing information services company providing performance improvement, social media and customer satisfaction insights and solutions. The company's quality and satisfaction measurements are based on responses from millions of consumers annually. For more information on [car reviews and ratings](#), [car insurance](#), [health insurance](#), [cell phone ratings](#), and more, please visit JDPower.com. J.D. Power and Associates is a business unit of The McGraw-Hill Companies.

About The McGraw-Hill Companies

McGraw-Hill announced on September 12, 2011, its intention to separate into two companies: McGraw-Hill Financial, a leading provider of content and analytics to global financial markets, and McGraw-Hill Education, a leading education company focused on digital learning and education services worldwide. McGraw-Hill Financial's leading brands include Standard & Poor's Ratings Services, S&P Capital IQ, S&P Dow Jones Indices, Platts energy information services and J.D. Power and Associates. With sales of \$6.2 billion in 2011, the Corporation has approximately 23,000 employees across more than 280 offices in 40 countries. Additional information is available at <http://www.mcgraw-hill.com/>.

J.D. Power and Associates Media Contacts:

John Tews; Troy, Mich.; (248) 680-6218; media.relations@jdpa.com

Syvetril Perryman; Westlake Village, Calif.; (805) 418-8103; media.relations@jdpa.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.

###

(Page 2 of 2)

NOTE: One chart follows.

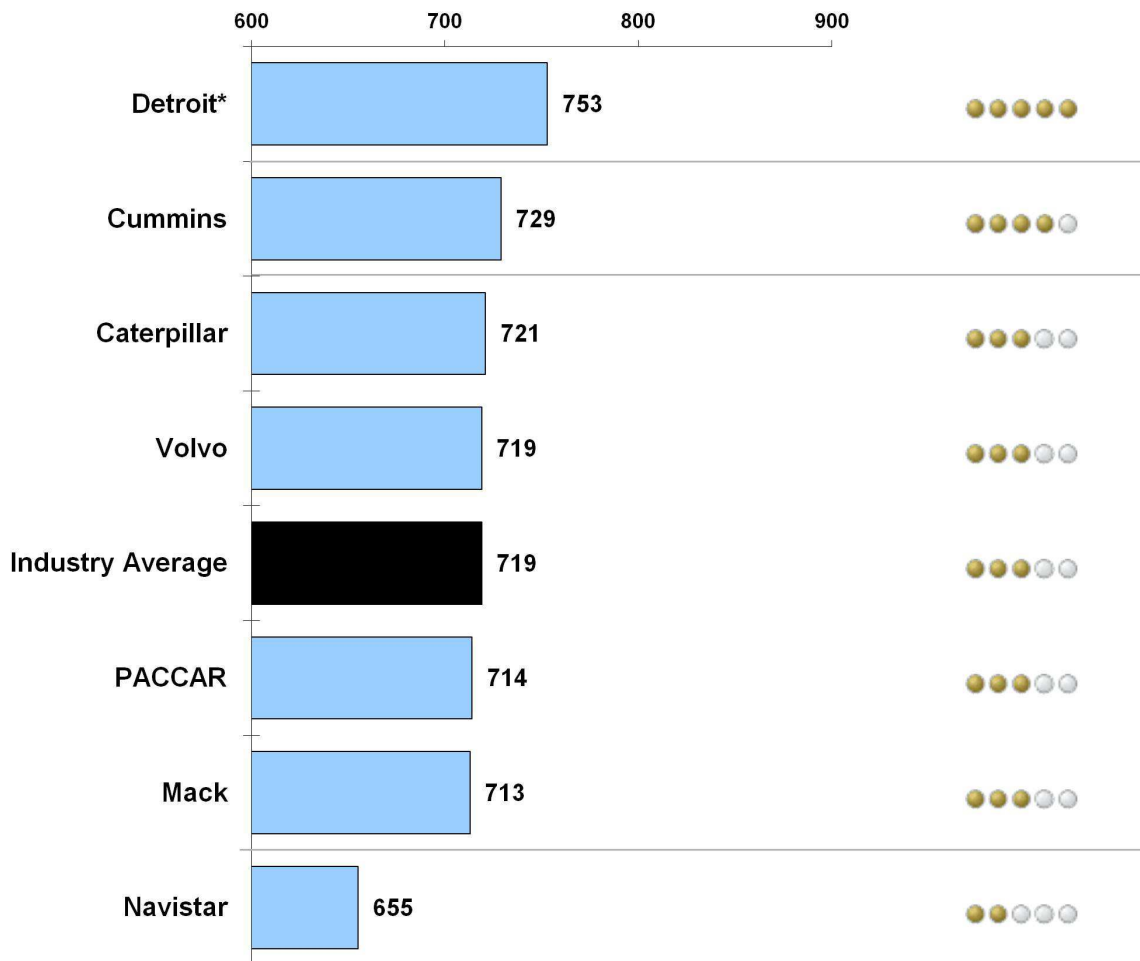
¹ Detroit is formerly known as Detroit Diesel.

J.D. Power and Associates 2012 U.S. Heavy-Duty Truck Engine and Transmission Customer Satisfaction StudySM

Customer Satisfaction Index Ranking

Heavy-Duty Engines (Based on a 1,000-point scale)

JDPower.com
Power Circle RatingsTM



* Note: Detroit is formerly known as Detroit Diesel.

Source: J.D. Power and Associates 2012 U.S. Heavy-Duty Truck Engine and Transmission Customer Satisfaction StudySM

Power Circle Ratings Legend				
●	●	●	●	●
Among the best				
●	●	●	●	○
Better than most				
●	●	●	○	○
About average				
●	●	○	○	○
The rest				

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 2012 U.S. Heavy-Duty Truck Engine and Transmission Customer Satisfaction StudySM as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. JDPower.com Power Circle RatingsTM are derived from consumer ratings in J.D. Power studies. For more information on Power Circle Ratings, visit jdpower.com/faqs. No advertising or other promotional use can be made of the information in this release or J.D. Power and Associates survey results without the express prior written consent of J.D. Power and Associates.