

# **Lexus Ranks Highest of Any Luxury Brand in 2013 J.D. Power and Associates CSI Study**

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TORRANCE, Calif. (March 13, 2013) – Lexus ranked highest in customer satisfaction among luxury brands in the J.D. Power and Associates 2013 Customer Service Index (CSI) Study<sup>SM</sup> for the fifth consecutive year. Lexus achieved an overall CSI score of 862 on a 1,000-point scale, 19 points above the segment average and the highest numerical score in the study, regardless of segment.

“Customer satisfaction is the foundation of Lexus,” said Mark Templin, Lexus group vice president and general manager. “We’re proud of our dealers and their continuous efforts to exceed customer expectations and make Lexus the highest ranked brand in CSI for the 16<sup>th</sup> time, more than any manufacturer.”\*

The 2013 CSI Study is based on responses from owners and lessees of 2008 to 2012 model-year vehicles. The study was fielded from October through December 2012. Lexus ranked highest in the J.D. Power and Associates Customer Satisfaction with Dealer Service (CSI) Study from 1991-1995, 1997-2001, 2006, and 2009-2013.

*\*Lexus ranked highest in the J.D. Power and Associates Customer Satisfaction with Dealer Service (CSI) Study in 2013, 2012, 2011, 2010, 2009, 2006, 2001, 2000, 1999, 1998, 1997, 1995, 1994, 1993, 1992 and 1991 (tie).*

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