



Lexus Takes Honours For Best Customer Service In The Carbuyer Awards

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When the Lexus brand was launched 30 years ago, its ambitions were not confined to making the best luxury cars – it was also committed from the outset to redefining excellence in customer service. True to its mission, it has consistently set new standards for the motor industry and collected multiple international awards in recognition of its achievements.

Today it has added to its tally of honours with the Best Customer Service award from *Carbuyer*, the consumer motoring advice, opinion and reviews website.

James Batchelor, *Carbuyer's* editor-at-large, said: "Lexus continues to wow owners and impress buyers during both the sales experience and after sales support. Three of the top 10 cars in the most recent Driver Power* survey were from Lexus, and owners praised the brand's dealerships. Overall, Lexus was at or near the top in six out of nine categories for brands, far ahead of other manufacturers."

Ewan Shepherd, Director of Lexus in the UK, said: "The commitment to customer service runs deep in the ethos of our brand. We are very grateful for this latest award, which recognises the huge effort invested by everyone in our centre network to give our customers amazing experiences."

**Auto Express* Driver Power customer satisfaction survey 2019.

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