



Lexus Dealers Rated Highest for Fourth Consecutive Year in Auto Express Driver Power Survey

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Lexus's UK retailer network has achieved the highest ranking in the *Auto Express* Driver Power survey to find Britain's best new car dealers for a fourth consecutive year. The results of the study, announced today, show the brand strengthening its reputation for excellence, increasing its overall satisfaction rate to 93.42 per cent.

Lexus was ranked first in no fewer than five of the survey's seven categories: standard of workmanship, staff courtesy, speed to complete work, communication and availability of a courtesy car.

Lexus dealers also recorded the lowest proportion of customer complaints among any of the 25 brands surveyed, with just 5.9 per cent of customers having an issue, compared to the survey average of 13.5 per cent.

Steve Fowler, *Auto Express* Editor-in-Chief, said: "Fresh from topping our annual brand survey earlier this year, this latest win in our dealership survey shows Lexus knows precisely what its customers want, and the firm continually delivers. Remarkably, its score of 93.42 per cent marks an increase over last year's result, in what has been the most challenging year in recent history."

The survey results were based on the experiences of thousands of motorists and their opinions of the quality of work, service and value for money delivered by their franchised retailer.

Earlier this year Driver Power also acclaimed Lexus as Britain's best car manufacturer – again for the fourth year running – and individual Lexus models taking top place in three of the survey's car classes.

Ewan Shepherd, Director of Lexus in the UK, said: "This is the fourth successive year that we have topped the Driver Power rankings, which makes us really proud. We never take success for granted. Lexus is committed to constantly improving the service we provide and the amazing experiences we offer our customers, so it is particularly rewarding to see our network achieving a higher score than in 2019. That can be attributed to the hard work and commitment of retail network partners across the country who embrace our concept of *omotenashi* – our passion for the best hospitality in everything we do for our customers."

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