

BVRLA **OEM** Relationship Survey



2025 Results

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Survey Structure



The objective of the survey is to capture the views of BVRLA members on their relationship with car manufacturers (OEMs)
The survey has been structured to cover all areas of interaction between OEMs and Leasing Companies including the following: -

- Quality of the working relationship.
- Vehicle purchasing process.
- Products and services provided.
- In life services provided.
- Electric vehicles.
- Financial support provided.

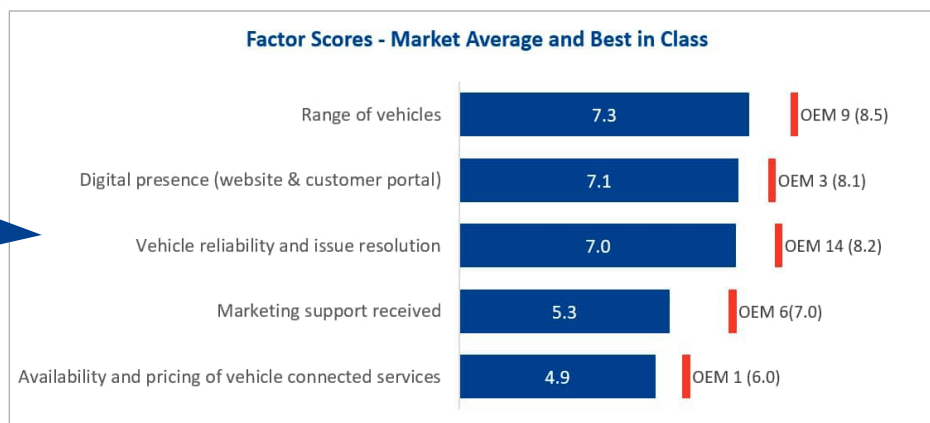
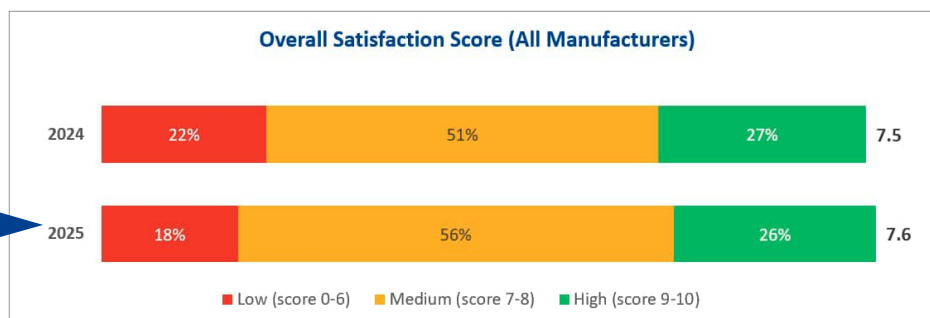
For each area, a series of in-depth questions were included in the survey. In addition, respondents were asked to nominate OEMs they see as “up and coming” in the fleet and leasing industry.

The survey was sent to 64 BVRLA members covering a wide range of leasing providers. 28 responded (44%) Given the very large number of OEMs, respondents were limited to providing feedback on up to 20 with whom they had the most experience. For each question, scores are only provided in the report for any OEM with a minimum of 5 responses. As a result, not all OEMs have scores in this survey, with the focus being on OEMs which are perceived as being most active in the fleet and leasing industry. Overall, scores are provided for 27 OEMs, although for some, only for a limited number of questions.

Report Format

The overall average score (on a scale of 0-10) and score breakdown is shown for each area (eg Products & Services)

A summary is provided of the average scores for the in depth questions included for each area. The best performing OEM is also highlighted.



OEM Scores

1	OEM1	8.6	(+1.3)
2=	OEM2	8.5	na
2=	OEM3	8.5	(+0.1)
2=	OEM4	8.5	(+0.6)
5=	OEM5	8.2	(-0.1)
5=	OEM6	8.2	na
5=	OEM7	8.2	(+0.1)
8	OEM8	8.1	(+0.3)
9	OEM9	8.0	(+0.9)
10	OEM10	7.9	(-0.3)
11=	OEM11	7.8	(-0.1)
11=	OEM12	7.8	na
11=	OEM13	7.8	(-0.5)
14	OEM14	7.7	(-0.1)
15	OEM15	7.6	(+0.2)
16	OEM16	7.3	(+0.2)
17=	OEM17	7.2	(+0.5)
17=	OEM18	7.2	(+0.1)
17=	OEM19	7.2	(+0.1)
20=	OEM20	7.0	(-0.2)
20=	OEM21	7.0	(+0.6)
22	OEM22	6.7	(-0.4)
23	OEM23	6.4	(-0.5)
24	OEM24	6.3	(-0.4)

League tables show the average satisfaction score for each OEM + their score change since last year's survey

All scores are on a scale of 0 to 10

Overview



Area	Question	Top Performers		Market Average
NET PROMOTER SCORE	To what extent would you recommend each manufacturer as a supplier to the fleet and leasing market?	1 BMW	+52.6	+3.7
		2 Volvo	+47.4	
		3 SEAT	+46.2	
WORKING RELATIONSHIP	Overall, how satisfied are you with your working relationship with each manufacturer?	1 BMW	8.6	7.1 (+0.5)
		2= SEAT	8.5	
		2= BYD	8.5	
VEHICLE PURCHASING PROCESS	Overall, how satisfied are you with the vehicle purchasing process (Vehicle lead times, ordering process, updates & logistics) for each manufacturer?	1 MG	8.3	7.2 (+0.5)
		2 BYD	8.2	
		3 SEAT	8.1	
PRODUCTS AND SERVICES	Overall, how satisfied are you with the products and services (e.g. range of cars offered, options/accessories, and access to connected services) offered by each manufacturer?	1 BMW	8.6	7.5 (0.0)
		2= Kia	8.5	
		2= BYD	8.5	
		2= Mini	8.5	

* No 2024 Scores For Net Promoter Score

Numbers in brackets represent change from 2024

Overview



Area	Question	Top Performers	Market Average
IN LIFE SERVICES	Overall, how satisfied are you with the aftermarket support in running your fleet (Service network, warranty work, technical data & support) each manufacturer gives you?	1= BMW 7.8 1= Mini 7.8 1= Toyota 7.8	6.5 (+0.1)
ELECTRIC VEHICLES	Overall, how well do you consider each manufacturer is performing in the provision of electric vehicles in the leasing and fleet market?	1 Polestar 8.9 2 Tesla 8.8 3 Kia 8.6	7.3 (+0.4)
FINANCIAL SUPPORT	Overall, how satisfied are you with the level of financial support (e.g.level and consistency of support terms, residual values) provided by each manufacturer?	1 Toyota 8.2 2 SEAT 8.1 3 BYD 7.9	6.9 (+0.1)
"UP AND COMING" MANUFACTURERS	Which manufacturers do you consider to be "Up and coming" with an increasing presence in the leasing and fleet market?	1 BYD 2 Omoda-Jaecoo 3 Kia	

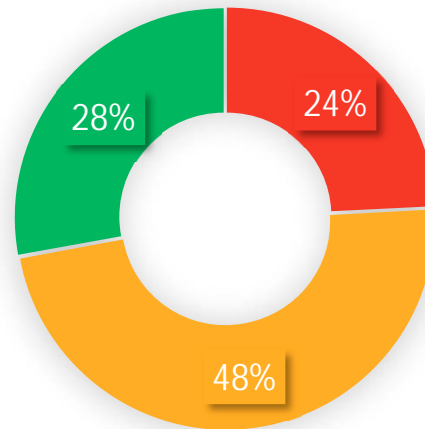
Numbers in brackets represent change from 2024

Net Promoter Score + "Up & Coming" Brands

Net Promoter Scores (NPS) - NEW*

1	BMW	+52.6
2	Volvo	+47.4
3	SEAT	+46.2
4	Kia	+42.9
5	Toyota	+40.0
6=	Hyundai	+33.3
6=	Skoda	+33.3
8	Audi	+31.6
9	Volkswagen	+27.3
10	BYD	+23.1
11=	Lexus	+20.0
11=	Mazda	+20.0
13	MG	+16.7
14	Polestar	+6.7
15	Mercedes-Benz	+6.2
16=	Mini	-0.0
16=	Omoda-Jaecoo	0.0
16=	Renault	0.0
19	Ford	-15.0
20	Porsche	-20.0
21	Nissan	-26.7
22	Jaguar	-40.0
23	Vauxhall	-42.9
24	Tesla	-43.5
25	Peugeot	-50.0
26	Citroën	-57.1
27	Land Rover	-68.8

Overall Market Net Promoter Score +3.7



■ Detractors (score 0-6)

■ Passive (score 7-8)

■ Promoters (score 9-10)

* NPS Score = % Promoters - % Detractors

* NPS Scores not available for 2024

** "Which manufacturers do you consider to be "Up and coming" with an increasing presence in the leasing and fleet market?" - % of Respondents selecting the brand + ranking change from last year

"Up & Coming" Brands **

		% Resp.	Rank v 24
1	BYD	84%	No Change
2	Omoda-Jaecoo	52%	+1
3	Kia	32%	+4
4=	MG	24%	-2
4=	Polestar	24%	No Change
6=	Renault	16%	+2
6=	Volvo	16%	+11
8=	Dacia	12%	No Change
8=	Ford	12%	New
8=	Genesis	12%	No Change
8=	Hyundai	12%	No Change
8=	Tesla	12%	+9
13=	BMW	8%	New
13=	Land Rover	8%	New
13=	Mercedes-Benz	8%	New
13=	Porsche	8%	New
13=	SEAT	8%	+4
13=	Skoda	8%	-5
13=	Volkswagen	8%	-5
20=	Alfa Romeo	4%	-3
20=	Audi	4%	New
20=	GMC	4%	New
20=	ORA	4%	-16
20=	Peugeot	4%	-12
20=	Smart	4%	-3
20=	Suzuki	4%	New
20=	Toyota	4%	-3

Overview - Market Average Score Changes vs 2024



Area	Question	Market Average	Market Score Change vs 2024	Best OEM
Vehicle Purchasing Process	Vehicle logistic services and vehicle handover	7.7	+0.1	BMW (8.7)
In Life Services	Speed of warranty claim acceptance	7.3	+0.4	SEAT (8.5)
Vehicle Purchasing Process	New vehicle lead times	7.3	+0.4	MG (8.2)
Products and Services	Range of vehicles	7.3	-0.3	Kia +1 other (8.6)
Financial Support	Consistency of support terms	7.3	+0.3	BYD +2 others (8.3)
Vehicle Purchasing Process	Order notifications and updates	7.2	+0.7	Mini (8.4)
Working Relationship	Account manager support (sales)	7.1	+0.5	BMW (8.2)
In Life Services	Servicing network	7.1	0.0	BMW (8.1)
Financial Support	Ease of managing support term changes	7.1	na *	Kia (8.5)
Electric Vehicles	Driver support	7.0	+0.3	Mini (8.6)
Products and Services	Vehicle reliability and issue resolution	6.9	na *	BMW (8.2)
Financial Support	Level of support terms	6.9	+0.3	Toyota (8.0)
Products and Services	Digital presence (website & customer portal)	6.8	0.0	BMW (8.0)
Electric Vehicles	Electric vehicle range	6.8	+0.5	BYD +1 other (8.1)
Working Relationship	Takes views & opinions into account	6.6	+0.4	BMW (8.1)
In Life Services	Technical support	6.5	-0.2	BMW (7.8)
Working Relationship	Make you feel valued as a customer	6.5	0.0	Omoda-Jacoo (8.0)
Vehicle Purchasing Process	Future supply agreements	6.5	-0.7	SEAT (8.0)
In Life Services	Speed of warranty work completion	6.5	+0.2	BMW (7.8)
In Life Services	Service Information and technical data	6.5	na *	BMW (8.1)
In Life Services	Cost of servicing and maintenance	6.5	+0.4	Tovota (7.5)
Working Relationship	Account manager support (aftersales)	6.4	+0.2	BMW +1 other (8.2)
Financial Support	Actions to support residual values	6.3	-0.2	Mini (7.7)
Electric Vehicles	Technical support	6.2	-0.1	Mini (8.0)
Products and Services	Marketing support received	5.5	-0.4	Polestar (6.9)
Products and Services	Availability and pricing of vehicle connected services	5.0	-1.3	Kia (5.7)

* New question for 2025 survey

In Depth Questions

The following pages cover analysis of the in depth questions covering 6 areas:-



Satisfaction with the working relationship with each manufacturer.



Satisfaction with the vehicle purchasing process (Vehicle lead times, ordering process, updates & logistics) for each manufacturer.



Satisfaction with the products and services (e.g. range of cars offered, options/accessories, and access to connected services) offered by each manufacturer.



Satisfaction with the aftermarket support (Service network, warranty work, technical data & support) each manufacturer provides.



Satisfaction with how each manufacturer is performing in the provision of electric vehicles in the leasing and fleet market.



Satisfaction with the level of financial support (e.g. level and consistency of support terms, residual values) provided by each manufacturer.

Working Relationship - Top Performers and Average Score



Area	Question	Top Performers	Market Average
OVERALL	Overall, how satisfied are you with your working relationship with each manufacturer?	1 BMW 8.6 2= SEAT 8.5 2= BYD 8.5	7.1 (+0.5)
ACCOUNT MANAGER SUPPORT (SALES)	How satisfied are you with the effectiveness of your main contact in supporting sales related issues?	1 BMW 8.2 2= Mini 8.1 2= Toyota 8.1	7.1 (+0.5)
TAKES VIEWS & OPINIONS INTO ACCOUNT	How satisfied are you with the way each manufacturer takes your views and opinions into account?	1 BMW 8.1 2= Mini 8.0 2= Omoda-Jaecoo 8.0	6.6 (+0.4)
MAKE YOU FEEL VALUED AS A CUSTOMER	How satisfied are you with each manufacturer making you feel valued as a customer?	1 Omoda-Jaecoo 8.0 2 BYD 7.8 3= Kia 7.7 3= Mini 7.7 3= BMW 7.7	6.5 (0.0)

Numbers in brackets represent change from 2024

Working Relationship - Top Performers and Average Score



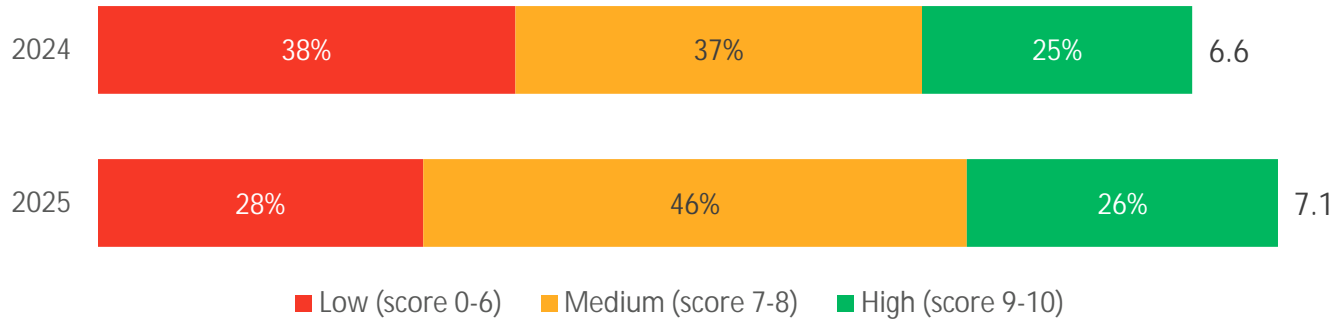
Area	Question	Top Performers		Market Average
ACCOUNT MANAGER SUPPORT (AFTERSALES)	How satisfied are you with the effectiveness of your main contact in supporting aftersales related issues?	1= BMW	8.2	6.4 (+0.2)
		1= Mini	8.2	
		3 Toyota	7.6	

Numbers in brackets represent change from 2024

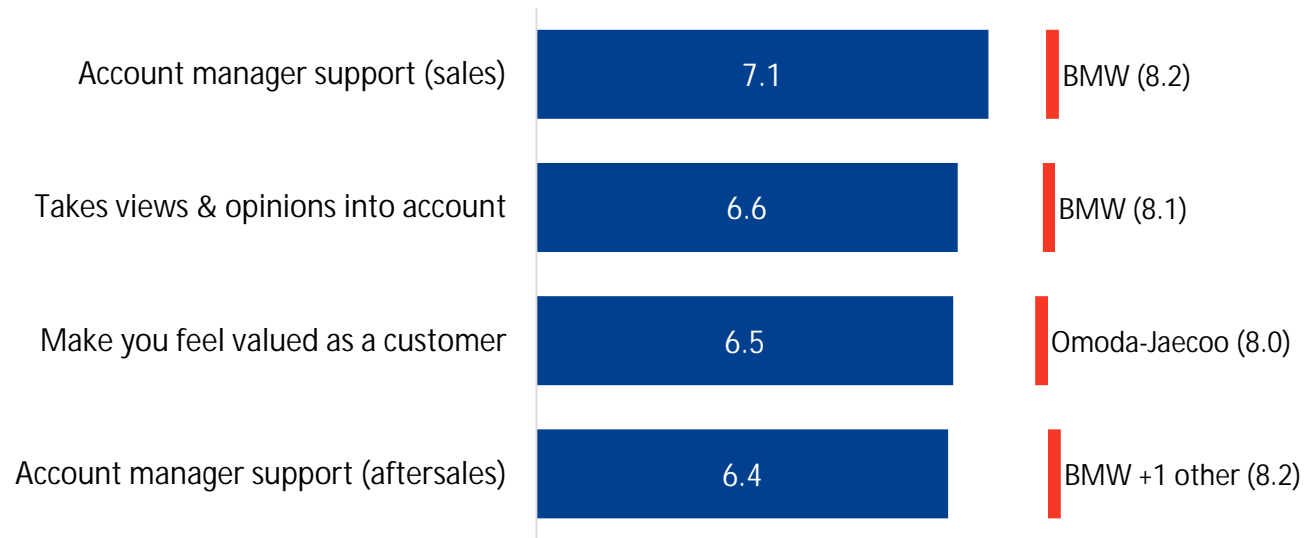
Working Relationship - Summary Scores



Overall Satisfaction Score (All Manufacturers)



Factor Scores - Market Average and Best in Class



OEM Scores (vs 2024)

1	BMW	8.6	(+1.1)
2=	SEAT	8.5	(+0.8)
2=	BYD	8.5	na
4	Toyota	8.2	(+1.4)
5=	Mini	8.1	(-0.1)
5=	Kia	8.1	(+1.0)
5=	Volvo	8.1	(+0.5)
8	MG	7.9	(+0.3)
9	Mazda	7.8	(-0.2)
10=	Omoda-Jaecoo	7.7	na
10=	Volkswagen	7.7	(-0.7)
10=	Audi	7.7	(+0.3)
13=	Jaguar	7.6	(+1.5)
13=	Lexus	7.6	na
15=	Hyundai	7.5	(+0.6)
15=	Skoda	7.5	(-0.1)
17	Renault	7.3	(+0.5)
18=	Mercedes-Benz	7.1	(+0.3)
18=	Polestar	7.1	(-0.6)
20	Ford	6.6	(+0.4)
21=	Nissan	6.1	(-1.0)
21=	Land Rover	6.1	(+0.8)
23	Tesla	5.5	(+1.0)
24	Peugeot	5.3	(+1.4)
25	Citroën	5.2	(+1.1)
26	Vauxhall	5.1	(+0.6)
27	Porsche	4.0	na

Minimum of 5 responses needed for OEMs to be included for each question.

Working Relationship - In Depth Scores



Account manager support (sales)			Takes views & opinions into account			Make you feel valued as a customer			Account manager support (aftersales)		
AVERAGE		7.1 (+0.5)	AVERAGE		6.6 (+0.4)	AVERAGE		6.5 (0)	AVERAGE		6.4 (+0.2)
1	BMW	8.2 (+0.3)	1	BMW	8.1 (+0.9)	1	Omoda-Jaecoo	8.0 na	1=	BMW	8.2 (+0.3)
2=	Mini	8.1 (+0.4)	2=	Mini	8.0 (+0.7)	2	BYD	7.8 na	1=	Mini	8.2 (+1.2)
2=	Toyota	8.1 (+1.7)	2=	Omoda-Jaecoo	8.0 na	3=	Kia	7.7 (+1.0)	3	Toyota	7.6 (+1.3)
4	BYD	7.9 na	4	Volvo	7.9 (+0.5)	3=	Mini	7.7 (-0.2)	4	Polestar	7.4 (+0.4)
5=	Jaguar	7.8 (+1.8)	5=	BYD	7.8 na	3=	BMW	7.7 (-0.2)	5=	Kia	7.2 (+1.9)
5=	Volvo	7.8 (-0.4)	5=	Toyota	7.8 (+1.4)	6	Volvo	7.6 (-0.3)	5=	BYD	7.2 na
7	SEAT	7.7 (-0.4)	7	Kia	7.7 (+1.4)	7	MG	7.5 (+0.5)	7	SEAT	7.1 (-0.4)
8=	Mercedes-Benz	7.6 (+0.8)	8	SEAT	7.6 (+0.4)	8=	SEAT	7.4 (-0.1)	8=	Lexus	7.0 na
8=	Volkswagen	7.6 (-0.8)	9	Mazda	7.4 (-0.6)	8=	Toyota	7.4 (+1.3)	8=	Mercedes-Benz	7.0 (-0.2)
8=	MG	7.6 (+0.5)	10	Hyundai	7.3 (+0.8)	10=	Polestar	7.2 (-0.3)	10	MG	6.9 (+1.5)
11=	Hyundai	7.5 (+0.7)	11	MG	7.1 (+0.7)	10=	Hyundai	7.2 (+0.4)	11=	Audi	6.8 (-0.8)
11=	Omoda-Jaecoo	7.5 na	12	Volkswagen	7.0 (-0.7)	12=	Jaguar	7.0 (+1.4)	11=	Mazda	6.8 na
11=	Polestar	7.5 (+0.1)	13=	Audi	6.8 (-0.5)	12=	Volkswagen	7.0 (-1.2)	11=	Volvo	6.8 (-0.7)
11=	Kia	7.5 (+1.2)	13=	Mercedes-Benz	6.8 (+0.3)	14	Audi	6.9 (-1.3)	14	Volkswagen	6.7 (-1.1)
11=	Renault	7.5 (+1.2)	13=	Renault	6.8 (+0.3)	15=	Renault	6.6 (+0.1)	15	Hyundai	6.5 (+0.7)
16	Audi	7.4 (-0.7)	16	Skoda	6.4 (-1.0)	15=	Mercedes-Benz	6.6 (-0.1)	16	Renault	6.3 (-0.1)
17	Mazda	7.2 (-1.2)	17	Polestar	6.2 (-1.2)	17	Skoda	6.5 (-1.5)	17	Ford	6.2 (+1.3)
18	Skoda	6.8 (-1.2)	18	Nissan	5.9 (-0.4)	18	Mazda	6.4 (-1.4)	18	Skoda	6.0 (-1.1)
19	Nissan	6.7 (+0.1)	19	Ford	5.8 (+0.5)	19	Ford	5.9 (+0.5)	19	Nissan	5.9 (-1.2)
20	Ford	6.3 (+0.6)	20	Citroën	5.2 (+0.8)	20	Nissan	5.8 (-0.9)	20	Tesla	5.4 (+0.7)
21	Land Rover	6.1 (-0.2)	21	Peugeot	5.1 (+1.0)	21	Land Rover	5.1 (-0.7)	21	Citroën	4.9 (+0.3)
22	Citroën	5.7 (+1.8)	22=	Land Rover	4.8 (-0.5)	22	Peugeot	4.7 (+0.7)	22	Peugeot	4.8 (+0.4)
23=	Peugeot	5.5 (+1.7)	22=	Vauxhall	4.8 (-0.1)	23	Citroën	4.6 (+0.5)	23	Vauxhall	4.7 (-0.3)
23=	Tesla	5.5 (+1.1)	24	Tesla	4.5 (+0.5)	24	Tesla	4.4 (+0.3)	24	Land Rover	4.6 (-1.5)
25	Vauxhall	5.0 na				25	Vauxhall	4.0 na			

Minimum 5 responses for OEMs to be included. Numbers in brackets represent change since 2024

Vehicle Purchasing Process - Top Performers and Average Score



Area	Question	Top Performers	Market Average
OVERALL	Overall, how satisfied are you with the vehicle purchasing process (Vehicle lead times, ordering process, updates & logistics) for each manufacturer?	1 MG 8.3 2 BYD 8.2 3 SEAT 8.1	7.2 (+0.5)
VEHICLE LOGISTIC SERVICES AND VEHICLE HANDOVER	How satisfied are you with the quality of vehicle logistic services and the handover process from each manufacturer?	1 BMW 8.7 2 BYD 8.6 3= Mini 8.4 3= Kia 8.4	7.7 (+0.1)
NEW VEHICLE LEAD TIMES	How satisfied are you with new vehicle lead times from each manufacturer?	1 MG 8.2 2 Toyota 8.0 3 Mini 7.9	7.3 (+0.4)
ORDER NOTIFICATIONS AND UPDATES	How satisfied are you with the notifications and updates (order bank changes / issues / cancellations etc) received from each manufacturer during the purchasing period?	1 Mini 8.4 2 BYD 8.2 3 Kia 8.1	7.2 (+0.7)

Numbers in brackets represent change from 2024

Vehicle Purchasing Process - Top Performers and Average Score



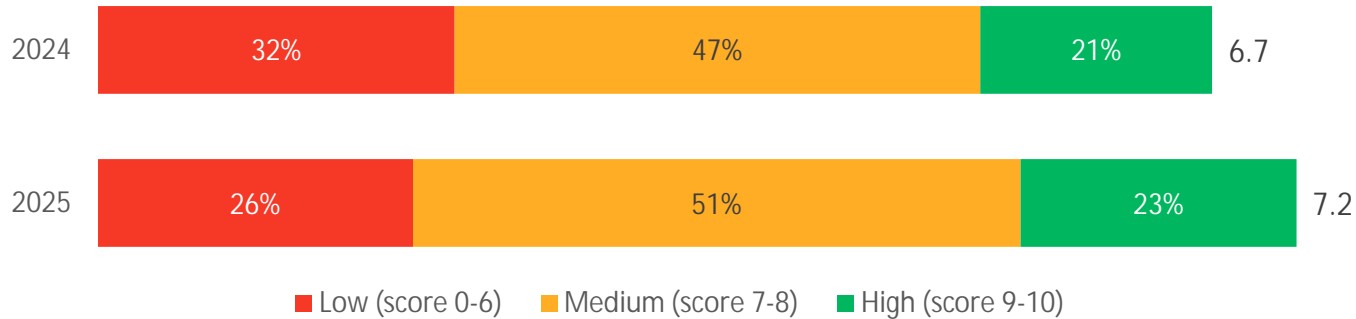
Area	Question	Top Performers	Market Average
FUTURE SUPPLY AGREEMENTS	How satisfied are you with each manufacturer's approach to future supply agreements?	1 SEAT 8.0 2 Volvo 7.9 3 BYD 7.5	6.5 (-0.7)

Numbers in brackets represent change from 2024

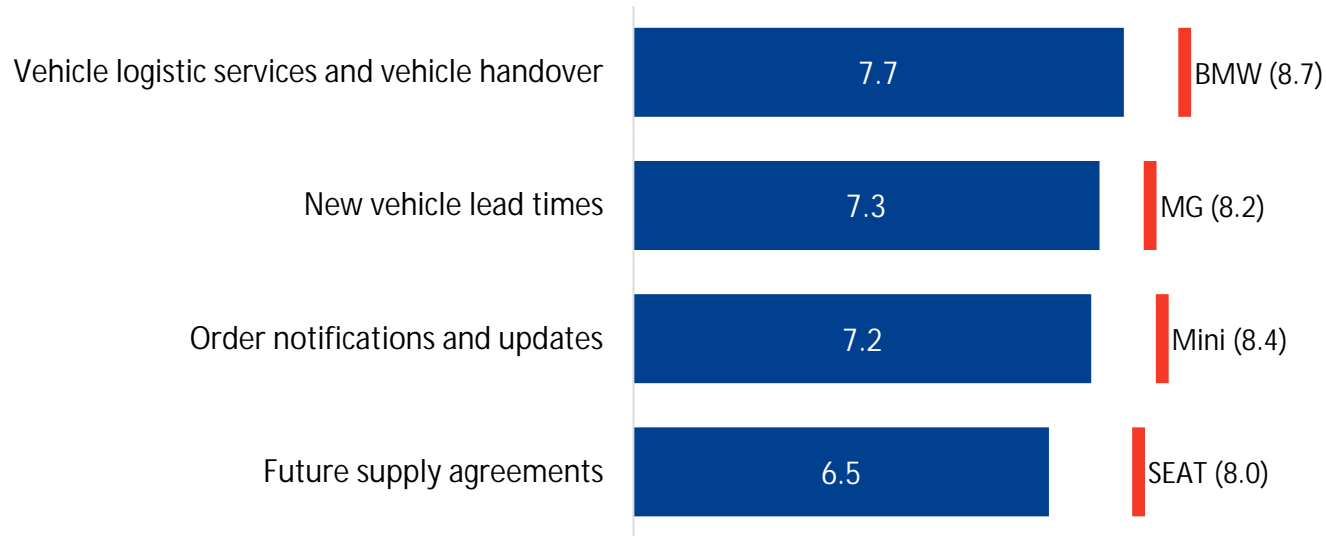
Vehicle Purchasing Process - Summary Scores



Overall Satisfaction Score (All Manufacturers)



Factor Scores - Market Average and Best in Class



OEM Scores (vs 2024)

1	MG	8.3	(+0.6)
2	BYD	8.2	na
3	SEAT	8.1	(+0.6)
4	Toyota	8.0	(+1.4)
5=	Kia	7.9	(+0.6)
5=	BMW	7.9	(+0.3)
7	Volvo	7.8	(+0.6)
8	Hyundai	7.6	(+0.5)
9=	Omoda-Jaecoo	7.5	na
9=	Volkswagen	7.5	(-0.3)
9=	Audi	7.5	(-0.3)
12=	Jaguar	7.4	(+1.9)
12=	Lexus	7.4	na
12=	Mazda	7.4	(-0.2)
12=	Mini	7.4	(-0.2)
12=	Skoda	7.4	(-0.2)
17	Mercedes-Benz	7.3	(+0.2)
18=	Renault	7.1	(+0.5)
18=	Ford	7.1	(+0.3)
20	Nissan	6.9	(-0.2)
21	Citroën	6.5	(+1.4)
22=	Polestar	6.4	(-1.2)
22=	Vauxhall	6.4	(+0.6)
24	Peugeot	6.2	(+1.7)
25	Land Rover	6.0	(+1.0)
26	Tesla	5.1	(+0.6)

Minimum of 5 responses needed for OEMs to be included for each question.

Vehicle Purchasing Process - In Depth Scores



Vehicle logistic services and vehicle handover			New vehicle lead times			Order notifications and updates			Future supply agreements		
AVERAGE		7.7 (+0.1)	AVERAGE		7.3 (+0.4)	AVERAGE		7.2 (+0.7)	AVERAGE		6.5 (-0.7)
1	BMW	8.7 (+0.2)	1	MG	8.2 (0)	1	Mini	8.4 (+2.1)	1	SEAT	8.0 (+0.6)
2	BYD	8.6 na	2	Toyota	8.0 (+0.9)	2	BYD	8.2 na	2	Volvo	7.9 (+0.5)
3=	Mini	8.4 na	3	Mini	7.9 (+1.4)	3	Kia	8.1 (+0.9)	3	BYD	7.5 na
3=	Kia	8.4 (+0.5)	4=	BYD	7.8 na	4	Toyota	8.0 (+1.5)	4	Kia	7.4 (0)
5	Volvo	8.3 (-0.3)	4=	Tesla	7.8 (-0.3)	5=	Audi	7.9 (+1.0)	5	Ford	7.1 (+0.1)
6=	Toyota	8.1 (-0.1)	6=	Lexus	7.6 na	5=	Volvo	7.9 (+0.9)	6=	Polestar	7.0 (-0.4)
6=	MG	8.1 (-0.3)	6=	SEAT	7.6 (+0.9)	7=	Omoda-Jaecoo	7.8 na	6=	Renault	7.0 (-0.5)
6=	Audi	8.1 (-0.5)	6=	Hyundai	7.6 (+0.6)	7=	BMW	7.8 (+0.9)	8	Hyundai	6.9 (-0.8)
6=	Hyundai	8.1 (+0.4)	6=	Kia	7.6 (+0.4)	7=	Volkswagen	7.8 (+1.0)	9	Nissan	6.4 (-1.0)
10=	Mercedes-Benz	8.0 (-0.7)	10=	Omoda-Jaecoo	7.5 na	10	SEAT	7.6 (+1.1)	10	Mercedes-Benz	6.3 (-1.4)
10=	SEAT	8.0 (-0.4)	10=	Mercedes-Benz	7.5 (+0.3)	11=	Hyundai	7.5 (+0.6)	11	Skoda	6.2 (-1.1)
10=	Volkswagen	8.0 (-0.7)	10=	Skoda	7.5 (+0.3)	11=	Skoda	7.5 (+0.9)	12	Volkswagen	6.1 (-1.4)
13	Skoda	7.7 (-0.6)	13=	Volvo	7.4 (+0.2)	13	Mercedes-Benz	7.4 (+0.5)	13=	Audi	6.0 (-1.8)
14	Nissan	7.6 (-0.4)	13=	Volkswagen	7.4 (+0.3)	14	Polestar	7.3 (+0.6)	13=	BMW	6.0 (-1.6)
15	Polestar	7.4 (-0.3)	13=	Audi	7.4 (+0.2)	15=	MG	7.1 (-0.3)	13=	Peugeot	6.0 (-0.1)
16	Ford	7.3 (0)	16	BMW	7.3 (0)	15=	Ford	7.1 (+0.7)	16	Citroën	5.8 (-0.8)
17	Renault	7.2 (-0.2)	17	Nissan	7.2 (+0.4)	17	Nissan	6.8 (-0.2)	17	Vauxhall	5.4 (-1.9)
18	Land Rover	7.1 (-0.5)	18=	Peugeot	7.1 (+1.4)	18	Renault	6.5 (-0.4)	18	Tesla	5.2 (-0.7)
19	Peugeot	6.6 (+0.4)	18=	Citroën	7.1 (+0.7)	19	Peugeot	6.3 (+1.0)			
20	Citroën	6.4 (-0.1)	18=	Polestar	7.1 (-0.5)	20	Vauxhall	6.2 (+0.5)			
21	Vauxhall	6.2 (-0.5)	21=	Renault	6.8 (+0.1)	21=	Citroën	5.8 (+0.6)			
22	Tesla	5.5 (+0.8)	21=	Ford	6.8 (+0.3)	21=	Land Rover	5.8 (-0.2)			
			23=	Vauxhall	6.6 (-0.2)	23	Tesla	5.4 (+0.7)			
			23=	Mazda	6.6 (-0.8)						
			25	Land Rover	6.1 na						

Minimum 5 responses for OEMs to be included. Numbers in brackets represent change since 2024

Products And Services - Top Performers and Average Score



Area	Question	Top Performers		Market Average
OVERALL	Overall, how satisfied are you with the products and services (e.g. range of cars offered, options/accessories, and access to connected services) offered by each manufacturer?	1 BMW	8.6	7.5 (0.0)
		2= Kia	8.5	
		2= BYD	8.5	
		2= Mini	8.5	
RANGE OF VEHICLES	How satisfied are you with how well the range of vehicles suits your business needs for each manufacturer?	1= Kia	8.6	7.3 (-0.3)
		1= BMW	8.6	
		3 Volkswagen	8.1	
VEHICLE RELIABILITY AND ISSUE RESOLUTION	How satisfied are you with the reliability of vehicles and the ability to resolve any major issues for each manufacturer?	1 BMW	8.2	6.9
		2 Mini	8.1	
		3= Toyota	7.9	
		3= BYD	7.9	
DIGITAL PRESENCE (WEBSITE & CUSTOMER PORTAL)	How satisfied are you with the digital presence (website & customer portal) of each manufacturer?	1 BMW	8.0	6.8 (0.0)
		2 Kia	7.8	
		3 Polestar	7.7	

* No 2024 Scores For Vehicle Reliability And Issue Resolution

Numbers in brackets represent change from 2024

Products And Services - Top Performers and Average Score



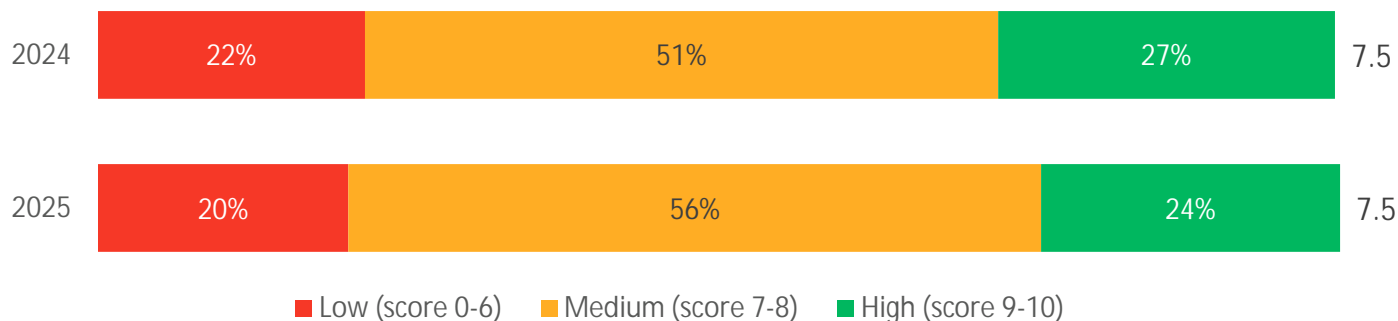
Area	Question	Top Performers	Market Average
MARKETING SUPPORT RECEIVED	How satisfied are you with the level of marketing support received from each manufacturer?	1 Polestar 6.9 2 BYD 6.4 3 BMW 6.3	5.5 (-0.4)
AVAILABILITY AND PRICING OF VEHICLE CONNECTED SERVICES	How satisfied are you with the availability and pricing of vehicle connected services you get from each manufacturer?	1 Kia 5.7 2= BMW 5.6 2= MG 5.6 2= Tesla 5.6	5.0 (-1.3)

Numbers in brackets represent change from 2024

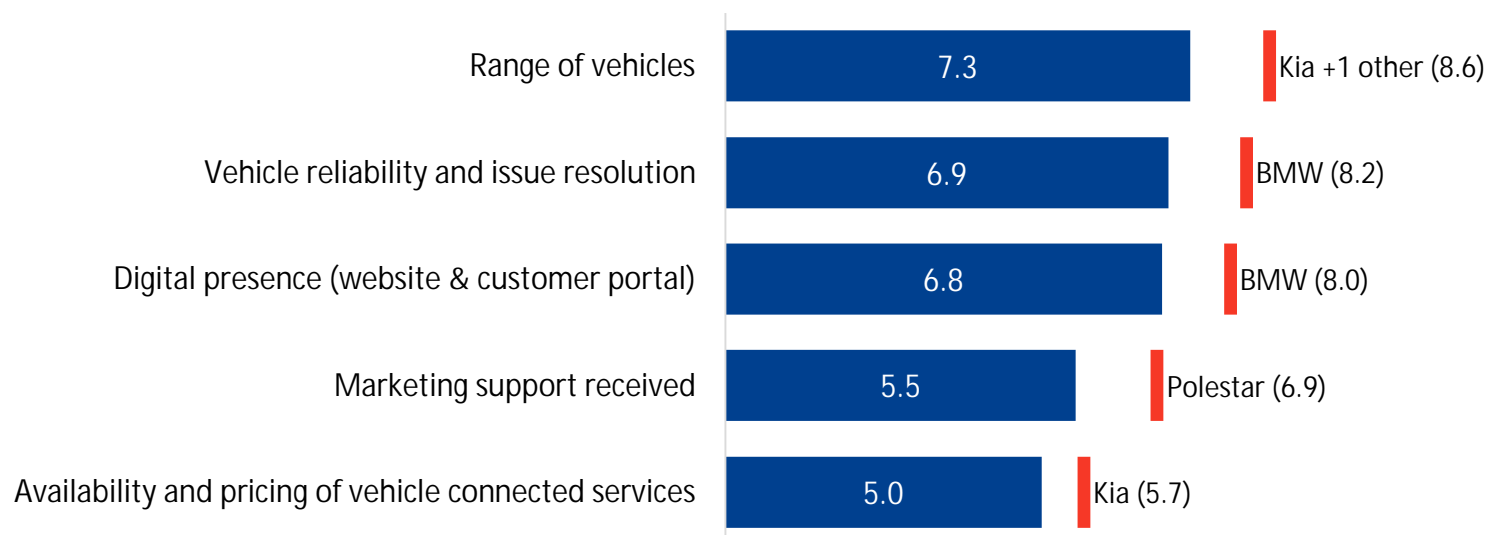
Products And Services - Summary Scores



Overall Satisfaction Score (All Manufacturers)



Factor Scores - Market Average and Best in Class



OEM Scores (vs 2024)

1	BMW	8.6	(+0.2)
2=	Kia	8.5	(+0.6)
2=	BYD	8.5	na
2=	Mini	8.5	(+1.2)
5	Toyota	8.2	(+1.1)
6=	Hyundai	8.0	(+0.2)
6=	Omoda-Jaecoo	8.0	na
6=	Skoda	8.0	(-0.1)
9=	Volvo	7.8	(-0.4)
9=	Volkswagen	7.8	(-0.5)
11=	SEAT	7.7	(+0.3)
11=	MG	7.7	(+0.3)
13	Polestar	7.5	(-0.3)
14	Audi	7.4	(-0.9)
15	Mercedes-Benz	7.3	(-0.6)
16	Ford	7.2	(+0.1)
17	Renault	7.1	(0.0)
18=	Mazda	7.0	(+0.6)
18=	Peugeot	7.0	(+0.3)
20	Lexus	6.8	na
21	Citroën	6.7	(-0.5)
22=	Nissan	6.6	(-0.5)
22=	Vauxhall	6.6	(-0.5)
24	Jaguar	6.4	(-0.2)
25=	Tesla	6.2	(-0.7)
25=	Land Rover	6.2	(-0.5)

Minimum of 5 responses needed for OEMs to be included for each question.

Products And Services - In Depth Scores



Range of vehicles				Vehicle reliability and issue resolution*				Digital presence (website & customer portal)				Marketing support received			
AVERAGE		7.3	(-0.3)	AVERAGE		6.9	na	AVERAGE		6.8	(0)	AVERAGE		5.5	(-0.4)
1=	Kia	8.6	(+0.5)	1	BMW	8.2	na	1	BMW	8.0	(-0.1)	1	Polestar	6.9	(+0.5)
1=	BMW	8.6	(-0.2)	2	Mini	8.1	na	2	Kia	7.8	(+0.2)	2	BYD	6.4	na
3	Volkswagen	8.1	(-0.2)	3=	Toyota	7.9	na	3	Polestar	7.7	(+0.7)	3	BMW	6.3	(-0.7)
4	Toyota	8.0	(+0.8)	3=	BYD	7.9	na	4=	Hyundai	7.5	(+0.3)	4	Volvo	6.0	(-0.5)
5=	Hyundai	7.9	(+0.1)	5	Volvo	7.6	na	4=	Volvo	7.5	(-0.2)	5	Renault	5.9	(+0.4)
5=	Mini	7.9	na	6	Mercedes-Benz	7.5	na	6	Renault	7.4	(+1.1)	6=	Kia	5.8	(+0.1)
7	Skoda	7.8	(-0.6)	7	Volkswagen	7.4	na	7=	SEAT	7.2	(+0.2)	6=	Ford	5.8	(+0.3)
8	MG	7.7	(+0.1)	8=	MG	7.2	na	7=	Toyota	7.2	(+1.2)	8	Toyota	5.6	(+0.8)
9=	SEAT	7.6	(-0.8)	8=	Hyundai	7.2	na	9=	Audi	6.9	(-0.4)	9	Hyundai	5.5	(-0.8)
9=	Volvo	7.6	(-0.8)	8=	Skoda	7.2	na	9=	Ford	6.9	(+1.2)	10=	MG	5.4	(-0.9)
11	Ford	7.5	(+0.3)	11=	Audi	7.1	na	9=	Volkswagen	6.9	(-0.9)	10=	Audi	5.4	(-1.6)
12=	Polestar	7.4	(+0.5)	11=	Kia	7.1	na	12	MG	6.8	(+0.9)	10=	SEAT	5.4	(-0.7)
12=	Mazda	7.4	na	11=	SEAT	7.1	na	13	Mercedes-Benz	6.6	(+0.2)	13=	Peugeot	5.2	(+0.6)
12=	Peugeot	7.4	(+0.1)	11=	Polestar	7.1	na	14	Tesla	6.5	(0)	13=	Citroën	5.2	(0)
15	BYD	7.3	na	15	Mazda	7.0	na	15	Nissan	6.4	na	15	Mercedes-Benz	5.1	(-0.2)
16	Audi	7.2	(-1.3)	16	Renault	6.7	na	16	Land Rover	6.1	(-0.6)	16	Volkswagen	4.7	(-2.4)
17	Citroën	7.1	(-0.3)	17	Tesla	6.6	na	17=	Citroën	6.0	(+0.8)	17=	Skoda	4.6	(-1.9)
18	Renault	6.9	(-0.2)	18	Nissan	6.5	na	17=	Skoda	6.0	(-1.4)	17=	Tesla	4.6	(+0.7)
19	Vauxhall	6.8	(-0.8)	19	Ford	6.1	na	19	Peugeot	5.8	(+0.3)	17=	Nissan	4.6	(-1.6)
20	Mercedes-Benz	6.6	(-1.7)	20	Land Rover	5.8	na	20	Vauxhall	4.6	(-0.8)	20=	Land Rover	4.4	(-0.6)
21=	Nissan	6.3	(-0.6)	21	Peugeot	5.6	na					20=	Vauxhall	4.4	(-1.7)
21=	Tesla	6.3	(-1.0)	22	Citroën	5.5	na								
23	Omoda-Jacoo	6.2	na	23	Vauxhall	5.2	na								
24	Land Rover	5.3	(-1.2)												

Minimum 5 responses for OEMs to be included. Numbers in brackets represent change since 2024

* No Score for 2024

Products And Services - In Depth Scores (2)



Availability and pricing of vehicle connected services			
	AVERAGE	5.0	(-1.3)
1	Kia	5.7	(-0.7)
2=	BMW	5.6	(-2.0)
2=	MG	5.6	(-1.1)
2=	Tesla	5.6	(-0.6)
5=	Ford	5.3	(-0.9)
5=	Hyundai	5.3	(-1.0)
7	Peugeot	5.0	(-0.1)
8	Mercedes-Benz	4.8	(-1.9)
9=	Citroën	4.7	(+0.3)
9=	Audi	4.7	(-1.4)
9=	SEAT	4.7	(-1.3)
12	Vauxhall	4.6	(-1.6)
13	Volvo	4.5	(-2.1)
14	Renault	4.2	(-1.3)
15	Skoda	4.0	(-2.0)
16	Volkswagen	3.5	(-2.9)
17	Nissan	3.4	(-3.0)
18	Land Rover	3.2	(-2.5)

Minimum 5 responses for OEMs to be included. Numbers in brackets represent change since 2024

In Life Services - Top Performers and Average Score



Area	Question	Top Performers	Market Average
OVERALL	Overall, how satisfied are you with the aftermarket support in running your fleet (Service network, warranty work, technical data & support) each manufacturer gives you?	1= BMW 7.8 1= Mini 7.8 1= Toyota 7.8	6.5 (+0.1)
SPEED OF WARRANTY CLAIM ACCEPTANCE	How satisfied are you with speed with which each manufacturer accepts warranty claims?	1 SEAT 8.5 2= Mercedes-Benz 8.4 2= Skoda 8.4	7.3 (+0.4)
SERVICING NETWORK	How satisfied are you with the servicing network offered by each manufacturer?	1 BMW 8.1 2= Mercedes-Benz 8.0 2= Mini 8.0	7.1 (0.0)
TECHNICAL SUPPORT	How satisfied are you with the technical support you receive from each manufacturer?	1 BMW 7.8 2 Mercedes-Benz 7.7 3 Polestar 7.6	6.5 (-0.2)

Numbers in brackets represent change from 2024

In Life Services - Top Performers and Average Score



Area	Question	Top Performers	Market Average
SPEED OF WARRANTY WORK COMPLETION	How satisfied are you with the speed with which any warranty work is completed by each manufacturer?	1 BMW 7.8 2= SEAT 7.6 2= Mercedes-Benz 7.6	6.5 (+0.2)
SERVICE INFORMATION AND TECHNICAL DATA	How satisfied are you with access to service information and technical data (service due, brake wear, oil life etc) from each manufacturer?	1 BMW 8.1 2= Ford 7.3 2= Mini 7.3	6.5
COST OF SERVICING AND MAINTENANCE	How satisfied are you with the cost of servicing and maintenance for each manufacturer vs peers in the same vehicle category?	1 Toyota 7.5 2= MG 7.3 2= Mini 7.3	6.5 (+0.4)

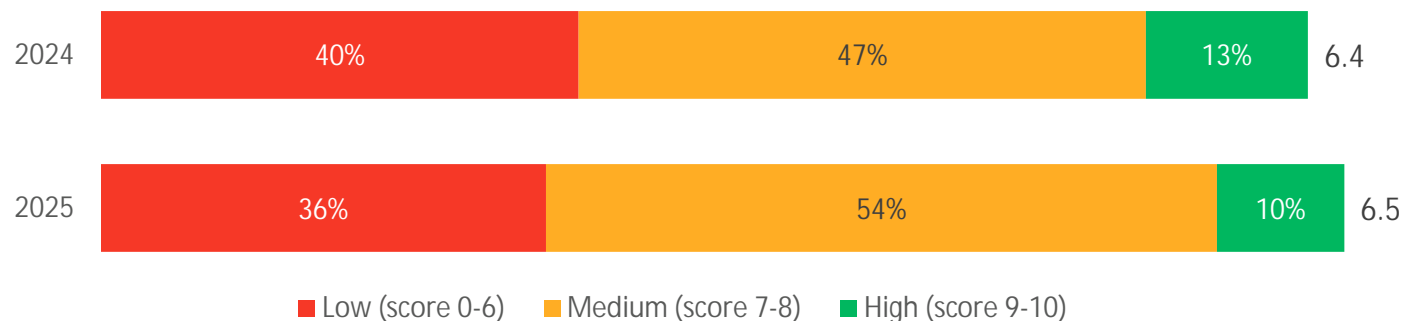
* No 2024 Scores For Service Information And Technical Data

Numbers in brackets represent change from 2024

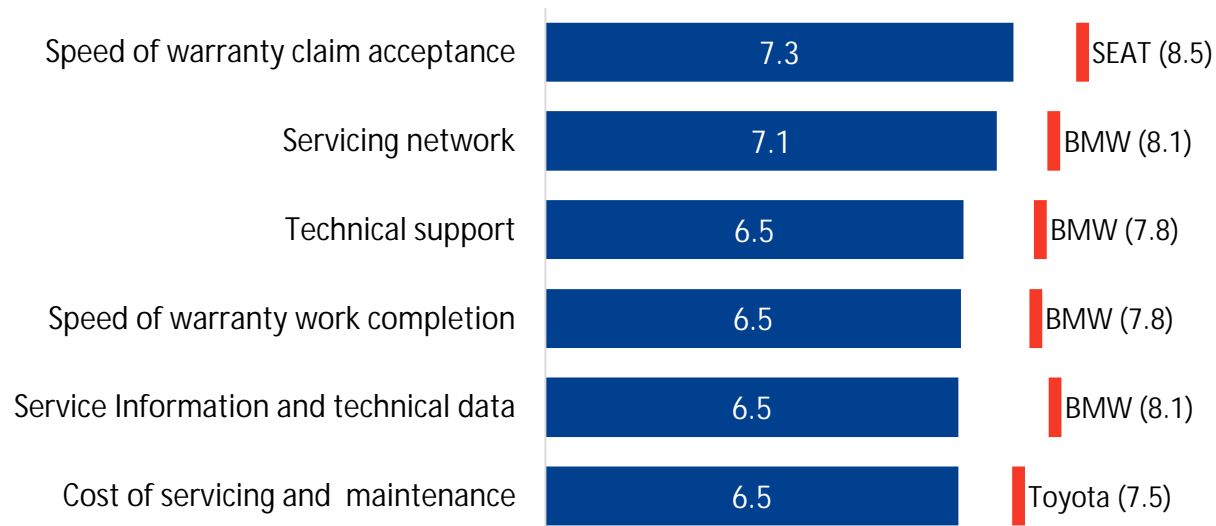
In Life Services - Summary Scores



Overall Satisfaction Score (All Manufacturers)



Factor Scores - Market Average and Best in Class



OEM Scores (vs 2024)

1=	BMW	7.8	(-0.3)
1=	Mini	7.8	(+0.5)
1=	Toyota	7.8	(+0.6)
4=	Polestar	7.6	(+0.3)
4=	Skoda	7.6	(+0.7)
6=	Mercedes-Benz	7.5	(+0.1)
6=	SEAT	7.5	(+0.8)
8	Volkswagen	7.4	(0.0)
9	Mazda	7.2	(0.0)
10=	Volvo	7.1	(-0.4)
10=	Audi	7.1	(-0.3)
12	MG	6.9	(+1.4)
13	Hyundai	6.6	(+0.3)
14	Kia	6.4	(+0.7)
15=	BYD	6.3	na
15=	Renault	6.3	(-0.1)
17	Nissan	6.0	(-1.1)
18	Ford	5.9	(+0.1)
19	Citroën	5.5	(+0.5)
20	Peugeot	5.3	(+0.2)
21	Tesla	5.2	(+0.3)
22	Land Rover	5.0	(+0.6)
23	Vauxhall	4.7	(-0.4)

Minimum of 5 responses needed for OEMs to be included for each question.

In Life Services - In Depth Scores



Speed of warranty claim acceptance				Servicing network				Technical support				Speed of warranty work completion			
AVERAGE		7.3	(+0.4)	AVERAGE		7.1	(0)	AVERAGE		6.5	(-0.2)	AVERAGE		6.5	(+0.2)
1	SEAT	8.5	(+1.1)	1	BMW	8.1	(-0.7)	1	BMW	7.8	(-0.7)	1	BMW	7.8	(+0.4)
2=	Mercedes-Benz	8.4	(+1.3)	2=	Mercedes-Benz	8.0	(0)	2	Mercedes-Benz	7.7	(+0.4)	2=	SEAT	7.6	(+0.9)
2=	Skoda	8.4	(+1.0)	2=	Mini	8.0	(-1.0)	3	Polestar	7.6	(+0.6)	2=	Mercedes-Benz	7.6	(+1.0)
4	Polestar	8.3	na	4	Audi	7.9	(-0.8)	4	Audi	7.5	(-0.5)	4	Mini	7.5	na
5	BMW	8.2	(+0.6)	5=	Volvo	7.8	(-0.1)	5	Volkswagen	7.1	(-1.0)	5	Volvo	7.3	(+0.3)
6	Audi	8.0	(+0.6)	5=	Volkswagen	7.8	(-0.5)	6=	Volvo	6.9	(-0.5)	6	Skoda	7.2	(0)
7	Volvo	7.9	(+0.5)	7	Toyota	7.7	(+0.1)	6=	SEAT	6.9	(-0.4)	7=	Polestar	7.1	na
8=	Volkswagen	7.8	(+0.1)	8	Skoda	7.6	(-0.3)	8	Skoda	6.8	(-0.7)	7=	Audi	7.1	(-0.1)
8=	BYD	7.8	na	9	SEAT	7.5	(-0.3)	9=	Tesla	6.6	(+2.6)	9=	Toyota	6.8	(0)
10	Hyundai	7.6	na	10	Mazda	7.3	na	9=	Renault	6.6	(0)	9=	Hyundai	6.8	na
11	Kia	7.5	(+1.8)	11=	Polestar	7.2	(+0.2)	9=	Kia	6.6	(+0.9)	11=	Volkswagen	6.7	(-0.3)
12	Renault	7.3	(+1.1)	11=	BYD	7.2	na	12	Hyundai	6.5	(-0.5)	11=	MG	6.7	(+1.5)
13	MG	7.0	(+1.2)	13=	Hyundai	7.1	(0)	13	Toyota	6.4	(-1.1)	13	BYD	6.6	na
14	Tesla	6.9	(0)	13=	Kia	7.1	(+0.6)	14	Ford	6.2	(-0.4)	14	Tesla	6.5	(+0.1)
15	Ford	6.5	(+0.5)	13=	Ford	7.1	(+0.3)	15	MG	6.1	(+0.5)	15=	Kia	6.4	(+1.6)
16	Nissan	6.2	na	13=	Renault	7.1	(+0.4)	16	Nissan	6.0	(-1.2)	15=	Renault	6.4	(+0.6)
17	Citroën	6.1	(-0.3)	17	MG	7.0	(+1.3)	17	Land Rover	5.7	(-0.7)	17	Nissan	6.3	na
18=	Peugeot	6.0	(-0.3)	18	Nissan	6.9	(0)	18	Peugeot	5.4	(-0.2)	18	Ford	5.9	(0)
18=	Vauxhall	6.0	(-0.5)	19	Land Rover	6.4	(+0.3)	19	Citroën	5.0	(-0.8)	19=	Citroën	5.1	(+0.2)
20	Land Rover	5.6	(-0.4)	20	Jaguar	6.0	(+0.4)	20	Vauxhall	4.2	(-1.3)	19=	Peugeot	5.1	(+0.2)
				21=	Peugeot	5.9	(+0.1)					21	Vauxhall	4.9	(+0.2)
				21=	Citroën	5.9	(+0.5)					22	Land Rover	4.7	(-1.4)
				23=	Tesla	5.4	(0)								
				23=	Vauxhall	5.4	(0)								

Minimum 5 responses for OEMs to be included. Numbers in brackets represent change since 2024

In Life Services - In Depth Scores (2)



Service Information and technical data*				Cost of servicing and maintenance			
AVERAGE		6.5	na	AVERAGE		6.5	(+0.4)
1	BMW	8.1	na	1	Toyota	7.5	(+1.3)
2=	Ford	7.3	na	2=	MG	7.3	(+1.9)
2=	Mini	7.3	na	2=	Mini	7.3	na
4	Audi	7.2	na	4	Ford	7.1	(+1.2)
5=	Volkswagen	7.0	na	5=	BMW	7.0	(-0.1)
5=	Volvo	7.0	na	5=	Hyundai	7.0	(+0.8)
7	Polestar	6.9	na	5=	Kia	7.0	(+0.6)
8	Mercedes-Benz	6.8	na	8	BYD	6.9	na
9	SEAT	6.6	na	9=	Mercedes-Benz	6.8	(+0.9)
10	Land Rover	6.5	na	9=	Audi	6.8	(+0.1)
11	Skoda	6.4	na	11	SEAT	6.7	(+0.9)
12	Kia	6.3	na	12=	Omoda-Jaecoo	6.6	na
13=	Toyota	6.2	na	12=	Polestar	6.6	na
13=	Hyundai	6.2	na	12=	Volvo	6.6	(+0.5)
13=	BYD	6.2	na	15=	Citroën	6.5	(+0.3)
16	MG	6.1	na	15=	Skoda	6.5	(+0.1)
17=	Tesla	5.8	na	15=	Peugeot	6.5	(+0.8)
17=	Renault	5.8	na	18=	Mazda	6.4	na
19=	Citroën	5.6	na	18=	Volkswagen	6.4	(+0.1)
19=	Nissan	5.6	na	18=	Renault	6.4	(0)
21	Peugeot	5.5	na	21	Nissan	5.8	(+0.2)
22	Mazda	5.2	na	22	Vauxhall	5.6	(-1.3)
23	Vauxhall	5.0	na	23=	Tesla	4.4	(+0.3)
				23=	Land Rover	4.4	(-0.9)

Minimum 5 responses for OEMs to be included. Numbers in brackets represent change since 2024

* No Score for 2024

Electric Vehicles - Top Performers and Average Score



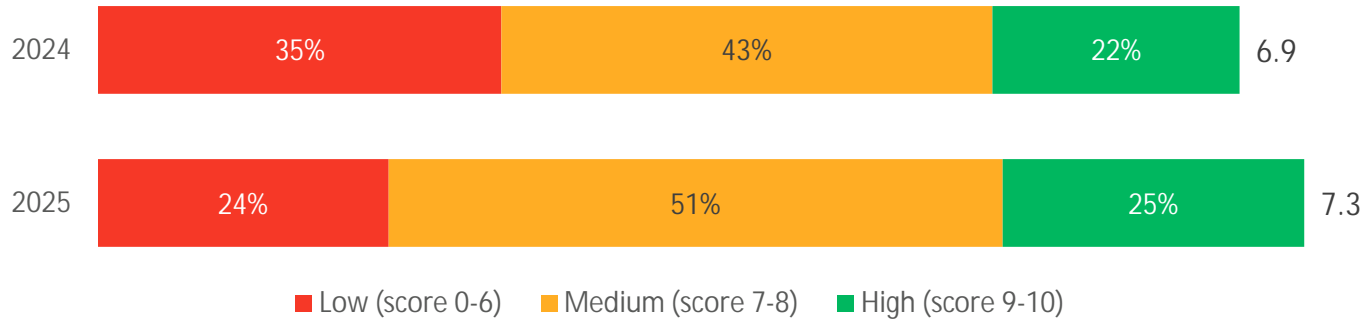
Area	Question	Top Performers	Market Average
OVERALL	Overall, how well do you consider each manufacturer is performing in the provision of electric vehicles in the leasing and fleet market?	1 Polestar 8.9 2 Tesla 8.8 3 Kia 8.6	7.3 (+0.4)
DRIVER SUPPORT	How satisfied are you with the support given to drivers from each manufacturer?	1 Mini 8.6 2 BMW 8.5 3 Mercedes-Benz 8.4	7.0 (+0.3)
ELECTRIC VEHICLE RANGE	How satisfied are you with the range of electric vehicles from each manufacturer?	1= BYD 8.1 1= Kia 8.1 3= BMW 8.0 3= Polestar 8.0	6.8 (+0.5)
TECHNICAL SUPPORT	How satisfied are you with the technical support you receive for running electric vehicles from each manufacturer?	1 Mini 8.0 2 Polestar 7.7 3 BYD 7.5	6.2 (-0.1)

Numbers in brackets represent change from 2024

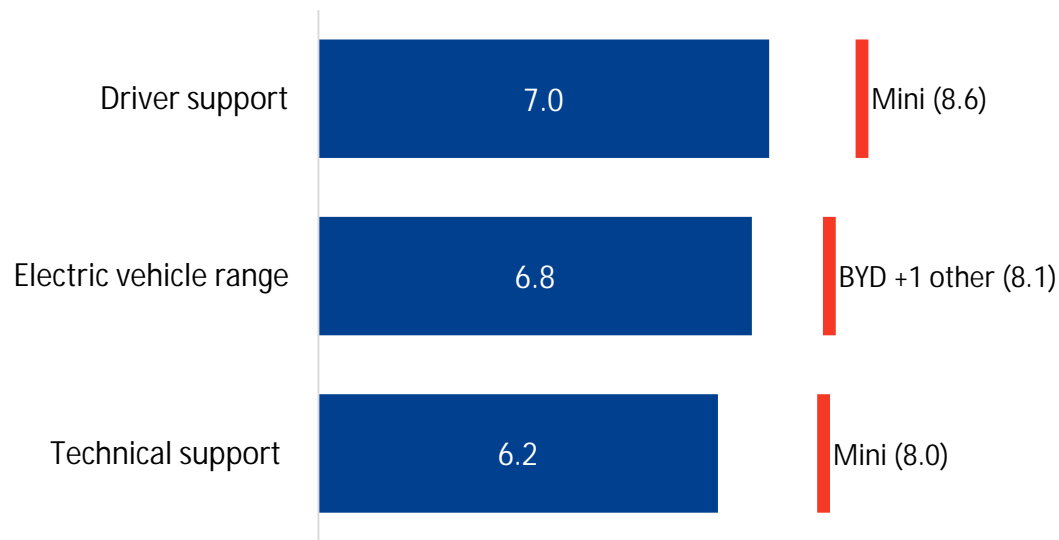
Electric Vehicles - Summary Scores



Overall Satisfaction Score (All Manufacturers)



Factor Scores - Market Average and Best in Class



OEM Scores (vs 2024)

1	Polestar	8.9	(-0.1)
2	Tesla	8.8	(-0.2)
3	Kia	8.6	(+1.1)
4	MG	8.5	(+0.1)
5=	BYD	8.3	na
5=	BMW	8.3	(-0.1)
7	Mini	7.9	(+1.0)
8	Volvo	7.8	(+0.1)
9	Volkswagen	7.7	(+0.1)
10	SEAT	7.5	(+1.2)
11	Hyundai	7.4	(-0.2)
12=	Renault	7.1	(+0.4)
12=	Mercedes-Benz	7.1	(-0.5)
12=	Audi	7.1	(-0.6)
15	Skoda	7.0	(-0.1)
16	Peugeot	6.9	(+0.3)
17	Omoda-Jaecoo	6.7	na
18	Toyota	6.6	(+2.3)
19	Ford	6.4	(+1.9)
20	Citroën	6.2	(-0.2)
21	Vauxhall	6.0	(-0.4)
22	Nissan	5.9	(-0.1)
23	Mazda	5.6	(+0.2)
24	Land Rover	4.1	(+0.9)

Minimum of 5 responses needed for OEMs to be included for each question.

Electric Vehicles - In Depth Scores



Driver support				Electric vehicle range				Technical support			
AVERAGE		7.0	(+0.3)	AVERAGE		6.8	(+0.5)	AVERAGE		6.2	(-0.1)
1	Mini	8.6	na	1=	BYD	8.1	na	1	Mini	8.0	na
2	BMW	8.5	(+0.4)	1=	Kia	8.1	(+1.0)	2	Polestar	7.7	(+0.9)
3	Mercedes-Benz	8.4	(+0.6)	3=	BMW	8.0	(-0.1)	3	BYD	7.5	na
4	Kia	7.9	(+1.3)	3=	Polestar	8.0	(+0.1)	4	Mercedes-Benz	7.4	(+1.2)
5=	Polestar	7.8	(+0.6)	5=	MG	7.6	(+0.8)	5	BMW	7.2	(-1.2)
5=	Volvo	7.8	(+0.1)	5=	Tesla	7.6	(-0.2)	6	Audi	6.8	(-1.1)
7	Hyundai	7.3	na	7	Volkswagen	7.5	(-0.1)	7	Volkswagen	6.6	(-0.2)
8=	BYD	7.2	na	8	Hyundai	7.4	(+0.3)	8	Hyundai	6.5	(-0.7)
8=	Volkswagen	7.2	(+0.5)	9=	Mercedes-Benz	7.3	(-0.2)	9=	Kia	6.2	(+0.4)
10	Renault	7.1	(+0.7)	9=	Audi	7.3	(-0.4)	9=	Tesla	6.2	(+2.1)
11=	Audi	7.0	(-0.2)	11	Volvo	7.1	(0)	11=	MG	6.1	(+0.1)
11=	Skoda	7.0	(-0.3)	12	Skoda	7.0	(+0.9)	11=	Volvo	6.1	(-0.9)
13	MG	6.9	na	13	Mini	6.7	(+1.7)	13=	Ford	5.8	(-0.2)
14	Tesla	6.8	(+2.1)	14=	SEAT	6.6	(+1.1)	13=	Land Rover	5.8	(-0.5)
15	SEAT	6.6	(-0.8)	14=	Omoda-Jaecoo	6.6	na	15	Renault	5.7	(-0.1)
16	Ford	6.5	(+0.9)	16=	Vauxhall	6.5	(+0.8)	16	Skoda	5.4	(-1.7)
17	Citroën	6.2	(0)	16=	Renault	6.5	(+0.7)	17	Peugeot	5.1	(+0.7)
18	Peugeot	5.9	(+0.3)	18	Peugeot	6.4	(+0.4)	18=	Citroën	5.0	(+0.6)
19	Land Rover	5.6	na	19	Ford	6.1	(+2.0)	18=	SEAT	5.0	(-2.0)
20	Vauxhall	5.4	(-0.6)	20	Citroën	5.9	(-0.2)	20	Vauxhall	4.7	(-0.2)
21	Nissan	5.2	na	21	Nissan	5.7	(-0.3)	21	Nissan	4.6	na
				22	Toyota	5.6	(+1.4)				
				23	Mazda	4.8	(+0.8)				
				24	Land Rover	3.5	(+0.4)				

Minimum 5 responses for OEMs to be included. Numbers in brackets represent change since 2024

Financial Support - Top Performers and Average Score



Area	Question	Top Performers	Market Average
OVERALL	Overall, how satisfied are you with the level of financial support (e.g.level and consistency of support terms, residual values) provided by each manufacturer?	1 Toyota 8.2 2 SEAT 8.1 3 BYD 7.9	6.9 (+0.1)
CONSISTENCY OF SUPPORT TERMS	How satisfied are you with the consistency of support terms & how clearly they are communicated for vehicles purchased from this manufacturer vs peers in the same vehicle category?	1= BYD 8.3 1= Toyota 8.3 1= Kia 8.3	7.3 (+0.3)
EASE OF MANAGING SUPPORT TERM CHANGES	How satisfied are you with the level of work associated with any changes to the support terms made by each manufacturer?	1 Kia 8.5 2 MG 8.3 3 Volvo 8.2	7.1
LEVEL OF SUPPORT TERMS	How satisfied are you with the level of support terms (discounts, volume related bonuses etc) for vehicles from this manufacturer vs peers in the same vehicle category?	1 Toyota 8.0 2 BMW 7.8 3 MG 7.7	6.9 (+0.3)

* No 2024 Scores For Ease Of Managing Support Term Changes

Numbers in brackets represent change from 2024

Financial Support - Top Performers and Average Score



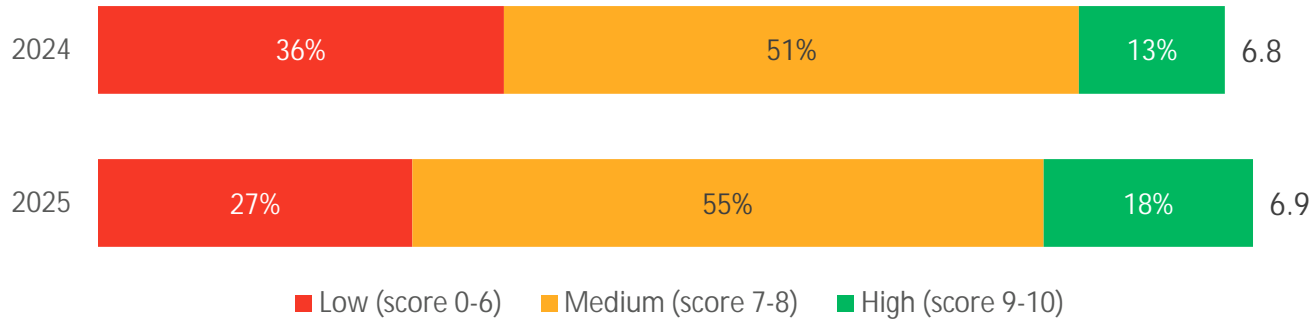
Area	Question	Top Performers	Market Average
ACTIONS TO SUPPORT RESIDUAL VALUES	How satisfied are you with the actions taken to support residual values of vehicles from this manufacturer vs peers in the same vehicle category?	1 Mini 7.7 2= BMW 7.3 2= Toyota 7.3 2= Kia 7.3 2= BYD 7.3	6.3 (-0.2)

Numbers in brackets represent change from 2024

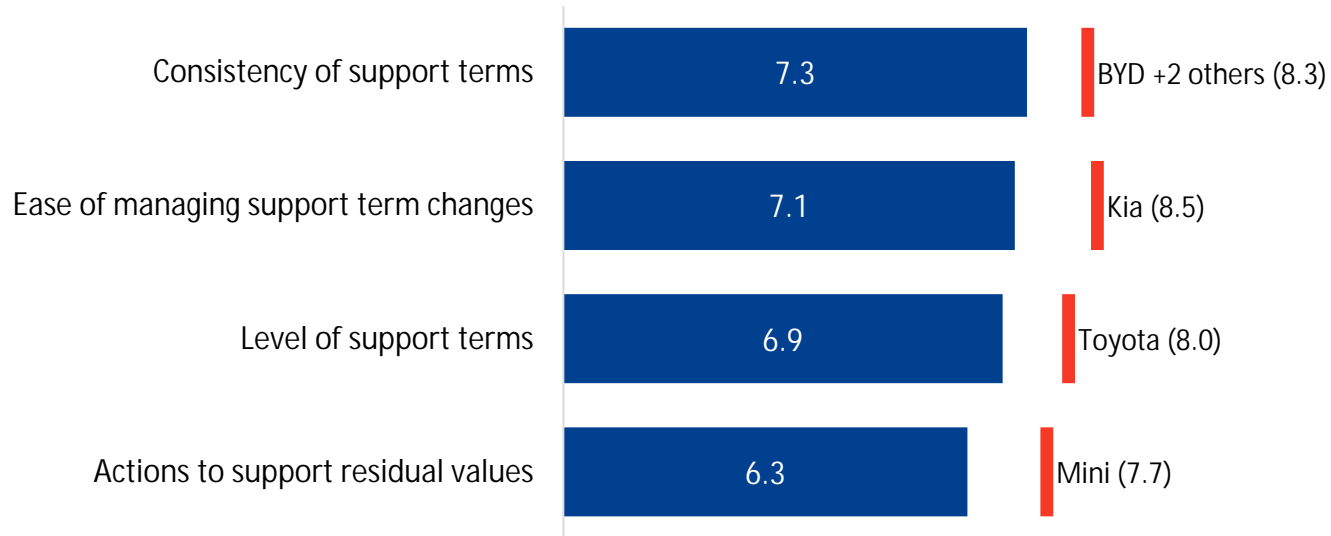
Financial Support - Summary Scores



Overall Satisfaction Score (All Manufacturers)



Factor Scores - Market Average and Best in Class



OEM Scores (vs 2024)

1	Toyota	8.2	(+1.3)
2	SEAT	8.1	(+1.0)
3	BYD	7.9	na
4=	Hyundai	7.8	(+0.7)
4=	MG	7.8	(+0.8)
4=	Kia	7.8	(+0.9)
7=	BMW	7.6	(0.0)
7=	Volvo	7.6	(+0.2)
9	Volkswagen	7.4	(-0.1)
10=	Skoda	7.3	(+0.1)
10=	Omoda-Jacoo	7.3	na
12=	Polestar	7.2	(-0.1)
12=	Mazda	7.2	(+0.2)
14=	Audi	6.9	(-0.6)
14=	Renault	6.9	(+0.4)
16	Mini	6.7	(-1.2)
17	Mercedes-Benz	6.6	(-0.1)
18	Ford	6.5	(+0.3)
19	Nissan	6.4	(-0.4)
20	Peugeot	6.1	(+0.3)
21	Citroën	5.8	(-0.6)
22=	Tesla	5.5	(+1.0)
22=	Vauxhall	5.5	(-1.0)
24	Land Rover	5.2	(-0.7)
25	Porsche	4.6	na

Minimum of 5 responses needed for OEMs to be included for each question.

Financial Support - In Depth Scores



Consistency of support terms				Ease of managing support term changes*				Level of support terms				Actions to support residual values			
AVERAGE		7.3	(+0.3)	AVERAGE		7.1	na	AVERAGE		6.9	(+0.3)	AVERAGE		6.3	(-0.2)
1=	BYD	8.3	na	1	Kia	8.5	na	1	Toyota	8.0	(+1.5)	1	Mini	7.7	(+0.7)
1=	Toyota	8.3	(+0.6)	2	MG	8.3	na	2	BMW	7.8	(+0.3)	2=	BMW	7.3	(+0.3)
1=	Kia	8.3	(+1.4)	3	Volvo	8.2	na	3	MG	7.7	(+0.7)	2=	Toyota	7.3	(+0.7)
4	BMW	8.2	(0)	4	BMW	8.0	na	4=	Hyundai	7.6	(+1.0)	2=	Kia	7.3	(+0.7)
5=	MG	8.1	(+1.1)	5	Hyundai	7.9	na	4=	Volvo	7.6	(+0.8)	2=	BYD	7.3	na
5=	SEAT	8.1	(+0.7)	6=	Toyota	7.8	na	6=	SEAT	7.5	(+0.3)	6	Hyundai	7.2	(-0.2)
7=	Lexus	8.0	na	6=	SEAT	7.8	na	6=	Kia	7.5	(+0.4)	7=	MG	7.0	(-0.1)
7=	Omoda-Jacoo	8.0	na	8	BYD	7.7	na	8	BYD	7.3	na	7=	Omoda-Jacoo	7.0	na
9	Volvo	7.9	(-0.5)	9=	Mazda	7.6	na	9	Peugeot	7.0	(+1.1)	7=	SEAT	7.0	(+0.3)
10	Hyundai	7.7	(+0.3)	9=	Polestar	7.6	na	10	Volkswagen	6.8	(-0.8)	7=	Volvo	7.0	(+0.2)
11	Polestar	7.5	(-0.5)	11	Renault	7.4	na	11=	Polestar	6.7	(-0.6)	11	Nissan	6.7	(+0.1)
12=	Mini	7.4	(-1.4)	12=	Nissan	7.1	na	11=	Ford	6.7	(+0.2)	12=	Volkswagen	6.5	(-0.6)
12=	Jaguar	7.4	(+0.6)	12=	Audi	7.1	na	13=	Mazda	6.6	na	12=	Skoda	6.5	(-0.6)
14	Audi	7.3	(-0.4)	14	Volkswagen	6.9	na	13=	Skoda	6.6	(-0.6)	12=	Audi	6.5	(-0.4)
15=	Renault	7.2	(-0.2)	15	Mercedes-Benz	6.8	na	13=	Mini	6.6	na	15	Renault	6.4	(0)
15=	Nissan	7.2	(+0.4)	16	Skoda	6.3	na	16=	Nissan	6.5	(-0.4)	16	Ford	6.3	(0)
17=	Skoda	7.1	(-0.2)	17	Ford	6.1	na	16=	Renault	6.5	(+0.7)	17	Polestar	6.0	(-0.5)
17=	Volkswagen	7.1	(-0.6)	18	Land Rover	6.0	na	16=	Citroën	6.5	(+0.2)	18	Peugeot	5.8	(-0.3)
19	Ford	7.0	(+1.1)	19	Peugeot	5.8	na	19=	Vauxhall	6.4	(-0.1)	19	Mercedes-Benz	5.6	(-1.1)
20	Mercedes-Benz	6.9	(-0.5)	20	Vauxhall	5.7	na	19=	Audi	6.4	(-1.5)	20=	Citroën	5.4	(-1.3)
21=	Land Rover	6.0	(+0.1)	21	Tesla	5.4	na	21	Mercedes-Benz	6.2	(+0.1)	20=	Vauxhall	5.4	(-1.1)
21=	Peugeot	6.0	(+0.5)	22	Citroën	5.2	na	22	Land Rover	6.0	(+0.2)	22	Land Rover	4.5	(-1.6)
23	Vauxhall	5.8	(-0.5)					23	Tesla	5.2	(+0.7)	23	Tesla	3.6	(-0.1)
24	Tesla	5.7	(+0.6)												
25	Citroën	5.5	na												

Minimum 5 responses for OEMs to be included. Numbers in brackets represent change since 2024

* No Score for 2024