

Porsche claims first place for customer service among premium car owners in J.D. Power Study

18/03/2024 Customers also rated Porsche #2 among luxury brands in the J.D. Power 2024 Customer Service Index Study

Atlanta. Porsche and its dealers network has earned the number one ranking in the premium car segment in the J.D. Power 2024 Customer Service Index Study (CSI). In addition, Porsche earned the number two position among luxury brands, scoring 14 points higher than 2023..

“We are thrilled that our customers have bestowed this honor on Porsche and the independently owned Porsche Center network throughout the United States,” says Timo Resch, President, and CEO of Porsche Cars North America. “The Porsche Centers and each member of our team strive to provide our customers an exceptional experience – and this recognition demonstrates our commitment to every owner. . .”

The CSI study focused on customer satisfaction for 2021 – 2023 model year vehicles. Porsche observed meaningful results in the following study categories: scoring highest in Service Advisor, Service Facility, and Vehicle Pick-up.

MEDIA ENQUIRIES



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Video

https://newstv.porsche.com/porschevideos/270645_en_3000000.mp4
https://newstv.porsche.com/porschevideos/268843_en_3000000.mp4

Link Collection

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