# Which?



## Which? Car review Audi A1 (2010-)

ON SALE: Oct 2010 CLASS: Superminis NEW PRICE: £14,150 - £26,035 USED PRICE: From £7,925

**PERFORMANCE:** \*\*\*\*\* BOOT & STORAGE: \*\*\*







**Recommended models** in the range

WHICH? CAR TOP CHOICE MODEL 1.2 TFSI SE 5dr New price: £14,770 Used price: £9,250

**FASTEST MODEL** S1 TFSI Quattro 3dr New price: £25,390 Used price: £19,650

0-62mph: 5.8 secs

MOST EFFICIENT MODEL 1.6 TDI Contrast Edition Plus 5dr New price: £19,135 Used price: £14,595

Combined fuel economy: 74.3 mpg

CHEAPEST MODEL TO BUY NEW 1.2 TFSI SE 3dr

New price: £14,150

CHEAPEST MODEL TO BUY USED 1.2 TFSI SE 3dr

Used price: £7,925

CHEAPEST MODEL TO RUN (NEW) 1.6 TDI SE 3dr New price: £15,210

Running costs: £9,801 (3 YEARS/36,000 MILES)

> **OWNER'S VIEW** OWNER SVIEW build and design, great performance and mpg (up to 75mpg on a run), low insurance and no road tax.

✓ Best in class for refinement and cabin quality.

- Looks and feels a bit like a baby Audi A3.
- Anti-retro alternative to customers suffering from Mini fatigue.
- Rear seat- and boot-space very limited.
- High-spec versions can be expensive.
- Firm low-speed ride quality on Sport and S-line



## **Overview**

The A1 is Audi's first attempt at a premium supermini since the vaunted but commercially unsuccessful Audi A2. So can it really take on the all-conquering Mini?

Please note that certain diesel-powered versions of this car built between 2009 and 2015 may be affected by the 'dieselgate' emissions scandal. This means its engine may be more polluting than official figures suggest and could be recalled sometime in 2016. For more information, refer to our guide on how to check if your car is affected.

The A1 was launched towards the end of 2010 in three-door form. A five-door Sportback version with slightly more head- and shoulder-room became available in 2012, with the option of seating three passengers abreast on the rear seat (the three-door is a strict four-seat car). At the same time, a 2.0-litre TDI diesel engine was added to the range, joining the 1.6 TDI diesel and a wide range of petrol units. And in 2014, the hot S1 arrived, with Quattro all-wheel-drive and a turbocharged 2.0-litre 228bhp petrol engine.

Audi's A1 might have trendy young urbanites in its sights, but we can also see it appealing to all sorts of people, from mums to grandparents or people looking to downsize from a larger car. One thing they'll all have in common is a liking for the premium Audi image. But they'll need to be wary that the A1 isn't quite as big on space as other Audis they might have known.

The A1 is clearly aimed at taking a chunk out of Mini's dominance in the upper end of the hatchback market. And like that car, the A1 can be ordered with a wealth of customisation options - different coloured versions of the 'roof contrast line' that runs above the side windows, alloy wheels and even quite a lot of kit you'd normally only get on much larger cars.

The Mini is the most obvious competitor, but Citroen's DS3 has a different take on the posh hatchback formula. The Alfa Romeo MiTo and Fiat 500 bring Italian style to the party, while the VW Polo is slightly cheaper but still derived from the same basic mechanical parts as the A1.

Read all of our supermini reviews



## On the road

The Audi A1 isn't the most exciting supermini to drive, but it is competent, safe and fairly comfortable - although we think some buyers will find the stiffer suspension settings of Sport and S-line models too hard.

### Performance

We've tried four different A1 engines: 85bhp 1.2-litre petrol, 120bhp 1.4-litre petrol, 104bhp 1.6-litre diesel and 143bhp 2.0-litre diesel. The only other option is a 185bhp TFSI 1.4 petrol, which we have reviewed separately.

The 1.6 TDI diesel accounts for the majority of sales. However, we feel that despite its good economy and decent slug of power, it isn't especially fun to drive. The 2.0 TDI diesel is an improvement in this regard, offering swift overtaking performance, but we reckon the 1.2-litre petrol would make more sense for a lot of people, as it should still be cheap to run and is a bit nippier than the entry-level diesel.

The 1.4 TFSI has surprisingly good performance and maximum power is available through a wide range of engine speeds, so while it's no hot hatch, there's no need to constantly change gear to keep moving briskly. The 0-62mph sprint takes nine seconds.

We've also driven the 200bhp+ S1, which is an outrageously potent engine for this size of car. But it's not in-your-face aggressive - in fact, it feels nicely refined. Quiet at all times, smooth and capable of trundling around town at low speeds; it's easy to forget it can pin you to the backrest with one hard push of the throttle. All-wheel-drive guarantees you can plant the power instantly, too.

Model tested	Acceleration (37-62mph)	Rating
diesel 1.6 TDI (105bhp) manual 3-dr (2010)	6.4 secs	*****
diesel 2.0 TDI (143bhp) manual 5-dr (2012)	4.9 secs	*****
petrol 1.2TFSI (86bhp) manual 3-door (2011)	7.1 secs	****
petrol 1.4TFSI (120bhp) manual 3dr (2010)	5.4 secs	*****

### **Ride comfort**

The Audi A1 chassis is currently shared with the Volkswagen Polo, Skoda Fabia and Seat Ibiza, but Audi says the MacPherson strut front and torsion beam rear suspension systems have been tuned to provide distinct driving differences.

Three different suspension set-ups are available, depending whether you go for SE, Sport or S-line spec. Sport versions are stiffer than SEs, while S-line models have the sportiest, stiffest suspension.

The ride in the S-line 1.4TFSI we tested was on the hard side, and bumps were clearly transmitted inside the car. But if you're after a sporty drive, then body roll is low.

We also drove a 1.4 TFSI Sport, but with the optional 17-inch alloys and low profile tyres fitted. So it noticed the bumps, drain covers and potholes, though it wasn't thrown off line by them. The impact was quite jarring though, even over small speed bumps.

In SE guise, the Audi A1 rides on slightly softer springs and smaller 15-inch wheels, which should be better suited to the UK's often poor road surfaces.

Model tested	Rating
diesel 1.6 TDI (105bhp) manual 3-dr (2010)	****
diesel 2.0 TDI (143bhp) manual 5-dr (2012)	***
petrol 1.2TFSI (86bhp) manual 3-door (2011)	****
petrol 1.4TFSI (120bhp) manual 3dr (2010)	****



## How we test

#### Performance



We use the sophisticated electronic timing equipment to record standing-start and in-gear acceleration, and repeat each test several times.

#### Ride comfort



Ride comfort is assessed by our laboratory experts who have driven hundreds of thousands of miles in a myriad of different models.



## On the road continued...

## Handling

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The A1 feels safe and stable, holding its course even over very rough surfaces. The electronic stability control effectively mitigates the chance of skidding or spinning, and the car performed well in our obstacle avoidance tests.

There is a noticeable amount of understeer in fast cornering, but the car feels consistent, easily managed and grippy. The steering is direct and there is a decent amount of feel through the wheel, although the A1 is no hot hatch. Manoeuvring at low speeds is easy as the steering is light.

The S1, with Quattro all-wheel-drive, is in a league of its own. It feels planted at all speeds and there's very little sensation of loss of grip. There's not a supermini than can corner harder and faster than this one.

Model tested	Rating
diesel 1.6 TDI (105bhp) manual 3-dr (2010)	****
diesel 2.0 TDI (143bhp) manual 5-dr (2012)	****
petrol 1.2TFSI (86bhp) manual 3-door (2011)	*****
petrol 1.4TFSI (120bhp) manual 3dr (2010)	*****

# Brakes \*\*\*

In our tests, the A1 took 36 metres to stop from 62mph, which is a decent result. The brakes were responsive - with brake assist increasing stopping power in emergency situations - and fade-free after repeated heavy use.

Model tested	Braking distance (62-0mph)	Rating
diesel 1.6 TDI (105bhp) manual 3-dr (2010)	36.2m	****
diesel 2.0 TDI (143bhp) manual 5-dr (2012)	36.7m	****
petrol 1.2TFSI (86bhp) manual 3-door (2011)	37.7m	****
petrol 1.4TFSI (120bhp) manual 3dr (2010)	36.2m	*****

### **Refinement and noise**

The 1.4-litre petrol engine is cultivated and quiet in most conditions, although it's a little more raucous below about 1,500rpm. The 1.2 petrol engine is noisier, but it's still well controlled and the engine tones aren't unpleasant. The 1.6 and 2.0 diesel units are noisy under load, but as with the petrol engines, the sound isn't irritating. This car is better insulated against noise than its VW Group counterpart, the Polo.

Model tested	Cruising noise	Rating
diesel 1.6 TDI (105bhp) manual 3-dr (2010)	70dB	****
diesel 2.0 TDI (143bhp) manual 5-dr (2012)	70dB	***
petrol 1.2TFSI (86bhp) manual 3-door (2011)	69dB	****
petrol 1.4TFSI (120bhp) manual 3dr (2010)	70dB	****

## How we test

### Handling



On-the-limit handling is explored well away from public roads to ensure a fair test. Our obstacle avoidance test is one of the harshest tests in the industry.

#### Brakes



The Which? Car braking test measures stopping distance from 62-0mph and is repeated ten times in quick succession to highlight any brake fade issues.

#### Refinement and noise



The Which? Car experts use a decibel meter to record interior sound levels at common UK motorway speeds, and combine this with subjective assessments to arrive at an overall score.



### **Cabin and controls**

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The Audi A1 manages to offer a premium fit, finish and feel that is consistent with Audi models costing considerably more.

People may still argue that this is a VW Polo / Skoda Fabia / Seat Ibiza in drag, but sit inside and there is a between-the-lines tone of superiority to everything. From the moulded dashboard to the aluminum door handles, the cabin is sophisticated and radiates the kind of quality we haven't seen in the supermini sector before.

The instruments are clear and well laid-out - the dash-mounted screen is likely to prove popular - and most of the buttons and switches are placed close to hand.

The optional sat nav is controlled using a central 'joystick' control and, although it wasn't immediately intuitive, it was straightforward enough to use once we worked out how. However, we think it's hard to justify spending £1,225 on the Technology package, which includes this device.

Model tested	Rating
diesel 1.6 TDI (105bhp) manual 3-dr (2010)	****
diesel 2.0 TDI (143bhp) manual 5-dr (2012)	****
petrol 1.2TFSI (86bhp) manual 3-door (2011)	*****
petrol 1.4TFSI (120bhp) manual 3dr (2010)	****

#### Visibility and parking

The 11-metre turning circle is average for this size of car, and the low-speed steering is light. Forward visibility is good, thanks to the relatively slim pillars and the sloping bonnet, which allows a good view of the road ahead. Rearward visibility isn't so good, though it's probably on a par with the other cars it competes against.

Model tested	Turning circle	Rating
diesel 1.6 TDI (105bhp) manual 3-dr (2010)	10.5m	****
diesel 2.0 TDI (143bhp) manual 5-dr (2012)	10.5m	***
petrol 1.2TFSI (86bhp) manual 3-door (2011)	10.6m	****
petrol 1.4TFSI (120bhp) manual 3dr (2010)	10.5m	****

## How we test

**Cabin and controls** 



We penalise cars with difficult controls, and we look for things like backlit light switches and easy-to-use heating and ventilation adjustments.

#### Visibility and parking



Visibility is a major issue for motorists today, so each car gets a 360-degree swivel view test to reproduce the driver's eye view and any obscured areas.







## **Comfort and practicality**

The A1 isn't as quirky as some of its supermini rivals, but that's what many people will find appealing - its understated looks are a lot like a shrunken A3. The optional contrasting 'hoops' that run around the side windows are a nice feature, but the car's designers were clearly going for a stylish, grown-up look rather than the wacky shapes seen on many small cars.

### Getting in and out

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Getting in and out of the A1 could be easier - accessing the front seats is fine, but the rears of the three-door A1 are harder to get into as space is pretty tight and there is no grab handle to steady yourself. The five-door Sportback model offers better access to the rear.

The optional keyless access system unlocks the doors automatically if you carry the fob in your pocket.

Model tested	Rating
diesel 1.6 TDI (105bhp) manual 3-dr (2010)	****
diesel 2.0 TDI (143bhp) manual 5-dr (2012)	****
petrol 1.2TFSI (86bhp) manual 3-door (2011)	****
petrol 1.4TFSI (120bhp) manual 3dr (2010)	****

#### Seat space and comfort

Space in the front is plentiful, and there's enough headroom for people over 1.8 metres tall. Width is good for this type of car, and there's a spacious feel.

That's not the case for the rear seats, though. It's significantly narrower, and with very limited headroom. It would really only suit people with a maximum height of around 1.7m, as the roof-line prevents any adult contact with the head restraint. The five-door Sportback model has marginally more rear-seat space and the option of fitting three people abreast - but that will be a real squeeze.

The front seats have height and lumbar adjustment, and they're very comfortable. There's a good amount of back and side support, and they're well contoured.

The rear seats are pretty comfortable, and fine for children, but there is probably insufficient thigh support for adults to endure anything more than short trips.

Model tested	Rating
diesel 1.6 TDI (105bhp) manual 3-dr (2010)	***
diesel 2.0 TDI (143bhp) manual 5-dr (2012)	***
petrol 1.2TFSI (86bhp) manual 3-door (2011)	***
petrol 1.4TFSI (120bhp) manual 3dr (2010)	***

## How we test

#### **Getting in and out**



We take measurements all around the driver and passenger's door apertures and note the height of the seat, door sills and step down onto the car floor. The best cars don't require too much bending or stretching to get in and out.

#### Seat space and comfort



We assess seat comfort subjectively, using our road testers' expert knowledge and experience from thousands of different cars. And we measure the head-, legand elbowroom on offer in every seat, to see how well the car caters for people of all shapes and sizes.



## Comfort and practicality continued...

### Boot and storage

We measured just 215 litres of space in the three-door A1's boot, and 470 litres if the rear seats are folded (both far less than the claimed capacity). This is reasonable, compared to competitors (and slightly more than in a Mini hatchback), but will struggle to carry holiday luggage for two. The Sportback five-door has the same amount of boot space with the rear seats up, but actually less room (445 litres) with them folded.

The sill height is low enough to make loading heavy luggage easy, but we found the extra space below the boot floor a bit pointless as it adds little useable extra space.

The S1 has an even smaller boot, with luggage capacity making way for the all-wheel-drive system to power the rear wheels.

Model tested	Boot space (seats up/down)	Rating
diesel 1.6 TDI (105bhp) manual 3-dr (2010)	215 litres / 470 litres	***
diesel 2.0 TDI (143bhp) manual 5-dr (2012)	215 litres / 445 litres	***
petrol 1.2TFSI (86bhp) manual 3-door (2011)	215 litres / 470 litres	***
petrol 1.4TFSI (120bhp) manual 3dr (2010)	215 litres / 470 litres	***

#### Heating and ventilation

The heating is pretty responsive and warms up the interior effectively, although we found that the rear section takes quite a lot longer to warm up than the front. The diesel car took longer to warm up than the petrol versions, which is characteristic of most modern diesels, but something to be aware of if heater performance is part of your selection criteria.

For all models, we thought that having to pay extra for dual-zone climate control in a car that's already pretty expensive is a bit mean on Audi's part.

Model tested	Rating
diesel 1.6 TDI (105bhp) manual 3-dr (2010)	***
diesel 2.0 TDI (143bhp) manual 5-dr (2012)	**
petrol 1.2TFSI (86bhp) manual 3-door (2011)	****
petrol 1.4TFSI (120bhp) manual 3dr (2010)	****

## How we test

**Boot and storage** 

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Carmakers give official stats for boot space, but our tests are more realistic. We load the boot up with measuring blocks only as far as the rear window line, so that luggage is well secured and won't obscure rear visibility. We repeat the test with the rear seats up, and folded down (where possible).

#### Heating and ventilation



Feel sorry for the tester who has to warm each car up from a frosty -10 degrees in our climate chamber. Starting with a cold engine, we measure how long it takes to warm up the front and rear of the cabin. Diesel cars usually take longer. We also check the effectiveness of air conditioning, where fitted.





petrol 1.2TFSI (86bhp) manual 3-door (2011)

petrol 1.4TFSI (120bhp) manual 3dr (2010)

**Superminis** 

## **Running costs and depreciation**

The Audi A1 is expensive, and ticking the options boxes will push the price up even further. But the car's desirability should see it retain a good chunk of its value over time, and the diesel models should prove especially cheap to run.

## **Fuel consumption**

The 1.4 TFSI we tested averaged fuel economy of around 49.6mpg, not too far short of Audi's combined claim of 53.3mpg. The 1.2TFSI achieved 51.4mpg, some 4mpg short of the Audi figure of 55.4mpg. The most frugal of the four cars tested also fell the most short of the maker's claim: the 1.6 TDI averaged an impressive 67.3mpg, even though the claimed figure is 7mpg better at 74.3mpg. The 2.0 TDI got closer to the official claim but still fell short, recording 64.2mpg.

Petrol (combined mpg, claimed)	39.8 mpg - 60.1 mpg
Diesel (combined mpg, claimed)	68.9 mpg - 74.3 mpg
Model tested	Urban (claimed/measured)
diesel 1.6 TDI (105bhp) manual 3-dr (2010)	64.2 mpg/61.4 mpg
diesel 2.0 TDI (143bhp) manual 5-dr (2012)	56.5 mpg/58.8 mpg
petrol 1.2TFSI (86bhp) manual 3-door (2011)	45.6 mpg/44.8 mpg
petrol 1.4TFSI (120bhp) manual 3dr (2010)	41.5 mpg/42.8 mpg
Model tested	Extra urban (claimed/measured)
diesel 1.6 TDI (105bhp) manual 3-dr (2010)	83.1 mpg/80.7 mpg
diesel 2.0 TDI (143bhp) manual 5-dr (2012)	78.5 mpg/72.4 mpg
petrol 1.2TFSI (86bhp) manual 3-door (2011)	64.2 mpg/64.2 mpg
petrol 1.4TFSI (120bhp) manual 3dr (2010)	64.2 mpg/62.8 mpg
Model tested	Motorway (measured)
diesel 1.6 TDI (105bhp) manual 3-dr (2010)	57.6 mpg
diesel 2.0 TDI (143bhp) manual 5-dr (2012)	55.4 mpg
petrol 1.2TFSI (86bhp) manual 3-door (2011)	43.5 mpg
petrol 1.4TFSI (120bhp) manual 3dr (2010)	41.5 mpg
Model tested	Combined (claimed/measured)
diesel 1.6 TDI (105bhp) manual 3-dr (2010)	74.3 mpg/67.3 mpg
diesel 2.0 TDI (143bhp) manual 5-dr (2012)	68.9 mpg/64.2 mpg

55.4 mpg/51.4 mpg

53.3 mpg/49.6 mpg



**Fuel consumption** 



We test fuel economy under strict lab conditions – using realistic test cycles – to reveal the facts behind the figures. Our figures rarely match manufacturer claims as, unlike the official mpg test, we measure economy with both a hot and cold engine, and on the motorway.







## Running costs and depreciation continued...

#### Emissions

Taking manufacturer claims, no A1 has official CO2 emissions of more than 125g/km, meaning you'll pay no more than £95 a year in tax. At 108g/km claimed, the 2.0 diesel squeezes into tax band B, but the 99g/km of the 1.6 diesel means there's no VED to pay.

In our tests, however, all four cars fell short of the CO2 claims. While this won't cost you more in road tax, the heavier fuel consumption will increase your costs.

1 million	Petrol (CO2, claimed)	109g per km - 166g per km
100-	Diesel (CO2, claimed)	99g per km - 108g per km

Model tested	Emissions (claimed/measured)
diesel 1.6 TDI (105bhp) manual 3-dr (2010)	103g per km/111g per km
diesel 2.0 TDI (143bhp) manual 5-dr (2012)	108g per km/140g per km
petrol 1.2TFSI (86bhp) manual 3-door (2011)	118g per km/129g per km
petrol 1.4TFSI (120bhp) manual 3dr (2010)	124g per km/131g per km

## **Safety and security**

The A1 scored quite well for safety in our tests. It comes with driver and passenger front airbags as standard, and in the Euro NCAP tests it scored five stars. In the front crash the cabin remained stable and there was good protection for the occupants' knees and femurs and additional testing demonstrated this would be the case for different sizes of occupant.

Electronic stability control is standard on all models, as is electronic brake-force distribution (EBD) brake assist. Xenon headlights are available as an option. The seatbelt reminder system covers both front and rear seats to deter occupants from travelling unbelted.

The video shows how the A1 performed in the Euro NCAP tests. Please enable JavaScript to access this content.

### Euro NCAP score

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The Euro NCAP rating reflects Audi's attention to detail when it comes to protecting occupants, both adult and child.

For adults, the front occupants were well protected in the front crash. However, the design of the front seats means the protection against whiplash injuries in a rear shunt only just acceptable.

Both rear seats have lsofix mounts, but the three-door layout makes it quite difficult to install child car seats, and once in place, to strap a child into them. (Year tested: 2010)

Adult occupant	90%
Child protection	79%
Pedestrian protection	49%
Safety assist	86%

Which? safety rating	****

Stability control is standard on all versions, equipping the A1 well to avoid accidents in the first instance. It did very well in our avoidance manoeuvre test, with the system ably maintaining driver control.

The protection provided by the bonnet was rated as good in most areas where a child's head might be hit. However, for an adult struck by the A1, protection is quite poor.

The seatbelt reminder system covers both front and rear seats to deter occupants from travelling unbelted.

Active (crash avoidance)	63%
Passive (crash safety)	78%
Child	80%
Pedestrian	48%
reuesulari	40%

## How we test

#### Emissions



While testing fuel economy, we also collect exhaust gases to enable us to measure the amount of carbon dioxide (CO2) emitted. We also check whether particulate filters are effective at removing sooty emissions from diesel engines.

#### Safety



We rate cars for safety using Euro NCAP crash test scores (where available), alongside our own comprehensive safety checklist. Uniquely, we also feed in results from our accident avoidance test – after all, it's far better to steer around a crash than rely on the airbags...

Security



Security scores come from the security experts at Thatcham, who break into hundreds of cars each year. Most modern cars are very difficult to drive away, but are still too easy to steal from.





## Which? Car Survey results

The Which? Car Survey is the UK's most robust reliability and owner satisfaction survey. In 2015, drivers told us about 58,000 cars, covering more than 484 million miles in the previous 12 months (that's equivalent to driving to the moon and back a hundred times). This unique feedback allows us to rate satisfaction and reliability for hundreds of new and used cars.

Note: Star ratings below are from 1-5 (1 is very poor and 5 is very good). Percentages shown under 'Most common faults' indicate the proportion of owners reporting each problem in the past 12 months.

Brand	Sample size: 2,310 people	
Audi ratings		
	Overall owner satisfaction for this brand $85\%$	
Brand reliability	-	
Dealer Sales Service	***	
Dealer Servicing & repair	**	

Model: Audi A1 (2010-)	Sample size: 222 people
Ownership ratings	Overall owner satisfaction for this range $86\%$
Driving enjoyment	****
Ease of driving	****
Comfort	****
Dash layout and controls	****
Practicality	**
Value for money	**
Running costs	***
In-car technology	****
-	-

## About our survey

#### **Brand ratings**



Everyone who takes part in the Which? Car survey tells us about their car and the dealers who sell and service it. We analyse this feedback across all cars to give top-level satisfaction ratings for each brand, including the brand's reliability record over the last eight years. All star ratings are out of five.

#### Model ownership ratings



These show how owners score this car in 12 different areas, from performance to heating. Owners' ratings are subjective so may differ from Which? Car test scores - but they give a good idea of what the car is like to live with. Where relevant, cars are scored against other cars in the same class (e.g. for space).

> **OWNER'S VIEW** I thought nothing would be better than my Mini, but the A1 is far better in every way, including the fun to drive category.

**OWNER'S VIEW** Easy to drive, comfortable, low service costs (£250 over 5 YEARS!), and yes I would buy another A1 without doubt - a super car to live with.



## Which? Car Survey results continued...

Reliability ratings		Overall F	Reliability ★★★
		Up to 3 years old	4-8 years old
Petrol cars	Reliability	****	-
	Breakdowns	1%	-
	Average annual repair cost	£37	-
Diesel cars	Reliability	***	-
	Breakdowns	-	-
	Average annual repair cost	£116	-
All cars	Reliability	-	***
	Breakdowns	-	4%
	Average annual repair cost	-	£163

**Breakdowns:** Percentage of cars suffering a breakdown in last 12 months **Average annual repair cost:** Average annual cost of repairs (not servicing), in past 12 months

## Most common faults

	Up to 3 years old
Exhaust System (D)	7%
Stop-start system (P)	3%
Electric windows	2%
Lights	2%
Other Minor	2%

	4-8 years old
Cooling System	4%
Exhaust System	4%
Fuel System	4%
Steering	4%
Stop-start system	4%

Failure rate: The proportion of owners reporting this problem in the last year

## About our survey

#### **Reliability ratings**



We split reliability into breakdowns (including failure to start), faults (where parts need replacing) and problems (minor issues e.g. squeaks and loose trim). Where the car has been on sale for some time, and we have numerous survey responses from owners, we also split scores by the age of car and fuel type. Star ratings are out of five – the more stars, the more reliable the car.

Most common faults



Want to know what's most likely to go wrong as the car gets older? These are the five most common faults reported by owners, grouped by age into new, recent and older cars. A score of 40% means four out of 10 owners reported problems with that part of the car over the previous 12 months. Engine electrics and non-engine electrics (e.g. windows, stereo) cause more headaches than mechanical parts in most modern cars.