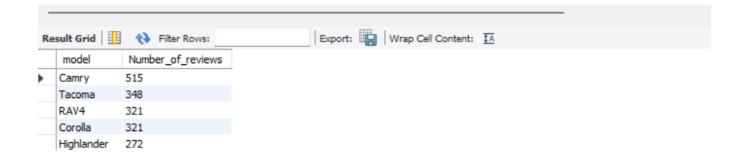
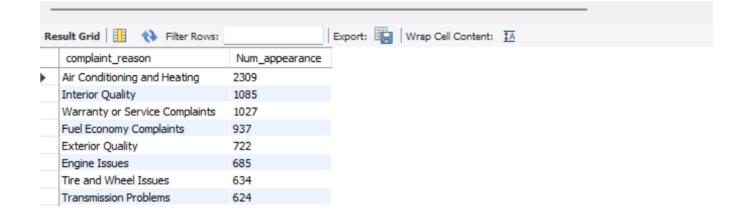
# **SQL Queries for Toyota car reviews**

- 1. List counting number of negative reviews by car models
  - 1 SELECT model, Count(\*) AS Number of reviews FROM cleaned data
  - 2 group by model
  - 3 Order by Number of reviews desc;

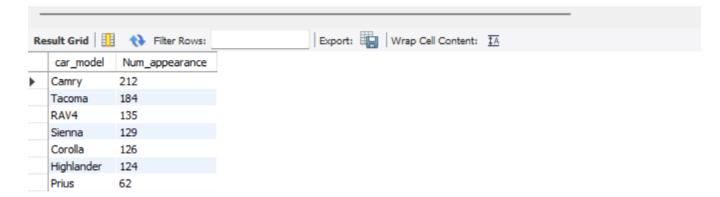


- 2. What are the prevalent reasons for negative reviews?
  - 1 -- What are the prevalent reasons for those negative reviews?
  - 2 Select complaint\_reason, Count(\*) As Num\_appearance From full\_data
  - 3 Group by complaint\_reason
  - 4 Order by Num\_appearance Desc;



## 3. Which car models have the most heavily criticized reviews (rating <2)?

- 1 -- 3. Which car models have the most heavily criticized reviews (rating <2)?</p>
- 2 Select car\_model, Count(\*) As Num\_appearance From full\_data
- 3 Where Rating < 2</p>
- 4 Group by car model
- Order by Num appearance Desc;



## 4. Which specific car models have the most heavily criticized reviews (rating <2)?

- 1 -- 4. Which specific car models have the most heavily criticized reviews (rating <2)?</p>
- 2 Select Vehicle\_Title, Count(\*) As Num\_appearance From full\_data
- 3 Where Rating < 2</p>
- 4 Group by Vehicle\_Title
- 5 Order by Num\_appearance Desc;

		-		
Result Grid 1				
	Vehide_Title	Num_appearance		
•	2011 Toyota Venza Wagon 4dr Wagon AWD (3.5L 6cyl 6A)	17		
	2015 Toyota Highlander SUV Limited Platinum 4dr SUV AWD	16		
	2016 Toyota Camry Sedan SE 4dr Sedan (2.5L 4cyl 6A)	16		
	2008 Toyota Camry Sedan LE 4dr Sedan (2.4L 4cyl 5A)	15		
	2012 Toyota Camry Sedan LE 4dr Sedan (2.5L 4cyl 6A)	15		
	2017 Toyota Corolla Sedan SE 4dr Sedan (1.8L 4cyl CVT)	14		
	2017 Toyota Tacoma Double Cab Limited 4dr Double Cab 5	11		
	2010 Toyota Corolla Sedan LE 4dr Sedan (1.8L 4cyl 4A)	11		

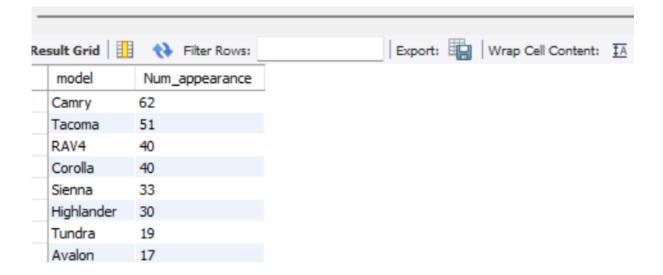
#### 5. What are the reasons for criticism of the 2011 Toyota Venza?

- -- 5. What are the reasons for criticism of the 2011 Toyota Venza Wagon 4dr Wagon AWD (3.5L 6cyl 6A)? Select complaint\_reason, count(\*) As Num\_appearance 2 • From full\_data 3 Where Vehicle Title = "2011 Toyota Venza Wagon 4dr Wagon AWD (3.5L 6cyl 6A)" 4 Group by complaint reason Order by num\_appearance desc; Export: Wrap Cell Content: IA complaint\_reason Num\_appearance Electrical System Air Conditioning and Heating Interior Quality Warranty or Service Complaints 4 Transmission Problems Fuel System
- 6. Which body types receive negative reviews?
  - 1 -- Which body types receive negative reviews?
    - 2 Select model, Count(\*) As Num\_appearance From cleaned\_data
  - 3 Where Rating < 2</p>
  - 4 Group by model

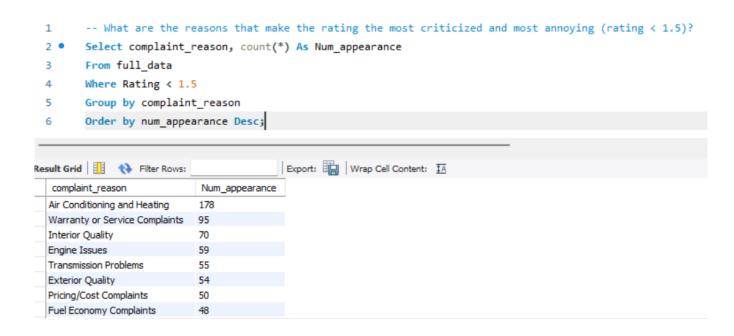
Fuel Economy Complaints

Engine Issues

5 Order by Num\_appearance Desc;

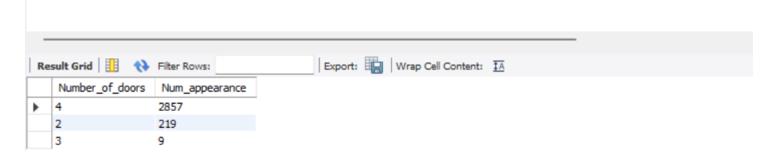


# 7. What are the reasons that make the rating the most criticized and most annoying (rating < 1.5)?



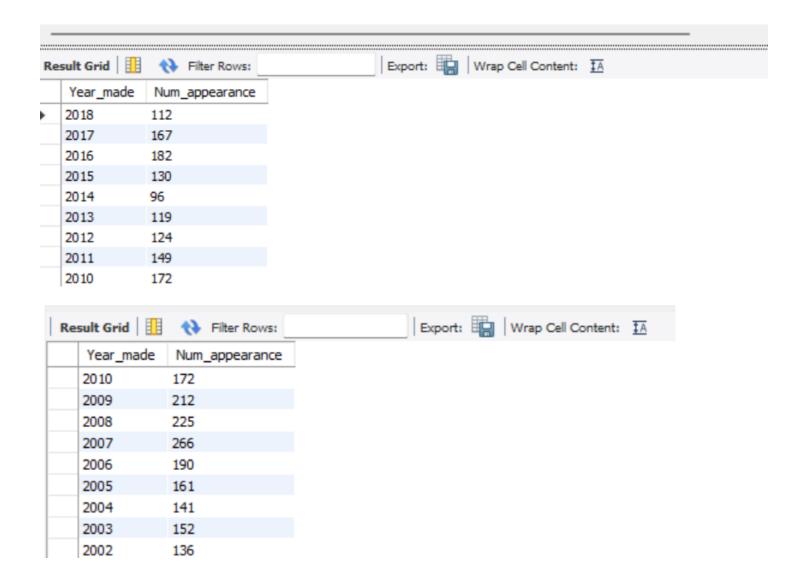
### 8. Numbers of doors and negative reviews relation?

- 1 -- Numbers of doors and negative reviews relation?
- 2 Select num\_doors As Number\_of\_doors, Count(\*) As Num\_appearance From cleaned\_data
- 3 Group by num\_doors
- 4 Order by Num appearance Desc;



## 9. Each year of Toyota cars, how likely is it to receive bad criticism?

- 1 -- Number of complaints via years
- 2 Select year\_made As Year\_made, Count(\*) As Num\_appearance From cleaned\_data
- 3 Group by year made
- 4 Order by Year\_made Desc;



### 10. Tacoma vs Camry?

- 1 -- List complaint reasons for Tacoma
- 2 Select complaint\_reason, count(\*) as num\_appearance
- 3 from full data
- 4 where car model = "Tacoma"

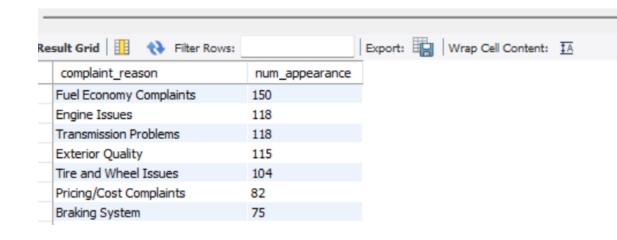
Where car\_model = "Camry"

4

5

group by complaint\_reason order by num\_appearance desc;

Result Grid   1				
complaint_reason	num_appearance			
Transmission Problems	145			
Fuel Economy Complaints	104			
Warranty or Service Complaints	102			
Interior Quality	97			
Engine Issues	90			
Exterior Quality	88			
Steering Problems	56			
list compleint concern for Commu				
List complaint reasons for Camry				
2 • Select complaint_rea	<ul> <li>Select complaint_reason, count(*) as num_appearance</li> </ul>			
<pre>3 From full_data</pre>				



Group by complaint\_reason Order by num\_appearance Desc;

# **Takeaways:**

- ➤ Each car model has different prevalent complaints. For example: the Camry has a lot of complaints about interior quality, waranty and service complaints while the Tacoma has the most complaints about Transmission and Fuel Economy, AC & Heating.
- > Warranty, service, and interior are the main factors causing frustration for customers.
- > Each year, each car model has different major issues.
- > The more popular a car is, the more likely it is to receive negative reviews.