

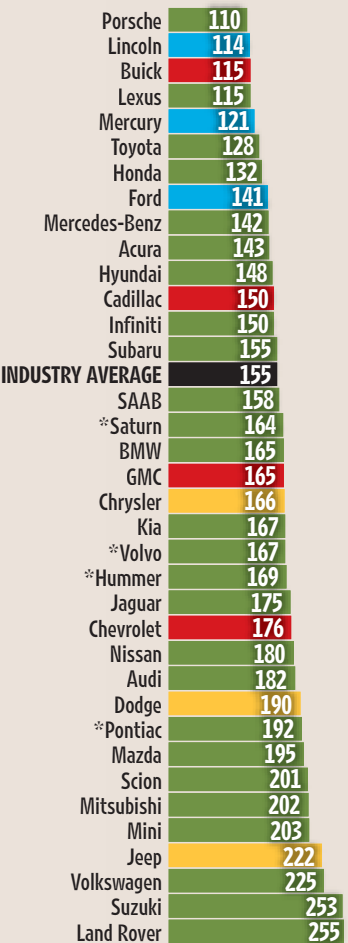




2010 vehicle dependability study

Both General Motors and Ford did well in J.D. Power's vehicle dependability study this year. All three Ford brands were in the top 10 and GM's Buick placed third, tying Lexus.

FORD    GM    CHRYSLER  
PROBLEMS PER 100 VEHICLES



\*Being discontinued or sold

NOTE: Isuzu is included in the study but not ranked due to small sample size.

Source: J.D. Power and Associates

MARTHA THIERRY and KOFI MYLER/Detroit Free Press

Top models

The following vehicles received the lowest scores and finished first in their segment.

■ Top cars

SUBCOMPACT CAR  
Honda Fit

COMPACT CAR  
Toyota Prius

COMPACT SPORTY CAR  
Mazda MX-5 Miata

MIDSIZE SPORTY CAR  
Chevrolet Monte Carlo

MIDSIZE CAR  
Buick LaCrosse

LARGE CAR  
Mercury Montego

COMPACT PREMIUM SPORTY CAR  
BMW Z4

ENTRY PREMIUM VEHICLE  
Lincoln MKZ

MIDSIZE PREMIUM CAR  
Audi A6

LARGE PREMIUM CAR  
Cadillac DTS

PREMIUM SPORTY CAR  
Mercedes-Benz SL-Class

■ Top multi-activity vehicles

COMPACT MAV  
Honda CR-V

MIDSIZE MAV  
Toyota Highlander

LARGE MAV  
Toyota Sequoia

LARGE PICKUP  
Toyota Tundra

MIDSIZE PICKUP  
Honda Ridgeline

MIDSIZE VAN  
Ford Freestar

MIDSIZE PREMIUM MAV  
Lexus GX 470

LARGE PREMIUM MAV  
Lincoln Mark LT

# Improving Ford, GM need to get quality message across

By BRENT SNAVELY  
FREE PRESS BUSINESS WRITER

Consumers continue to avoid automotive brands that perform well in J.D. Power and Associates' long-term dependability survey — evidence, the firm says, of the nagging perception gap that has challenged Detroit automakers for years.

Cadillac, Ford, Hyundai, Lincoln and Mercury have the greatest lags between dependability performance and consumer perception, said David Sargent, J.D. Power's vice president of global vehicle research.

Overall, vehicle dependability improved by 7% in 2010, according to the J.D. Power annual vehicle dependability study, which measures the number of problems experienced by the owners of 2007 model year cars and trucks.

The average industry score improved to 155 problems per 100 vehicles, down from 167 last year.

Porsche, the No. 1 brand in the study, had 110 problems per 100 vehicles, an improvement over last year, when Buick and Jaguar tied for first with 120 problems per 100 vehicles.

Ford and General Motors

posted impressive gains in this year's study, even though they might not always be recognized by consumers.

However, George Peterson, president of AutoPacific, an automotive research and consulting firm, said Ford is making progress, in part because of its ability to survive without asking for emergency federal loans last year.

"The perception of Ford seems to be increasing by leaps and bounds," Peterson said. "People are still upset that GM went into bankruptcy and took their money."

This year, J.D. Power ranked all three of Ford's brands among the top 10 in the firm's long-term quality study. Also, four Ford, Lincoln or Mercury models finished first in their vehicle class.

Bennie Fowler, Ford's group vice president of global quality, said the perception of Ford's quality will continue to improve as long as the company's quality

continues to improve.

"What we know at Ford is you can't fool the customers," Fowler said. "You have to be consistent over time."

Lori Cumming, GM's executive director of global product development quality, also expects the perception of GM's quality to improve over time.

"The way we can do that is to just keep on launching great vehicles," Cumming said. "Results like this are very helpful."

This year, GM's Buick brand finished in third place and the Cadillac DTS was the top-rated vehicle in the entire study, beating the Lexus LS, which has finished first for the past several years.

The Cadillac DTS had the fewest problems of any car in the industry with just 76 per 100 vehicles.

"We are also excited that we have three of the top-five performing vehicles," Cumming said.

But while GM had bright

spots, its Chevrolet brand, which is one of the four core brands the company decided to keep after it emerged from bankruptcy last year, received a score of 176, or 21 below average.

Sargent said Chevrolet's performance in the long-term study is likely to improve over the next several years because the brand's scores have been improving in another study that measures quality over a shorter time frame.

"We've seen substantial improvements for all four brands they are keeping," Sargent said. "They are heading in the right direction."

Toyota, which typically has outperformed all other manufacturers, saw its results slip this year.

"Toyota has hit kind of a plateau on reliability and dependability," Sargent said.

Chrysler, meanwhile, continued to struggle. All three of its brands scored below average.

"Clearly, they have a lot of work to do," Sargent said. "They are working hard on it. They are very smart people and are dedicated to fixing it."

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# Battle expected over pension boards plan

Bing, lawmakers aiming to rein in allegations of funds' abuse with new bills

By NAOMI R. PATTON  
and JENNIFER DIXON  
FREE PRESS STAFF WRITERS

There were rumors the past few days that legislation to dissolve the City of Detroit's General and Police and Fire pension boards and have them managed by the Municipal Employees' Retirement System would be introduced in Lansing.

But no one was sure until state legislators presented the bipartisan bills Thursday in both the House and the Senate.

"This is going to be the biggest war he's ever fought," said a fuming Ron Gracia, vice chair of the General Retirement System, about Mayor Dave Bing. "How dare they try and do some (expletive) like that."

Bing administration officials and legislators expect a fight from pension board members, retirees and the city's unions, but insist the legislation is meant to fix the system that they say has been crippled by bad investments and allegations of spending abuse.

The city projects paying about \$681 million into both pension funds from fiscal years 2009-10 to 2011-12, a figure they say is more than what cities such as Baltimore, Chicago, Cleveland, Pittsburgh and St. Louis pay.

"The amount we have to pay and are projected to pay are just unsustainable," said Saul Green, Bing's group executive. "The only way we can pay our obligations would be to raise taxes or we're going to have to cut services ... which again this community can't take."

1st-year outlook

In the first year of MERS managing the city's retirement systems, Green said, the city could "conservatively" see a \$20-million reduction in its contribution to the pension boards. He also said that the transition to MERS would not adversely affect retirees' pensions.

"We're certainly concerned



MANDI WRIGHT/Detroit Free Press

City of Detroit police and fire trustees at a meeting last year. Legislation to dissolve the City of Detroit's General and Police and Fire pension boards and have them managed by the Municipal Employees' Retirement System was introduced Thursday in bills in both the state House and the Senate.

FreePress.com / PENSION

Read the bills introduced Thursday and previous investigative reports

with the pension system," said Don Taylor, president of the Retired Detroit Police and Fire Fighters Association, which also has a bill in the Legislature to allow retirees to vote for trustees on the police and fire board. "There's no accountability."

He said he still needs to talk to the mayor's office before the group takes a position on the legislation.

Difference of opinion

The two bills were sponsored by Rep. George Cushingberry, D-Detroit, and Sen. Mickey Switalski, D-Roseville, and Sen. Ron Jelinek, R-Three Rivers, and Rep. Dave Hildenbrand, R-Lowell, respectively.

Rep. Shanelle Jackson, D-Detroit, said, "I think it's the wrong way to go ... Every document that I've seen suggests that the funds are performing well."

Jackson said she also was "disheartened" to see that a Detroit legislator was sponsoring the bill, and she wondered aloud about the performance of MERS.

"We don't know how

they're performing," she said. "Why would (Detroit) want to give up direct control of the pensions, of their employees? ... I'll be actively campaigning against these bills." Cushingberry could not be reached for comment.

The Distressed Municipal Pension System Act bill applies to systems with a value of at least \$2 billion.

A pension board would have to be declared "distressed" after the state treasurer receives written notification from a trustee of the system, its actuary, 10% of its members, or the head of the municipality under various conditions.

Green said the General Retirement System is meeting three of the six conditions and the police and fire fund is meeting four of the six conditions.

The second bill, which amends the Municipal Employees' Retirement Act of 1984, adds two members to the MERS board, representing Detroit for a two-year transition period.

"The shortcomings of the current fund managers (have) been well documented," said Switalski, adding he expected better returns on investments with MERS. "This would improve the viability of the pension funds."

But Gracia points out that

the pension boards were fully funded in 2008 before the markets crashed. Today, he said both are close to 90% funded.

"We recovered quite a bit from the downturn of the market," he said. "They need to talk to people. They just can't operate in a vacuum."

Who to trust?

Bob Stevenson, an Ann Arbor-based pension attorney for nearly 35 years, questioned the wisdom of the move, suggesting that the Bing administration should work to restructure the existing boards.

"Undoubtedly, the Detroit pension systems have been poorly run, but I don't think the answer in my view would be to transition to MERS," Stevenson said. "I would find some means to keep these pension plans autonomous."

Another attorney disagrees.

"The trustees and their chosen advisers have brought this on themselves. Detroit's pension plans are for the benefit of the city's workers, not the pension's trustees," said John Conway, one of the attorneys representing current and former City of Detroit employees and retirees in a class action against trustees of the General Retirement Systems and some of their advisers.

"There has been a complete

disconnect between what the trustees should be doing and what they are doing," Conway said.

Al Garrett, president of the Michigan American Federation of State County and Municipal Employees (AFSCME) Council 25, that represents about 3,500 city workers, said he was surprised that the topic has not come up in labor negotiations with the unions, and that he wasn't sure what Bing wants to accomplish.

"I'm not sure that MERS is more successful than the pension boards," Garrett said, adding that the city "still has an obligation to pay the benefits."

Garrett also said he knows "the board appears to be undisciplined," but he said board members were duly elected by their peers.

The lack of discipline Garrett referred to showed up in a Free Press investigation revealing lavish travel by trustees and staff, large pay raises for the funds' longtime lawyer, and investments that went sour.

Switalski said he thinks that the bills will have strong support in Lansing, and hopes "it's accepted in the spirit it's offered."

"I think the mayor will fight for it," he said of Bing.

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What the Free Press uncovered

Over the last year, the Free Press has investigated spending and investment practices at Detroit's two public pensions, reporting, among other things, that pension board trustees have traveled the world with few restrictions and lost millions in risky deals.

Throughout, the two pension boards — one for police and fire employees, the other for general city workers — have resisted efforts to release public records or shed light on how they make decisions.

Among the newspaper's findings:

■ That trustees, their lawyers and staff spent \$380,000 in a year's time circling the globe to attend conferences — often traveling in packs, with virtually no limitation on where they went or how often. One trustee, Ronald Gracia, spent \$105,000 on travel, including three trips to Singapore. Another, Barbara-Rose Collins, spent more than \$20,000 to attend a conference in Dubai, only to acknowledge she didn't get much out of the trip.

■ That the pension plans destroy most travel records after closing the books on the year, despite a state law that requires most public agencies to keep records for seven years.

■ That the boards allow trustees to take trips, expensive meals, tickets to sporting events and other perks from money managers, law firms and other companies that want to do business with the funds.

■ That an adviser to the boards recommended three investments that were rife with red flags. The deals collapsed, costing the pension plans \$90 million, and millions more in other deals are at risk. The adviser wrote approvingly of liens, fraud, lawsuits or failing to pay bills.

■ That trustees routinely ignored their own rules requiring companies seeking investment dollars to reveal whether they are paying middlemen. They invested with businesses that failed to complete a required questionnaire that asks for details on payments to any third parties. The Securities and Exchange Commission has proposed a ban on such middlemen, saying they have the potential to be a corrupting and distorting influence.

- BY JENNIFER DIXON