# 

RANKED **17<sup>TH</sup>** OUT OF **32** OEMS
RANKED **11<sup>TH</sup>** OUT OF **18** NON-LUXURY BRANDS

HEALTH SCORE

68/100

9.18

Monthly Review Volume: 25% of score

612

Lifetime Review Volume:

15% of score

4.5

**Star Rating:** 

30% of score

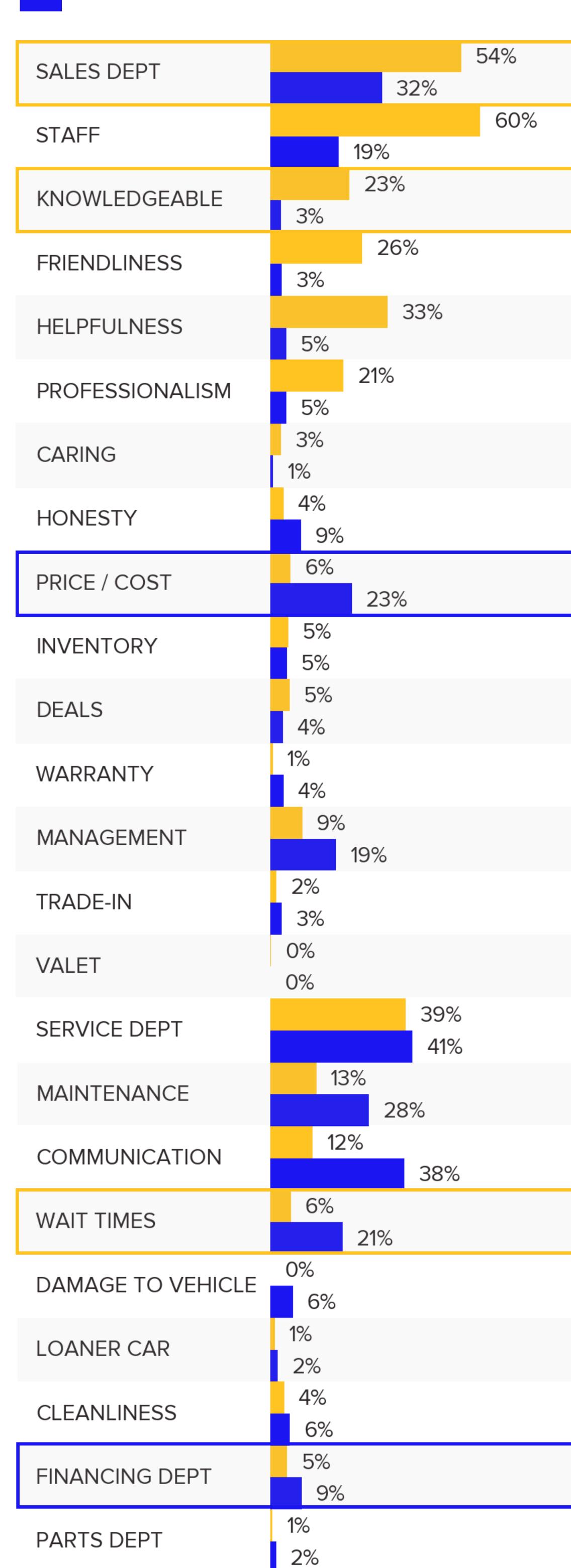
88%
Response Rate:

30% of score

## **TOPIC COMPARISON TABLE**

The chart below displays the most common topics discussed in reviews, and how often these topics come up in positive and negative reviews for this brand

POSITIVE REVIEWS
NEGATIVE REVIEWS



## **STRENGTHS**

**SALES DEPT** comes up in 54.5% of positive reviews, 20.53% above benchmark

**KNOWLEDGE** comes up in 22.56% of positive reviews, 20.56% above benchmark

**WAIT TIMES** comes up in 20.26% of negative reviews, 21.12% below benchmark

### **RIVALRY**

Hyundai v. Mazda Health Scores

80 HYUNDAI 68 MAZDA

Hyundai negative review percentage: **13**% Mazda negative review percentage: **10**%

Hyundai monthly review volume: **15**Mazda monthly review volume: **9.2** 

#### **WEAKNESSES**

PRICE / COST comes up in 23.07% of negative reviews, 11.57% above benchmark

**FINANCE DEPT** is mentioned in 8.98% of negative reviews, 55.32% above benchmark

#### **MODEL REPUTATIONS**

#### Mazda CX-5

**4.76** Average Rating

Rank 1/31 rated model of the top-selling models list

#### **REGIONAL STANDOUTS**

The map below displays average health score by state for this brand

