

Car Service and Maintenance Repair - UK - October 2011

Report Price: £1750 / \$2837 / €1995



"Cost is one important factor behind choice of service agent, as six in ten drivers are keen not to fall victim to a garage that recommends more work than necessary in order to charge more and a third look for low labour charges. One way for garages to increase custom among those who are keen to save money is to tap into the current demand for discount vouchers organised by companies such as Groupon."

– Michelle Strutton, Senior Consumer Analyst

In this report we answer the key questions:

- What is the impact of the 'ageing' of the UK's car parc and how are longer replacement cycles impact on servicing and repairs?
- Has increased pressure on consumer incomes since the recent recession led to different approaches towards the repair and servicing of their vehicles?
- Which segments of the replacement parts market are showing signs of growth and why is this?
- How are car dealers and independents faring against new competition?
- Is there still room for smaller parts suppliers?

Definition

Small parts are defined as products that need to be replaced in order that, mechanically, the car may function better or, indeed, at all. In this respect, they differ from car accessories, which may include comfort, security and/or appearance as the prime motivators to purchase.

The product areas covered in this report may be purchased from a retail outlet and fitted by the car owner or by a professional in a local garage or main dealership. The latter includes the purchase of parts from fast-fit centres as well as garages (both dealers and independents).

This report purely covers the sale of this type of good to consumers (and not trade between suppliers/manufacturers and retailers).

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